Dragonpass*

Dragonpass App User manual



Download the Dragonpass App



Get access and enjoy exclusive membership benefits with the Dragonpass App. Available to download from Apple App Store and Google Play. Just search for Dragonpass.

Google Play

Download on the App Store

Registration

Explore Dragonpass* Your pass to more Login New user? Activate your membership Activate membership

Select 'Create Account'



number and activation

code. Select 'Continue' (button will become active

once details are entered

into the fields)



Enter details and select 'Continue'

Confirm email and phone number, select continue. An activation code will be sent via SMS

Your details

Any edits made to your details within our app

will not automatically update your records

These new details will be used for your login, password recovery and other notifications.

Continue

Edit

Do you want to update your details?

with your bank or service provider.

First name

Last name

Smith

Confirm

john@gmail.com

+278 99891010

John

 Verification code sent Vermeation Enter the six-digit verification code sent to your mobile number. 0 0 0 - 0 0 0 Didn't receive it? Resend or send to my email. Continue

Enter activation code

Registration

. 9:41 **?** 70 9:41 Privacy and terms \leftarrow Create password Please familiarise yourself with, and accept, Password the DragonPass terms to use this app and services. - Terms of use Confirm password - Terms and conditions - Privacy Policy Strength: Poor Your password must contain: 8 characters or more At least 1 lower case At least 1 upper case At least 1 number At least 1 special character (.,@/) Continue Accept

. 9:41 Create password Password \times Show Confirm password × Hide 12345Aa. Strength: Strong Do you want to enable Face ID? Don't allow Yes At least 1 number At least 1 special character (.,@/)

Continue





Review and accept T&C's

Create password

Enable biometrics

Membership is active. Choose to login or leave app

Log In – Username and Password

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	Explore
	Dragonpass*
	Your pass to more
	Login
	New user? Activate your membership
_	New user: Activite your memorranip

Select LogIn

	Explore
Dragonpass	;•
Email address or membership number hello@gmail.com	×
Password	× Show
Remember my details	
ļ	orgot password?
Login	
Login Login with Face II	

Enter email or DPID and password



Successful login takes user to Homepage

Log In – Biometrics



Select Login

Select "Login with Biometric ID"



Successful login takes user to Homepage

Biometrics – Switching on/off











To deactivate, toggle the 'Enable Biometric ID login' to 'off'. Confirmation banner will appear

Select Account icon at the bottom of the page and select 'Settings' Slide the 'Enable Biometric ID for login' toggle to 'on'

Access a Lounge



Select 'Lounge' icon on Homepage



Search required airport. See list of available Lounges, and select the required one



View more details such as the lounge location, opening hours and amenities. Click 'Get access code' to gain access



Present access code to the lounge desk team for validation.

Dining



Select 'Dining' icon on Homepage



Dining list (filtered by airport)



The Dining location details screen will show the available options – either a fixed value voucher in exchange for 1 lounge entitlement, or a percentage discount available as part of If the fixed value voucher is selected, this will remove 1 entitlement and generate a QR code to be scanned by the dining location

Dragonpass*

GIRAFFE

GBP15.00 meal voucher to redeem against your total bi

Use 1 entitlement to redeem this offer

Access code

8838202254413988V

Daniel Willis

Membership expires: 07/01/2026

vour meal

show this QR code at the restaurant when paying

Dragonpass* GIRAFFE 15% off Food and Beverages 15% off This offer does not deduct your entitlement **Daniel Willis** Membership expires: 07/01/2026 Please show this page at the restaurant when paying for your meal If the membership discount is selected, the user will generate a corresponding voucher, but no

entitlement reduction

is performed.

-

Fast Track



Select 'Fast Track' icon on Homepage



Search required airport. See list of available Fast Track lanes, and select the required one



Enter Date and Time, Flight Number (will only show where required) and the number of passengers

←	Fast Track	
Step 2: Pas	ssenger details	
Passe	nger details	
Please en travel doc	ter your details below to m cuments	natch your
Passenge	er 1	
Input label		~
Supporting	or description text	
Input label		~
Supporting	or description text	
Passenge	er 2	
Input labe	el	~
Supporting	or description text	
Input labe	el	~
Supporting	or description text	
Passenge	er 3	
Input labe	el	~
Cunnertine	or description tout	
	Continue	

Enter passenger details

Fast Track – Pay as you go checkout



	7
Eticket We'll send confirmation and your passes to your email address be	
Email address johnathon.swales@gmail.com	
Payment	
Subtotal	\$90.00
Total	\$90.00
Mastercard **** 2597	
Active • Expiry 12/25	
Active • Expiry 12/25	۵
Active • Expiry 12/25	cy Policy, Terms tions. I allow rsonal
Active • Expiry 12/25 Cvc 123 I agree to DragonPass' Privao of Use and Terms and Condi DragonPass to collect my pe	cy Policy, Terms tions. I allow rsonal

Scroll to review the order summary. Review payment method. Review and accept T&C's. Select 'Buy now'



Success page. Select 'Back to home' to return to Homepage or 'Go to my bookings' to view booking

Switch Membership



Select Membership icon at the bottom of the page and then select 'Switch membership' button



Switch to the required membership by toggling the slider next to each membership



When toggling between memberships user will see confirmation banner when switch occurs

Add Membership



Select Membership icon at the bottom of the page and then select 'Add membership' button



Membership Add membership Switch membership Dragonpass* VISA 7777 8888 8888 8888 Fast Track Entitlements 8 Present this QR code at the lounge reception. Guests entering using your membership will each use one lounge entitlement. \times $(\checkmark$ Membership activated Your DragonPass membership is now active. View membership

Success page

Enter membership number and activation code. Select 'Continue' (button will become active once details are entered into the fields)

Add card



Select Account icon at the bottom of the page and then select 'Cards'



Select 'Add my card'

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\leftarrow	Add a ne	ew card		
Add a p	ayment card to	o your profil	e	
Card	number			
Name	e on card			
Expir	y date	CVC		
Sav	e as default ca	rd		
	Sa	ave		



Enter card details and select 'Save' (button will become active once details are entered into the fields) Card is added to 'Cards' section

Adding additional cards

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Dragonpo	ass*		VISA
		d Lim Demail.com	
My pr	ofile		>
🗔 Cards			>
Settin	gs		>
🖤 My fav	vourites		>
🖾 Bookir	ngs & Usag	е	>
🖹 Legal	& Privacy		>
⑦ FAQ's			>
💪 Conta	ct us		>
[→ Logou	t		
	Version: 0	00.000.000	
Ame Home	Explore	Membership	@ Account

Select Account icon at the bottom of the page and then select 'Cards'



Select 'Add new card'

,	Add a naw ser	
<i>←</i>	Add a new car	
Add a payr	nent card to your p	rofile
Card nur	nber	
Name on	card	
Expiry da	CVC	;
Save as	s default card	
	Save	



Enter card details, if required check Save as default card. Select 'Save' (button will become active once details are entered into the fields) Details will show on Card section of Account page. User will see confirmation banner. Select 'Save Changes'

Fitness – Find Gyms



Select 'Fitness' icon on Home Screen underneath "Lifestyle & travel benefits"

9:41 • • • • • • • • • • • • • • • • • • •
← Location search
Q Fral X
Use my location
彩 Frankfurt International Airport(FRA) Frankfurt, Germany
ℜ Francisco Bangoy International Airport (DVO) Davao, Philippines
% Franjo Tudman Airport (ZAG) Zagreb, Croatia
Frankfurt Germany
France
彩 Hahn Airport (HHN) Frankfurt, Germany
^ℚ Paris

Search locations (country or city), or use your location

ίΠ S Location search Q France \times Ose my location Places
Select a city or country to search for gyms and fitness classes. France Lyon France Paris France 🕅 Airports Select an airport to search for lounge, dining and fast track benefits. Paris Charles de Gaulle (CDG)

Select a city from search results (if no gyms, only airports will show) View available gyms on Map View or List View, and select to view.



Fitness – Gym/Class Listings



Browse gym information, facilities and view gym schedule / select day pass

←		Schedu	le	
Today	Wed 22	Thu 23	Fri 24	Sat 25
Class (7)			Filter 🌫
E		SS ay pass for gy pening hours o		
10:00 60 min	Hatha Y	/oga		
13:00 60 min	Hatha Y	/oga		
13:00 45 min	Super F	un Boxing		
15:00 45 min	Super F	un Boxing		
16:00 60 min	Hatha Y	⁄oga		
20:00 120 min	Class n	ame class n	ame name	e

View gym schedule for next 7 days, and select to begin booking process



Review booking information for selected class or day pass

Fitness – Booking Flow



Review order information and select payment method (PAYG or Entitlement) Successful Booking and Confirmation Email Sent to User

Booking Pending / awaiting gym confirmation (approx. 20% of gyms) Class fully booked and booking not made due to this

Fitness – Check In



View booking on Home Screen in Upcoming Bookings module or at top of the page for imminent bookings.

User can also go into Bookings & Usage to press "Check in"



Press "Check-in" button up to 1 hour before class, and up to 1 hour after class.

User can also cancel booking 2+ hours before from here.



Show the Check-in screen to the gym provider and enjoy the gym/class!