

WOKINGHAM BOROUGH COUNCIL

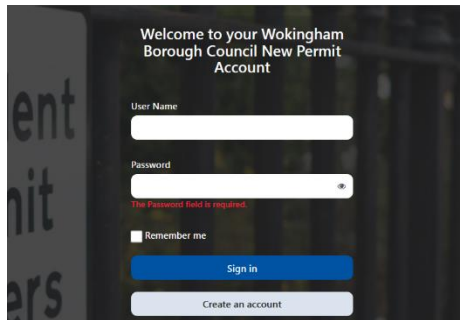
Wokingham Borough Council

Car Park Permit User Guide

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Account Creation

Click the box **“Create an account”**



Welcome to your Wokingham Borough Council New Permit Account

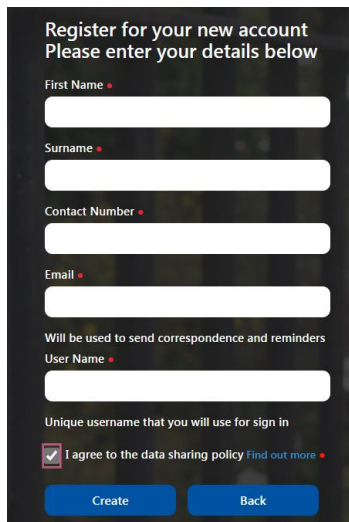
User Name

Password

The Password field is required.

Remember me

1. Enter your registration details in each field, ensuring you tick the box to agree to the data sharing policy, then click **“Create”**.



Register for your new account
Please enter your details below

First Name

Surname

Contact Number

Email

Will be used to send correspondence and reminders

User Name

Unique username that you will use for sign in

I agree to the data sharing policy [Find out more](#)

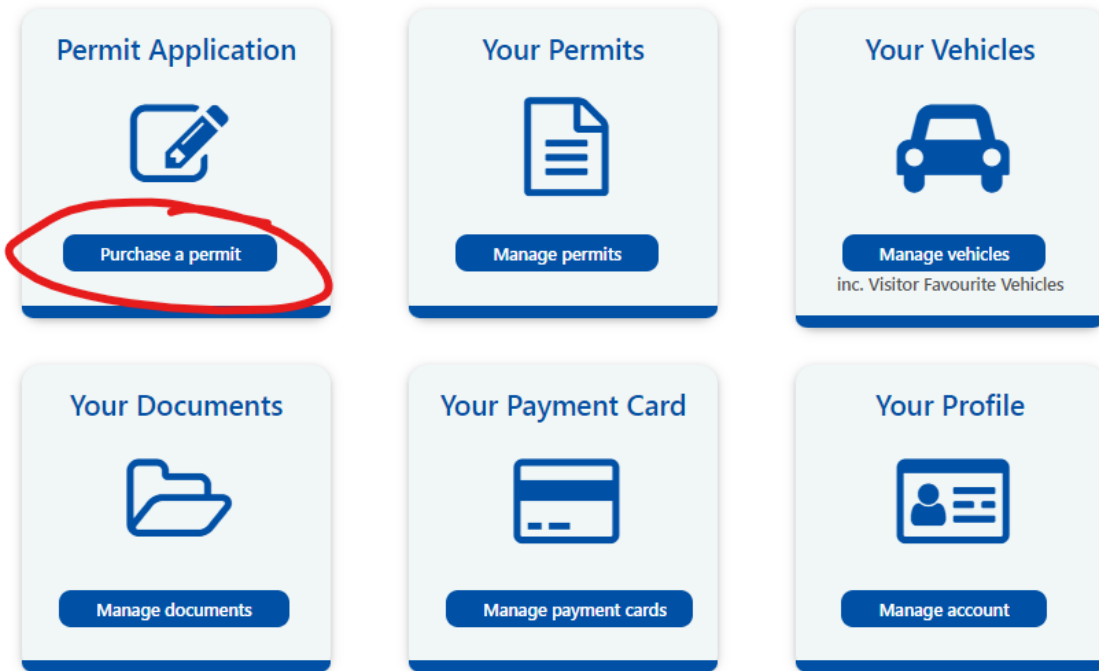
2. You will receive an email to activate your account, please ensure you also check your junk email folder

You can now add documents, vehicles and card payment details from the home screen to assist in your permit application. Please find the guides **Document Upload, Add Vehicle and Payment Card**.

Alternatively, these steps can be completed during your **Permit Application** using the User Guide below.

Permit Application

1. Select **Purchase a permit**



2. [Address Details](#) – Tick the box “Apply for a non zone related permit” as shown below.
3. Enter your home address.
4. You can tick the box below to **save the address for future use** if you wish.

Submit Your Request for a Parking Permit

[Back](#)

1. Address Details | 2. Permit Details | 3. Vehicle Details | 4. Supporting Document | 5. Price & Payment

Please enter your postcode and property number to search for your address, if this is not correct, please enter your address manually

Postcode •

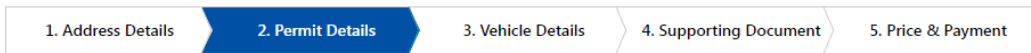
Property Name or Number •
 [Search](#)

The Property Name or Number field is required.

Apply for a non zone related permit ie car park, suspension or waiver

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

5. [Permit Details](#) – Select the relevant **Permit Category** for the permit you are applying.
6. Then select the relevant **Permit Type**
7. Select **Save & Continue**



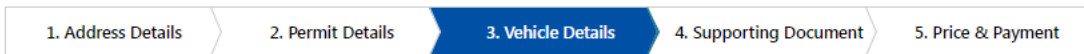
Please select the desired Permit Category

Permit category

A dropdown menu with the text "Choose" at the top. The menu is open, showing a list of options: Car Park Season Tickets (highlighted in blue), Market Permits, School Permits, Country Park Permits, Staff Permits, and Waivers & Suspensions.

8. [Vehicle details](#) – Select “**Register a New Vehicle**” – (If you followed the guide named [Add Vehicle](#) you can select your vehicle from the dropdown menu, tick to select your primary vehicle and **Save and Continue** and skip to [step 10](#) of this guide)

[Back](#)



Vehicle

Is this your primary vehicle

Vehicle

Is this your primary vehicle

Vehicle

Is this your primary vehicle

[Register a New Vehicle](#)

[Save and Continue](#)

- Enter your **Number Plate** in the box and click “**Retrieve Vehicle Details**” – check the details are correct, you can also enter these manually.

- Select Yes/No for **Registered Keeper**
- Upload Support Evidence as prompted

REGISTER NEW VEHICLE [X]

Number Plate ●

Retrieve Vehicle Details

Are you the registered keeper of the vehicle?
 Yes
 No

Make ●
Select... ▼

Model ●
Select... ▼

Colour ●

Save Cancel

- In **Document Type** select **Vehicle Ownership**
- Click **Attach document** and browse to your **V5C logbook** copy, select **Open**. (See [FAQ](#) for alternative documents)
- Then click **Save**.

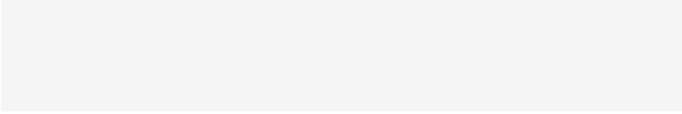
SUPPORT EVIDENCE OF IDENTIFICATION ×


Document Type •

Vehicle Ownership

Vehicle Ownership ▼

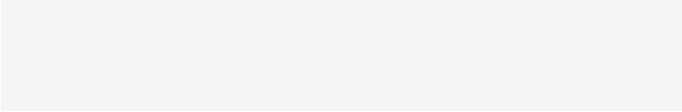
Sample



Vehicle Documentation 


Please provide a copy of the below

- VSC log book (mandatory) for the current address



Applicant Document

Attach document

 **Help**

Accepted document formats: PDF,JPG,JPEG,BMP

Save **Back**

- You should see **The upload was successful** - Click **OK**

Upload proofs ×

The upload was successful

Ok

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

- Find your vehicle registration in the dropdown menu and tick the box “**Is this your primary vehicle**” for your active vehicle only (this can be changed later, see [Switch Vehicle](#))
- Complete the above steps for any additional vehicles you wish to have on your permit.
- Ensure each vehicle is included in a separate dropdown box, up to the maximum allowed amount.

Submit Your Request for a Parking Permit

[Back](#)

1. Address Details 2. Permit Details **3. Vehicle Details** 4. Supporting Document 5. Price & Payment

Vehicle
 Is this your primary vehicle

Vehicle
 Is this your primary vehicle

Vehicle
 Is this your primary vehicle

[Register a New Vehicle](#) [Save and Continue](#)

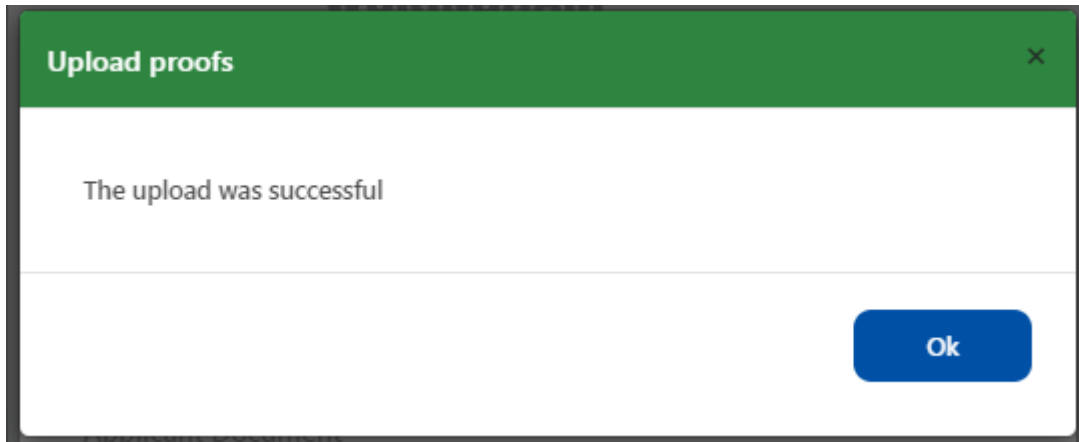
9. [Supporting document](#) (Proof of Pensions – Concessionary Permit)(Market Traders Evidence)(School Documentation)

If you followed the guide named [Document Upload](#) you can select your relevant document from the list, when selecting **Current uploaded support evidence** and press **Save and Continue**, skip to [step 10](#).

- Select **Upload Support Evidence**
- In **Document Type** choose your supporting document - You will be provided with some **Sample** choices when you select a type.
- Select **Attach Document**
- Browse to the relevant file and click **Open**
- Click **Save**

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

- You will be given the message **The Upload was successful** – Click **Ok**



- Click **Current uploaded support evidence** to see the document you uploaded– (It may take a while for the document to be selectable, refresh the page and try again)
- Select **Save and Continue**

10. Price & Payment

- Choose the correct start date for your permit (if applicable)
- Choose the correct length of permit (if applicable)
- Choose your preferred **Payment Method** from the dropdown menu.

i Payment method •

Choose ▲

Use registered card

Online after approval

Pay now

- If you registered your card using the [Payment Card](#) guide, you can select **Use registered card**
- Otherwise, you can **Pay now** prior to approval or pay **Online after approval**. (If any further discounts are to be added, such as months left on an existing permit please select **Online after approval** so we may add the discount for you.)
- Read and Tick to **Agree to the terms and conditions**.

I agree to the terms and conditions

Apply Terms and Conditions Cancel

Save

- Click **Apply**
- You should then receive the **Application submitted** screen. You should also receive confirmation by email.

Application submitted

Thank you for submitting your application. Your permit application will now either be auto approved or be sent to the processing team for review, depending on the type of permit you have applied for. Once your permit has been approved you will receive an e-mail informing you of next steps. To check the status of your permit please select the manage permits on the account home page, please remember your permit is not valid until showing a status of active.

11. Await **approval** for your application – you should receive this to the email you used during account creation.

Frequently asked questions:

1. **I want to add multiple vehicles during my permit application.**

Follow the step [Vehicle details](#) in the guide above for each vehicle you would like to include (up to the maximum amount allowed for your permit type, as shown by the number of dropdown boxes. Include each vehicle in a separate dropdown box and select the primary/active vehicle for your permit, this can be changed later by following the [Switch Vehicle](#) guidance below.

2. **I use other vehicles; how do I add more vehicles to my permit?**

Please find the attached guide named [Add Vehicle](#) and then follow the answer below for **4**. To activate that vehicle.

3. **I have two or more vehicles on my account, how do I swap?**

Navigate to **Your Permits** from the Home screen, find your relevant permit and select **Manage Permit**. Select the expansion box named **Vehicles**. Choose the vehicle you wish to use and tick the box next to "Is this your primary vehicle". Press **Save**.

The 5-vehicle limit is in reference to the number of vehicles that can be added to one permit, you may swap between vehicles as often as necessary.

This can also be viewed using the [Switch Vehicle](#) guidance below

4. **I do not have a V5c (logbook)/it is not in my name/address, what else can I use?**

We will accept proof of **Motor Insurance or Lease/Hire Agreement** this must include your name, address, and Vehicle Registration Number (VRN). We can also accept official headed letters from your place of work for company cars, where you do not hold a V5C or Motor Insurance in your name (this must include your full name, address, vehicle registration.

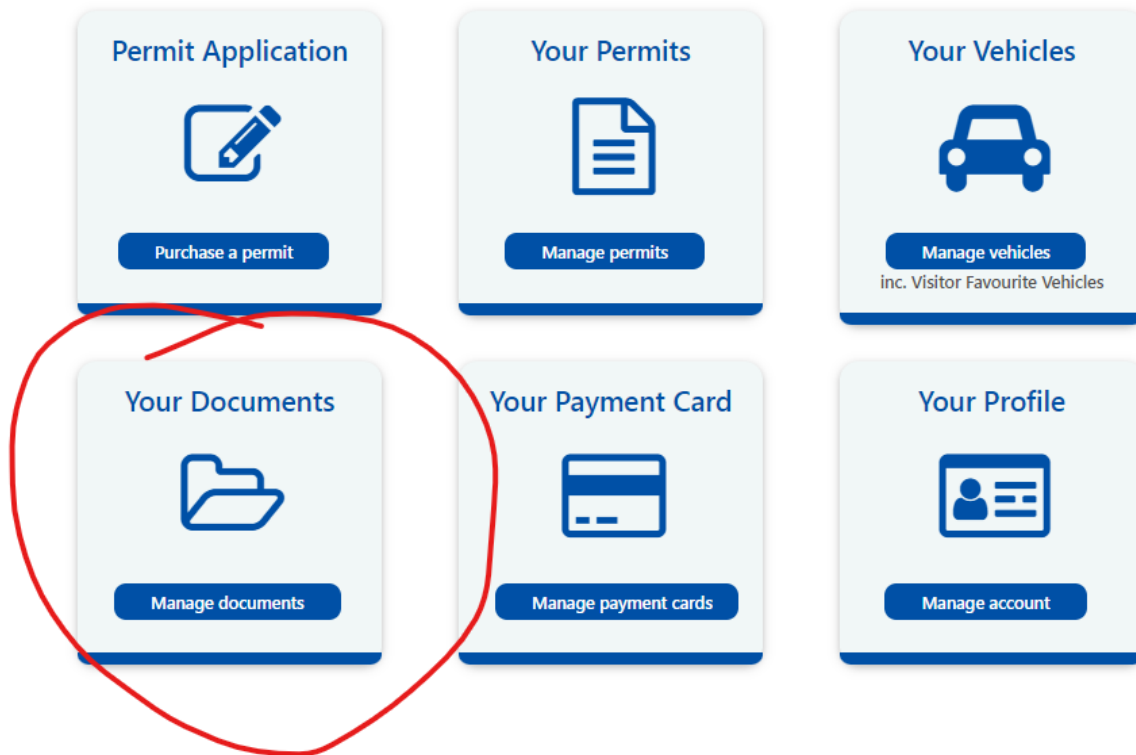
5. **I have a temporary vehicle; how can I include this on my permit?**

If you do not have use of one of your permitted vehicles and in its place have a [Temporary Vehicle](#), you can include this on your permit by following the guidance below.

Document Upload

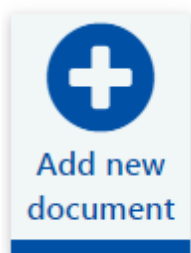
You may at any time, upload further documents to assist with adding vehicles, verifying proof of residency or creating new permit applications.

1. First select **Your Documents** by clicking **Manage documents**



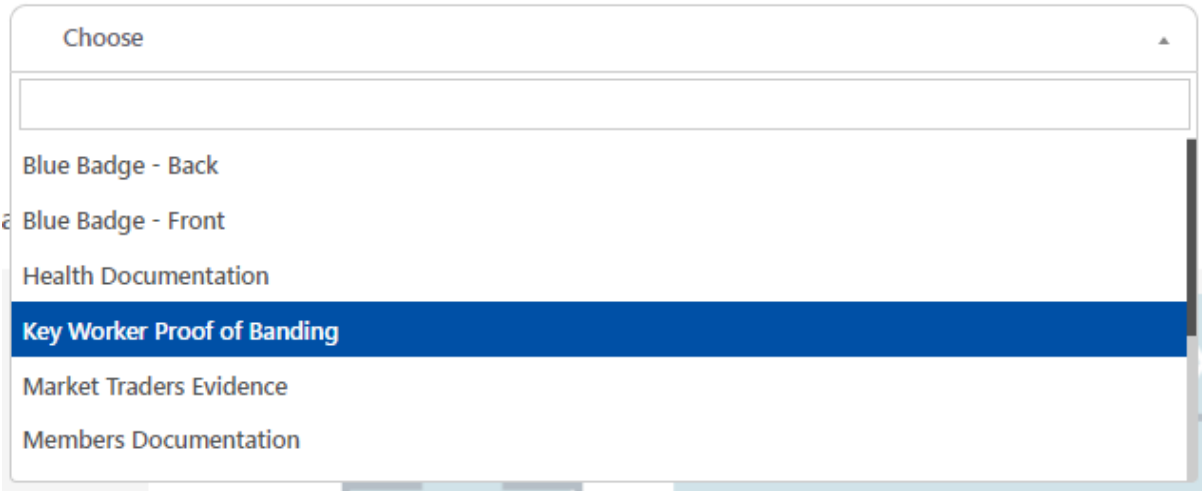
2. In this new page you should see all your previously uploaded documents, you can view these by clicking the **View** button below each document or **Delete** by clicking the (X) in the top right corner.
3. To add a new document, click on **Add new document** at the top of the screen.

Your Documents

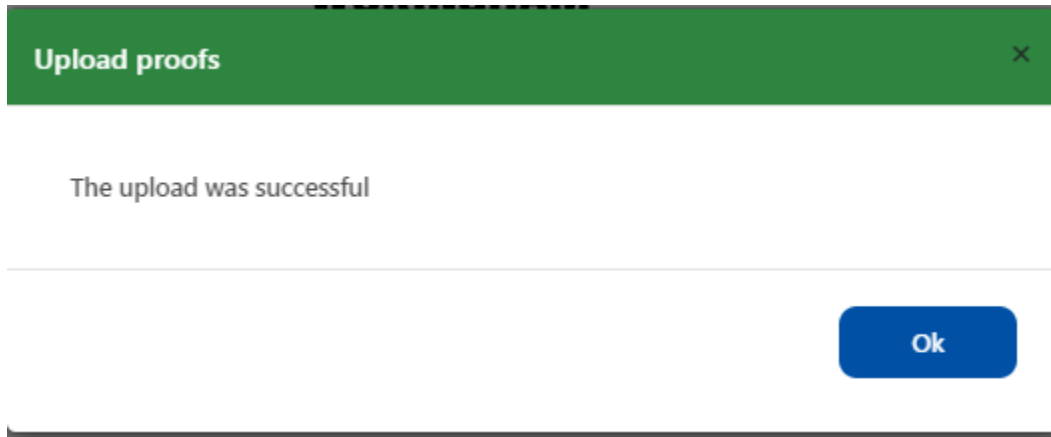


4. In the dropdown menu below **Document Type**, choose the relevant type that you wish to upload. You will be provided with some **Sample** choices when you select a type.

Document Type ●



5. Now select **Attach document** and browse to the relevant document you wish to upload, then press **Open**. You should see the file name and type appear below **Applicant Document**
6. Press **Save**



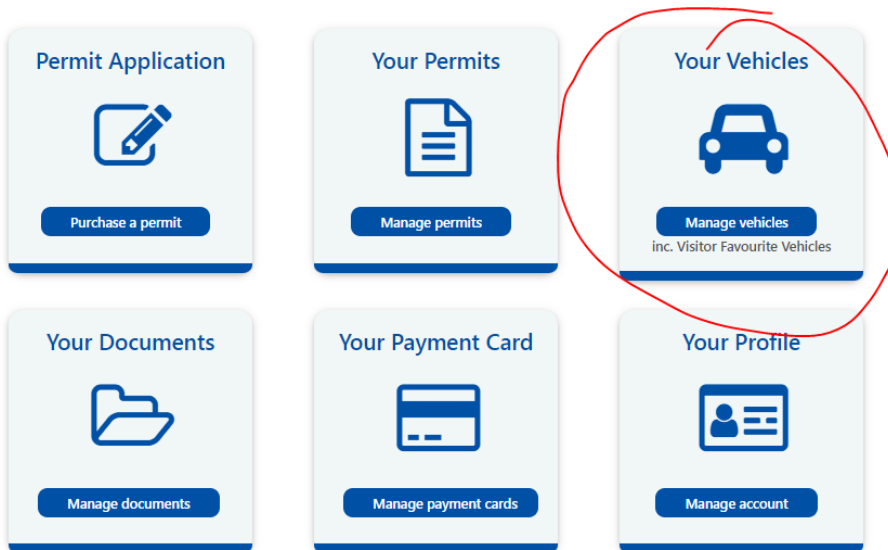
7. You should now be able to find this document when selecting Support Evidence during creation of Permit Applications and New Vehicle Creations.

Your Vehicles

Add Vehicle

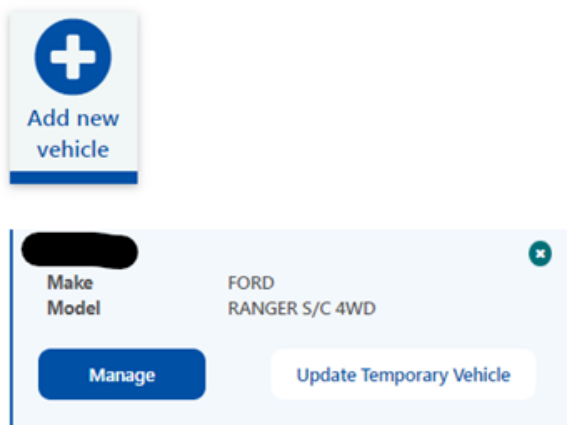
You may at any time, add, change or manage the vehicles on your **account**. This can be useful to complete before a permit application, as the vehicle you require will already be updated and complete.

1. First select **Your Vehicles** by clicking **Manage vehicles**



2. On this page you should see all your vehicles on the account, you can view/manage these by clicking the **Manage** button below each vehicle, **Delete** by clicking the (X) in the top right corner or **Add/Update a Temporary Vehicle**.

Your Vehicles



3. To add a new vehicle, click on **Add new vehicle** at the top of the screen.
4. Enter the **Number Plate** in the box and select **Retrieve Vehicle Details** – ensure these details are correct before continuing, you can also enter these manually.
5. Select Yes/No for **Registered Keeper**

6. You will be prompted to **Upload Support Evidence**
7. In **Document Type** select **Vehicle Ownership**
8. Click **Attach document** and browse to your **V5C logbook** copy, select **Open**
9. Then click **Save**.
10. The document will be attached to this vehicle
11. Press **Save** on the **Register New Vehicle** screen

VEHICLE DETAILS
PLEASE PROVIDE YOUR VEHICLE DETAILS

Number Plate *

Number Plate field is required.

Are you the registered keeper of the vehicle?

Yes
 No

Ownership support evidence *

Choose

If you haven't uploaded Ownership Support Evidence, please, press the button "Upload Support Evidence". After that you will be able to select them

Retrieve Vehicle Details

Make *

Choose

Model *

Choose

Colour *

Choose

Upload Support Evidence

Save Cancel

12. You can now navigate to **Your Permits** from the Home screen, find your relevant permit and select **Manage Permit**.
13. Select the expansion box named **Vehicles**. Choose the vehicle(s) you wish to use, one per dropdown box, and tick the box next to "Is this your primary vehicle" for the vehicle you wish to be active.
14. Press **Save**.
15. Await approval, you should receive an automated email.

Only ONE VEHICLE may be active on your permit at any one time. Select the tick box to switch between your vehicles. You may switch between your vehicles as often as necessary.

You may add **5 NEW Vehicles** to one permit in one year, you may [switch](#) between vehicles as often as necessary.

Permit Details

Address

Vehicles

Information: This permit type allows you to change the vehicle 2 times. After that you will not be able to change the vehicle.

To change the vehicle on this permit, select the new number plate from the list below and click save. If vehicle is not listed, add the vehicle via 'manage vehicles' section and then try again.

Vehicle

Is this your primary vehicle

Vehicle

Is this your primary vehicle

Vehicle

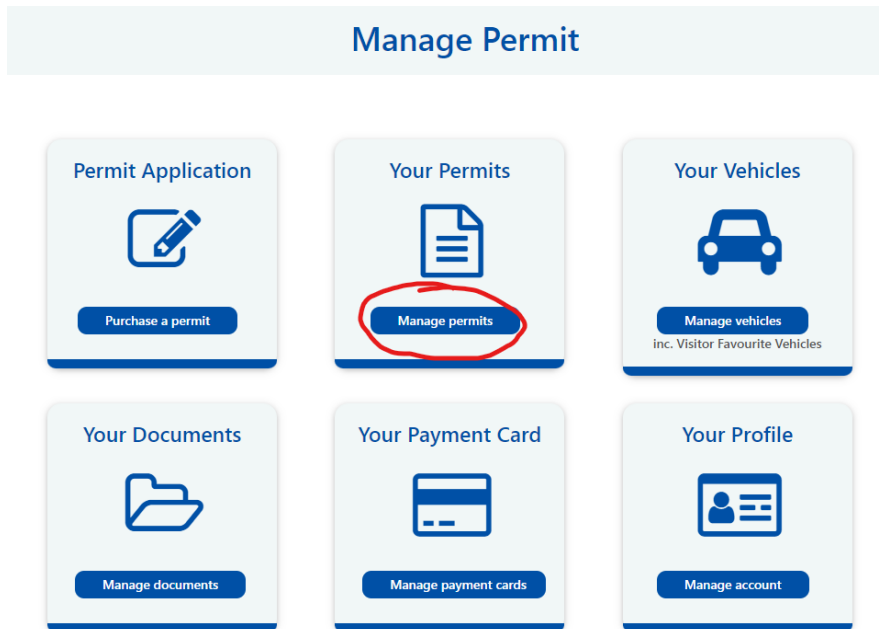
Temporary Number Plate - AB12TST

Is this your primary vehicle

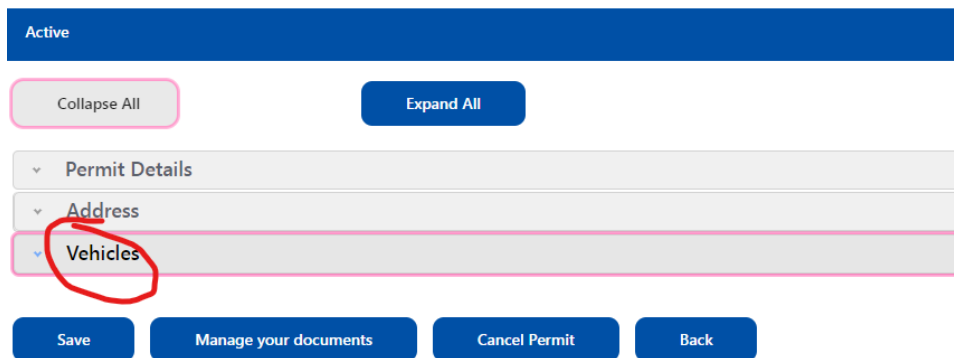
Save Manage your documents Cancel Permit Back

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Switch between active vehicles on permit



1. Navigate to **Your Permits** from the Home screen, find your relevant permit and select **Manage Permit**. Please ignore the Change Vehicle button.
2. Select the expansion box below, named **Vehicles**.



3. Tick the box next to "Is this your primary vehicle" for the vehicle you wish to be active.
4. Press **Save**.
 - To include a **NEW** vehicle on your permit, follow the [Add Vehicle](#) guide above and include it at the dropdown on the **Your Permit** section, as shown below.
 - To **SWITCH** between vehicles on your permit (where relevant), tick the box next to the vehicle you wish to be active, as shown below.

Permit Details

Address

Vehicles

Information: This permit type allows you to change the vehicle 2 times. After that you will not be able to change the vehicle.

To change the vehicle on this permit, select the new number plate from the list below and click save. If vehicle is not listed, add the vehicle via 'manage vehicles' section and then try again.

Vehicle [Redacted] Is this your primary vehicle

Vehicle [Redacted] Is this your primary vehicle

Vehicle [Redacted] (Temporary Number Plate - AB12TST) Is this your primary vehicle

Save Manage your documents Cancel Permit Back

Only **ONE VEHICLE** may be active on your permit at any one time. Select the tick box to switch between your vehicles. You may switch between your vehicles as often as necessary.

The **5-vehicle limit** is in reference to the number of **NEW VEHICLES** that can be added to one permit in one year, you may switch between vehicles as often as necessary.

Temporary Vehicle

To add or delete a **Temporary Vehicle**, you can either click **Add Temporary Vehicle** at the bottom of each box or select **Manage** and find the box at the bottom of the screen. In both cases you will simply need to add a vehicle registration.

You will receive a confirmation popup box and the maximum time the Temporary Vehicle will remain active before being automatically removed by the system.

Your Vehicles

Add new vehicle

Make Model FORD RANGER S/C 4WD

Manage Add Temporary Vehicle

Temporary Vehicle

Number Plate

Cancel Ok

The button will update to say "Update Temporary Vehicle" if one is active.

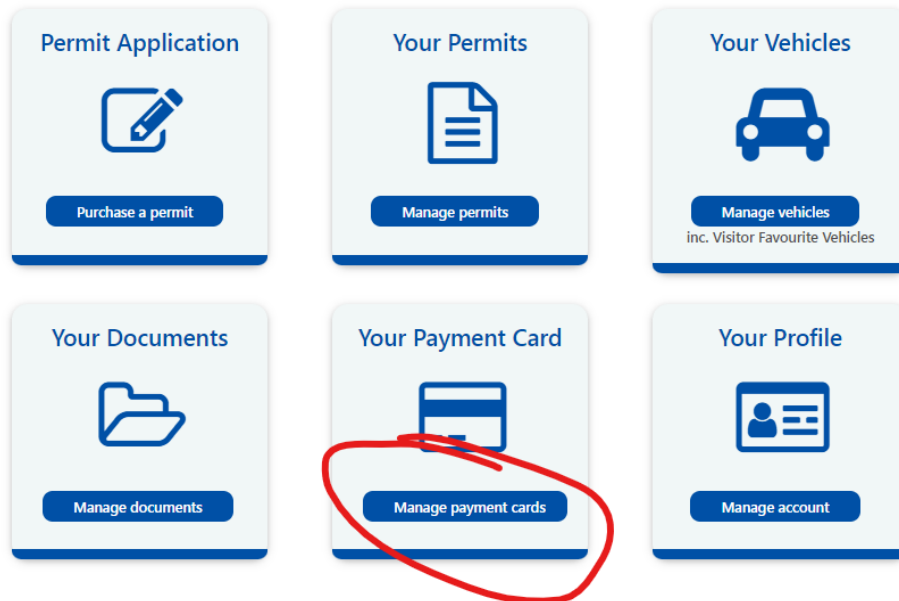
Update Temporary Vehicle

You can view the temporary vehicle at the **Your Permits** screen. Find your relevant permit and select **Manage Permit**. Select the expansion box named **Vehicles**.

Payment Card

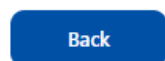
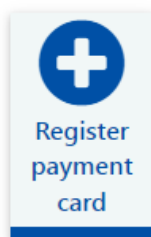
You can add payment cards to your account that can be used to pay for your permit during your application so that payment can be taken after the permit has been approved.

1. From the Home Screen select **Manage payment cards**



2. Here you will be able to see your previously registered cards or **Register payment card** to add a new one.

Your Payment Card



The screenshot shows a form titled 'Add Payment Card' with a close button in the top right. It features logos for 'VERIFIED by VISA MasterCard SecureCode', 'VISA', and 'MasterCard'. A note states: 'Please note that adding a new card will replace the card details you may have already stored.' The form includes fields for: 'Card Number' (four boxes with 'XXXX'), 'Expiry Date (MM/YY)' (MM and YY boxes), 'Issue Number' (empty text box), 'Valid From (MM/YY)' (MM and YY boxes), and 'CVV2/CVC2' (XXX box and a card image). A 'Submit' button is at the bottom right. A disclaimer at the bottom reads: 'By clicking on "Submit" button, you are authorizing us to debit your card.'