

## Account Registration and Logging In

Link to City of Whittlesea's online booking Customer Portal  
<https://whittlesea.bookable.net.au>

If you are a current regular hirer of City of Whittlesea facilities an account may already be set up for your organisation and details of how to log in will have been emailed.

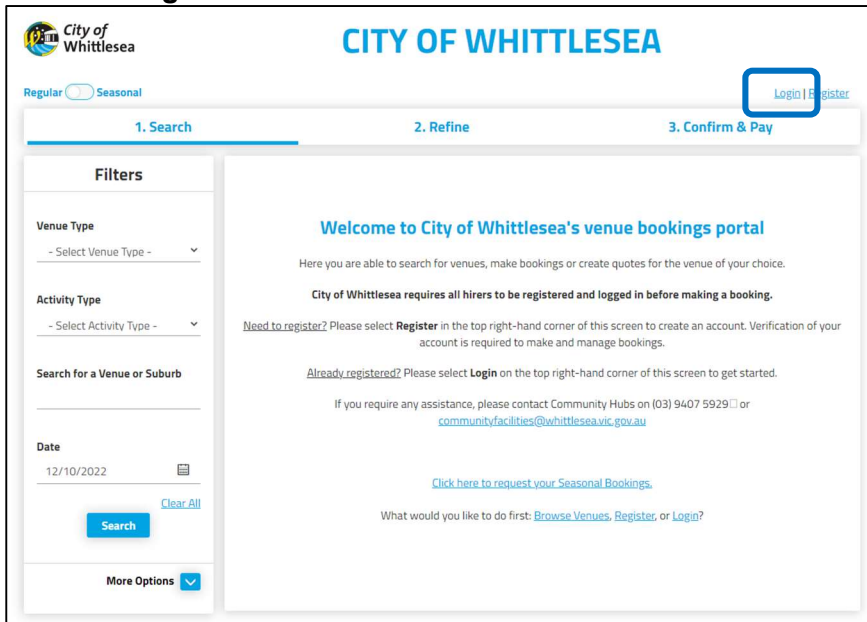
If unsure if you have an account, please call 9217 2170 to confirm.

### Log in as an existing hirer

1. Click '**Login**'
2. Enter your email address and password

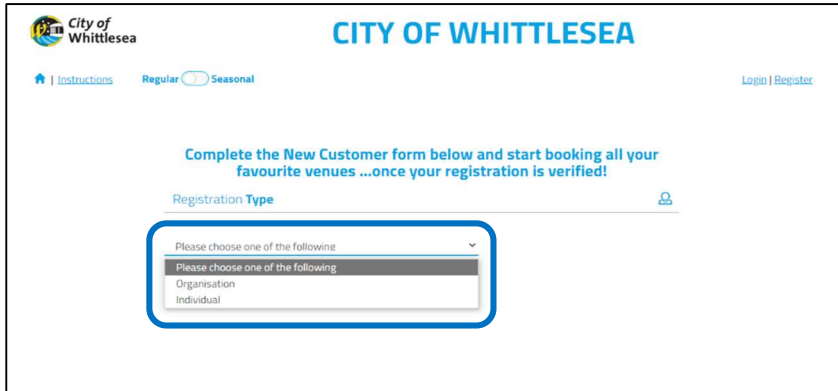
### Registering as a new hirer

1. Click on '**Register**'



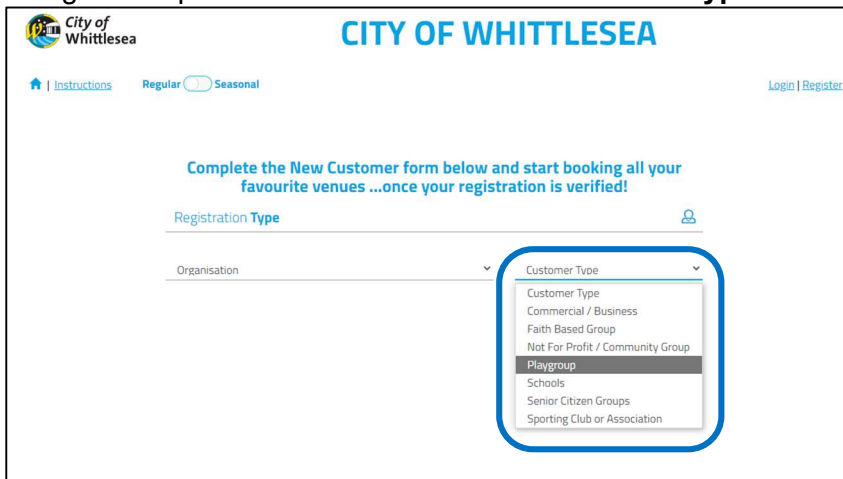
The screenshot shows the City of Whittlesea venue bookings portal. At the top left is the City of Whittlesea logo. The main header reads "CITY OF WHITTLESEA". Below the header, there are tabs for "Regular" (selected) and "Seasonal". On the right side of the header, there are "Login" and "Register" buttons, with the "Register" button highlighted by a red box. The main content area is divided into three sections: "1. Search", "2. Refine", and "3. Confirm & Pay". On the left side, there is a "Filters" sidebar with options for "Venue Type", "Activity Type", "Search for a Venue or Suburb", and "Date". The main content area displays a welcome message: "Welcome to City of Whittlesea's venue bookings portal". Below this, it states: "Here you are able to search for venues, make bookings or create quotes for the venue of your choice." It then says: "City of Whittlesea requires all hirers to be registered and logged in before making a booking." There are two links: "Need to register?" which points to the "Register" button, and "Already registered?" which points to the "Login" button. At the bottom, it asks: "What would you like to do first: Browse Venues, Register, or Login?"

- Using the drop-down menu select **'Registration Type'** as either an **'Organisation'** or **'Individual'**



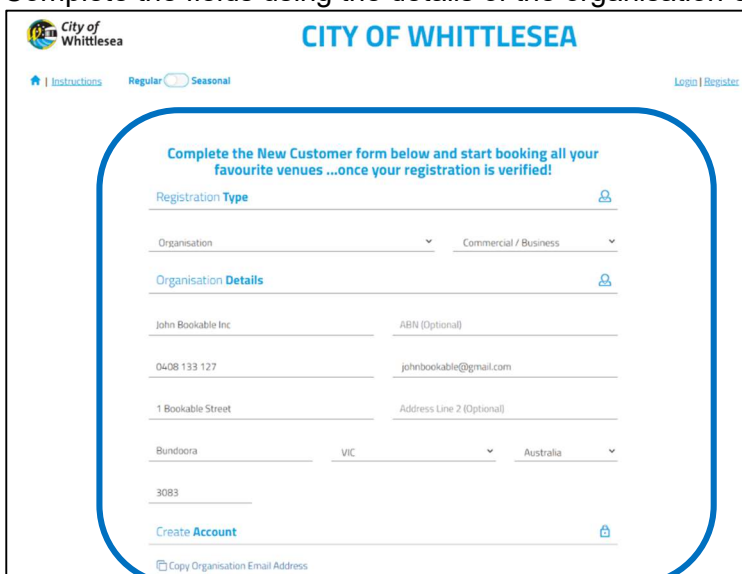
The screenshot shows the 'CITY OF WHITTLESEA' registration page. At the top, there are navigation links for 'Instructions', 'Regular', and 'Seasonal', along with 'Login' and 'Register' buttons. The main heading reads 'Complete the New Customer form below and start booking all your favourite venues ...once your registration is verified!'. Below this, the 'Registration Type' dropdown menu is open, showing two options: 'Organisation' and 'Individual'. The 'Organisation' option is currently selected.

- Using the drop-down menu select which **'Customer Type'** is most relevant



This screenshot shows the same registration page as the previous one, but with the 'Customer Type' dropdown menu open. The 'Organisation' dropdown is also visible and set to 'Organisation'. The 'Customer Type' menu lists several options: 'Customer Type', 'Commercial / Business', 'Faith Based Group', 'Not For Profit / Community Group', 'Playgroup', 'Schools', 'Senior Citizen Groups', and 'Sporting Club or Association'. The 'Playgroup' option is currently selected.

- Complete the fields using the details of the organisation or individual details

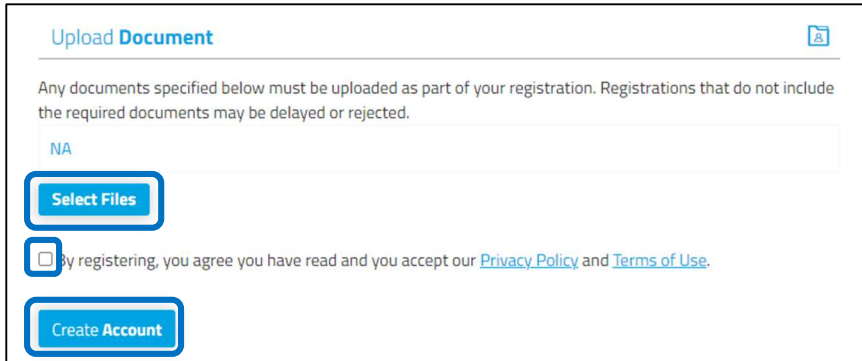


The screenshot displays the completed registration form. The 'Registration Type' is 'Organisation' and the 'Customer Type' is 'Playgroup'. The 'Organisation' dropdown is set to 'Commercial / Business'. The form fields are filled with the following details:
 

- Organisation Name: John Bookable Inc
- ABN (Optional): 0408 133 127
- Email: johnbookable@gmail.com
- Address Line 1: 1 Bookable Street
- Address Line 2 (Optional): Bundoora VIC Australia
- Postcode: 3083

 At the bottom, there is a 'Create Account' button and a checkbox for 'Copy Organisation Email Address'.

5. Click **'Select Files'** to upload any required documents. E.g. Certificate of Incorporation
6. Read the **'Privacy Policy'** and **'Terms of Use'** check the tick box if you agree to the terms.
7. Click **'Create Account'** to continue



Upload Document

Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

NA

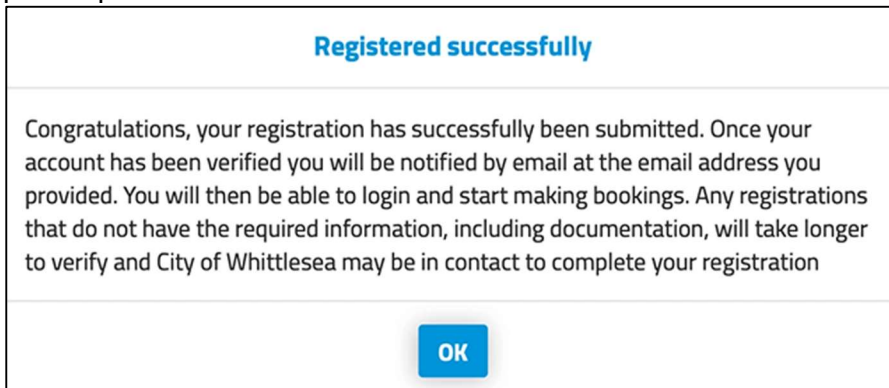
**Select Files**

By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

**Create Account**

8. A pop-up will appear advising if your registration is successful or requires verification by a Centre Operations Officer.

Note: If you have registered as a not-for-profit, seniors club or playgroup your registration will need to be verified. An email confirmation will be sent once your account has been verified. If you have not received an email within 2 working days, please phone 9407 5929

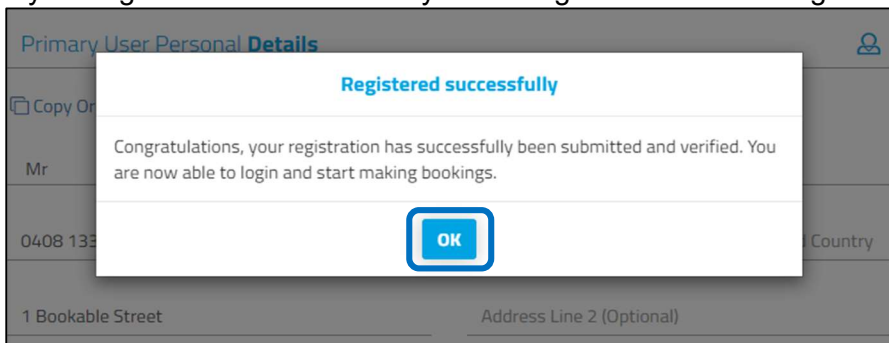


**Registered successfully**

Congratulations, your registration has successfully been submitted. Once your account has been verified you will be notified by email at the email address you provided. You will then be able to login and start making bookings. Any registrations that do not have the required information, including documentation, will take longer to verify and City of Whittlesea may be in contact to complete your registration

**OK**

9. If your registration is successful you can log in and start making bookings.



Primary User Personal Details

**Registered successfully**

Congratulations, your registration has successfully been submitted and verified. You are now able to login and start making bookings.

**OK**

Copy Or

Mr

0408 133

Country

1 Bookable Street

Address Line 2 (Optional)