

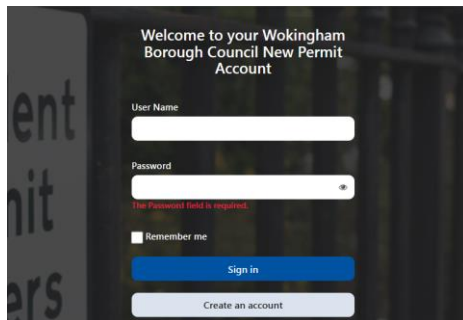
Wokingham Borough Council

Resident Permit – User Guide

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Account Creation

1. Click the box **“Create an account”**



>Welcome to your Wokingham
Borough Council New Permit
Account

User Name

Password

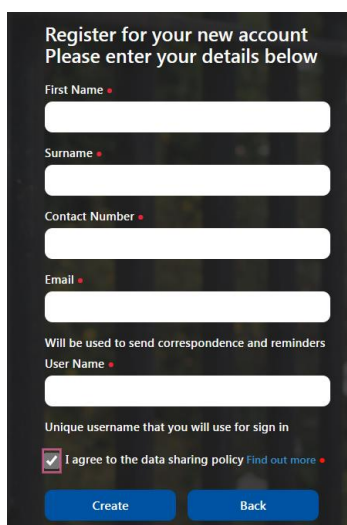
The Password field is required.

☐ Remember me

[Sign in](#)

[Create an account](#)

2. 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](#) •

[Create](#) [Back](#)

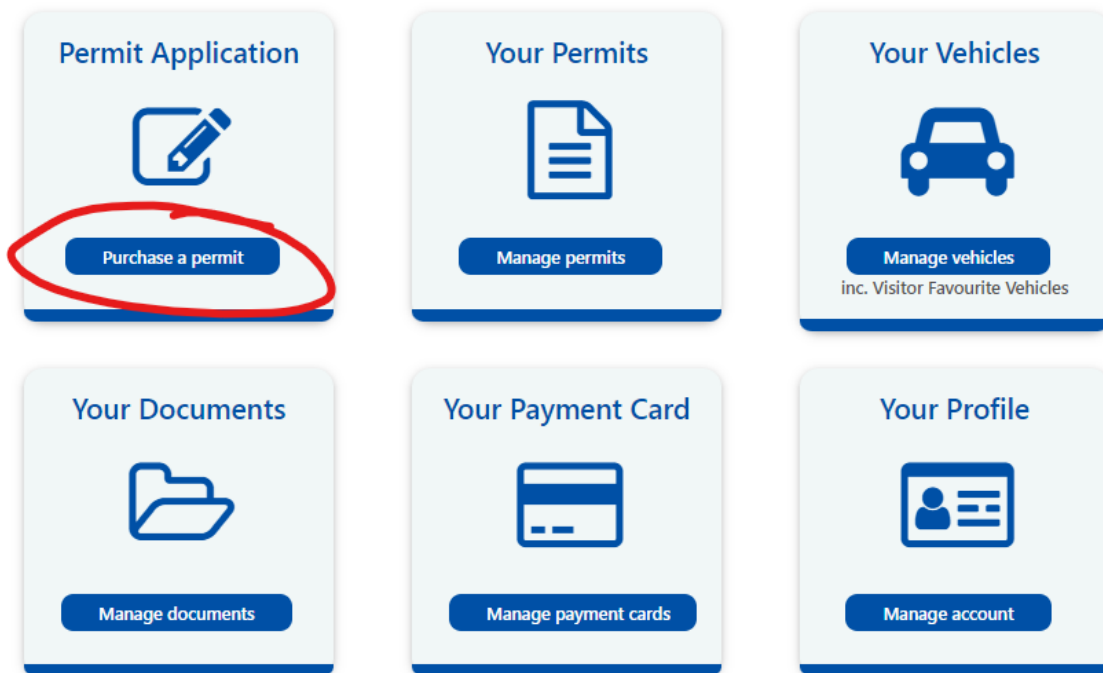
3. You will receive an email to activate your account, please ensure you also check your junk email folder

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

Select **Purchase a permit**



1. [Address Details](#) – Enter your **Postcode** in the box. (Please be aware you **must** be entitled to a permit at your address, or the property will not be found.)
2. Select your **Property Name or Number** (These are not in numerical order, please scroll down).
3. Press **Search** and finalise your address details. The Street address should be selectable from the dropdown box. You may need to enter your Town manually.
4. You can tick the box below to **save the address for future use** if you wish.

[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 •

AB1 2CD

Property Name or Number •

Select...

[Search](#)

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

5. [Permit Details](#) – Allocated Zone will show the area you are entitled to park with your permit.
 6. From the dropdown menu select **Residential permits** below **Permit Category**
 7. Below **Permit Type** select the relevant permit type required from the dropdown menu.
 - a. Residents permit – 24/7 annual permit
 - b. Resident Carer Permit – 24/7 annual permit whilst completing care for eligible applicants
 - c. Visitor Voucher – Activated vouchers for fixed durations with manual vehicle entry
 8. Select **Save & Continue**
-
9. [Vehicle details](#) – (not required for Visitor Voucher – skip to [step 10](#))
 - Select **“Register a New Vehicle”**
 - If you followed the guide named [Add Vehicle](#) or have previously included one during application, 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](#)

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

Choose ▾

☐ Is this your primary vehicle

Vehicle

Choose ▾

☐ Is this your primary vehicle

Vehicle

Choose ▾

☐ 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

The screenshot shows a web form titled "REGISTER NEW VEHICLE" with a close button (X) in the top right corner. The form is organized into two main columns. The left column contains a "Number Plate" label with a red asterisk, followed by a text input field. Below this is the question "Are you the registered keeper of the vehicle?" with two radio button options: "Yes" and "No". The right column features a blue button labeled "Retrieve Vehicle Details". Below this are labels for "Make" and "Model", each with a red asterisk, followed by dropdown menus showing "Select..." and a downward arrow. At the bottom of the right column is a "Colour" label with a red asterisk and a text input field. At the bottom left of the form are two blue buttons: "Save" and "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

- V5C [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

- Find your vehicle registration in the dropdown menu and tick the box **“Is this your primary vehicle”**.

Submit Your Request for a Parking Permit

[Back](#)

1. Address Details

2. Permit Details

3. Vehicle Details

4. Supporting Document

5. Price & Payment

Vehicle

Choose

☒ Is this your primary vehicle

Vehicle

Choose

☐ Is this your primary vehicle

Vehicle

Choose

☐ Is this your primary vehicle

[Register a New Vehicle](#)

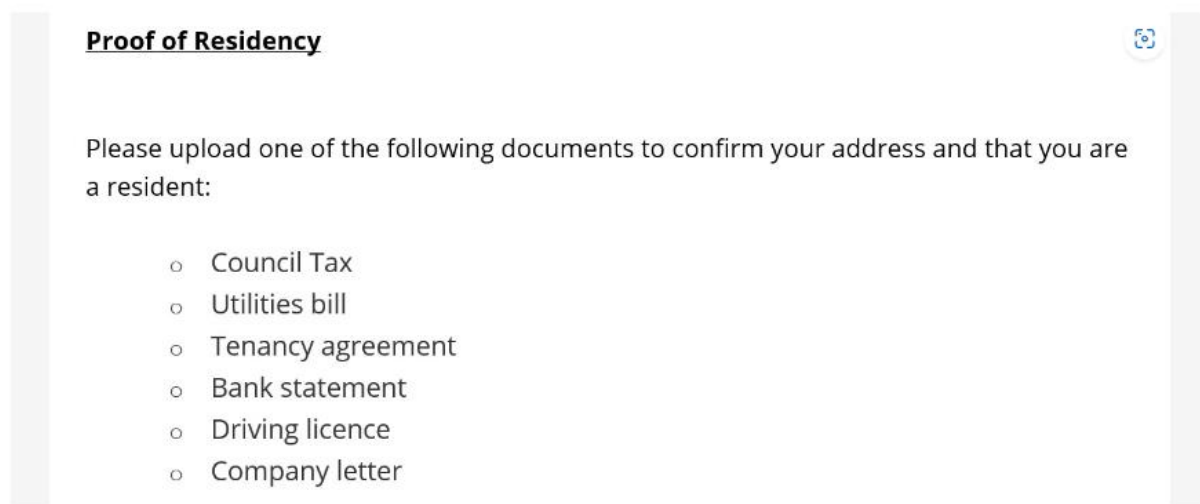
[Save and Continue](#)

10. Supporting document (Proof of Residency)

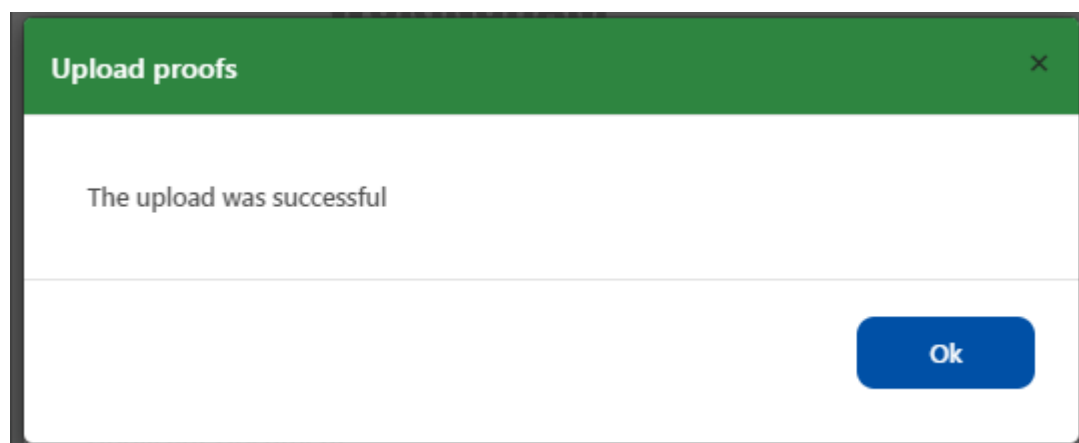
If you followed the guide named [Document Upload](#) you can see your relevant proof of residency document from the list, press **Save and Continue**, skip to [step 11](#).

- Select **Upload Support Evidence**
- In **Document Type** choose **Proof of Residency** - You will be provided with some **Sample** choices when you select a type.

Sample



- Select **Attach Document**
- Browse to the relevant file and click **Open**
- Click **Save**
- You will be given the message **The Upload was successful** – Click **Ok**



- Click **Current uploaded support evidence** to see the document you uploaded
- Select **Save and Continue**

11. Price & Payment

If you receive pension credit or are a valid Blue Badge holder, you can select the discount in the box and [Upload Support Evidence](#) (If you did not already do this using the “Document Upload”). Select the relevant document type in the dropdown menu below Document Type and attach your documents as before.

1. Residents Permit and Resident Carer Permit

- Choose the correct start date for your permit.
- Click the box marked **12 Months** with the relevant amount.
 - Note that any discounts are applied within the Total Price.

Select duration below	Price
☒ 12 Months	£ 30.00

0% VAT
Price •

£ 30.00

i Payment method •

Choose

Use registered card

Online after approval

Pay now

2. Visitor Voucher

- Fill your basket with your preferred selection of durations
 - i. multiple voucher books may be added with a minimum of 10 vouchers per duration
 - ii. Household annual limits are 50 or 100 depending on zone, please refer to T&Cs for full details
- Choose your preferred **Payment Method** from the dropdown menu.

Residents Visitor Permit for use in the allocated zone

Permits

10

There are 0 permits of this type currently active for this property

Duration	Price	Multiple Durations
3 Hours	£ 1.20	<button>Add</button>
6 Hours	£ 2.00	<button>Add</button>
12 Hours	£ 3.00	<button>Add</button>
24 Hours	£ 5.00	<button>Add</button>

Your Basket

Duration	Purchase Quantity	Remove from Basket	
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0% VAT

Price

£ 0.00

- 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**.
- 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.

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

Frequently asked questions:

1. 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 **2**. To activate that vehicle.

2. 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 vehicle limit is in reference to the maximum number of new 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

3. 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**, 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).

4. How can I apply for and use Residents Visitor Vouchers?

You can apply for Visitor Vouchers by beginning a new [Permit Application](#) and selecting Visitor Vouchers at the [Permit Details](#) page. Applicants must be a resident within a relevant residential permit zone.

To activate [Visitor Vouchers](#), please follow the step-by-step instructions included below.

Visitor Vouchers

Application Process

1. Log in to your parking permit account. If you do not already have an account, [create](#) one and activate it using the confirmation email sent to you.
2. From the home page, select **Purchase a Permit**.
3. Enter your postcode and select your property address. Only eligible properties within a permit scheme will be displayed. Click **Search** and complete the address details.
4. Under **Permit Category**, select **Residential Permits**. Under **Permit Type**, select **Visitor Voucher**. Visitor vouchers are activated vouchers for fixed durations and require the visitor's vehicle registration to be entered when used.
5. Click **Save & Continue**. Vehicle details are not required when applying for visitor vouchers, so you can skip the vehicle section.
6. Upload proof of residency if requested. Accepted documents include items such as a Council Tax bill, utility bill, tenancy agreement, bank statement, driving licence or company letter showing your address.
7. Continue to **Price & Payment**. Select the voucher durations you wish to purchase and add them to your basket. Multiple books may be purchased, with a minimum purchase quantity of 10 vouchers per duration.
8. Choose your preferred payment method and agree to the terms and conditions. Then click **Apply**.
9. You will receive an on-screen confirmation that the application has been submitted, and a confirmation email will be sent to you.
10. Wait for the application to be approved. Once approved, the visitor vouchers will become available on your account.

Activating a Visitor Voucher

When a visitor parks:

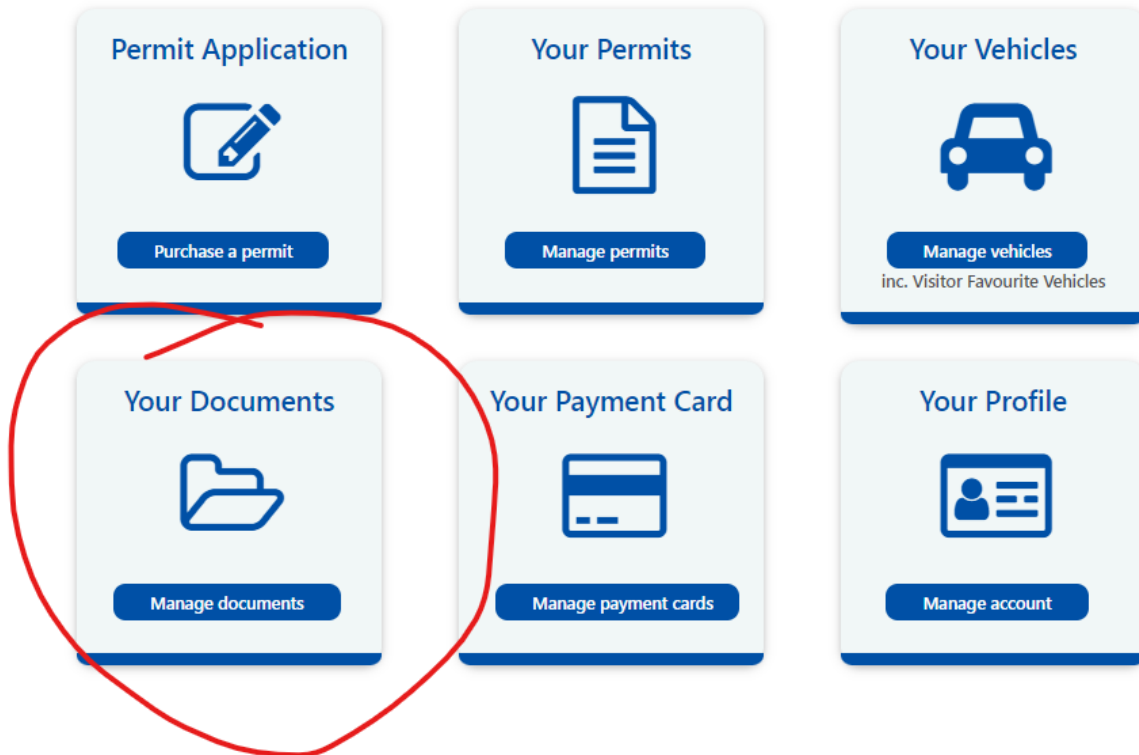
1. Log in to your permit account.
2. Navigate to your Visitor Vouchers within the **Your Permits** section.
3. Select the required voucher duration (for example 3, 6, 12 or 24 hours, where available).
4. Enter the visitor's vehicle registration number.
5. Activate the voucher with a start date/time or select to start now.
6. Check that the voucher has been successfully activated and that the vehicle registration has been entered correctly.
7. Visitor Vouchers may be cancelled or edited up to the start date/time.

Note: Household annual voucher limits apply and may be either 50 or 100 vouchers depending on the zone.

Document Upload

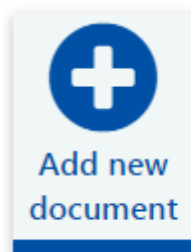
You may at any time, upload further documents to assist with adding vehicles, verifying proof of residency or creating new permit applications.

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



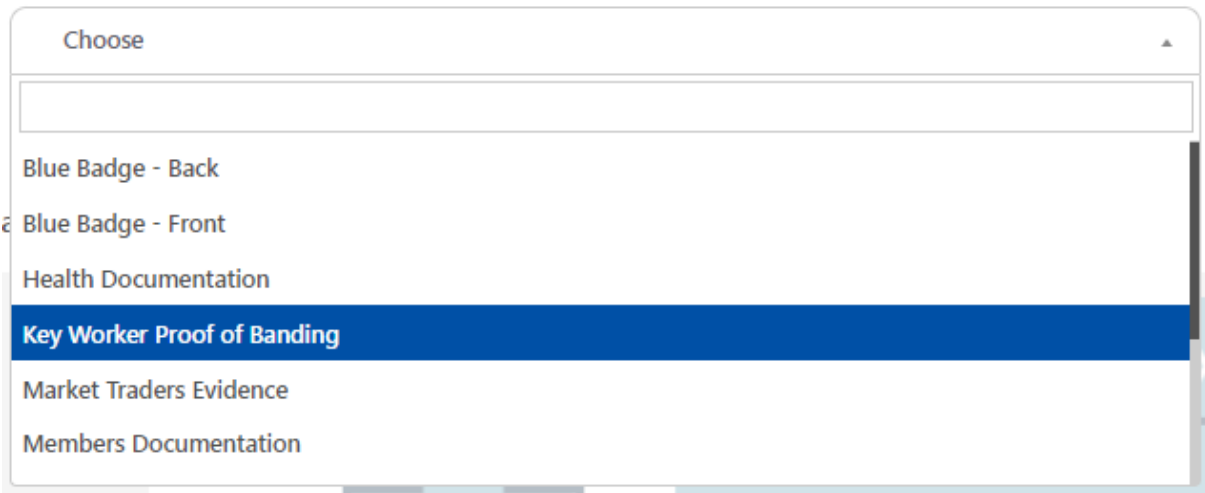
2. In this new page you should see all your previously uploaded documents, you can view these by clicking the **View** button below each document or **Delete** by clicking the (X) in the top right corner.
3. To add a new document, click on **Add new document** at the top of the screen.

Your Documents



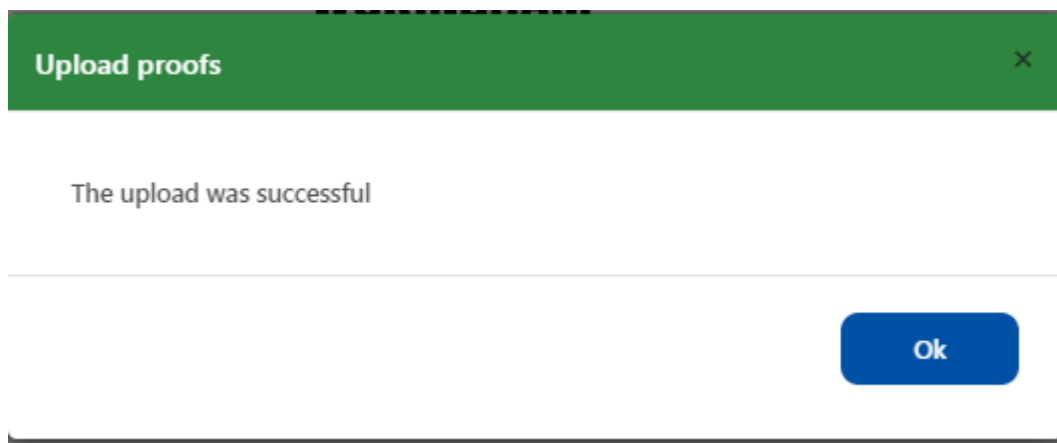
4. In the dropdown menu below **Document Type**, choose the relevant type that you wish to upload. You will be provided with some **Sample** choices when you select a type.

Document Type ●



A screenshot of a web form showing a dropdown menu. The dropdown is titled "Choose" and has a list of document types. The options are: "Blue Badge - Back", "Blue Badge - Front", "Health Documentation", "Key Worker Proof of Banding" (which is highlighted in blue), "Market Traders Evidence", and "Members Documentation".

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**



A screenshot of a green success message box. The title is "Upload proofs" and there is a close button (X) in the top right corner. The message inside says "The upload was successful". At the bottom right, there is a blue button labeled "Ok".

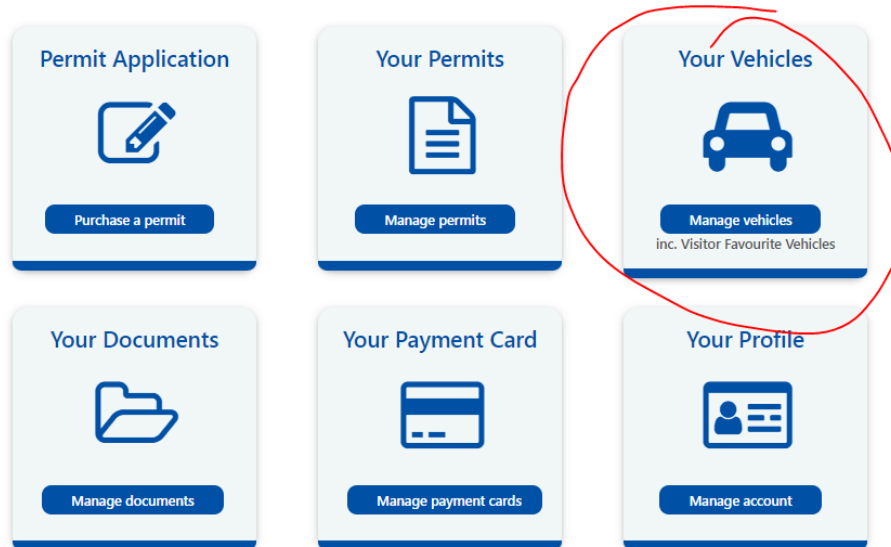
7. You should now be able to find this document when selecting Support Evidence during creation of Permit Applications and New Vehicle Creations.

Your Vehicles

Add Vehicle

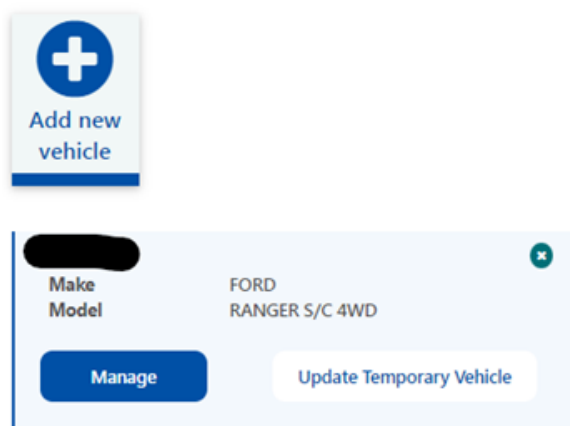
You may at any time, add, change or manage the vehicles on your **account**. This can be useful to complete before a permit application, as the vehicle you require will already be updated and complete.

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

Vehicle

Vehicle

Is this your primary vehicle

Is this your primary vehicle

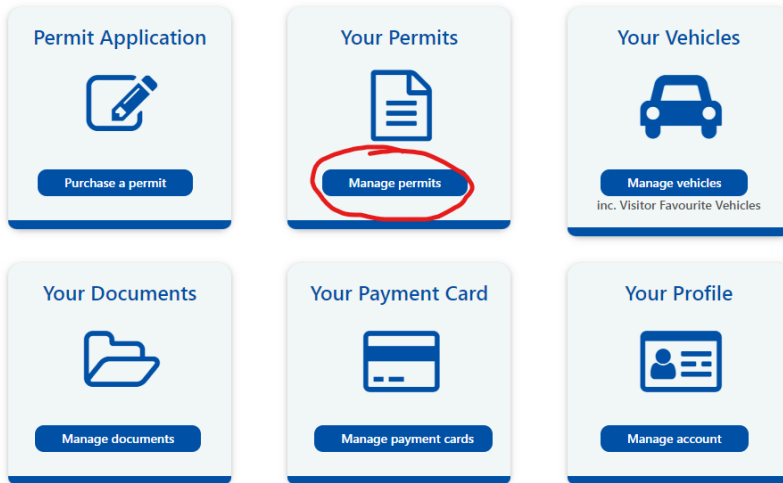
Is this your primary vehicle

Save Manage your documents Cancel Permit Back

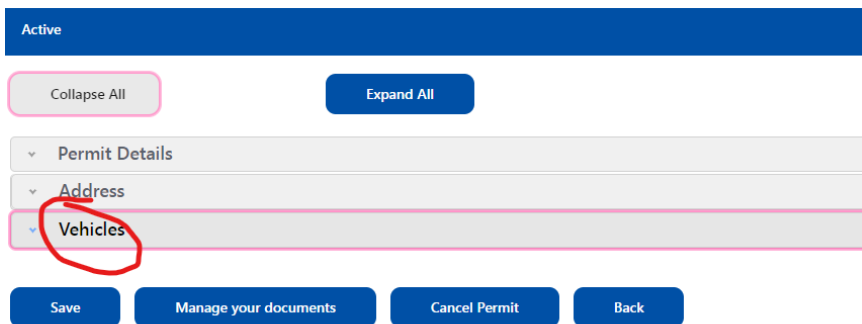
Switch between active vehicles on permit

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.

Manage 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

Vehicle

Vehicle

Temporary Number Plate - AB12TST

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 **vehicle limit** is in reference to the maximum 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.

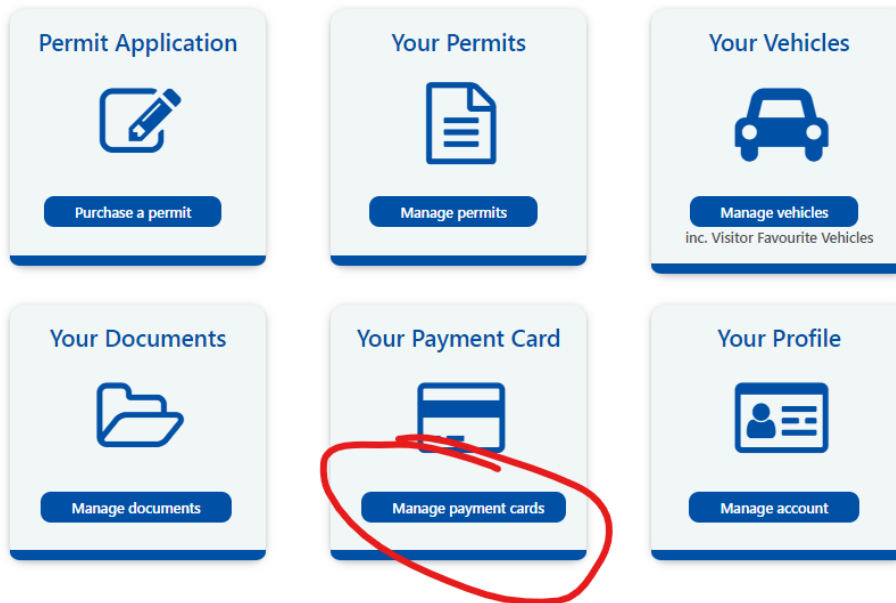
Update Temporary Vehicle

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

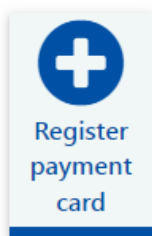
You can add payment cards to your account that can be used to pay for your permit during your application so that payment can be taken after the permit has been approved.

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



Back

The 'Add Payment Card' form includes the following elements: logos for 'VERIFIED by VISA', 'MasterCard SecureCode', 'VISA', and 'MasterCard'; a disclaimer: 'Please note that adding a new card will replace the card details you may have already stored.'; input fields for 'Card Number' (four boxes of 'XXXX'), 'Expiry Date (MM/YY)' (two boxes for 'MM' and 'YY' separated by a slash), 'Issue Number' (one long box), 'Valid From (MM/YY)' (two boxes for 'MM' and 'YY' separated by a slash), and 'CVV2/CVC2' (one box of 'XXX' and a small image of a card with 'CVV' label); a note: 'By clicking on "Submit" button, you are authorizing us to debit your card.'; and a 'Submit' button at the bottom right.