



Member Login Instructions (Clubhouse Online)

How to Access Your Monthly Account Statements & Member Directory

Where to find the member portal?

- Go to the NSWC website: www.nswc.ca
- Scroll to the very bottom of the page.
- Click on Members Only Area located at the bottom right hand side.

How to Register and Login.

1. To register/validate your membership, type the following link into your browser. <https://nswcemm.clubhouseonline-e3.com/roster/membervalidation.aspx>
2. Enter your Member Number, First Name and Last Name exactly as they appear on your statement and click Validate. (Note: your first name is in our system as your given name). Example: if your name appears as Joshua on your statement, you cannot create your account using Josh, you must enter Joshua. The system will validate whether the information entered is correct.
 - **The Primary Member # begins with 00xxxxx**
 - Spouse Member # has a dash xxxxx-1
 - **Note:** *If the information entered does not exactly match the current club file, you will be unable to register. If you experience issues, please contact Fawn Gill at fgill@nswc.ca for assistance.*

A screenshot of a web form titled "Member Validation". It contains three input fields: "Member Number", "First Name", and "Last Name". Below the fields are two buttons: a dark grey "Validate" button and a light grey "Cancel" button.

Member Validation

Member Number

First Name

Last Name

Validate

Cancel



Member Login Instructions (cont'd)

- Once your information has been validated, you will automatically be forwarded to the Member Registration page. On this page set up your Username, Password and Email Address (for website communication).
- Usernames are not case sensitive, however passwords are case sensitive. In the event your password is forgotten, please select one of your email addresses from the drop-down menu to associate with your user account. If there are no emails available in the drop-down menu, enter your desired email address. Once all the fields are filled-in, click on Create User to complete the registration process.
- Upon successful registration, an email message will be sent to the email address entered during the registration process.

A screenshot of the Member Registration form. The form is titled "Member Registration" and contains the following fields: Username, Password, Confirm Password, and Email. The Email field is a dropdown menu showing "Home: MyEmail@email.com" with a downward arrow. Below the fields are two buttons: "Create User" (dark grey) and "Cancel" (light grey).

Issues?

If you have any questions or concerns, please email info@nswc.ca.



Monthly Dues/Statements

The Club's monthly dues are billed 2 months in advance. This is in order to offset the 30+ day notice required when making any changes to membership status. **As such, your first statement will reflect 3 dues charges; the current month in which you joined and the following 2 months in order to align with our member billing cycle.**

For example: a membership that commences on May 1st will have 2 dues charges dated for the 1st. These will be for the months of May and June, which will be noted in the description. The dues billed on May 31st, which do not have a month noted in the description, would be for the month of July. Following the first statement, each subsequent statement will reflect just one dues charge each month.

After the final day of each month, we spend the next 3-4 business days finalizing that month's statement. Typically we aim to have the statements emailed out to our members by end of day on the 4th business day. I.e. your May 31st statement would be received on the 4th business day of June.

In addition to the monthly dues, the statements will reflect all charges incurred at the Club. Some of which include: Food and Beverage, guest fees, program fees, registration fees, etc.

Any purchases made at the point of sale in our Café, Lounge, Tiki Deck or Front Desk will have a copy of the receipt included with statement so that the member is able to review what the charges consist of. Please note that members are required to sign their receipts at the time of purchase to authorize the charge to be applied to their account. The receipts should be reviewed by the member to ensure that they are correct; if there are any errors the staff can correct it and bring a revised copy for signing.

Fees related to program registration in Gametime are billed to the account in the month that the program starts, not the date that the registration was made.

New Memberships are set up to be automatically paid via Pre-Authorized Payments. This will be withdrawn from the bank account that you provided via void cheque with your application. The Pre-Authorized payments are withdrawn on the 3rd to last business day of every month and withdraw the balance of your previous month's statement (i.e. the May 31st statement would be processed on the 3rd to last business day of June). This gives you the opportunity to look over your finalized statement to ensure that all charges are correct prior to the payment being withdrawn.