



FREQUENTLY ASKED QUESTIONS


WHERE CAN I USE THE JDA REWARDS APP?

The JDA Rewards App can be used at any NSW JDA Hotels venue. Browse our venues via the **Select Your Venue** button on the home page of the app.

MY BARCODE HAS NOT GENERATED. WHAT HAPPENS NOW?

Have you confirmed your email address? A confirmation email has been sent to the email address linked to your account. Once you have confirmed your email, your barcode will generate.

MY EMAIL ADDRESS IS WRONG OR HAS CHANGED. HOW DO I UPDATE IT?

Easy! Select the Edit icon  next to your name on the home screen. Follow the prompts to update your email address.

HELP! I DIDN'T RECEIVE REWARD POINTS FOR MY PURCHASE! WHO DO I CONTACT?

Please make sure you scan your app at the start of the transaction, not during. If the transaction has been finalised please ask for a receipt and email jdahotels@gmail.com

I'VE BEEN LOGGED OUT OF THE APP. HOW DO I GET BACK IN?

For security reasons, all members are logged out of the app every 12 months. To log back in, select **Welcome Back Sign In** and use your email address and password you set up when you first became an app member.

I'M HAVING TROUBLE RESETTING MY PASSWORD. WHAT SHOULD I DO?

Try resetting your password from a desktop rather than on your phone. Some older phone models are not compatible with the reset password process at this stage. If you do not have access to a desktop computer please see Hotel Management or email jdahotels@gmail.com

I SIGNED UP AWHILE AGO AND HAVE A PLASTIC MEMBERSHIP CARD. I WANT TO TRANSITION OVER TO THE APP. WHAT SHOULD I DO?

Select **Match My Account** on the first page of the app and enter in your Account ID and Account Number. You can retrieve your Account ID and Account Number from any till in the venue, just ask a staff member to swipe your card and print out your account details.

CAN'T FIND WHAT YOU NEED? SEE HOTEL MANAGEMENT OR EMAIL JDAHOTELS@GMAIL.COM