



Purpose

To provide guidance on how external customers can make bookings for the Accessible Beaches Program wheelchairs.

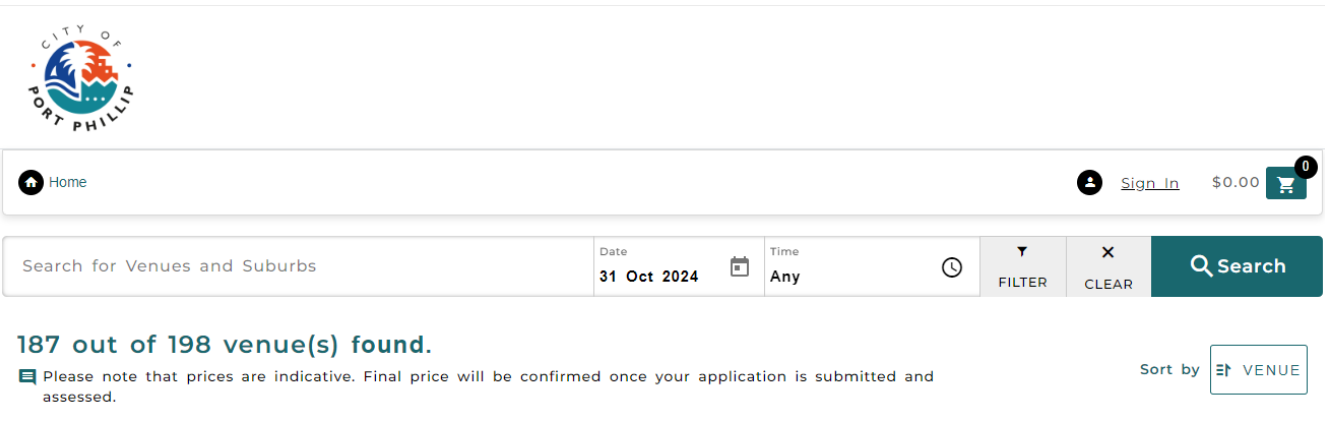

Glossary of Terms

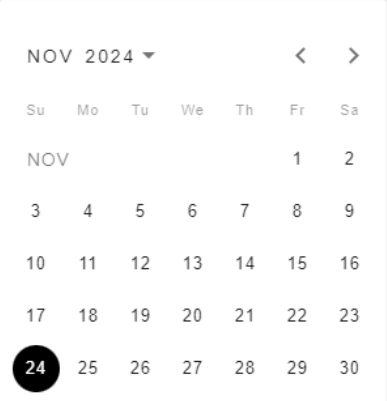
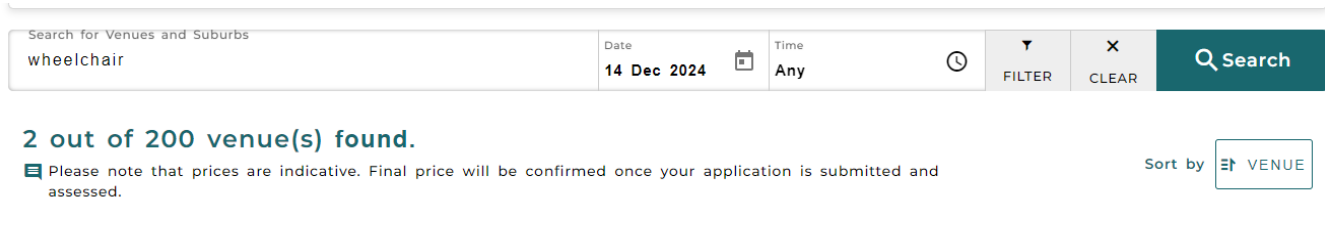
Term	Description
Optimo	Software used to make bookings (sporting, casual, regular, venues, community centres, esplanade market, St Kilda festival and events; large and small.
Accessible Beaches Program	Program to make access to beaches available to people of all abilities. Accessible Beaches - City of Port Phillip
Mobi wheelchair	Floating mobile wheelchair
Motorized	Powered Beach Wheelchair
Peak/ Off Peak	Defined periods during the year where there is different availability of lifeguards. A lifeguard must be available at the time of a booking. Peak season is from 1 December – 31 January and Off Peak is from 19 November - 30 November and 1 February – 28 April.




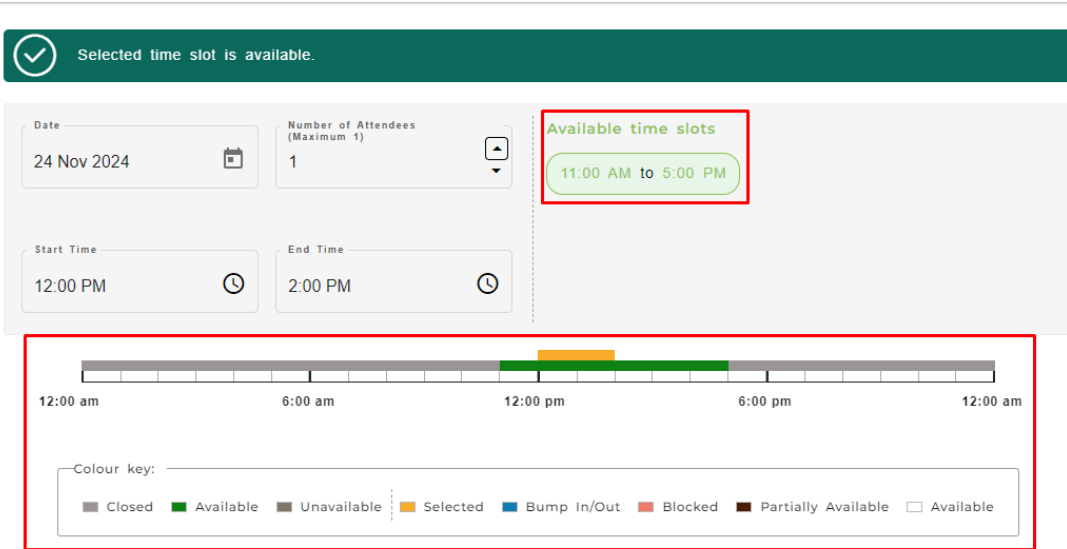
Steps for External Customers

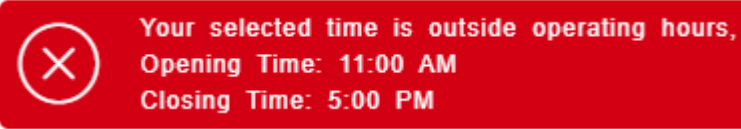
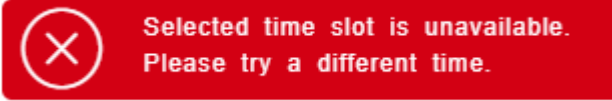
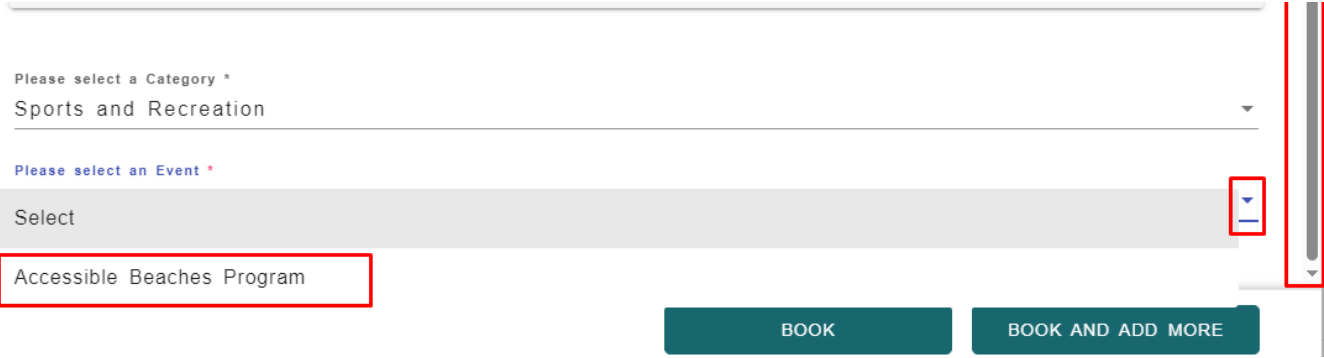
Step #	Action	Description/ Screen Dump
How to create a		
1	Open the Customer Portal by clicking on the link.	<p>The customer portal will be opened via a link on the Accessible Beaches page of the City of Port Phillip website or by searching in the I want to find box.</p> <p>I want to</p> <div data-bbox="842 823 1429 887" style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> Book a Mobi-Chair or Powered Wheelchair </div>

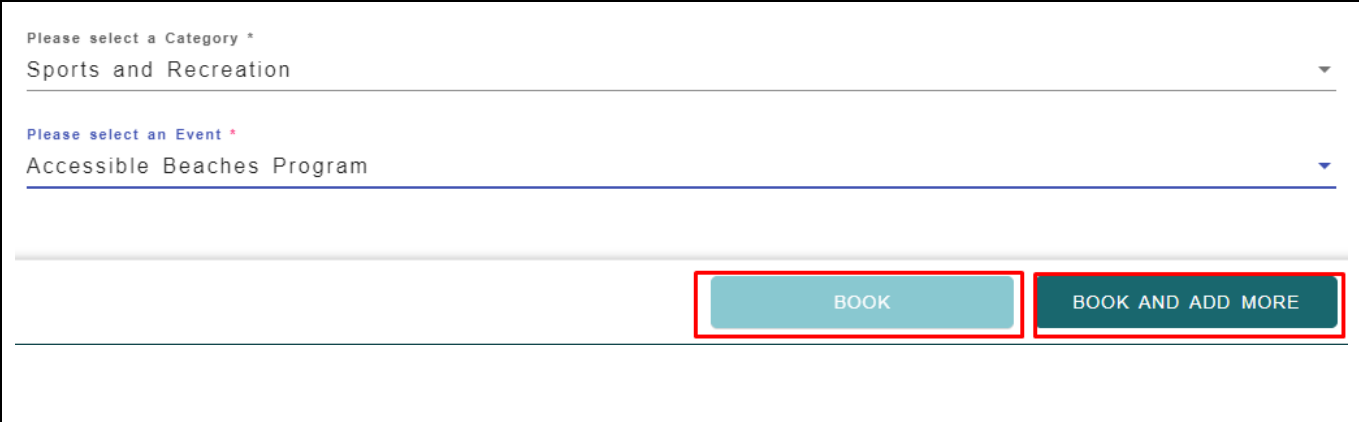
Step #	Action	Description/ Screen Dump
2	The Booking portal will be displayed.	 <p>The screenshot shows the City of Port Phillip website's booking portal. At the top left is the City of Port Phillip logo. Below it is a navigation bar with a 'Home' button, a 'Sign In' link, and a shopping cart icon with a '0' notification. A search bar contains the text 'Search for Venues and Suburbs'. To the right of the search bar are filters for 'Date' (31 Oct 2024) and 'Time' (Any), along with 'FILTER' and 'CLEAR' buttons. A 'Search' button is on the far right. Below the search bar, it says '187 out of 198 venue(s) found.' and includes a note: 'Please note that prices are indicative. Final price will be confirmed once your application is submitted and assessed.' There is also a 'Sort by' dropdown menu set to 'VENUE'.</p>
3	Use Calendar icon to define the date for the booking.	 <p>The screenshot shows a close-up of the date selection field. The text 'Date' is above the date '24 Nov 2024'. To the right of the date is a calendar icon, which is highlighted with a red rectangular box.</p> <p>Use the < > arrows to move between months if required.</p>



Step #	Action	Description/ Screen Dump
		 <p>Note: You must choose a date that the mobi or motorised chairs are available; that is between 19 November -28 April. If you choose a date outside of that range the facilities will not be displayed and you wont be able to make a booking.</p>
4	Type Accessible Beaches or wheelchairs in the search box.	 <p>2 out of 200 venue(s) found.</p> <p>Please note that prices are indicative. Final price will be confirmed once your application is submitted and assessed.</p> <p>Sort by VENUE</p>

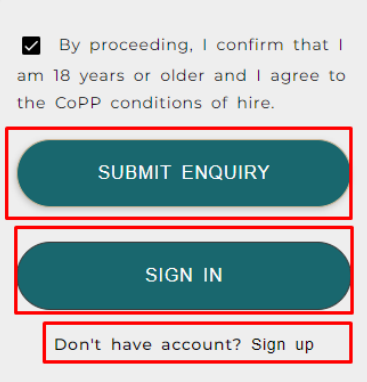
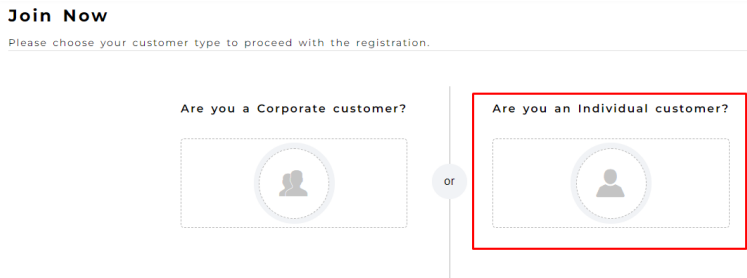
Step #	Action	Description/ Screen Dump
5	The search will return two venues, Port Melbourne Surf Lifesaving Club (which has 1 Mobi beach wheelchair available) and St Kilda Surf Lifesaving Club that has a Mobi and a Motorised wheelchair.	<p>2 out of 200 venue(s) found.</p> <p>Please note that prices are indicative. Final price will be confirmed once your application is submitted and assessed.</p> <p>Sort by <input type="button" value="VENUE"/></p> <div data-bbox="846 523 945 571"> </div> <div data-bbox="864 592 1093 775"> </div> <div data-bbox="1106 603 1503 630"> <p>Port Melbourne Surf Lifesaving Club</p> </div> <div data-bbox="1106 635 1485 655"> <p>38 Beaconsfield Parade, Port Melbourne VIC 3207</p> </div> <div data-bbox="1106 663 1912 705"> <p>Port Melbourne Surf Lifesaving Club- Mobi Beach wheelchair let you hit the sand and take a dip in the ocean. These specialty chairs are designed for outdoo... Read more</p> </div> <div data-bbox="1966 603 2107 630"> <p>\$0.00/Hourly</p> </div> <div data-bbox="1924 655 2136 699"> <input type="button" value="BOOK NOW"/> </div> <div data-bbox="1765 719 1912 767"> <p> FULLY AVAILABLE 1</p> </div> <hr/> <div data-bbox="864 831 1093 1015"> </div> <div data-bbox="1106 847 1420 874"> <p>St Kilda Surf Lifesaving Club</p> </div> <div data-bbox="1106 879 1361 900"> <p>34 Jacka Blvd, St Kilda VIC 3182</p> </div> <div data-bbox="1106 908 1912 949"> <p>St Kilda Surf Lifesaving Club- Mobi and Motorised Beach wheelchairs let you hit the sand and take a dip in the ocean. These specialty chairs are designed f... Read more</p> </div> <div data-bbox="1966 847 2107 874"> <p>\$0.00/Hourly</p> </div> <div data-bbox="1924 900 2136 943"> <input type="button" value="BOOK NOW"/> </div> <div data-bbox="1957 948 2107 968"> <p>HIDE ALTERNATIVES</p> </div> <div data-bbox="1765 963 1912 1011"> <p> FULLY AVAILABLE 1</p> </div> <div data-bbox="882 1050 1205 1070"> <p>Selected Option: Motorised Wheelchair</p> </div> <div data-bbox="1541 1050 1765 1070"> <p>1 more option(s) available </p> </div> <div data-bbox="882 1114 1137 1157"> <p><input type="radio"/> Mobi Wheelchair St Kilda SLSC</p> </div> <div data-bbox="2047 1114 2107 1157"> <p>\$0.00 Hourly</p> </div> <div data-bbox="882 1177 1077 1220"> <p><input checked="" type="radio"/> Motorised Wheelchair</p> </div> <div data-bbox="2047 1177 2107 1220"> <p>\$0.00 Hourly</p> </div>

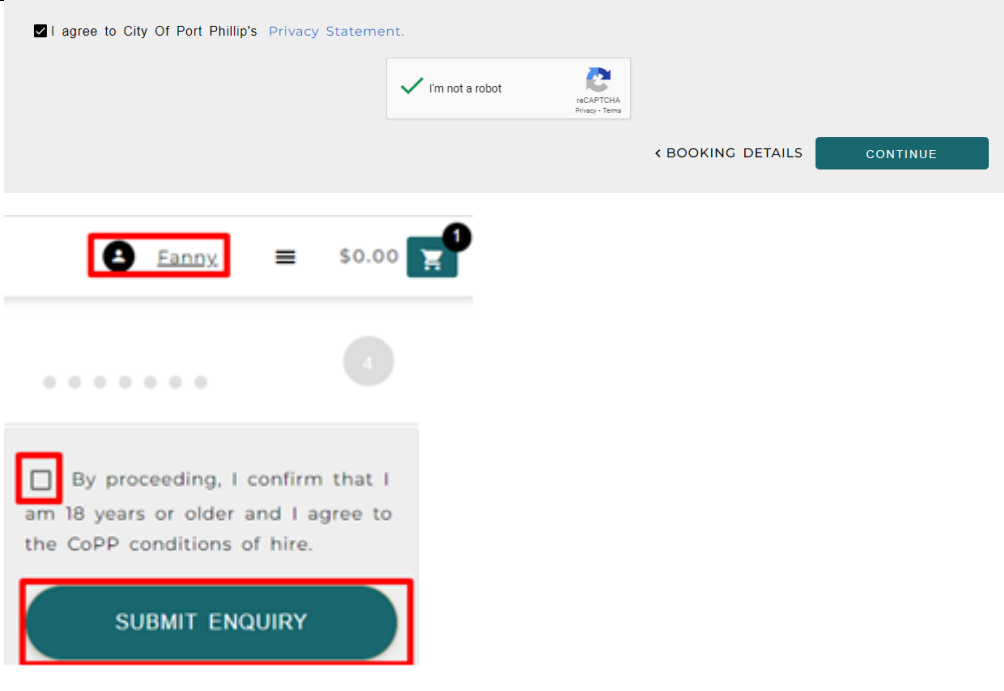
Step #	Action	Description/ Screen Dump
6	Select the type of chair required and click the Book Now button.	
7	<p>Type the number of attendees, date and start and end times for the booking.</p> <p>NOTE: Bookings should be either 2 or 4 hour blocks of time.</p>	 <p>NOTE:</p> <p>The number of attendees must be filled in.</p> <p>The valid time period for each day is displayed as well as visual line showing if the period you have selected is available for this date.</p>

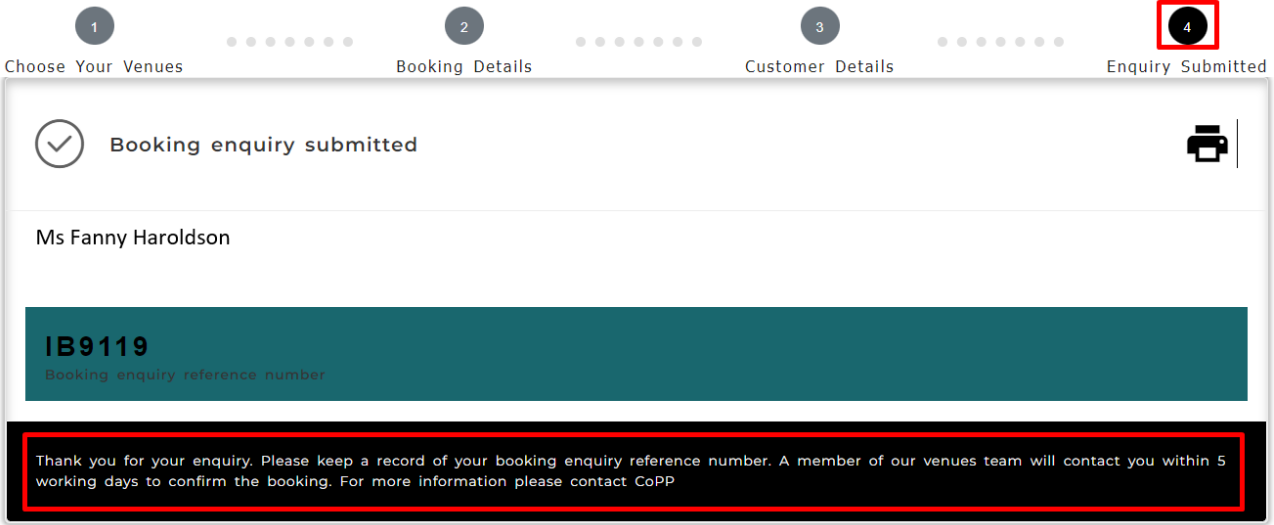
Step #	Action	Description/ Screen Dump
		<p>If you choose a time range outside the allowable period the following error message is displayed</p>  <p>If you select a time that has already been booked the following error message is displayed:</p>  <p>The enquiry cannot progress any further until the issues are resolved.</p>
8	<p>Scroll down to complete the rest of the booking.</p> <p>The Category will display Sports and Recreation.</p> <p>Use the arrow button and select the Accessible Beaches Program entry.</p>	

Step #	Action	Description/ Screen Dump
9	Select book for a single booking or Book and Add More if multiple dates are required. If selecting multiple date repeat steps 3-8 above.	 <p>The screenshot shows a web interface for booking. It features two dropdown menus. The first is labeled 'Please select a Category *' and has 'Sports and Recreation' selected. The second is labeled 'Please select an Event *' and has 'Accessible Beaches Program' selected. At the bottom right, there are two buttons: 'BOOK' and 'BOOK AND ADD MORE'. Both buttons are highlighted with a red rectangular border.</p>

Step #	Action	Description/ Screen Dump
10	Type your name as the Event Name	<div data-bbox="862 432 1995 699"> <p>Please select a Category *</p> <p>Sports and Recreation</p> <hr/> <p>Please select an Event *</p> <p>Accessible Beaches Program</p> <hr/> <p>Your Event Name *</p> <p>Your Name</p> </div> <div data-bbox="1666 459 1973 549"> <p>ADD MORE VENUE(S)</p> </div> <div data-bbox="1666 560 1973 649"> <p>ADD DOCUMENT(S)</p> </div> <div data-bbox="862 719 1995 1114"> <div data-bbox="904 826 1128 1054">  </div> <div data-bbox="1151 831 1845 887"> <p>St Kilda Surf Lifesaving Club : Motorised Wheelchair St Kilda SLSC 34 Jacka Blvd, St Kilda VIC 3182</p> </div> <div data-bbox="1151 919 1899 967"> <p>DATE: 23 Nov 2024 ATTENDEES: 1 START TIME: 2:00 PM END TIME: 4:30 PM</p> </div> <div data-bbox="1151 991 1666 1078"> <p>CONFIGURATION</p> <p> St Kilda Surf Lifesaving Club Mobi and Motorised</p> </div> </div>

Step #	Action	Description/ Screen Dump
11	<p>Check the agreement box and submit the enquiry:</p> <ul style="list-style-type: none"> You will need to create a profile if you don't have one; or Sign in with existing credentials. 	 <p><input checked="" type="checkbox"/> By proceeding, I confirm that I am 18 years or older and I agree to the CoPP conditions of hire.</p> <p>SUBMIT ENQUIRY</p> <p>SIGN IN</p> <p>Don't have account? Sign up</p>
12	<p>If you do not have an account follow the steps below.</p> <ol style="list-style-type: none"> Click on Don't have account. Select the type of customer you are Fill in the required Details including a password. All passwords must have at least 1 Capital letter, a number and a special character such as * for example. 	 <p>Join Now Please choose your customer type to proceed with the registration.</p> <p>Are you a Corporate customer? or Are you an Individual customer?</p>

Step #	Action	Description/ Screen Dump
	<p>Agree to the Privacy Statement, Click I am not a Robot then Click the Continue button when all details have been provided.</p> <p>You will now see your name at the top right of the page.</p> <p>Click the confirmation button and then Click the Submit Enquiry button.</p>	 <p>The screenshot shows a web interface with the following elements highlighted in red:</p> <ul style="list-style-type: none"> A checked checkbox: <input checked="" type="checkbox"/> I agree to City Of Port Phillip's Privacy Statement. A reCAPTCHA widget showing a green checkmark and the text "I'm not a robot". The user name "Fanny" in a profile dropdown menu. A "SUBMIT ENQUIRY" button at the bottom of the form.

Step #	Action	Description/ Screen Dump
13	The enquiry will be submitted, and a email confirmation of your enquiry will be automatically sent. The email will also be forwarded onto the Sports and Recreation helpdesk inbox.	

Step #	Action	Description/ Screen Dump
14	You will receive an email advising that your enquiry has been received by Council. Please allow 2-3 business days to receive a response.	<p>Dear Ms Fanny Haroldson</p> <p>Your booking request has been successfully submitted.</p> <p>Your provisional booking details are as follows:</p> <p>Booking ID: IB9468 Name: Ms Fanny Haroldson</p> <p>Please log into the Bookings Portal to view and manage your booking request.</p> <p>Please note that this is not a booking confirmation. You will be contacted by one of our team members to advise on the status of your booking request.</p> <p>Should you require further information, please contact ASSIST on 03 9209 6777.</p> <p>Kind Regards,</p> <p>City of Port Phillip </p> 