**APPLYING FOR VIRTUAL PERMIT – RESIDENTS PERMIT**

The first thing that you will need to do is set up an online Resident Account

https://permits.paysmarti.co.uk/login/tunbridgewells/?wa=wsignin1.0&wtrealm=https%3a%2f%2fpermits.paysmarti.co.uk%2facct%2ftunbridgewells%2f&wctx=rm%3d0%26id%3dpassive%26ru%3d%252facct%252ftunbridgewells%252f&wct=2019-03-15T15%3a38%3a54Z&wreply=https%3a%2f%2fpermits.paysmarti.co.uk%2facct%2ftunbridgewells%2f
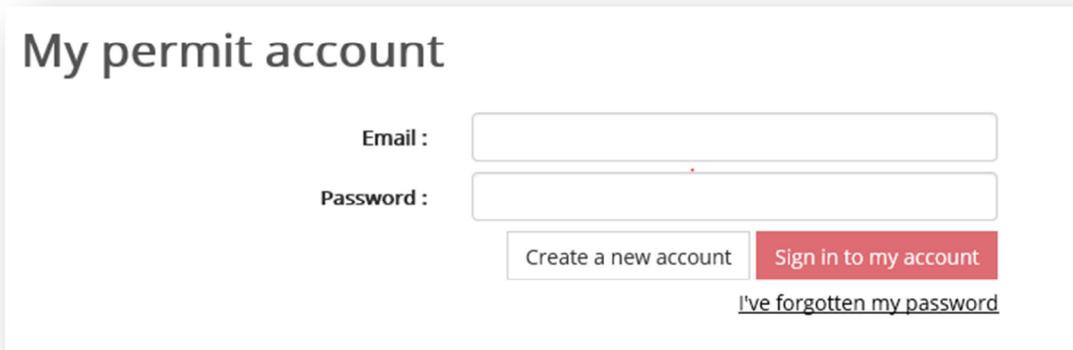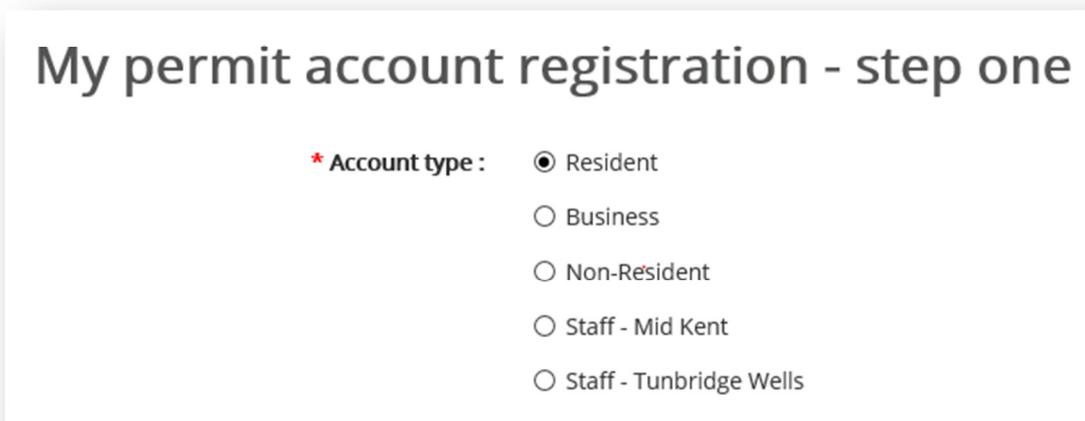

Enter your email address and then click **Create a new account**

Then need to chose the account type **Resident**:

Complete personal details

My permit account registration - step two

* Title :

* Forename :

Initials :

* Surname :

Contact methods : **+ Add**

* Contact method *** Details**

Daytime phone

* Business Address :

* Search postcode : **Find**

Contact details are added in the **Details** box.

(multiple lines can be added)

Address details are all picked up using a database from the postcode finder box

Then click **Finish**

My permit account registration

Thank you for registering your details.

An email has been sent to ryderhayley2000@gmail.com. Please click on the link in this email to activate your new account.

Return to login

An email will be sent immediately to your email address. Please check your junk and spam folders if you don't receive it.

From: <parkingpermits@tunbridgewells.gov.uk>
Date: 18 March 2019 at 08:28:19 GMT
To:
Subject: **Account registration confirmation**

Dear Miss.

Thank you for registering your account with us. Before you can start using the website, you will need to confirm that this is your e-mail address and that it was you who registered the account with us.

If you have **not** registered for this service then you can ignore this e-mail. The account will **not** be activated and the details registered alongside your account will **not** be used.

However, if you **have** registered with us on our parking website, please click on this link to confirm your account registration. This will activate your account allowing you to apply for parking permits and track them on the website.

When you confirm your registration, you will be taken to the website login page. There you will able to sign in using the e-mail address and password you used to register.

Kind regards,

Parking Permit Administration

Tunbridge Wells Borough Council

Please note this is an automatically generated email and this mailbox cannot accept replies. If you have any questions, or if you wish to contact us because it was not you who registered for this account, please contact us at: parkingpermits@tunbridgewells.gov.uk

Clicking on the blue **confirm your account registration** will activate your account

You can then enter your email and password and click **Sign in to my account**

Click on **Permit application**

Then choose **Residents Parking Permits** from the drop down list

Permit application

Permit category

Please select the type of permit you require.

* Permit category :

Please select...
Residents Parking Permits
Car Park Season Tickets Full Time - Card Payment
Car Park Administration Fee
Car Park Season Tickets Full Time - Direct Debit
Car Park Season Tickets Part Time - Card Payment
Car Park Season Tickets Part Time - Direct Debit
Local Employee Car Park Season Ticket
Test Permits

Direct Debit Mandate
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Then chose the option required. The options available are dependant on the account address (i.e. which car parks relating to that address allow resident rate permits)

Permit application

Permit type

Please choose a particular permit.

* Permit type :

Please select...
Resident Permit
Residential CP Ticket - Stone Street
Visitor Voucher - Half Day
Visitor Voucher - Full Day

The Zone will be automatically allocated dependant on the account address

Permit application

Permit type

Please choose a particular permit.

* **Permit type :** Resident Permit
Placeholder .
* **Zone :** Zone B
* **Issue period :** 12 months

View price scheme

* **Start date :** 18/03/2019

Expiry date : 17/03/2020
Application Placeholder

The start date will default to today.

This can be changed (to up to 30 days in the future)

You then need to enter a VRN

This must be entered with no spaces

Then click next

You will then see a summary of the permit application details

Zone :	Zone B
Issue period :	12 months
Estimated price :	£80.00
Estimated issue date :	18/03/2019
Start date :	18/04/2019 Expiry date : 17/04/2020

Applicant details

Title	
Forename	
Surname	
Email address	uk
Daytime phone :	07917874694

Address details

Address	
	TN1 2QL

Vehicle details

Vehicle registration :	HN66YTD

Cancel   Back   Proceed

Click Proceed

You then need to upload supporting documents

Permit application confirmation

Application number :	15845
Application date :	18/03/2019
Permit type :	Resident Permit
Start date :	18/04/2019
Period :	12 months
Price :	£80.00

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

Proof of Residency:

Utility Bill, Bank Statement, Tenancy Agreement (relevant page with your name, address and tenancy start date). All documents to be dated within the last 12 weeks.
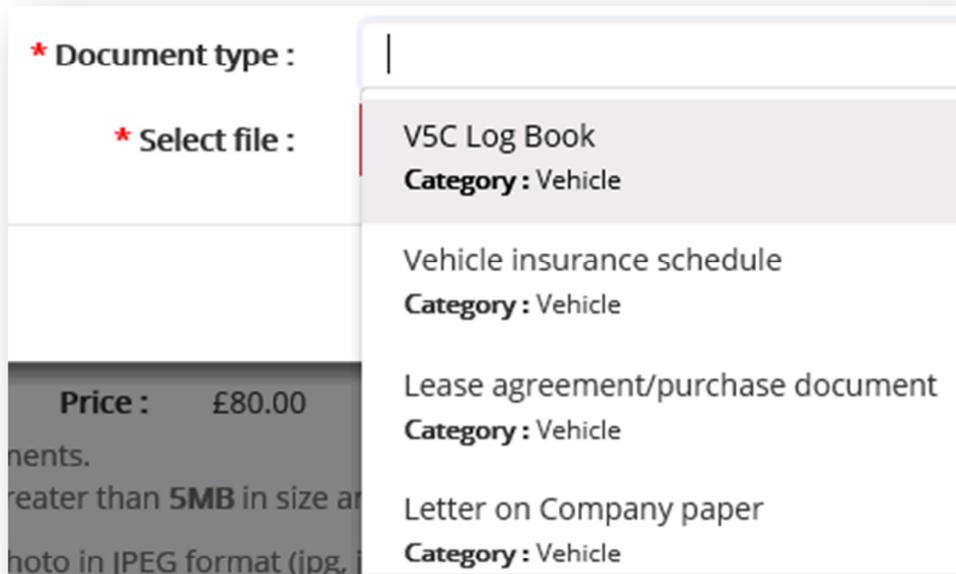
Proof of Vehicle Ownership

Insurance certificate or the V5C (logbook) in the applicants name. Company vehicles require a letter from the company detailing applicants name and vehicle details. We are unable to accept a SORN document.

If you don't have the documents ready you can save the application (to come back to later) at this point. Please note that until you upload documents and pay for the permit it is not issued.
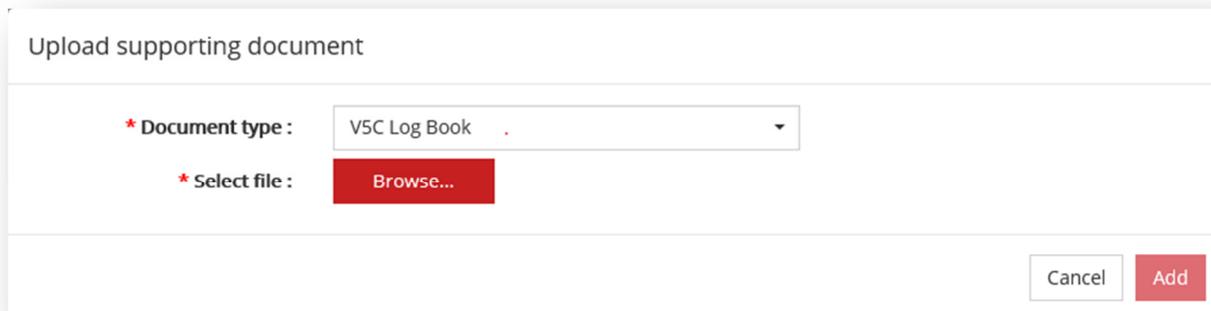
Uploading Documents

Click on **+Add document**

Choose what type of document is being uploaded from the list

Then click **Browse**

Chose the document to attach

Customer is then able to preview what they are attaching
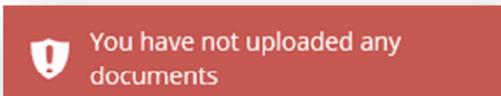
Click **Add**

If you have not attached any documents and press the **upload documents** button the message will appear in top right hand corner

As documents are added they can be seen on screen

If you have not uploaded the correct proofs you will get a message telling you what you have done wrong

Additional proof documents are required

This type of permit requires the following proof documents :

- 1 from the *Resident* category •
- 1 from the *Vehicle* category

You still need to provide :

- 1 from the *Resident* category

OK

The same document cannot be attached twice

Upload supporting documentation

Please correct the following:

- Cannot upload more than one document with the same file name

If you have done this you need to remove one of the duplicates by clicking on the red cross to the right of file name

	Document type	Proof category	File name	
	V5C Log Book	Vehicle	Fuel 22.01.19.jpg	✖
	Council Tax Bill	Resident	Fuel 22.01.19.jpg	✖

Once you have added the required proofs click **Upload documents**

Again at this point the you can save the application or make payment. Please note that until you pay for the permit the permit is not active.

If you click cancel the application will not be changed