

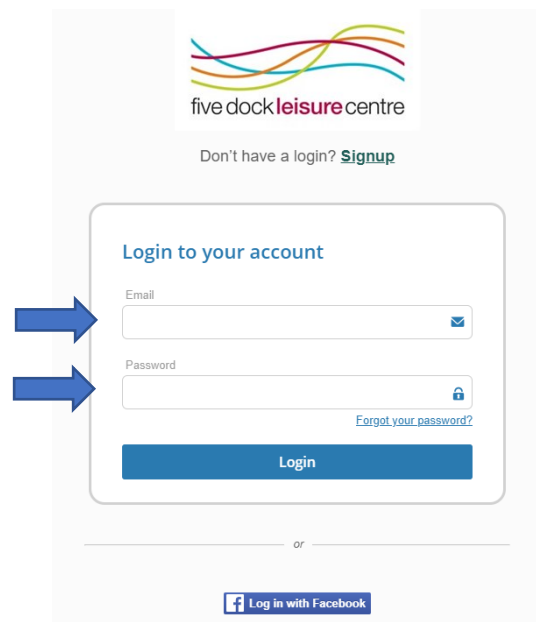
# Online Portal Features

We have been working on some exciting new features that is now available on your online portal. The next time you log in you will now have the ability to:

1. View any membership agreements completed from 1<sup>st</sup> June
2. View your current financial details being used for your direct debit billing
3. Provide new financial information for credit card or bank account (EFT)

## How to log in to your portal

1. Visit <https://canadabay.perfectmind.com/>
2. Enter in your email address and password > **Login**



The image shows a screenshot of the Five Dock Leisure Centre login page. At the top, there is a logo with colorful wavy lines and the text 'five dock leisure centre'. Below the logo, it says 'Don't have a login? [Signup](#)'. The main content is a 'Login to your account' form. It has two input fields: 'Email' and 'Password'. The 'Email' field has an envelope icon on the right, and the 'Password' field has a lock icon. Below the password field is a link that says 'Forgot your password?'. At the bottom of the form is a blue 'Login' button. Below the form, there is a horizontal line with 'or' in the center, and a button that says 'Log in with Facebook' with the Facebook logo.

**Note:** If you do not know your login information, please contact [info@fdlc.com.au](mailto:info@fdlc.com.au) and we will reset your password for you. Just a reminder if you have a family account only 1 email address from the primary account holder can be registered.

## Membership Agreements


To view any membership agreements completed from 1<sup>st</sup> June:

1. Navigate to your profile. **My Profile > My Info**
2. Click on your name or any linked accounts you are wanting to view



## Client

Schedule

<input type="checkbox"/> Photo ▲	Full Name Simple	Primary Phone
<input type="checkbox"/>	Ben Flintstone	0411 111 111
<input checked="" type="checkbox"/> 	Fred Flintstone	0411 000 000

3. Scroll down to **Documents** > click the arrow to expand the section

▶ Schedules	
▶ Activity Outcomes	0
▼ Documents	
Name	CreatedDate
Membership Agreement	22/07/2021 10:12 AM

4. Any recent membership agreements will now be visible

5. Click on the document name

6. You will now have the ability to view the document or download the attachment directly via the **Document Link**


▼ Detail


Name: Membership Agreement


CreatedDate: 22/07/2021 10:12 AM

Document: [DebitSuccess Terms and Conditions.pdf](#)

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 City of Canada Bay t/a Five Dock Leisure Centre  
 Corner Queens Rd and William Street, Five Dock NSW 2046



**Terms and Conditions**

**DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT**

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

**INITIAL TERMS**

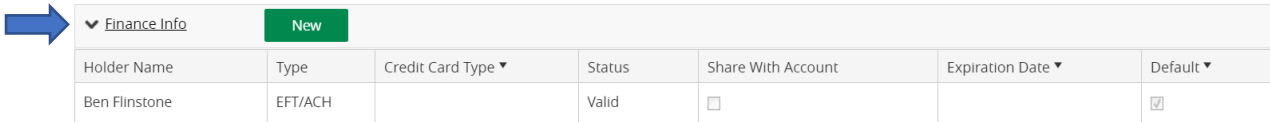
I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 494485 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

**MEMBERSHIP**

## View Current Financial Information

1. Under your profile, scroll down to **Finance Info** > click the arrow to expand the section



▼ Finance Info <span style="float: right;">New</span>						
Holder Name	Type	Credit Card Type ▼	Status	Share With Account	Expiration Date ▼	Default ▼
Ben Flinstone	EFT/ACH		Valid	<input type="checkbox"/>		<input checked="" type="checkbox"/>

2. If you have made a purchase through our online portal or on an ongoing direct debit, your financial information used will be available here
3. Click on your account you wish to view.

**Note:** Due to CPI compliance only part of your details will be visible to you.

### Finance Info

[← Back to Client](#)

▼ Detail

Type: EFT/ACH Holder Name: Ben Flinstone

Default:  Status: Valid

Times Failed: 0

Notes:

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▼ Cheque Detail

Bank Name: Bankwest Account Type: Personal Saving

Account Number: \*\*\*\*\*1111 BSB Number: 111111

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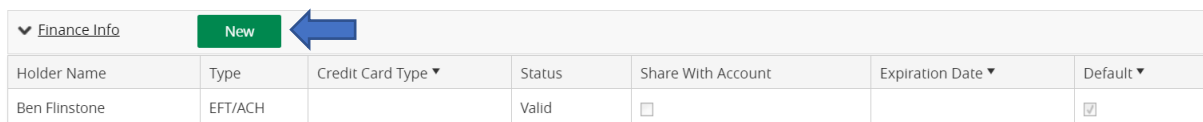
▶ System Info

## Provide New Financial Details

You now have the ability to update your financial information for your direct debit billing yourself instead of coming into the centre. You may wish to do this in the event you have an expired credit card or want to change bank accounts.

**Important Note:** The new financial information you supply will come into effect immediately and your future direct debit payments will come out of your nominated account. If you are unsure please contact the centre prior to making any changes

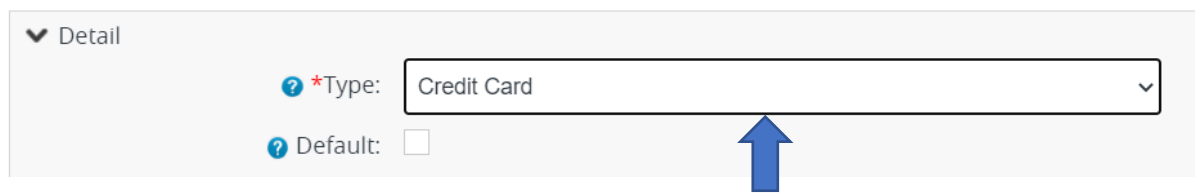
1. Under your profile, scroll down to **Finance Info** > click **New**



▼ Finance Info <span style="float: right;">New</span>						
Holder Name	Type	Credit Card Type ▼	Status	Share With Account	Expiration Date ▼	Default ▼
Ben Flinstone	EFT/ACH		Valid	<input type="checkbox"/>		<input checked="" type="checkbox"/>

2. Under **Type** click on the drop-down menu > Select either **Credit Card** or **EFT/ACH** (for bank account)

## Finance Info

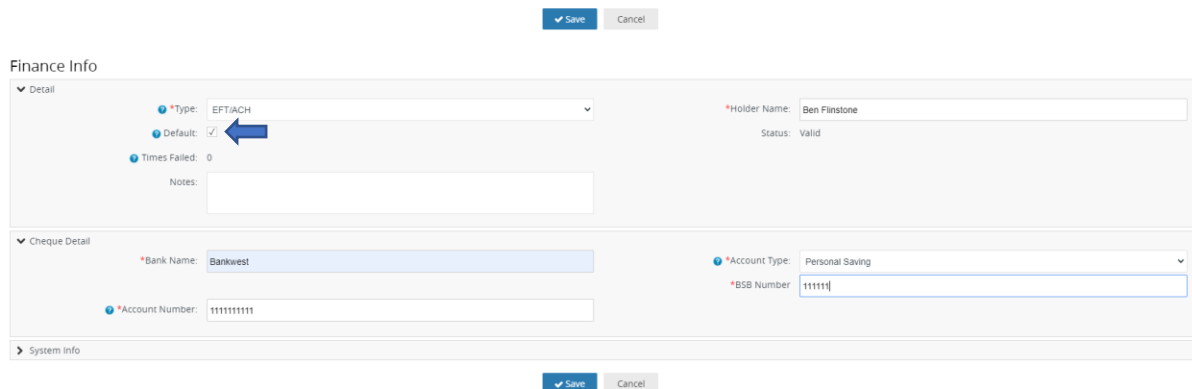


▼ Detail

? \*Type: Credit Card

? Default:

3. To enter bank account details
  - a. Type = EFT/ACH
  - b. Select **Default** to schedule all future billing payments using this method
  - c. Holder Name = account holder name
  - d. Bank Name = your financial institution
  - e. Account Number = bank account number
  - f. Account Type = select option suited or if unsure select "Personal Savings"
  - g. BSB Number = Bank State Branch (six-digit number)
  - h. **Save**



Save Cancel

Finance Info

▼ Detail

\*Type: EFT/ACH

\*Holder Name: Ben Flinstone

Default:

Status: Valid

\*Times Failed: 0

Notes:

▼ Cheque Detail

\*Bank Name: Bankwest

\*Account Type: Personal Saving

\*Account Number: 1111111111

\*BSB Number: 111111

System Info

Save Cancel

4. To enter Credit Card details
  - a. Type = Credit Card
  - a. Select **Default** to schedule all future billing payments using this method
  - b. Holder Name = Account holder name
  - c. Credit Card Type = Visa, Mastercard or AMEX
  - d. Credit Card Number = 16 digit number on your credit card
  - e. Card Verification Value = the 3 or 4 digit number on the back of your card
  - f. Expiry Month = card month of expiry
  - g. Expiry Year = card year of expiry
  - h. Billing Address = Your residential address or click **Copy Address from Parent** to autofill what's on your file
  - i. **Save**

## Finance Info

▼ Detail	
*Type: Credit Card	*Holder Name: Fred Flinstone
Default: <input checked="" type="checkbox"/>	Status: Valid
Times Failed: 0	
Notes:	
▼ Credit Card Detail	
*Credit Card Type: Visa	*Expiry Month: 8 - August
*Credit Card Number: 1111111111111111	*Expiry Year: 2023
*Card Verification Value: 111	*Billing Address: Copy Address from Parent
	Cm Queens Rd and William St
	Five Dock
	Australia
	New South Wales 2046

5. If you would like to share these details with your linked accounts, please email your authorisation request to [info@fdlc.com.au](mailto:info@fdlc.com.au) or complete a change in account form at the centre

**Note:** All details are entered through a secure platform and stored through CPI compliance standards. Once you hit Save yourself and FDLC staff members will be unable to access your full information.