HALL PASS MOBILE APP KEY POINTS WALKTHROUGH

❖ As the app is loading, this white circle will pulsate.

➢ If this lasts more than a minute or so, then the app is processing a system update and should be available soon.

❖ To login for the first time, choose SIGN IN and enter the email address associated with your Hall Pass and the password you created.

➢ ▪ If you need a password, choose Forgot Password.
▪ If you need to update your email address, contact us at guestrelations@hallmanagementgroup.com

❖ Once you sign in, the home screen will be displayed

➢ ▪ The circle on the top right with your initials takes you to your profile info.
▪ The hamburger in the top left opens the app menu (see below for details).
▪ The scrolling ribbon across the top takes you to a list of the current special events and offers happening in our restaurants.
▪ Then the name on your Hall Pass account.
▪ Your current points balance.
▪ Your current reward dollar balance, available to redeem in the restaurant.
▪ Your Hall Pass number (also called Member Card ID in the app), if you have one.
The buttons in the lower half of the home screen:

- **Add New Check** is where you enter the check details from a recent visit.

![Image of Add New Check](image)

- The image at the top is an example check, showing where to find the details needed for submission.
  - Submitted checks are verified electronically and are not manually reviewed.
  - You must use the subtotal from the itemized check because any other amount includes tax and we can’t issue points on tax.
  - Entering information that differs from that on your check will cause the submission to be declined by the computer system.
  - Contact us at guestrelations@hallmanagementgroup.com for discrepancies.
- There is a 7-day window from the date on the check to enter it through the app or web portal.
  - If you have a check from outside of the 7-day window, send it to guestrelations@hallmanagementgroup.com
- Your submission will be approved or declined within 24 hours of submission and that status will be displayed in your account history (see below).

- **Convert Points** will show you the dollar value of your current points balance (the number in the top right, in the red ribbon area).

![Image of Convert Points](image)

- In the example above, the points balance is 9,134 points so those points can be converted into a max of $913 in rewards. You must have at least 250 points to convert into $25 but then you can choose any other amount up to your max available. The Quick Redemption buttons are for convenience and it’s not mandatory to choose one of them. Type in the amount you want in the “Enter other amount” field.
- Your points are converted immediately. Your points balance will be depleted and your new rewards will be added to your reward dollar balance you already have.
- To redeem your rewards at one of our restaurants, give your server your Hall Pass number / at the end of your meal, tell them you’d like to redeem, and they’ll apply your rewards to your check as a gift card redemption.
- **History** shows your check submissions and their status (approved or declined). You can tap the `^` to expand each submission.

- Please note that any checks manually entered in our office will appear under the date of entry, not the date of the visit.

- **Bonus Offers** displays any bonus offer(s) available to members at the time of viewing.

- **Send eGift** – *currently unavailable*

- **Holidays To-Go** takes you to our online store for holiday meals to go (available in the Charleston area only).

- Below the circles on the home screen is a link to make reservations at any of our restaurants.
  - Please note that Rita’s Seaside Grille is first come, first served.

- The hamburger icon on the top left of the home screen takes you to the app menu. Tap to expand each category.

- **Home** takes you to the home screen.

- **Points & Rewards**
  - How It All Works
  - Add New Check
  - Convert Points to Rewards
  - Bonus Offers & Events
  - Transaction History

- **Participating Restaurants**
  - A map of our locations
  - A link to make reservations at any of our restaurants.
    - Please note that Rita’s Seaside Grille is first come, first served.
  - **Profile**
    - View your profile
    - Change your password
- Contact us
- Delete your account
- Our phone number and hours of operation

- Gift Cards
  - Verify the dollar value of a gift card or your Hall Pass
  - Mail out a physical gift card to your recipient
  - Email an eGift to your recipient – currently unavailable

- Store & More
  - A link to our Holidays To-Go online ordering
  - A link to Halls Bake Shop online ordering
  - A link to Halls merch online ordering
  - A link to visit the Hall Management Group website

- Logout of your account