



BEL-AIR ONE-STOP MOBILE APPS USERGUIDE

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.


Bel-Air 貝沙灣

Welcome to Bel-Air

+852 ▼ Mobile no.

Password 

☐ Stay Logged In

LOGIN 

RESIDENT REGISTRATION

[Activate Account](#) [Forgot Password?](#)

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 - Step 1

* Mandatory field(s)

Property Address *

Phase

Please Select

Block

Please Select

Floor

Please Select

Flat

Please Select

Next




MEMBER APPLICATION

4. Select “Applicant Type” and input “Application Information”, then press “Next”

Member Application – Step 2

* Mandatory field(s)



1

Hide

Applicant Type *

Please Select Resident Type

Please Select Member Type

Applicant Information *

Salutation *

Please Select

English Last Name *

English First Name *

Chinese Full Name

Photo *

Select file

Not selected file yet

The information below is for verifying the identification only. This information will not show on the resident card or the guardian card.

Gender *

Please Select

Please select gender

Date of Birth (Mandatory for applicant under the age of 18)

Year

Please Select

Month

Please Select

Day

Please Select

Contact Information

+852

Contact Number *

+852

Home Number

Email Address *

Preferred Language *

Please Select


Please select preferred language

☐ Agree to receive the notices and the latest promotional materials of clubhouses.

Parking Space Information

Number of Parking Space Owned

0



Add Member/ Guardian

Back

Next


MEMBER APPLICATION

- Double check information inputted, read and tick “**Declaration**”, then press “**Confirm to Submit**”.

Information Review

Property
Bel Air - Phase 1

Property Address
Block8 Floor 21 Flat B

**1**

Applicant Type
Owner-Principal

Salutation
MR

English Last Name
Roy

English First Name
Tsang

Chinese Full Name
-

0

Agree to register the Octopus card for carpark entry
No

Declaration on Personal Data (Privacy) Ordinance

According to Personal Data (Privacy) Ordinance, the information that you provide will be treated with strict confidence and used for estate management, sending estate news and Club promotions emails and related communication purposes only. Should you wish to access or correct your personal data, please contact the Service Centre.

Declaration

☐ I/We apply for the Resident Cards, Guidance Cards or Club Membership and agree to submit relevant and further documents if requested.

☐ I/We understand that the Service Centre has the absolute right to reject my / our application.

☐ I/We read, understand and accept the Rules & Regulations of Resident Card & Guidance Card, Rules & Regulations of Club, and Terms and Conditions of Membership Application and agree to be bound by the same.

Revise Information

Confirm to Submit

8

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.



Submitted!

The application result will be sent to your registered email :
pcpd.ispml@gmail.com

Reference Number: F2504100003

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.]

M E M B E R

A P P L I C A T I O N

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

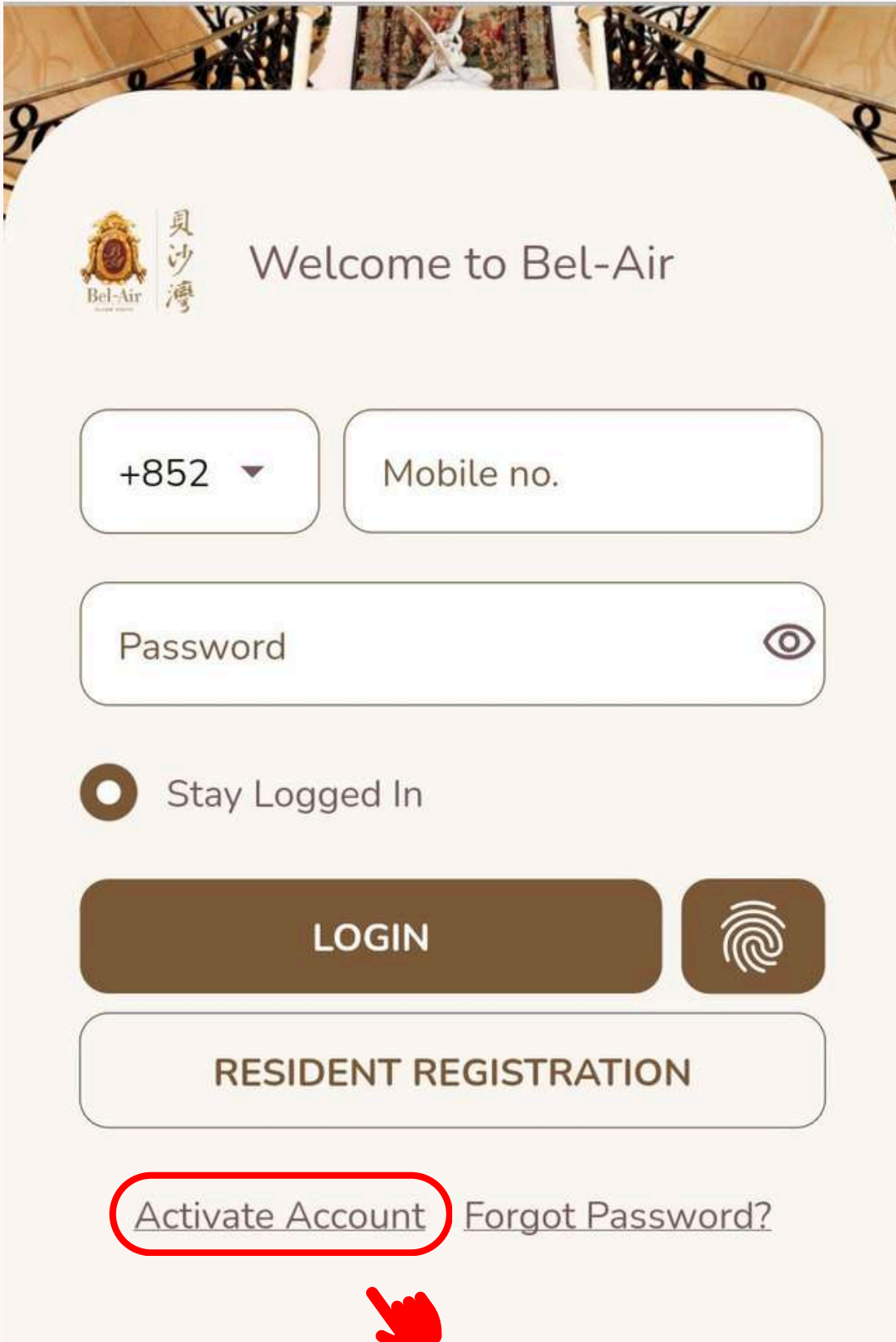
For any inquiry, please feel free to contact the Club Bel-Air Reception at 2989 9000 (Bay Wing) or 2989 6500 (Peak Wing).

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.




The screenshot shows the Bel-Air login interface. At the top left is the Bel-Air logo and the Chinese text '貝沙灣'. To the right, it says 'Welcome to Bel-Air'. Below this are input fields for a mobile number (with a dropdown for '+852') and a password. There is a 'Stay Logged In' checkbox. Two large buttons are present: a brown 'LOGIN' button and a white 'RESIDENT REGISTRATION' button. At the bottom, the 'Activate Account' link is circled in red, and a red hand icon points to it. The 'Forgot Password?' link is also visible.


Bel-Air 貝沙灣

Welcome to Bel-Air

+852 ▼ Mobile no.

Password 

☐ Stay Logged In

LOGIN 

RESIDENT REGISTRATION

[Activate Account](#) [Forgot Password?](#)

ACCOUNT ACTIVATION

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

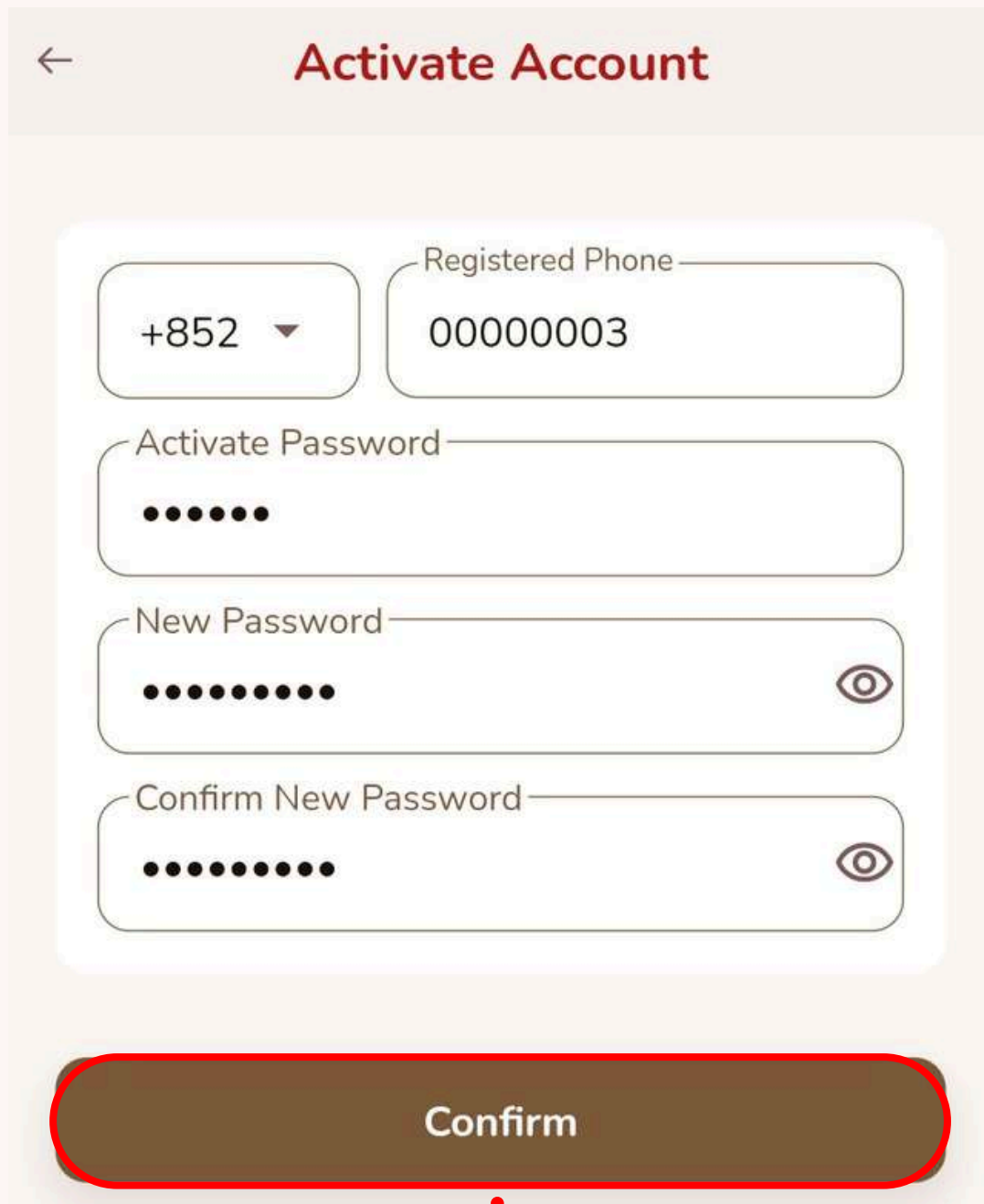
The screenshot shows a mobile application interface for account activation. At the top, there is a back arrow and the title 'Activate Account' in red. Below the title, there are four input fields: 1. A phone number field with a dropdown menu showing '+852' and a text box labeled 'Registered Phone'. 2. A text box labeled 'Activate Password'. 3. A text box labeled 'New Password' with an eye icon for toggling visibility. 4. A text box labeled 'Confirm New Password' with an eye icon for toggling visibility. At the bottom of the form is a large brown button labeled '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.”**



The screenshot shows a mobile app interface for activating an account. At the top, there is a back arrow and the title "Activate Account" in red. Below this, there are four input fields: "Registered Phone" (with a dropdown for "+852" and a text field for "00000003"), "Activate Password" (with six dots), "New Password" (with eight dots and an eye icon), and "Confirm New Password" (with eight dots and an eye icon). At the bottom, there is a large brown button labeled "Confirm" which is highlighted with a red rounded rectangle. A red hand icon is pointing at the "Confirm" button.

Remarks:

Password must contain at least 8 characters
(at least 1 number and 1 uppercase English letter)

ACCOUNT ACTIVATION

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



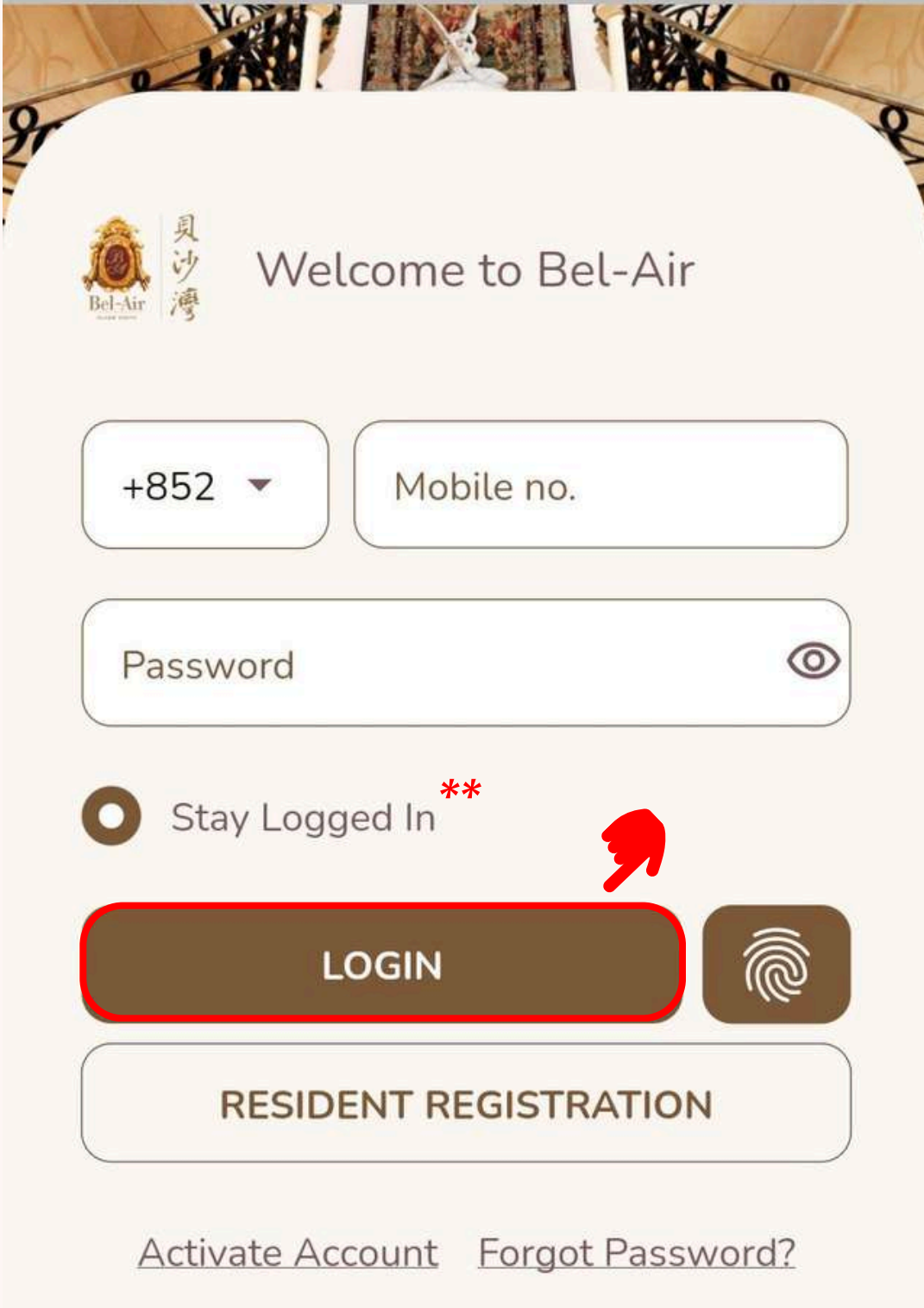
Account activated successfully, please return to login.

Confirm



LOGIN

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



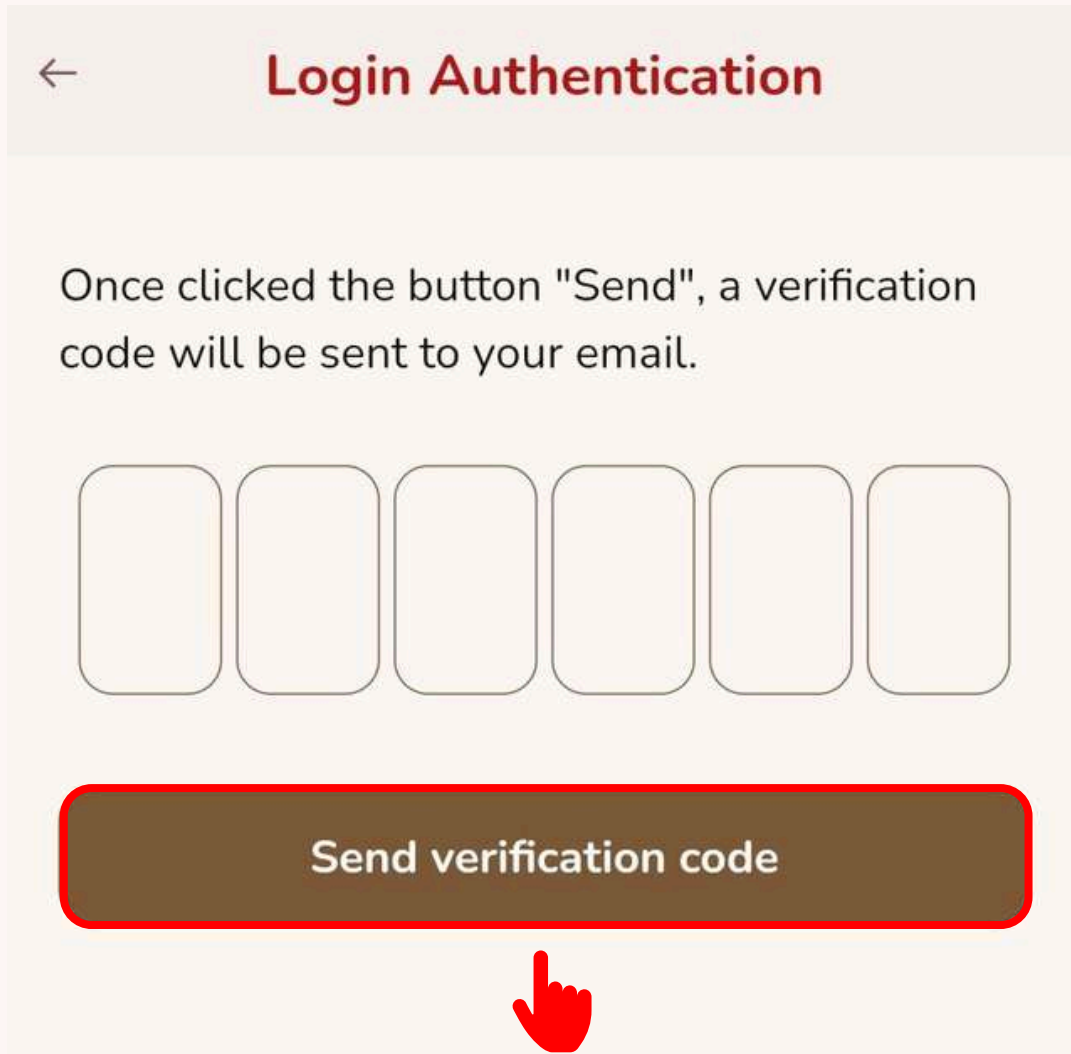
The image shows a mobile app login screen for Bel-Air. At the top, there is a logo with the text '貝沙灣' and 'Bel-Air'. Below the logo, it says 'Welcome to Bel-Air'. There are two input fields: one for the mobile number (with a dropdown for '+852') and one for the password (with an eye icon for toggling visibility). Below the password field, there is a radio button labeled 'Stay Logged In' with two red asterisks (**). A red hand icon points to the 'LOGIN' button, which is highlighted with a red border. Below the 'LOGIN' button is a 'RESIDENT REGISTRATION' button. At the bottom, there are links for 'Activate Account' and 'Forgot Password?'.

****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”



The image shows a mobile app interface for 'Login Authentication'. At the top, there is a back arrow and the title 'Login Authentication' in red. Below the title, a text message states: 'Once clicked the button "Send", a verification code will be sent to your email.' Underneath this text is a row of six empty, rounded rectangular input boxes for a verification code. At the bottom of the form is a large, dark brown button with rounded corners and a red border, labeled 'Send verification code'. A red hand icon with the index finger pointing is positioned directly below the button, indicating where to click.

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 Authentication**

You may check the code in email
pcp***@gmail.com.

If you cannot receive the verification code,
please click button "Resend" after five minutes.


Confirm

Resend (04:52)



LOGIN

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

 **Login Authentication**

You may check the code in email
pcp***@gmail.com.

If you cannot receive the verification code,
please click button "Resend" after five minutes.

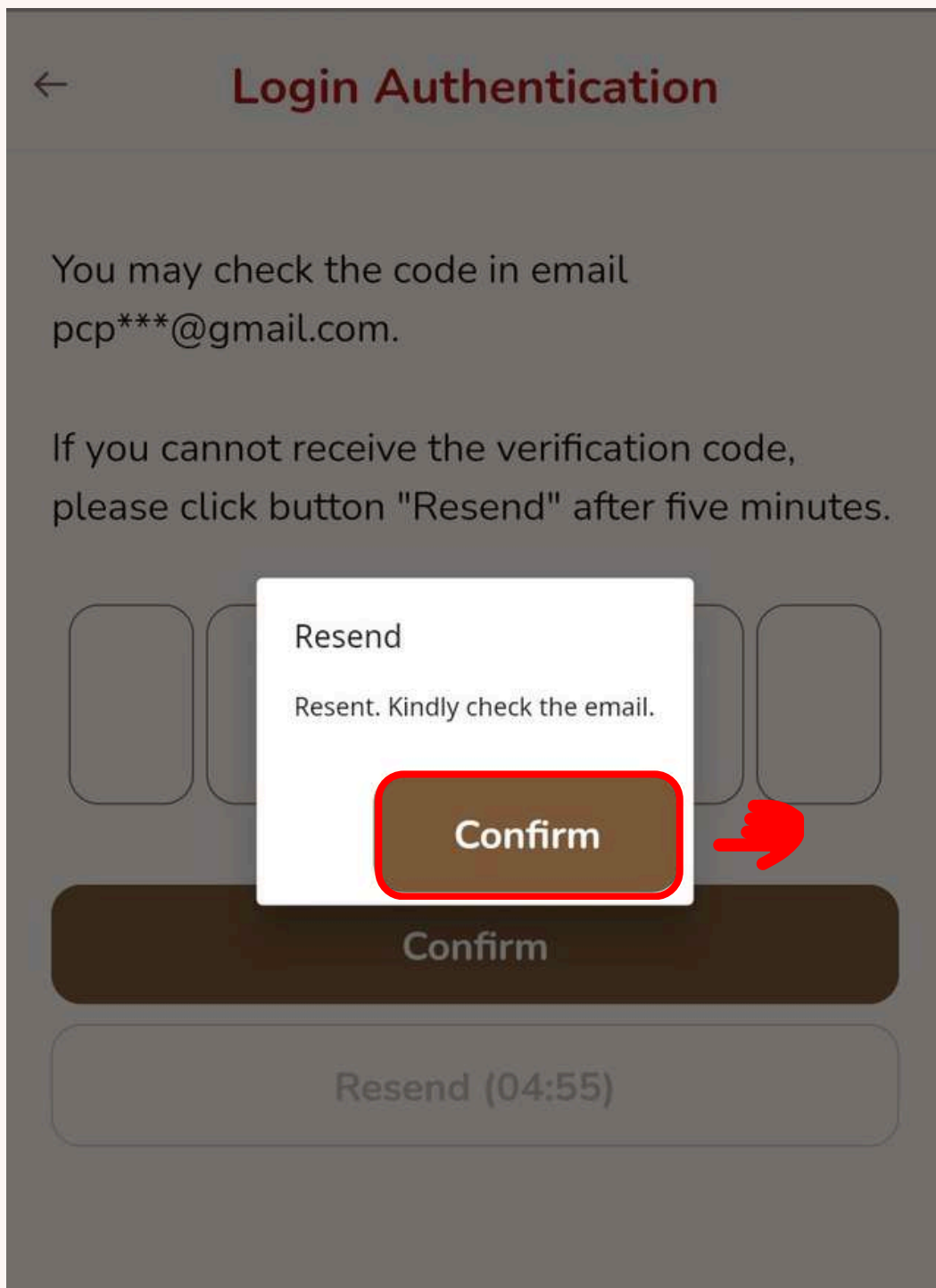
Confirm

Resend



LOGIN

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



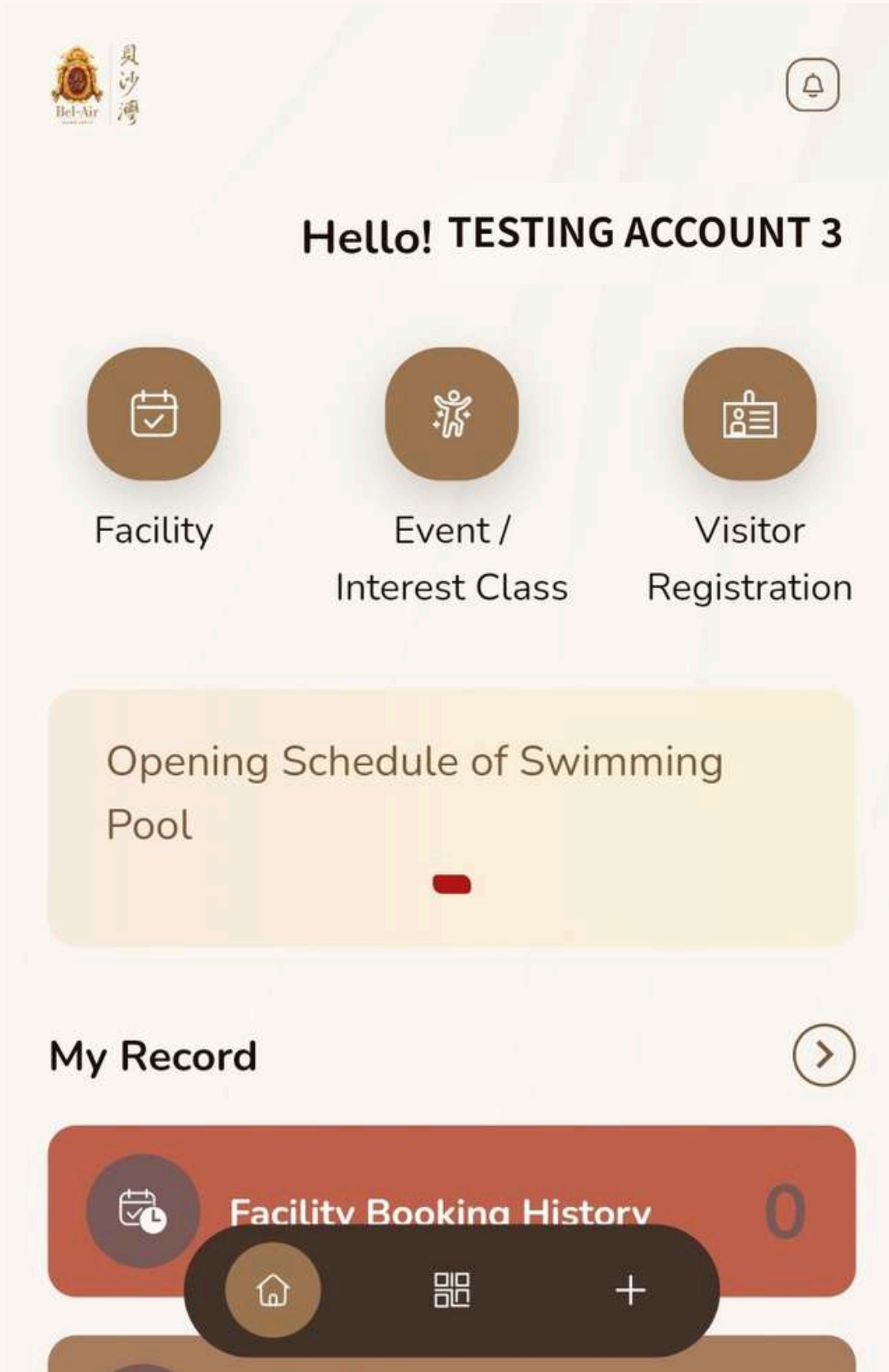
LOGIN

5. Choose the property once you are logged in.

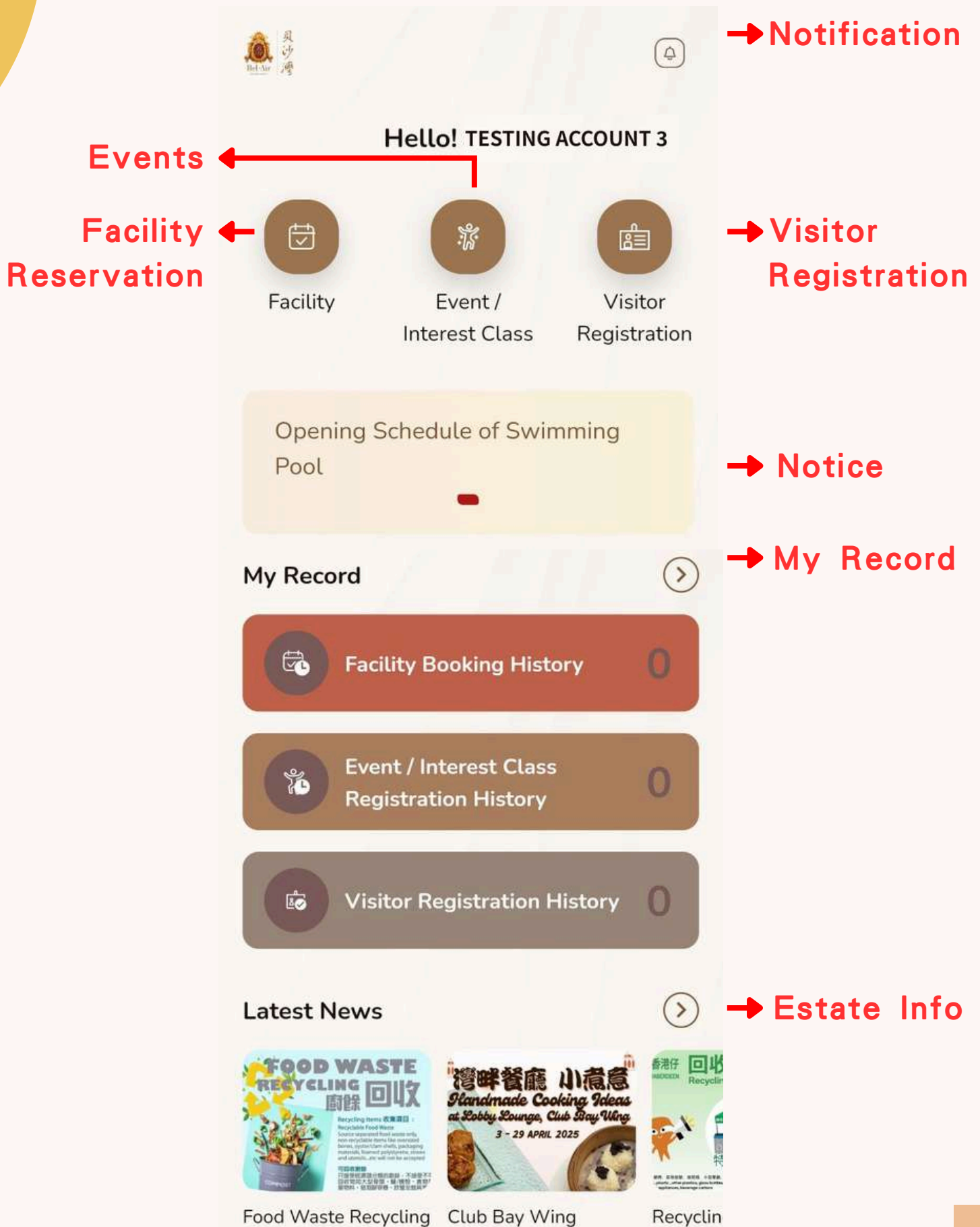


LOGIN

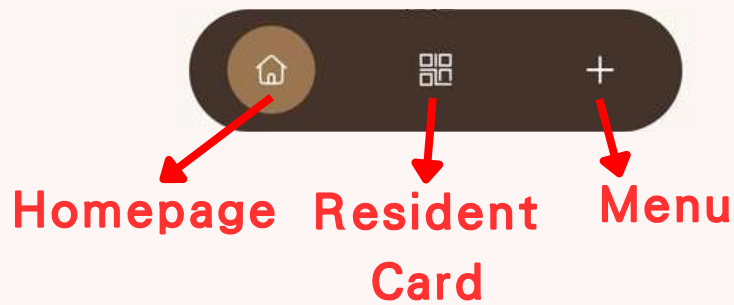
6. Redirect to “Home” page



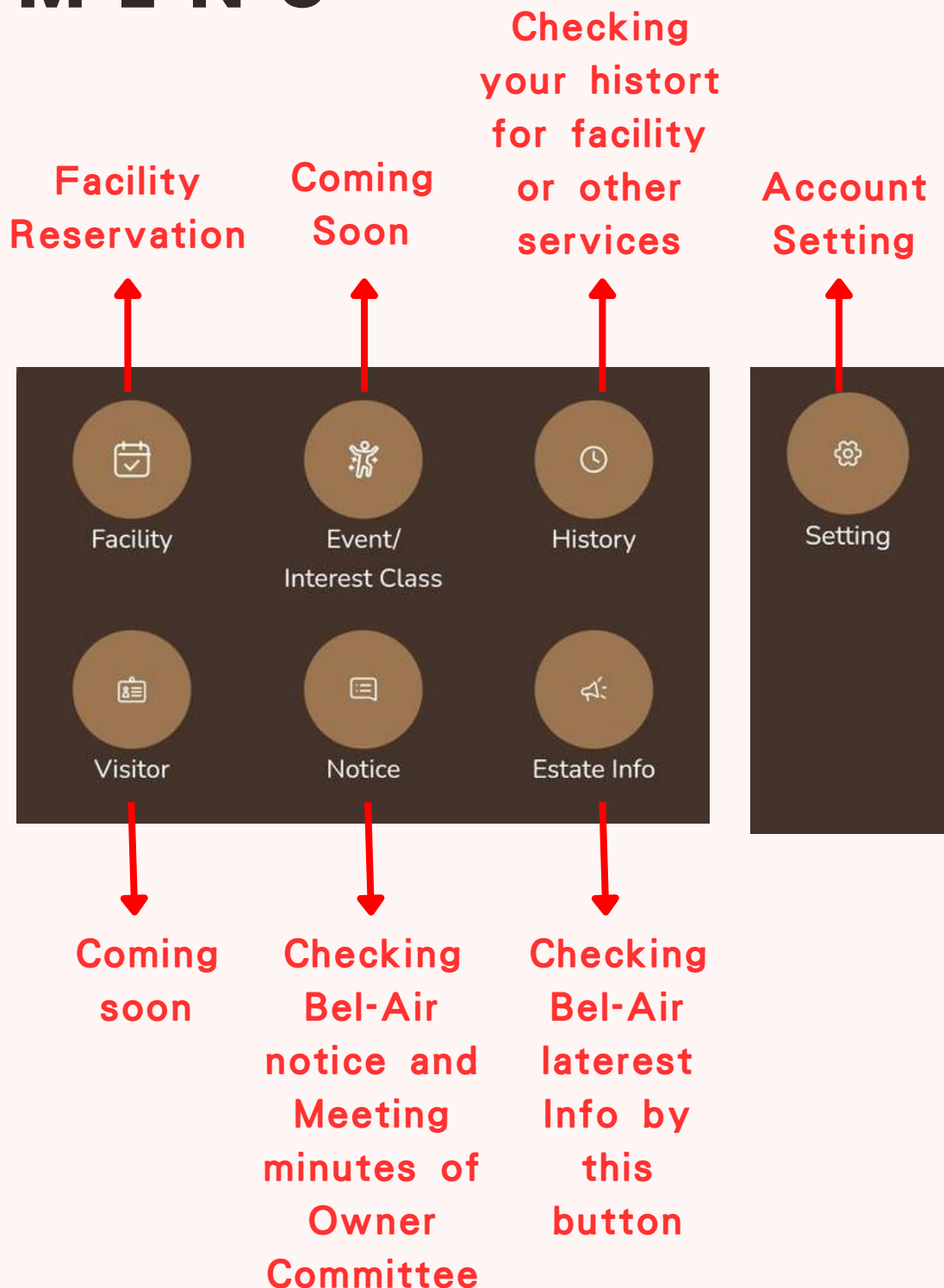
INTRODUCTION — HOME PAGE



✦ NAVIGATION BAR

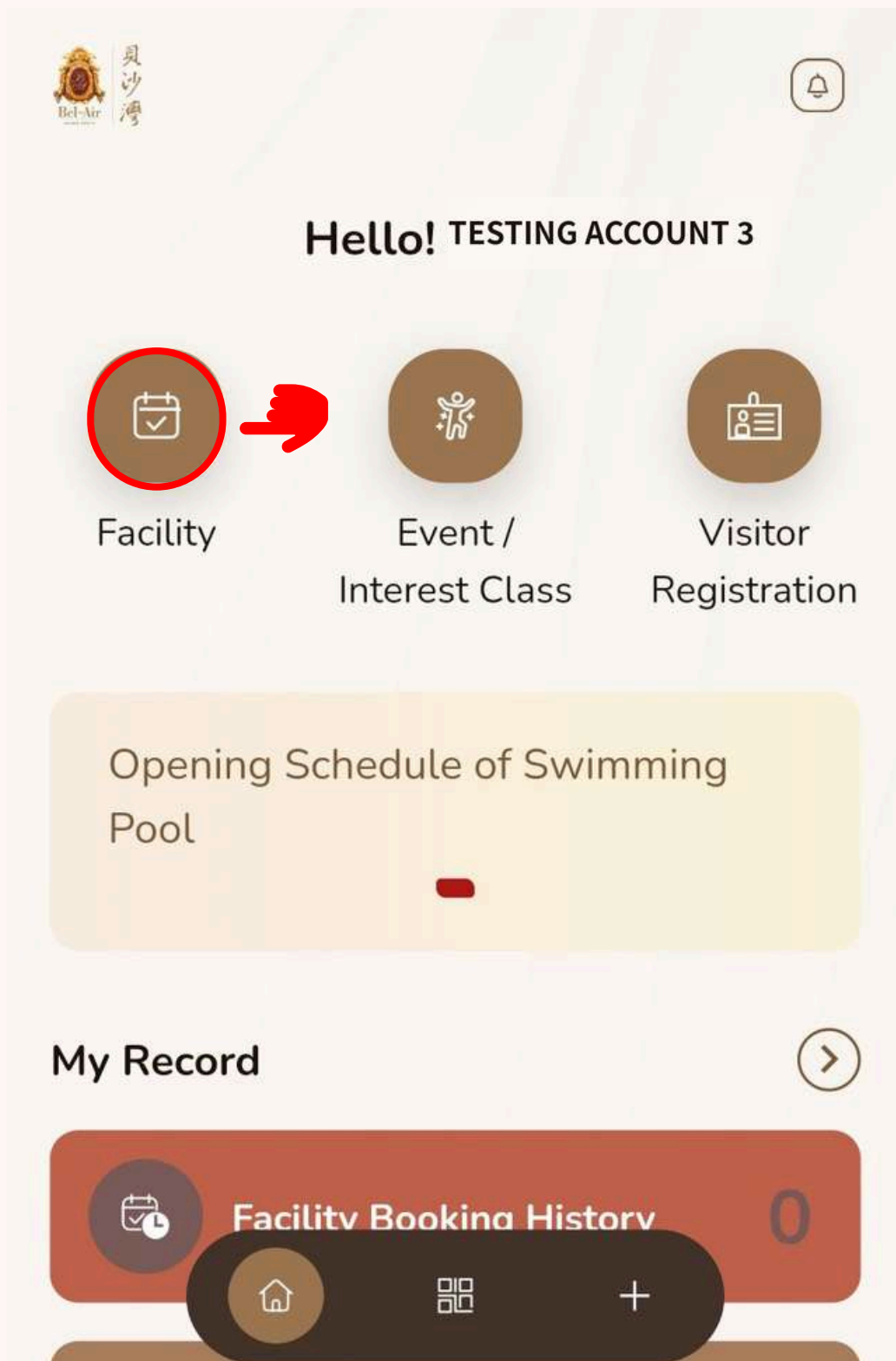


✦ MENU



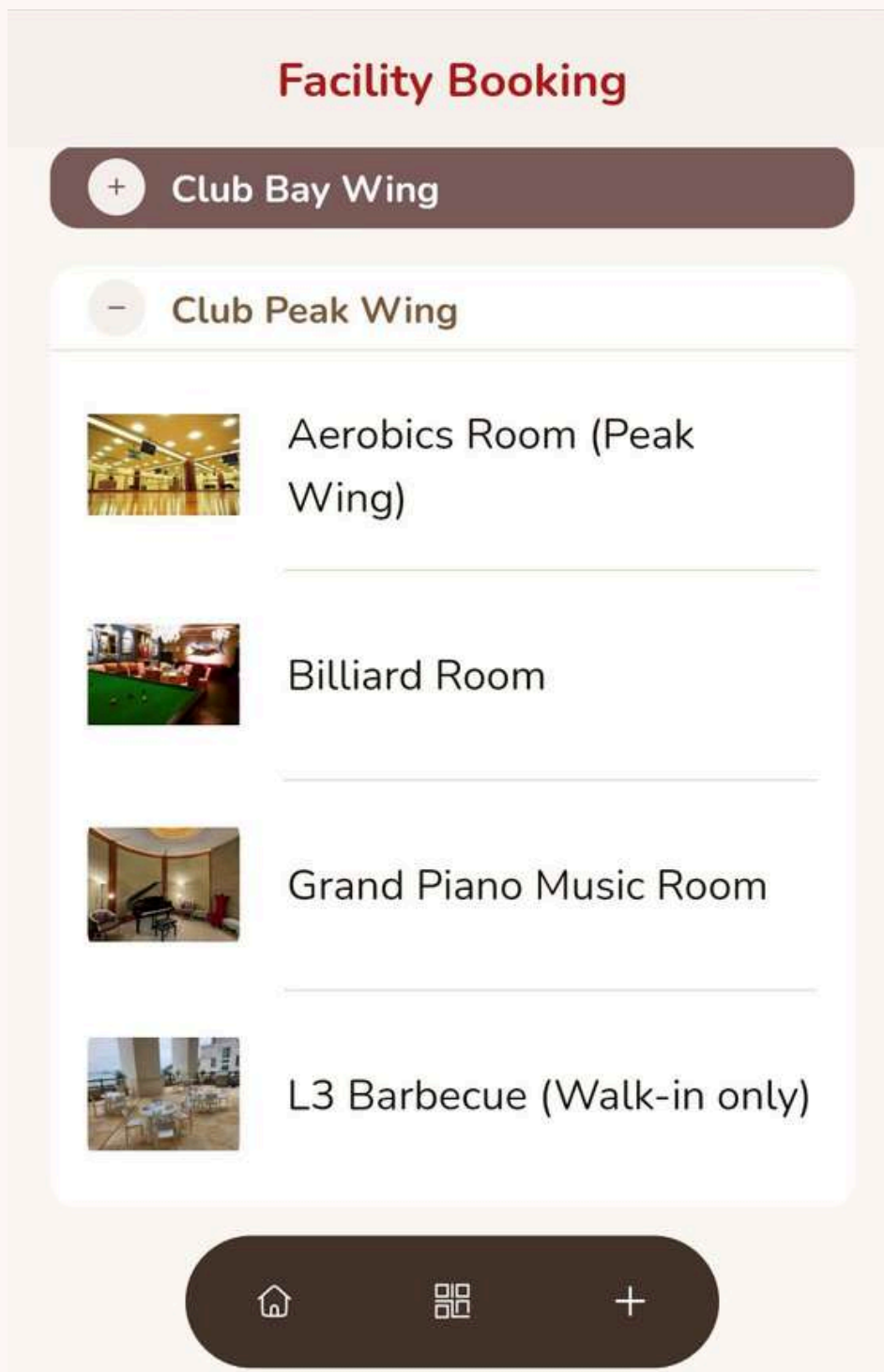
FACILITY RESERVATION

1. Press “Facility” in Homepage



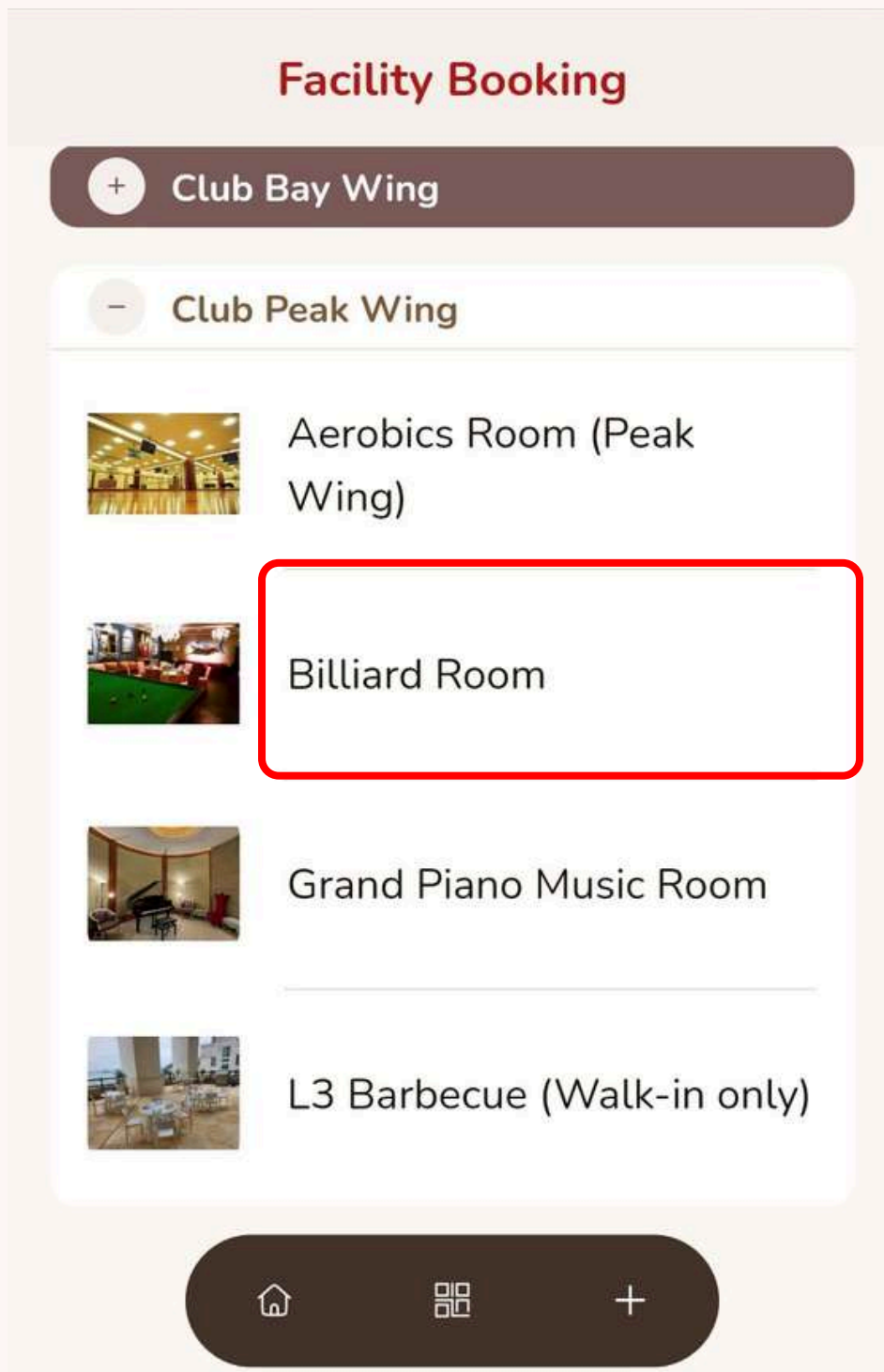
FACILITY RESERVATION

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 Booking

Billiard Room

Reserve Details

Calendar (April 2025):

日	一	二	三	四	五	六
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Time Slots:

08:00-09:00	09:00-10:00	10:00-11:00
11:00-12:00	12:00-13:00	13:00-14:00
14:00-15:00	15:00-16:00	16:00-17:00
17:00-18:00	18:00-19:00	19:00-20:00
20:00-21:00	21:00-22:00	

Next Step

1. 2. 3.

FACILITY RESERVATION

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

Reservation Details

Reservation Facility

Billiard Room Billiard Room


Date and Time


2025-4-10 13:00-14:00


Fee


Fee	HK \$55.0
-----	-----------

Payment

 Alipay HK

 Credit Card

 Octopus

 Wechat Pay HK

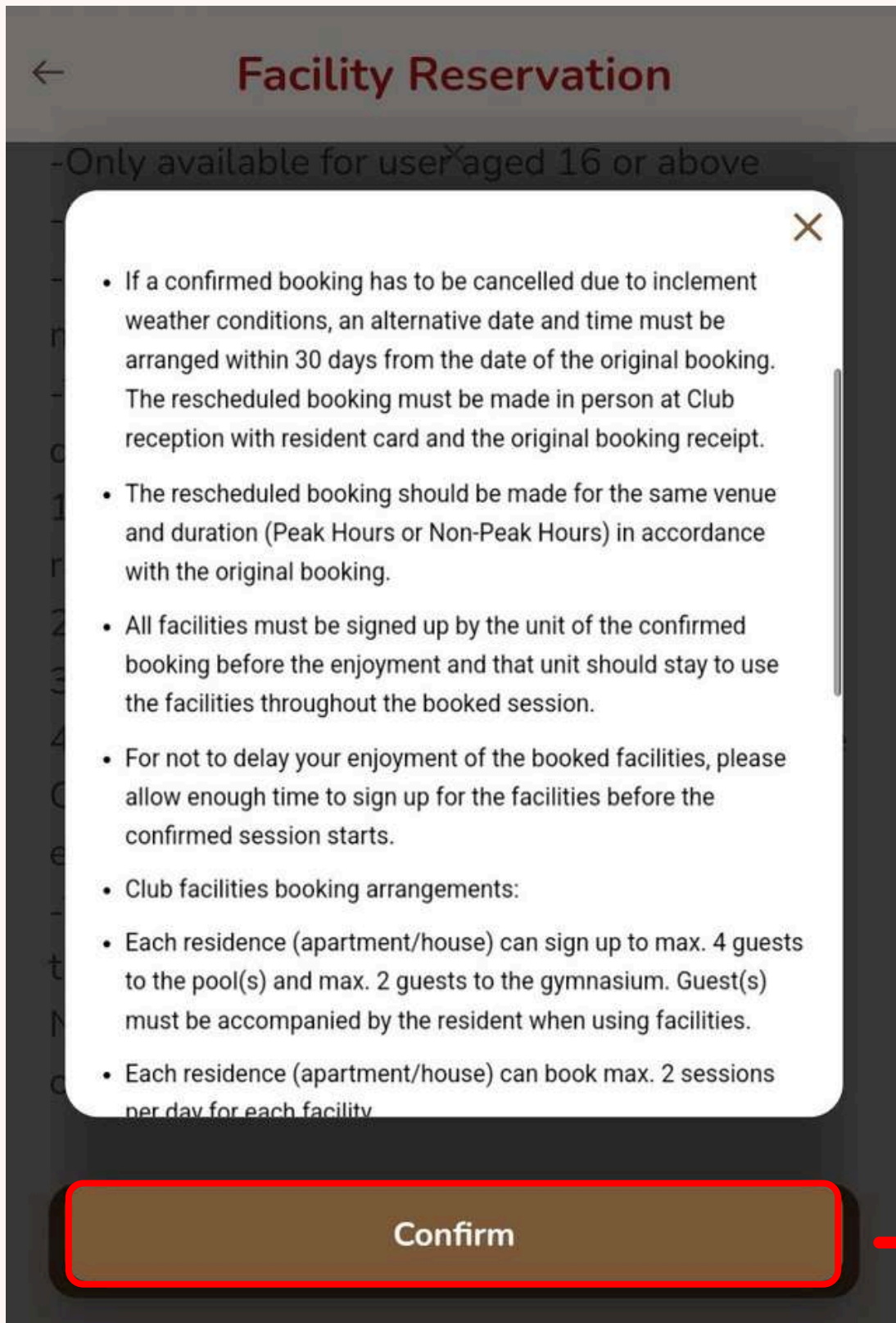
Pay

1.

2.

FACILITY RESERVATION

6. Read Booking Rules, and press “Confirm”



The image shows a mobile application screen titled "Facility Reservation". At the top, there is a back arrow and the title. Below the title, a note states: "Only available for user aged 16 or above". A large white modal box with a close 'X' button in the top right corner contains a list of booking rules. At the bottom of the screen, there is a prominent brown button with the word "Confirm" in white text, which is highlighted with a red border and a red hand icon pointing to it.

← Facility Reservation

Only available for user aged 16 or above

- If a confirmed booking has to be cancelled due to inclement weather conditions, an alternative date and time must be arranged within 30 days from the date of the original booking. The rescheduled booking must be made in person at Club reception with resident card and the original booking receipt.
- The rescheduled booking should be made for the same venue and duration (Peak Hours or Non-Peak Hours) in accordance with the original booking.
- All facilities must be signed up by the unit of the confirmed booking before the enjoyment and that unit should stay to use the facilities throughout the booked session.
- For not to delay your enjoyment of the booked facilities, please allow enough time to sign up for the facilities before the confirmed session starts.
- Club facilities booking arrangements:
- Each residence (apartment/house) can sign up to max. 4 guests to the pool(s) and max. 2 guests to the gymnasium. Guest(s) must be accompanied by the resident when using facilities.
- Each residence (apartment/house) can book max. 2 sessions per day for each facility

Confirm

FACILITY RESERVATION

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

◆ Alipay (Hong Kong)



External Test Account_ISLAND SOUTH PROPERTY MANAGEMENT LIMITED
Merchant Reference No.: BL250406000011743901883336

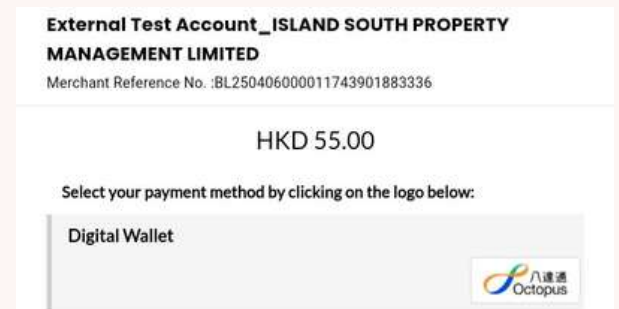
HKD 55.00

使用 AlipayHK 完成付款

打開 AlipayHK 付款

[下載 AlipayHK App 付款](#)

◆ Octopus Card




External Test Account_ISLAND SOUTH PROPERTY MANAGEMENT LIMITED
Merchant Reference No.: BL250406000011743901883336

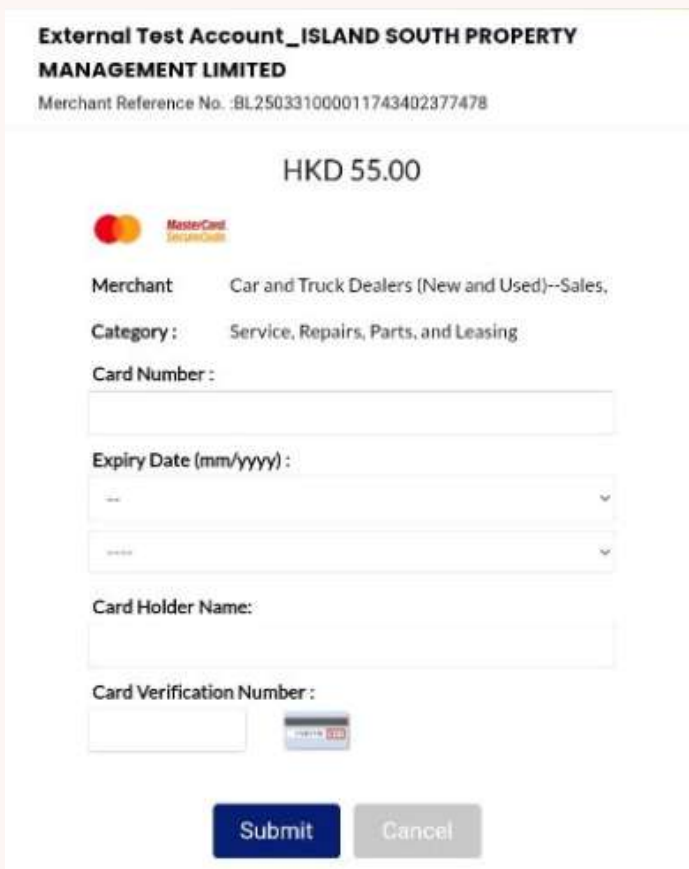
HKD 55.00

Select your payment method by clicking on the logo below:

Digital Wallet




◆ Visa OR Master



External Test Account_ISLAND SOUTH PROPERTY MANAGEMENT LIMITED
Merchant Reference No.: BL250331000011743402377478

HKD 55.00



Merchant: Car and Truck Dealers (New and Used)--Sales,
Category: Service, Repairs, Parts, and Leasing

Card Number:

Expiry Date (mm/yyyy):

Card Holder Name:

Card Verification Number:

Submit Cancel

◆ WeChat Pay



External Test Account_ISLAND SOUTH PROPERTY MANAGEMENT LIMITED
Transaction Amount: HKD 80.0

Merchant Ref No.: BL250406000021743902117755
Payment Ref No.: 12630969
Transaction IP: 10.66.7.118

Submit Cancel

FACILITY RESERVATION

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



Reserve Success!

Reservation Facility

Billiard Room Billiard Room

Date and Time

2025-04-10 14:00-15:00


Ref. No.

BL25041000002

- Once the facility is reserved, payment must be settled at the time of booking.
- Confirmed booking(s) cannot be postponed, rescheduled and/or refunded upon payment is settled.
- Before using the facilities, users shall sign in


FACILITY RESERVATION

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



 **Facility Booking History**


Coming (1) **Past**

Apr, 2025




Billiard Room Billiard Room
2025-4-10 13:00-14:00

  Incompleted Transcation



Billiard Room Billiard Room
2025-4-10 14:00-15:00

 Completed Transcation

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.

←

Facility Booking

Badminton Court 1 (Walk-in only)

Reserve

Details

6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Badminton Court 1

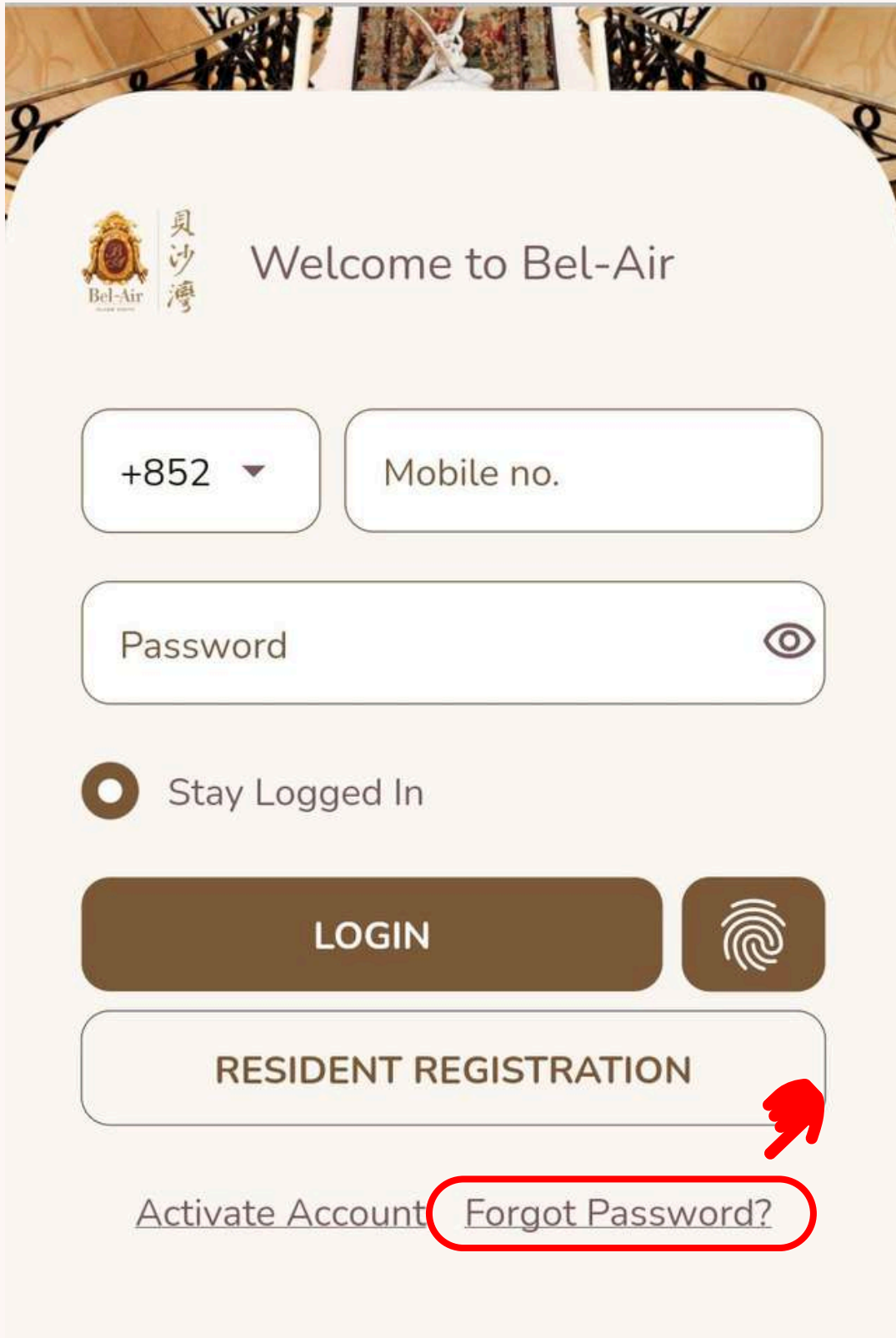
08:00-09:00	09:00-10:00	10:00-11:00
11:00-12:00	12:00-13:00	13:00-14:00
14:00-15:00	15:00-16:00	16:00-17:00
17:00-18:00	18:00-19:00	19:00-20:00
20:00-21:00	21:00-22:00	

Not
available

Available

FORGOT PASSWORD

1. Click on “Forgot Password” on the Login Page.



The image shows the login screen of the Bel-Air mobile app. At the top, there is a logo with a crown and the text '貝沙灣' and 'Bel-Air'. Below the logo, it says 'Welcome to Bel-Air'. There are two input fields: one for a mobile number with a dropdown menu showing '+852' and a label 'Mobile no.', and another for a password with a label 'Password' and an eye icon to toggle visibility. Below these fields is a radio button labeled 'Stay Logged In'. There are two buttons: a brown 'LOGIN' button and a white 'RESIDENT REGISTRATION' button. At the bottom, there are two links: 'Activate Account' and 'Forgot Password?'. A red hand icon points to the 'Forgot Password?' link, which is also circled in red.

貝沙灣
Bel-Air

Welcome to Bel-Air

+852 ▼ Mobile no.

Password

☐ Stay Logged In

LOGIN

RESIDENT REGISTRATION

[Activate Account](#) [Forgot Password?](#)

FORGOT PASSWORD

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

1.

← **Forgot Password**

Please enter your registered phone number and we will send a password reset link to your registered email.

+852 ▼ Registered Phone

Registered Email

Confirm

2. 

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

Setting

Account

Account Information →

Change Password →

Language →

Enable Biometric Authentication ☐

Terminate Account →

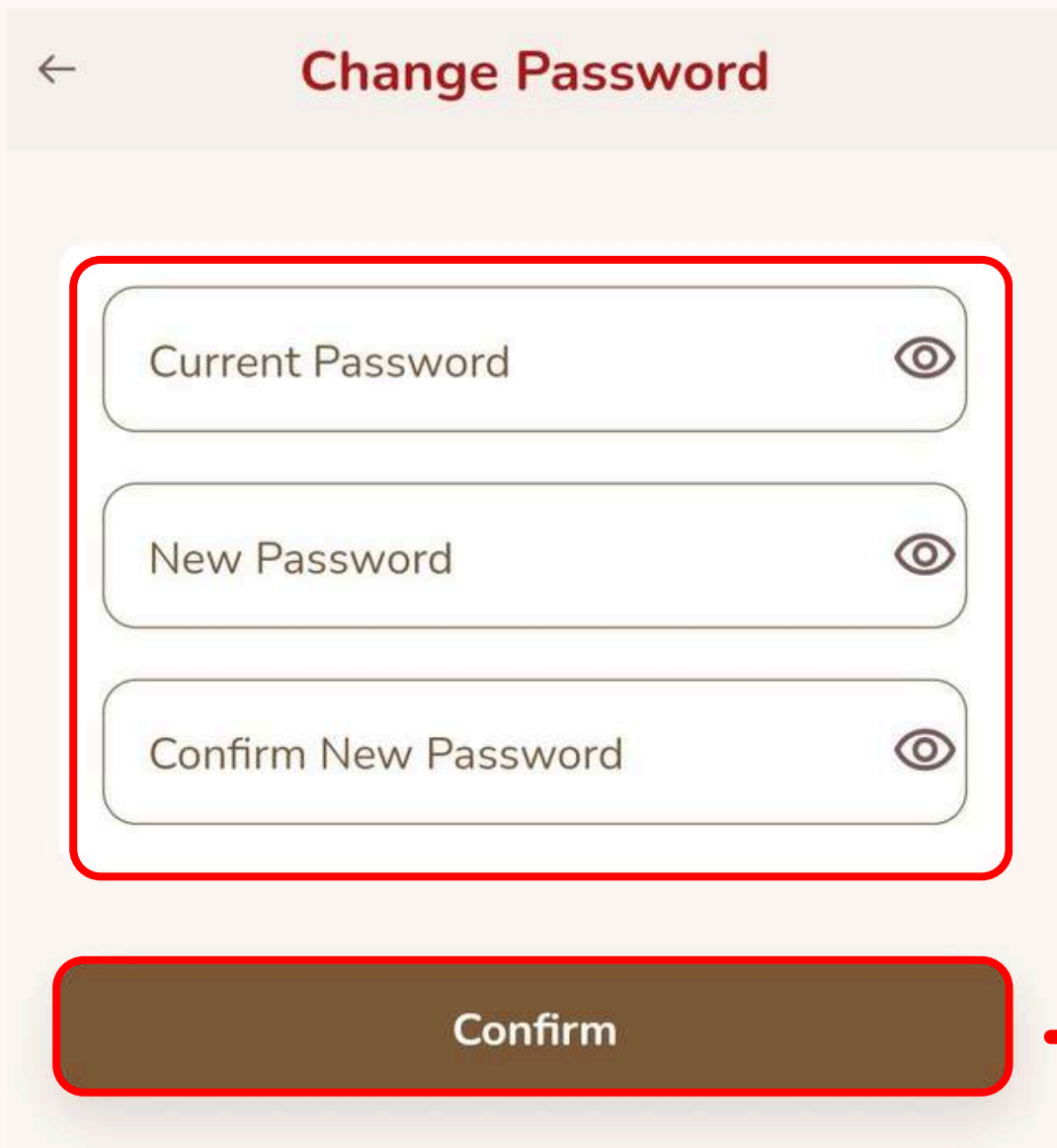
Notification

Enable Push Notification ☐



CHANGE PASSWORD

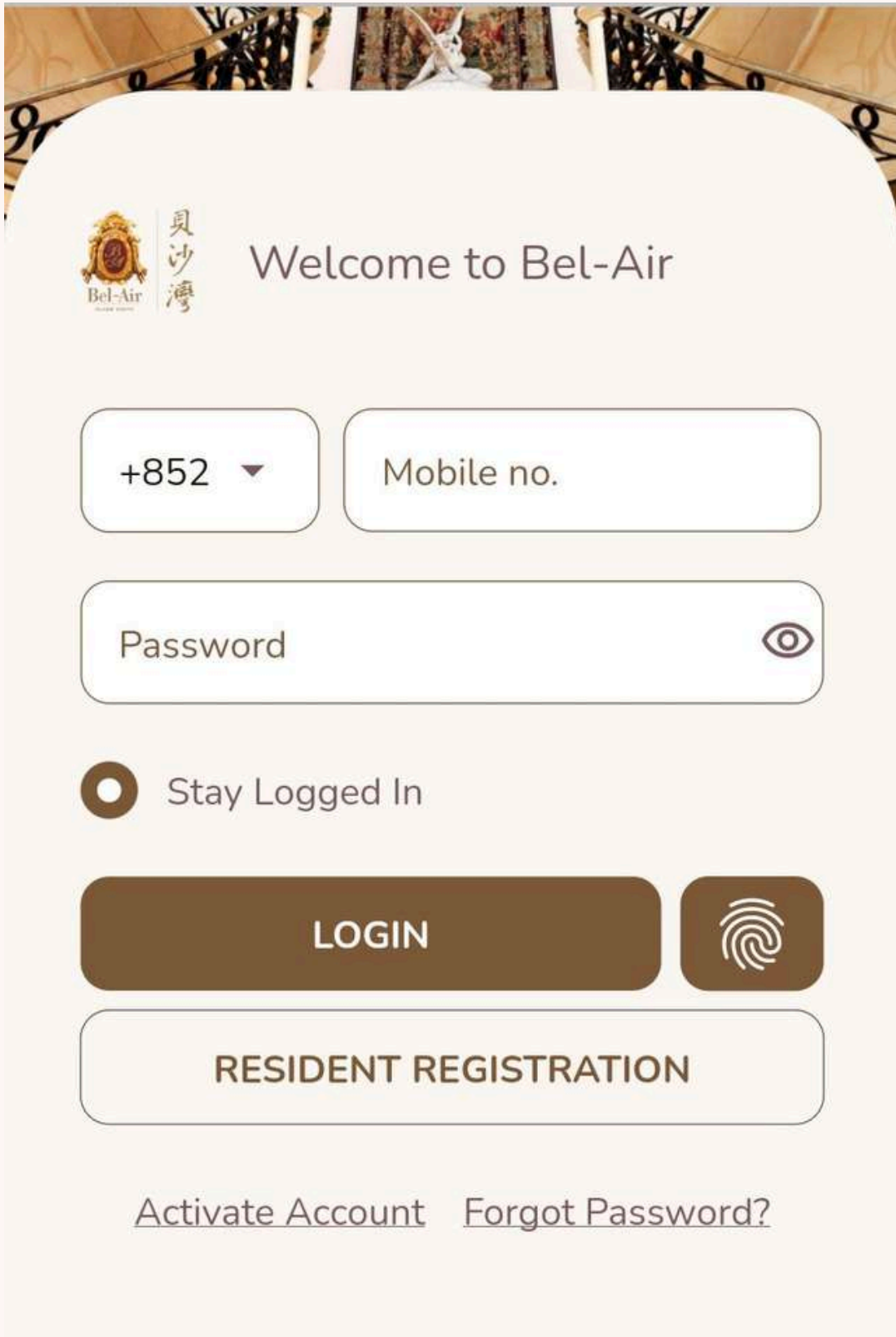
2. Enter 「Current Password」 and 「New Password」 & 「Confirm New Password」 , then pres “**Confirm**”



The image shows a mobile app interface for changing a password. At the top, there is a back arrow and the title "Change Password". Below the title, there are three input fields: "Current Password", "New Password", and "Confirm New Password". Each field has an eye icon on the right side, indicating a toggle for password visibility. The entire set of input fields is enclosed in a red rectangular border. Below the input fields, there is a large brown button labeled "Confirm", which is also enclosed in a red rectangular border. A red hand icon is pointing towards the "Confirm" button.

FORGOT PASSWORD


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

The image shows a mobile application interface for 'Bel-Air'. At the top, there is a header with the Bel-Air logo (a crest) and the Chinese characters '貝沙灣' (Bel-Air). Below the header, the text 'Welcome to Bel-Air' is displayed. The main form area contains a dropdown menu for the phone number prefix, currently set to '+852', followed by a text input field for the 'Mobile no.'. Below this is a text input field for the 'Password', which includes an eye icon for toggling visibility. Under the password field, there is a radio button labeled 'Stay Logged In'. At the bottom of the form, there are two large buttons: a brown 'LOGIN' button and a white button with a fingerprint icon. Below these buttons is a white button labeled 'RESIDENT REGISTRATION'. At the very bottom, there are two links: 'Activate Account' and 'Forgot Password?'.


Bel-Air 貝沙灣

Welcome to Bel-Air

+852 ▼ Mobile no.

Password 

☒ Stay Logged In

LOGIN 

RESIDENT REGISTRATION

[Activate Account](#) [Forgot Password?](#)

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