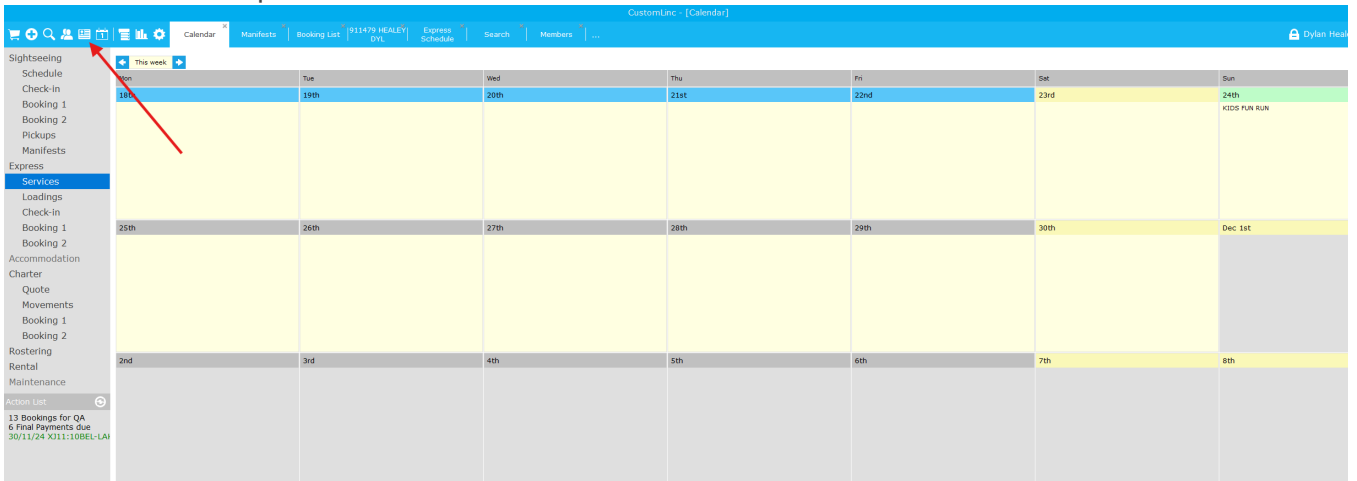
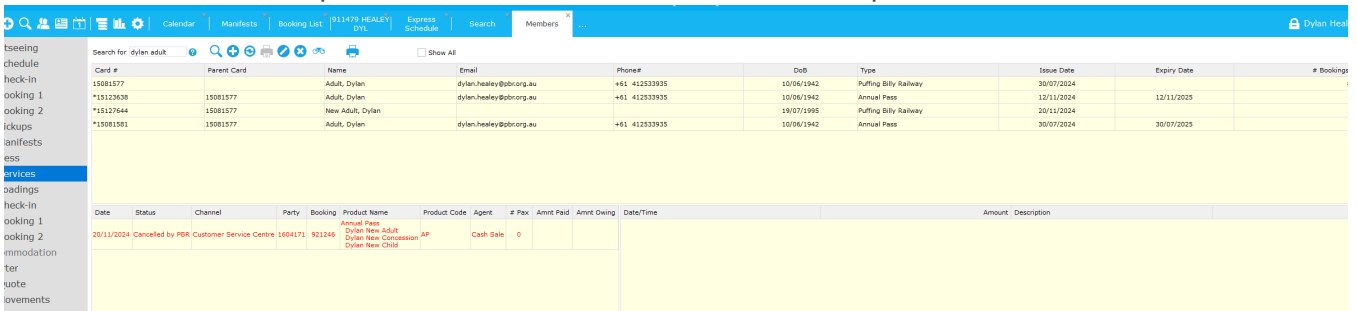


How to: Reset a Annual Pass user password

1. Go to membership details



2. Search for the Annual pass members full name or membership number



3. You then need to find the "Parent Card". This will be the Lead Adult for the account, and where the account details are.

Card #	Parent Card	Name	Email	Phone#	DOB	Type	Issue Date	Expiry Date	# Bookings
15081577		Adult, Dylan	dylan.healey@bpcorp.au	+61 412533935	10/06/1942	Puffing Billy Railway	30/07/2024		1
*15123638	15081577	Adult, Dylan	dylan.healey@bpcorp.au	+61 412533935	10/06/1942	Annual Pass	12/11/2024	12/11/2025	
*15127644	15081577	New Adult, Dylan			19/07/1995	Puffing Billy Railway	20/11/2024		1
*15081581	15081577	Adult, Dylan	dylan.healey@bpcorp.au	+61 412533935	10/06/1942	Annual Pass	30/07/2024	30/07/2025	

As you can see above, the member card # 15081577 does not have a parent, therefore it is the parent.

4. Right click this user and select properties

Search for ? 🔍 + ↺ 🖨️ ✍️ ✖️ 🔄 🖨️ ☐ SI

Card #	Parent Card	Name
15081577		Adult, Dylan
*15123638	15081577	
*15127644	15081577	
*15081581	15081577	

Make a Booking ▶

Receipt Fee...

Add Prepay Credit...

Add Points Adjustment...

Reprint Receipt...

Print Card ▶

Issue next Card...

Issue Child Card...

Replace Lost Card...

Set Alert Message...

Test RFID Card...

Export to CSV File...

Export Member Bookings...

Booking List

Member with no Bookings...

View Card Activity...

View Gate Activity...

Audit Trail...

Properties...

Date	Status	Channel	Party	Booking	F
31/07/2025	Cancelled by PBR	Annual Pass Portal	1602015	919089	A
31/07/2025	Cancelled by Pax	Annual Pass Portal	1602019	919093	A
07/03/2025	Cancelled by Pax	Annual Pass Portal	1603023	920098	1
17/02/2025	Confirmed	Annual Pass Portal	1604968	922045	1

Date/Time	Subject
12/11/2024 10:10	Puffing Billy member account password rese

5. You can confirm if the user has setup portal access with the status.

Membership Card - Dylan Adult (15081577)

Individual Contact Options

Details

- Card Details
- Portal Details

Search

Portal Details

Email Confirm Status

Portal Password Send password reset email

Portal Status CONFIRMED

Last Login Never

Allow access to Frequent Traveller (Guest) Portal

Allow access to Administrators Portal

OK

Cancel

Apply

6.

Then select **Send password reset email**

Membership Card - Dylan Adult (15081577)

Individual Contact Options

- Details
 - Card Details
 - Portal Details**

Portal Details

Email	dylan.healey@pbr.org.au	Confirm Status
Portal Password	*****	Send password reset email
Portal Status	CONFIRMED	
Last Login	Never	
	<input type="checkbox"/> Allow access to Frequent Traveller (Guest) Portal	
	<input type="checkbox"/> Allow access to Administrators Portal	

Search

OK Cancel Apply

7. The customer will receive an email to in 2-5 minutes with instructions on how to reset their password.

Puffing Billy <info@pbr.org.au>
To Dylan Healey
Sun 24/11/2024 10:00

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi Dylan Adult,

We have received a request to reset your password. If this is correct, please proceed to the following Puffing Billy link: <https://apps.customlinc.com.au/puffingbillyrailways/MemberPortal/ForgotPassword/?code=n07Fn7W8u0KUyZfV5gCuevFFZ8&token=kSq6XO-dLbfNo3Gt8rWUYUblNAfrluNai>

If this request did not come from you, please disregard this email or contact us for further assistance.

Revision #5

Created 2024-11-24 13:37:45 UTC by Dylan Healey

Updated 2024-11-24 14:06:22 UTC by Dylan Healey