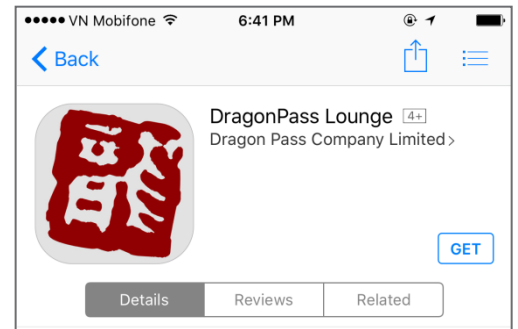


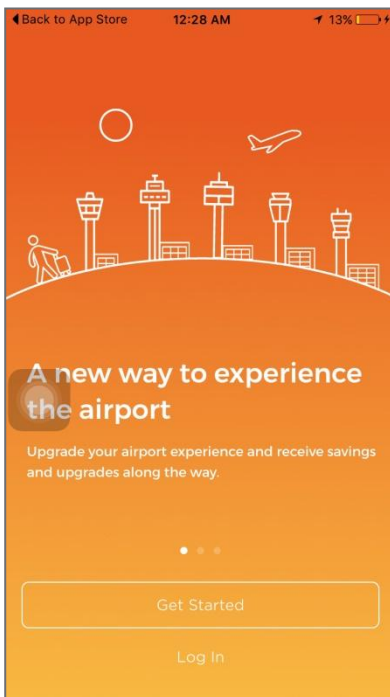
DRAGONPASS MOBILE APP GUIDANCE

1. How to download

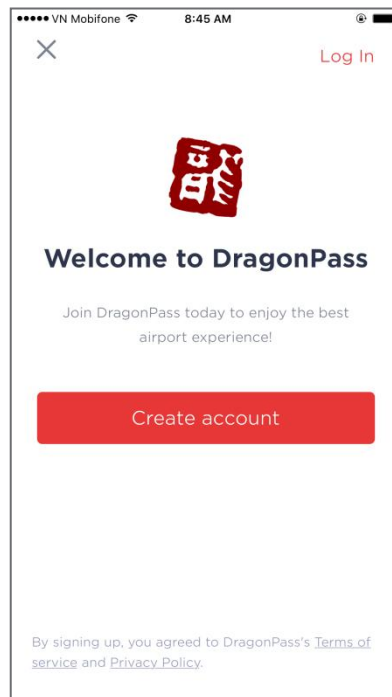
To get started, download the DragonPass mobile app through your mobile device's app store.
(available on both Apple Store for iOS and Google Play for Android OS)



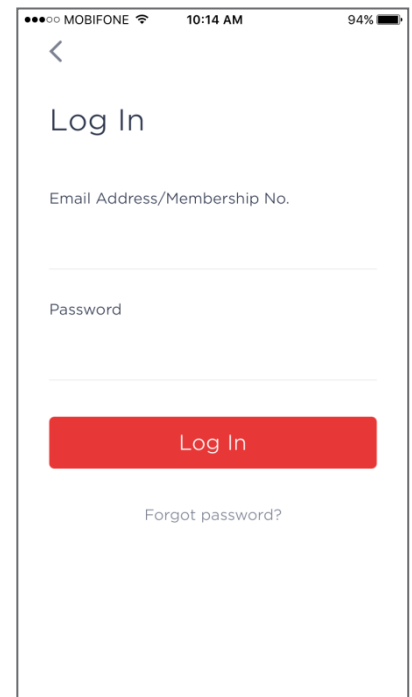
2. How to register



Step 1: Once you have downloaded the app, login by tapping "Log in"



Step 1: Once you have downloaded the app, login by tapping "Log in"



Step 2: Login with your DragonPass membership number and password provided by Standard Chartered

REGISTER

Sex
☒ Mr. ☐ Ms.

First Name Last Name

Email Address

Email verification

Mobile Number

Date of Birth
 Month Day 1970

Country
 Albania

CONFIRM

Card number is not active, please activate before the first use!

OK

Step 3: After logging in for the first time, you will be asked to activate your user number by registering

REGISTER

Sex
☒ Mr. ☐ Ms.

First Name Last Name

Email Address

Email verification

Get Verification Code

Mobile Number

Date of Birth
 Month Day 1970

Country
 Albania

CONFIRM

Step 4: You are required to provide all information, enter your Email Address, and tap 'Get verification code'

REGISTER

Sex
☒ Mr. ☐ Ms.

First Name Last Name

Email Address

Email verification

Message:

Verification code sent to email address provided. Please check your mailbox.

OK

Date of Birth
 Month Day 1970

Country
 Vietnam

CONFIRM

Step 5: Tap 'OK' to get verification code via your email address

Gmail Inbox

Search

noreply@dragonpass.co... 10:21 PM >

DragonPass Verification Code

Dear Madame/Sir, Thank you for registering with DragonPass and verifying your email add...

9:04 PM >

7:33 PM >

6:31 PM >

6:15 PM >

6:08 PM >

Updated Just Now 3,284 Unread

Step 6: Check your mailbox and select the email sent by DragonPass

Inbox (3283)

From: noreply@dragonpass.co... > Hide

To: >

DragonPass Verification Code

Today at 10:21 PM

Dear Madame/Sir,

Thank you for registering with DragonPass and verifying your email address

Your verification code is: 776920

You will need this to complete your registration.

This is a verification code and not a password. If you did not request this code please delete this email.

Thanks,
 The DragonPass Team

Step 7: Copy the 6-digit verification code and paste in the 'Email Verification' field

REGISTER

Sex
☒ Mr. ☐ Ms.

First Name Last Name

Thien Dang

Email Address

Message:

Your username (email address) is registered, do you want to reset password?

Cancel OK

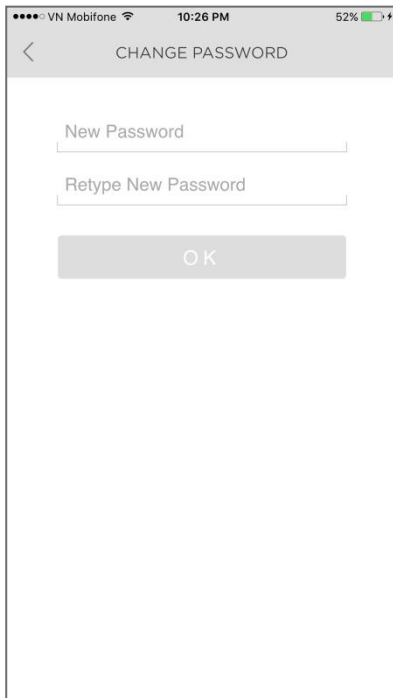
84

Date of Birth
 1 1 1970

Country
 Vietnam

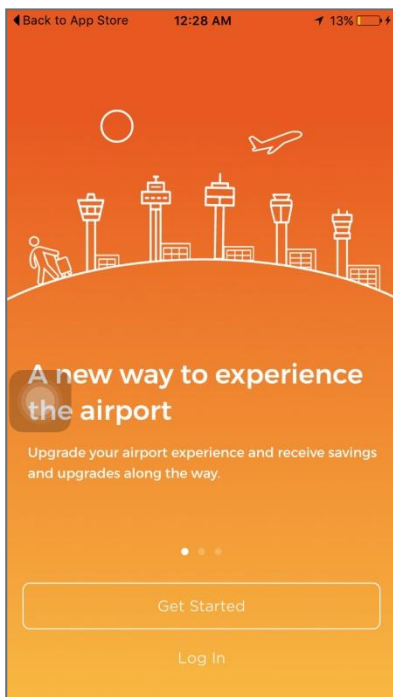
CONFIRM

Step 8: Enter all information and tap 'Confirm' to register. Tap 'OK' to reset your password

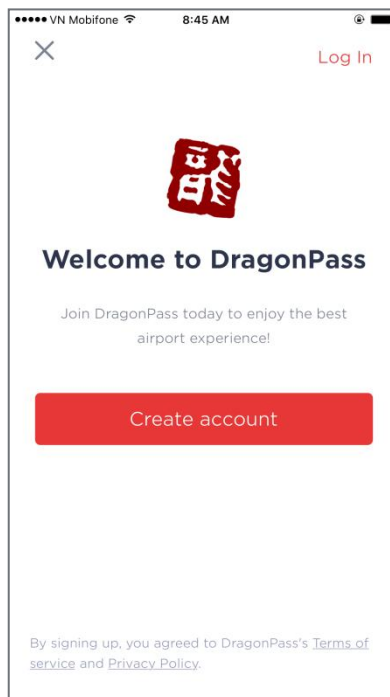


Step 9: Simply change your password by typing your chosen new password twice & tap 'OK'

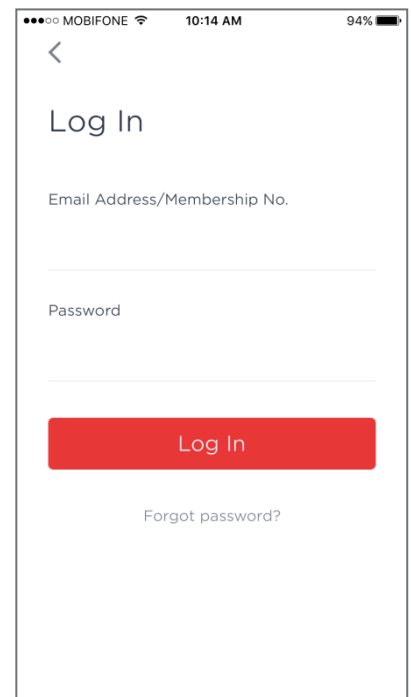
3. How to open app



Step 1: Open the app – login by tapping 'Log in'



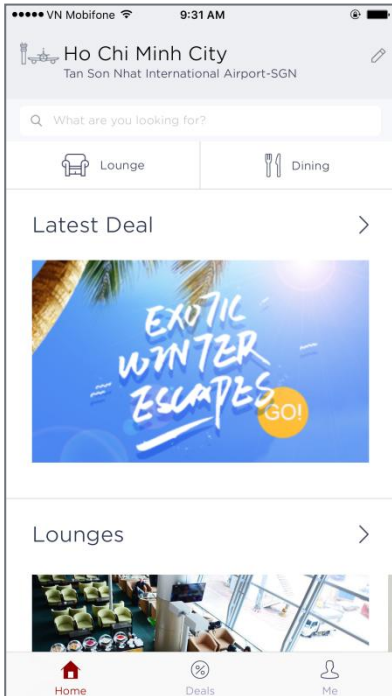
Step 1: Open the app – login by tapping "Log in"




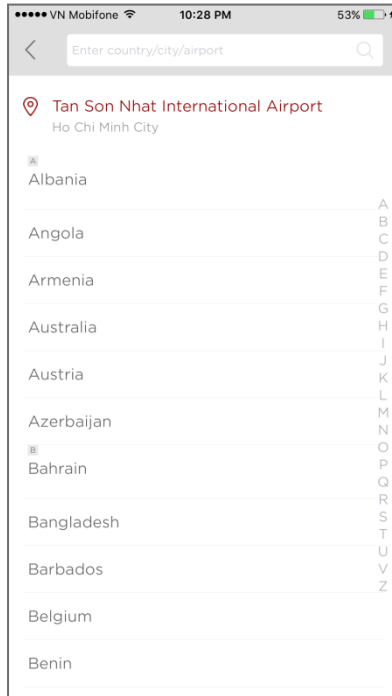
Step 2: Login with your DragonPass membership number and password provided by Standard Chartered

4. How to access

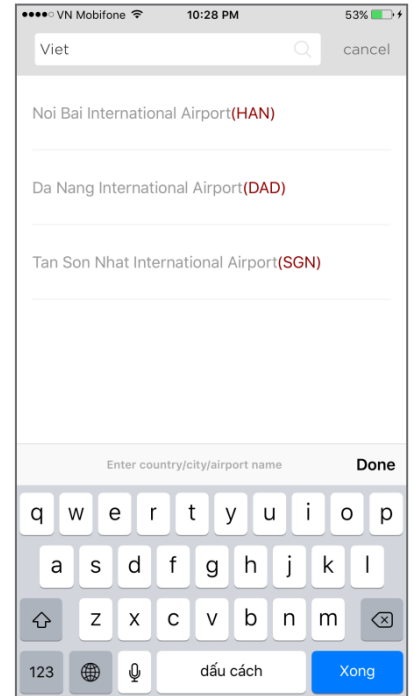
4.1 For a normal access



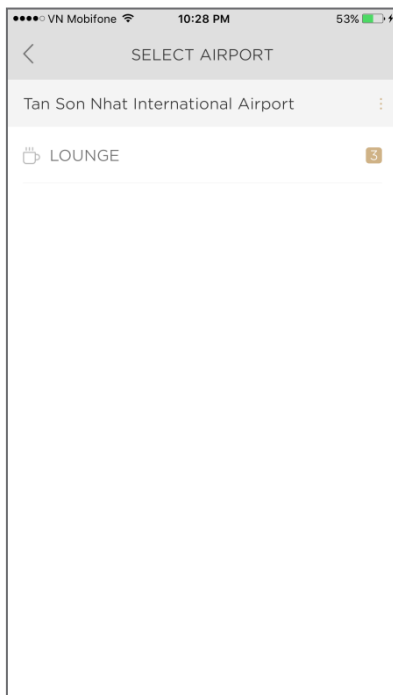
Step 1: Tap the icon  in the top right hand corner to find a lounge at a different airport.



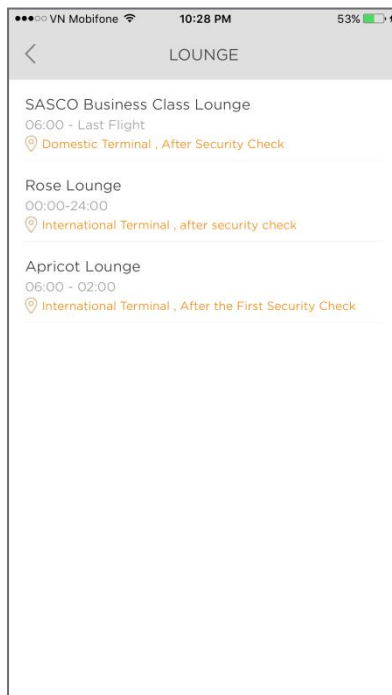
Step 2: Airports are displayed by country in list format



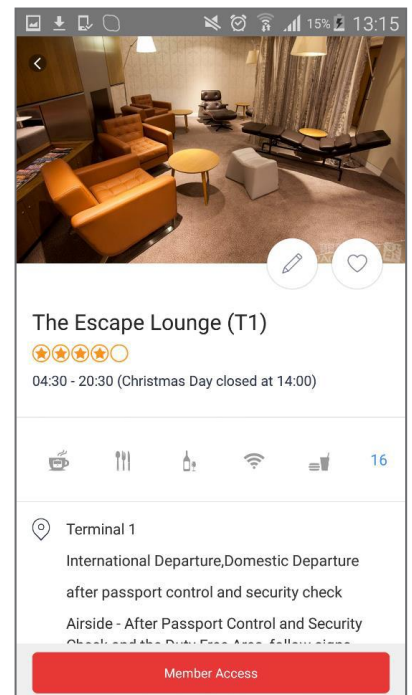
Step 3: Type country/city/airport in search bar and then tap the chosen airport in the results



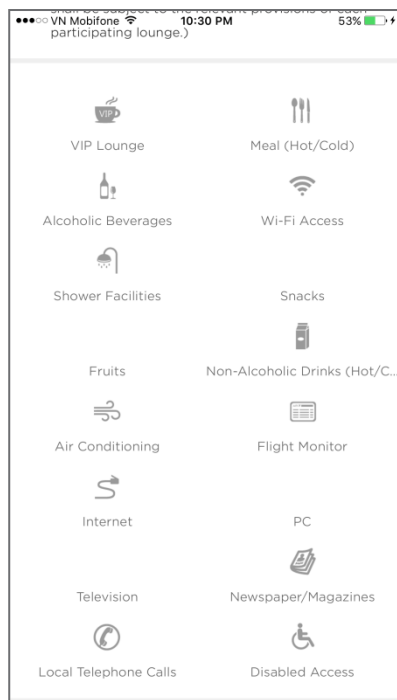
Step 4: You will then be shown the facilities in that airport



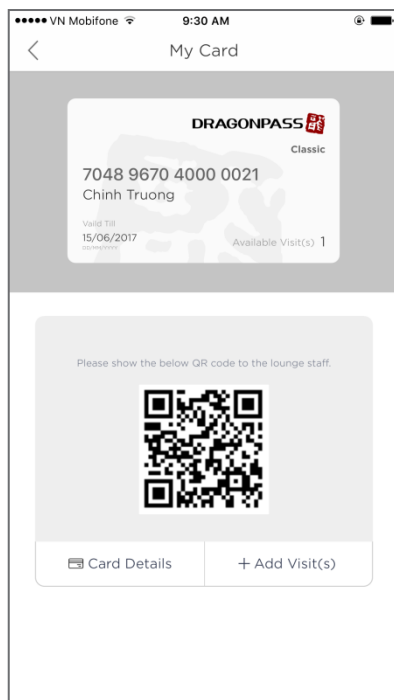
Step 5: Details of airport lounges within chosen airport. Tap the lounge for more information



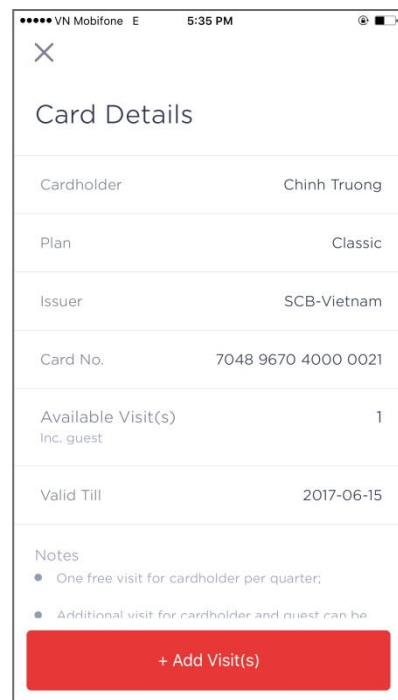
Step 6: Full details of the lounge are displayed



Step 6: Full details of the lounge are displayed

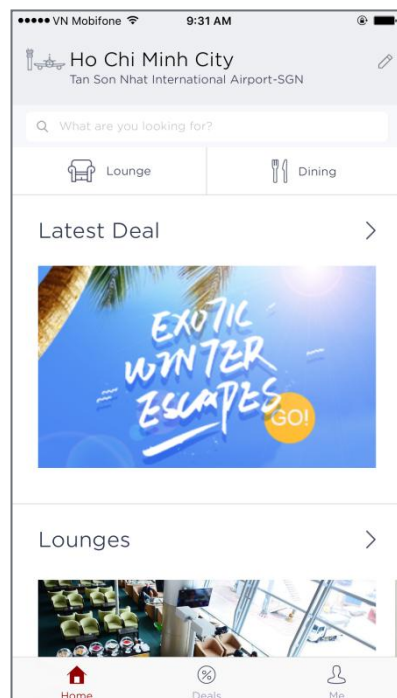


Step 7: After tapping 'Member Access', client shows this to the lounge staff to gain entry

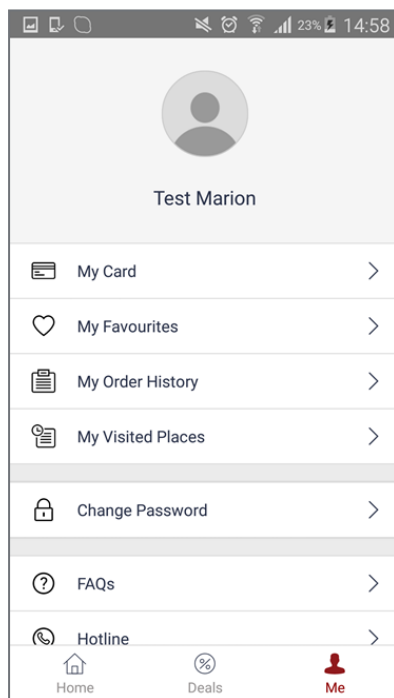


Step 8: After tapping 'Card Details' full details of DragonPass membership card is displayed.

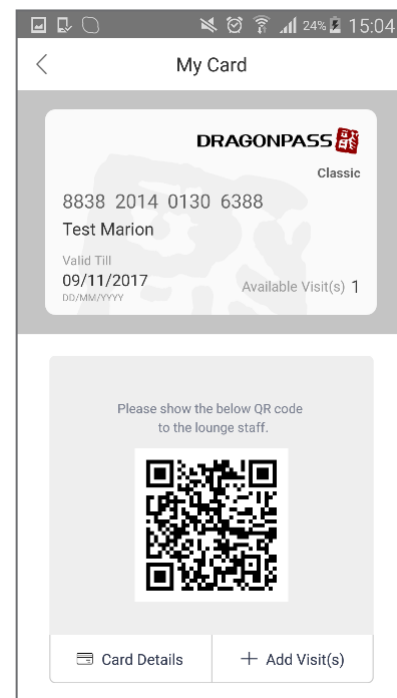
4.2 For a quick access



Step 1: Tap 'Me' to find your information

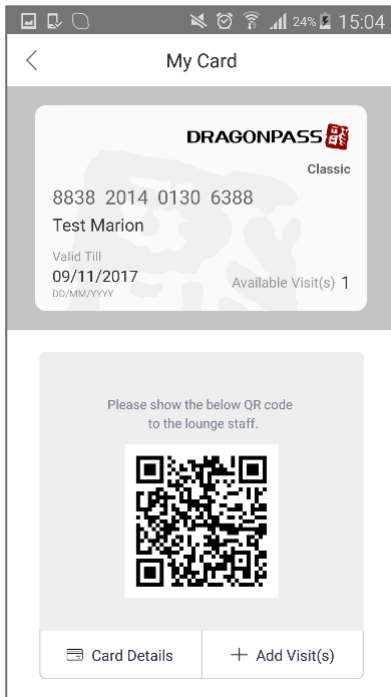


Step 2: Under your account details, tap 'My Card'

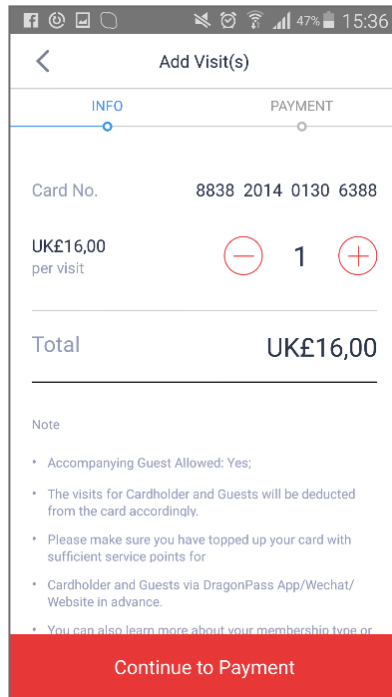


Step 3: Present digital membership to lounge staff to access lounge.

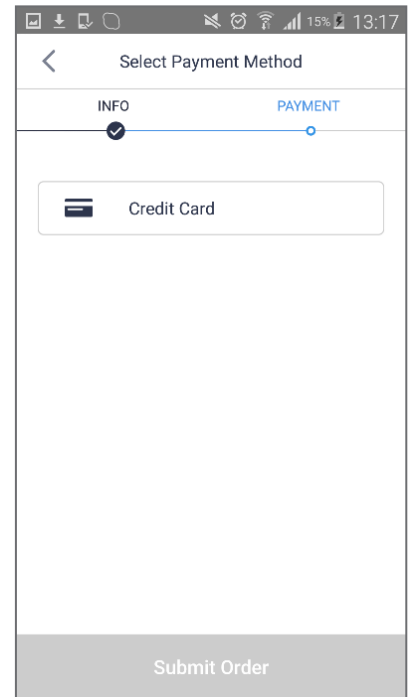
5. How to top-up visits



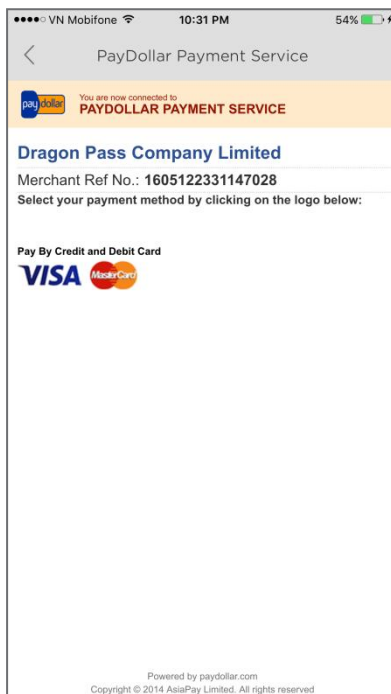
Step 1: Under your card details, tap 'Add Visit(s)'



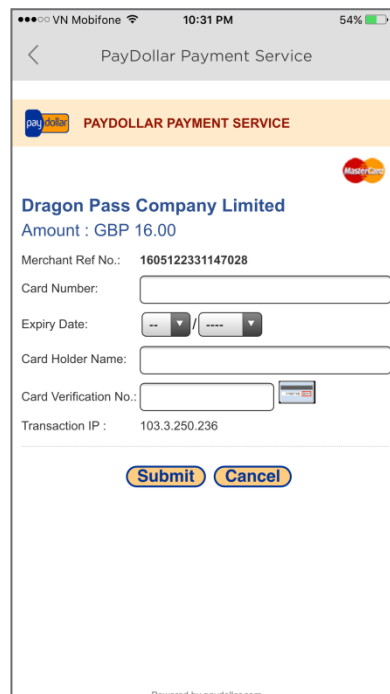
Step 2: Choose the number of visits you wish to top up and tap 'Continue to Payment'



Step 3: Double check and confirm your order by tapping 'Submit Order'



Step 4: Pick MasterCard logo to pay with your credit card



Step 5: Enter your credit card details and tap 'Submit' to complete your order