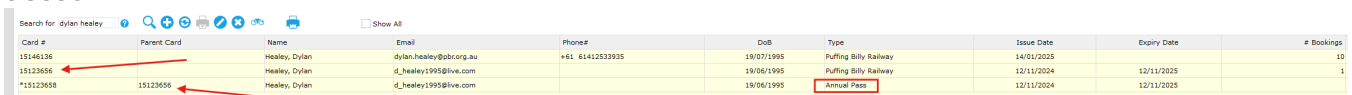


How to: Merge a Member into another Members Account

This is also the process on how to add a separately booked pass for a companion into the paid members portal.

1. Get the member numbers for both users. In my example, member Dylan Healey, needs to be added to IT Adult's (15046721) account.
If they are unable to provide their member number you can search by the other fields, though it may be more difficult to find the user.
2. Search for the member who needs to add the other member. **Each user** should have **two** entries, an **Annual Pass** type and a **Puffing Billy Railway** type


If there are more than two entries because a member # was not used, you can use the **ParentCard** number under an **Annual Pass** type to match the **Member #** of the online account.



A screenshot of a search results table for 'dylan healey'. The table has columns: Card #, Parent Card, Name, Email, Phone#, DoB, Type, Issue Date, Expiry Date, and # Bookings. There are three rows. The first row has Card # 15146136, Parent Card, Name Healey, Dylan, Email dylan.healey@pbrcorp.au, Phone# +61 61422533935, DoB 19/07/1995, Type Puffing Billy Railway, Issue Date 14/01/2025, Expiry Date, and # Bookings 10. The second row has Card # 15123656, Parent Card, Name Healey, Dylan, Email d_healey1995@live.com, Phone#, DoB 19/06/1995, Type Puffing Billy Railway, Issue Date 12/11/2024, Expiry Date 12/11/2025, and # Bookings 1. The third row has Card # *15123658, Parent Card 15123656, Name Healey, Dylan, Email d_healey1995@live.com, Phone#, DoB 19/06/1995, Type Annual Pass, Issue Date 12/11/2024, Expiry Date 12/11/2025, and # Bookings. Red arrows point from the Parent Card column of the first row to the Parent Card column of the third row, and from the Type column of the third row to the right.

Card #	Parent Card	Name	Email	Phone#	DoB	Type	Issue Date	Expiry Date	# Bookings
15146136		Healey, Dylan	dylan.healey@pbrcorp.au	+61 61422533935	19/07/1995	Puffing Billy Railway	14/01/2025		10
15123656		Healey, Dylan	d_healey1995@live.com		19/06/1995	Puffing Billy Railway	12/11/2024	12/11/2025	1
*15123658	15123656	Healey, Dylan	d_healey1995@live.com		19/06/1995	Annual Pass	12/11/2024	12/11/2025	

3. **Right click** the member that has a type of **Puffing Billy Railway** and select **Properties**



A screenshot of a table showing member details. The table has columns: Card #, Parent Card, Name, Email, Phone#, DoB, Type, Issue Date, and Expiry Date. There are two rows. The first row has Card # 15046721, Parent Card, Name Adult, IT, Email it@pbrcorp.au, Phone# +61 97570700, DoB 19/07/1995, Type Puffing Billy Railway, Issue Date 13/05/2024, and Expiry Date. The second row has Card # *15046725, Parent Card 15046721, Name Adult, IT, Email it@pbrcorp.au, Phone# +61 97570700, DoB 19/07/1995, Type Annual Pass, Issue Date 13/05/2024, and Expiry Date 13/05/2025. A red arrow points from the Type column of the first row to the right.

Card #	Parent Card	Name	Email	Phone#	DoB	Type	Issue Date	Expiry Date
15046721		Adult, IT	it@pbrcorp.au	+61 97570700	19/07/1995	Puffing Billy Railway	13/05/2024	
*15046725	15046721	Adult, IT	it@pbrcorp.au	+61 97570700	19/07/1995	Annual Pass	13/05/2024	13/05/2025

4. Go to **Associate Cards** and select **Add Family Member**

[image.png](#)

5. Search for the members number you need to add and click **OK**

Member Card Search +

15123656 Include similar names

Card Details	Customer Details	Notes
Puffing Billy Railway #15123656 1 Bookings	Dylan Healey	

6. If you go back to Associate Cards you will now see the member added to the account. **Hit Apply**

Membership Card - IT Adult (15046721)

Individual Contact Options

Details

- Card Details
- Portal Details
- Associate Cards

Search

Associated Cards

Name	Type	Balance	Expiry
Adult Family (IT)			
15046724	Puffing Billy Railway	\$0.00	
IT Adult			
15046721	Puffing Billy Railway	\$0.00	
15046725	Annual Pass	\$0.00	13 May 2025
IT Child			
15046722	Puffing Billy Railway	\$0.00	
15046726	Annual Pass	\$0.00	13 May 2025
IT Infant			
15046723	Puffing Billy Railway	\$0.00	
15046727	Annual Pass	\$0.00	13 May 2025
Dylan Healey			
15123656	Puffing Billy Railway	\$0.00	12 November 2025
15123658	Annual Pass	\$0.00	12 November 2025

7. When the "parent" user IT Adult logs into the portal, they can now see the new member. If the customer is already logged in and cannot see it, get them to refresh the page.

IT ADULT

IT Adult
Annual Pass
Membership # 15046721
Expiry 13 May 2025

IT Child
Annual Pass
Membership # 15046722
Expiry 13 May 2025

IT Infant
Annual Pass
Membership # 15046723
Expiry 13 May 2025

Dylan Healey
Annual Pass
Membership # 15123656
Expiry 12 Nov 2025

UPCOMING TRAVEL

Reference	Status	Date	Product	Party	Qty	Amount
No upcoming bookings						

Revision #1

Created 2025-01-29 16:25:20 UTC by Dylan Healey

Updated 2025-01-29 16:42:16 UTC by Dylan Healey