WHERE TO FIND YOUR 4-DIGIT ACCESS CODE

Building Access
The front doors are open to the public from 10am-3pm while Ross House Staff are onsite. Around these hours the front doors will be locked. Afterhours access is possible with a 4-digit access code.

Meeting Room Access
A 4-digit access code is also needed to access the Ross House meeting rooms at all times.

Where do I find this Access Code?
A 4-digit access code is assigned to you with every room booking made. It can be viewed upon checkout, in you account under 'bookings', and in your booking confirmation and reminder emails (shown below). If you're having trouble locating the code please contact the Front Desk prior to the date of your booking on (03) 9650 1599 or rosshouse@rosshouse.org.au.

ON CHECKOUT

IN YOUR CONFIRMATION EMAILS

IN YOUR ACCOUNT UNDER 'BOOKINGS'

How to resend booking confirmations via your online account.
If you can't find your booking confirmation email you can resend it to yourself via your online user account.

1. Log in to your online user account at www.rosshouse.org.au using your username and password.

2. Click on "Bookings" to see all upcoming bookings.

3. Click on the envelop icon next to the booking information. This is highlighted in the image below. NOTE: If you are not receiving the email, please ensure that your email address is correct in your Account Details.