



d'Albora  
Marinas



## **d'Albora Members Launch Booking System**























# 5. Troubleshooting

## Login Information

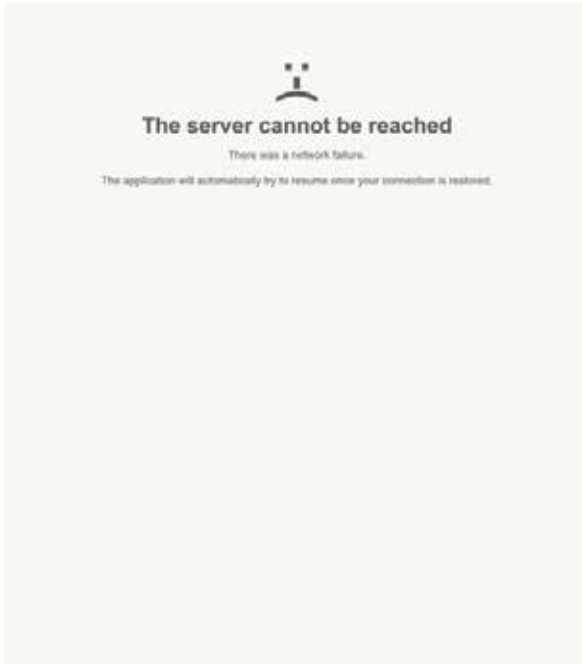
- Members usernames are **not** case sensitive.
- Members passwords **are** case sensitive.
- Members accounts will be locked after 3 failed login attempts. members will need to contact the marina office or guest services to reset the login details.

## Forgot Password

- Members can change their password by clicking on forgot password.
- Members will then enter their username and click on the tick on the top right hand side of the screen.
- The login screen will then appear and users will receive an email to reset their password.



# Troubleshooting Cont.



## Connection Error

- Should this screen appear it may mean that the members cellular or wifi connection is unstable or not connected. It is recommended to close and delete the app then re-install..



d'Albora  
Marinas

1800 DALBORA  
[www.dalboramarinas.com.au](http://www.dalboramarinas.com.au)

