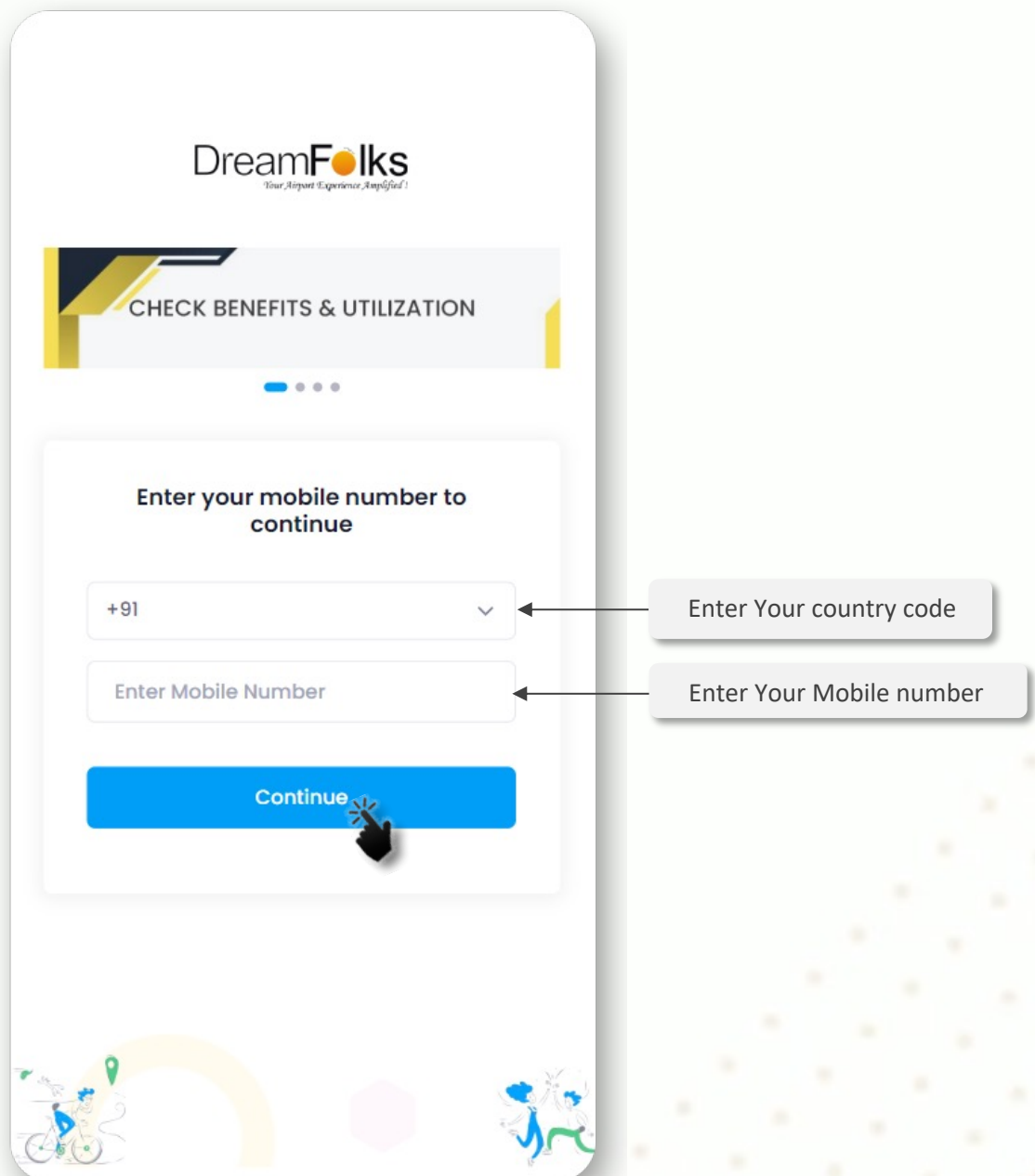


DREAMFOLKS WEB ACCESS SOP (*Bank Card*)

1. Open Web access link: <https://webaccess.dreamfolks.in/>
2. User will be redirected to the Login page, where the he must enter their mobile number



The image shows a mobile app interface for DreamFolks. At the top, the logo "DreamFolks" is displayed with the tagline "Your Airport Experience, Amplified!". Below the logo is a banner that says "CHECK BENEFITS & UTILIZATION". The main section of the app is a white card with the text "Enter your mobile number to continue". Below this text are two input fields: a dropdown menu for the country code (currently showing "+91") and a text field for the mobile number (placeholder text "Enter Mobile Number"). A blue "Continue" button is at the bottom of the card. A hand icon is pointing at the "Continue" button. To the right of the app screen, there are two callout boxes with arrows pointing to the input fields: "Enter Your country code" points to the country code dropdown, and "Enter Your Mobile number" points to the mobile number text field. The bottom of the app screen features a colorful illustration of a person on a bicycle and a person running.

DreamFolks
Your Airport Experience, Amplified!

CHECK BENEFITS & UTILIZATION

Enter your mobile number to continue

+91


Enter Mobile Number

Continue


Enter Your country code

Enter Your Mobile number


3. An OTP will be sent to the entered mobile number.
4. User will enter the OTP for verification.



DreamFolks
Your Airport Experience Amplified!




Two Step Verification
Enter the verification code we sent to



*****7859 

Type your 6 digit security code


0	0	0	0	0	0
---	---	---	---	---	---

Submit 

Didn't get the code ? [Resend](#)



You have been successfully verified!

Ok, got it! 

Submit

5. The Add card page will appear after the successful OTP verification. On 'Add card' page, user will have to enter their bank card details and click on 'Register'.

The image shows a mobile app interface for 'DreamFolks' with the tagline 'Your Airport Experience Amplified!'. The page is titled 'Add Card' and contains a message: 'It seems we don't have any card information saved for this mobile number. You can enter your bank provided card or the DreamFolks membership card information to proceed.' Below this are two tabs: 'Bank Issued Card' (selected) and 'Membership ID'. The form fields include: 'Name On Card *' with the value 'Sonal Tomar'; 'Card Number *' with the value '4111111111111111' and logos for VISA, Mastercard, and American Express; 'Expiration Date *' with a month dropdown set to '3' and a year dropdown set to '2025'; and 'CVV *' with a masked input '...'. At the bottom, there is a checkbox labeled 'I understand that an authorization charge of 2Rs will be charged to validate the card.' and a blue 'Register' button. A hand cursor is pointing at the 'Register' button. Five callout boxes with arrows point to specific elements: 'Enter your name as it appears on the card' points to the Name field; 'Enter your Card number' points to the Card Number field; 'Select the expiration date' points to the Expiration Date dropdowns; 'Enter your CVV number' points to the CVV field; and 'The box to proceed further' points to the checkbox.

Enter your name as it appears on the card

Enter your Card number

Select the expiration date

Enter your CVV number

The box to proceed further

DreamFolks
Your Airport Experience Amplified!

Add Card

It seems we don't have any card information saved for this mobile number. You can enter your bank provided card or the DreamFolks membership card information to proceed.

Bank Issued Card Membership ID

Name On Card * ⓘ
Sonal Tomar

Card Number *
4111111111111111 VISA Mastercard AMERICAN EXPRESS

Expiration Date *
3 2025

CVV * ⓘ
...

☐ I understand that an authorization charge of 2Rs will be charged to validate the card.

Register

6. If the bank card details are correct, the user will receive an OTP from the bank for verification. Enter that One Time Password shared by your bank.

MasterCard.
SecureCode.

Merchant details

Authenticate Transaction

OTP

Successfully sent the One Time Password to your
Registered Mobile Number 79**3***77 and Email Id
S.*****@YAHOO.COM.

Enter OTP

Resend OTP

CANCEL

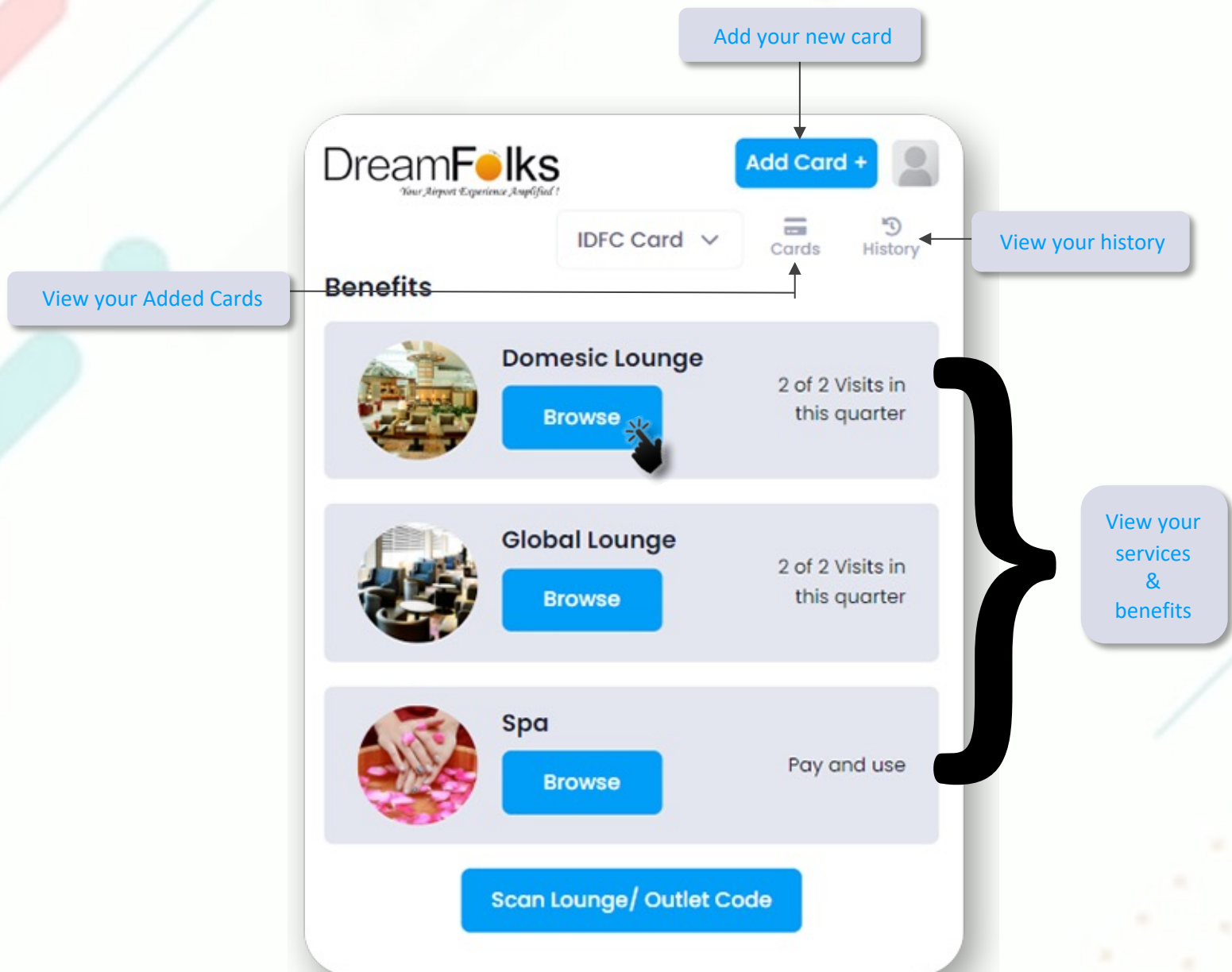
SUBMIT

Note- Please ensure that your latest mobile number/ email id is
updated in the Bank records. Visit nearest Branch or call Customer
Care for the same.

This page will automatically time out after **02:44** seconds

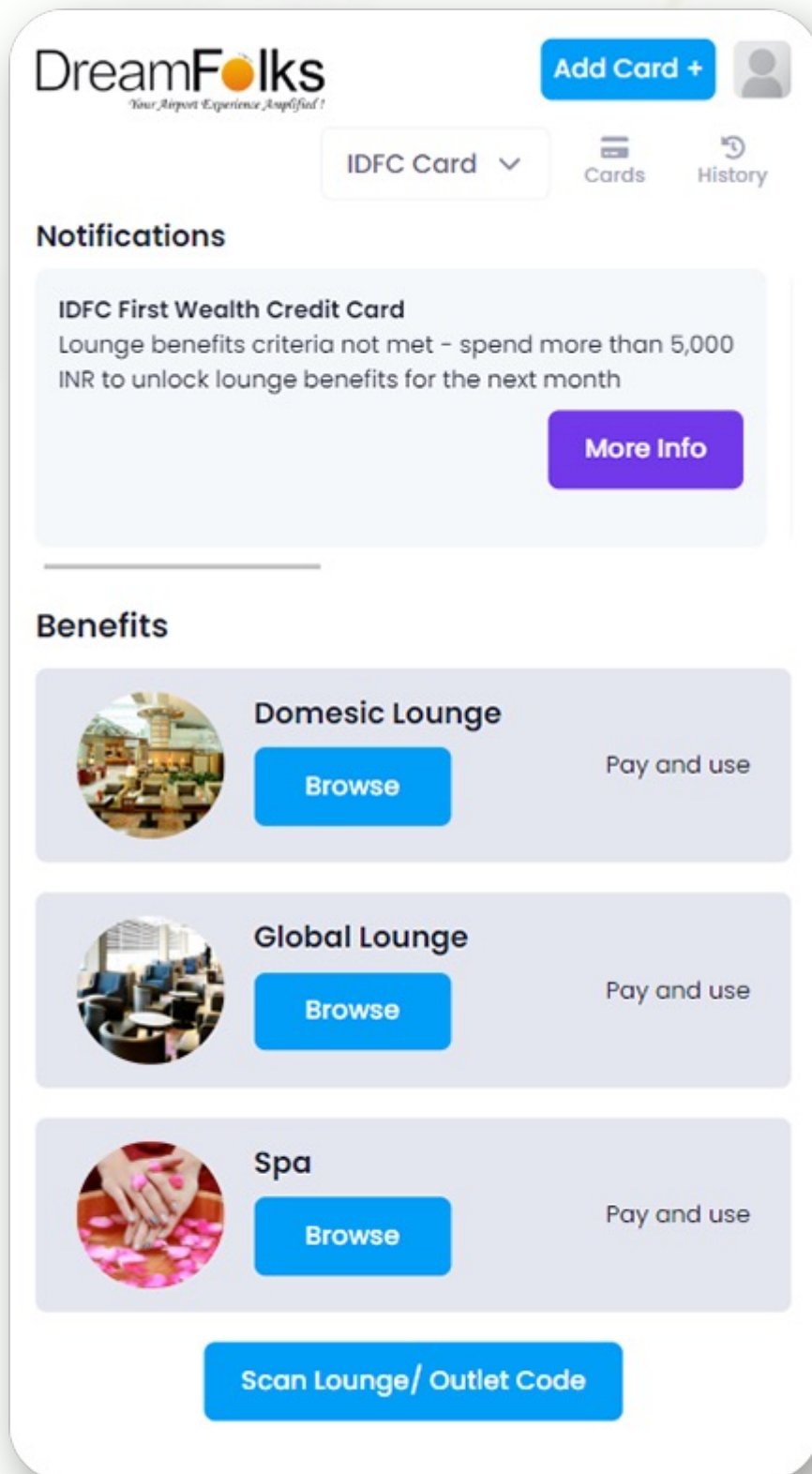
7. Upon successful authentication of the bank card the 'Home page' will appear, where user can check the services/benefits available on their card.

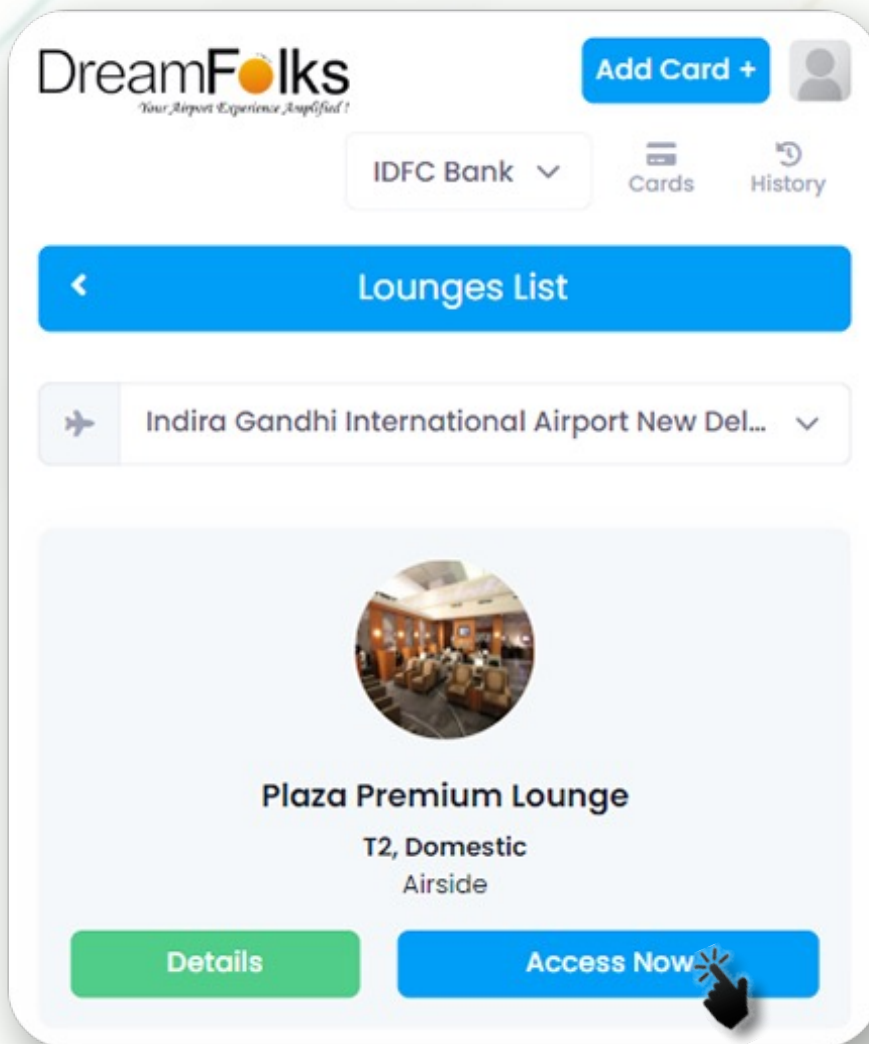
If user have any complimentary benefits



8. Click on the service that you want to Access by clicking on 'Browse' button

If user doesn't have complimentary benefits





9. After selection of service, user will select the required Airport from the drop-down.

Once the airport is selected, the list of lounges at that airport will be display. The user will click on the 'Access Now' button to proceed.

10. User can select any additional guest with them.
11. For complimentary visits INR 2.00 will be charged to validate the card.
12. For paid visits, appropriate amount will be charged.

Provide Additional Information

Plaza Premium Lounge
Indira Gandhi International AirportT2, Airside

IDFC Card

Current benefits for India Lounges on this card

Service	Benefit Type	Entitlement	Used in current period
Default	Complimentary	7 visits per year	0

Select any additional guests visiting with you

-

0

+

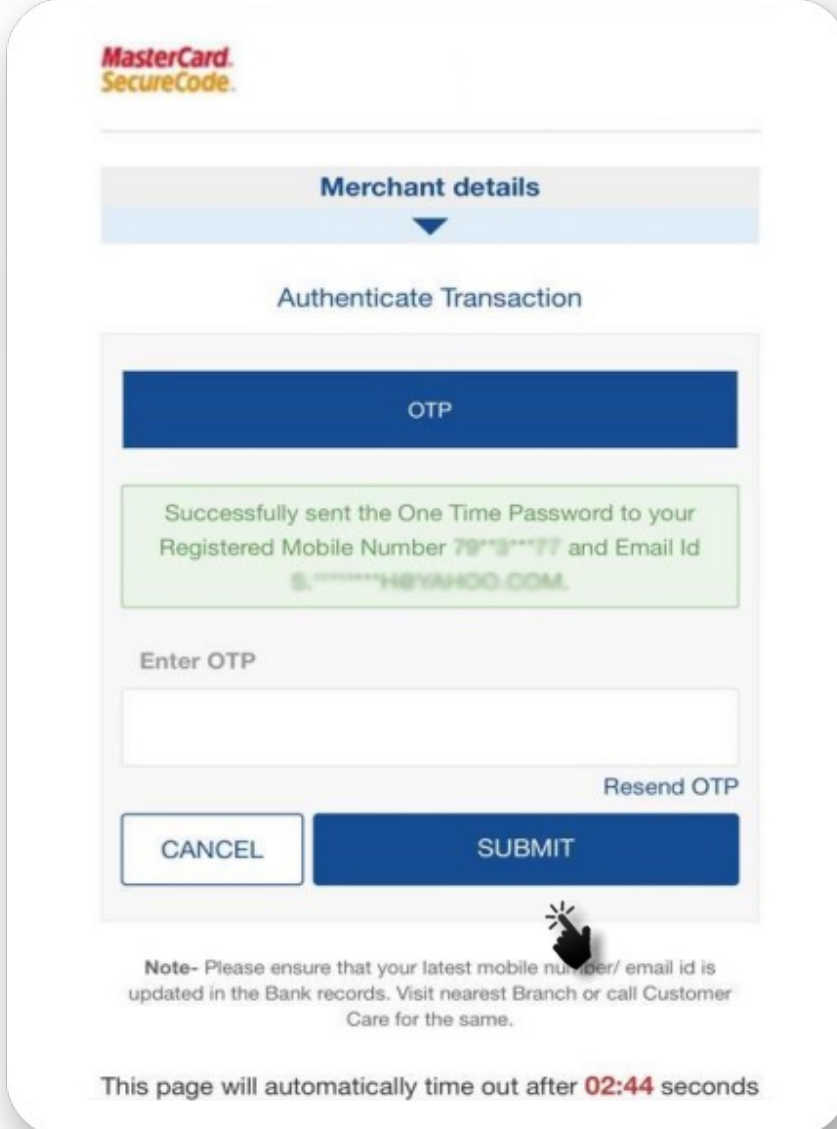
Lounges	Complimentary	Paid	Unit Price	Sub Total*
Default Services	1	0	0	0
Total (including Taxes*)	1	0		INR 0

The access QR will be valid for 24 hours from time of generation.

☐ I accept all the [terms & conditions](#)

Proceed

13. Enter the One Time Password shared by your bank.



The image shows a mobile app interface for MasterCard SecureCode authentication. At the top, the MasterCard SecureCode logo is displayed. Below it is a section titled "Merchant details" with a downward arrow. The main heading is "Authenticate Transaction". A dark blue button labeled "OTP" is present. A green message box states: "Successfully sent the One Time Password to your Registered Mobile Number 79**3***77 and Email Id S.*****@YAHOO.COM.". Below this is a text input field labeled "Enter OTP". To the right of the input field is a "Resend OTP" link. At the bottom of the input area are two buttons: "CANCEL" and "SUBMIT". A hand cursor icon is pointing at the "SUBMIT" button. A note at the bottom reads: "Note- Please ensure that your latest mobile number/ email id is updated in the Bank records. Visit nearest Branch or call Customer Care for the same." At the very bottom, a timer indicates: "This page will automatically time out after 02:44 seconds".

MasterCard.
SecureCode.

Merchant details

Authenticate Transaction

OTP

Successfully sent the One Time Password to your
Registered Mobile Number 79**3***77 and Email Id
S.*****@YAHOO.COM.

Enter OTP

Resend OTP

CANCEL SUBMIT

Note- Please ensure that your latest mobile number/ email id is updated in the Bank records. Visit nearest Branch or call Customer Care for the same.

This page will automatically time out after 02:44 seconds

14. On successful authentication of the card the QR/Access code will be displayed.

15. Show the QR code to the lounge operator.

DreamFolks
Your Airport Experience Amplified!

Add Card +

SBI Cards


Cards

History

Please Show This Screen To Lounge Staff

Airport: Indira gandhi international airport	Terminal: 3
Outlet: Plaza premium lounge	Valid Till: 1 December, 2020, 08:00 PM


DreamFolks



Sonal

Allow 4 visitors total

One time entry code



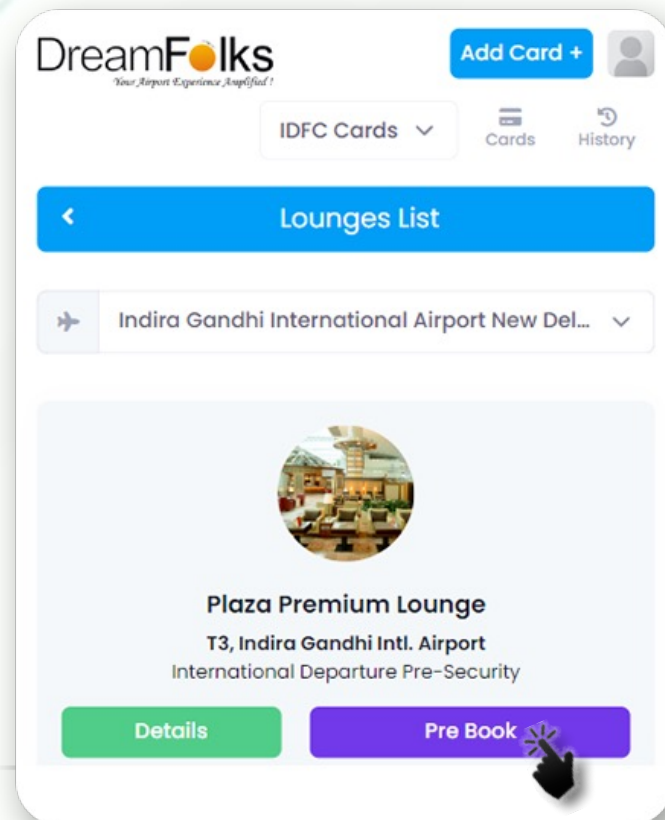
7828 - 6124

Done

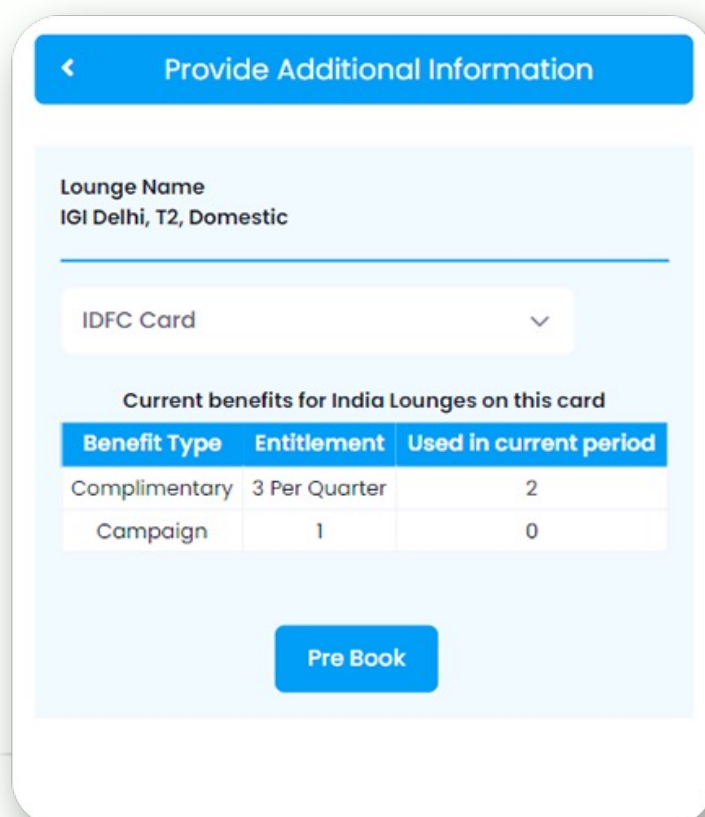
PRE-BOOKING of the Lounge

There are certain lounges/services which does require pre booking. The flow of pre booking of a service is as follows:

- a. For the lounges where pre booking is required, 'Pre book' button will come.



- b. Click on 'Prebook' and you will be redirected to the below page:



c. Customer will fill the form

Pre Booking Form

Passenger Name *

Sonal

No. of additional guests *

—

0

+

Get Price

Lounges	Complimentary	Paid	Unit Price	Sub Total
Default Services	1	0	0	0
Total (including Taxes*)	1	0		INR 0

Flight No *

Enter Flight No.

Service Date *

dd-mm-yyyy --:-- --

Email Id *

Enter Email Id

Contact No *

Select

9999999999

☐ I accept all the [terms and conditions](#).

Captcha Text

n-ut dg h

Submit

d. Success Message

Success!



You have successfully submit the form.
Our executive will contact you shortly.

[Redirect To Home](#)