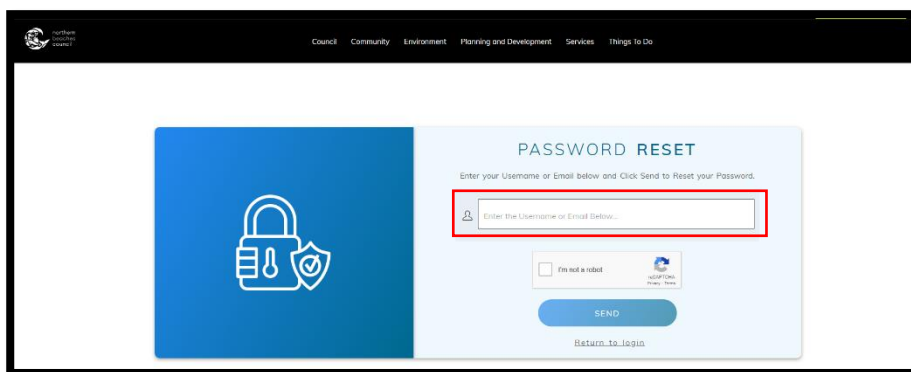


Northern Beaches Council – Online Booking Portal – Community Centres and Venues

[How to manage my online account](#)

Forgot your password:

1. Go to the [Sign In page](#)
2. Select '*Forgot Username or Password*'
3. You will be directed to the Password Reset page where you will need to enter in your username or email address associated with your profile.

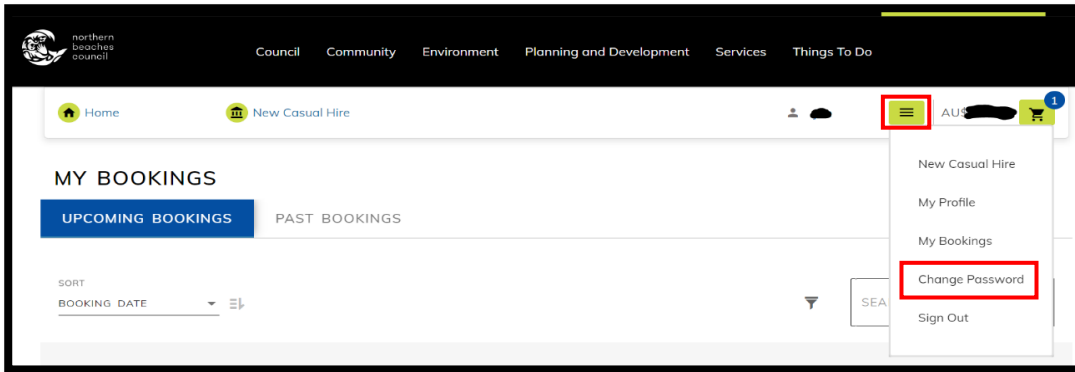


The screenshot shows the 'PASSWORD RESET' page. On the left is a blue vertical bar with a white icon of a padlock, a key, and a shield. The main content area has a light blue background. At the top, it says 'PASSWORD RESET' and 'Enter your Username or Email below and Click Send to Reset your Password'. Below this is a text input field with a red border and the placeholder text 'Enter the Username or Email Below...'. Underneath the input field is a checkbox labeled 'I'm not a robot' next to a small image of a robot. Below the checkbox is a blue 'SEND' button and a link that says 'Return to login'.

4. Tick the 'I'm not a robot' captcha box and follow prompts for verification.
5. 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 (you may need to check your junk / spam folder). This link will expire after 4 hours.
6. Follow the instructions in the email to reset your password. Make sure you comply with the minimum password requirements.

How to change your password when logged in:

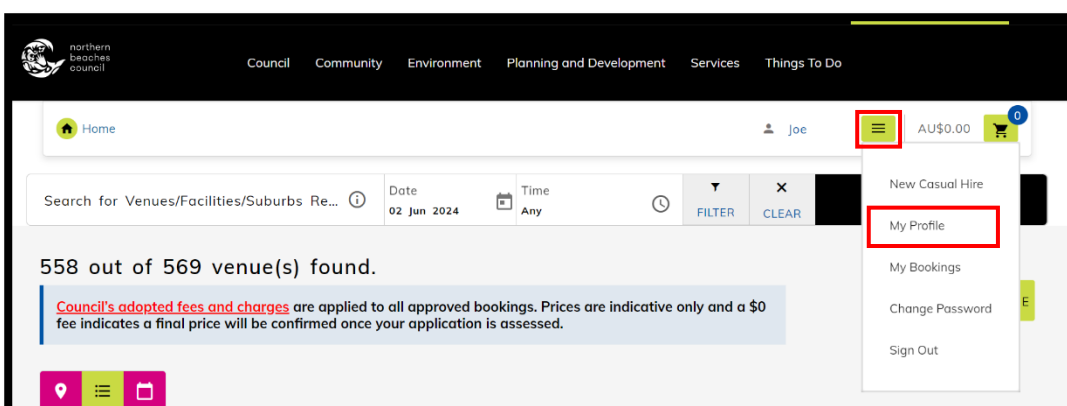
- As an existing customer you can also change your password once you've logged into your account.
1. Click the menu button and select '*Change Password*'.



2. From the '*Change Password*' page, you will be required to enter in your current password and then input your new password. *Make sure you comply with the minimum password requirements.
3. Click '*Save*' to update your new password. You will then be redirected to the Sign In page to log in with your new details.

How to update your details:

- As an existing customer, it is your responsibility to ensure your contact details are kept up to date. You can update your details any time via the online portal.
1. Click the menu button and select '*My Profile*'.



2. From the '*My Profile*' page you can update relevant details as required including your name, email address and contact number.

Please contact the Community Centres team if you need to update the following:

- Your username
- Adding a new contact to your organisation

Other helpful resources:

- [How to make a casual booking](#)
- [How to make a regular booking](#)
- [How to manage my customer account online](#)
- [How to manage my existing booking\(s\) online](#)
- [Community Centre Terms and Conditions](#)
- [Frequently Asked Questions](#)

Please contact the Community Centres team on 02 8495 5012 or CommunityCentres@northernbeaches.nsw.gov.au if you require further assistance.