

Positively

PENRITH

My Bookings – Sign Up Guide

Penrith City Council Booking Portal

Registering and Signing in.

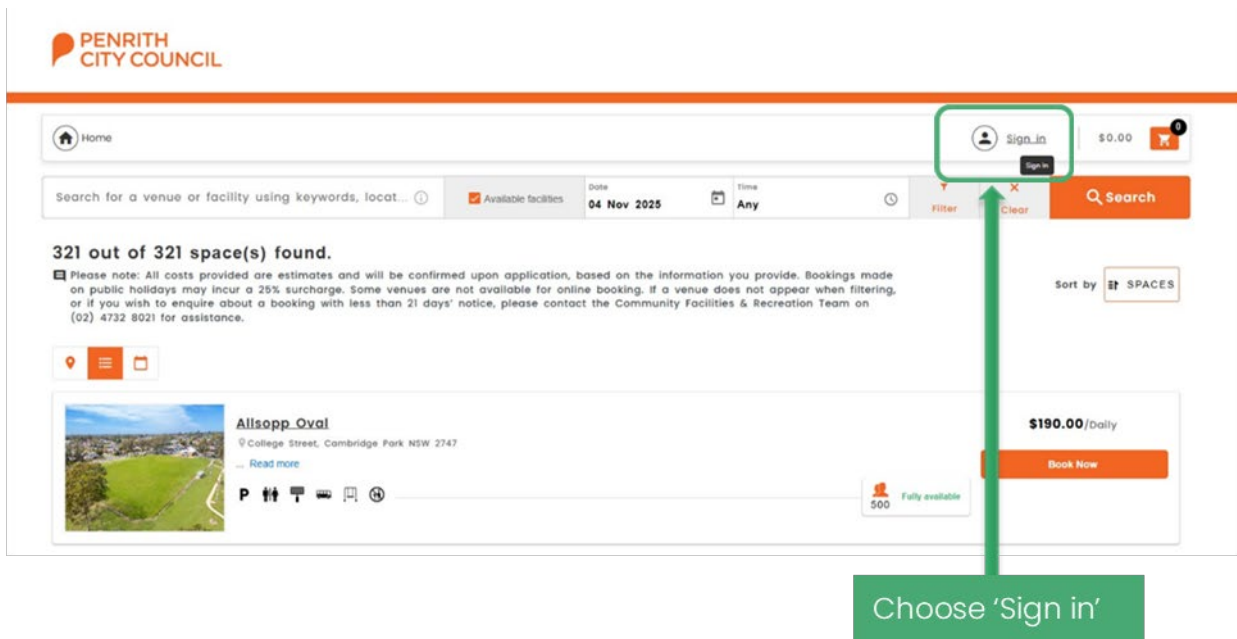
Getting started

To use the Penrith City Council booking system, you will need to **sign up** as a new user or **sign in** if you are already registered.

If you are an existing hirer or have made a booking with the Community Facilities team over the phone, an account has already been made for you or linked to your existing MyPenrith online services portal account.

Step 1

Click on the **Sign In** button at the top of the page to sign up, or sign in.



The screenshot displays the Penrith City Council Booking Portal interface. At the top left is the Penrith City Council logo. Below it is a navigation bar with a 'Home' button. On the right side of the navigation bar, there is a 'Sign In' button with a user icon, which is highlighted with a green rectangular box. A green arrow points from a green callout box at the bottom of the page, labeled 'Choose 'Sign in'', to the 'Sign In' button. The main content area shows a search bar with filters for 'Available facilities', 'Date' (04 Nov 2025), and 'Time' (Any). Below the search bar, it states '321 out of 321 space(s) found.' and provides a note about public holidays. A search result for 'Allsopp Oval' is visible, showing a photo of the oval, its address (College Street, Cambridge Park NSW 2747), and a price of '\$190.00/Daily'. A 'Book Now' button is present for this result. The bottom right of the page features the Penrith City Council logo and the website address 'penrith.city'.

Step 2

If you have an account for Penrith City Services Portal (my.penrith.city) use your email address **and password** for your MyPenrith Account to Sign in and skip to step 6.1

TIP – If you're unsure whether you have an account, try resetting your password first, as an account may have been created on your behalf

MyPenrith

Sign in

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Choose 'Sign up now'

*Troubleshooting

MyPenrith

Sign in

Sign in with your email address

We can't seem to find your account.

Email Address

penrith.customer@gmail.com

Password

.....

[Forgot your password?](#) Keep me signed in

[Sign in](#)

Don't have an account? [Sign up now](#)

You do not have an account with this email address, Choose 'Sign up now'

MyPenrith

Sign in

Sign in with your email address

Your password is incorrect.

Email Address

penrith.customer@gmail.com

Password

.....

[Forgot your password?](#) Keep me signed in

[Sign in](#)

Don't have an account? [Sign up now](#)

You have an account but the password entered is incorrect, Choose 'Forgot you password' and follow the prompts to reset the password

Step 3

Cancel

MyPenrith

User Details

Email Address *

penrith.customer@gmail.com

Help us beat the bots *

W6VYXLR

Send verification code

New Password *

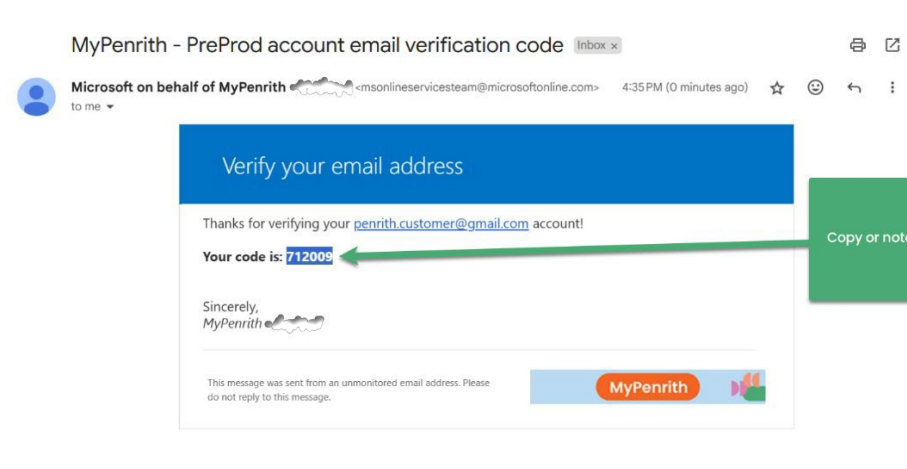
New Password

Enter your email address. If you had an Online Services Portal account created before 1 July 2025, you can sign up to MyPenrith with the same email address to keep access to your data.

Complete the captcha by entering the characters you see. You can instead choose an audio captcha where you will have to enter words you hear spoken.

Choose 'Send Verification Code'
This will send you an email with a code that you will need to enter in the next step.

Check your email for the verification code. You may need to wait 5 minutes, refresh and check your spam or junk folder. The email will come from 'Microsoft on behalf of MyPenrith'.




Step 4

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address *

Verification Code *

Help us beat the bots *



Success!

Verify code Send new code

New Password *

Paste or enter the verification code from the email

Choose 'Verify code'

Step 5

Success!

W6VYXLR

Change e-mail

New Password *

Confirm New Password *

Display Name

Enter a password for your account.
Your password must be between 8 and 64 characters long and must have at least 3 of the following:
- a lowercase letter
- an uppercase letter
- a digit
- a symbol

Enter your password again to confirm it

Confirm New Password *

Display Name

Given Name

Mobile Phone

Surname

Create

Enter your given name and surname as your display name

Enter your given name

Enter your mobile phone number

Enter your surname

Choose 'Create'

Step 6

You will need to register for Multi-factor authentication.

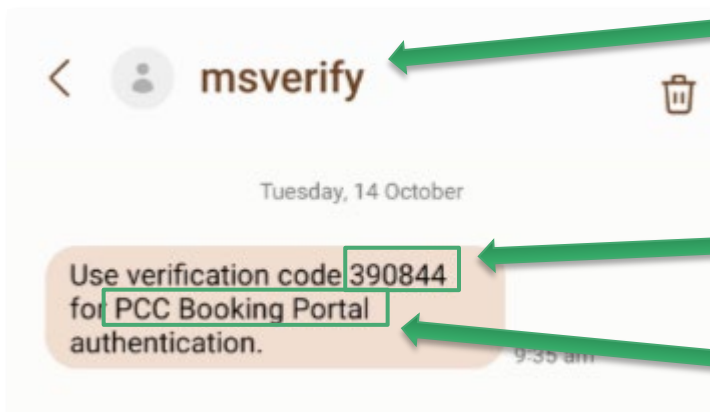
The screenshot shows the 'MyPenrith Multi-factor authentication' registration screen. It includes a 'Country Code' dropdown menu set to 'Australia (+61)', a 'Phone Number' input field, and two buttons: 'Send Code' and 'Call Me'. Green callout boxes provide instructions: 'Choose the Country Code for your mobile number' points to the dropdown; 'Enter the rest of your mobile number' and 'For a number such as 0412345678, enter, 412345678' point to the phone number field; and 'Chose 'Send Code' to receive a code via SMS' and 'OR Choose 'Call Me' to receive an automated call. You will be prompted to press the hash key to verify' point to the respective buttons.

Step 6.1 – if you have an account skip to using Multi-factor authentication to login.

The screenshot shows the 'MyPenrith Multi-factor authentication' login screen. It displays a phone number 'XXX-XXX-5678' and two buttons: 'Send Code' and 'Call Me'. A green callout box provides instructions: 'Chose 'Send Code' to receive a code via SMS' and 'OR Choose 'Call Me' to receive an automated call. You will be prompted to press the hash key to verify' with arrows pointing to the respective buttons.

Step 7

Check your phone for the verification SMS:

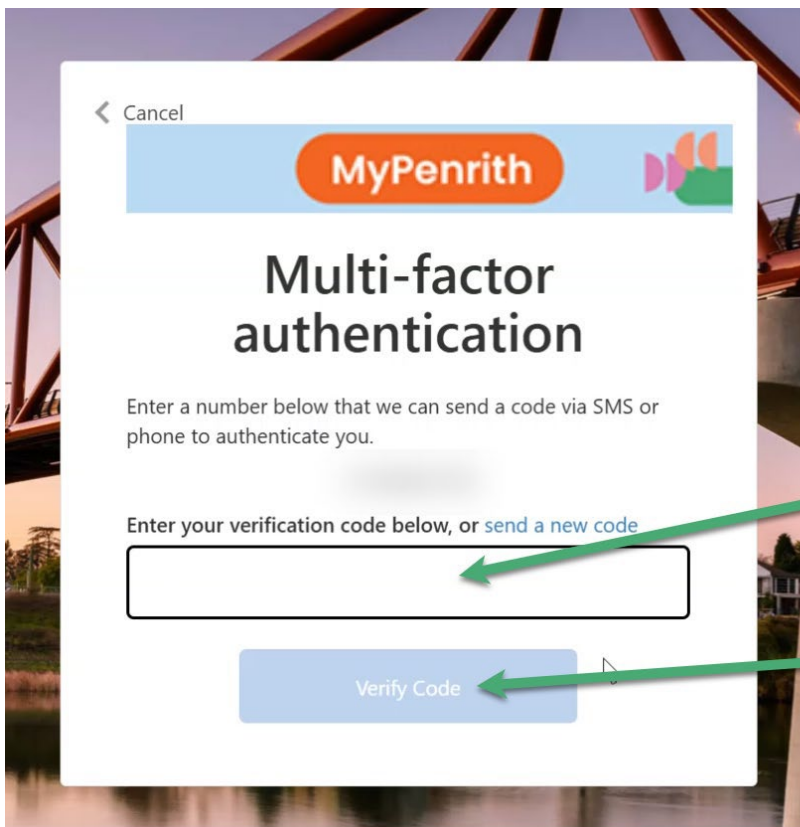


The SMS will come from 'msverify'

Copy or note this code

The SMS will specify which site or service it is for

Step 8



Enter the 6 digit code from the SMS

Choose 'Verify Code'

Your sign-up to the MyPenrith online services account is now complete, you will now be directed to the Online Booking Portal to finalise your sign up.

If you are an existing hirer or have previously made a booking over the phone, your account is already set up. You will be redirected to the bookings homepage and will not need to complete the following steps 9 and 10.

Step 9

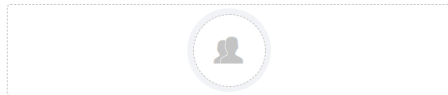
When you sign up as a new user, you can register as an individual or an organisation client.



Join now

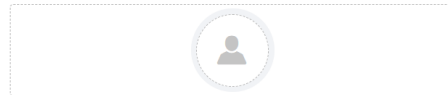
Please choose your customer type to proceed with the registration.

Are you an organisation?



or

Are you an individual customer?



Step 10

All fields that have an astrich (*) must be completed.

Organisation | **Individual customer**

Customer details

| | | |
|-----------------|------------------------|---|
| Title | First name Jane | Last name Citizen |
| Phone Mobile | Mobile * 0499794181 | Email Personal email booking.test25@gmail.com |

Address

Address*

| | |
|----------------------|----------------|
| Address line 1 | Address line 2 |
| Address line 3 | City |
| State | Post code |
| Country Australia | |

Regular Booking Access

I would like to have access to regular booking portal

Upload your photo (maximum file size 3MB, resolution 2*2)

| | |
|--|--|
| | |
|--|--|

If you make ongoing, reoccurring or regular bookings with the Penrith City Council, you can choose to request access to the **regular booking portal**. If you do not tick this at the sign up stage you can contact Council to request access to the regular hire portal at a later stage.

Regular Booking Access

I would like to have access to regular booking portal

If you request access to the **regular booking portal** will need to include details of the type of activities and venues you would like to book so we can ensure that you are provided with the right access. If this information is not provided, we may not be able to process your request.

Regular Booking Access

I would like to have access to regular booking portal

Request access to create regular booking online

Provide more details on the activities you wish to conduct along with your preferred venue


Please select the booking types for which you will be placing your bookings *

- Annual Community Centre Hire
- Annual Sports Hire
- Annual Pool Hire
- Seasonal Sports

Upload your photo (maximum file size 3MB, resolution 2*2)

Drag your files here or [select a file from your device](#)

I agree to the Penrith City Council's [Privacy Statement](#).

I'm not a robot 

[< Venues](#) [Continue](#)

- Annual Community Centre Hire** – Regular use of Community Centres and Halls
- Annual Sports Hire** – Regular School Sports Hire
- Annual Pool Hire** – Regular use of Ripples facilities
- Seasonal Sports Hire** – Sporting clubs seasonal bookings

*Please note that photos are not required however you will need to agree to the Privacy Statement before continuing.

Once you press **Continue**, you will be taken back to the booking screen, and your first name will appear on the main menu.

Home Jane \$0.00

Search for a venue or facility using keywords, locat... Available facilities Date 08 Dec 2025 Time Any Filter Clear Search

272 out of 272 space(s) found. Please note: All costs provided are estimates and will be confirmed upon application, based on the information you provide. Bookings made on public holidays may incur a 25% surcharge. Some venues are not available for online booking. If a venue does not appear when filtering, or if you wish to enquire about a booking with less than 21 days' notice, please contact the Community Facilities & Recreation Team on (02) 4732 8021 for assistance. Sort by SPACES

Allsopp Oval \$190.00/Daily Book Now

To access your bookings, click the menu button (three horizontal lines) and click on "My Bookings"

Home Jane \$0.00

Search for a venue or facility using keywords, locat... Available facilities Date 08 Dec 2025 Time Any Filter Clear

272 out of 272 space(s) found. Please note: All costs provided are estimates and will be confirmed upon application, based on the information you provide. Bookings made on public holidays may incur a 25% surcharge. Some venues are not available for online booking. If a venue does not appear when filtering, or if you wish to enquire about a booking with less than 21 days' notice, please contact the Community Facilities & Recreation Team on (02) 4732 8021 for assistance.

New casual hire
Public booking
My bookings
My profile
Sign out