



HOW TO USE THE CENTRAL COAST TAXIS

ACCOUNTS BOOKING PORTAL

1. Logging in

When you go to portal.centralcoasttaxis.com.au, you will reach the log in page for the portal:

The screenshot shows the login page for the Central Coast Taxis Account Bookings Portal. At the top is the company logo. Below it is the slogan "Locals looking after Locals" in blue and orange text. The title "Account Bookings Portal" is centered. The login form consists of two input fields: "Username:" and "Password:". Below these fields is a blue "Login" button. At the bottom of the form is a blue link that says "Forgot Password?".



Locals looking after Locals

Account Bookings Portal

Username:

Password:

Login

[Forgot Password?](#)

Use the Username and Password given to you by your manager and click *Login*.

Forget Password: Clicking this link will send an email to the address associated with the account to reset the password.

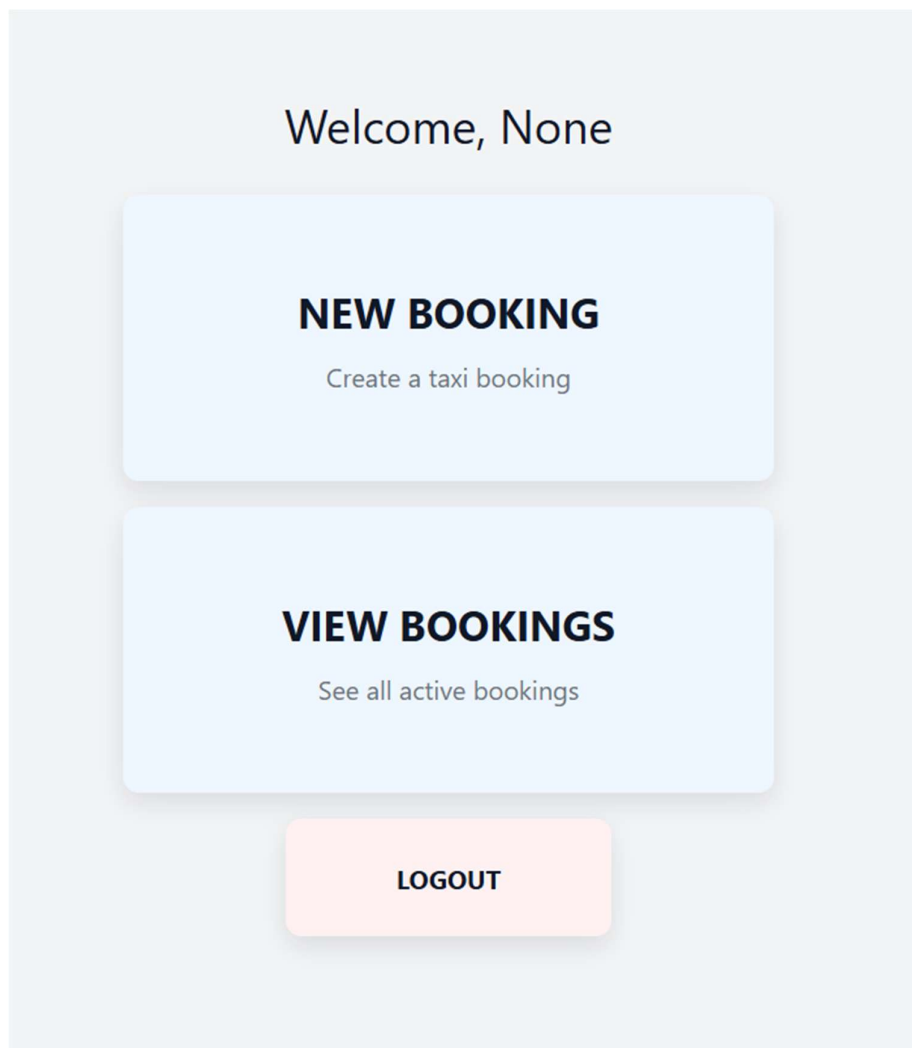
2. Landing Page

After successfully logging in, you will be presented with 2 options:

NEW BOOKING: Clicking this will take you to the new bookings page where successful bookings which will be emailed to the Central Coast Taxis supervisor desk.

VIEW BOOKINGS: Clicking this will take you to a list of current bookings for your company. This is where you can modify or cancel bookings

LOGOUT: Takes you back to login page.



3. New Booking Page

This page is where you create *new* bookings. All the details that our call centre requires is here.

PASSENGER NAME: The name of the main passenger travelling. This will be the name on the invoice from accounts department. **[REQUIRED]**

MOBILE NUMBER: Contact number for the main passenger. **[REQUIRED]**

PICKUP ADDRESS: Pickup address for the booking. **[REQUIRED]**

DESTINATION ADDRESS: Final destination address for the booking. **[REQUIRED]**

PICKUP DATE: Date required for travel. (*Note: bookings more than 7 days in advance will not be accepted*). **[REQUIRED]**

PICKUP TIME: Pickup time for the booking. **[REQUIRED]**

APPOINTMENT TIME: If the passenger is travelling to an appointment.

ACCOUNT CODE: Account to be invoiced. (You will only have access to accounts connected to your company).

NUMBER OF PASSENGERS: Number of people travelling in the vehicle.

SPECIAL REQUIREMENTS: E.g *Wheelchair taxi, Has walker, Requires assistance*.

RETURN AUTHORISED: Is the passenger authorised to call for their return home?

RETURN TIME: If so, this is the pickup time for the return. If the time is unknown, please tick TBA. We will create a return booking with no time, that will be activated when the customer calls to say they are ready. This is greyed out if "Return Authorised" is set to "No".

AUTHORISED BY: The name of the person making the booking. **[REQUIRED]**

ADDITIONAL INFORMATION: Area for adding pickup instructions such as directions, or any information that will help cover the booking.

Once all information has been added, click *Submit Booking* to send the booking to the Central Coast Taxis call centre.

[Back to Portal](#): This will take you back to the landing page.

New Taxi Booking

Passenger Name

John Black

Mobile Number

0400000000

Pickup Address

123 White St, East Gosford

Destination Address

Gosford Hospital Emergency Department

Pickup Date

30/06/2026



Pickup Time

01:00 PM



Appointment Time

01:30 PM



Account Code



Number of Passengers

3

Special Requirements

Client has 4 wheel walker

Return Authorised

Yes



Return Time

--:--

☐ TBA

Authorised By

Tom Smith

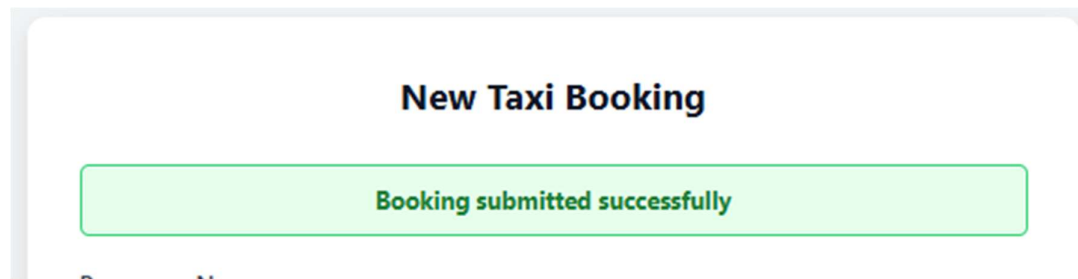
Additional Information

Client requires assistance entering/exiting vehicle

Submit Booking

Back to Portal

If the booking is submitted successfully (no missing details), you will receive this message:



Click *Back to Portal* to continue.

4. View Bookings Page

This page shows all bookings placed from your account.

Current Bookings:

The top half shows all successfully booked trips including timestamps of any modifications made.

The filter at the top can be applied to show a date range, and the search bar can also be used to narrow down shown bookings to certain clients. The red “Clear” button will reset the filter.

Edit: Clicking *Edit* on a booking will take you back to the booking page with all the information for that booking prefilled. Changing any of the details and clicking *Submit Booking* will send a revision to our call centre.

Rebook: Clicking *Rebook* will also take you back to the booking page for that booking. This is useful for repeat bookings for customers without having to retype all the information.

Cancel: Clicking *Cancel* will send a cancellation to the call centre and move the booking down to the bottom “Cancelled Bookings” area.

Cancelled Bookings:

This area shows all bookings that have been cancelled.

Rebook: This will take you back to the booking page with details prefilled. This is useful if the booking needs to be made for a different date/time.

Undo: Clicking *Undo* will move the booking back to “Current Bookings”. Our call centre will receive a message alerting us to reinstate the booking. Use this if you accidentally cancel the booking.

Export to Excel

This downloads a CSV file of all bookings in the “Current Bookings” area. Note that the bookings in the CSV file are subject to any filters put in above.

Back to Portal

Clicking this will take you back to the landing page.

Filter:

Export to Excel

Search

Start Date

dd/mm/yyyy

End Date

dd/mm/yyyy

Account Code

All

Filter

Clear

Current Bookings:

Passenger	Pickup	Destination
test	ibibjhnb	Mittara Rd, Terrigal
test1	7 Merinee Rd, West Gosford	bbb
John Smith	7 Merinee Rd, West Gosford	Movie World
John Smith	7 Merinee Rd, West Gosford	Movie World
John Smith	7 Merinee Rd, West Gosford	Movie World

Cancelled Bookings:

Cancelled Bookings

Passenger	Pickup	Destination
test1	7 Merinee Rd, West Gosford	bbb
test1	7 Merinee Rd, West Gosford	bbb

← Back to Portal