BEL-AIR ONE-STOP MOBILE APPS USERGUDIE

VERSION 1.0 APRIL 2025

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GETTING STARTED

Bel-Air One-stop Apps

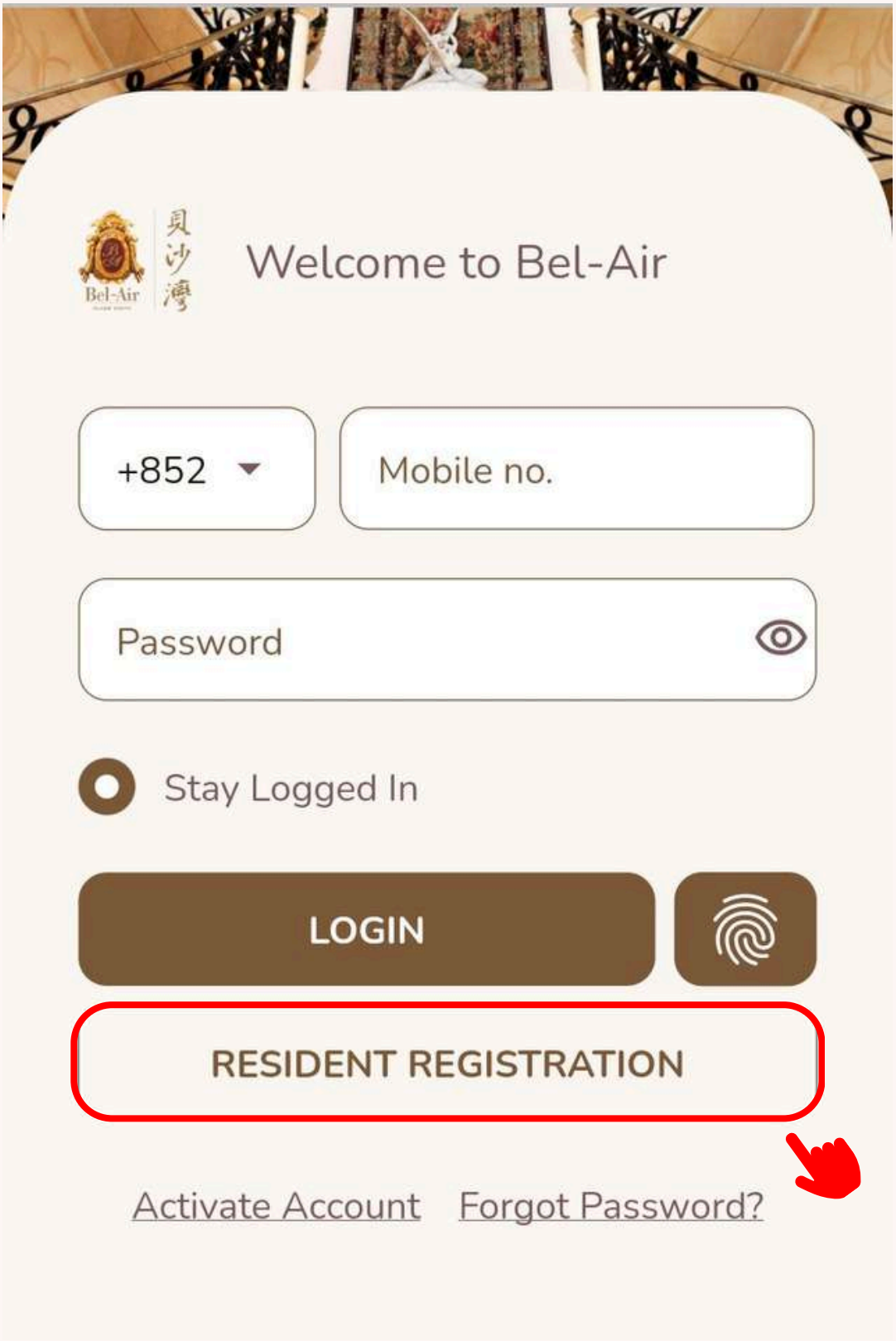
is available for download from **Google Play Store (Hong Kong)** or the **App Store (Hong Kong)**.

Requirements for Phone Compatibility

- Apple iOS version 15.0 or above
- Android 10 Operating System or above

MEMBER APPLICATION

1. Click "**Resident Registration**" on the Login Page.



MEMBER APPLICATION

2. Read the “Application Form for Resident Card/ Guidance Card/ Club Membership” and press “**Understand and Continue**”

Application Form for Resident Card/ Guidance Card/ Club Membership

- All residents, including owners and tenants, must register their resident card at the service center before they can register for club membership. Each unit can apply for resident card, guardian card and the number of members as follows:

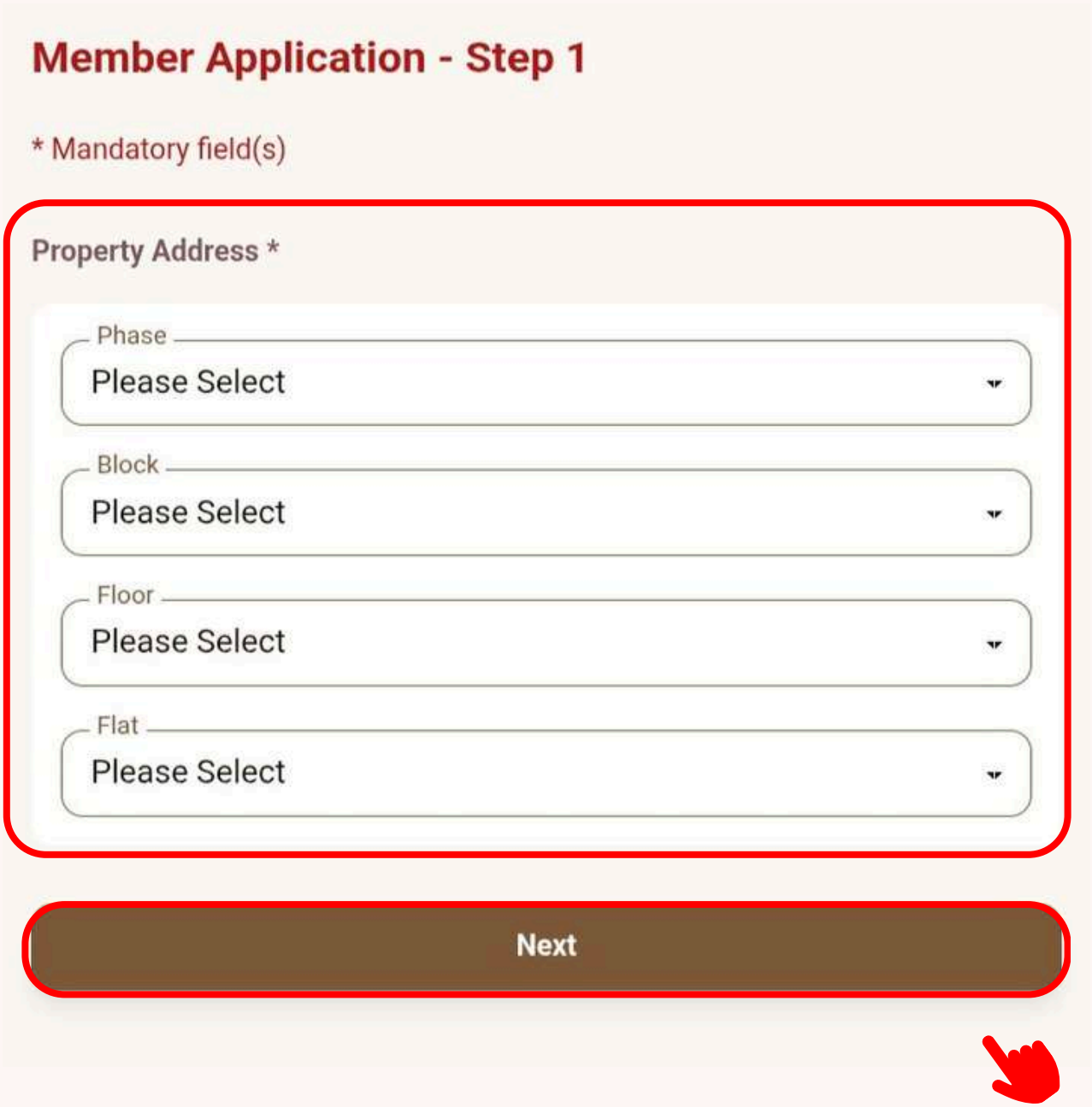
Unit area (square feet)	Resident Card	Guardian Card	Number of members
999 or below	4	2	4
1,000 - 1,499	6	2	6
1,500 - 1,999	8	2	8
2,000 - 2,999	10	4	10
3,000 - 4,999	12	4	12

- For units exceeding 5,000 square feet, you can apply for additional

Understand and Continue

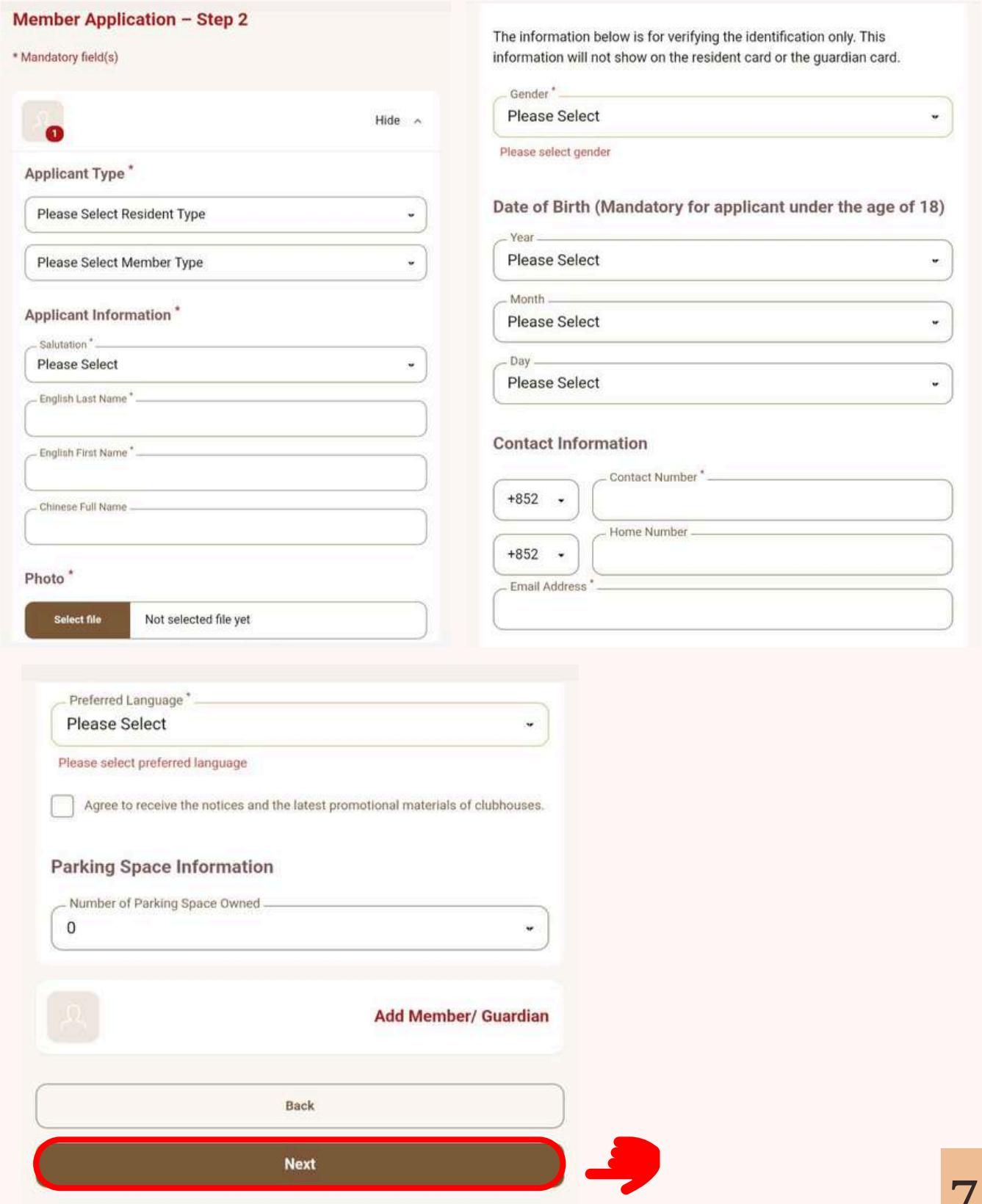
MEMBER APPLICATION

3. Select "**Property Address**" and input related details, then press "**Next**"



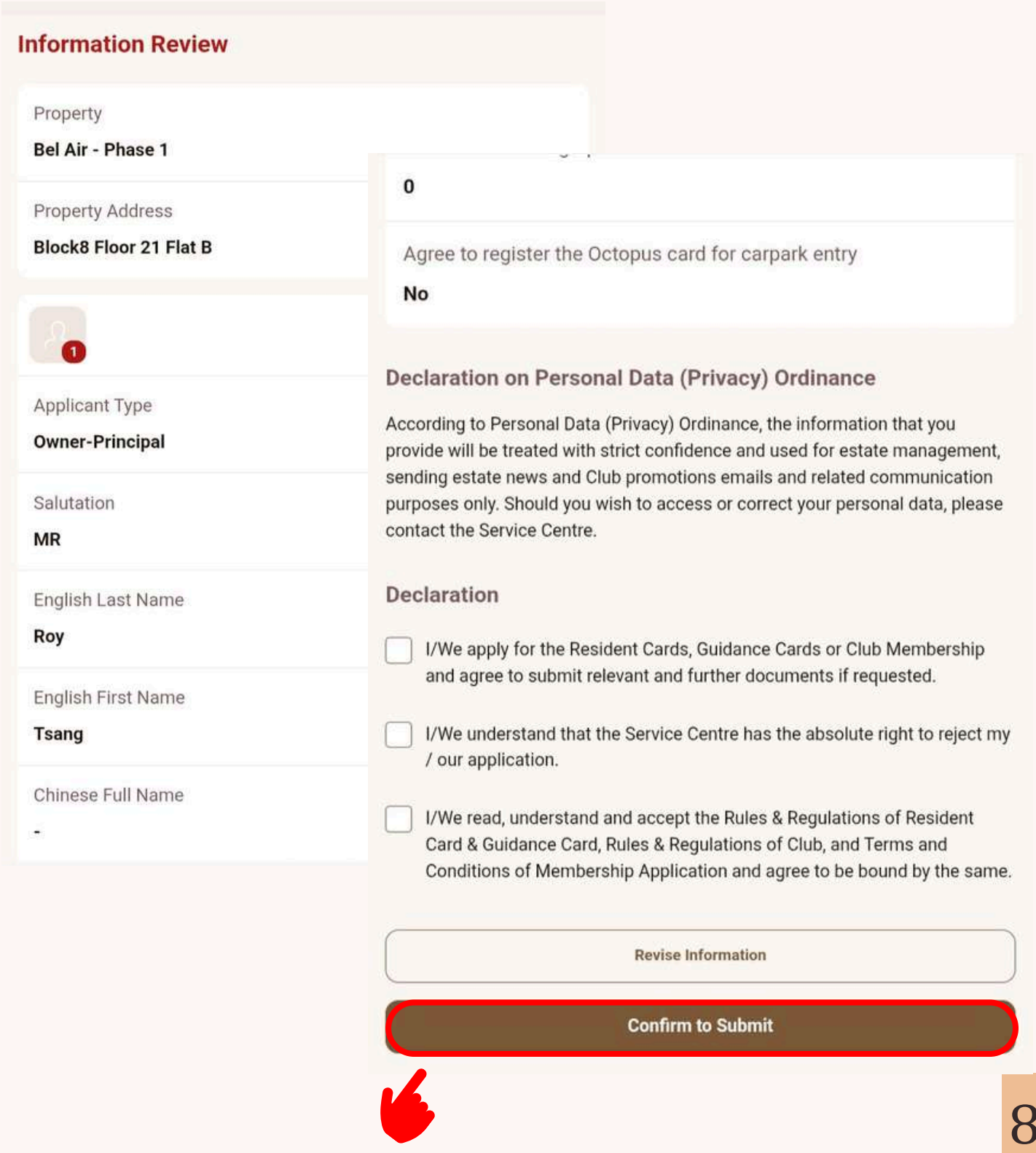
MEMBER APPLICATION

4. Select "**Applicant Type**" and input "Application Information", then press "**Next**"



MEMBER APPLICATION

5. Double check information inputted, read and tick "**Declaration**", then press "**Confirm to Submit**".



MEMBER APPLICATION

6. A reference number will be automatically generated upon submission and you will receive an email to your registered email address regarding your membership account application.

Your application for a Bel-Air membership account has been successfully received (Reference number: F2504100003).

We will process your application shortly. Should you have any enquiry, please contact the Bel-Air Service Centre at 2989 6000 (Phase 1-3) or 2989 6350 (Phase 4-6).

Yours faithfully,
Bel-Air Service Centre

[This is an automatically generated email. Please do not reply to this email address.]

MEMBER APPLICATION

7. An activation email will be sent to your registered email address when registration is complete.

Dear Mr Lai,

Your Bel-Air membership account has been successfully registered.

Please activate your account with below activation code and change your password upon your first login,

- Activation Code: 403741

Steps to Activate the Membership Account

1. Make sure you have received the account activation email and installed the app
    a. Click "here" to download on Google Play
    b. Click "here" to download on App Store
2. Open the mobile app and go to the login page
3. Click "Activate Account"
4. Enter your registered phone number and activation code
5. Set your account password
6. Click "Confirm" to activate your account

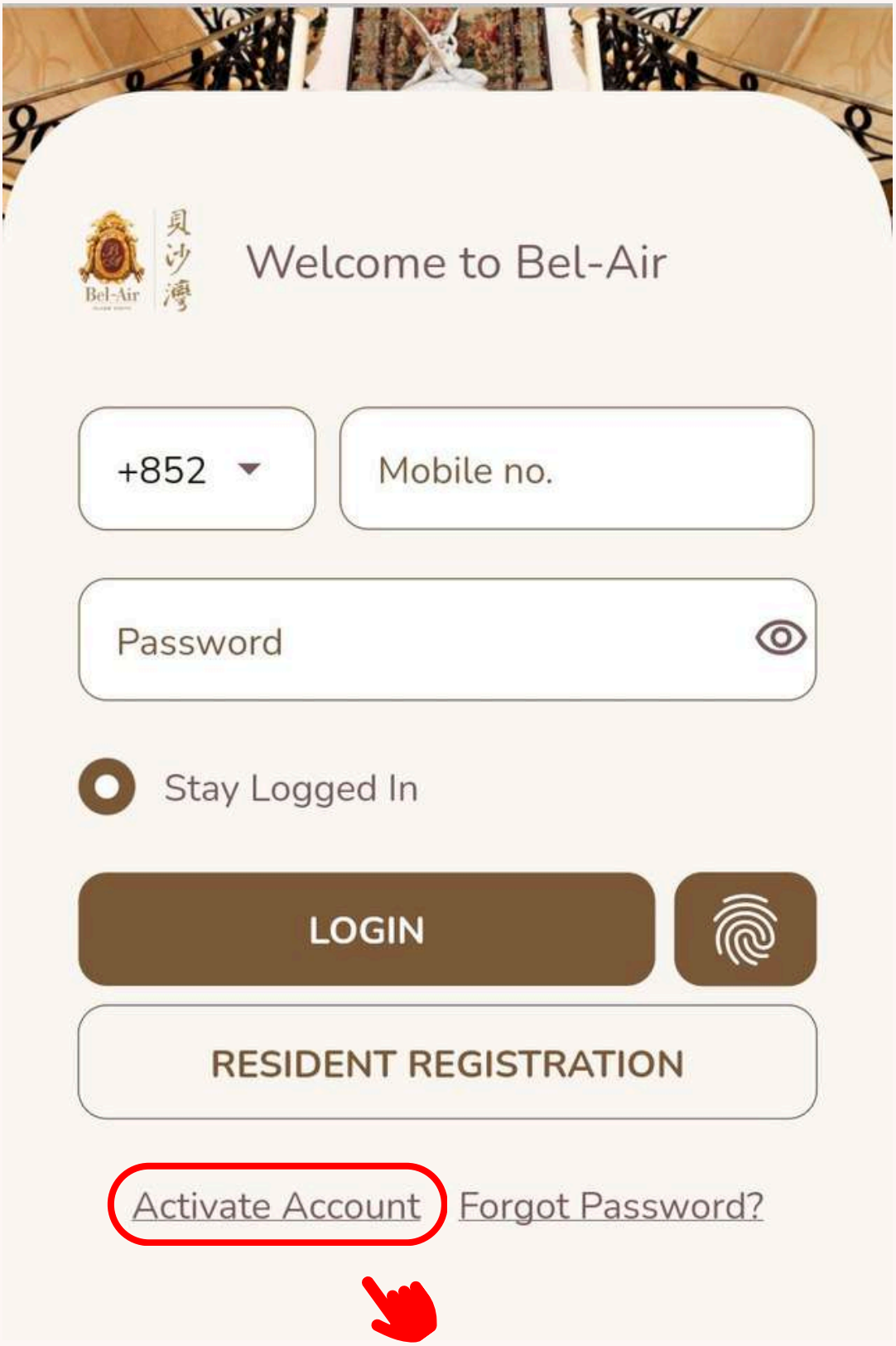
For any inquiry, please feel free to contact the Club Bel-Air Reception at 2989 9000 (Bay Wing) or 2989 6500 (Peak Wing).

Yours faithfully,
Club Bel-Air

[This is an automatically generated email. Please do not reply to this email address.]

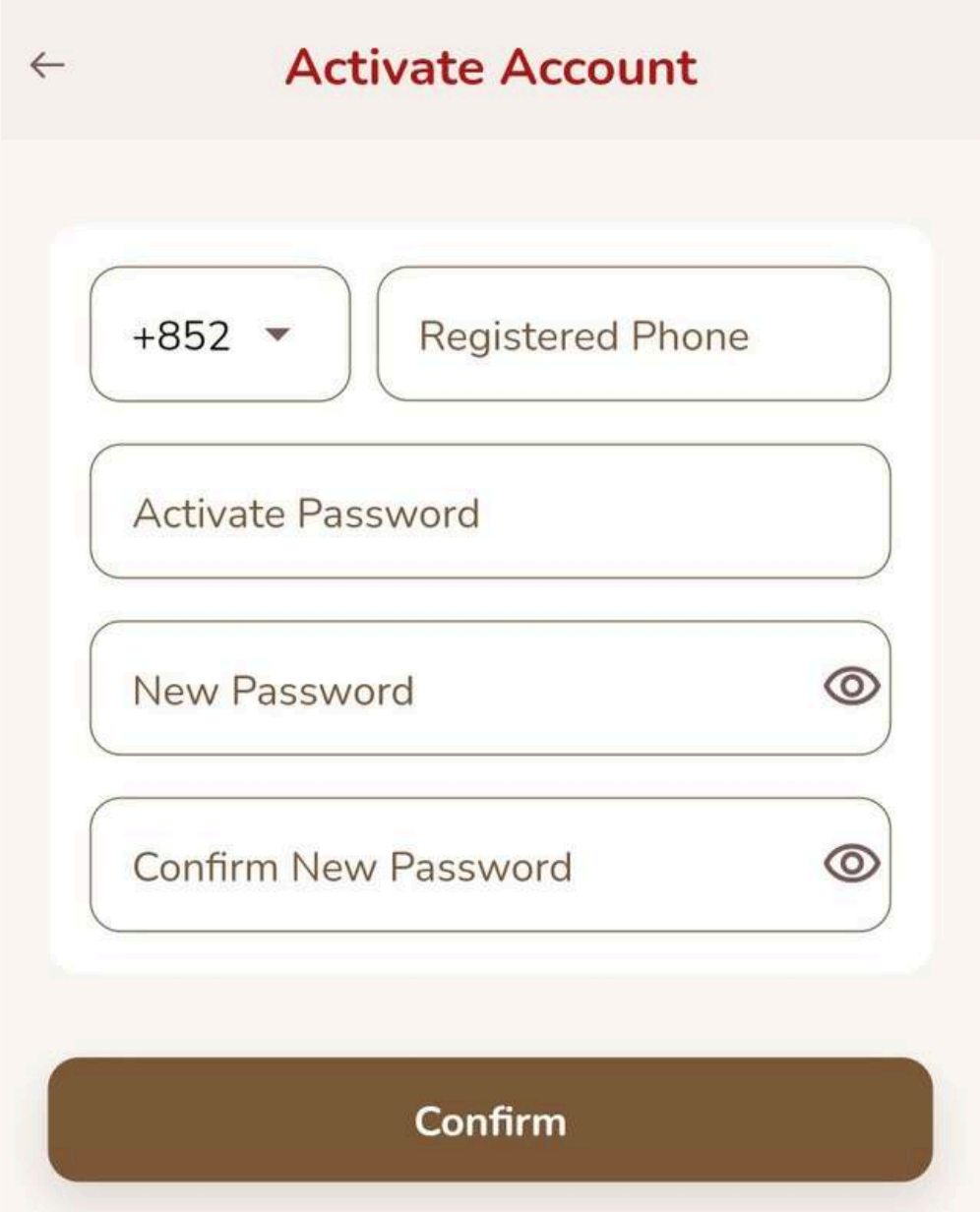
ACCOUNT ACTIVATION

1. Click "**Activate Account**" on the Login Page.



ACCOUNT ACTIVATION

2. Input **“Registered Phone”, “Activate Password”, “New Password” and “Confirm New Password”** then press “**Confirm**”



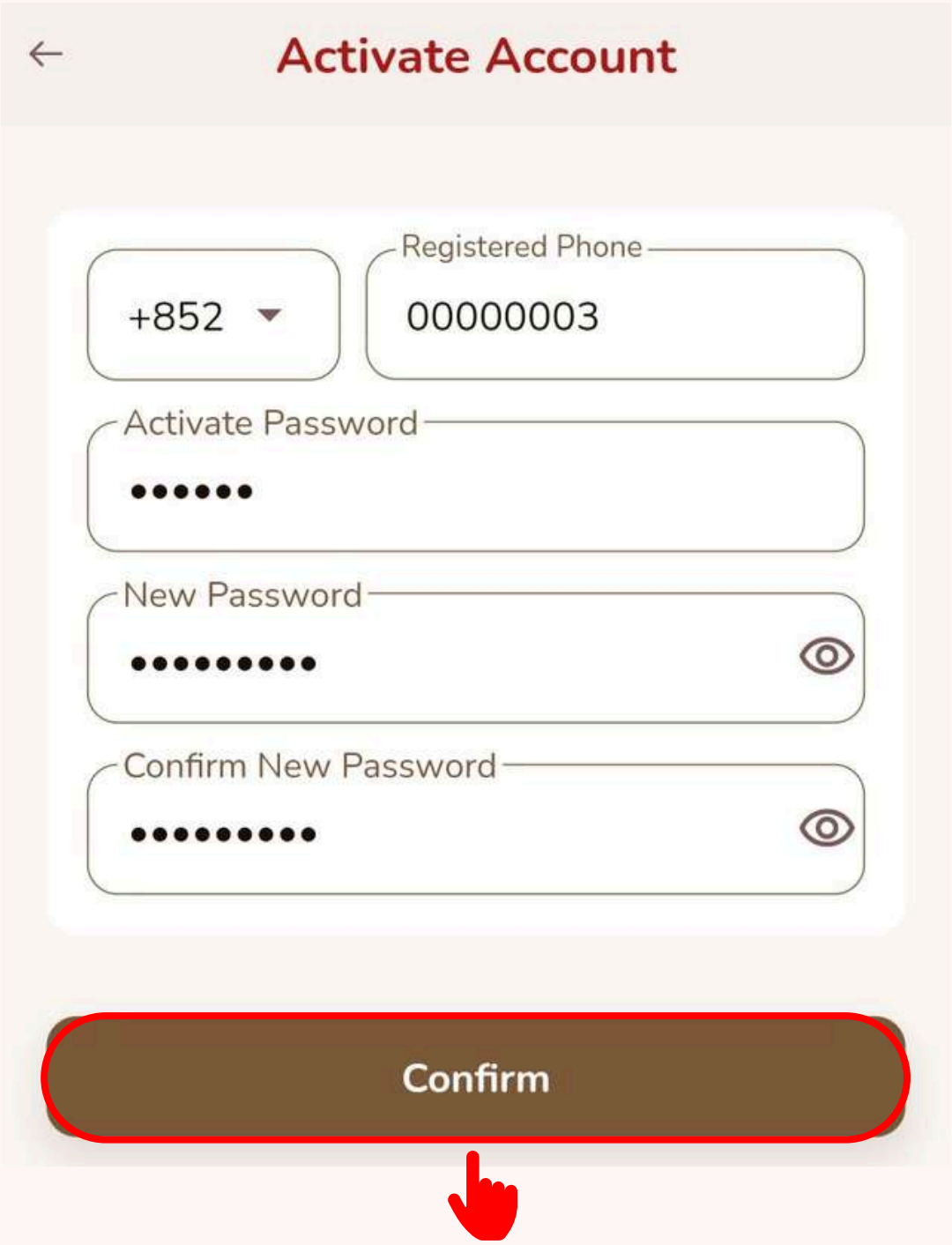
Remarks:

Registered Phone - 1. The "Telephone" given on the "Resident Information Update Form"
2. An 8-digit number shall be provided by Service Centre for those who don't have a mobile phone.

Activate Password - 6-digit activation code automatically sent by the system to the registered email address (please refer to P.13)

ACCOUNT ACTIVATION

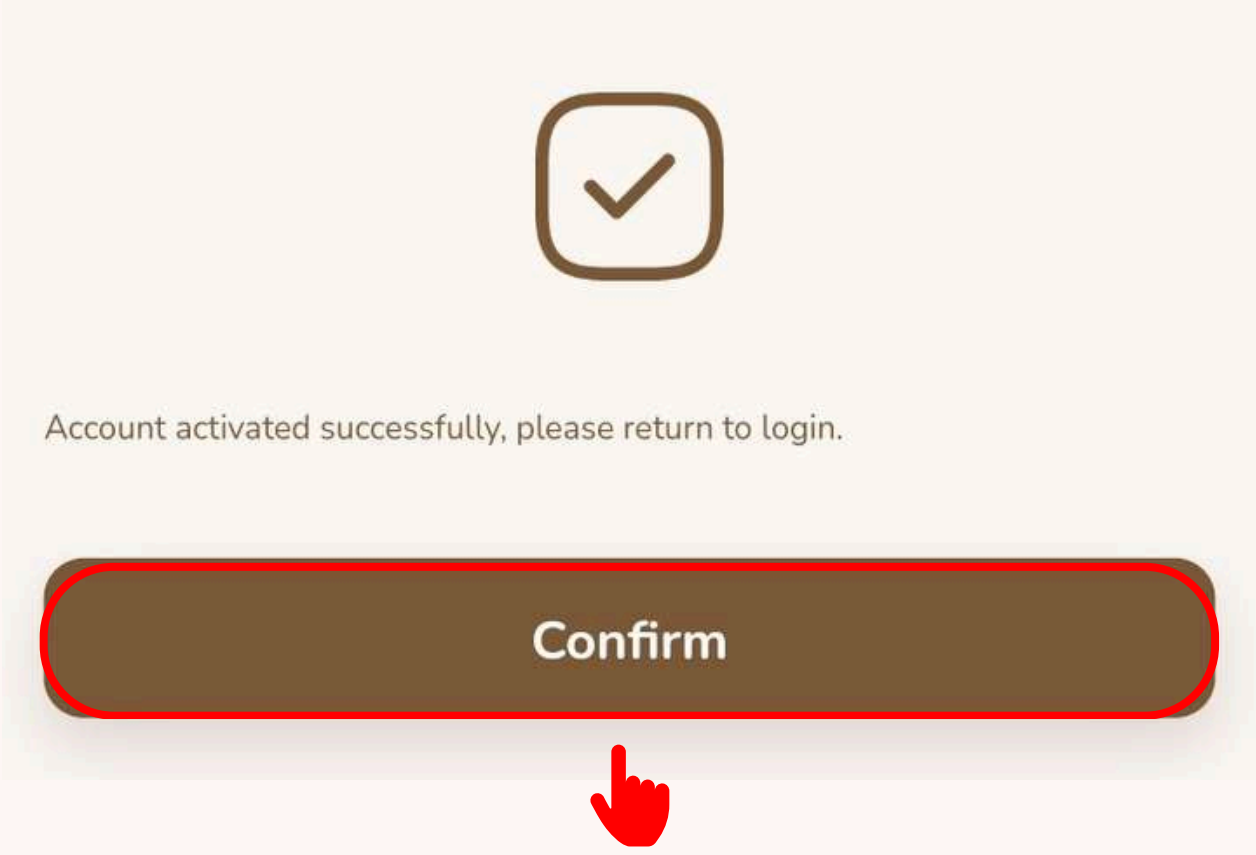
3. Once you have entered all the information, please press **“Confirm.”**



Remarks:
Password must contain at least 8 characters
(at least 1 number and 1 uppercase Englist letter)

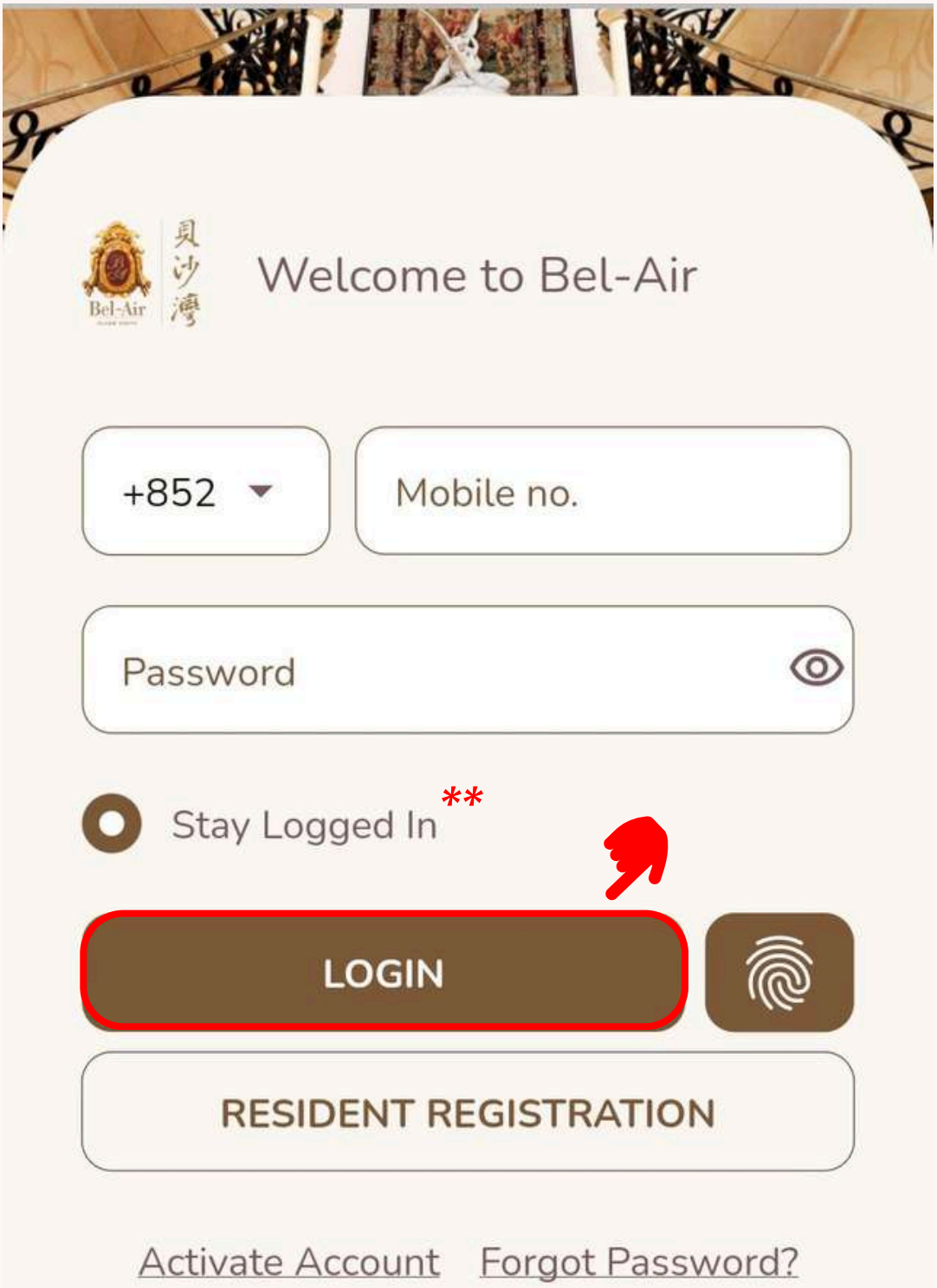
ACCOUNT ACTIVATION

4. System will show
   “Account Activated Successfully.”
   Then press **“Confirm”**
   to redirected to login page.



LOGIN

1. Input **“Mobile No” or “8-Digit Login ID”** and **“Password”** and press **“Login”**

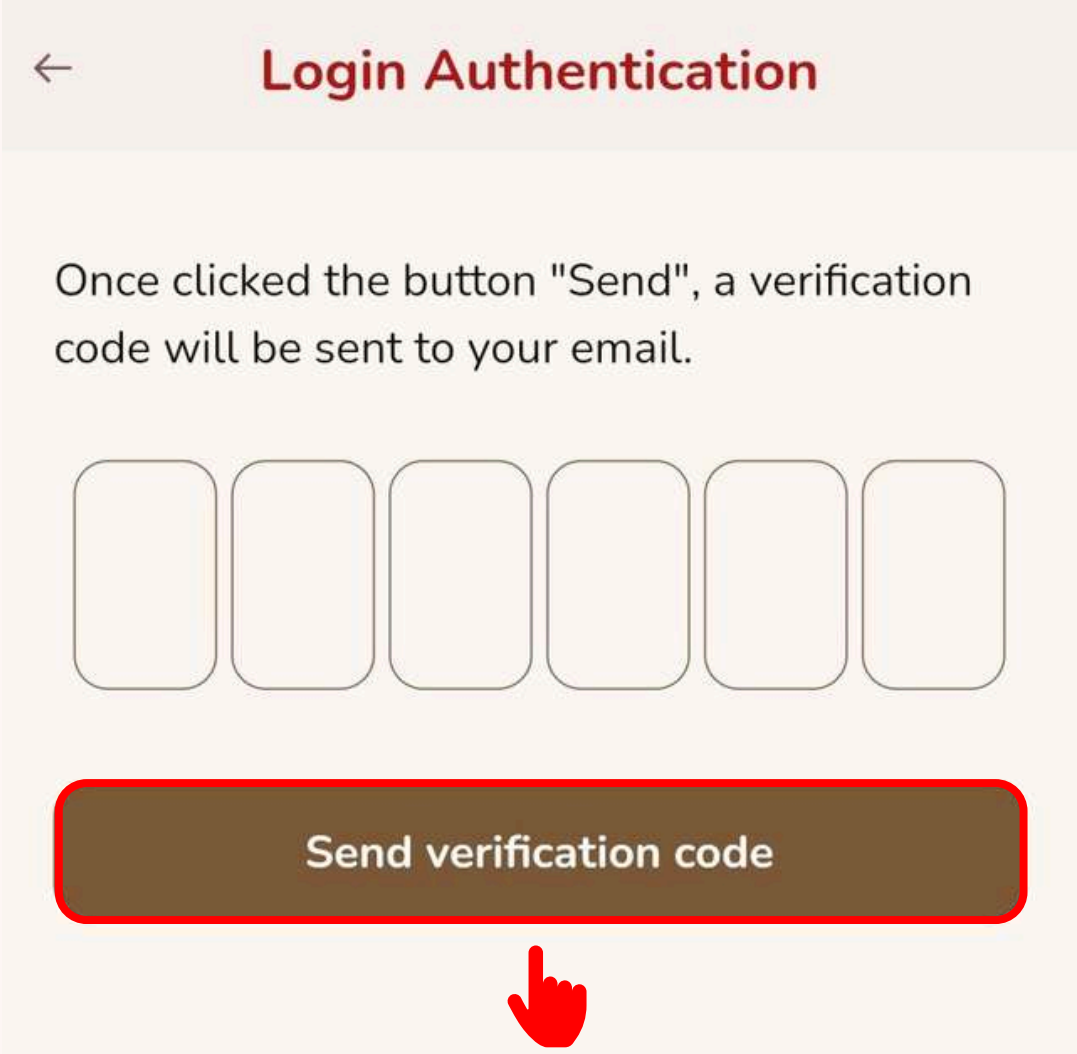


Select whether to “Stay Logged In” *

A "Stay Logged In" option that keeps users logged in for 90 days. Residents shall be requested to enter an “OTP” to ensure security. Such OTP will be received via member’s email address.

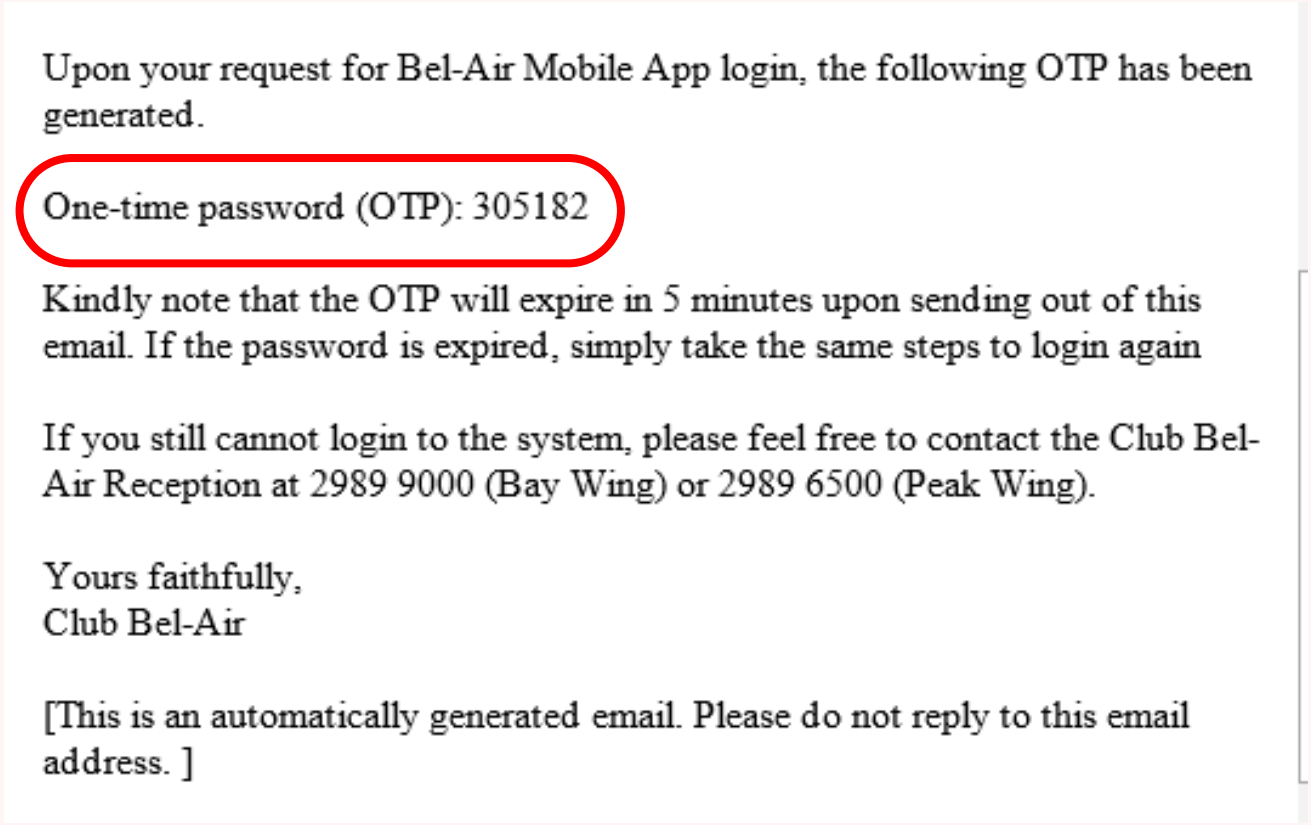
LOGIN

2. Press **“Send Verification Code”** on “Login Authentication Page”



LOGIN

3. A verification code will be sent to your registered email address.



Upon your request for Bel-Air Mobile App login, the following OTP has been generated.

One-time password (OTP): 305182

Kindly note that the OTP will expire in 5 minutes upon sending out of this email. If the password is expired, simply take the same steps to login again

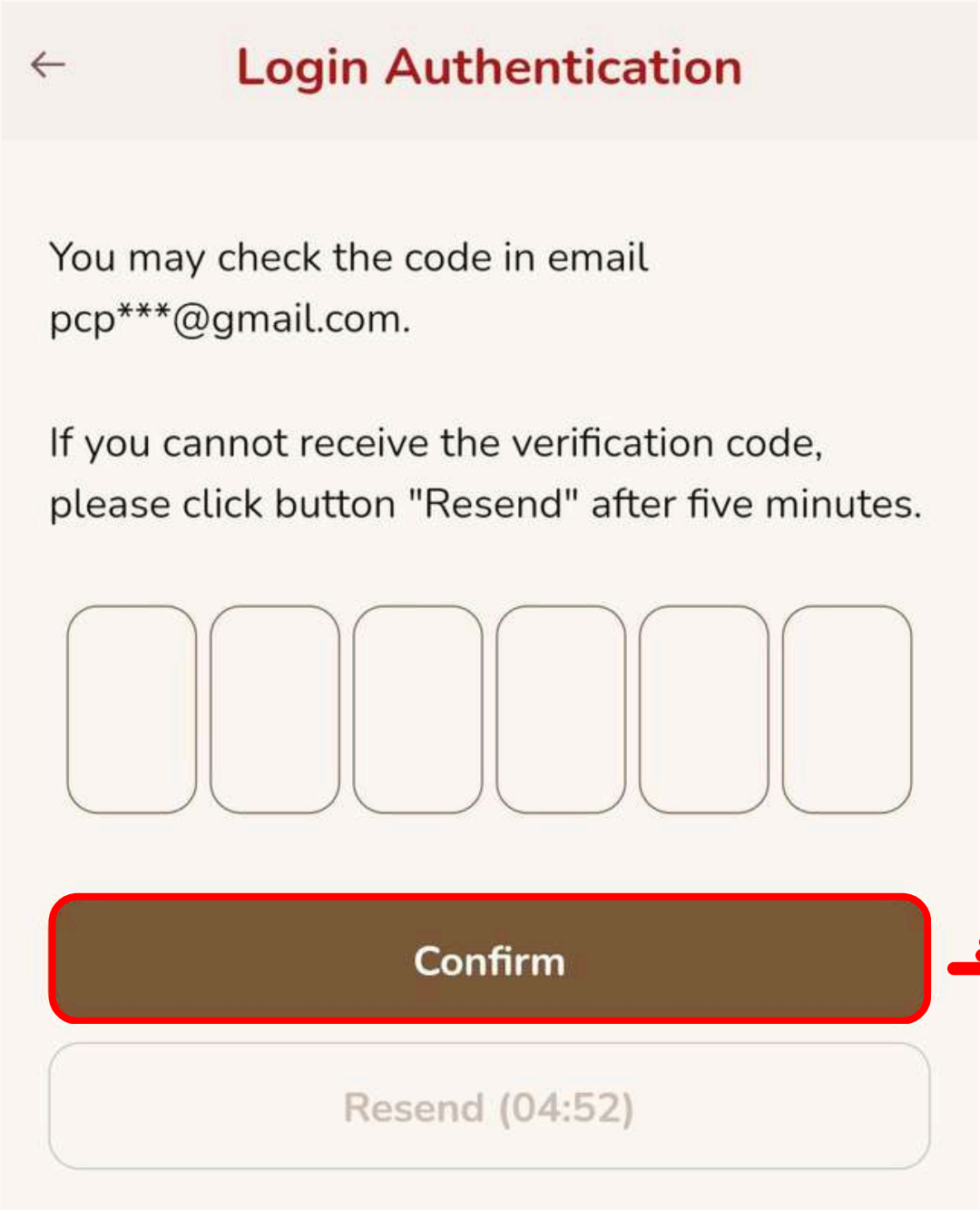
If you still cannot login to the system, please feel free to contact the Club Bel-Air Reception at 2989 9000 (Bay Wing) or 2989 6500 (Peak Wing).

Yours faithfully,
Club Bel-Air

[This is an automatically generated email. Please do not reply to this email address.]

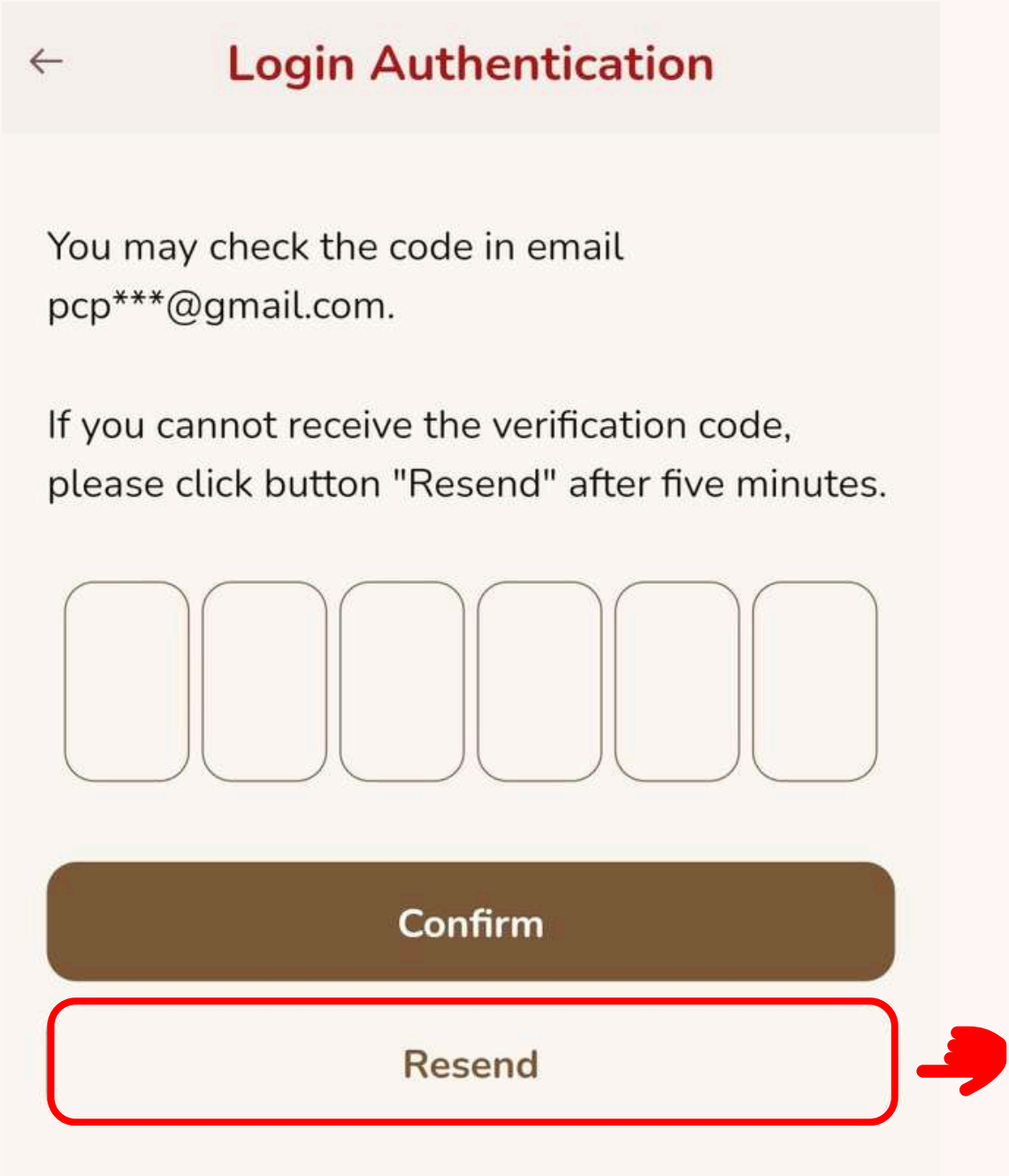
LOGIN

4. Input the One-time Password, then press **“Confirm”**



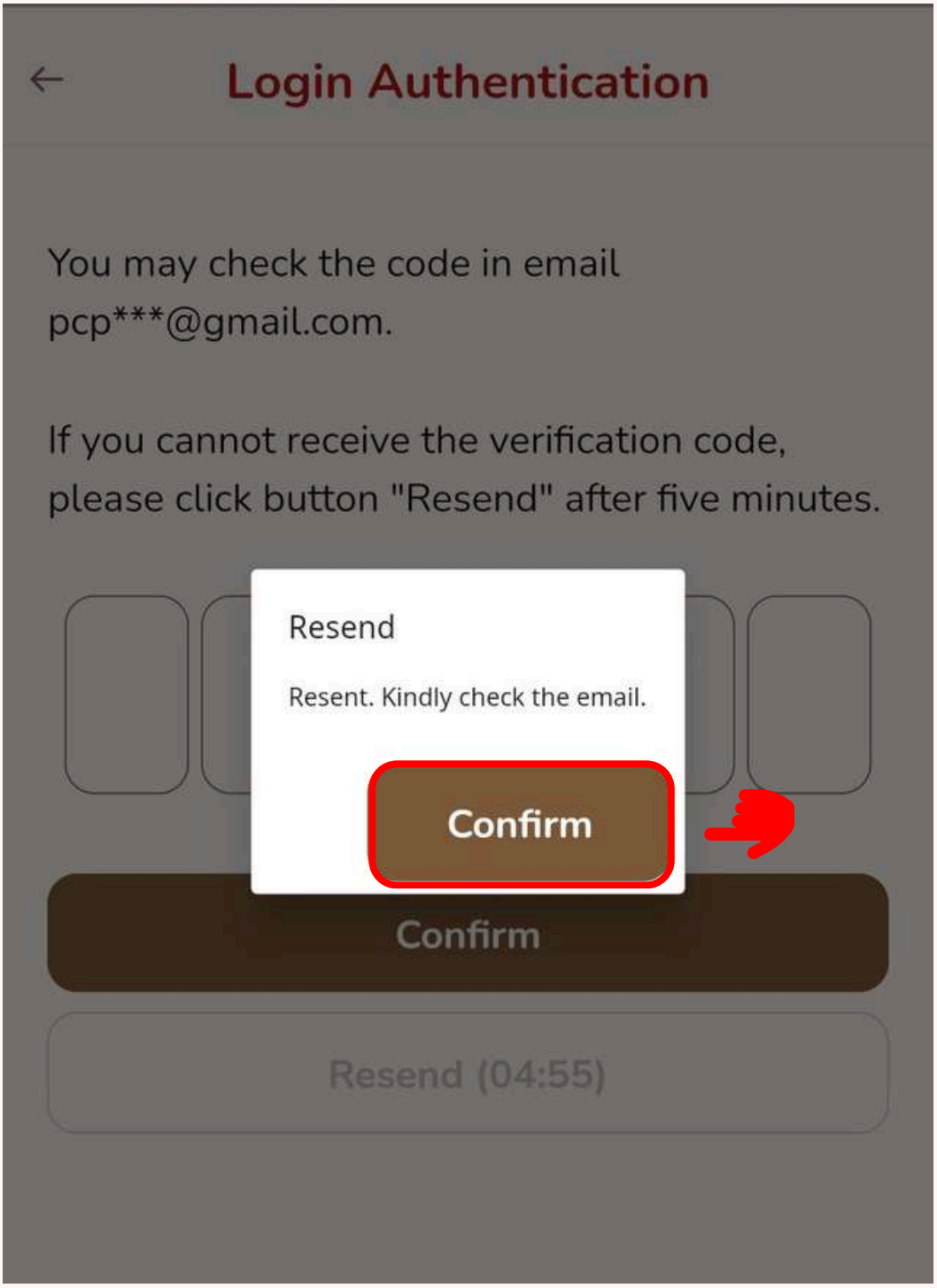
LOGIN

5. If you haven't received the verification code within 5 minutes, please press **"Resend"**



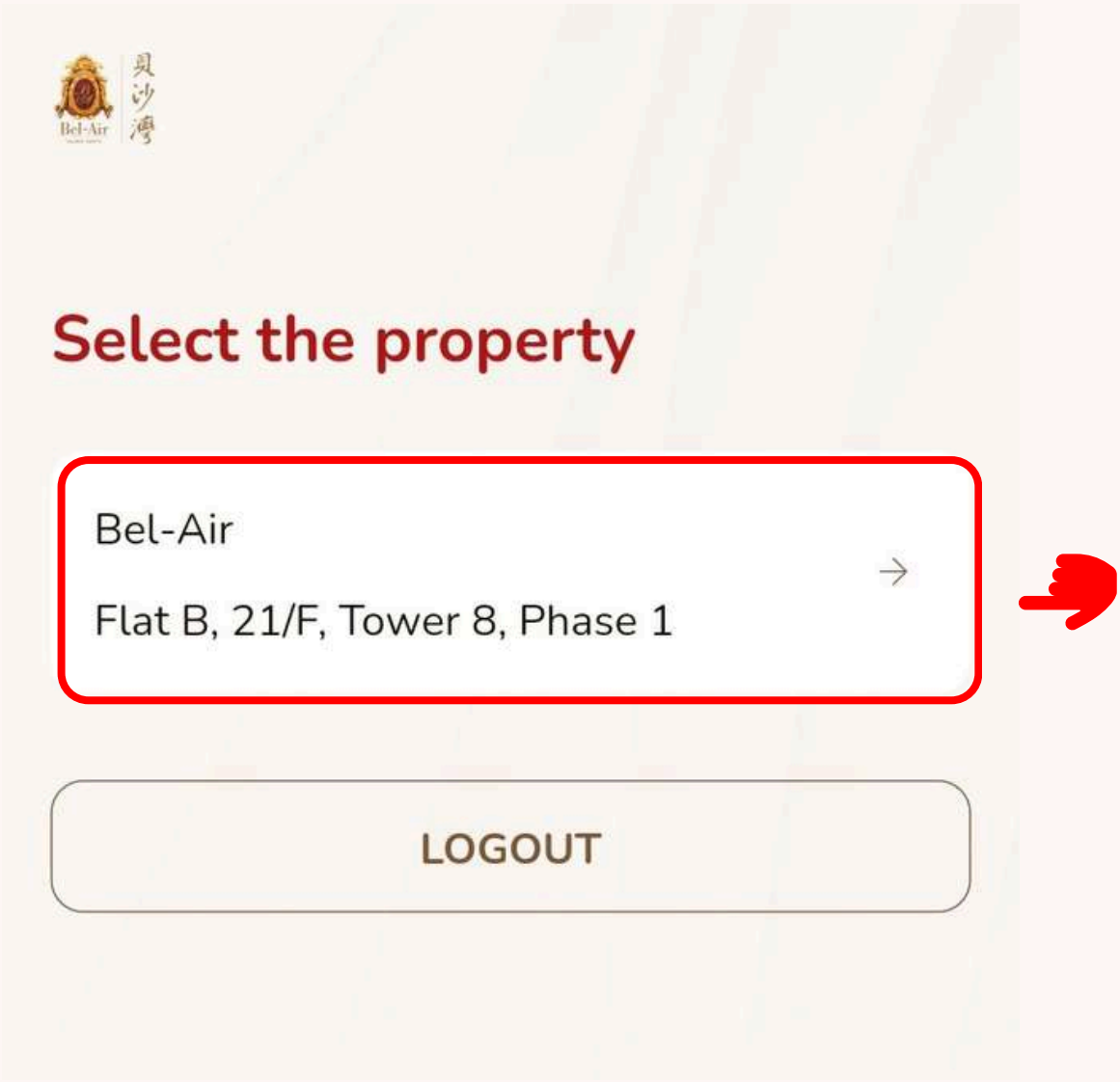
LOGIN

4. A pop-up notification stating "Resent" will appear. Please click **"Confirm"** to be redirected to the login page.



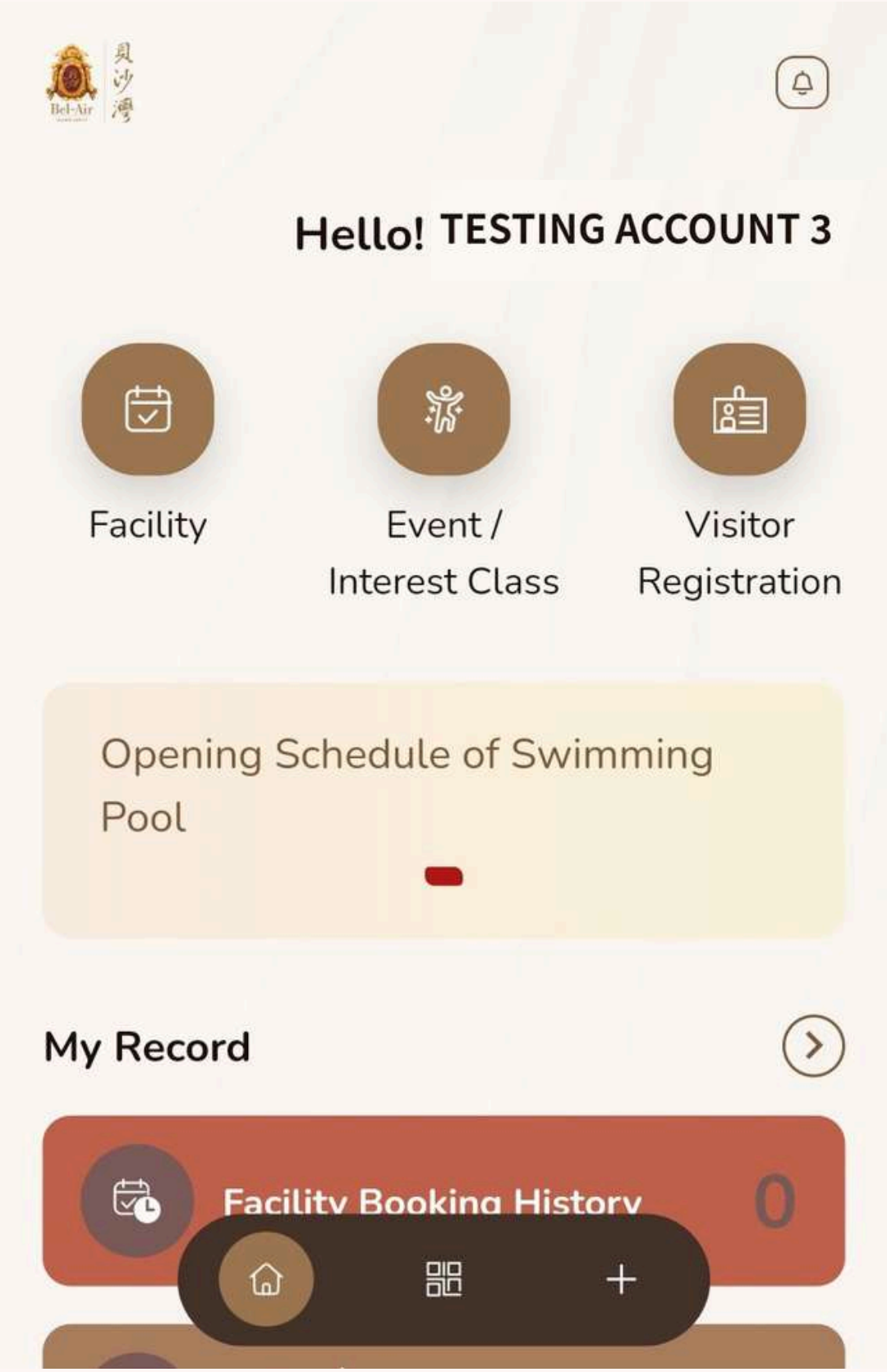
LOGIN

5. Choose the property once you are logged in.

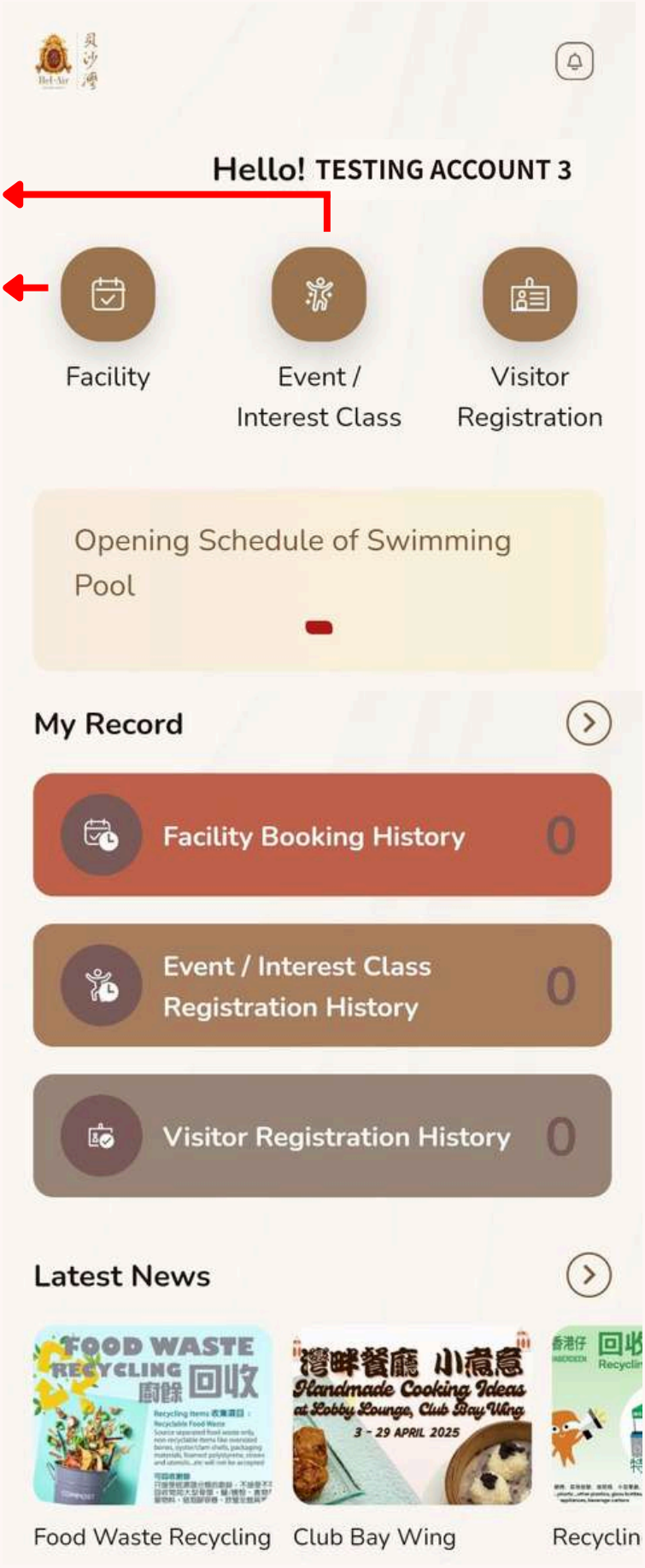


LOGIN

6. Redirect to “Home” page



INTROCUCTION – HOME PAGE



Notification

Events

Facility Reservation

Visitor Registration

Notice

My Record

Estate Info

NAVIGATION BAR

Homepage

Resident Card

Menu

MENU

Facility Reservation

Coming Soon

Checking your histort for facility or other services

Account Setting

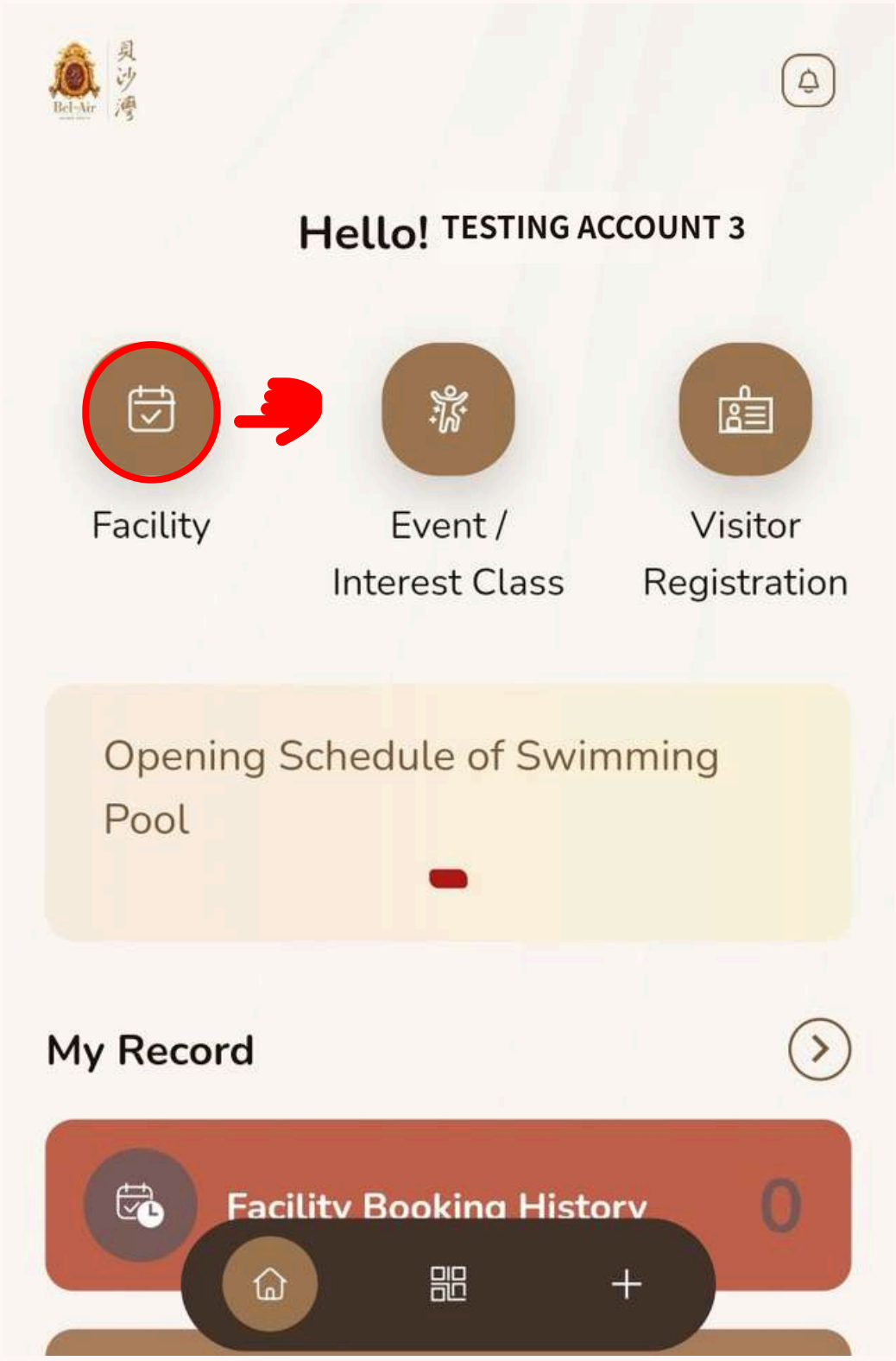
Coming soon

Checking Bel-Air notice and Meeting minutes of Owner Committee

Checking Bel-Air laterest Info by this button

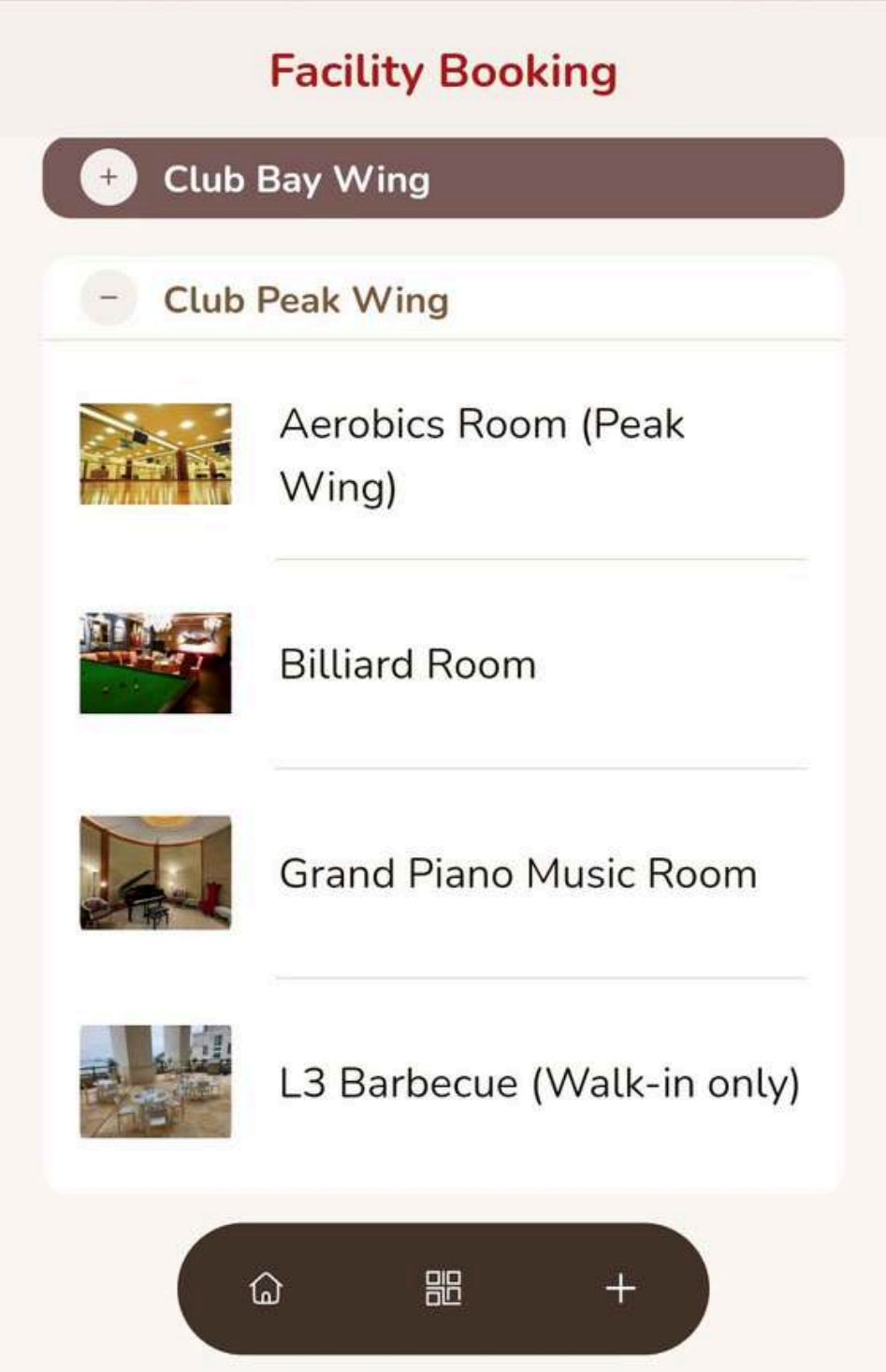
FACILITY RESERVATION

1. Press “**Facility**” in Homepage



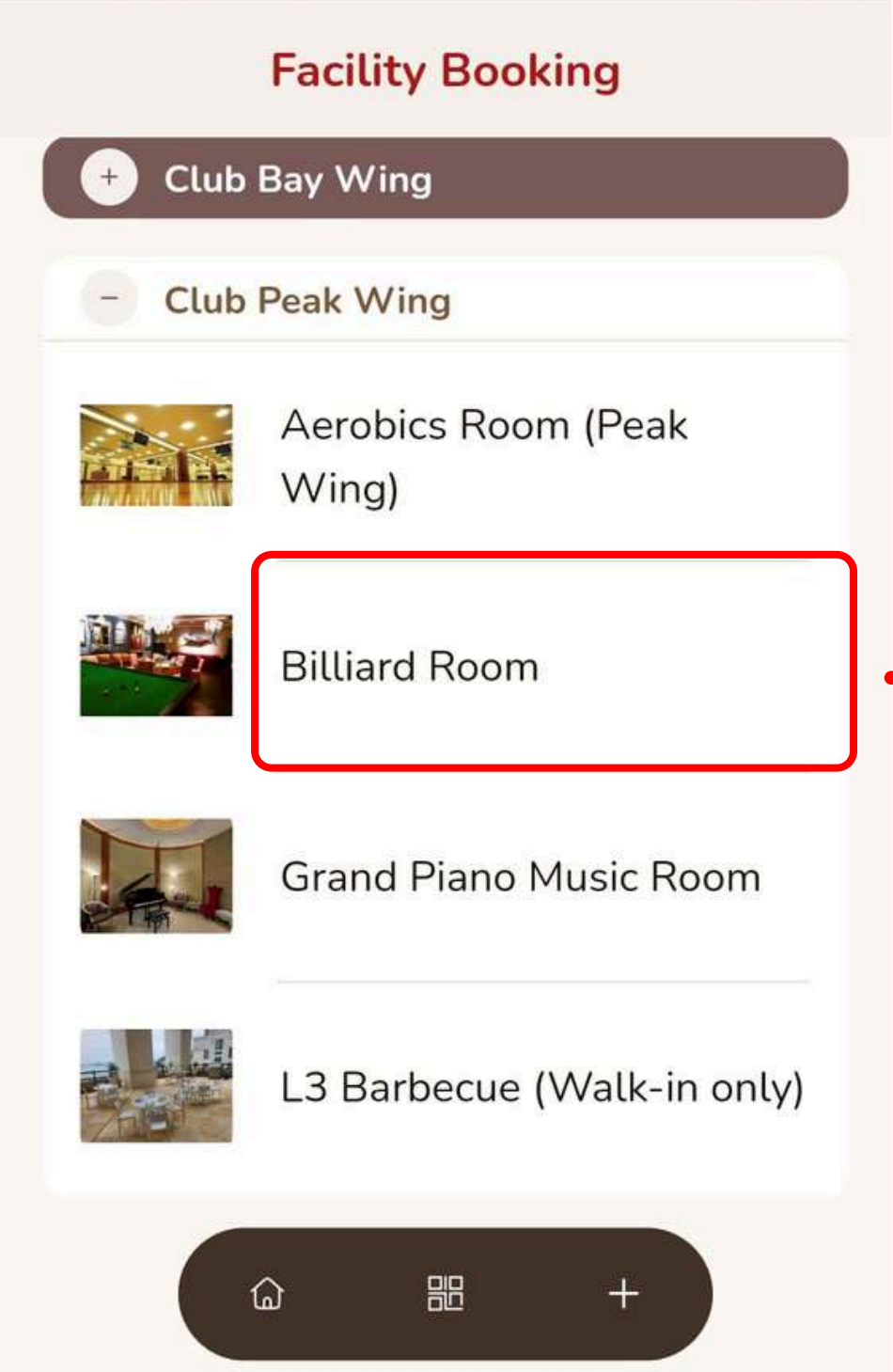
FACILITY RESERVATION

2. Select the facility that you would like to reserve or check availability
(***Billiard Room will be used as a sample)***



FACILITY RESERVATION

3. Select “Billiard Room”

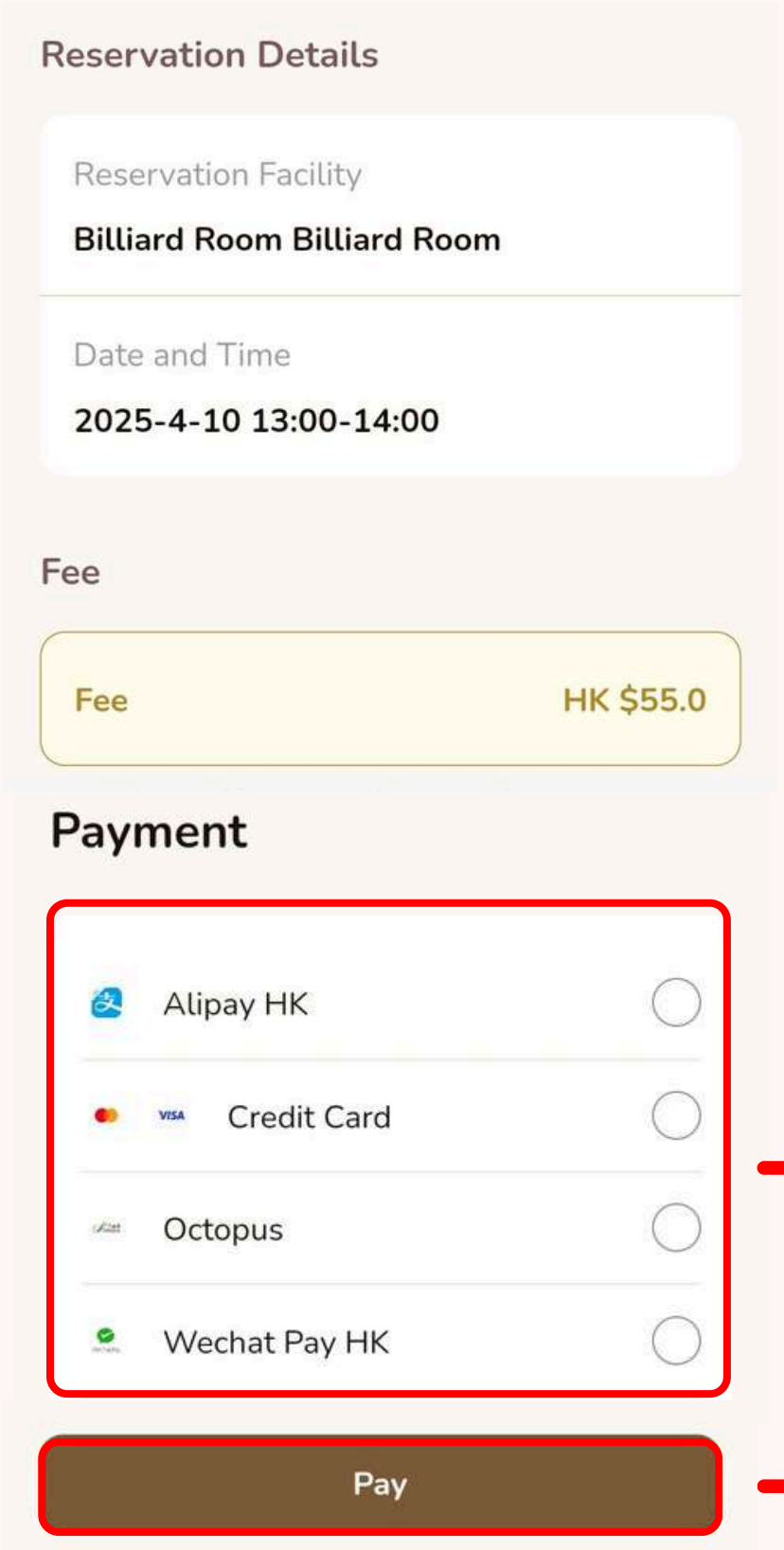


FACILITY RESERVATION

4. Select the date and timeslot to be booked and press “**Next Step**”

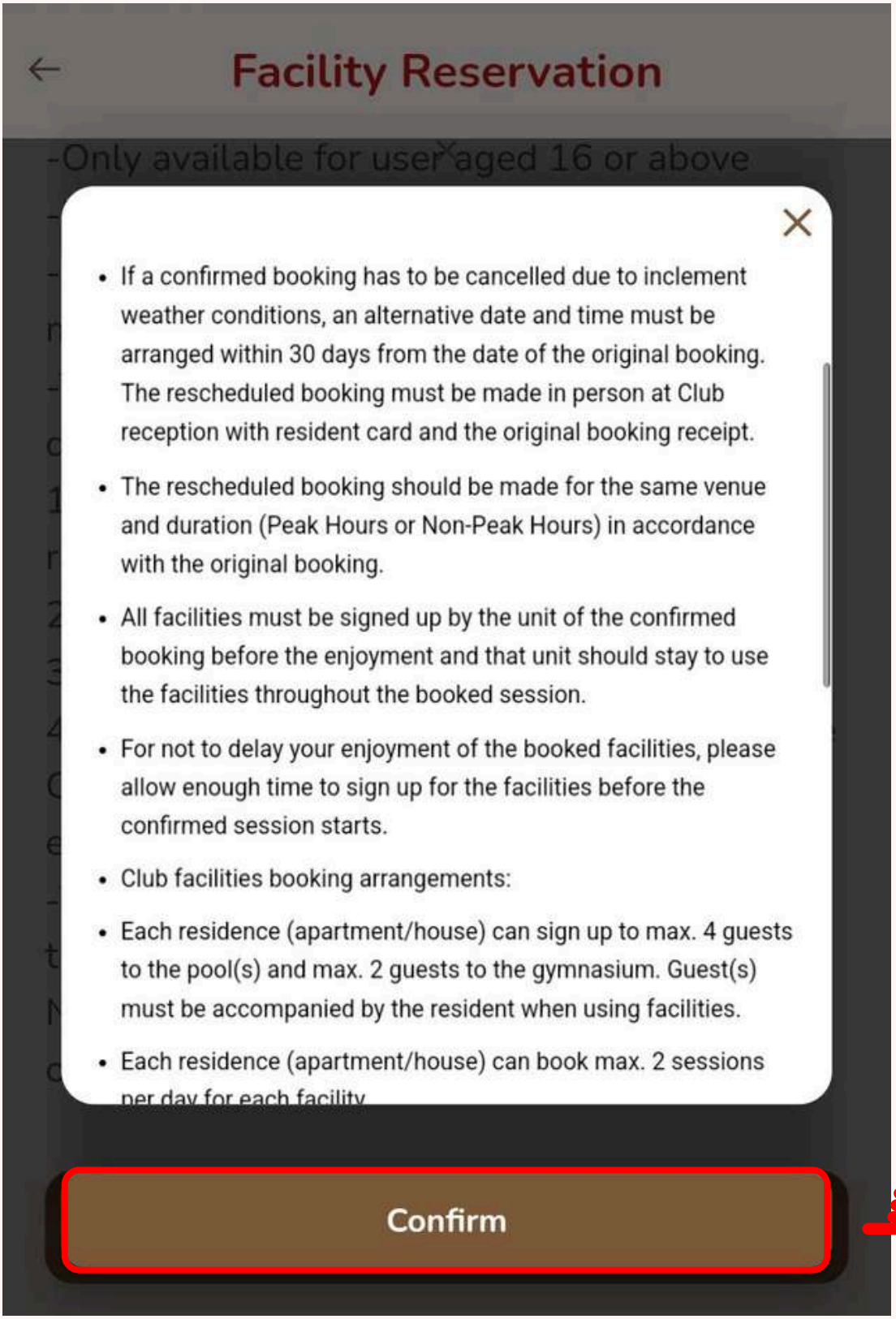
FACILITY RESERVATION

5. Review the booking information, select payment method then press “**Pay**”



FACILITY RESERVATION

6. Read Booking Rules, and press “Confirm”

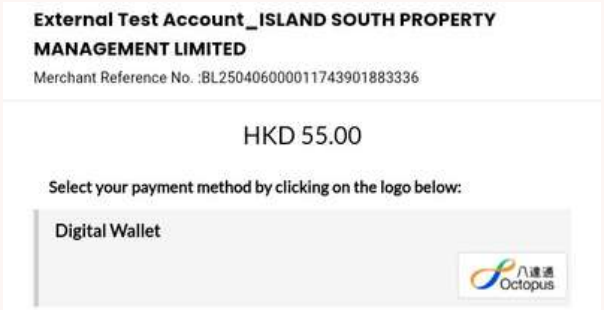


FACILITY RESERVATION

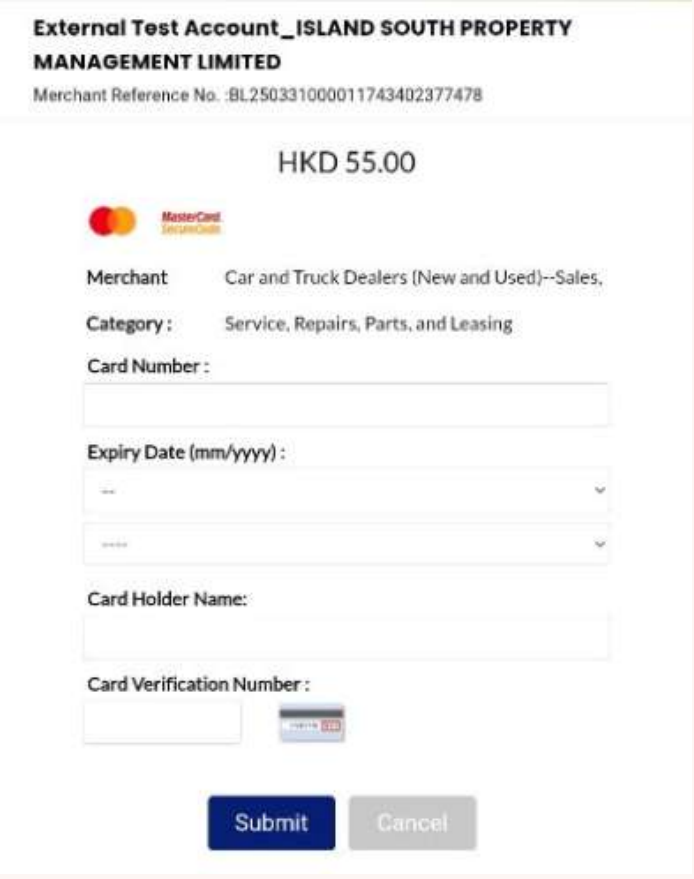
7. System will redirect you to the payment page, please follow the instructions as shown

♦ Alipay (Hong Kong)

♦ Octopus Card



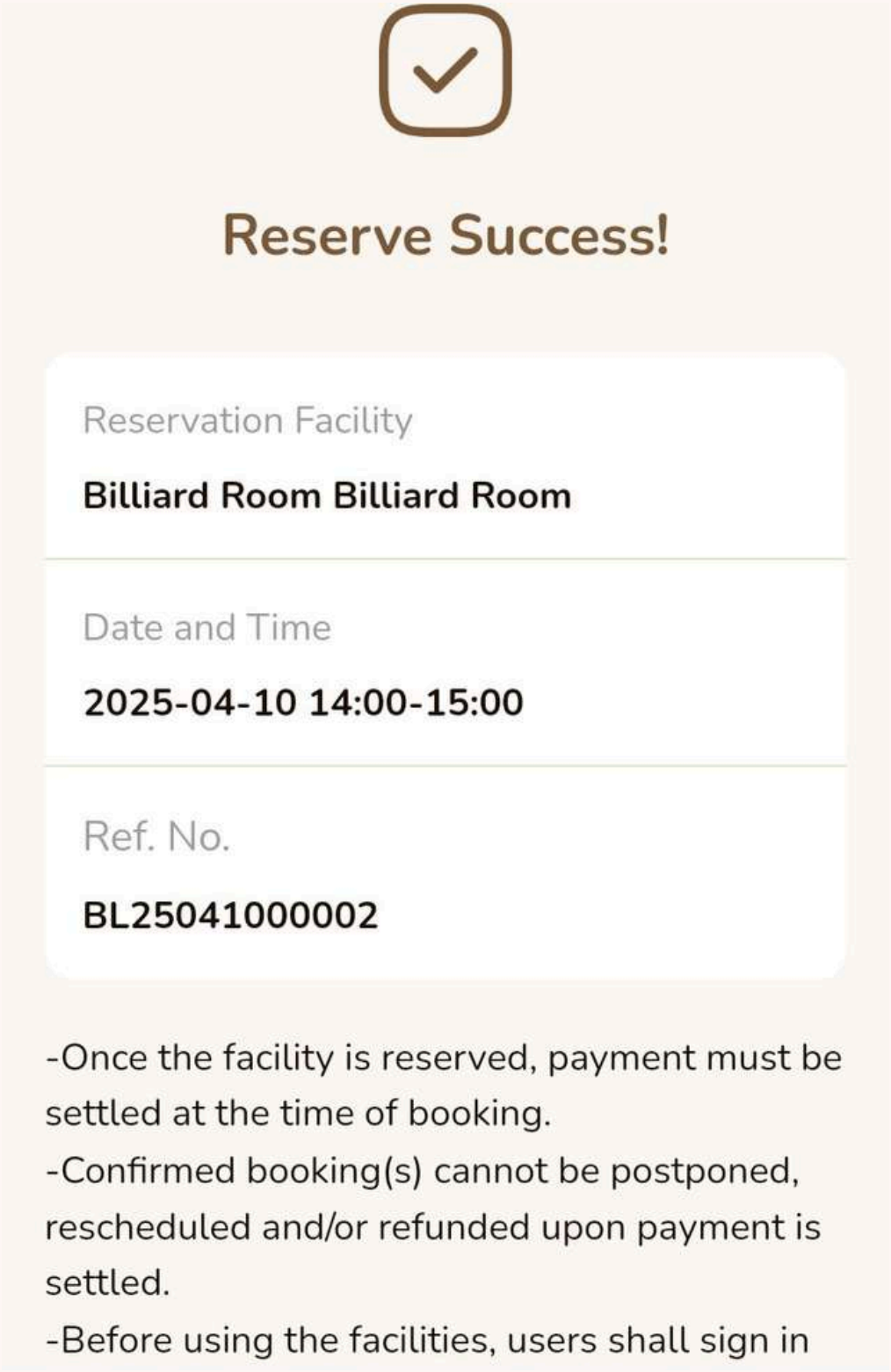
♦ Visa OR Master



♦ WeChat Pay

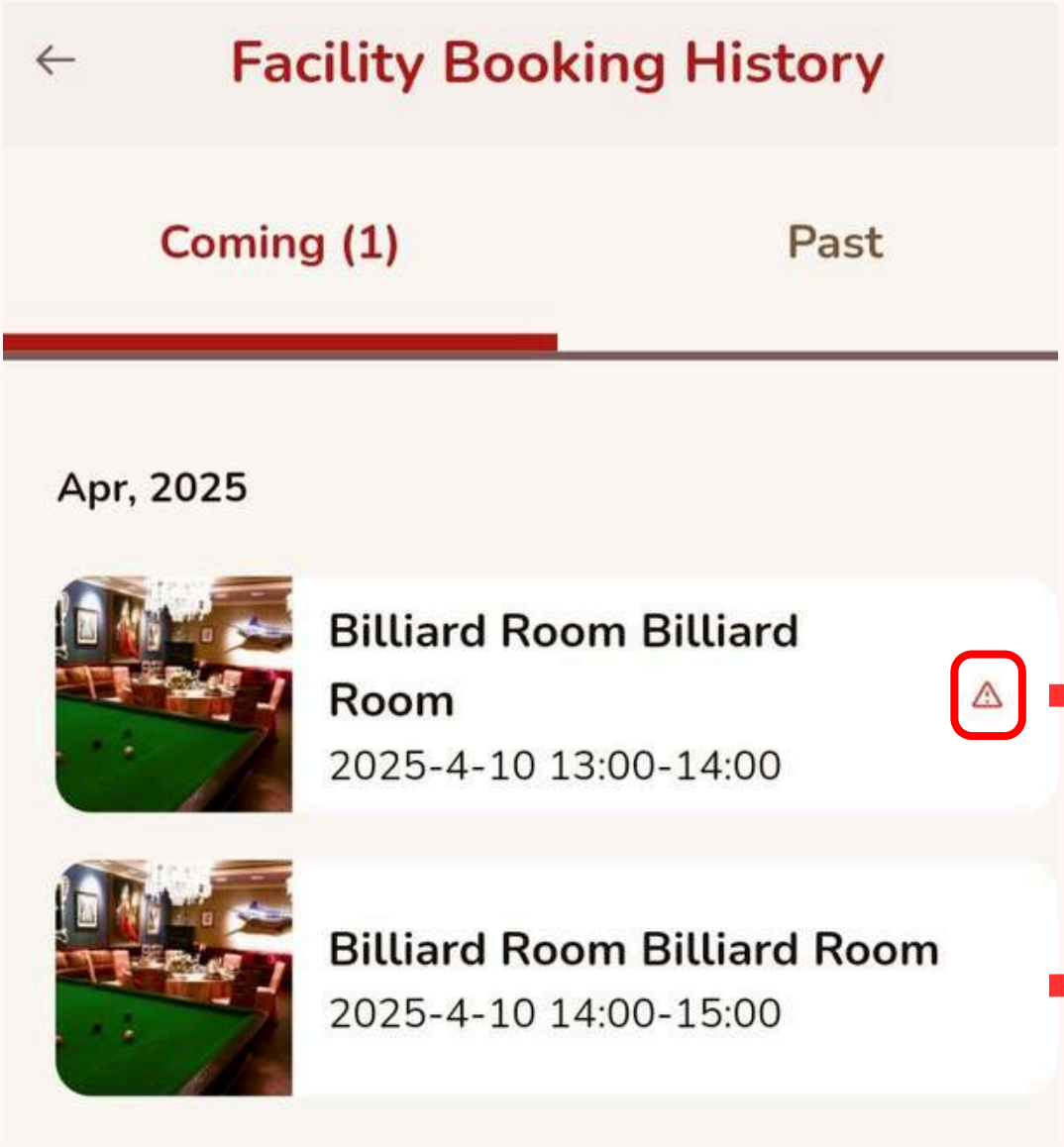
FACILITY RESERVATION

7. System will indicate "Reserve Success" signifies a confirmed booking



FACILITY RESERVATION

8. If the transaction remains incomplete, you can return to the Facility Booking History to complete the payment.



Remarks

The transaction must be completed within 10 minutes of making the booking, otherwise the system will automatically cancel it.

FACILITY RESERVATION

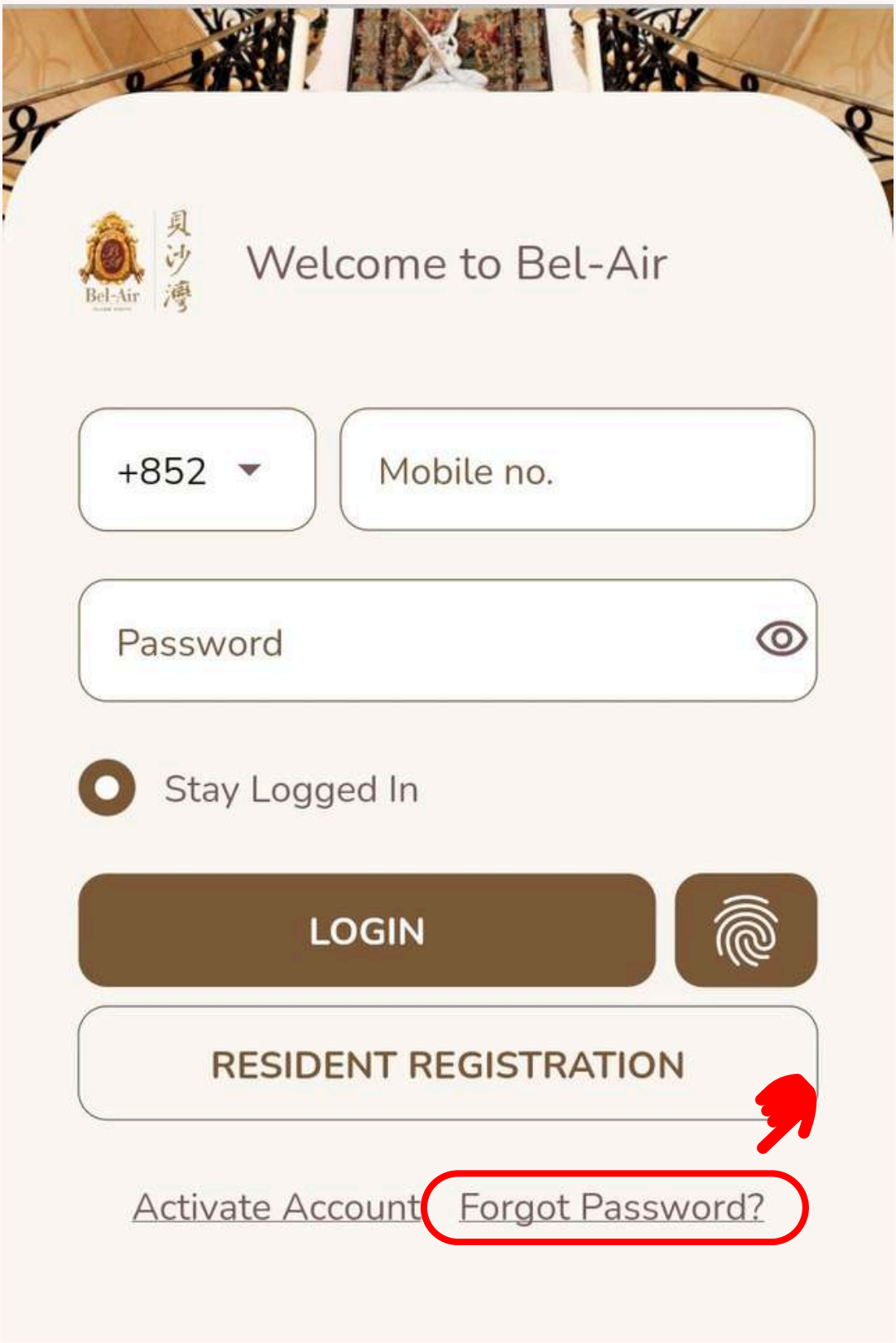
9. You can also check the availability for facilities that are for walk-in only.

Available

Not available

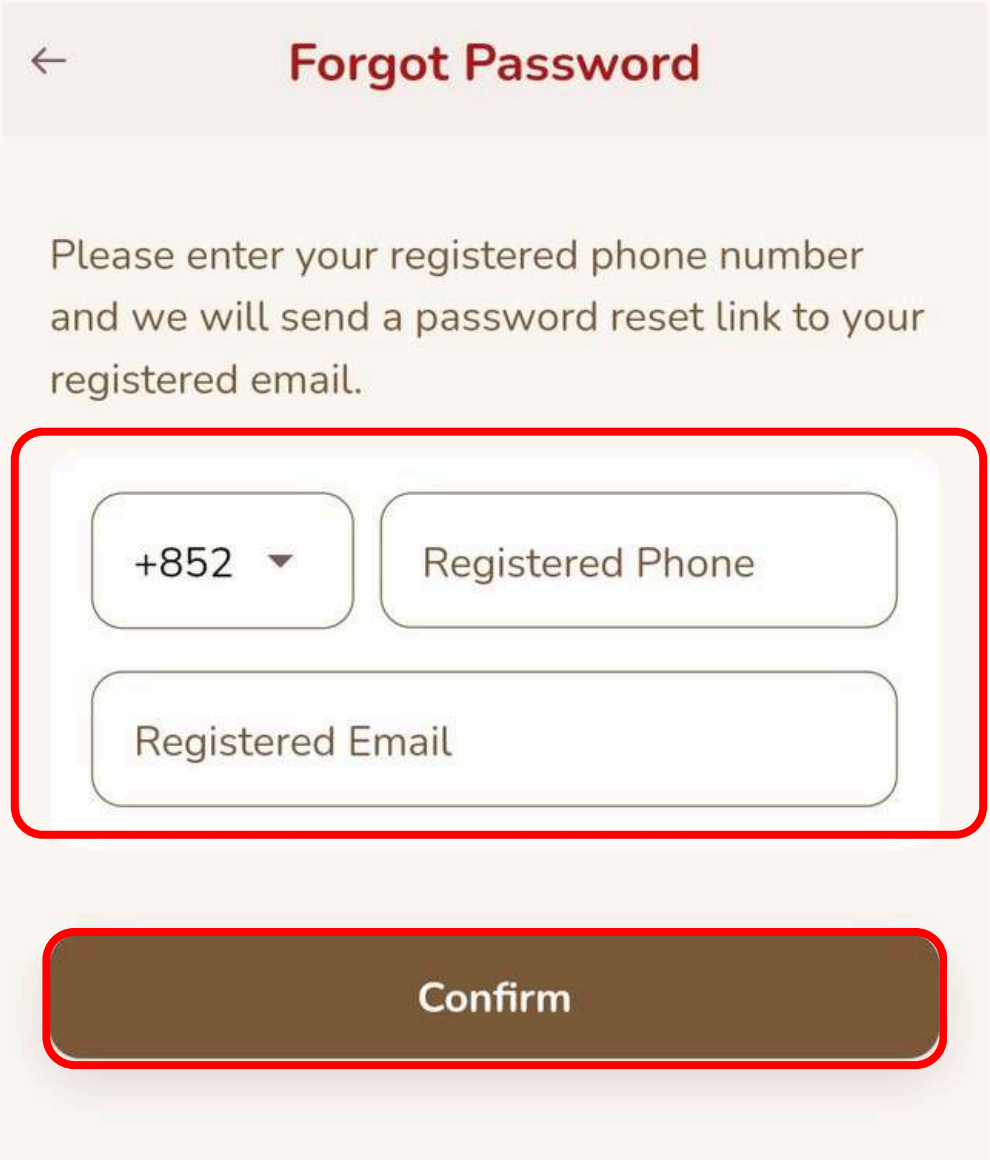
FORGOT PASSWORD

1. Click on "**Forgot Password**" on the Login Page.



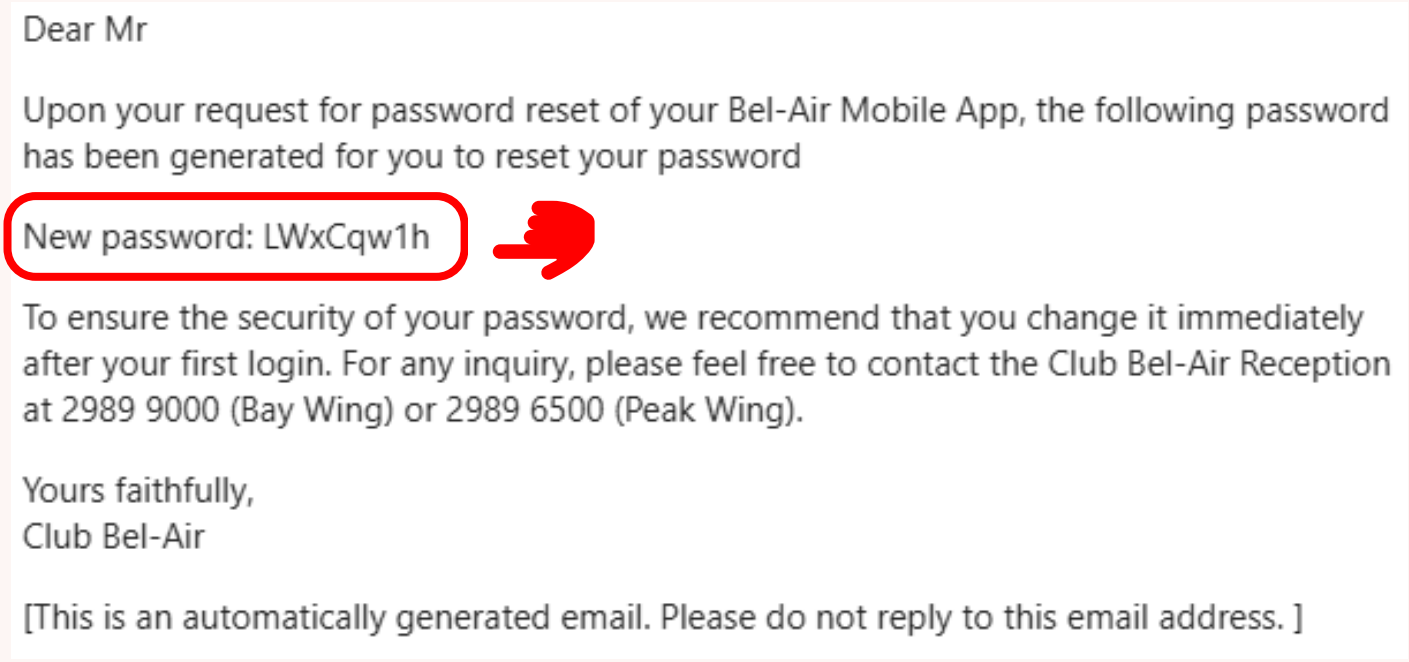
FORGOT PASSWORD

2. Enter your “Registed Phone Number” and “Registed Email”, then press **“Confirm”**



FORGOT PASSWORD

3. An email with your new password will be sent to your registered email address.



Dear Mr

Upon your request for password reset of your Bel-Air Mobile App, the following password has been generated for you to reset your password

New password: LWxCqw1h

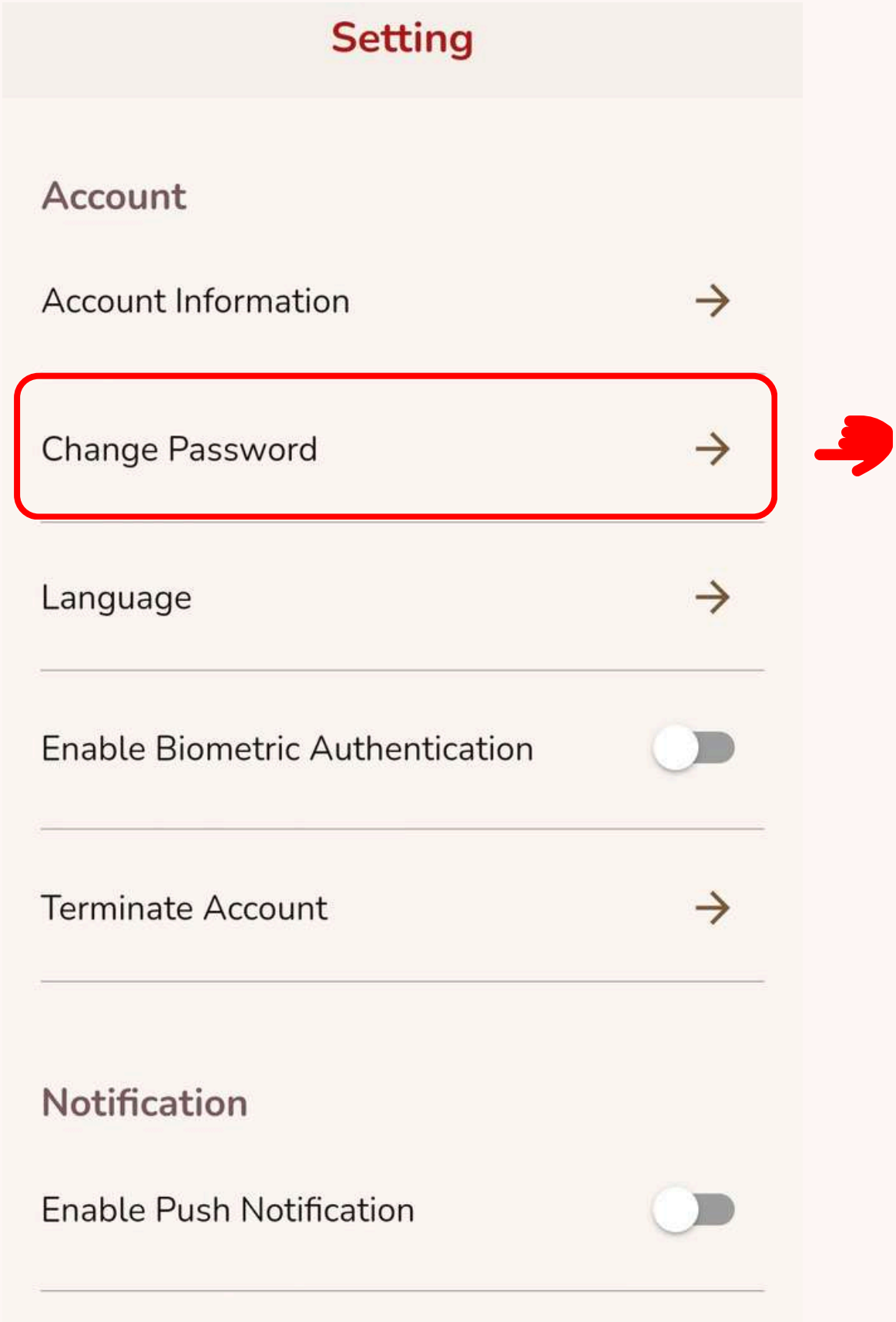
To ensure the security of your password, we recommend that you change it immediately after your first login. For any inquiry, please feel free to contact the Club Bel-Air Reception at 2989 9000 (Bay Wing) or 2989 6500 (Peak Wing).

Yours faithfully,
Club Bel-Air

[This is an automatically generated email. Please do not reply to this email address.]

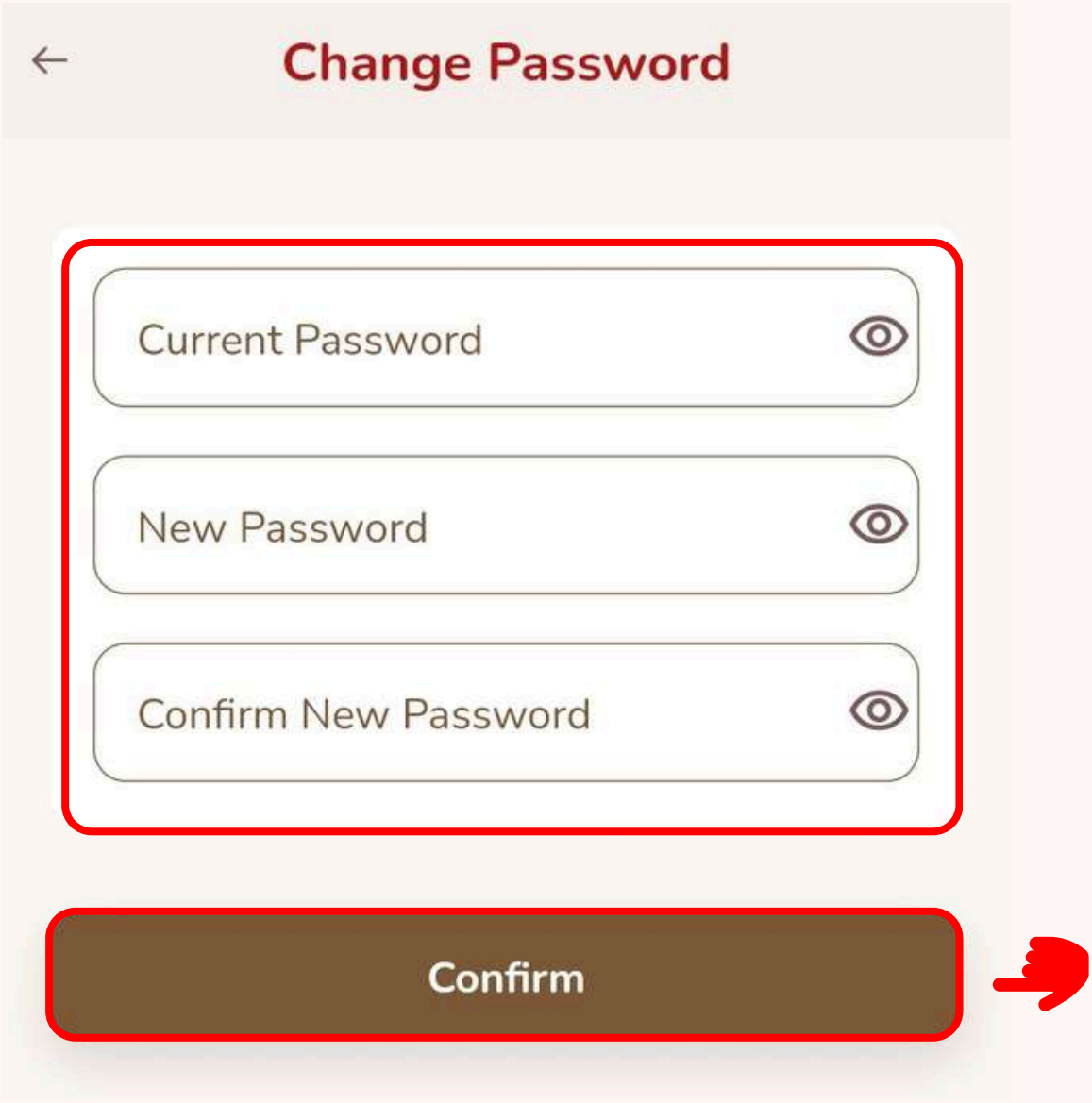
CHANGE PASSWORD

1. Click **“Change Password”** on Setting Page



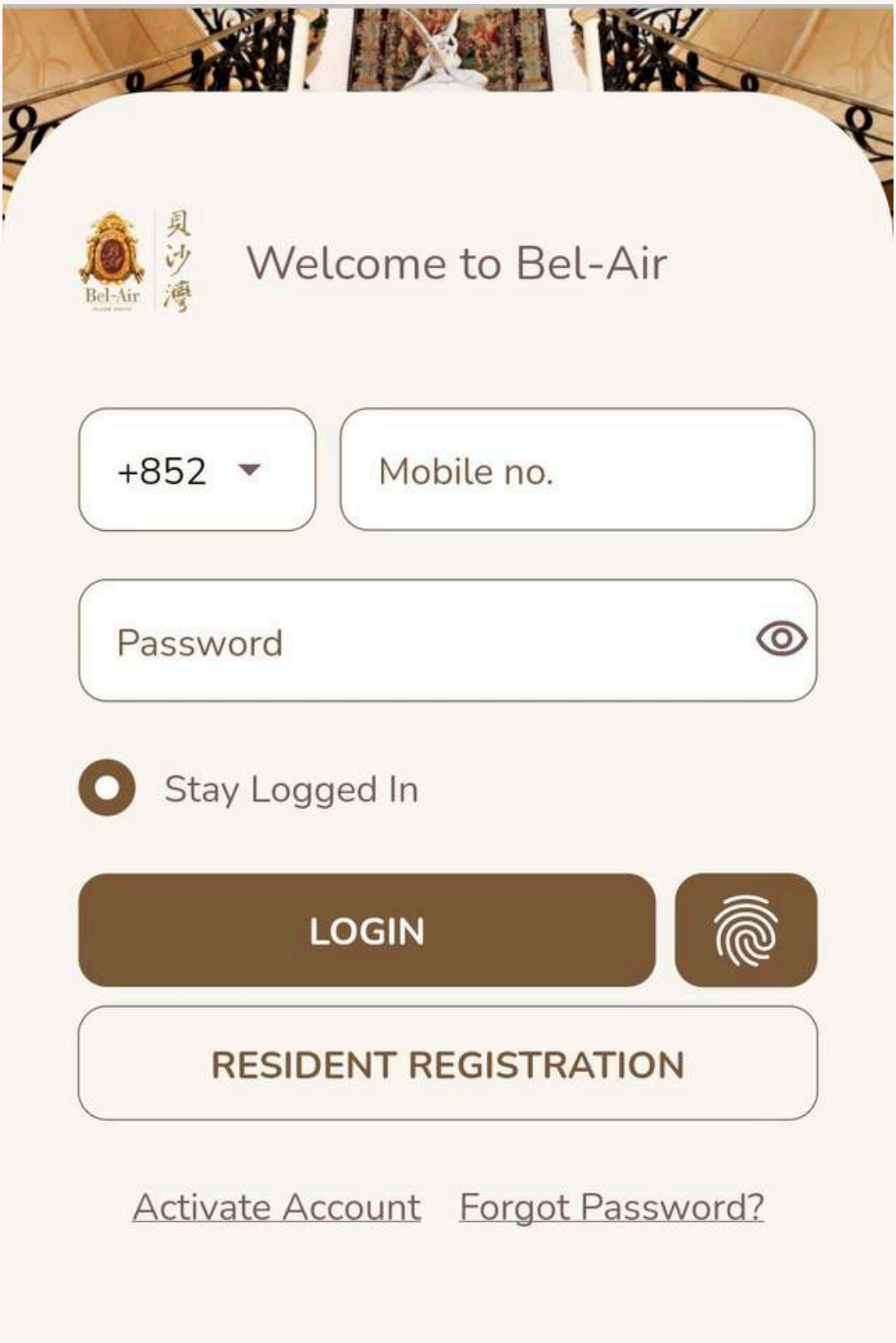
CHANGE PASSWORD

2. Enter「Current Password」and「New Password」&「Confirm New Password」, then pres **“Confirm”**



FORGOT PASSWORD

2. The system will redirect you to the login page once the password has been changed.



CONTACT US

Please feel free to contact us if you need any assistance

Club Bel-Air Bay Wing

2989 9000

general-club@pcpd.com

Club Bel-Air Peak Wing

2989 6500

clubelair@pcpd.com