

CREATING AN ACCOUNT, APPLYING FOR A PERMIT AND RENEWING A PERMIT

1. Creating an account

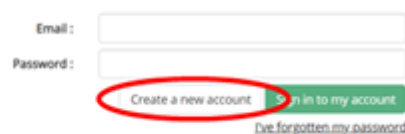
If you are a new user, you will have to create a new account.

In your internet browser, go to <https://permits.paysmarti.co.uk/acct/stevenage/>

Click on the link “set up an online account”.

On the next screen select “Create a new account”.

My permit account



You will then be directed to “My permit account registration – step one”.

Enter all of your details and then click “Next”.

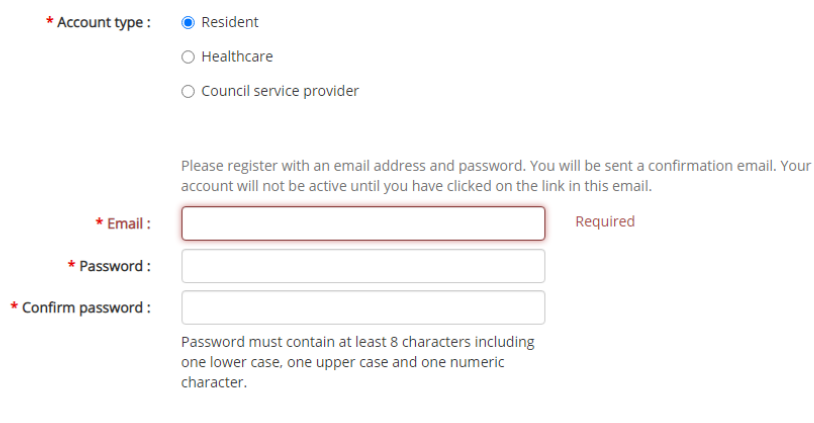
If you live somewhere with permit parking, you want a “resident” account type – that includes if you need a Caring Visitors Permit for people to provide you with care.

If your address is not included in a residential permit area, while you can create an account you will be unable to apply for residents parking permits.

The Healthcare account type should be used by professional care providers and medical professionals needing to make home visits, and Council service provider is to enable the council to deliver services to residents.

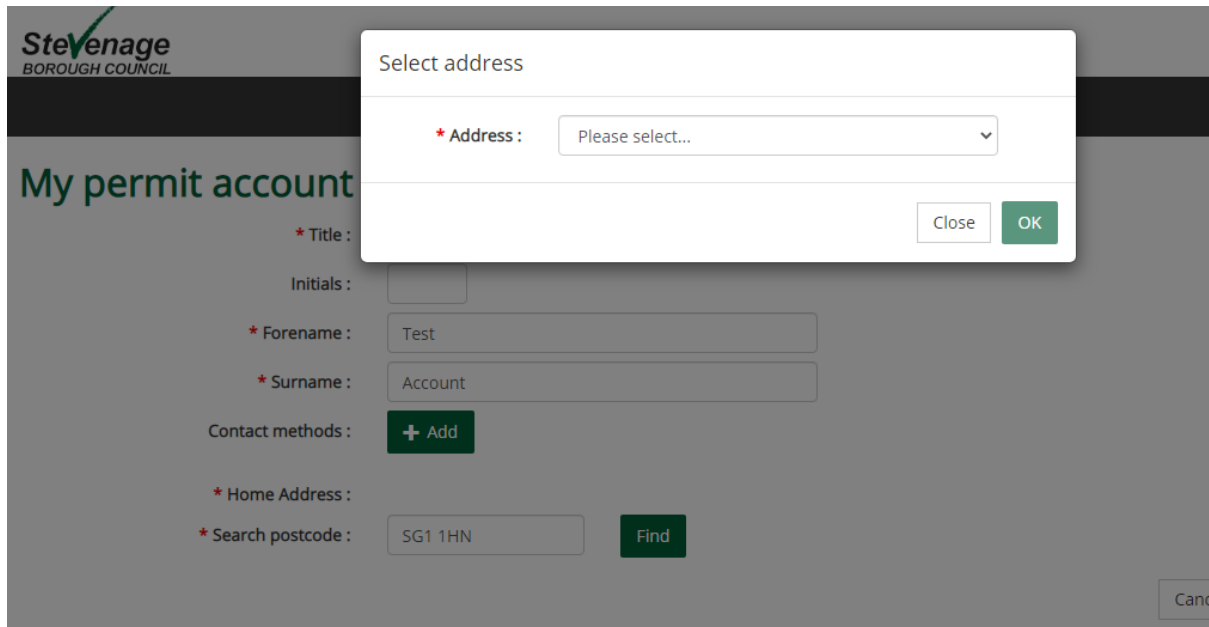
The password must be at least 8 characters and include at least one number, one uppercase and one lowercase letter. You will need to remember this password.

My permit account registration - step one



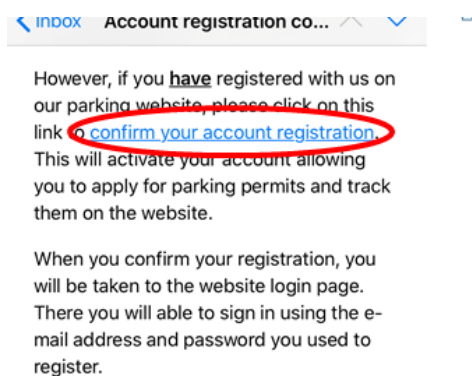
On the next screen (step two), fill in your details, in the “Search postcode” box, enter your postcode and click “Find”

You will then see a dropdown list of addresses for your postcode, select your house name/number and click “Finish”



You can then click on “Return to login”.

You will receive an automated email asking you to “confirm your account registration”. Please click on that link. ***Please note that your account will not be active until you have clicked on this link and activated your account.***



Note: If you don't see an email, please check your spam or junk mail as it may be in one of those folders.

Once you have clicked on the link, you will be directed to the following page, please log into your account using your email address you registered with and the password you created and select “Sign in to my account”.



You will then be directed to the home page of your online account.



2. Using your account

Once you have logged into your account you will be able to:

- (a) Manage your details
- (b) Apply for a permit
- (c) See current permit applications which you have submitted
- (d) View your current permits and vouchers and renew your permit

(a) **My details (View or change your details)**

You can change your address (please note, you can only change your address to another eligible address. changing the address may also affect permit and or vouchers you have previously purchased), telephone number and name.

(b) **Permit application (Apply for a permit)**

The information you have provided when setting up your account will determine what permit categories you are entitled to.

Please note: If you are trying to apply for a resident permit and the permit category in the dropdown list does not show "Resident", your property is not an eligible address for a permit. Please see screen shot below which shows when an address is not eligible.

Permit application

Permit category (You must fill in all fields marked *)

Please select the type of permit you require.

* Permit category :

- Please select...
- Residents Permit
- Healthcare

The address on this 'TEST' account is for permit zone OT which offers residents the chance to apply for up to three Resident permits in a household, for visitor vouchers and for Caring Visitor Parking permits. These can be on paper (in which case the word "paper" is in the name) or as virtual permits that only exist in digital form.

The system will only offer permits that are available at your address.

Permit application

Permit type (You must fill in all fields marked *)

Please choose a particular permit.

* Permit type :

- Please select...
- Paper Visitor Vouchers
- Caring Visitors Resident
- Paper Caring Visitors Permit
- Virtual Visitor Vouchers
- Resident Permit Old Town
- Paper Resident Permit - Old Town

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In this example, Resident Permit Old Town has been chosen. As it doesn't include the word "paper" it is a virtual permit: there won't be anything to display in the car, which lets us make it cheaper as there's nothing to print out and send to you.

This makes the system show some more information/options.

The Zone is prepopulated with the correct area, and can't be changed.

You do need to choose whether you want a six month or twelve month permit, and the start date will be set automatically.

Permit application

Permit type (You must fill in all fields marked *)

Please choose a particular permit.

* Permit type :


You can apply for this permit if you are a resident of the below parking permit area and the vehicle is kept at your address. At the end of this application you will be asked to upload supporting documents.

If you are a Blue Badge Holder please upload a copy of your Blue Badge using any of the document categories available, and do not make payment. Then email parking.permits@stevenage.gov.uk and we will process your application at no cost unless you already have a free permit.

* Zone :

* Issue period :

[View price scheme](#)

* Start date : 

Expiry date : 30/11/2021

Applicant details

Title : Mr

Forename : Test

Surname : Account

Further down the page, you have to enter details of the vehicle.

NB: This registration number will be recorded on the system and downloaded onto the enforcement officers' handheld computers. Please make sure you input the registration correctly so that you don't get a parking ticket. Please ensure you do not mix up zeros and the letter O.

Most registration numbers are formatted LLNLLL* (**DO NOT PUT A SPACE IN YOUR REGISTRATION**)

* L = Letter, N = number

You're also asked to confirm that you understand that the permit won't be valid if used on a vehicle with a maximum authorised mass for 3.5 tonnes or more, or that can carry 12 or more passengers. If you answer yes to this question and we subsequently find that your vehicle is 3.5 tonnes or more, or can carry 12 or more passengers, your permit will automatically be cancelled.

Daytime phone :

Vehicle details

(You must fill in all fields marked *)

* Vehicle registration :
* Colour :
* Make :
* Model :

Questions

(You must fill in all fields marked *)

* I understand that Parking Permits are not valid if used on a vehicle that is 3.5 tons or more.
* I understand that Parking Permits are not valid if used on a vehicle that seats 12 or more passengers.
* How many resident permits does this property have?. To be determined from the information provided elsewhere

Once all the information has been input, click “Next”.

A summary screen will be shown. Please ensure that all information input is correct before you press “Proceed”. If there are any errors, click “Back” and correct them.

You will receive a confirmation screen advising that your application has been confirmed.

My account

[Change password](#) [Close account](#) [Log out](#)

Permit application confirmation

Application number : 616849
Application date : 18/11/2020
Permit type : Resident Permit Old Town
Start date : 18/11/2020
Period : 12 months
Price : £40.00

Thank you for your permit application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the “Upload Supporting Documents” button.

Once you have uploaded your documentation you will then need to make payment and then your Permit will be ready to use immediately.

PLEASE NOTE that if you press the “cancel” button without providing proof documents your application will be declined and you will be required to complete the application again.

You will now have to upload supporting documents. If you do not have your documents to hand, you can save your application and upload your documents later.

If you save your application you will be able to find it again from the home page under my permit applications.

Supporting documents can be scanned onto your computer or you can take a photograph of the document using a smartphone and upload the documents by following the step by step process.

You will need to supply evidence that you are living at the eligible address. One of the following list of proof documents must be uploaded. Accepted documents are:

- full UK driving licence;
- the current year's Council Tax Bill;
- a utility bill (water/ electricity/ gas/ landline telephone) less than three months old;
- a bank statement less than three months old; a current tenancy agreement signed by all parties dated within the last four weeks;
- documents from your solicitor or mortgage company confirming you have completed purchase of the property within the last four weeks.

You will also need to provide evidence that the vehicle is registered to the eligible address. One of the following list of proof documents must be uploaded. Accepted documents are:

- the complete V5C logbook showing the vehicle is registered at the address; or
- if the vehicle is newly purchased (within the last four weeks) and the V5C is not held:
 - an insurance certificate for the vehicle detailing that it is kept at the address, and
 - part 10 of the old V5C ("New keeper's details"); or
- in the case of a motability or lease car, the motability or hire/lease agreement for the vehicle; or
- in the case of a company car, a letter from your employer on headed paper confirming that it is owned/leased by the company and that you are the sole keeper of the vehicle.

Please note: Car Tax reminders, Car Insurance reminders or Drivers Licences are not accepted as valid proof documents.

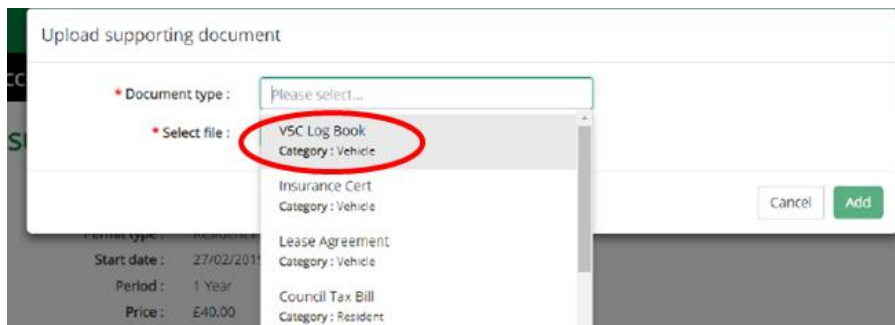
It is a legal requirement that your car is registered to the correct address, so unless you have a motability, lease or company car, or have very recently changed vehicles, the V5C registration document should be provided.

If your driving license and/or vehicle is not registered at your current address, the DVLA may fine you up to £1,000 so it is in your interest to ensure they are correct. You can update these documents at <https://www.gov.uk/tell-dvla-changed-address>

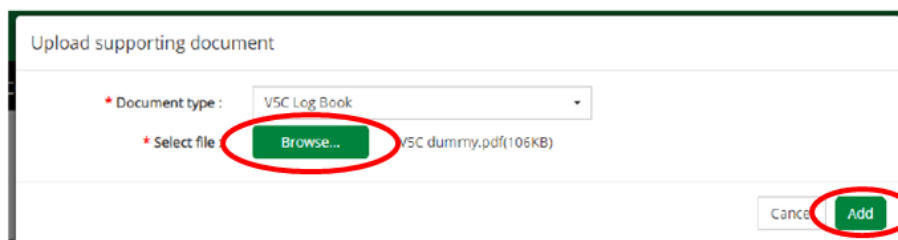
When pressing the button, you will be asked to choose what document type you are uploading.

Each document should be loaded and named separately.

For example, if you wish to upload a V5C Log Book as proof of vehicle:
Select “+ Add document” then choose V5C in document type drop down.



Then press browse button.



Drill down through your computer files to find the document, double click on the document then click “Add”.

Repeat this process to upload proof of address.

If you are a Blue Badge Holder please upload a copy of your Blue Badge using any of the document categories available, and do not make payment. Then email parking.permits@stevenage.gov.uk and we will process your application at no cost unless you already have a free permit in your household.

Once all required documents have been uploaded, you will see these at the bottom of the screen then press “Upload documents”.



These documents will be available for use on future applications for the next six months, so if you have provided proof of address to get a resident permit you can select it again when applying for visitor vouchers. Just click “Use this document” next to the file you want to reuse.

- Scanned document or photo in PNG format (png)

Your documents are stored securely and cannot be opened and viewed from this web site.

Click on a 'use this document' button if you want us to refer to a document that you have uploaded before.

	Uploaded date	Document type	Proof category	File name	
Previously uploaded :	03/11/2020	Utility Bill (3 month limit)	Resident	[Redacted]	Use this document
New proof documents :	+ Add document				

Once documents have been uploaded you will receive the following screen and payment can be made. Click on “Make Payment” and you will be directed to an automated payment system.

Permit application confirmation

Application number : 616849
 Application date : 18/11/2020
 Permit type : Resident Permit Old Town
 Start date : 18/11/2020
 Period : 12 months
 Price : £40.00

Thanks, your documents have been received. To complete your application, you will need to make payment using the “Make Payment” button below. Once your payment is authorised your permit will be issued

PLEASE NOTE: If you cancel without paying your application will be declined and you will be required to complete the application form again.

[Cancel](#) [+ Add to basket](#) [Make payment](#)

Alternatively, if you need several permits choose “+ Add to basket” and will be taken to a “shopping basket” from which you can go on to make more applications. You can then pay for them all at once when you are ready after adding the last one to your basket, or by clicking the shopping trolley logo that will appear at the top of your home page.

Stevenage
BOROUGH COUNCIL

My account [Change password](#)

- My details
View or change your details
- Permit application
Apply for a permit
- My permit applications
View your applications and shopping basket
- My perm
View and renew your permit

Once you have made payment, you will receive an automated email confirming your permit has been issued showing details of your permit.

(c) **My permit applications (View your applications)**

Log into your account and select “My permit applications”. A list of your applications will show and you can view each application, and access your shopping basket if there’s anything in it. To get back to the previous page, click “Back”.

Stevenage BOROUGH COUNCIL

My account Change password Close account Log out

My permit applications

Shopping basket + New permit application

Permit type	Vehicles	Application number	Application date	Status	Actions
Paper Visitor Vouchers		616900	18/11/2020	Awaiting review since 18/11/2020	Search X
Resident Permit Old Town	T3ST	616849	18/11/2020	Awaiting payment since 18/11/2020	Search Remove X

Total Items : 2 Page size : 10

Back

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Stevenage BOROUGH COUNCIL

My account Change password Close account Log out

Permit application : 616849

Application details Applicant Vehicles Question responses Proofs

Application number :	616849	Status :	Awaiting payment
Permit type :	Resident Permit Old Town	Period :	12 months
Zone :	OT		
Application date :	18/11/2020 12:18	Start date :	18/11/2020
Estimated price :	£40.00		

Remove from basket Delete permit application Back

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(d) **My permits (View and renew your permits)**

Here you can check the details of your permits that have been paid for and see your permit expiry date.

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My account Change password Close account Log out

My permits

Permit type	Vehicles	Permit number	Start date	Valid until	Actions
Resident Permit Old Town	T3ST	SGVROT81	18/11/2020	Valid until 30/11/2021	Search Edit


Total Items : 1 Page size : 10

Back

Using the edit button in the vehicles tab you can change your car.

Permit summary : SGVROT81

Permit details Applicant **Vehicles** Question responses Payments Proofs


Registration	Colour	Make	Model	
T3ST	Blue	Morris	1000	

[Upload supporting documents](#) [Request cancellation](#) [Back](#)

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You'll then need to upload a new supporting document to show the new vehicle is yours, and will be contacted to pay the admin fee.

When your permit is close to running out, you can renew it here by clicking on the "Renew" button on the "My permits" overview:

Resident Permit - B4	LT16WYU	ETRB4T125	18/03/2019	17/03/2020	
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Once you click "Renew" follow the instructions to renew your permit.

Please note: you cannot renew your permit if your permit has already expired, you will need to create a new application for a permit.