

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'

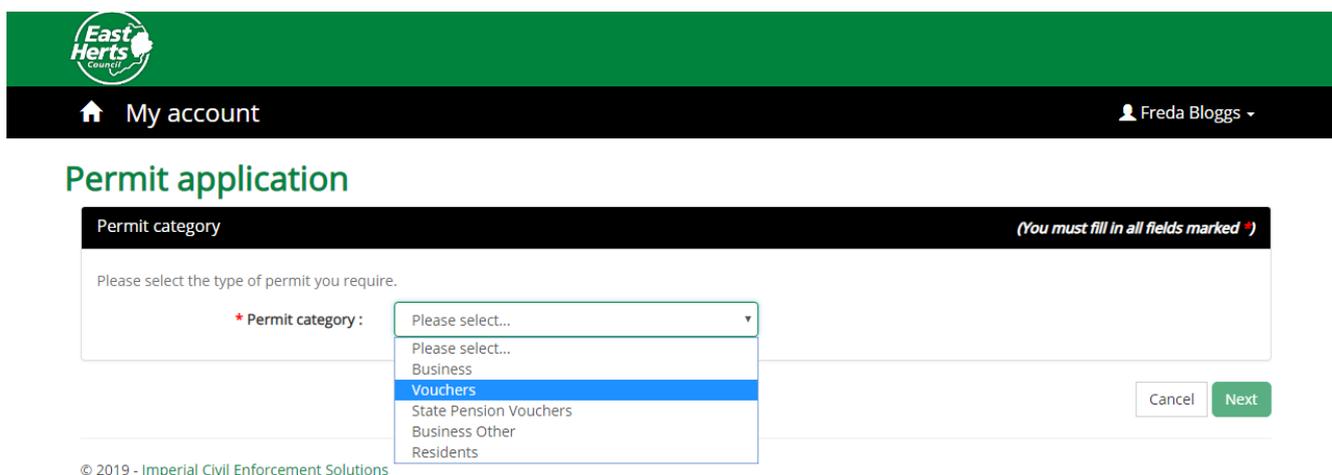
From the home screen click on permit application



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'



The screenshot shows the 'Permit application' screen. At the top left is the East Herts Council logo. Below it is a navigation bar with 'My account' and a user profile 'Freda Bloggs'. The main heading is 'Permit application'. The form area has a title 'Permit category' and a note '(You must fill in all fields marked *)'. The instruction says 'Please select the type of permit you require.' There is a dropdown menu for 'Permit category' with options: 'Please select...', 'Business', 'Vouchers' (highlighted in blue), 'State Pension Vouchers', 'Business Other', and 'Residents'. There are 'Cancel' and 'Next' buttons. At the bottom left, it says '© 2019 - Imperial Civil Enforcement Solutions'.

A minimum/maximum of 50 hours (£5) worth of vouchers can be purchased for each transaction

At this screen press next

East Herts County

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: 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

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

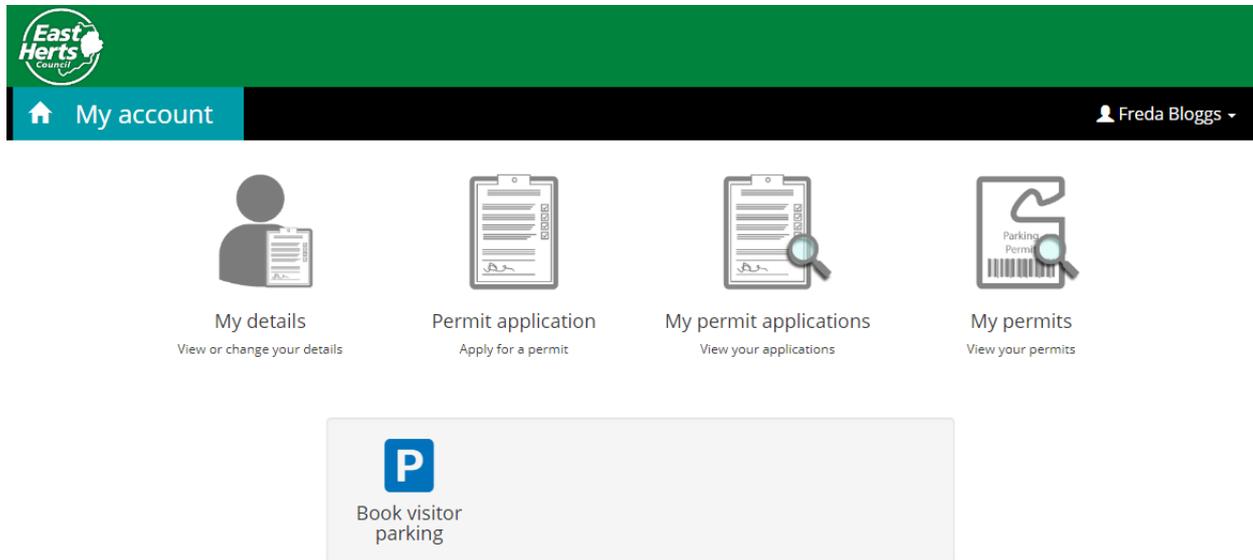
you require more than 50 hours, you can and repeat the process and pay when you have purchased required amount.

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



East Herts Council

My account Freda Bloggs

My details View or change your details

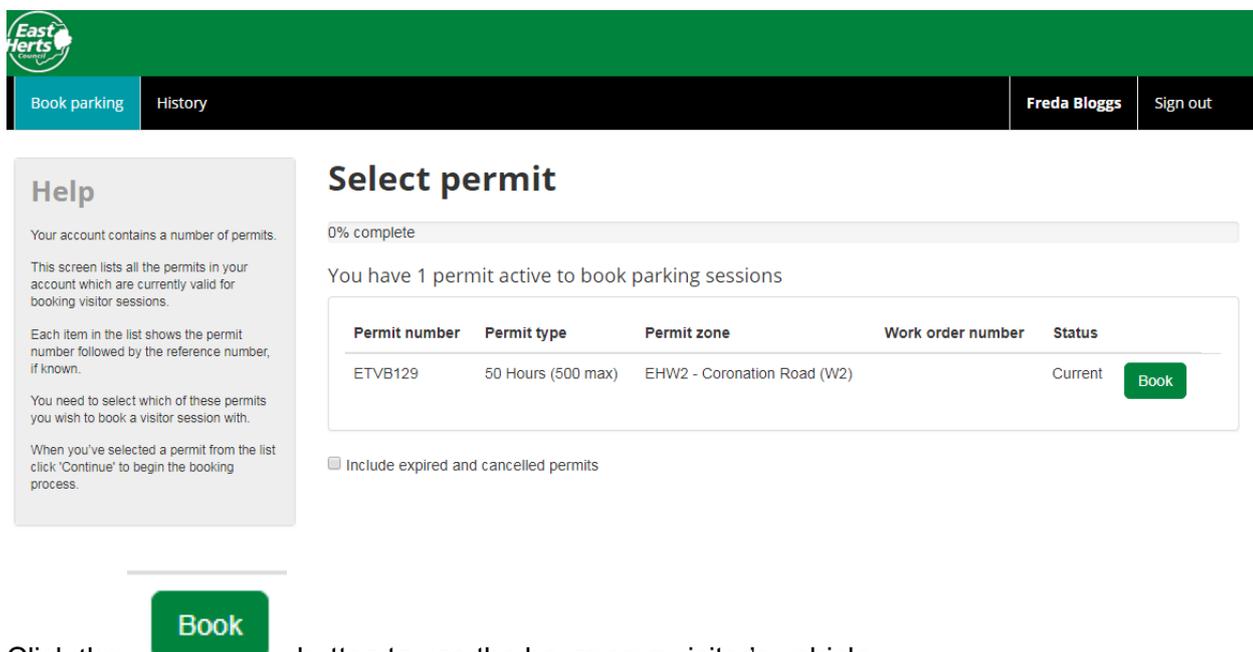
Permit application Apply for a permit

My permit applications View your applications

My permits View your permits

P
Book visitor parking

The visitor hour allocation you have purchased will show here



East Herts Council

Book parking History Freda Bloggs Sign out

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

[Book](#)

Click the [Book](#) 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

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**.

Press confirm and your parking session will be active