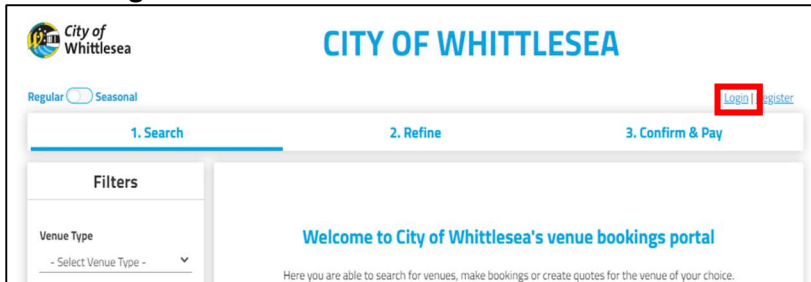


## Reset your Password

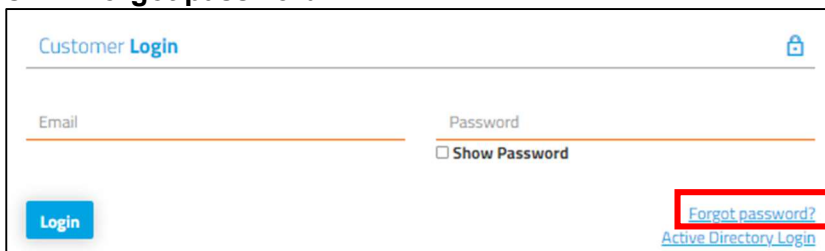
1. Click the hyperlink to the Bookable Customer Portal  
<https://whittlesea.bookable.net.au>

2. Click **'Login'**



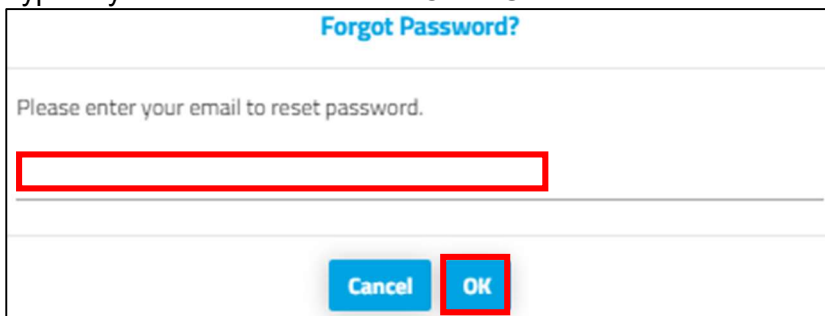
The screenshot shows the City of Whittlesea venue bookings portal. At the top left is the City of Whittlesea logo. The main header reads "CITY OF WHITTLESEA". Below the header, there are navigation tabs for "1. Search", "2. Refine", and "3. Confirm & Pay". A "Filters" sidebar is on the left. The main content area says "Welcome to City of Whittlesea's venue bookings portal" and "Here you are able to search for venues, make bookings or create quotes for the venue of your choice." A red box highlights the "Login" button in the top right corner.

3. Click **'Forgot password?'**



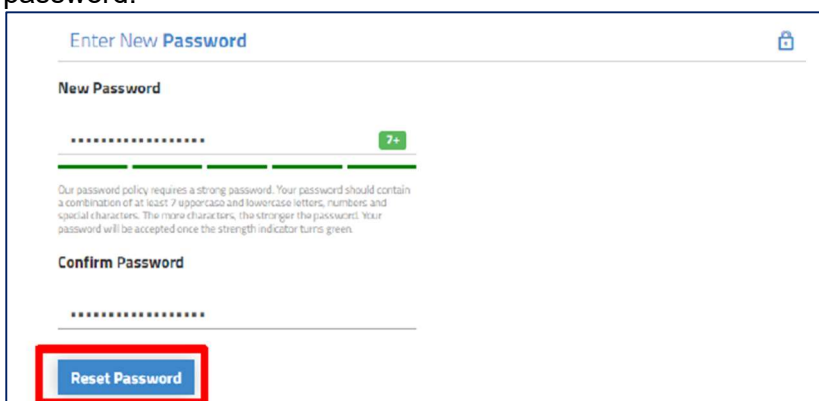
The screenshot shows the "Customer Login" page. It has fields for "Email" and "Password". There is a "Show Password" checkbox. A blue "Login" button is on the left. A red box highlights the "Forgot password?" link in the bottom right corner. Below it is a link for "Active Directory Login".

4. Type in your email address and Click **'OK'**



The screenshot shows the "Forgot Password?" form. It says "Please enter your email to reset password." There is a text input field for the email address, which is highlighted with a red box. At the bottom, there are "Cancel" and "OK" buttons, with the "OK" button highlighted with a red box.

5. An email will be sent to your email address
6. Click on the link within the email, this will take you to the Bookable Customer Portal
7. Enter new password and click **'OK'**
8. Click **'Reset password'**. Your password has been reset. Login using the new password.



The screenshot shows the "Enter New Password" form. It has a "New Password" field with a strength indicator showing "7+" and a "Confirm Password" field. A red box highlights the "Reset Password" button at the bottom left.