VERIFY membership set up for pool check in (2024)

If you mailed a paper form, please allow 2-3 weeks for your eSoft Planner account to be updated before logging into your account to check your membership status.

To VERIFY that your membership is set up correctly for pool check in:

- 1. Log in to your account.
 - a. <u>Click here for the BPRA Community Portal Login Screen</u> (right click to open in a new tab)
 - b. Your user name is probably NOT your email address. Use the link on the login page to retrieve your login or reset your password as necessary. If you cannot retrieve your information with those links, please visit <u>StrathmoreBelPre.org/pool-access-esoft</u> and fill out the eSoft Planner <u>help form</u>.
- 2. Click on **MY MEMBERSHIPS**, and **VERIFY** that your membership is set up correctly. Family members must be listed in your <u>2024 BPRA Annual Assessment due March 1, 2024</u> membership to show up for pool check in.
 - a. Hover over My Account, then choose My Memberships.





This is a listing of your membership(s). You can view the payment details of the membership by clicking on the Details button.

Swim Memberships Purchased/Enrolled									
Title	Member #		Family Member		Membership Start Date	Memb End	ership Date	Account	Attendance
2024 BPRA Annual Assessment - due March 1, 2024*	10007000		Jenny Dolphin George Dolphin Jack Dolphin Jan Dolphin Joe Dolphin		Jan 1, 2024	Dec 31	, 2024	Details	History
2 Passes - Season Pass Membership - Must Show Pass for Entry	Previous	ye	ar membershi	ps I	s can be ign	ored	, 2022	Details	History
Household Membership - Upload names/photos	▼ 10649902	Jenny Dolphin George Dolphin Jack Dolphin Jan Dolphin Joe Dolphin			Mar 1, 2021	Feb 28, 2022		Details	History
CHECK IN for Season Pass - MUST SHOW PASS	10627663	SeasonPass1 Dolphin SeasonPass2 Dolphin			Mar 1, 2021	Feb 28, 2022		Details	History

Ignore previous year memberships. Valid memberships for 2024 are dated Jan 1, 2024 - Dec 31, 2024.

Please note: If you selected "Send in Check" when you did your enrollment online, you may see a message that reads "Suspended pending payment." This is a system-generated message. After your payment is processed, the message will no longer appear, and your membership status will appear as "Active." Please allow 2-3 weeks for your payment to be processed and the system to be updated.

- 3. If someone is missing from your 2024 BPRA Annual Assessment due March 1, 2024 membership
 - a. First see if they are already listed in My Profile.
 - i. Hover over My Account, click on My Profile.
 - ii. Scroll down to see what family members are listed.
 - b. If the family member IS listed in My Profile:
 - i. Please visit <u>StrathmoreBelPre.org/pool-access-esoft</u> and fill out the eSoft Planner <u>help form</u>.
 - c. If the family member is NOT listed in My Profile:
 - i. Add the family member: Hover over My Account, click Add Family Members. Fill in required information. Click "Add Family Member" at the bottom of the page. Repeat as necessary.
 - ii. Once the Family Member is listed in My Profile, please visit <u>StrathmoreBelPre.org/pool-access-esoft</u> and fill out the eSoft Planner <u>help form</u>.
- 4. If you need to delete someone from your <u>2024 BPRA Annual Assessment due March 1, 2024</u> membership please visit <u>StrathmoreBelPre.org/pool-access-esoft</u> and fill out the eSoft Planner <u>help form</u>.
- 5. Be sure to upload photos of each household member before visiting the pool for the first time.
 - a. To add a photo:
 - i. Log into your account.
 - ii. Hover over My Account and select My Profile.
 - iii. Scroll down to the family member's name.
 - iv. Click Choose File (see red arrow in the screenshot below), and select the file you want to upload (jpg, gif, or png format only).
 - v. Click Open (or Select, Choose, or whatever command option that appears) in the selection window. You should then see the file name next to "Choose File" in eSoft.
 - vi. Scroll all the way to the bottom of the screen and click "Update."
 - vii. The message "Profile updated successfully" should appear toward the top of the screen, and the photo should be visible in the square that says "No Image" in the screenshot below.

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		*First Name Jack
		*Last Name Dolphin
9	age	*Birthdate Jan 🗸 01 🗸 2000 🗸
· · ·	Ē	Gender Male 🗸
		Barcode ID
Jpload New Picture: Choose Fil *(must be ing	e No file chosen	
indist be jpg	, gir, or pilg)	

Add photo for primary account holder:

SBPCA Directory?						
Profile Picture						
	No Image	Upload New Picture: Choose File No file chosen *(must be jpg, gif, or png)				
Family Picture						