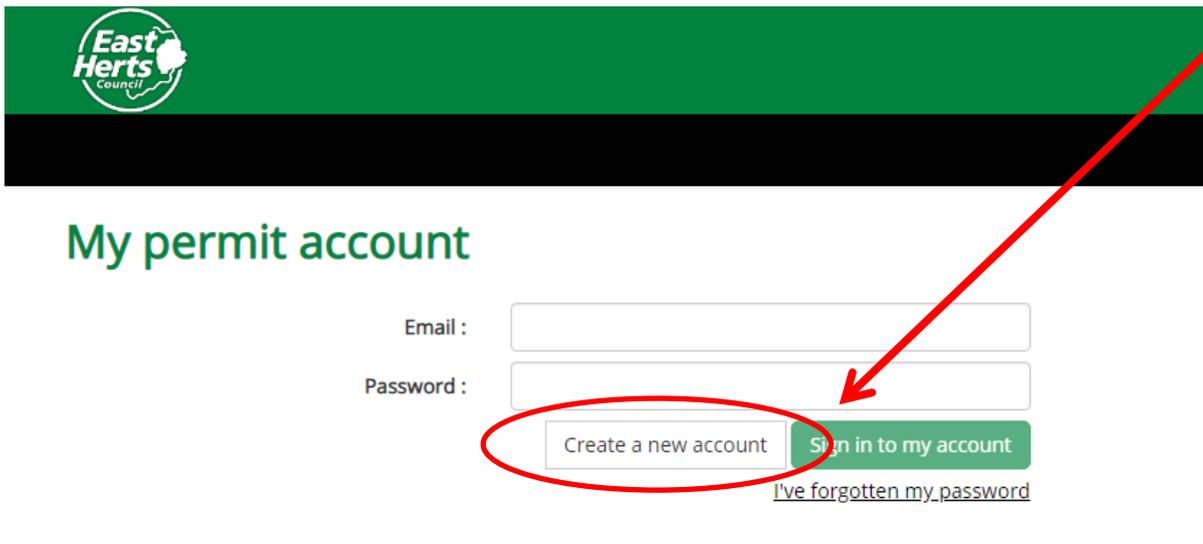


Creating an account and applying for a permit

If you are a new user, you will have to create a new account by clicking on the create account tab



East Herts Council

My permit account

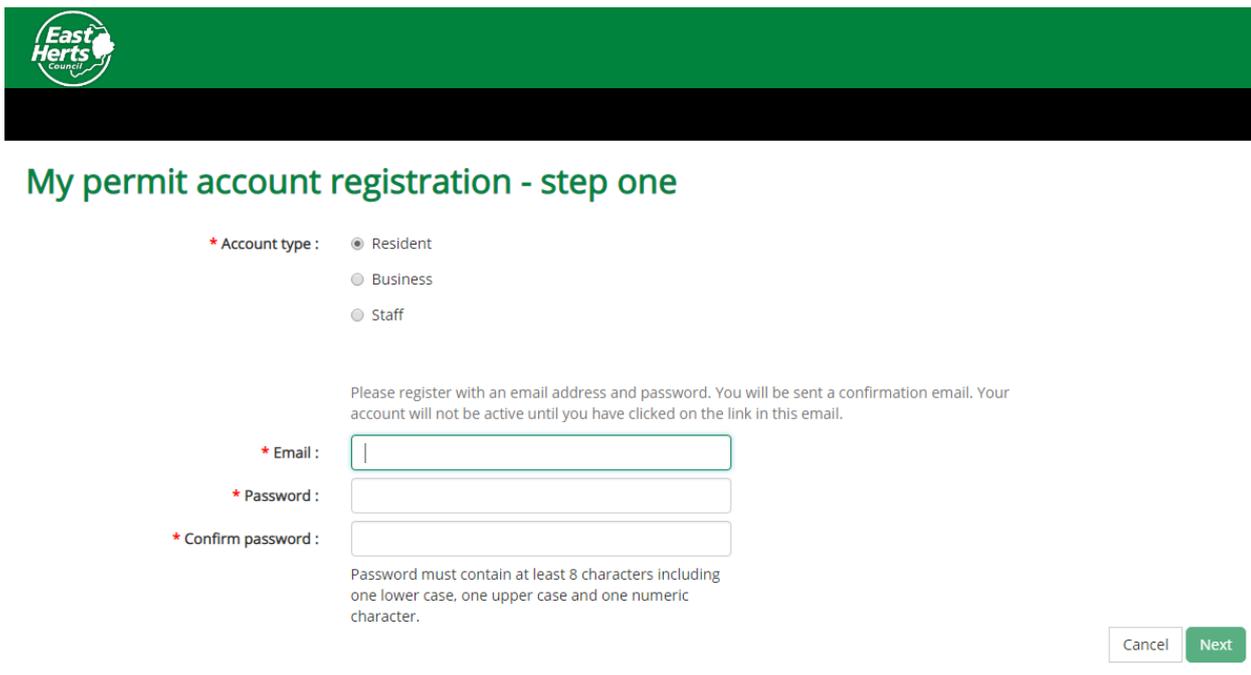
Email :

Password :

[I've forgotten my password](#)

Create a **Resident** account by entering your email address and a password and then click next.

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.



East Herts Council

My permit account registration - step one

* Account type : Resident
 Business
 Staff

Please register with an email address and password. You will be sent a confirmation email. Your account will not be active until you have clicked on the link in this email.

* Email :

* Password :

* Confirm password :

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

Enter your name and address.

Please note, if your address is not included in a residential permit area, you will be unable to continue with step 2



My permit account registration - step two

* Title:

* Forename:

Initials:

* Surname:

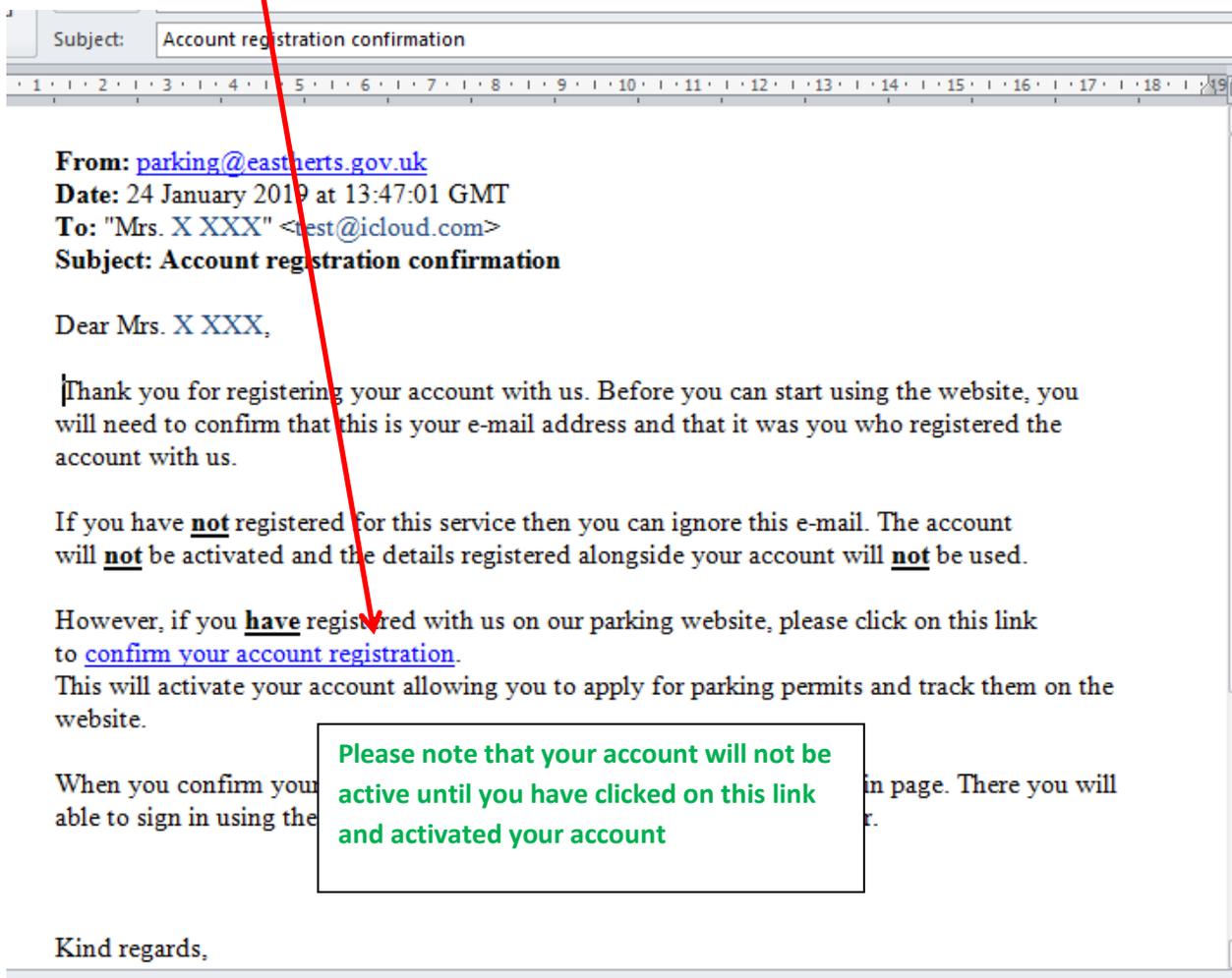
Contact methods:

* Contact method	* Details
Daytime phone	<input type="text"/>

* Home Address:

* Search postcode:

You will now have to log into the email account you have registered with and activate the account by clicking on the link



Once you have clicked the link, your account will be activated. The link will take you to our webpage. You will then need to log into your account by entering your email address and the password you have set up



My permit account

Email :

Password :

[I've forgotten my password](#)

Once you have logged into your account you will be able to **1.** Manage your details **2.** Apply for a permit **3.** See current permit applications which you have submitted **4.** View your current permits and vouchers



- 1.** 
My details
View or change your details
- 2.** 
Permit application
Apply for a permit
- 3.** 
My permit applications
View your applications
- 4.** 
My permits
View your permits

1. My details

You can change email address (NB This will change your log in)

Telephone number and name

Home 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.

My details

Account holder

Account type : Resident
Email : @eastherts.gov.uk

Change email

Home Address : CHURCH STREET
WARE
SG12

Change address

Correspondence address :

Title : Mrs
Forename : Freda
Surname : Bloggs
Daytime phone : 02461357911

Change details

2. Permit application

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

The address on this 'TEST' account is for permit zone W2 which offers permits for businesses (a) vouchers (b) if the resident is in receipt of a state pension they can purchase state pension vouchers which give double the allocation at half the price (evidence of receipt of state pension will be required) (c) Business other this is if a resident is in need of carer services from a care company (d) or Residents permits (e)



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

Residents permit chosen. The system will confirm the eligible address. Then press NEXT

East Herts Council logo

My account Freda Bloggs

Permit application

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

Please select the type of permit you require.

* Permit category : Residents

This is the Resident Permit Category help text.

Address details (You must fill in all fields marked *)

Address : CHURCH STREET
WARE
SG12

Cancel Next

You will now be asked to choose the permit type. (Weekly contractor, resident permit, motorcycle etc.)

East Herts Council logo

My account Freda Bloggs

Permit application

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

Please choose a particular permit.

* Permit type : Please select...

- Please select...
- Resident Permit - W2
- Resident Motorcycle Permit
- Carers Permit (Private)
- Contractors

Cancel Back Next

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On the next page you will have to input the registration number of the vehicle and the date you would like the new permit to become active

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 to avoid PCNs being issued. Please ensure you do not mix up zeros and the letter O.

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

* L = Letter, N = number

You will be asked if you are a blue badge holder (If yes, you will need to provide a copy of the blue badge)

Resident permits will only be issued to vehicles that are smaller than 5.25m long and 2.3m high (the size of a transit van). **If you answer yes to this question and we subsequently find that your vehicle is larger, your permit will automatically be cancelled.**



* Start date : 25/02/2019

Expiry date : 24/02/2020

This is the Resident Permit application help text.

Applicant details

Title : Mrs

Forename : Freda

Surname : Bloggs

Email address : eastherts.gov.uk

Daytime phone : 02461357911

Vehicle details

(You must fill in all fields marked *)

* Vehicle registration :

Questions

(You must fill in all fields marked *)

* Are you a Blue Badge holder? Please select...

* Is your vehicle less than 5.25m long or 2.3m high? Please select...

Once all the information has been input, press next

A summary screen will be shown. Please ensure that all information input is correct

Now press PROCEED

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

You will now have to upload supporting documents (because this is a new system, even if you have previously had a permit, you will still need to submit your documents when setting up your account and purchasing your initial permits) If you do not have your documents available, 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



My permit applications

[View your applications](#)

Permit application confirmation

Application number : 229321
Application date : 27/02/2019
Permit type : Resident Permit - W2
Start date : 27/02/2019
Period : 1 Year
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.

[Cancel](#)[Save application](#)[Upload supporting documents](#)

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 proof that you are living at the eligible address. 1 proof required. Accepted documents are:-

- Benefit Documents
- Current Council tax bill
- Solicitor letter confirming completion of purchase
- Tenancy agreement or mortgage statement
- Utility bill dated within the last 3 months

You will also need to provide proof that the vehicle is registered to the eligible address 1 proof required and supply:-

- Vehicle registration document – showing the vehicle is registered to the eligible address
- Official bill of sale/invoice – showing the eligible address
- Insurance documents – showing the eligible address
- Hire/Lease agreement – showing the eligible address

If the vehicle is a company car, you will need to supply proof in the form of a company headed letter signed by the company secretary.

If you advised that you were a blue badge holder, you will also need to upload a copy of the front and back of this.

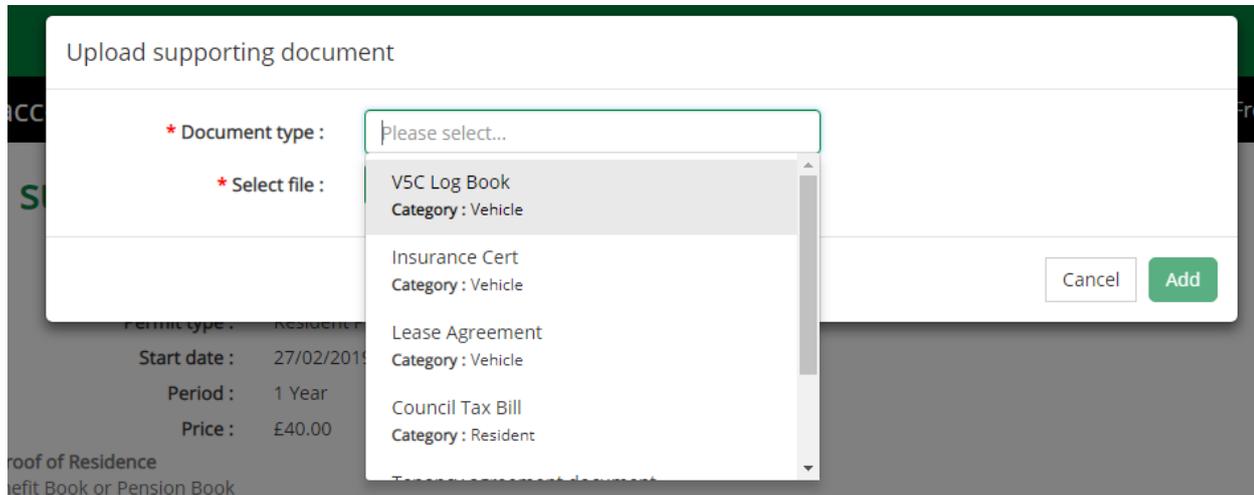


When pressing the  button, you will be asked to choose what document type you are uploading.

Each document should be loaded and named separately.

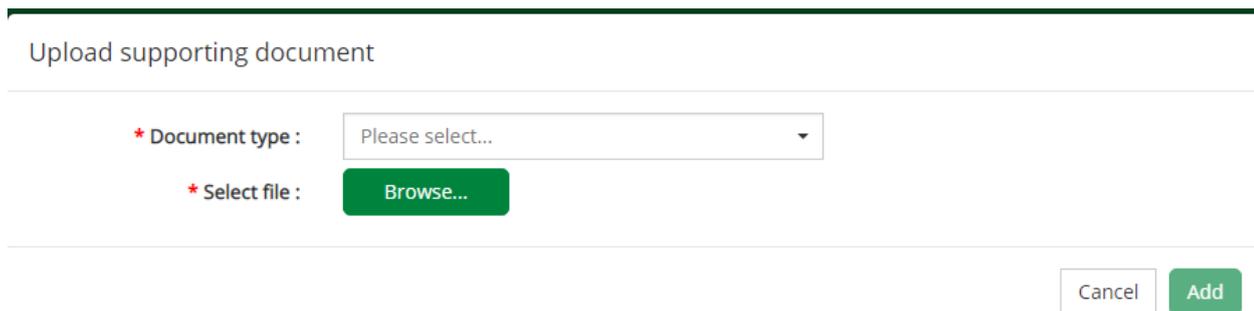
For example
V5C to be uploaded as proof of vehicle

Choose V5C in document type drop down



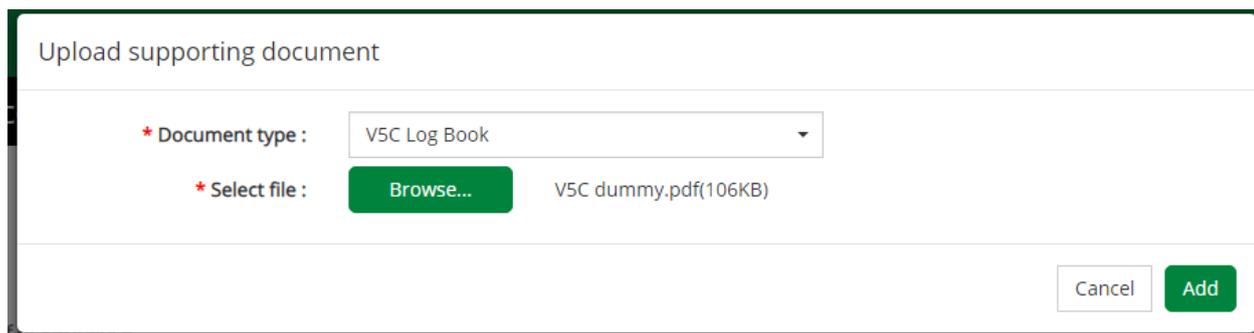
The screenshot shows a form titled "Upload supporting document". It has two main sections: "* Document type:" and "* Select file:". The "Document type" dropdown menu is open, showing a list of options: "V5C Log Book" (Category: Vehicle), "Insurance Cert" (Category: Vehicle), "Lease Agreement" (Category: Vehicle), and "Council Tax Bill" (Category: Resident). The "V5C Log Book" option is highlighted. At the bottom right of the form, there are "Cancel" and "Add" buttons.

Then press browse button



The screenshot shows the same "Upload supporting document" form. The "Document type" dropdown is now closed and shows "Please select...". The "Select file:" section now has a green "Browse..." button highlighted. The "Cancel" and "Add" buttons are still visible at the bottom right.

Drill down through your computer files to find the document, double click on the document



The screenshot shows the "Upload supporting document" form. The "Document type" dropdown is now set to "V5C Log Book". The "Select file:" section shows a green "Browse..." button and the text "V5C dummy.pdf(106KB)", indicating that a file has been selected. The "Cancel" and "Add" buttons are at the bottom right.

You will see that your document has been selected, now press add. Repeat this process to upload proof of address and blue badge if required.

Once all required documents have been uploaded, you will see these at the bottom of the screen then press the upload documents button

- Scanned document or photo in IIF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents : [+ Add document](#)

Document type	Proof category	File name	
VSC Log Book	Vehicle	VSC dummy.pdf	✕
Council Tax Bill	Resident	Proof of address dummy.pdf	✕

[Cancel](#) [Upload documents](#)

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



[Home](#) **My account** [Freda Bloggs](#)

Permit application confirmation

Application number : 229321
Application date : 27/02/2019
Permit type : Resident Permit - W2
Start date : 27/02/2019
Period : 1 Year
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](#) [Save application](#) [Make payment](#)