

Mobile PASS Card User FAQs

Downloading

Am I able to download the Mobile PASS Card?

Only those who are registered on the PASS system with Weatherbys and have a concierge login can access the Mobile PASS Card.

How do I download the Mobile PASS Card?

You can download the Mobile PASS Card from the App Store (Apple) or Google Store (Android).

I don't have a smartphone, how do I get a PASS Card?

If you do not have a smartphone, please contact the PASS Helpdesk.

T: 01933 270333

E: pass@weatherbys.co.uk

Monday–Friday from 9am-5pm

Logging In

I don't have a concierge login, what should I do?

Please contact the PASS Helpdesk to get this set up.

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How do I login to the Mobile PASS Card?

Once you have downloaded the app you need to login using your PASS Member ID Number (you can find this on the concierge site or on any emails sent to you from support@rcapass.com), email address and password (same as concierge login password).

If you have any issues, they need to contact the PASS Helpdesk.

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What if I don't know my Member ID number?

You can find this on the concierge site or on any emails sent to you from support@rcapass.com

If you are still unable to find it, please contact the PASS Helpdesk.

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I cannot login, what do I do?

Please contact the PASS Helpdesk and explain the issues you are experiencing.

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I have forgotten my password, what should I do?

Your password is the same as your concierge login password.

Please go to <https://www.rcapass.com/concierge/forgot-password.xhtml> to reset your password.

Mobile PASS Card

My categories on the Mobile PASS Card are wrong, can I change them?

Yes, you can apply to change them by emailing or calling the PASS Helpdesk. The requested categories will need be verified by the appropriate industry body.

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My email address is wrong, can I change it?

Yes, you can change this by emailing or calling the PASS Helpdesk.

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My telephone number is wrong, can I change it?

Yes, you can change this by emailing or calling the PASS Helpdesk.

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Do I just show the Mobile PASS Card on the racecourse gate?

Yes, the racecourse will scan the QR code from your profile on the app.

If you click on the QR code, it will enlarge. This will help the scanners read the QR code. Please also turn your phone brightness up.

I don't have a photo on my account, does this matter?

No, this is not a requirement but if you wish to have your picture on your account, please contact the PASS Helpdesk.

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Who can I contact if I need help?

Please contact the PASS Helpdesk if you have any issues relating to the PASS system.

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Can I still use the physical card I have?

Yes, you can still use your physical PASS card to enter the racecourse.

This cannot be used in addition to the Mobile PASS Card, entry will be denied if one of the passes has been scanned at that fixture.