

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". This card contains a dropdown menu for the country code, currently showing "+91", and a text input field for the mobile number. A blue "Continue" button is at the bottom of the card. A hand icon is shown clicking the "Continue" button. To the right of the app screen, two callout boxes with arrows point to the input fields: "Enter Your country code" points to the country code dropdown, and "Enter Your Mobile number" points to the mobile number input 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.


Your Airport Experience Amplified!




Two Step Verification

Enter the verification code we sent to

*****7859 

Type your 6 digit security code

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



You have been successfully verified!

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 screenshot shows the 'Add Card' page of the DreamFolks app. The page has a blue header with the DreamFolks logo and a user profile icon. Below the header, there is a blue bar with a back arrow and the text 'Add Card'. A message states: '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 message are two tabs: 'Bank Issued Card' (selected) and 'Membership ID'. The form fields are as follows:

- Name On Card ***: A text input field containing 'Sonal Tomar'. An annotation points to this field with the text 'Enter your name as it appears on the card'.
- Card Number ***: A text input field containing '4111111111111111'. To the right of the field are logos for VISA, Mastercard, and American Express. An annotation points to this field with the text 'Enter your Card number'.
- Expiration Date ***: Two dropdown menus. The first shows '3' and the second shows '2025'. An annotation points to the first dropdown with the text 'Select the expiration date'.
- CVV ***: A text input field containing '...'. To the right of the field is a small icon of a credit card. An annotation points to this field with the text 'Enter your CVV number'.
- Terms and Conditions**: A checkbox followed by the text 'I understand that an authorization charge of 2Rs will be charged to validate the card.' An annotation points to the checkbox with the text 'The box to proceed further'.
- Register**: A blue button at the bottom right with a hand cursor icon over it.

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

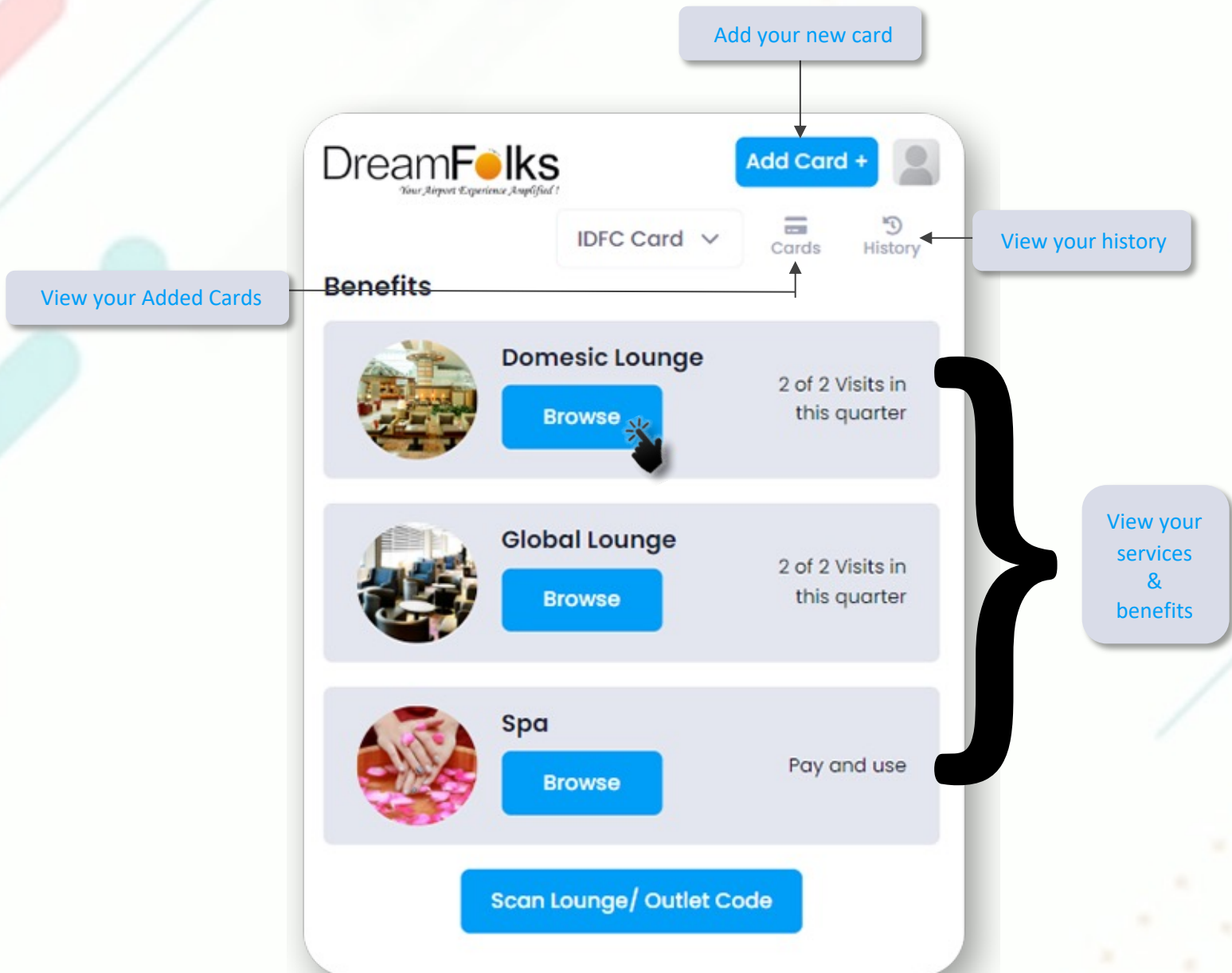
SUBMIT

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

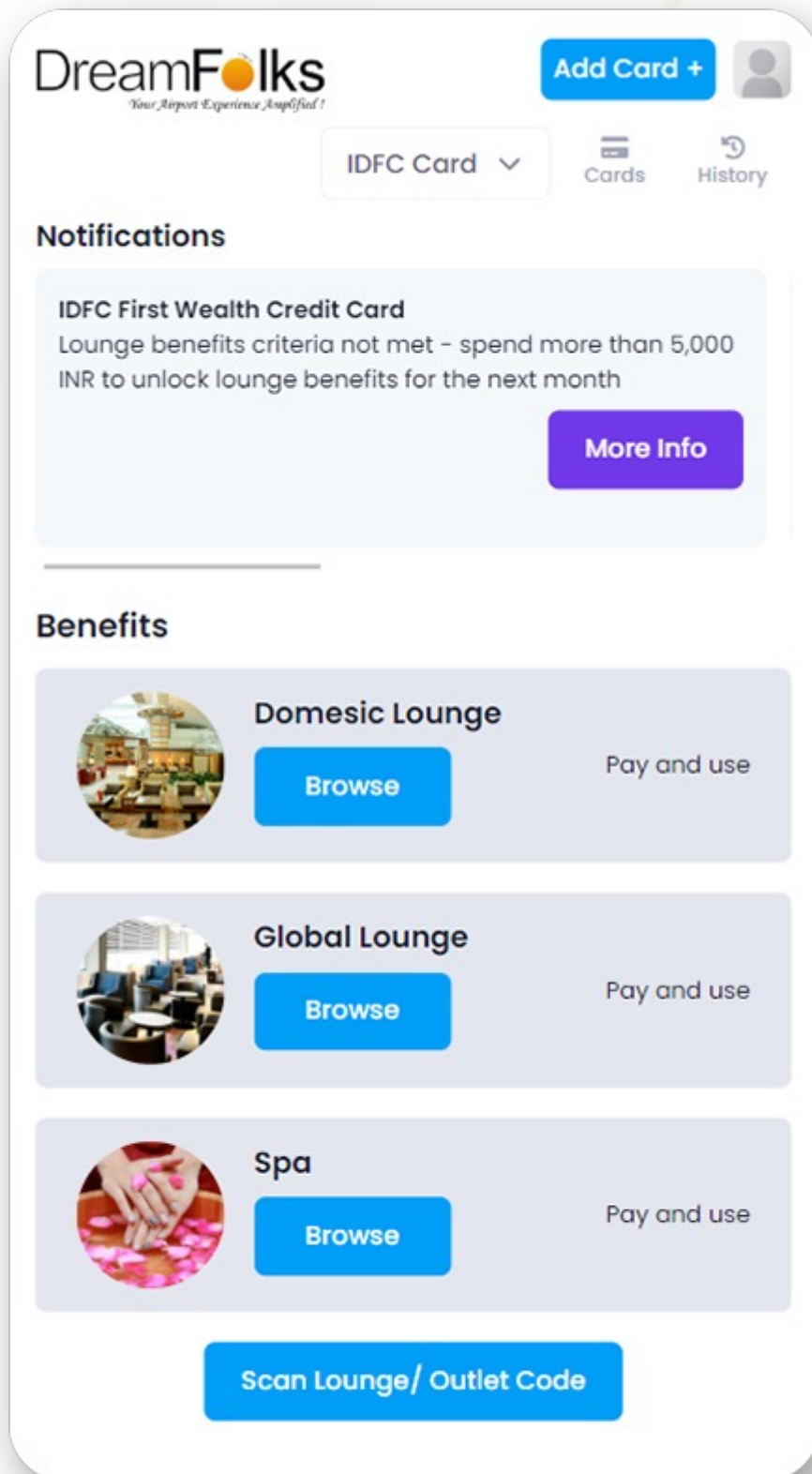
7. Upon successful authentication of the bank card the 'Home page' will appear, where user can check the services/benefits available on their card.

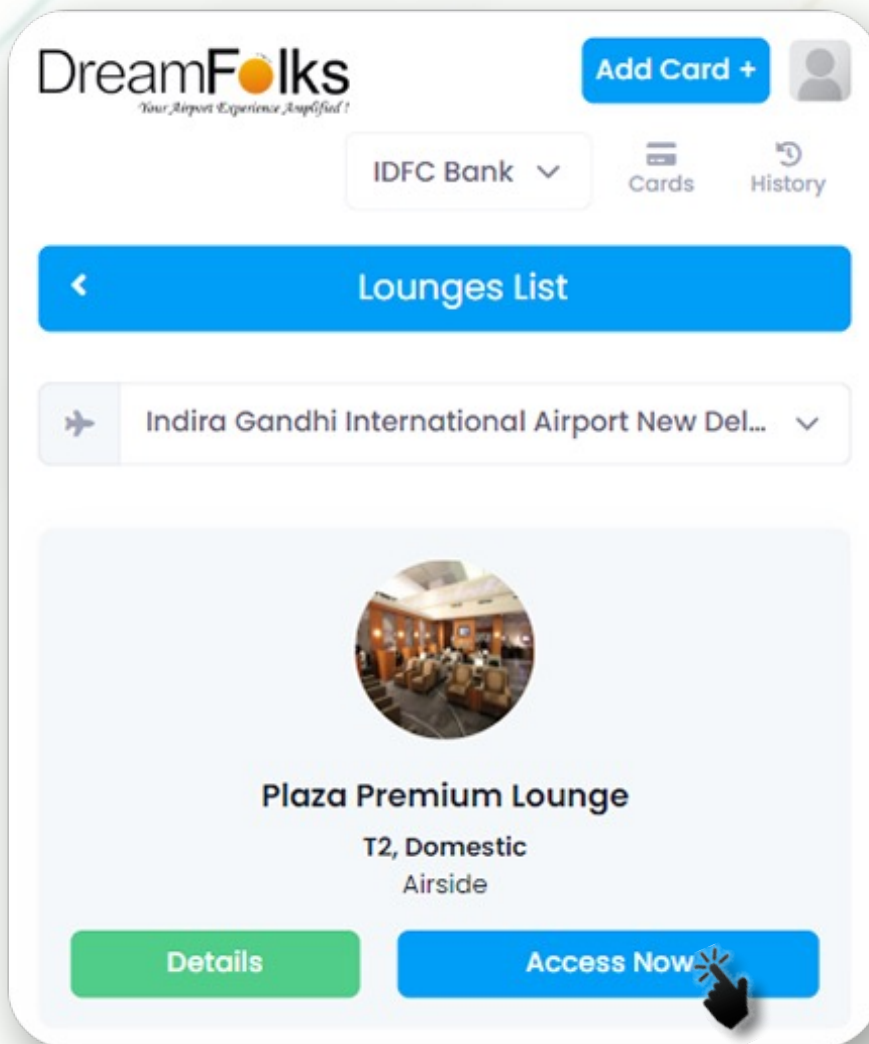
If user have any complimentary benefits



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.

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



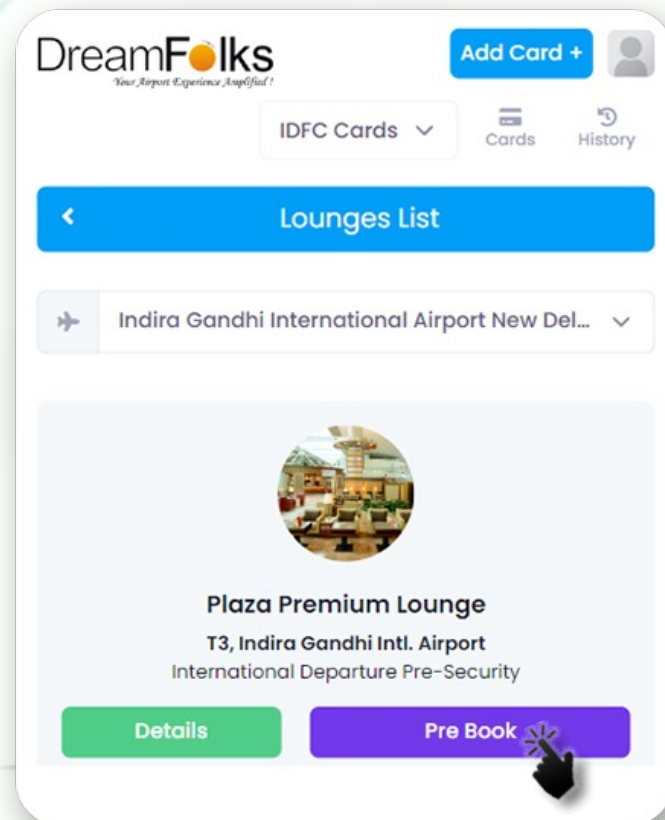
7828 - 6124

Done

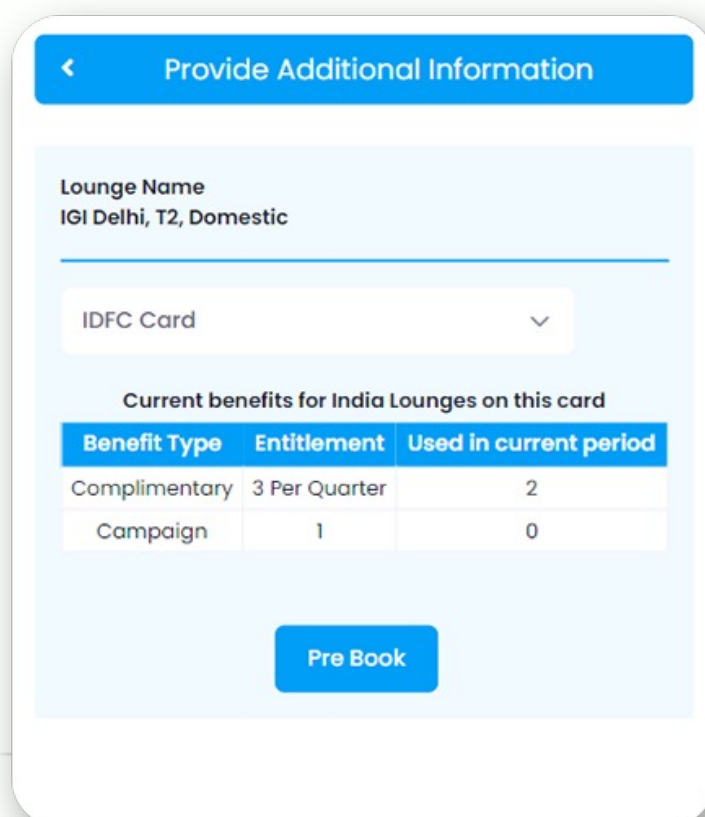
PRE-BOOKING of the Lounge

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](#)