

## Members Frequently Asked Questions Wests Rewards App

### How do I download the app?

- 1) Simply head to the App Store on Apple or Google Play and look up 'Wests Rewards'. Alternatively hold your phone camera over the QR code on our printed collateral and follow the prompt to download.
- 2) Once downloaded, select 'Sign Up' on the app home screen. To sign in you will need to be a current financial Wests member.
- 3) Enter your Wests member number, last name and date of birth. Select 'Next' then enter your email address connected to your Wests membership and choose a password.
- 4) Once your account is created, check your email inbox for a verification email. Click on the link to activate your account. Note: You must activate within 24 hours. If you cannot see this verification email, please check your junk mail.

### I've been locked out of the app, what do I do?

- 1) Call the Help Desk on 4935 1200 so a Wests team member can check that your contact details are correct in the Wests membership system.
- 2) The Help Desk will then pass on these details to the Marketing team so they can unlock or reset your account.

### How do I sign up to the Wests Rewards app?

- 1) Be a current financial Wests Member and select 'Sign Up' on the app home screen.
- 2) Enter your Wests Member number, last name and date of birth. Select 'Next'.
- 3) Enter email address.
  - Choose a password. No special characters or amount of numbers required.
- 4) Once account is created, check your inbox for a verification email. It may go to junk mail depending on your security settings.
- 5) Click on the link in the verification email to activate your account.
  - Note: You must activate within 24 hours of creating your account.

### How do I sign into the Wests Rewards app?

- 1) Select the Wests Rewards app on your smartphone or tablet.
- 2) Select 'Sign In'.
- 3) Enter email address provided when you joined Wests as a member.
- 4) Enter password.
- 5) Select 'Sign In'.



**I've got a financial Wests Membership, but I still can't sign up?**

Your membership on file may have outdated personal details. If you are experiencing difficulty signing into the app, please contact our Help Desk between the hours of 10am – 9pm 7 days a week on 4935 1200 or email [info@westsnewcastle.com.au](mailto:info@westsnewcastle.com.au) and we will respond within 1-2 business days.

To sign up, a member will need to include the date of birth, last name and email address connected to their Wests membership.

**How long does the email verification code last for?**

24 hours. Please contact [marketing@westsnewcastle.com.au](mailto:marketing@westsnewcastle.com.au) if you need it reactivated.

**I can't find my email verification.**

Please check your junk mail. If it is not there please email [marketing@westsnewcastle.com.au](mailto:marketing@westsnewcastle.com.au)

**What is my username?**

Your username is the email address that you used to sign up as a Wests member. If you cannot remember your user name please send your full name and membership number to [marketing@westsnewcastle.com.au](mailto:marketing@westsnewcastle.com.au) for it to be provided to you.

**I forgot my password, how do I reset it?**

- 1) Select the Wests Rewards app on smartphone / tablet.
- 2) Select 'Sign In'.
- 3) Select 'Forgot Password'.
- 4) Enter email address.
- 5) Enter Member number.
- 6) Enter last name.
- 7) Enter date of birth.
- 8) Select 'Send'.
- 9) An email will be sent to you to verify your account.
- 10) You will need to click on the email to verify.

**How do I use my digital card for member discounts?**

Open the Wests Rewards App. On the home screen of the Wests Rewards app your membership number will appear. Simply tap on your membership card and it will turn around so you can see your barcode. Scan this barcode when purchasing food or beverage items at Wests to receive your member discount.

**Where can I see my member number?**

If you hold down on your membership card for 2-3 seconds it will appear larger on your phone and landscape. This larger version will display your member number.

**What is the number above the barcode?**

The number above the barcode is your card number and should not be mistaken for your member number.

**Can I use my digital membership card to enter the club?**

No. Due to Covid-19 restrictions, we require all members to physically scan their membership card in our system as they enter and exit each venue.

**How do I access the home page of the app?**

- 1) Log into the Wests Rewards app on your smartphone / tablet.
- 2) The app will default to the home page.

**What does the inbox function do?**

The inbox function allows Wests to communicate directly with you to ensure you never miss a point or offer again with personalised messages direct to you.

**How do I check my inbox?**

- 1) Log into the Wests Rewards app on your smartphone / tablet.
- 2) Select 'Inbox'.
- 3) Any unread messages will be displayed.

**How do I review my Offers?**

- 1) Log into the Wests Rewards app on smartphone / tablet.
- 2) Select 'Offers'.
- 3) Any relevant 'Offers' will be displayed.

**How do I review my Awards?**

- 1) Log into the Wests Rewards app on smartphone / tablet.
- 2) Select 'Offers'.
- 3) Select the 'Awards' tab.
- 4) Any relevant 'Awards' information will be displayed.

**How can I access my Profile Page?**

- 1) Log into the Wests Rewards app on smartphone / tablet.
- 2) Select 'Profile'.
- 3) The 'Profile' menu options will display.

**What is an activity statement?**

An activity statement is a request for a Gaming Player Activity Statement. You can request this statement via the Wests Rewards app. A member from the Wests Rewards team will email this to you within 2 business working days to your nominated email address. Note – the activity statement provided will be for the previous month.

**How do I earn Reward Points via the app?**

Reward points (also known as Bonus Points) can be earned via the app by scanning and purchasing a special offer associated with a barcode on the Wests Rewards app or by accomplishing one of our achievements set in the app.

**How do I change which property (club) I am viewing?**

On the homepage you will see a search bar called 'Explore Properties'. Click on this and select your preferred venue. You can change your preferred venue at any time by going back to the 'home' menu.

**Where do I find the app only offers available?**

Click on the 'offers' tab at the bottom of the screen and view the 'offers' column. This column will show what offers are currently available for that day.

**How do I redeem app only offers with barcodes?**

To redeem app only offers with a barcode, simply go to the point of sale where that offer is available (i.e. Bistro). Scan the barcode associated with that offer prior to payment. Once the payment has been made, the award linked with the offer will be allocated to your membership in the app.

**How do I redeem app only offers with referral codes?**

To redeem app only offers with a referral code, simply go to the point of sale where that offer is available (i.e. The Gateway Inn). Mention the referral code at reception or insert the code online at the time of booking. Once the booking has been confirmed and finalised, the award linked to this offer will be allocated to your membership in the app. Referral codes are primarily used for accommodation offers.

**How do I update my app notification preferences?**

To update your notification preferences, go to your general settings located on your mobile device.

- 1) Go to Settings
- 2) Click on Notifications
- 3) Select the Wests Rewards app
- 4) Ensure the grey slider turns green to receive notifications

**How do I update my app location preferences for IOS?**

To update your location preferences, go to your general settings located on your mobile device.

- 1) Go to Settings
- 2) Click on Privacy
- 3) Click on Location Services
- 4) Select Wests Rewards app
- 5) Ensure 'always' is selected to receive notifications.

**How do I update my app location preferences for Android?**

To update your location preferences, go to your general settings located on your mobile device.

- 1) On your phone's home screen, find the app icon.
- 2) Touch and hold the app icon.
- 3) Tap App info.
- 4) Tap Permissions and then Location.
- 5) Choose 'all the time' to receive notifications.



**Where can I find the privacy policy?**

Please view our privacy policy here - <https://mywests.com.au/wests-group/privacy-policy>