



## FAQ: Tanglin Club Mobile App 2.0

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## 1. What's New with Tanglin Club Mobile App 2.0

### New Features

#### Improved Security:

1. You can now use your mobile phone's **biometric authentication** to log into the app.
2. On-mobile Screenshot of the **QR code and barcode** of the digital membership card **cannot be taken.**

#### New Designs

- We have included a new bottom screen which consist of the most frequent used functions such as **Statements, Dining, Booking Courts, Activities and Guest Registration**
  - Club events are now available under **Events & Promotions** and can be booked through **Activity Bookings** under the section **Club Events Booking.**
  - **Promotions** can now be found in the app at **Events & Promotions**
  - All bookings made in **Activity, Courts, Dining, Club Events**, can now be viewed at **My Bookings**
  - **Guest Registration** can now be done within the app instead of opening a browser
  - Inside **Member's Card**, Member's photo and current date will be displayed.
2. Upcoming Features for member cards:
- The **QR Code of digital Member Card** can be used for the access at the gantry of the gym upon completion of the Club's gym renovation.

## 3. Where can I find the link to install the App on the mobile device?

[Apple - IOS](#)

[Android](#)

#### 4. What do I need to do to access the latest app?

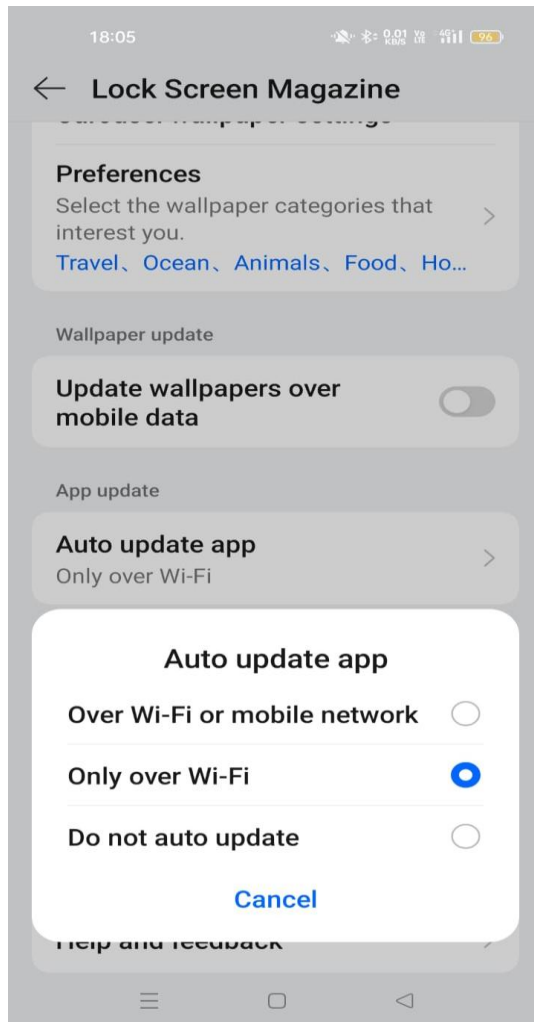
**(For existing Members who already have the App downloaded)**

You don't need to take any action if your phone is set to auto update apps. However, if auto-update is not activated, you can manually update the app by press the update button in the app store.

To enable auto update:

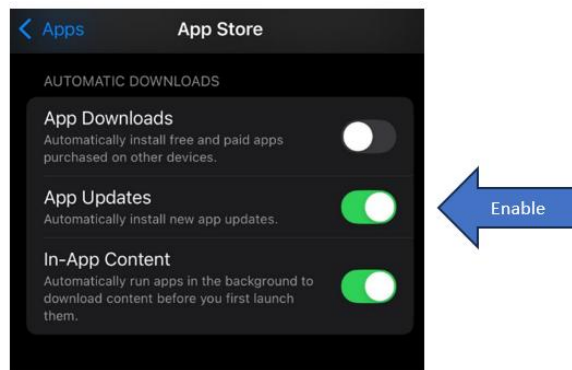
- For **Android** phones  
Navigate to **Settings -> Home screen & Lock Screen -> Lock Screen Magazine -> App Update -> Auto Update app**

Select the preferred update option via either **Only over Wi-Fi** or **Over Wi-Fi or Mobile Network**



- **Note:** Different Android devices may have slight variations in settings. You can also use the search bar to look for "**Auto App Update**", which will guide you to similar options.

- **For Apple iPhones:**  
Navigate to **Settings -> General -> App Store**  
Enable **App Updates**



## 5. What is the minimum software requirement on the mobile device?

For Apple iOS device, the required OS is **IOS 12.0 or later**

For Android device, the required OS is **Android 9 or higher**

## 6. Can the Tanglin Club App be installed on Tablets?

Yes, on I-Pad and Android tablets

## 7. I want to set up Biometrics for future logins, what should I do?

During your first login, after successfully signing into the app, a message will prompt you to enable biometric login. If prompted, click **Enable**. Once you see the message "**Biometric Login enabled**", the setup is complete.

If you haven't set up biometric login on your phone before, follow these steps:

### **For Android:**

1. Open the **Settings** app.
2. Scroll down and select **Biometrics and Security** (or simply **Security** on some devices).
3. Tap **Fingerprint** or **Face Recognition**, depending on the method being used.
4. If you haven't already set up a **Screen Lock** (PIN, pattern, or password), you'll be prompted to do so first.
5. Follow the on-screen instructions to register your fingerprint or face.
6. Once registered, open the app and choose **Biometric Authentication** as your login method.

**Note:** Ensure the app supports biometric login. Once set up, you can securely log in using your face or fingerprint!

**For iOS (iPhone):**

1. Open the **Settings** app.
2. Scroll down and tap **Face ID & Passcode** (for Face Recognition) or **Touch ID & Passcode** (for Fingerprint).
3. Enter your **passcode** if prompted.
4. Follow the on-screen instructions to set up **Face ID** or **Touch ID**.

Once set up, open the app and select **Face ID** or **Touch ID** as your login method.

**8. I do not have a member login account for the mobile app, how do I create one?**

To access to the Mobile App, You would need the following 2 items:

- **Username – (Your Member ID)**
- **Password – create during account setup**

Both credentials can be created in the **Tanglin Club Website**.

**New Member Setup**

On the day of your **New Member Intro Night**, you will receive:

- Your **Membership Card**
- A guide titled "**Club 'Member Login' Web Portal Account**"

**Important:** You **MUST** create a web portal account before accessing the Mobile App.

**Validating your Membership using your Member ID**

- **Visit Tanglin Club Login page**
- Click on **Member Registration** and add in:
  - **Member Number** (Found in **your membership card**)
  - **First Name**
  - **Last Name**
  - **Date of Birth (MM/DD/YYYY)**
- Make sure that it is exactly as your official identification document.
- NOTE: Your **Member Number** should be in this format: **A1234-0** or **B9999-1**
- **"-0"** indicates the principal member
- **"-1"** indicates the spouse
- After filling up all the fields, click on **Validate**.
- **Only a Validated member can go to the next step**

## Setting up your Username and Password

- **Username Requirement**

Your **Username** must match your **Member ID** and follow these rules:

- The first letter must be capitalized.
- It must contain a total of 5 digits.
- If you are the Principal Member, your ID ends with "-0".
- If you are the Spouse Member, your ID ends with "-1".

- **Password Requirement:**

- Must be at least 8 characters long.
- Must include at least 1 letter and 1 number.

### **Passwords are case-sensitive, but usernames are not case-sensitive.**

- Example the Username (Member ID) **A0188-0** and **a0188-0** are both valid and acceptable.

### **Validation using email:**

- Enter your email address which will be used to receive a confirmation email if registration was successful.

If you are having issues with the registering, setting up Username and Password or validating using email, please contact the Membership Department for assistance at:

- Email: [membership@tanglinclub.org](mailto:membership@tanglinclub.org)
- Phone: +65 6622 0580 / 0492 / 0479 / 0491
- Website: <https://www.tanglinclub.org>

## **9. Can I register a login account for my children?**

Household Affiliates (Members' children with Member IDs ending with "**-2 onwards**") are not eligible to register for Member Login accounts.

## **10. How do I login to the mobile app?**

Your login credentials for the Tanglin Club website member portal and the previous mobile app remain the same.

Simply use your **existing username and password** to log in to the new Mobile App 2.0.

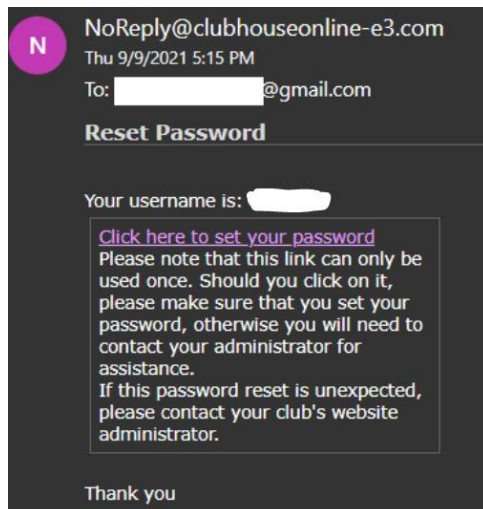
## **11. What is the minimum requirement for the password?**

The password must be minimum **8** Alpha-Numeric characters, with minimum 1 letter and 1 number.

## 12. I've forgotten my password, how can I reset my password?

On the mobile apps, click on **MENU -> Login -> Reset** password then key in your email which is registered with Tanglin Club, you will receive an email sent to your email address with instructions on the steps to reset password.

Click on the link included in the email to reset the password



## 13. If I keyed in the wrong passwords, how many attempts before my account gets locked out?

**After 12 failed login attempts**, your account will be locked for 3 minutes.

**After 3 minutes**, you can try logging in again.

Alternative, you can choose to reset your password to regain access.

## 14. At the login screen if the message displayed that Account is locked, what are the next steps for remediation?

Members can email to [websupport@tanglinclub.org](mailto:websupport@tanglinclub.org) to request for assistance to unlock the account.

## 15. What are the activities I can do with the mobile app?

Mobile app allows you do make

- Activity booking – **Club Events, Fitness Classes** and **Gym**.
- **Courts**
- **Dining**
- Self-help on services – **Letter of Reciprocal Club** and **Guest Registration**.
- Viewing of **Notices, Statements, Events & Promotion**

**16. I've encounter issue on with the apps, who I can contact?**

For any issue Mobile Apps, please email to [websupport@tanglinclub.org](mailto:websupport@tanglinclub.org)