

Applying for and using virtual visitor hours

East Herts Council are now offering another way for residents to purchase and use visitor hours.

If it is inconvenient for you to come into the offices to purchase scratchcards, this can now be set up online.

Below is a step-by-step guide how to purchase visitor hours from your annual allocation and then how to use these when visitors arrive.

To purchase visitor hours

Log into PermitSmarti using your account details

Details on how to set-up an account can be found on the previous document 'Creating an account and applying for a permit'


From the home screen click on permit application





Permit application

Apply for a permit

The next screen will ask for permit category. Choose 'vouchers' in the drop down list. If you are eligible for permits, your address will appear in the address details. Then press 'Next'



 My account

 Freda Bloggs ▾

Permit category

(You must fill in all fields marked *)

Please select the type of permit you require.

* Permit category :

Please select...

Please select...

Business

Vouchers

State Pension Vouchers

Business Other

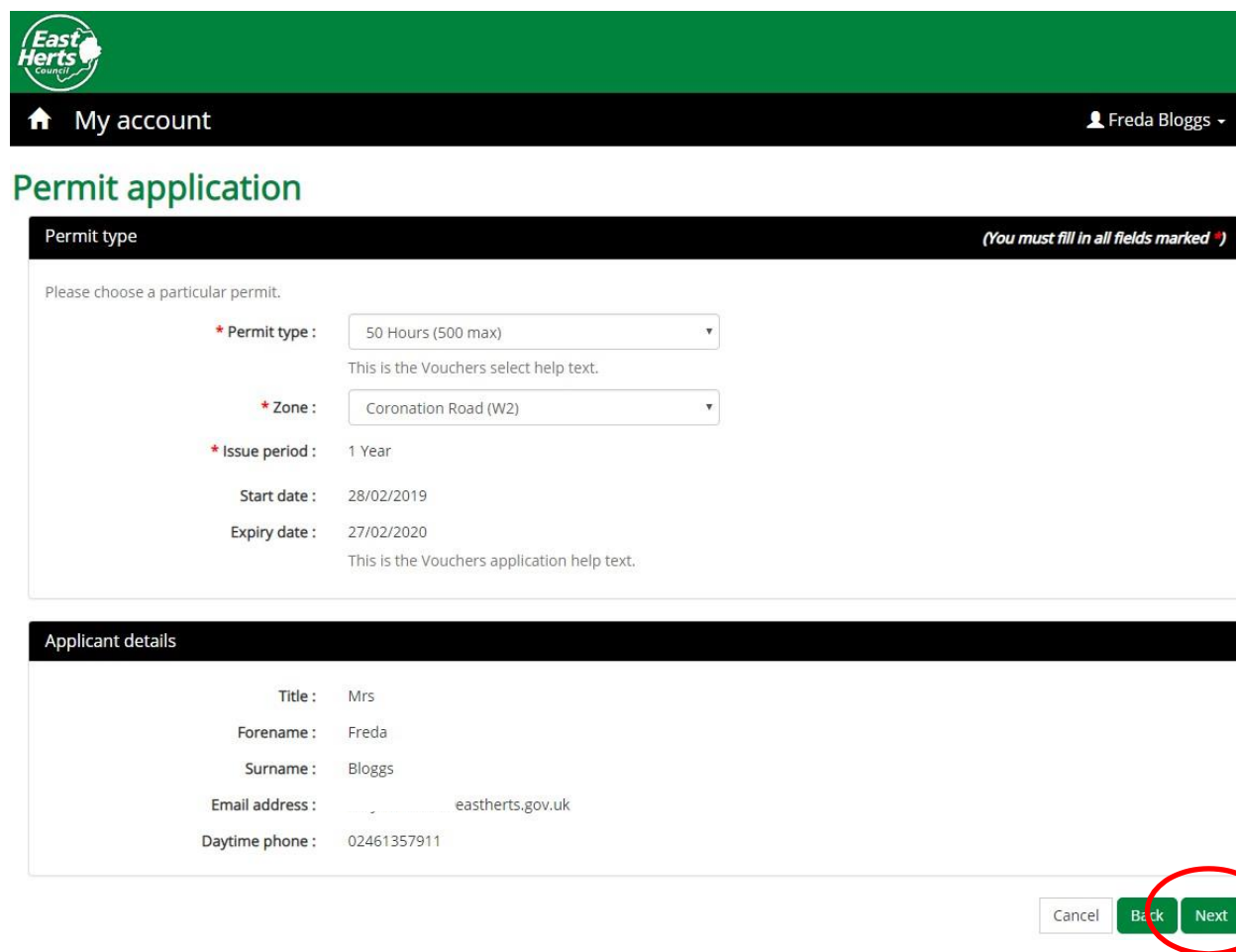
Residents

Cancel

Next

A minimum/maximum of 50 hours (£5.50) worth of vouchers can be purchased for each transaction

At this screen press next



The screenshot shows the 'Permit application' page of the East Herts Council website. The header is green with the council logo and a black navigation bar with 'My account' and the user name 'Freda Bloggs'. The main heading is 'Permit application'. Below it is a section titled 'Permit type' with a note '(You must fill in all fields marked *)'. The form contains several fields: 'Permit type' (dropdown menu set to '50 Hours (500 max)'), 'Zone' (dropdown menu set to 'Coronation Road (W2)'), 'Issue period' (set to '1 Year'), 'Start date' (28/02/2019), and 'Expiry date' (27/02/2020). There are also two lines of help text: 'This is the Vouchers select help text.' and 'This is the Vouchers application help text.'. Below the permit type section is an 'Applicant details' section with fields for 'Title' (Mrs), 'Forename' (Freda), 'Surname' (Bloggs), 'Email address' (eastherts.gov.uk), and 'Daytime phone' (02461357911). At the bottom right of the form are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is circled in red.

The next page will confirm your requirements. Please review and if you are happy with the information shown press

Proceed

You are required to upload supporting documents, but you can use the same document each time you purchase visitor hours. It is recommended that you keep this document in an easy to access folder.

For visit vouchers, you are only required to prove that you are a resident of the eligible address.

+ Add document

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

From the drop down menu, choose one of the document types shown

Upload supporting document

* Document type : Please select...

* Select file :

- Council Tax Bill
Category : Resident
- Bank statement (Within last 3 months)
Category : Resident

Cancel Add

Then press browse button

Drill down through your computer files to find the proof of residence document. Double click on the document and you will see it has been selected.

- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents : + Add document

| Document type | Proof category | File name |
|----------------------------|----------------|----------------------------|
| Tenancy agreement document | Resident | Proof of address dummy.pdf |

Cancel Upload documents

Upload documents

Now press the button

Once documents have been uploaded, you will receive the following screen and payment can be made or if

+ Add to basket

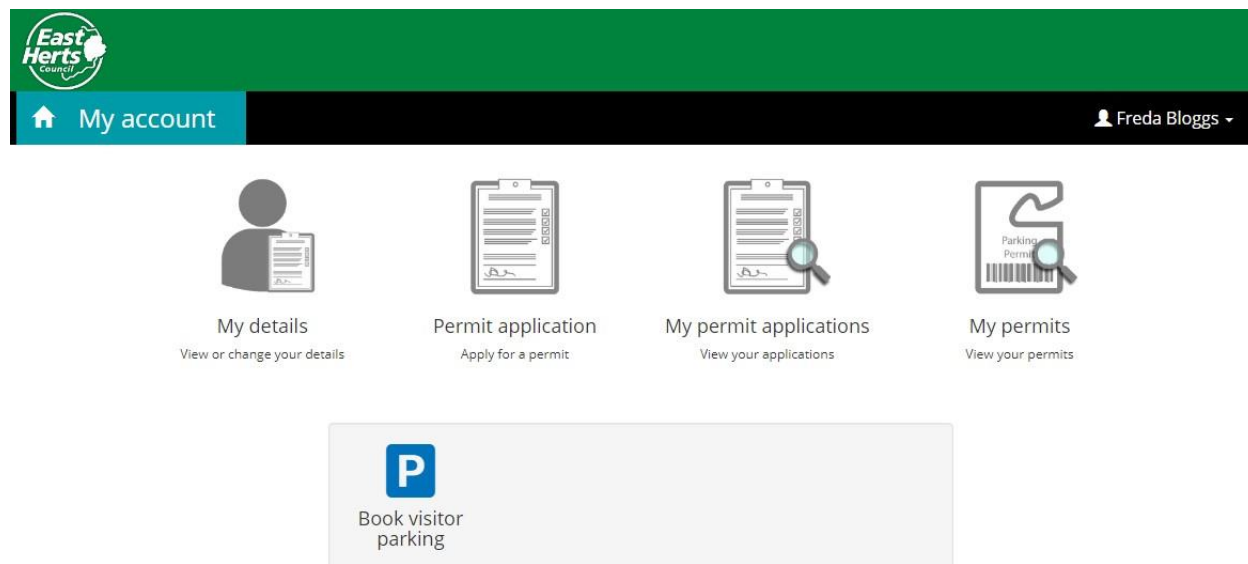
you require more than 50 hours, you can have purchased required amount. and repeat the process and pay when you

Using Visitor hours

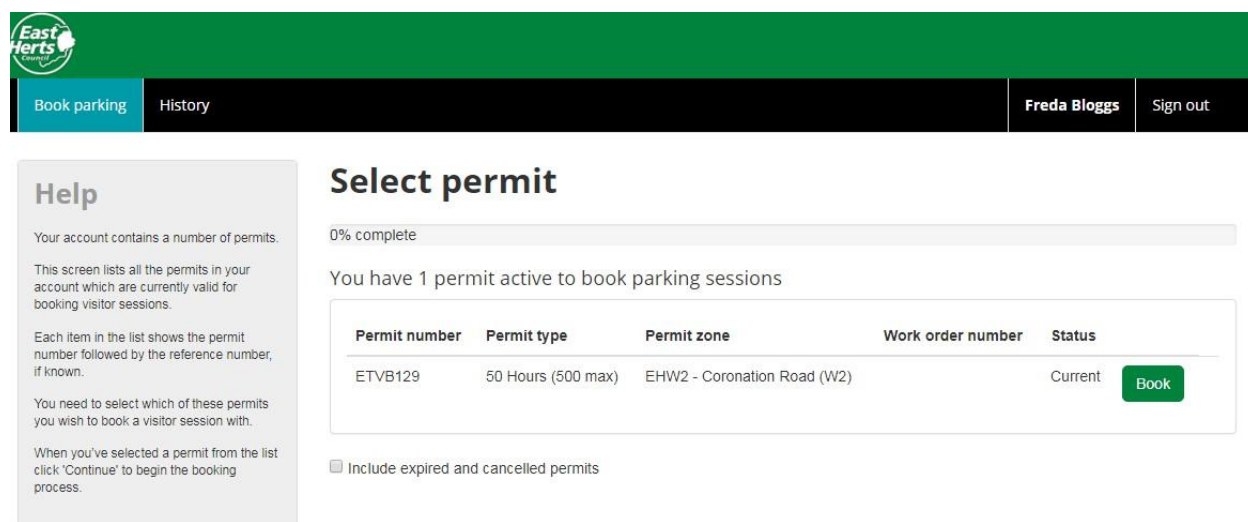
Once you have purchased visitor hours on your account, you will be able to use the hours virtually to allow visitors to park.

When you log into your account, you will see that the home page now displays a large blue 'P'

To give a visitor permission to park click on this button



The visitor hour allocation you have purchased will show here



Click the button to use the hours on a visitor's vehicle

Type the registration number of your visitor NO SPACES and make sure you input the registration correctly using zeros and letter O in the correct place and press continue

Help

We need to know what vehicle your visitor has parked so we don't give it a ticket.

If you have visitors who come to park regularly you can save their registration numbers and pick them from a list next time. Just tick the box to tell us to do this.

And you need to check they've parked in a street or car park that your permit covers, so please choose one of the parking locations in the list.

When you've done this click 'Continue'.

Book parking (step 1 of 3)

33% complete

Park : ☒ One vehicle ☐ Multiple vehicles

Use a : ☒ New registration number ☐ Saved registration number

Registration number :

Save this registration number : ☐ 

Parking location : W2 - Coronation Road

Start parking : ☒ Now ☐ At a future time

Your permit allows your visitor to park for up to 24 hours.

Park for : hours

Continue

Cancel

The registration number will show and as this is taken from hours you have already purchased the amount will show as £0.00

Help

This charge amount will be added to your next invoice.

Book parking (step 2 of 3)

66% complete

The total charge for parking TEST at W2 - Coronation Road from 13:47 today to 15:47 on 28/02/2019 is **£0.00**.

Confirm

Cancel

Press confirm and your parking session will be active