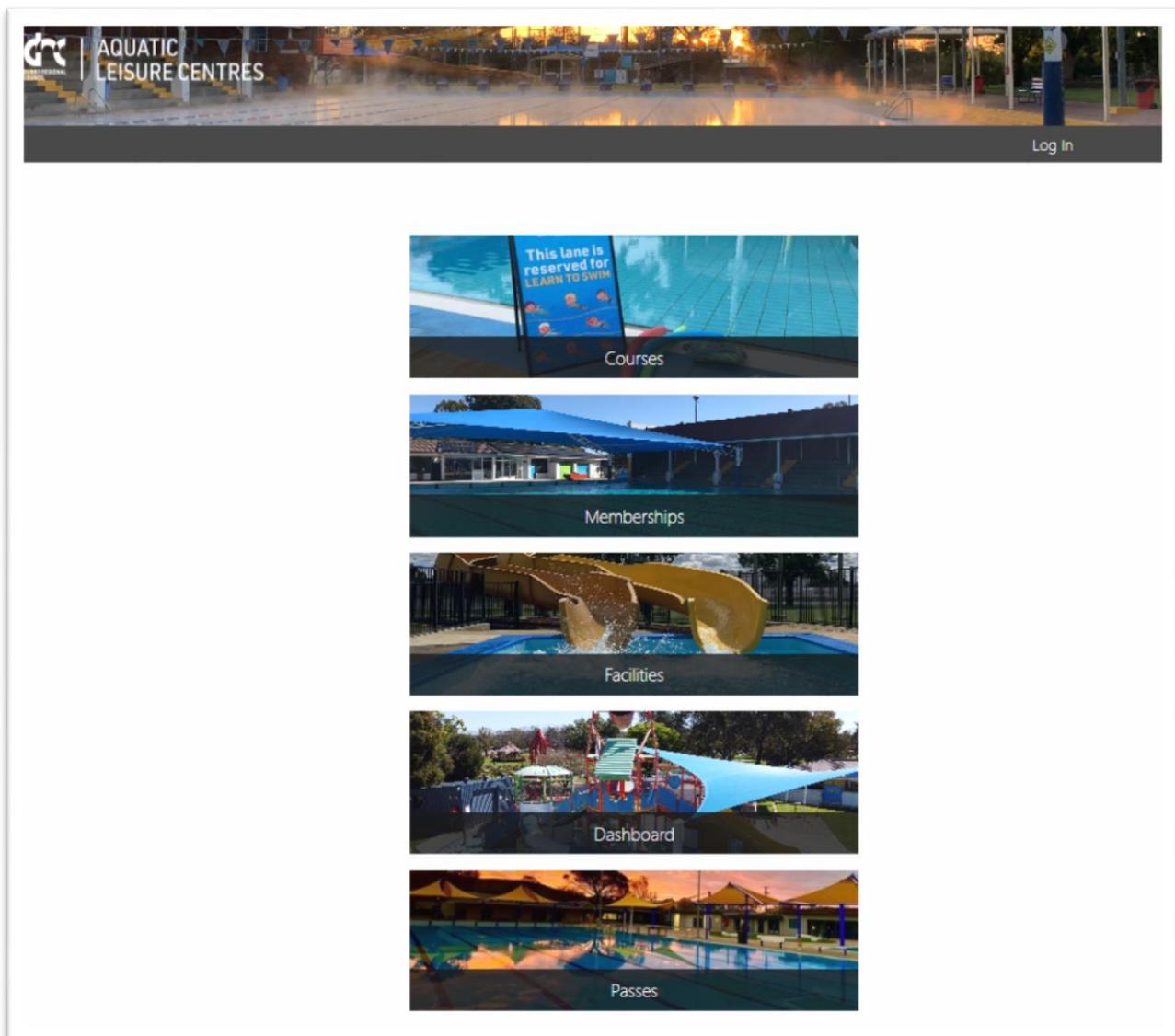


## ONLINE POOL PORTAL - MEMBERSHIPS & PASSES

The Dubbo Region Aquatic Leisure Centres' Pool Portal gives you access to an online account for you and your family.

From the Portal, you can purchase and renew memberships, passes and courses on offer throughout the season.

You only need to register once and the whole family can be linked to one account, using the same email address.



## HOW TO: Create a Pool Portal Account

1. Go to [www.dubbo.nsw.gov.au/aquatic](http://www.dubbo.nsw.gov.au/aquatic)
2. Click on the **Pool Portal** button
3. Click **Log In**
4. Click **Create Account**
5. Enter your **email address**
6. Click **Create**  
An email will be sent to your account\*
7. Check your **Email Inbox**
8. **Click the link** to open the Password Reset page
9. **Set a password** for your account
10. **Add all relevant details** to your account
11. Click **Create**

Congratulations! Your account is now active and you're ready to purchase a membership or pass!

\*Please note that @hotmail and @outlook email accounts sometimes block the password verification email. If you use one of these accounts, please call 6801 4490 once you have created your account and staff will manually email you the password link.

### Did you know?

- You only need to create your account once and can re-use the same account each season
- Children can be linked under a parent account
- Use the same email address to link all your family's accounts

### Having trouble?

Call our friendly staff on 6801 4490 or send us an email [aquatic@dubbo.nsw.gov.au](mailto:aquatic@dubbo.nsw.gov.au)

## HOW TO: Purchase a Membership

1. Go to [www.dubbo.nsw.gov.au/aquatic](http://www.dubbo.nsw.gov.au/aquatic)
2. **Log in** to your account
3. Click **Home**
4. Click on the **Memberships** button
5. Select your **Home Site** (Dubbo, Wellington or Geurie)
6. Select the **Membership Category** (Full Season or 28 Day Membership)
7. Select the **Membership Type** (Adult, Child, Concession or Family)
8. Click **Continue**
9. Choose whether you are purchasing the membership for **yourself**, or **someone else** (such as a child).  

Note: If you select “Someone else” you will be prompted to complete their details on the next screen.
10. Agree to the **Terms & Conditions**
11. Click **Continue**
12. Double-check your cart and click **Continue to Payment**
13. Complete the **Payment Details** and **Check Out**
14. You will receive a confirmation email



## Activating Your Membership

On your first visit to the Centre:

1. Inform the staff at Reception that you need to activate your membership
2. Provide any required **Proof of ID** i.e. Medicare Card for families, Concession Cards
3. Staff will issue you with your **Membership Token/s**
4. **Tag In** using your new Membership Token
5. You're ready to swim!

### Having trouble?

Call our friendly staff on 6801 4490 or send us an email [aquatic@dubbo.nsw.gov.au](mailto:aquatic@dubbo.nsw.gov.au)

## HOW TO: Purchase a 10-Visit Pass

1. Go to [www.dubbo.nsw.gov.au/aquatic](http://www.dubbo.nsw.gov.au/aquatic)
2. Click on the **Passes** button
3. **Log in** to your account
4. Click **Buy Pass** (or Top Up if you already have a pass due to expire)
5. Select your **Home Site** (Dubbo, Wellington or Geurie)
6. Select the **Pass Type** (Adult, Child or Concession)
7. Double-check your cart and click **Continue to Payment**
8. Click **Pay upfront with Credit Card**
9. Complete the **Payment Details** and **Check Out**
10. You will receive a confirmation email

## Activating Your Pass

On your first visit to the Centre:

1. Inform the staff at Reception that you need to activate your Pass
2. Staff will issue you with your **Membership Token/s**
3. **Tag In** using your new Membership Token
4. You're ready to swim!

### Did you know?

- You can view how many visits remaining you have on your Dashboard
- Buying a 10 Visit Pass? You will receive a reminder email when your Pass is down to 2 remaining visits with a link to top up your account
- Buying a 28 Day Pass? You will receive a text and email reminder 7 days before your pass is due to expire. You can then jump online and renew!

### Having trouble?

Call our friendly staff on 6801 4490 or send us an email [aquatic@dubbo.nsw.gov.au](mailto:aquatic@dubbo.nsw.gov.au)