

HOW TO LOGIN (EXISTING HIRERS)

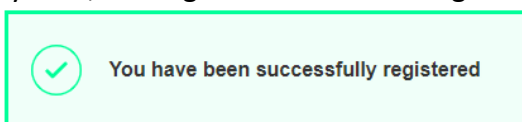
Existing hirers should already have a user account – you do not need to register. Your bookings will be allocated to your existing user account.

You will have to reset your password. You can reset it by [clicking this link](#) and entering your email address. You will be asked a security question.

If you cannot answer the question or if your email address isn't recognised, please call us on (03) 9205 5577 and we can reset it for you over the phone.

HOW TO REGISTER (NEW HIRERS ONLY)

1. Go to the login page of the booking system - [City of Yarra Booking System \(zipporah.com.au\)](#)
2. Click **Create an Account**
3. The system will prompt you to setup a login and password and also collect your contact information.
4. **If you are wanting to create an Organisation profile** (regular or not for profit charity), please do one of the two:
 - ❖ Email the Venues and Events team directly at venuesandevents@yarracity.vic.gov.au with the details of your organisation (name, contact number, address, ABN) and we will create that profile for you.
 - ❖ Book with your individual profile and then add all organisation details in the booking notes – we will then create profile and adjust booking to this
5. Once you have completed this process you will receive an automated email from the system, and a green success message will appear.



DISCOUNTED HIRE FEES

If you are from a registered not-for-profit organisation, incorporated group or charity you will need to contact us to get verified before placing any bookings.

You will need to provide your ABN, incorporation number or a letter of auspice to access a discounted rate.

Until this has happened all your bookings will defer to the full commercial rate.

Our phone number is 03 9205 5577 and email is venuesandevents@yarracity.vic.gov.au

Handy Notes

Area	Last Modified	Page
Administration	14/09/2023	1 of 2



WORK INSTRUCTION - EXTERNAL HIRER LOGIN/ REGISTRATION

The system requires 10 digit phone numbers

Your password must meet the following criteria:

- Contain at least 8 characters
- Contain at least one numeric character
- Contain at least one lowercase character
- Contain at least one uppercase character

FORGOT YOUR PASSWORD?

If you forget your password you can reset it by using this link: [City of Yarra Booking System \(zipporah.com.au\)](http://City of Yarra Booking System (zipporah.com.au))

You will need to enter your user name or email address, then answer your security question.
You will be sent a temporary password via email.

Area	Last Modified	Page
Administration	14/09/2023	2 of 2