

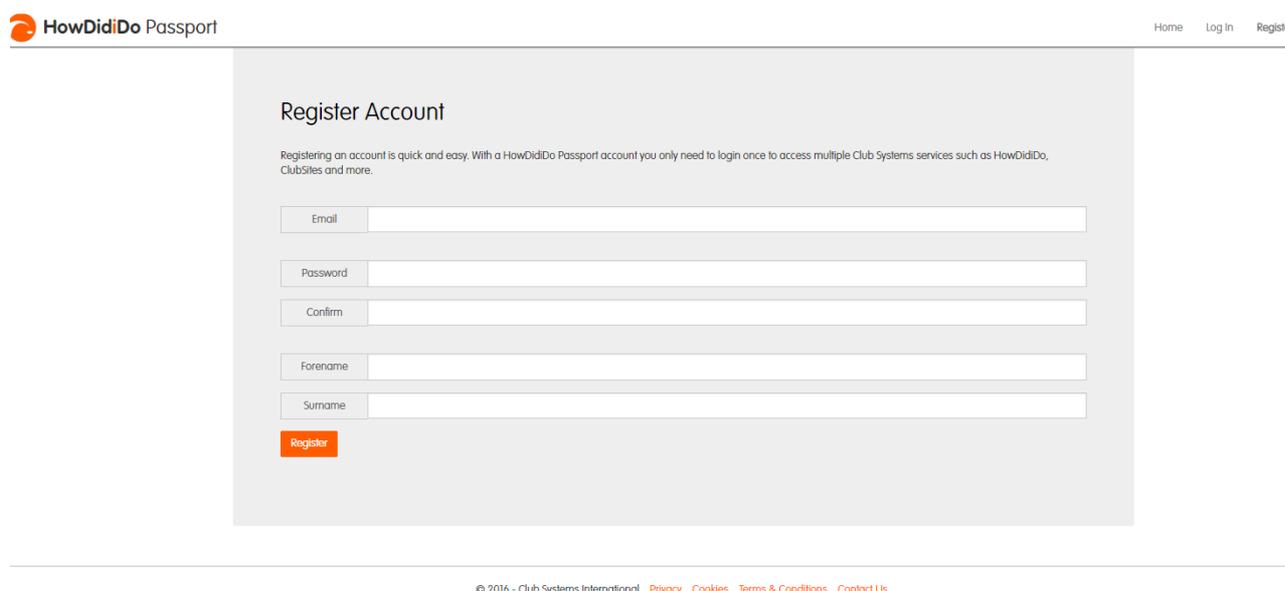
## Access to the Club Website

Access to the members-only content hosted on the club website is only possible for club members who sign in using their HowDidiDo Passport Account. This same account will allow access to the Club V1 Members Hub and HowDidiDo applications, both of which are available as links under the Members menu on the website. These applications may also be downloaded to Android and Apple tablets and smart phones free of charge.

If you do not already have a HowDidiDo Account, please apply by following the instructions on how to register shown below.

### Registering a HowDidiDo Passport Account

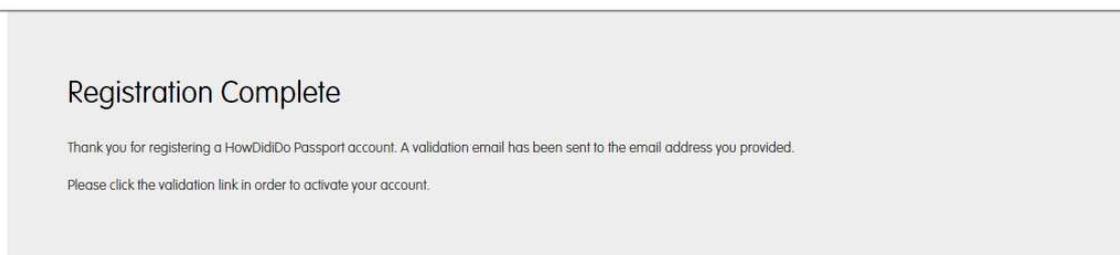
Members who do not already have a HowDidiDo Passport Account should apply by clicking on this link: <https://passport.howdido.com/Account/Register> which will display the screen shown below:



The screenshot shows the 'Register Account' page on the HowDidiDo Passport website. The page has a header with the logo and navigation links (Home, Log In, Register). The main content area is titled 'Register Account' and includes a sub-header: 'Registering an account is quick and easy. With a HowDidiDo Passport account you only need to login once to access multiple Club Systems services such as HowDidiDo, ClubSites and more.' Below this is a registration form with the following fields: Email, Password, Confirm, Forename, and Surname. An orange 'Register' button is located at the bottom of the form. At the bottom of the page, there is a footer with copyright information and links for Privacy, Cookies, Terms & Conditions, and Contact Us.

Please enter your email Address and a Password that you will use when you sign in to these systems. The password must contain both upper and lower case letters, at least one number and be six or more characters long. You will also need to enter your Forename and Surname before clicking on the orange 'Register' button. (Note that this information should match that held on the club's membership database. Please be aware also that the email address you enter cannot be shared across multiple Passport Accounts – **all playing members should have their own email address/Passport Account to take full advantage of the systems.** If you do not already have an email address, there are many providers (e.g. Gmail, Yahoo and Outlook) who offer this service for free. Just search for their sign-up page to apply and then notify [secretary@halegolfclub.com](mailto:secretary@halegolfclub.com) so that the contact information in your membership record can be updated.)

If you already have a Passport Account or have previously applied for access to HowDidiDo and attempt to register again, you will encounter the message: **The username is unavailable.** If this happens, please close the browser window to cancel the registration process. Provided it is a new registration request, the following screen will be displayed:



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A validation email will be sent to you automatically. Upon receipt, please open the email and click on the 'Activate Account' button to complete the registration process.

## HowDidiDo

### Confirm Registration

Thank you for registering with HowDidiDo.

In order to login to your account you must first verify your email address - this process only takes a moment.

After confirming your account by clicking the button below you'll be able to login immediately.

[Activate Account](#)

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If the above email does not arrive, please check your junk/spam folder in case your email provider is marking the HowDidiDo notification emails as spam. It is recommended that you add [alerts@how-did-i-do.co.uk](mailto:alerts@how-did-i-do.co.uk) and [noreply@hdid.co.uk](mailto:noreply@hdid.co.uk) to your safe senders list in the email settings to ensure that all future emails are not marked as spam. (Please refer to your email application help pages for assistance on how to do this.)

Once the HowDidiDo Passport account is registered, you will then be able to log into the Hale Golf Club website, the ClubV1 Members Hub, the HowDidiDo application and the HowDidiDo Passport site.

If you have any difficulty with registering or need further assistance then please contact the HowDidiDo Support Team directly by sending an email to [hdidsupport@clubsystems.com](mailto:hdidsupport@clubsystems.com) providing as much information as you can regarding the problem.

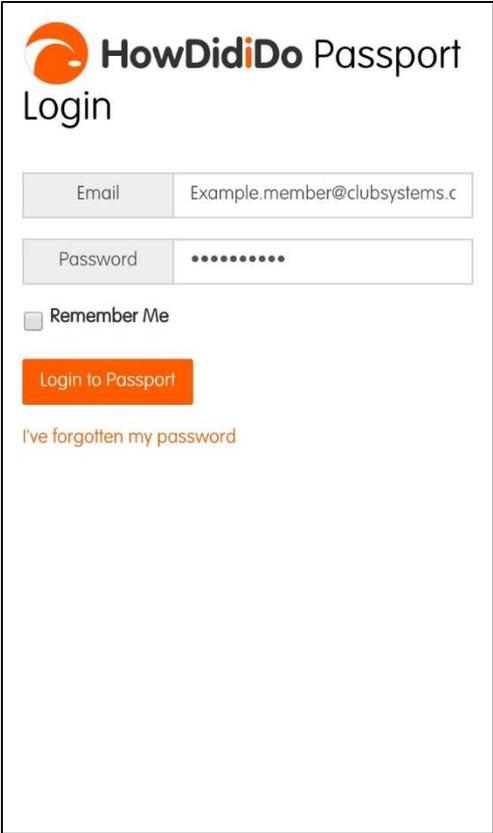
**NOTE: The first time you log in to the ClubV1 Members Hub or the Hale Golf Club website, you will be asked to confirm your club membership by selecting your address and membership category from the list of options presented to you. The following pages illustrate the steps you need to take to complete this process for each of these two systems.**

Logging into the ClubV1 Members Hub

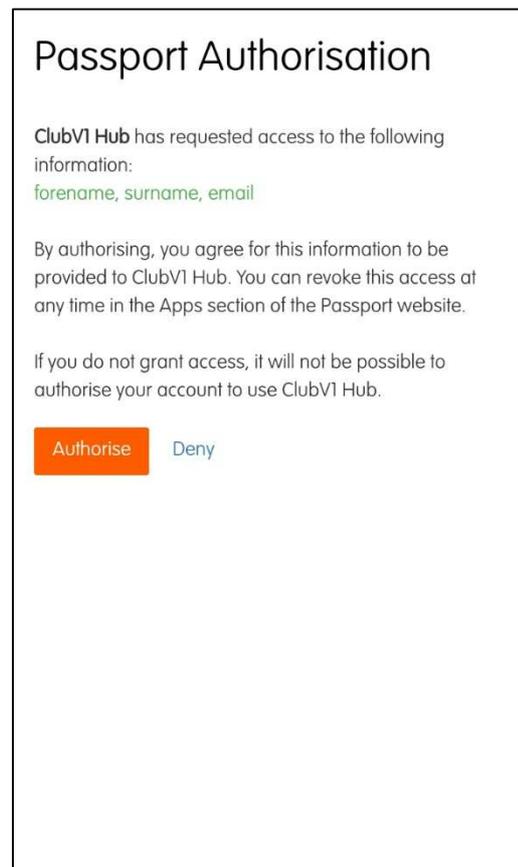
- 1. Once the ClubV1 Members Hub app has been installed onto your device, launch the app which should then open to the following Passport Log In screen.



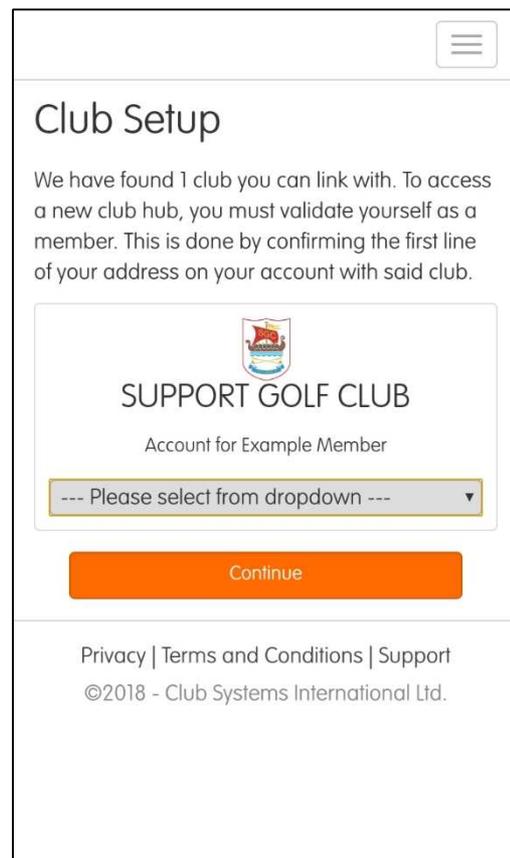
- 2. Login using your HowDidiDo Passport email address and associated password.



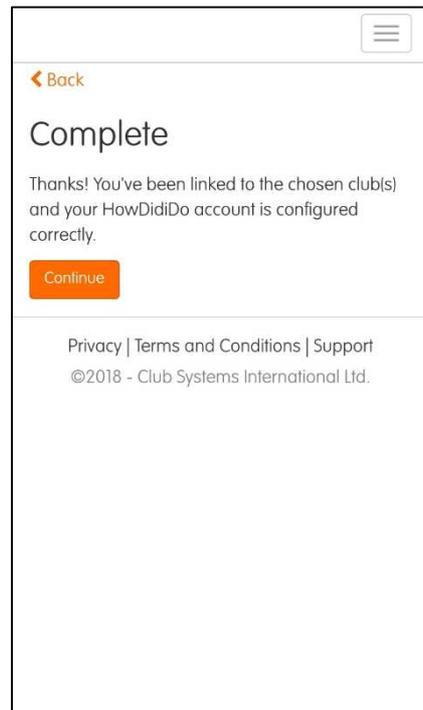
3. You will then need to authorize the app to use your HowDidiDo Passport information (forename, surname and email address) by clicking the 'Authorise' button.



4. Once the Authorisation is complete, you will be taken to the Club Setup page. Provided that you have used exactly the same email address for your HowDidiDo Passport as is held on the club's ClubV1 System, then Hale Golf Club will automatically appear for you to link to. To complete this linkage you must validate by selecting the correct address from the drop-down menu and then press 'Continue'.



5. You have completed the validation and linked yourself to the ClubV1 record at Hale Golf Club. Click on 'Continue' to be redirected to the ClubV1 Members Hub Dashboard.

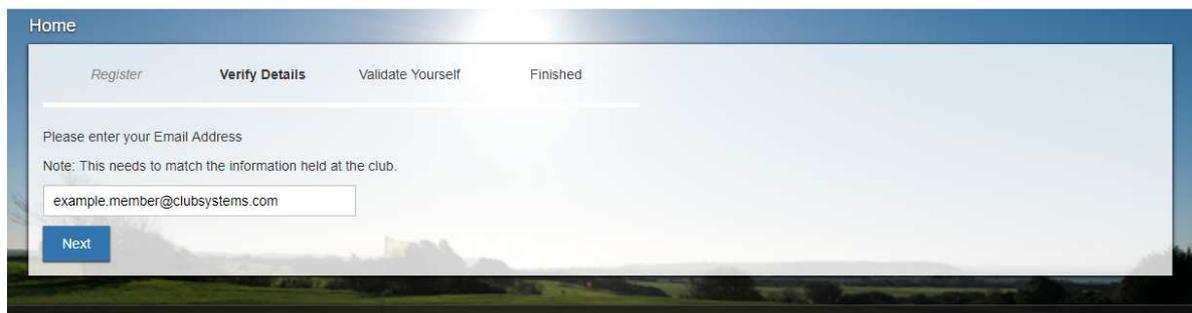


## Logging into our Club Website with your HowDidiDo Passport

1. The first time you try to 'Log In' or attempt to access any member-only content on the Hale Golf Club website, you will be presented with the following screen. Assuming that you have completed the registration process described above, click on the 'Log in with HowDidiDo Passport' button.

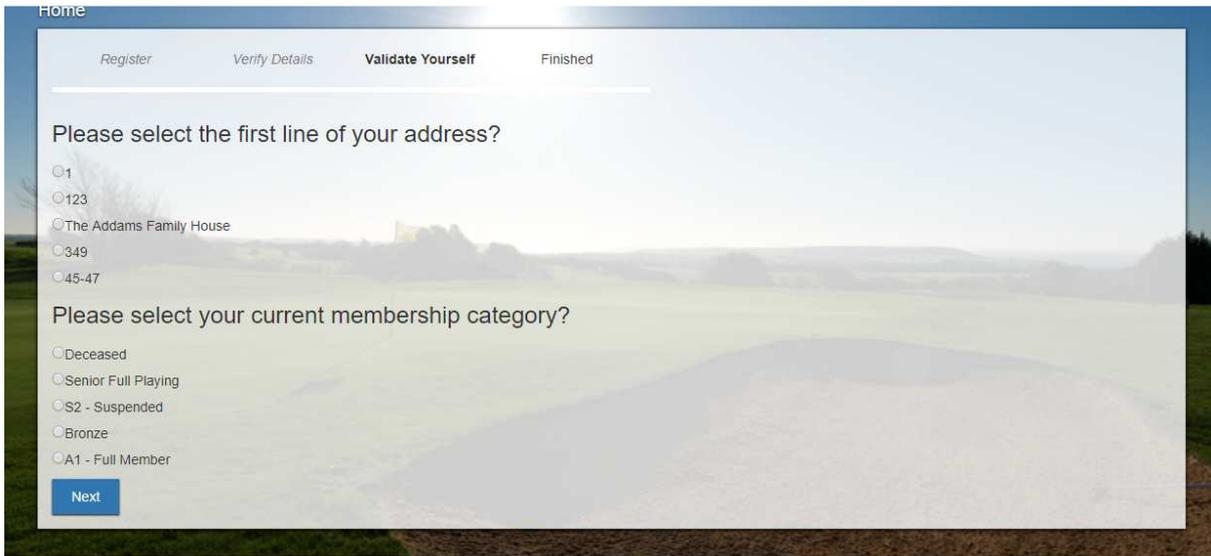


2. Verify your details by entering your email address. (Note that this cannot be shared with anyone else as it is uniquely linked to your individual membership record.)



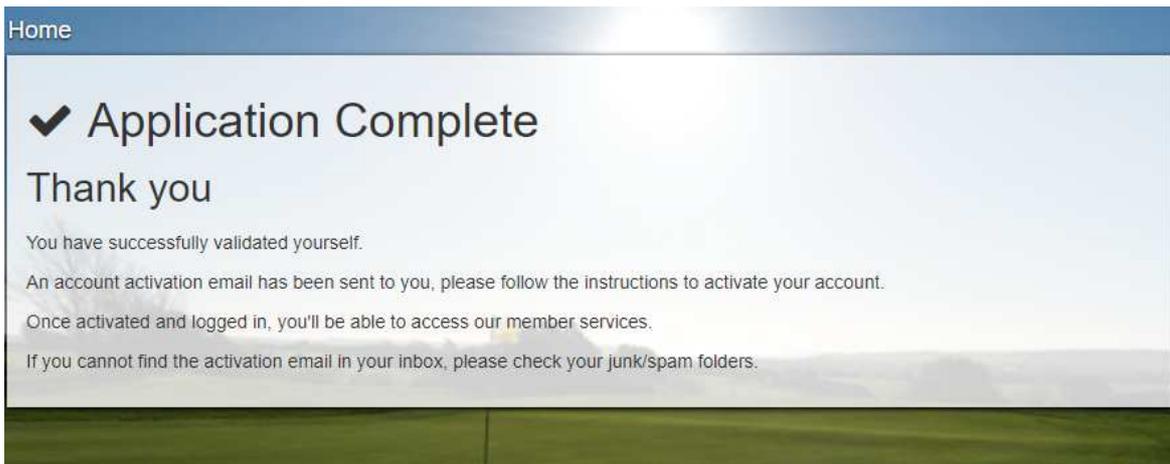
3. Validate yourself by selecting the first line of the address that Hale Golf Club holds for you on your membership record. You should then select your current membership category from the displayed options before pressing 'Next' to continue.

Note: if you do not see the right information here, then this may indicate that the club records need to be updated. You should contact the Club Secretary ([secretary@halegolfclub.com](mailto:secretary@halegolfclub.com)) with any corrections. It is also possible that the email address you are trying to use has already been linked to another person (e.g. a family member). You must have your own Passport Account to continue.



The screenshot shows a web interface for the 'Validate Yourself' step of a registration process. At the top, there is a navigation bar with four tabs: 'Register', 'Verify Details', 'Validate Yourself' (which is active), and 'Finished'. Below the navigation bar, the main content area has a light blue background with a blurred image of a golf course. The text asks the user to 'Please select the first line of your address?' and provides five radio button options: '1', '123', 'The Addams Family House', '349', and '45-47'. Below this, it asks the user to 'Please select your current membership category?' and provides five radio button options: 'Deceased', 'Senior Full Playing', 'S2 - Suspended', 'Bronze', and 'A1 - Full Member'. A blue 'Next' button is located at the bottom left of the form area.

4. Your application should now be complete – an activation email will be sent to you. Please check your junk/spam folder if you do not see this in your inbox.



The screenshot shows a confirmation screen with a light blue background and a blurred image of a golf course. At the top left, there is a 'Home' link. The main heading is 'Application Complete' with a checkmark icon. Below the heading, it says 'Thank you'. The text continues: 'You have successfully validated yourself. An account activation email has been sent to you, please follow the instructions to activate your account. Once activated and logged in, you'll be able to access our member services. If you cannot find the activation email in your inbox, please check your junk/spam folders.'

5. An example of the activation email is shown below. Once you use the 'click here' link this will redirect you to your account in your internet browser and your registration for the club website is complete.

