



HELLO CLUB FAQs

What is Hello Club?

Hello Club is an encrypted secure, user friendly web based application that allows you to manage your club activity, view account statements, book upcoming courses/events, and make payments through a single sign-on.

In addition, you can also manage your family member's payments and bookings by creating Circles, as well as enable or disable notifications for account updates.

How do I set up or sign in?

You have received a Welcome email on Sunday, 16th April with a Setup your account link.

To get started, please set up your account by clicking on the link below:

SET UP ACCOUNT

Click on the green button and follow the instructions to set up your account. Your details will appear on the screen, and you can check and confirm them before proceeding. Accept the Terms and Conditions and complete the setup to start using Hello Club.

What if I am unable to set it up?

If you encounter any issues while setting up your account, please contact Priya by ringing 8373 3995 or ask one of the staff or committee members and we will assist you to set it up by phone or in person. Please bring your email with you on your phone or tablet to help us set it up for you.

Can I pay online on our website?

Yes you can pay online but since 16th April, it will ask you to login to Hello Club to make the payment. You click on the Hello Club Login button on the top right-hand corner of our website <https://sabridge.com.au>

Hello Club Login

Pay Online For Members ▾

Can I continue to pay via EFTPOS or Cash at the club?

Yes, you can still pay by EFTPOS or cash at the club, our concierge volunteers and directors will assist you with EFTPOS or cash payments. However, we encourage members to use

Hello Club for online payments where possible to help us maximize the benefits of Hello Club.

We will have additional volunteers available an hour before every session to help you set up and navigate Hello Club.

Will the club save my credit card or bank details?

No, we do not have access to your eftpos, credit card or bank details. This is collected by Hello Club's encrypted payment platform Stripe one time only for the purpose of your transaction. You may be asked by Hello Club or your web browser whether you want to save the card details for next time – it is your option whether you choose to save it or not.

Thank you

We appreciate your patience and understanding during this transition. We are confident that Hello Club will make your experience with us smoother and more convenient. We look forward to your feedback as we continue to improve our services to meet your needs. Thank you for being a valued member of our club.

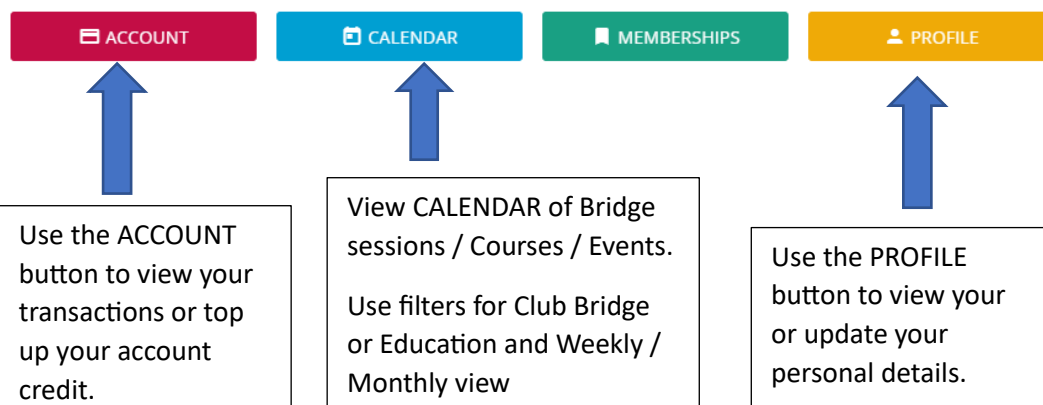
HELLO CLUB USER GUIDE

Home screen

This is what members will see when they login to Hello Club.



Welcome to the SA Bridge Association - Adelaide's leading bridge club. We've been playing bridge and making friends for 90 years, so why not come and join us? We have four handy locations around Adelaide - we look forward to seeing you.



How do I set up a joint account with my partner? (Circles)

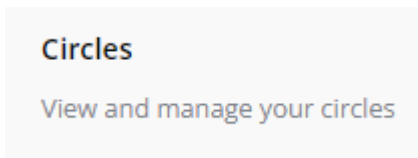
Every member and regular player will have their own Hello Club account. However it is possible to view and manage your partners account by creating a **Circle** via Hello Club.



Click on the three lines at top left-hand corner to go to Home screen.



Click on the PROFILE button



Scroll down to Circles (you will see it below Member details)

Click on **Circles** – and *Create New Circle*

^ Circles

You do not belong to any circles yet.



Enter a Circle name for eg. John & Jane Doe

Or Family etc.

Type in the members first or last name, and select the member.

You can add as many members to a Circle as you wish OR set up as many different circles as you want.

You can **Unselect** any options that you do not want circle lead to view or manage. Eg Finances, Memberships, Bookings, Events etc

SAVE the circle.

Create circle ✕

CIRCLE NAME


MEMBERS

PERMISSIONS

- Details ?
- Finances ?
- Memberships ?
- Bookings ?
- Events ?

CANCEL SAVE

To Manage your Circle members Finances

Go to ACCOUNT on Home page (or click  button on the top left hand corner to see the Menu and then select **Account – see below**)



 Home

 Calendar

 Directory

 Profile

 Memberships

 Coupons

 **Account**

 Sign out

 CREDIT ACCOUNT

	CREDIT	DEBIT	BALANCE
	+50.00		\$60.00
	+10.00		\$10.00

Click on **Account Credit** (third button to right – see below)

Click on the **Transfer Account Credit** button – see below:

Buttons for account credit management:

- ADD ACCOUNT CREDIT
- TRANSFER ACCOUNT CREDIT
- CLOSE

Select the member from the **Circle Members** list below.

Transfer account credit [Close]

RECIPIENTS

[Type name]

CIRCLE MEMBERS

- AP Annie Payne

REFERENCE (optional) AMOUNT

[Reference field] \$ [Amount field]

[CANCEL] [TRANSFER]

Type in any text for your reference and the \$ amount and click **Transfer**

Transfer account credit ✕

RECIPIENTS

AP Annie Payne ✕ Type name

REFERENCE (optional) AMOUNT

\$ 50

! This will deduct **\$50.00** account credit from John Payne and add it to Annie Payne.
John's new account credit balance will be **-\$50.00** (negative)

CANCEL TRANSFER

You can check your partners account and this amount will show as account credit.

Any outstanding balance will be automatically deducted, and the balance shown as Account Credit.