



carnbrea
leisure centre

How to Change your Payment Card Details

PLEASE FOLLOW THE STEPS TO CHANGE THE CARD
DETAILS ON YOUR PROFILE.

Sandra Beech

CARN BREA LEISURE CENTRE | STATION ROAD, POOL, REDRUTH, TR15 3QS

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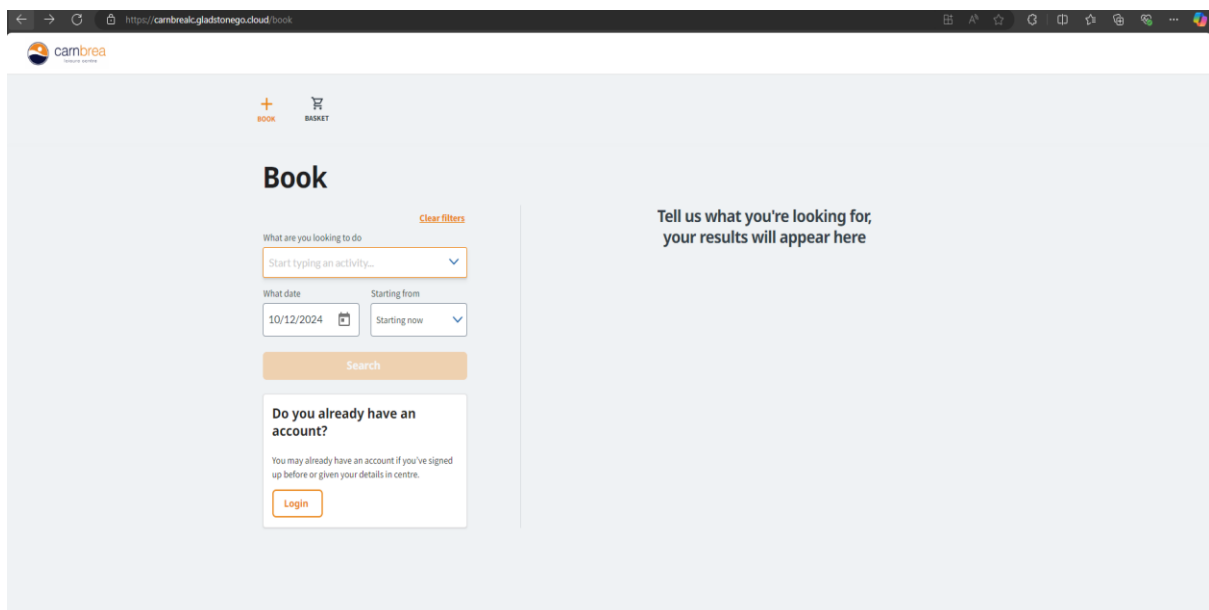
Login to your account

(Please Skip to Changing Your Card Details If you can already log in to your account).

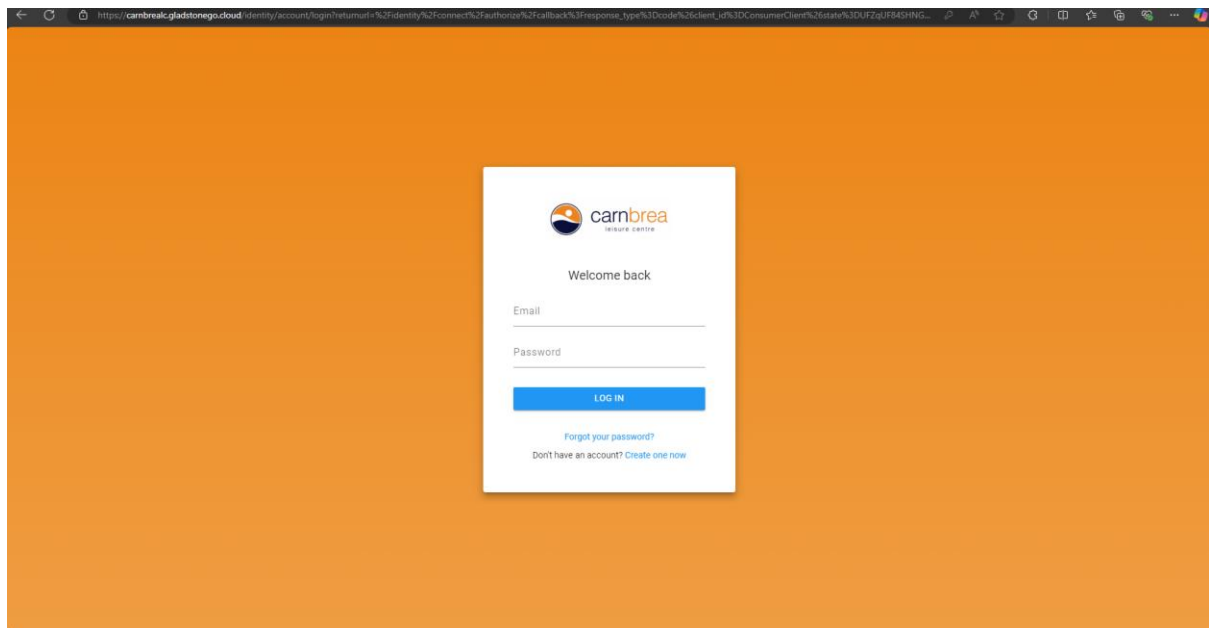
- Head to our website here: <https://www.carnbrealeisurecentre.co.uk/>.
 - Press “Book” on the top right of the screen shown below.



- At the bottom of the page after pressing “Book” you will be prompted with the following information:
 - At this stage, you will need to press “Login”.
 - This can be seen in the middle left of the photo below.

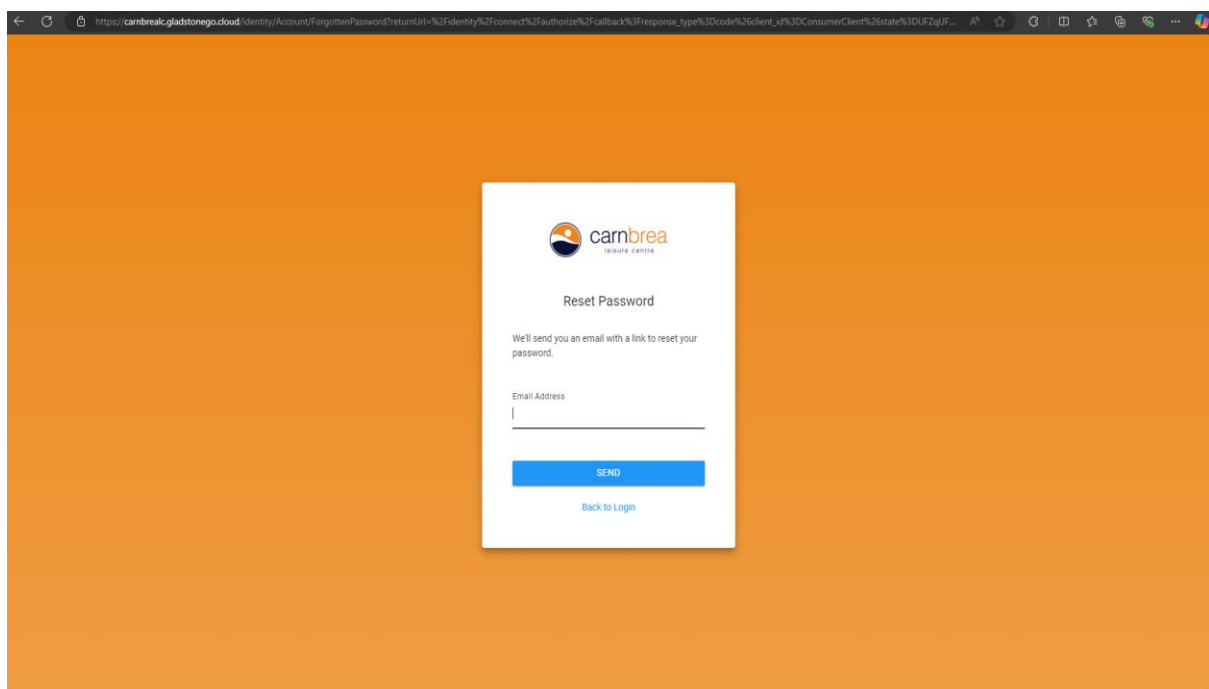


- Next the following screen will appear.
 - It is likely that you will not have a password if this is your first login to your account. (If you do have a password set, please skip to Login)



Resetting your password

- Next you will need to request a password reset to do this you need to press “Forgotten your password?”.
 - Once this has been done you will need to enter the email address that was supplied at the time of purchase (Please note that the system will not accept a capitalised first letter for this email address field).



- You will receive an email within the next couple of minutes. Please follow the link in the email to create a new password for your account.
 - If the link is non-clickable, you will need to copy the complete web address and paste it into your browser.
 - Should you not receive an email, please check your junk folder,
 - If this persists after a couple of attempts. Please contact the team on 01209 714766 (as something may not be correct on your account).

Carn Brea Leisure Centre - Password Reset Email

 Carn Brea Leisure Centre <carnbrea@gladstonego.cloud>
 To: Membership
 Tue 10/12/2024 11:15

If there are problems with how this message is displayed, click here to view it in a web browser.



Hi Timmy

We've received a request to reset the password for your on-line account.

Please click below to reset it.

<https://carnbrea@gladstonego.cloud/identity/Account/ResetPassword?linkid=16d51b61-8afb-4413-a69b-88>

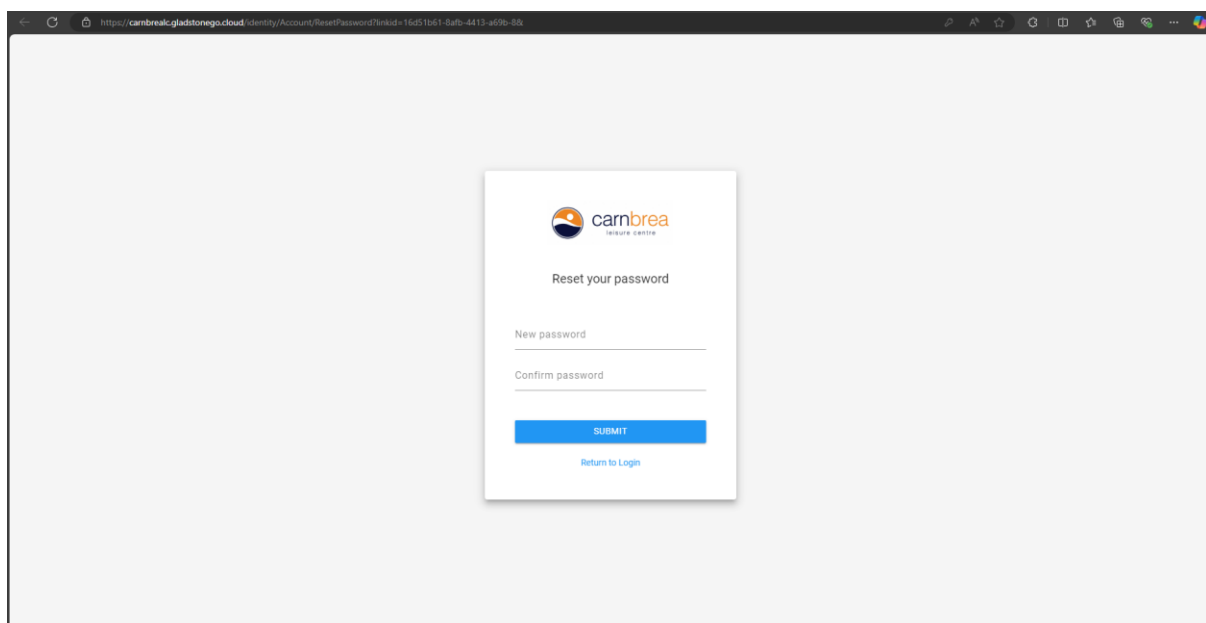
If you didn't make this request, then please contact us immediately.

Kind regards

Carn Brea Team
membership@cblc.co.uk
 01209 714766

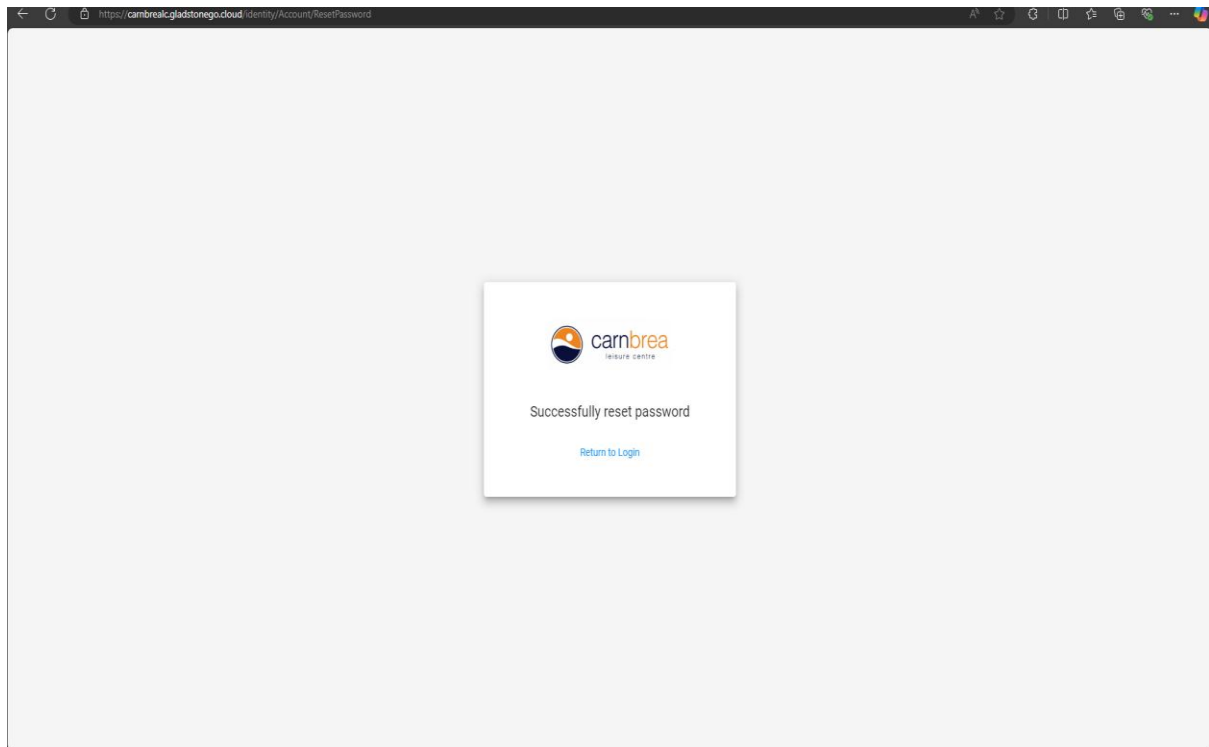


- Prompted with the following screen, enter a new password (one upper case, one lower case, one special character, one digit and a minimum length of 8).



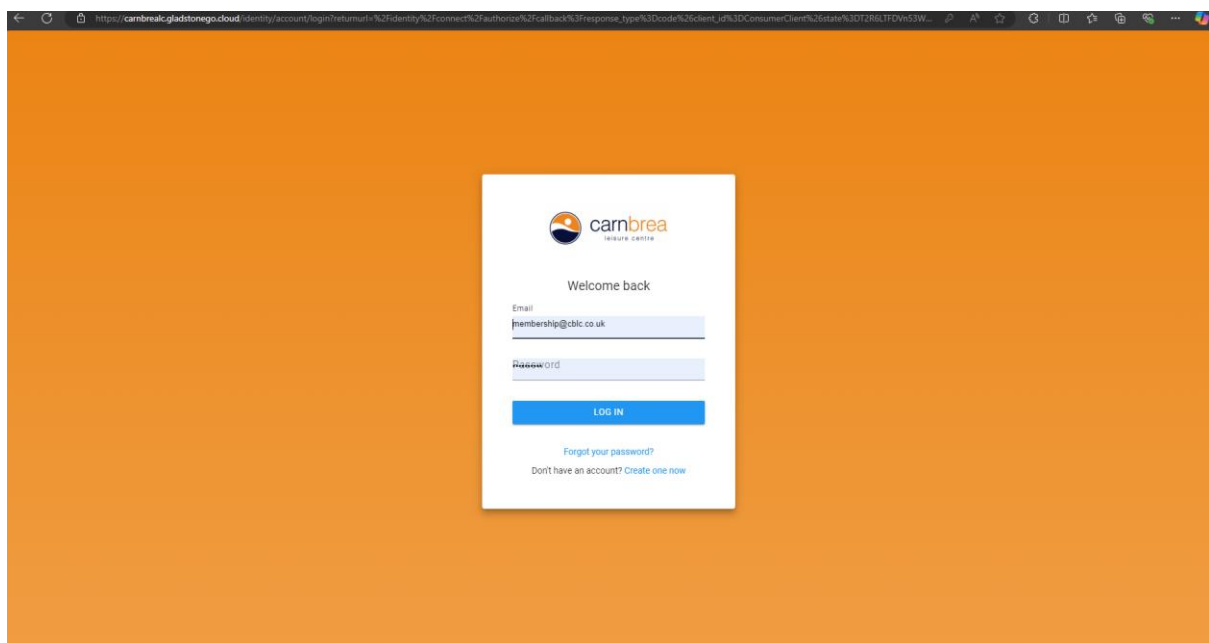
The screenshot shows a web browser window with the URL <https://carnbrea@gladstonego.cloud/identity/Account/ResetPassword?linkid=16d51b61-8afb-4413-a69b-88>. The page displays the Carn Brea Leisure Centre logo and the text "Reset your password". Below this, there are two input fields: "New password" and "Confirm password". A blue "SUBMIT" button is located below the input fields, and a link "Return to Login" is at the bottom of the form.

- When you are greeted by the following screen, your password reset will have been successful. Click “Return to Login” will take you back to the Login screen.



Login

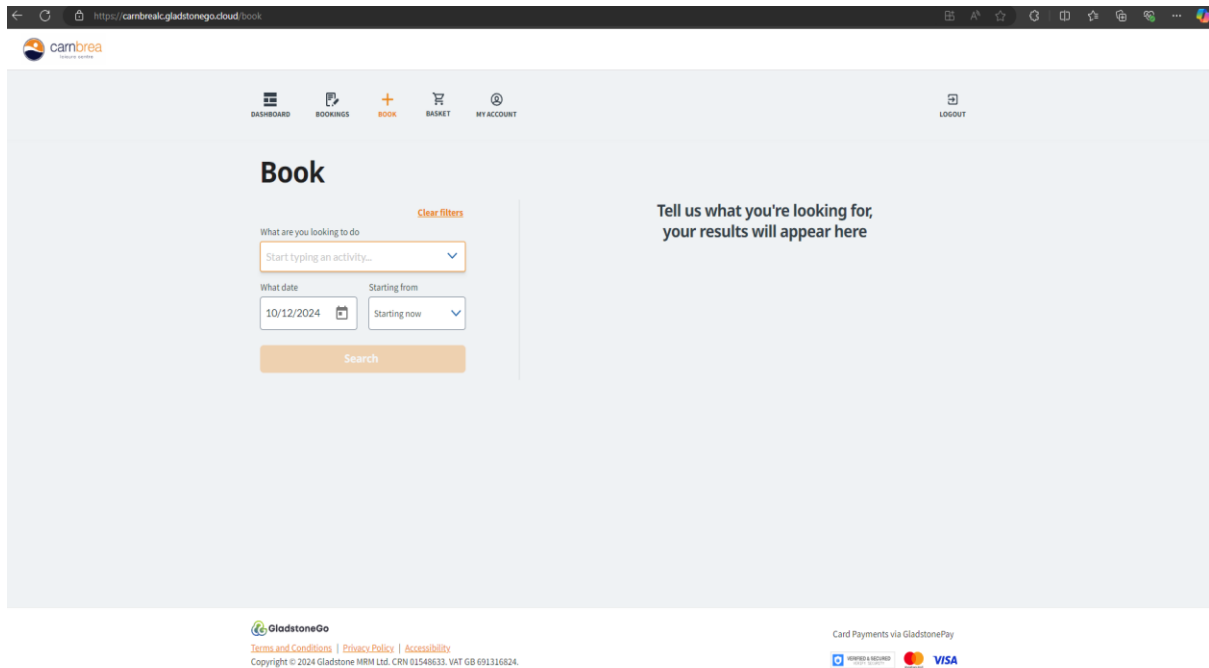
- To Login into your account, you will need to enter your email address and password, should you need help resetting your password please go to Resetting your password section.



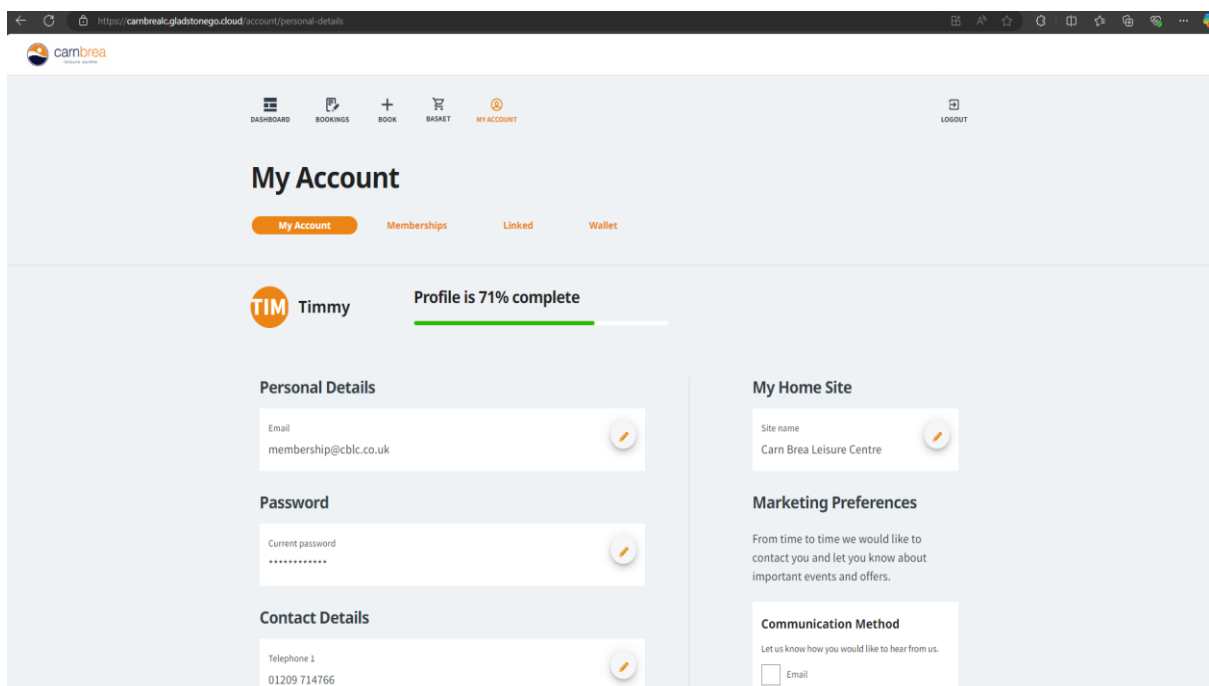
Changing Your Card Details

(Please make sure you can Login before continuing with this section) **Bank details MUST be updated via (Go online) and not via the app**

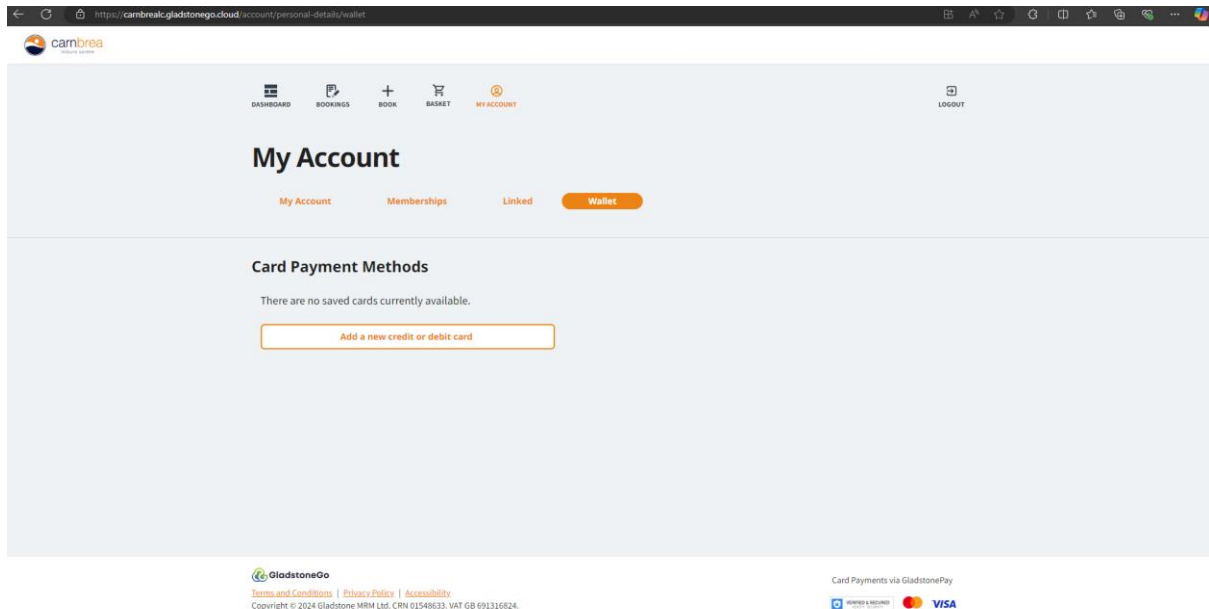
- Once into your account you can see the following screen.



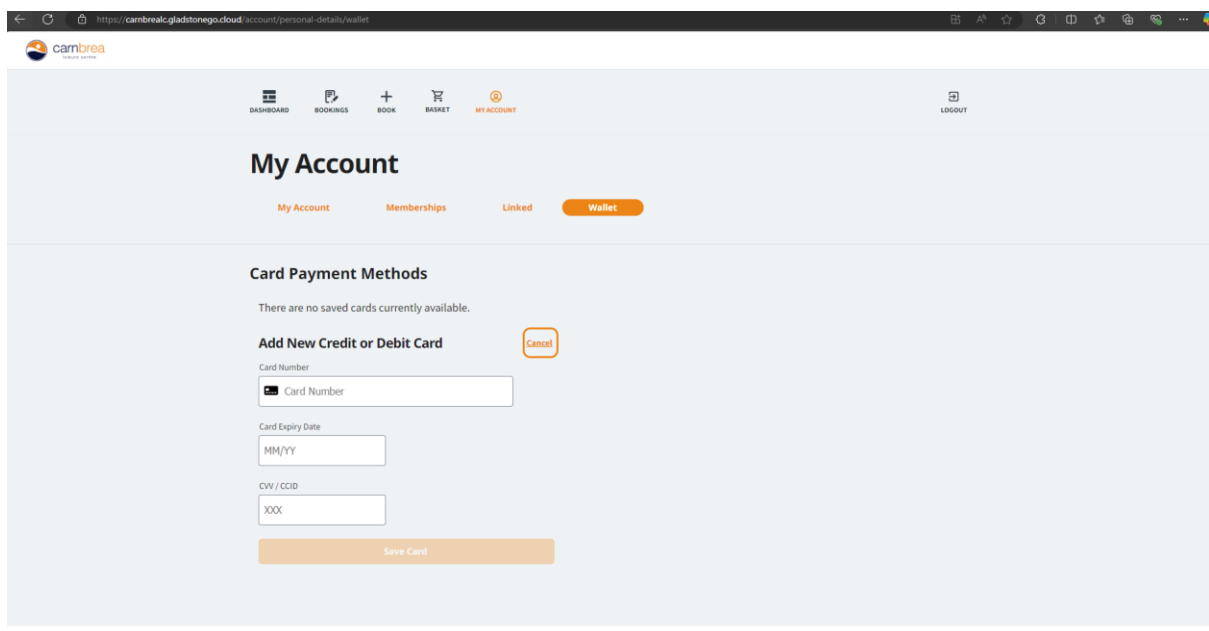
- On the top right click the “My Account” found in the top middle of the above picture (Note for mobile users this may be in the bottom right).



- You will then see the following options available.
- You will then need to select “Wallet”. This will be found under the My Account heading and towards the right (For mobile users this will be at the bottom of the list of options).



- Here you will see your old payment details and then a button to “Add a new credit or debit card”.
 - Pressing this will allow you to add a new payment card to your account.



- Please remember to press “Save Card”
- Please note there will be a further option to press “Make this my Repeat Card”

Your membership payment card details should now be up to date.