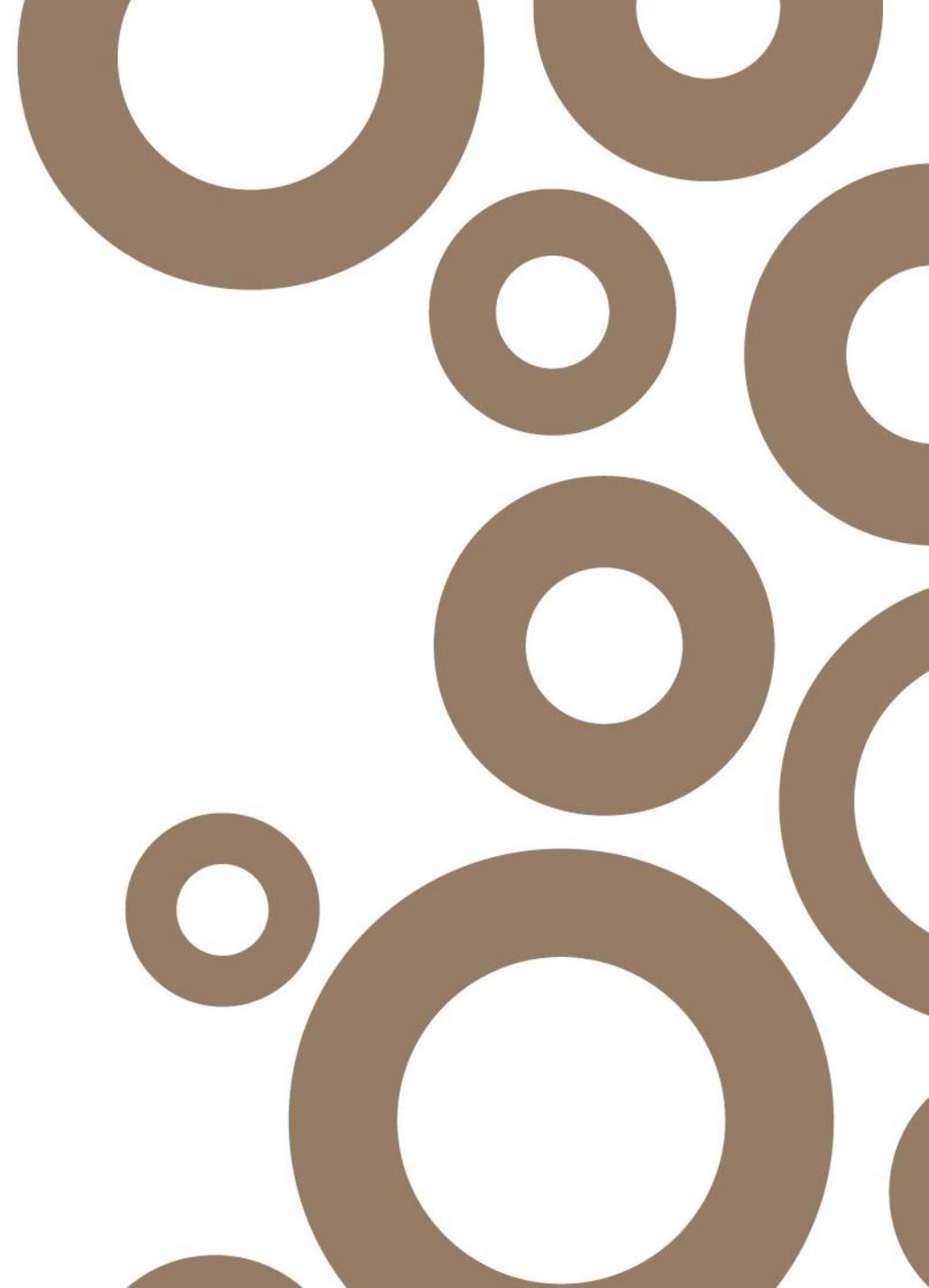


# The Racecourse PASS System

Your how-to guide



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The Privilege Access Swipe System (PASS) allows you exclusive complimentary racecourse access on account of your investment into the sport.

The system is designed to ensure you can have quick and easy access to racecourses when required and also helps racecourses to enhance your raceday and pre-arrival experience.

This **6-step guide** demonstrates the simple method to effectively use the system. This helps you take control and reserve badges for yourself and your guests before enjoying a trip to the racecourse.

We look forward to welcoming you to a racecourse soon. Your raceday experience starts with PASS.

# Registration



**STEP 1** You will have received a registration email from [support@rcapass.com](mailto:support@rcapass.com) entitled 'RCA PASS – New User Registration'.

If you cannot find your email please check your junk folder. You may want to add [support@rcapass.com](mailto:support@rcapass.com) to your safe senders list.

Please click the link as shown in the sample email in fig.1.

**STEP 2** You will then be taken to the homepage of the PASS website and asked to create a password.

This can be anything you like, just make sure it is something unique and memorable.

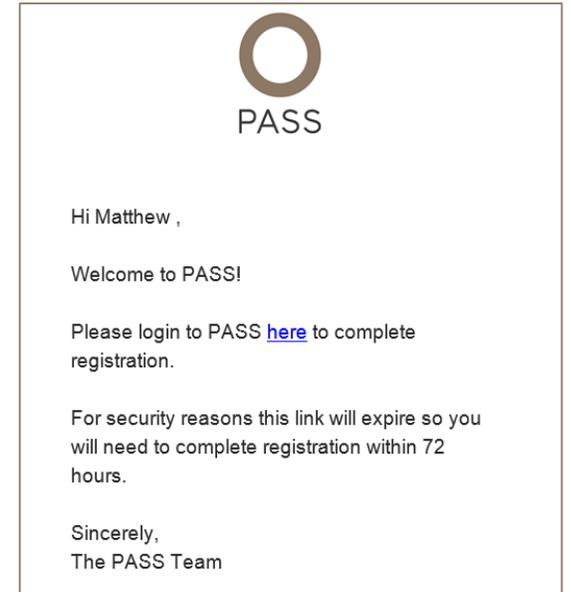


Fig. 1– sample registration email from PASS

# Logging In



**STEP 3** Open your internet browser and go to [www.rcapass.com](http://www.rcapass.com)

**STEP 4** Enter your unique log-in details. As a reminder:

- Your username is your email address
- Your PASS membership number is the number printed on the FRONT of your card
- Should you need to reset your password, simply click 'forgotten' and a reset email will be sent to your registered email address from Weatherbys.

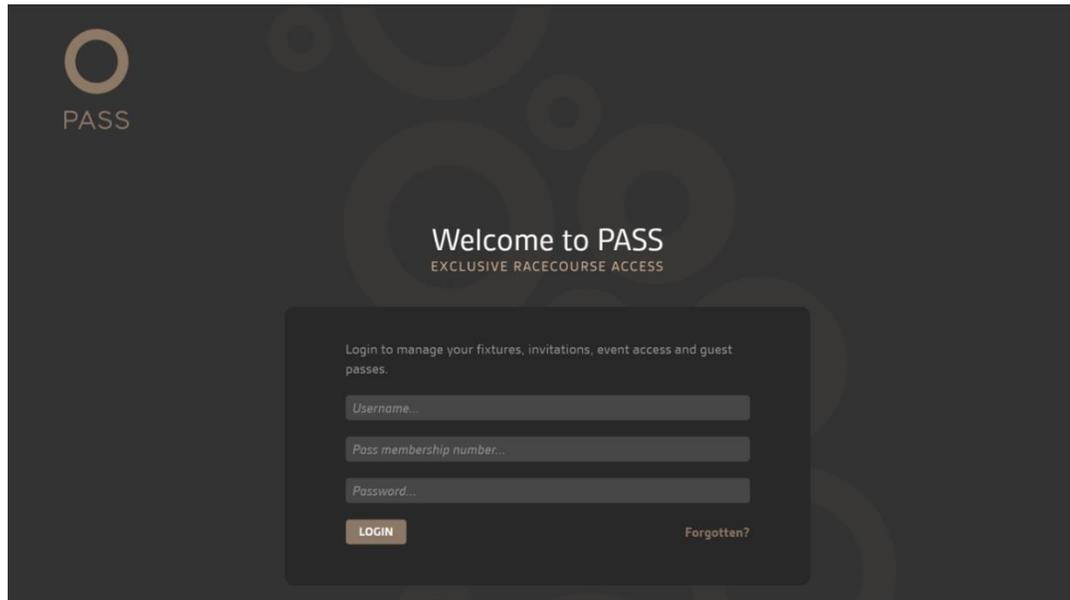


Fig. 2– the log-in page for PASS

# Your Fixtures



**STEP 5** Once logged in, you will find a list of fixtures where you have entered your horse.

An example of this screen is shown in Fig. 3 below:

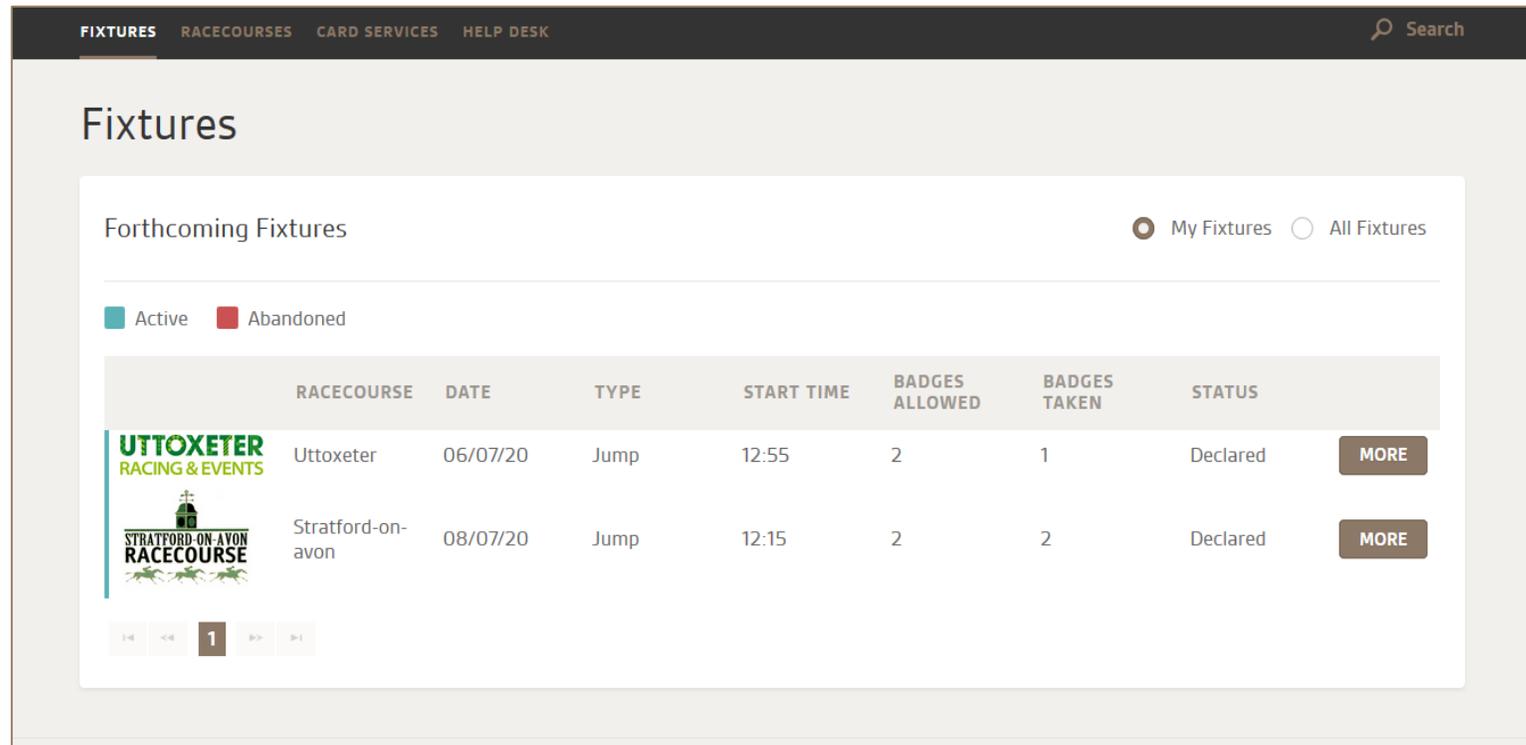


Fig. 3— sample page showing your fixtures

# Adding Guests



**STEP 6** Press 'More' next to relevant fixture and scroll down to your runners. Then, press 'Add Guest Badge', enter the individual's details and press 'Submit'.

To make the system as effective as possible, it is encouraged that you include the e-mail address and/or mobile number for your guests. For example, you can send your guests print at home tickets via these means– simply press 'Send' once the guest has been added.

The 'Add Guest Badge' function will be available until 4pm the day before the relevant fixture, after which time it will close.

An example of the 'Add Guest' tab is shown below at Fig. 4.

#	NAME	EMAIL	MOBILE			
692€	<input type="text" value="Test"/>	<input type="text" value="Test@PASS.co.uk"/>	<input type="text"/>	<input type="button" value="SAVE"/>	<input type="button" value="DELETE"/>	<input type="button" value="SEND"/>
692€	<input type="text" value="Test"/>	<input type="text" value="Test@PASS.co.uk"/>	<input type="text"/>	<input type="button" value="SAVE"/>	<input type="button" value="DELETE"/>	<input type="button" value="SEND"/>

Fig. 4– sample page Add Guest tab

## FAQs



### **I am a member of a syndicate, how do I allocate badges?**

Badge allocation for syndicates is managed by the registered owner/nominated partner and other syndicate members will not have access to the allocation via PASS. You should contact the registered owner/nominated partner for your syndicate to organise badge allocation.

### **One of my guests will be under 18, what are the requirements?**

All guests, including under 18s, must be included within the badge allocation. It is recommended that they complete the online learning available via the ROA website if they are able to do so. All children attending will undergo the entry screening process as standard.

### **How can I contact the Racecourse if I have a further query?**

You can contact the racecourse by submitting an enquiry to them for the relevant fixture via the PASS System. Alternatively, please contact the racecourse directly using the information provided on their website or within the PASS Welcome Booklet which accompanied your PASS Card or can be downloaded from <https://www.rcapass.com>

## Contact & Further Support

Weatherbys run the PASS help desk which is open Monday-Friday from 9am-5pm to deal with any problems with the system.

The help desk can be contacted on:

T: 01933 270333

E: [pass@weatherbys.co.uk](mailto:pass@weatherbys.co.uk)

