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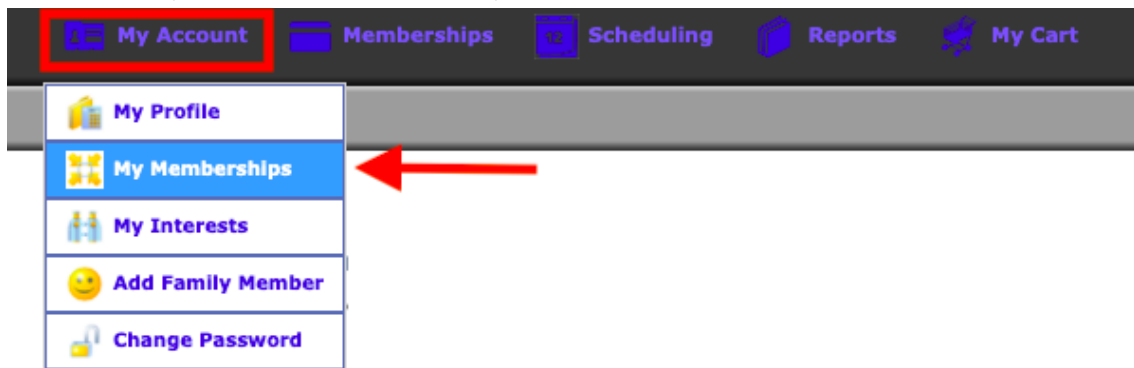
To VERIFY that your membership is set up correctly for pool check in:

1. **Log in to your account.**
   a. [Click here for the BPRA Community Portal Login Screen](#) (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 [StrathmoreBelPre.org/pool-access-esoft](#) and fill out the eSoft Planner [help form](#).

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.
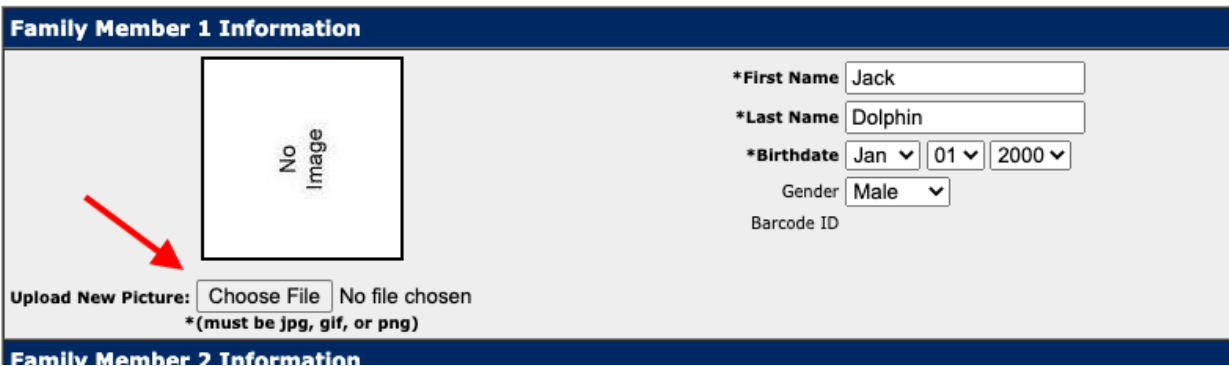   a. Hover over My Account, then choose My Memberships.

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 <u>2024 BPRA Annual Assessment - due March 1, 2024</u> 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 StrathmoreBelPre.org/pool-access-esoft and fill out the eSoft Planner help form.
    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 StrathmoreBelPre.org/pool-access-esoft and fill out the eSoft Planner help form.

4. If you need to delete someone from your <u>2024 BPRA Annual Assessment - due March 1, 2024</u> membership please visit StrathmoreBelPre.org/pool-access-esoft and fill out the eSoft Planner help form.

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.

Add photo for primary account holder:

Questions? Email BPRAPool02@gmail.com