Step by step guides

How to…

Change the [address] or [vehicle] details on your parking permit.
Step 1

To begin choose ‘Log in’.
Step 2

Enter your login details. If you cannot remember your password, you can reset it by selecting ‘I’ve forgotten my password’ below the ‘Log In’ button.
Step 3

Select ‘View Details’ from the right hand side, under ‘Actions’.
Step 4 – Change of Address

From the right hand side select the ‘Edit Address’ option, under ‘Actions’.
Step 5

It will default to show your current address.

Select the tab ‘Enter Address’ as per below.
Step 6

Enter the new postcode and select ‘Find Address’. From the drop down choose the appropriate address.

If your address does not appear, you will be required to enter it manually.
Step 7

If you do not pass the automatic council tax check, you will be required to upload 1 proof of address, dated within the last 3 months (Go to the next step to view how this is done).
Step 8

1. Select the white box to choose your document type (eg bank statement, utility bill)
2. Select ‘Choose File’ to take a photograph of the document
3. Select ‘Use photo’ if the image is good, or ‘Retake’ to try again

Proceed to Step 14 to complete your address change.
Proceed to Step 9 for Vehicle Changes
Step 9 – Permanent Change of Vehicle

From the right hand side, under ‘Actions’ select the ‘Manage Vehicles’ option.
Step 10

Select the ‘ Permanent Changes’ tab.

Amend your Vehicle Registration Number (VRN). There are two options, a temporary change or a permanent change.

A temporary change is a virtual permit that lasts for 14 days and costs £10. This can be done in a situation where your vehicle may be in a garage being repaired and you have a courtesy vehicle. If after the two weeks expires and you still have the courtesy vehicle, you may again apply for another temporary permit at a charge of £10. At any point, you can cancel it back to your old VRN.

A permanent change is either when you no longer have the vehicle and want to replace it with a new VRN, or if you want to add a second VRN to your permit. To do either of these, you will need to provide one document as proof of ownership. The document will then be sent for review and if valid, a new permit will be sent by post. During the time of review, the new VRN requested will be covered by way of virtual permit.

Please note if you have more than one vehicle on your permit, you may only park one vehicle on street at a time.

Cancel NEXT STEP >
Step 11

If you have two vehicles on your account, choose the vehicle you wish to remove and press ‘Add Registration’. Enter the new number plate you wish to add in the ‘New Number Plate’ box. Choose ownership type then press ‘Next Step’

Manage vehicles

<table>
<thead>
<tr>
<th>VEHICLE 1</th>
<th>PERMANENT CHANGES</th>
<th>TEMPORARY CHANGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration:*</td>
<td></td>
<td>Add registration</td>
</tr>
<tr>
<td>New number plate:*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ownership type:*</td>
<td>Private Owned Vehicle</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VEHICLE 2</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration:</td>
<td>IPAD18</td>
</tr>
<tr>
<td>Ownership type:</td>
<td>Private Owned Vehicle</td>
</tr>
</tbody>
</table>

Please note if you have more than one vehicle on your permit, you may only park one vehicle on street at a time.
Step 12

As this is a permanent change, you will need to provide one proof to confirm the vehicle is yours and is kept at your Westminster address. Select a proof type from the drop down.

Please note you are making a permanent change to your application which will require approval.

Relevant documentation must be provided for approval. Please upload from the fields below.

**Proof of vehicle**

**Vehicle:** IPAD19

Please upload a copy of the vehicles registration form (V5C) in the applicants name and address. Then upload a certificate of insurance and the insurance schedule showing the applicants name and address or a group policy certificate showing all drivers and vehicles. A temporary cover note will not be accepted. If you only have one insurance document that details your Westminster certificate and vehicle, this should be uploaded as both the

**Vehicle Registration Document (V5)**

**Car Insurance Schedule**

**Certificate of Insurance**

Proof 1: *Vehicle Registration Document:  

Choose File**

Back  

NEXT STEP >
Step 13

1. Select the white box to choose your document type (eg V5, Insurance Schedule or Insurance Certificate).
2. Select ‘Choose File’ to take a photograph of the document.
3. Select ‘Use photo’ if the image is good, or ‘Retake’ to try again and then ‘Next Step’.

(If using a PC you will be asked to browse your PC for saved documents).
Step 14

Choose ‘Existing card’ to select a card that you have added before, or ‘New card’ to add a new one and enter the new details. Select ‘Next Step’ to proceed.
Step 15

Enter your 3-digit security number and then select ‘Pay’.

Payment card

You are paying using Visa payment card number ending in 1111

Enter the last 3 digits of the security number on the reverse of your payment card

111

Just to confirm, you will be charged £141.00 for parking in Zone D, Westminster Permits (65005) until 08 Nov 17 23:59

Cancel

PREVIOUS  PAY

* denotes required field
Application complete

Select ‘Finish’ to complete your application. You do not need to print anything, or display any permit in your vehicle. Our parking Marshals have your vehicle’s details in their system.

Thank you for your payment

You have been charged £10.00 for this change to your application. Your payment reference number is 201611151819-014N7XX4.

There are two types of changes outlined under the headings below. Please ensure that you read and understand the information. We have issued you with a 14 day ‘virtual’, electronic resident permit. As the Marshals can check you have a valid permit by using their handheld device, nothing needs to be displayed in the vehicle during the period of cover.

Temporary Changes

This does not require to be approved and cover will start straight away. You will not be sent a paper permit in the post, and you do not need to display anything in your vehicle. You may at any point within your period of temporary cover revert your permit back to your original vehicle registration online.

Permanent Changes

If you have made any permanent changes to your permit, the status will change to Pending and will be reviewed. If the documents you have supplied are insufficient, an email will be sent explaining the reason why and what you need to provide in order to fulfil the criteria. At this stage a further 28 days cover will be granted and we will send you a physical permit via post, to allow time for additional documentation to be provided. This temporary permit must then be displayed on the windscreen of the vehicle.

You can view the status of your application at any time in the ‘View permits’ tab. Hovering over the status will explain the meaning.

If you have not received an email to say your permit has been approved or requesting further documentation, within three working days, please check your junk or spam email boxes. To ensure you always receive permit emails, add donotreply@westminster.gov.uk to your safe list.

FINISH