

Regular Hirer Portal Instructions – Community Centres

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- ➔ Please ensure you have read the [Community Centre Terms and Conditions](#).
- ➔ Make sure to view the [Unavailable Centre Dates in 2025 calendar](#) and note them down for future reference. Whilst we do send reminders, it is your responsibility to be aware of these dates as it may result in your usual booking time not being available.

Contact Details

Community Centres team

t 02 8495 5012

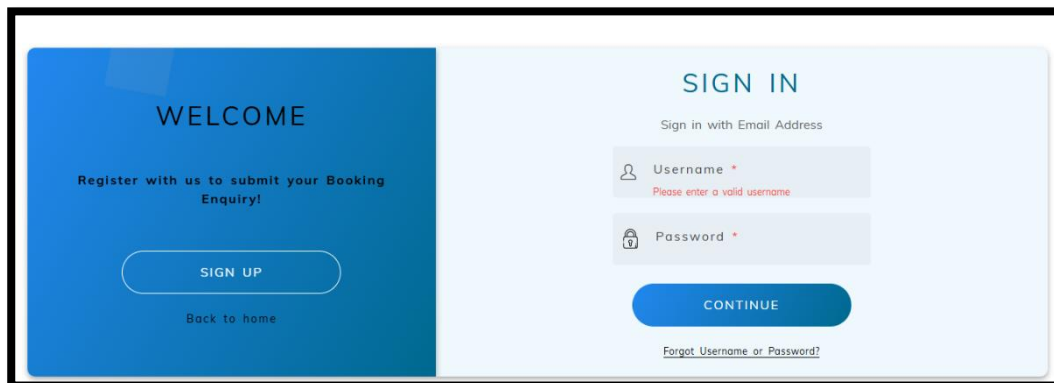
communitycentres@northernbeaches.nsw.gov.au

northernbeaches.nsw.gov.au

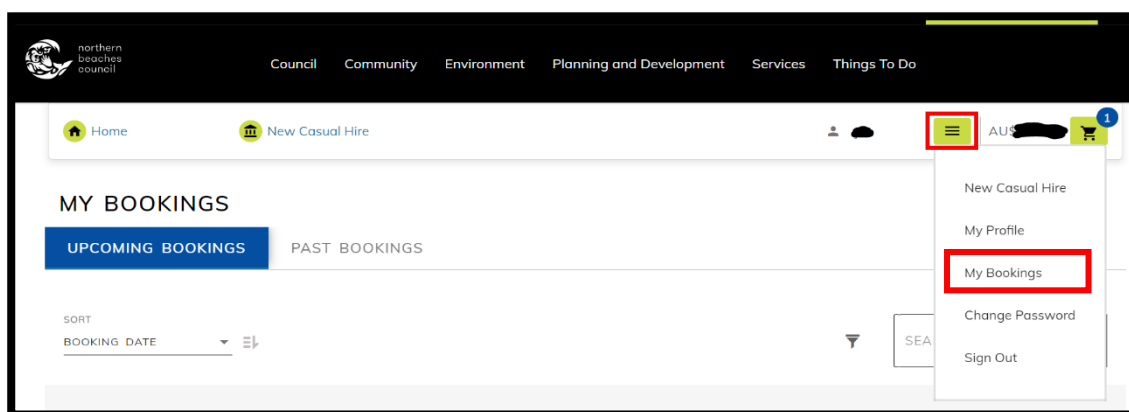
How to view your booking

1. Navigate to the Sign In page:

<https://bookings.northernbeaches.nsw.gov.au/Booking/Casual#/facility>



2. Your username will be listed in the email that was sent to you by the Community Centres team for Annual Hire 2025.
3. Proceed to enter in your username and password. If you need to reset your password, please refer to '[How to reset your password](#)'.
4. By default, when you sign in you will see a list of all your current and upcoming bookings. You will be able to identify your bookings by their unique booking reference number. If you do not land on this page, use the Menu in the upper right corner to navigate to the 'My Bookings' page.



5. Identify your booking by looking at the Event Date range.
 6. Click 'View' against the relevant booking.
- ➔ You will be directed to the Booking Details page where you can see all booking dates, booking balance and requests / messages.

BP46993 FULLY PAID 15 Oct 2024	EVENT DATE 23 Feb 2025 1:00 PM - 3:00 PM	OUTSTANDING \$0.00	TOTAL \$32.78	INVOICES	VIEW
IB46992 FULLY PAID 15 Oct 2024	EVENT DATE 03 Feb 2025 12:00 PM - 5:00 PM	OUTSTANDING \$0.00	TOTAL \$662.80	INVOICES	VIEW

7. Proceed to review your booking dates to make sure all is correct. This includes;

- Start / end date
- Timeslots
- Location

*Please be aware if there are dates missing, this may be a result of pre-booked maintenance or other mandatory bookings held at the centre. Ensure you check this before sending your change request.

- When reviewing your dates, please be mindful these are grouped together by dates with a recurring pattern (every 2nd Monday for the whole year) as well as adhoc (one-off) dates.

Forestville Memorial - Main Hall - Recurrent Date(s)				^
Start Date	End Date	Attendees	Total	
06 Jan 2025	17 Dec 2025	15	AU\$4,504.50	^

- To customise your viewing, you can expand the number of items you see per page and remember to click 'Next page' to view all booking dates.

How to request changes to your booking

- ➔ A change to your booking can be a date change, time change, venue change as well as cancelling individual dates.
 - ➔ Please note this is only a request basis and is subject to [Community Centre Terms and Conditions](#) and availability.
 - ➔ To request changes, you will need to submit a change request.
1. On the Booking Details page (the page you are directed to upon clicking 'View'), click the **'Request Changes'** button. A text box will appear.
 2. Please enter in your requested changes as specific as possible. *E.g. 'Please add 6 January 3pm-6pm, change 7 January to 2pm-8pm.'*
- ➔ Click **'Submit'**.
 - ➔ A prompt will appear as per screenshot below.
3. It is very important to click the **'Update Booking'** button as this will save and send your requested changes to the Community Centres team.

The screenshot shows a web form for requesting booking changes. At the top left is a blue button labeled '← BACK'. At the top right are three buttons: 'REQUEST CHANGES' (labeled 1), 'REQUEST CANCELLATION', and 'UPDATE BOOKING' (labeled 4). Below these is a large text input area (labeled 2) with the placeholder text 'Please specify the changes you wish to request' and an example: 'Please add 6 January 3pm – 6pm, change 7 January to 2pm-8pm.' At the bottom right of the input area is a blue 'Submit' button (labeled 3).

4. To confirm your changes have been saved to your booking, you can refer to the **'Requests and Messages'** section on the Booking details page. You can reference this any time you log into your online account.

The screenshot shows a table titled 'Request and Messages'. It contains two rows of data, both representing a 'BOOKING CHANGE REQUEST' sent on '05 Nov 2024'. The first row shows a 'MESSAGE' with the text 'Test - Created by : [redacted]'. The second row shows a 'MESSAGE' with the text 'Test - Created by : [redacted]'.

5. Your request will now be reviewed.

How to approve your booking

- ➔ Once you have checked your booking and no further changes are required, you can proceed to the approval stage.
 - ➔ All hirers must provide approval to secure their booking. If approval is not received, your booking is considered not to be confirmed.
1. On the Booking Details page (the page you are directed to upon clicking 'View'), click the **'Request Changes'** button. A text box will appear.
 2. Please type that you have checked your bookings, and no changes are needed in the text box. E.g. *'I have checked my 2025 booking. No booking changes please.'*
 3. Click **'Submit'**.
- ➔ A prompt will appear as per screenshot below.
4. **It is very important to click the 'Update Booking' button as this will save and send your requested changes to the Community Centres team.**

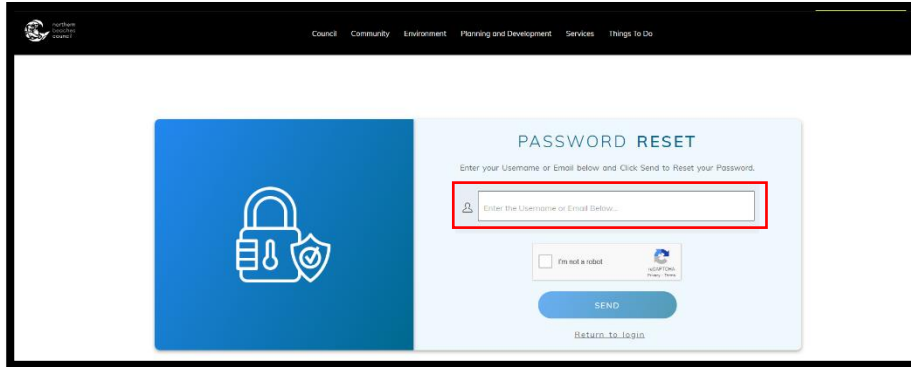
The screenshot shows a web form titled 'Request Changes'. At the top left is a blue '← BACK' button. At the top right are three buttons: 'REQUEST CHANGES' (labeled 1), 'REQUEST CANCELLATION', and 'UPDATE BOOKING' (labeled 4). Below these is a large text input area (labeled 2) with the placeholder text 'Please specify the changes you wish to request' and an example: 'EXAMPLE: I have checked my 2025 booking. No booking changes please. OR Please add 6 January 3pm – 6pm, change 7 January to 2pm-8pm.' At the bottom right of the text area is a 'Submit' button (labeled 3).

5. To confirm your approval have been saved to your booking, you can refer to the **'Requests and Messages'** section on the Booking details page.

The screenshot shows a section titled 'Request and Messages'. It contains two identical rows of information. Each row has three columns: 'BOOKING CHANGE REQUEST', 'SENT 05 Nov 2024', and 'MESSAGE Test - Created by : [redacted]'.

How to reset your password

1. Select '**Forgot Username or Password**' on the [Sign Up / Sign In page](#).
2. You will then be directed to the Password Reset page where you will be required to enter in your email address associated with your profile.



The screenshot shows the 'PASSWORD RESET' page. On the left is a blue square with a white icon of a padlock and a shield. On the right, the title 'PASSWORD RESET' is displayed. Below it, the instruction 'Enter your Username or Email below and Click Send to Reset your Password.' is shown. A text input field with a red border contains the placeholder text 'Enter the Username or Email Below...'. Below the input field is a checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo. A blue 'SEND' button is positioned below the checkbox. At the bottom, there is a link that says 'Return to login'.

3. Tick the 'I'm not a robot' captcha box and follow prompts for verification.
4. Click '**Send**'. Once your username / email address is confirmed to be associated with an existing account, an email from Bookings@northernbeaches.nsw.gov.au will sent to your inbox with a password reset link. *This link will expire after 4 hours.
5. Proceed to follow the instructions in the email to reset your password. *Make sure you comply with the minimum password requirements.