

## 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 the permit category. Choose 'vouchers' in the dropdown list. If you are eligible for permits, your address will appear in the address details. Then press 'Next'



### Permit application

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 block of on-line 50 hours voucher 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 includes the council logo and a navigation bar with 'My account' and the user name 'Freda Bloggs'. The main section is titled 'Permit application' and contains a form for selecting a permit type. The form includes fields for 'Permit type' (50 Hours (500 max)), 'Zone' (Coronation Road (W2)), 'Issue period' (1 Year), 'Start date' (28/02/2019), and 'Expiry date' (27/02/2020). Below this is the 'Applicant details' section, which contains fields for 'Title' (Mrs), 'Forename' (Freda), 'Surname' (Bloggs), 'Email address' (sally.andrews@eastherts.gov.uk), and 'Daytime phone' (02461357911). At the bottom right of the form are three buttons: 'Cancel', 'Back', and 'Next'.

East Herts Council

My account Freda Bloggs

## Permit application

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

Please choose a particular permit.

\* Permit type : 50 Hours (500 max)

This is the Vouchers select help text.

\* Zone : Coronation Road (W2)

\* Issue period : 1 Year

Start date : 28/02/2019

Expiry date : 27/02/2020

This is the Vouchers application help text.

### Applicant details

Title : Mrs

Forename : Freda

Surname : Bloggs

Email address : sally.andrews@eastherts.gov.uk

Daytime phone : 02461357911

Cancel Back Next

The next page will confirm your requirements. Please review and if you are happy

with the information shown press the **Proceed** button.

You are required to upload a supporting document, the proof of residence dated within the last three months for the visitor hours. It is recommended that you keep a current dated 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.

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

From the dropdown menu, choose one of the document types (Council Tax Bill, Bank Statement, Utility Bill, Solicitors Letter, Tenancy Agreement)

**The proof of residence must be current within the last three months and show the date, your name and the resident scheme address:**

- Current financial year council tax bill
- Signed and dated solicitor's letter confirming completion of house sale within the last three months
- Signed and dated tenancy agreement or mortgage statement in the last three months
- Utility bill issued in the last three months
- Bank statement issued in the last three months
- Most recent Department for Work & Pensions letter (claiming state pension)

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 'Add'

Then press 'Browse'

Search through your computer files to find the proof of residence document required.

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

Now press the 

Upload documents

 button.

Once documents have been uploaded, you will be directed to process a card

payment can be made or if you require more than 50 hours, you can and repeat the process and pay when you have purchased the required amount.

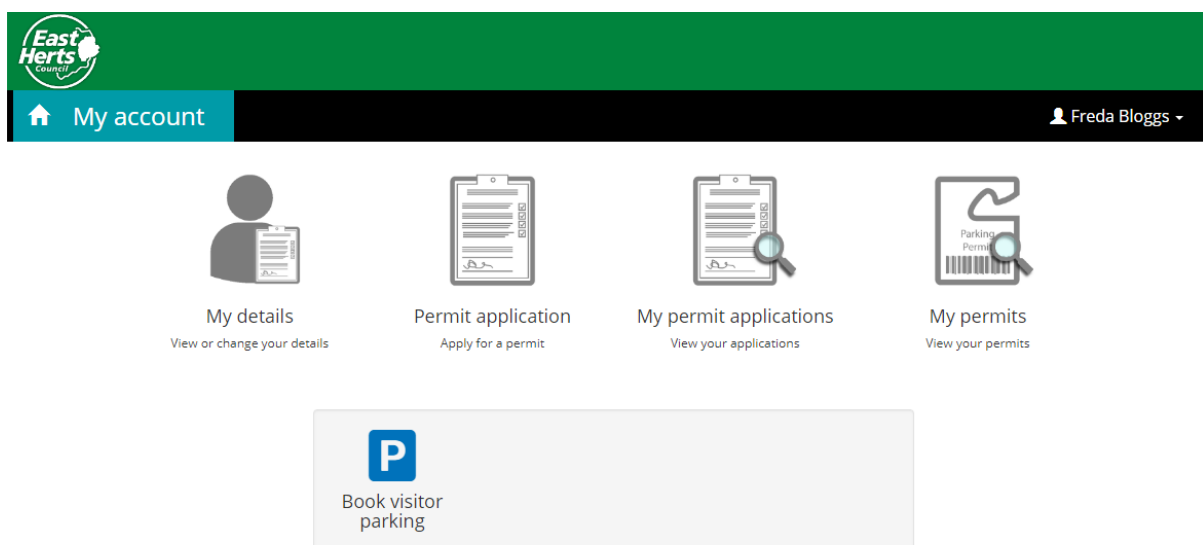
[+ Add to basket](#)

## 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' 'Book visitor parking' icon.

To give a visitor permission to park click on the blue 'P' icon



The visitor hour allocation you have purchased will show as below.

The screenshot shows the 'Select permit' page. It has a green header with the East Herts Council logo and a navigation bar with 'Book parking' and 'History'. The user's name 'Freda Bloggs' and a 'Sign out' link are in the top right. On the left is a 'Help' sidebar. The main content area shows '0% complete' and 'You have 1 permit active to book parking sessions'. A table lists the permit details, and a 'Book' button is next to it. There is also a checkbox for 'Include expired and cancelled permits'.

### Help

Your account contains a number of permits.

This screen lists all the permits in your account which are currently valid for booking visitor sessions.

Each item in the list shows the permit number followed by the reference number, if known.

You need to select which of these permits you wish to book a visitor session with.

When you've selected a permit from the list click 'Continue' to begin the booking process.

## Select permit

0% complete

You have 1 permit active to book parking sessions

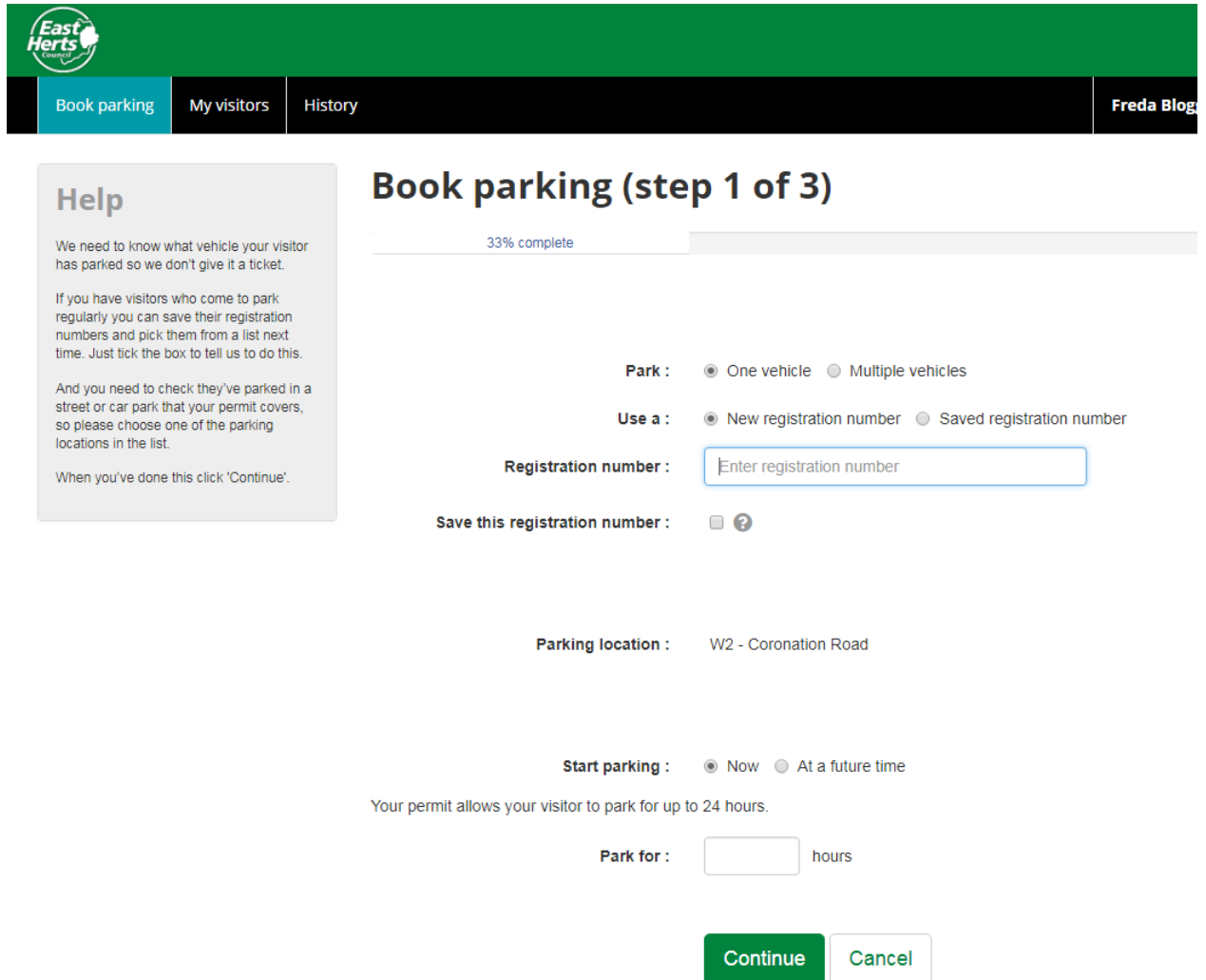
Permit number	Permit type	Permit zone	Work order number	Status
ETVB129	50 Hours (500 max)	EHW2 - Coronation Road (W2)		Current

[Book](#)

☐ Include expired and cancelled permits

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

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



The screenshot shows the 'Book parking' page for East Herts Council. The header includes the council logo and navigation links: 'Book parking', 'My visitors', 'History', and 'Freda Blog'. A 'Help' sidebar on the left provides instructions on how to use the system. The main content area is titled 'Book parking (step 1 of 3)' and shows a progress bar at 33% complete. The form includes fields for 'Park' (One vehicle or Multiple vehicles), 'Use a' (New registration number or Saved registration number), 'Registration number' (with a text input field), 'Save this registration number' (checkbox), 'Parking location' (W2 - Coronation Road), 'Start parking' (Now or At a future time), and 'Park for' (hours). At the bottom are 'Continue' and 'Cancel' buttons.

**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**

You can save the vehicle registration if it is a regular visitor.

Enter the date the visitor is arriving or 'Now' what time they are arriving and how many hours they will be parked within the enforcement period for that day.

Please check the hours of enforcement for your resident scheme zone. If an error is made we are unable to credit hours back to your account.



Book parking

My visitors

History

Freda Blo

### 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

Once all the required information is provided you can press confirm and your parking session will be active.

You can check the 'History' tab to see that a session has been processed.