

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 you over the phone.

HOW TO REGISTER (NEW HIRERS ONLY)

1. Go to the login page of the booking system - <https://yarra.zipporah.com.au/Generic.Live/Account>
2. Click **Register new user**
3. The system will prompt you to setup a login and password and also collect your contact information.
4. Once you have completed this process you will receive an automated email from the system, and a green success message will appear.



5. If you are from a business click the menu in the top-right and go to **Organisation Management**.
6. Click **Create New Organisation**
7. The system will prompt you to enter the contact details for the organisation (including a full address.) These may be different from your contact details. Please ensure a building name or number is added.
8. Click **Create**.

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

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

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WORK INSTRUCTION - EXTERNAL HIRER LOGIN/ REGISTRATION

FORGOT YOUR PASSWORD?

If you forget your password you can reset it by using this link:

<https://yarra.zipporah.com.au/Generic.Live/Account/ResetUserPasswordBegin>

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.

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