HALL PASS WEB PORTAL KEY POINTS WALKTHROUGH

❖ You can Login with your email address and the password welcome in all lowercase letters.

❖ You’ll see your current points balance in a little green box on the top right.
❖ You’ll see your current reward dollar balance in the white part of the screen, on the left side under “Current Rewards Available”.

In the red ribbon that runs left to right across the top of the screen, you’ll see:
➢ “Home” - that brings you back to this screen whenever you’re in another part of the website
➢ “Points & Rewards” – put your cursor over it and you’ll see a menu pop up for:
  ▪ “Add New Check” which we’ll look at in a minute (there’s also a brown button for this function on the Home page)
  ▪ “How It All Works” which is a fancy name for the Home page
  ▪ Convert Points to Rewards which we’ll look at in a minute
➢ “Transaction History” that shows any addition of points or conversion of points from 11/15/23 forward (we can’t import detailed histories from the old platform)
➢ “Menu” which has all sorts of links you can explore
➢ “More” which has a link to send us a message

❖ Click on “Add New Check”. This is where you will come to upload a new check after a visit to one of our restaurants. You’re asked for 4 pieces of information from the itemized check: pre-tax pre-tip subtotal, visit date, location, and check number. Enter these values exactly as they appear on your itemized check.

➢ You cannot use the subtotal from the credit card signature slip because that amount includes tax and we can’t issue points on tax.
➢ If your check number contains a /{letter} please omit that and use only the numbers.
➢ Checks submitted here should appear in your transaction history in about 24 hours as either approved (and your points will be added) or declined.

❖ From here, go to the red ribbon up top, hold your cursor over “Points & Rewards” then click “Convert Points to Rewards”. This is what you need to do before you’re ready to redeem your reward dollars. It shows you the dollar value for your current points balance.
➢ For instance, if you have 543 points, it should say the dollar value is $54.
➢ You can convert your points at any time and for any amount equal to or above $25 (which is 250 points).
➢ Any amount you convert will be added to your existing rewards, if you have any.
Now hover your cursor over the little green square in the top right that shows your points balance then click “Profile”. It’ll display your profile details and under the first section will show your Member Card ID (which is the now another name for Hall Pass number). This is the number you will give your server at the end of your meal, in order to redeem your rewards. They will enter this number in their system and apply your rewards to your check as a gift card redemption.