New cooldell.com website

Introduction

We are excited to announce that in addition to opening for the 2023 season, we are also launching a new membership management system that will allow you to pay your membership, pre-pay for guest passes, manage nanny passes, book party rentals, sign up for swim lessons, keep informed of events, and many other benefits.

As part of the pre-launch process, we have worked hard to clean our records and import all of your existing account data into the new system. We ask that when you first log into the new system and take a moment to verify all of your account information and make any corrections needed. If you have any questions or need assistance with any changes please contact us at membership@cooldell.com

Instructions for managing your account

We were able to pull everything from the old website … except your passwords, unfortunately. To use the new website, you will need to establish a new password for your login. Instructions are below.

Logging In: Visit cooldell.com from a laptop, smart phone, or tablet and click on the **Log In** link at the top right of the page. If accessing from a mobile device, you may need to click the three lines to view the drop-down menu.


Your Username is the contact email address for the billing contact on your account.
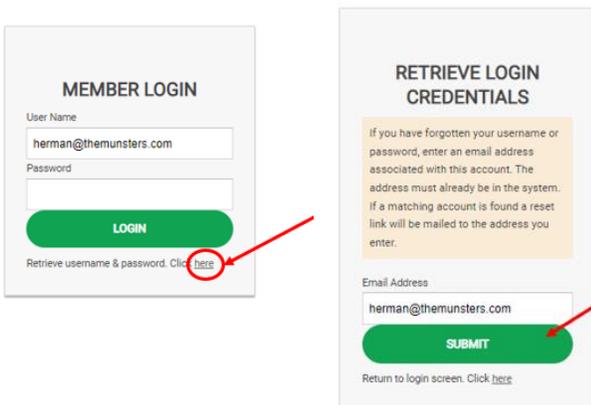
To establish a new password, use the "forgot password" utility. This will send a 1-time link to your email address and allow you to establish a new/known password.

If you no longer have access to the email address listed above, contact **membership@cooldell.com** with the correct contact email for your account.

New cooldell.com website
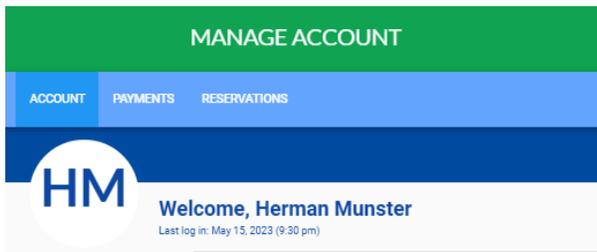
Once logged in, you will be taken to the membership management page. Here, you can make changes to your account including adding and removing family members. You can also make payments for things like your membership dues or guest passes. And finally, you can make reservations for events and parties.

Let's go through managing your membership account first.
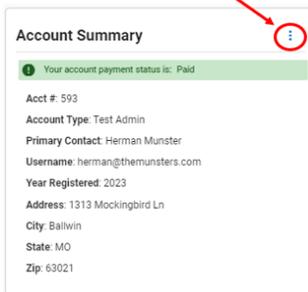
On the screen, you will see an **Account Summary**. The is the basic information for the household. If any of the information looks incorrect, click the 3-dots in the upper-right corner of that section and enter the correct data. It is important that the mailing address and contact email address is accurate for your account.
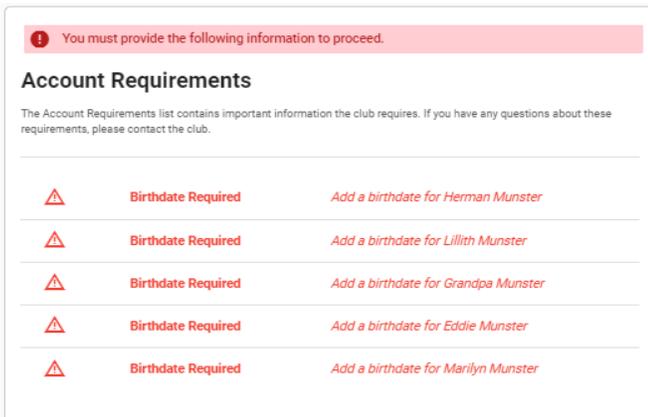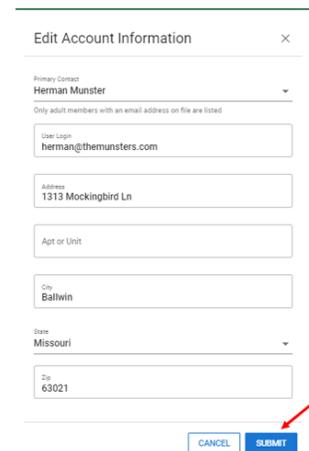
The next section you may see is **Account Requirements**. Beginning in 2023, you can attach a photo to your membership to assist with sign-in. All adults must provide a photo. Children under 18 are optional. If you do not have a photo on your account, the front desk will ask for a photo ID every time you attend the club.

Additionally, you must provide a birthday for all members on your account. Our family memberships include up to 2 adults and all children in your household.

Once birthdates are collected, we will change children over 18 to a new member type (**Adult Children**). Adult Children are still welcome to the club under your membership.

We have also added new membership types for **Grandparent** and **Grandchild**. Please only list them on your membership if they intend to _regularly_ come to the club.

As a reminder, an **Adult Member** must be present at all times when a Child, Grandparent, Grandchild, or Guest are present.

New cooldell.com website

The next section you will see is for **Member** information. Please review and make sure that the members listed are all part of your household. If anything is incorrect, contact **membership@cooldell.com** to have the data corrected.

To edit the information about the member (such as adding a birthdate or a photo), click on the 3-dots to the right of the member's name.
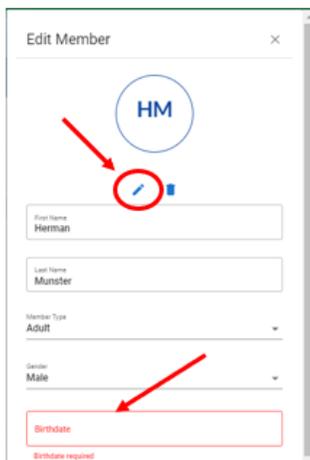
To add a birthday, choose "Edit" from the options. This will display the known information for the member. The required fields will be highlighted in **red**. Once the record is complete, click "Submit" at the bottom of the form.

To add a photo, either choose "Add Photo" from the options, or click the "pencil" on the "Edit Member" form.
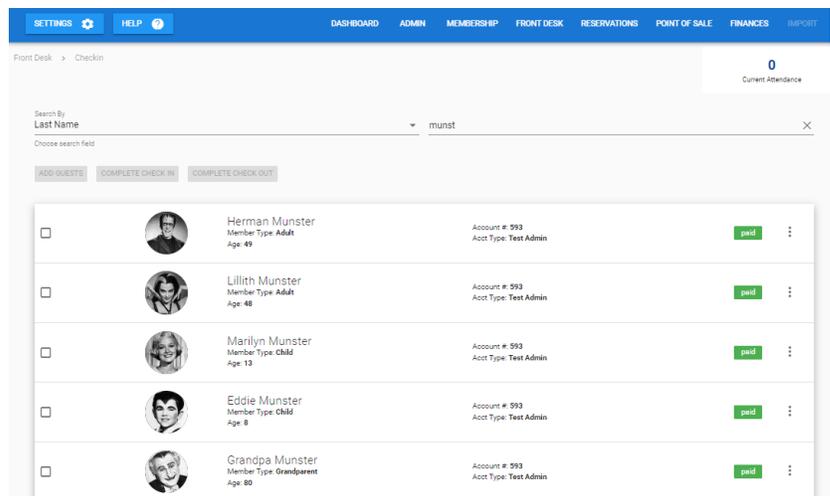
Upload a recognizable photo and click "Submit"

Repeat for all members in your family

Note: The photos will be used as your verification at the front desk. If the photo does not resemble you or is unrecognizable, it could delay your entry to the club.

Vulgar or offensive photos absolutely will not be tolerated and will result in the IMMEDIATE termination of your membership.

If you prefer not to provide a photo, be prepared to show a photo ID at every visit to the club.

Example of what the front desk attendant will see:

New cooldell.com website

The final important section for your account is the **Emergency Contact**. Everyone should have an emergency contact on file. This is the first person the manager or head guard will call in the event of an emergency involving any member on your account.

To add an emergency contact click the three dots next to Emergency Contact and add name and phone number.

We will cover **Payments** and **Reservations** in another "how to" document

Did you see it? Because of the integration between the membership database, the website, and the front desk application, the current attendance at the club is available when you login. This attendance # is the number of people (including guests) who have been checked in on the current day at the front desk. The attendants can also "check out" as people leave to try and maintain a reasonably accurate representation of the club attendance.

If you have any questions about any of the above information, please contact **membership@cooldell.com**