

Resident Permit Guide

Digital Permit Trial Zone 02R

www.reading.gov.uk/digitalpermits



Reading
Borough Council
Working better with you

Resident Digital Permit Guide

- The following pages will help you understand how the digital permit will work during the trial
- If you experience any difficulties when ordering your permit, please let us know via our contact pages - www.reading.gov.uk/parkingcontact
- To enable us to gain feedback on your experience please visit www.reading.gov.uk/digitalpermits
- Please note this is for feedback only and will form part of the consultation.
- We will not reply to feedback received.



Logging into your permit account

<https://permits.paysmarti.co.uk/acct/reading/>



My permit account

Welcome to Reading Borough Council's Residents Parking Permit and Car Park Season Ticket and RBH Staff Apply Online Service. In order to apply for a permit you will need to register with this service. If you need any assistance, please contact the permit team by e-mail at residents.parking@reading.gov.uk. For Car Park Season Ticket and RBH Staff applicants, please e-mail carpark.enquiries@reading.gov.uk TO RENEW A PERMIT PLEASE GO TO "MY PERMITS" ICON WHEN LOGGED IN New Permit Charges come into effect on 01 May 2022, please see website for further information

Email :

Password :

[I've forgotten my password](#)

New account holders see page 4

Create a Permit Account

Create a new account

My permit account

Welcome to Reading Borough Council's Residents Parking Permit and Car Park Season Ticket and RBH Staff Apply Online Service. In order to apply for a permit you will need to register with this service. If you need any assistance, please contact the permit team by e-mail at residents.parking@reading.gov.uk. For Car Park Season Ticket and RBH Staff applicants, please e-mail carpark.enquiries@reading.gov.uk TO RENEW A PERMIT PLEASE GO TO "MY PERMITS" ICON WHEN LOGGED IN New Permit Charges come into effect on 01 May 2022, please see website for further information

Email :

Password :

[Create a new account](#) [Sign in to my account](#)

[I've forgotten my password](#)

[Terms and conditions](#) [Privacy policy](#) [Parking Policy](#) [Contact us](#)

© 2022 - Imperial Civil Enforcement Solutions

My permit account registration - step one

Welcome to Reading Borough Council's Residents Parking Permit and Car Park Season Ticket and RBH Staff Apply Online Service. Please select an Account Type for your permit application. If you need any assistance deciding which Account to set up, please contact the permit team by e-mail at residents.parking@reading.gov.uk. For Car Park Season Ticket and RBH Staff enquiries, please e-mail carpark.enquiries@reading.gov.uk For further information about the permit scheme click here:

For further information click here (Opens in new window)

- * Account type :
- Resident
 - Business
 - Non-Resident
 - Car Park
 - RBH NHS.UK/
 - RBH NHS.NET

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.

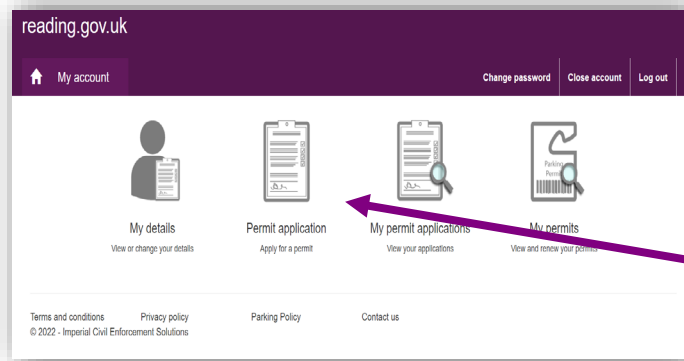
[Cancel](#) [Next](#)

Save our email address to ensure any emails we send you do not go into junk or spam folders



Reading
Borough Council
Working better with you

Ordering your permit



Select Permit application and then choose Resident under permit category

A screenshot of the 'Permit application' form on reading.gov.uk. The form has a purple header with the site name and navigation links: 'My account', 'Change password', 'Close account', and 'Log out'. The main heading is 'Permit application'. Below this is a section for 'Permit category' with a note: '(You must fill in all fields marked *)'. The form contains instructions for new applications and a link for further information. A label 'Please select the type of permit you require.' is followed by a dropdown menu for 'Permit category'. The dropdown menu is open, showing options: 'Please select...', 'Car Park', 'Non-Resident', and 'New Virtual Permits (Test)'. There are 'Cancel' and 'Next' buttons at the bottom right of the form.

NB. Permit category will show Resident once system is live



Reading
Borough Council
Working better with you

Make your application

My account Change password Close account Log out

Permit application

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

Please choose a particular permit.

* **Permit type** : Residents Permit
If you are unsure what proofs are required for this permit type, please click on the "for further information click here" link below. Please remember proof of vehicle ownership MUST show your name, permit address and vehicle registration number.
For further information click here (Opens in new window)

* **Zone** : O1R

* **Issue period** : 12 months
[View price scheme](#)

* **Start date** : 20/09/2022

Expiry date : 19/09/2023

Applicant details

Title : Mr
Forename : Test
Surname : User
Email address : rbc.user@gmail.com
Daytime phone :

Vehicle details

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

* **Vehicle registration** :

Colour :

* **Make** :

Questions

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

* Please select from the drop down list the proof of vehicle ownership you will be sending:

* Please select from the drop down list below the proof of residency you will be sending:

Permit application

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

Please choose a particular permit.

* **Permit type** : Residents Permit
If you are unsure what proofs are required for this permit type, please click on the "for further information click here" link below. Please remember proof of vehicle ownership MUST show your name, permit address and vehicle registration number.
For further information click here (Opens in new window)

* **Zone** : O1R

* **Issue period** : 12 months
[View price scheme](#)

* **Start date** : 21/09/2022

Expiry date : 20/09/2023

Applicant details

Title :

Forename :

Surname :

Email address :

Daytime phone :

Vehicle details

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

* **Vehicle registration** : TESTCAR

Colour : White

* **Make** : KIA

Questions

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

* Please select from the drop down list the proof of vehicle ownership you will be sending: DVLA Registration document (V5C)

* Please select from the drop down list below the proof of residency you will be sending: Current Council Tax bill

Quality Check your application

reading.gov.uk

My account Change password Close account Log out

Permit application

Please review the information below before proceeding.

Permit type

Permit type: Residents Permit
Zone: 01R
Issue period: 12 months
Estimated price: £44.00
Estimated issue date: 20/09/2022
Start date: 21/09/2022
Expiry date: 20/09/2023

Applicant details

Title: [REDACTED]
Forename: [REDACTED]
Surname: [REDACTED]
Email address: [REDACTED]

Address details

Address: [REDACTED]
READING
RG1 1QH

Vehicle details

Vehicle registration: [REDACTED]
Colour: White
Make: KIA

Questions

Question	Response
Please select from the drop down list the proof of vehicle ownership you will be sending:	DVLA Registration document (V5C)
Please select from the drop down list below the proof of residency you will be sending:	Current Council Tax bill

I declare that the information given in this application is true and correct. I understand that the permit will be cancelled and no refund issued to me, if the information provided is at a later date found to be false. Please read and accept the further terms and conditions in the link below.

I accept the terms and conditions

Cancel Back Proceed

Please check this page to ensure it is the correct details. Especially the registration number and start date. NB. You cannot back date a permit

I declare that the information given in this application is true and correct. I understand that the permit will be cancelled and no refund issued to me, if the information provided is at a later date found to be false. Please read and accept the further terms and conditions in the link below.

I accept the terms and conditions

Cancel Back Proceed

Please read the terms and conditions and click the accept box to continue.

Once you hit proceed this will take you to the confirmation page



Reading
Borough Council
Working better with you

Permit application confirmation

reading.gov.uk

My account [Change password](#) [Close account](#) [Log out](#)

Permit application confirmation

Application number : ██████████

Application date : 23/09/2022

Permit type : Residents Permit

Start date : 20/09/2022

Period : 12 months

Price : £44.00

Thank you for your 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](#)

[Terms and conditions](#) [Privacy policy](#) [Parking Policy](#)
© 2022 - Imperial Civil Enforcement Solutions

It is now you can either save your application or upload the supporting documents

Cancel

Save application

Upload supporting documents



Reading
Borough Council
Working better with you

Save Permit application

reading.gov.uk

My account Change password Close account Log out

Permit application confirmation

Application number: [REDACTED]
Application date: 23/09/2022
Permit type: Residents Permit
Start date: 20/09/2022
Period: 12 months
Price: £44.00

Thank you for your 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

Terms and conditions Privacy policy Parking Policy Contact us
© 2022 - Imperial Civil Enforcement Solutions

Select "save application," this will enable you to go back to it when you have the correct proofs

Cancel Save application Upload supporting documents

Save application

Your permit cannot be issued until your proof documents have been uploaded. You can save this application and upload your documents later from the 'My permit applications' page.

Cancel Save

Once you have selected save you will see confirmation in the top right corner of your permit account home page

✓ The application has been saved



Upload documents to Permit application

reading.gov.uk

My account Change password Close account Log out

Permit application confirmation

Application number: [redacted]
Application date: 23/09/2022
Permit type: Residents Permit
Start date: 20/09/2022
Period: 12 months
Price: £44.00

Thank you for your 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

Terms and conditions Privacy policy Parking Policy Contact us

reading.gov.uk

My account Change password Close account Log out

- My details View or change your details
- Permit application Apply for a permit
- My permit applications View your applications
- My permits View and renew your permits

My permit applications

+ New permit application

Permit type	Vehicles	Application number	Application date	
Residents Permit	[redacted]	[redacted]	23/09/2022	More info requested on 23/09/2022

Page size: 10 Back

Cancel Save application Upload supporting documents

Whether uploading at time of application or going back to a saved application you will then go to the upload supporting documentation page

Upload supporting documentation

Application number: [redacted]
Application date: 23/09/2022



Upload supporting documentation

Upload supporting documentation

Application number : ██████████
Application date : 23/09/2022
Permit type : Residents Permit
Start date : 20/09/2022
Period : 12 months
Price : £44.00

Please be advised, your permit will only be valid once you have received your permit in the post.
Please select the "Add Document" button below and then select the document type you wish to upload, then press the browse button to select the file.
Please repeat the process for each file, adding all the proofs that are required for this permit type.
If you unsure what proofs are required for this permit type, please click on the "for further information click here" link below.
Once you have added all the documents you require, then you must press the "Upload documents" button to complete the process. If you do not, Reading borough council will not receive your document proofs and there may be a delay in processing your permit application.

For further information click here (Opens in new window)
You may upload up to 5 documents.
Each document must not be greater than 5MB in size and must be one of the following types:

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents : **+ Add document**

Cancel **Upload documents**

Select "+ Add document"

Choose the document type

Upload supporting document

* Document type : Please select...

* Select file : **Browse...**

Cancel **Add**

Browse to locate your files

Once added it will show a preview of your document

Upload supporting document

* Document type : DVLA Registration V5

* Select file : **Browse...** VQ5 example.jpeg(11KB)

Preview :

Cancel **Add**

Then select add. This adds to your account ready for uploading. It will show you that it is there in the list.

New proof documents : **+ Add document**

Document type	Category	File name	
DVLA Registration V5	Resident, Vehicle, Identity, Business	VQ5 example.jpeg	
Council Tax Bill	Resident, Business	Clax example.jpeg	

Cancel **Upload documents**

Do this for each supporting document. Once all documents are ready, select Upload documents



Reading
Borough Council
Working better with you

Permit application confirmation

The screenshot shows a web page for 'reading.gov.uk' with a dark purple header. The header contains a home icon and 'My account' on the left, and 'Change password', 'Close account', and 'Log out' on the right. The main content area is titled 'Permit application confirmation' and lists the following details:

- Application number : [REDACTED]
- Application date : 23/09/2022
- Permit type : Residents Permit
- Start date : 20/09/2022
- Period : 12 months
- Price : £44.00

Below the details, there is a message: "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".

A note follows: "PLEASE NOTE: If you cancel without paying your application will be declined and you will be required to complete the application form again."

At the bottom of the form, there are three buttons: 'Cancel', '+ Add to basket', and 'Make payment'.

At the very bottom of the page, there are links for 'Terms and conditions', 'Privacy policy', 'Parking Policy', and 'Contact us', along with the copyright notice '© 2022 - Imperial Civil Enforcement Solutions'.

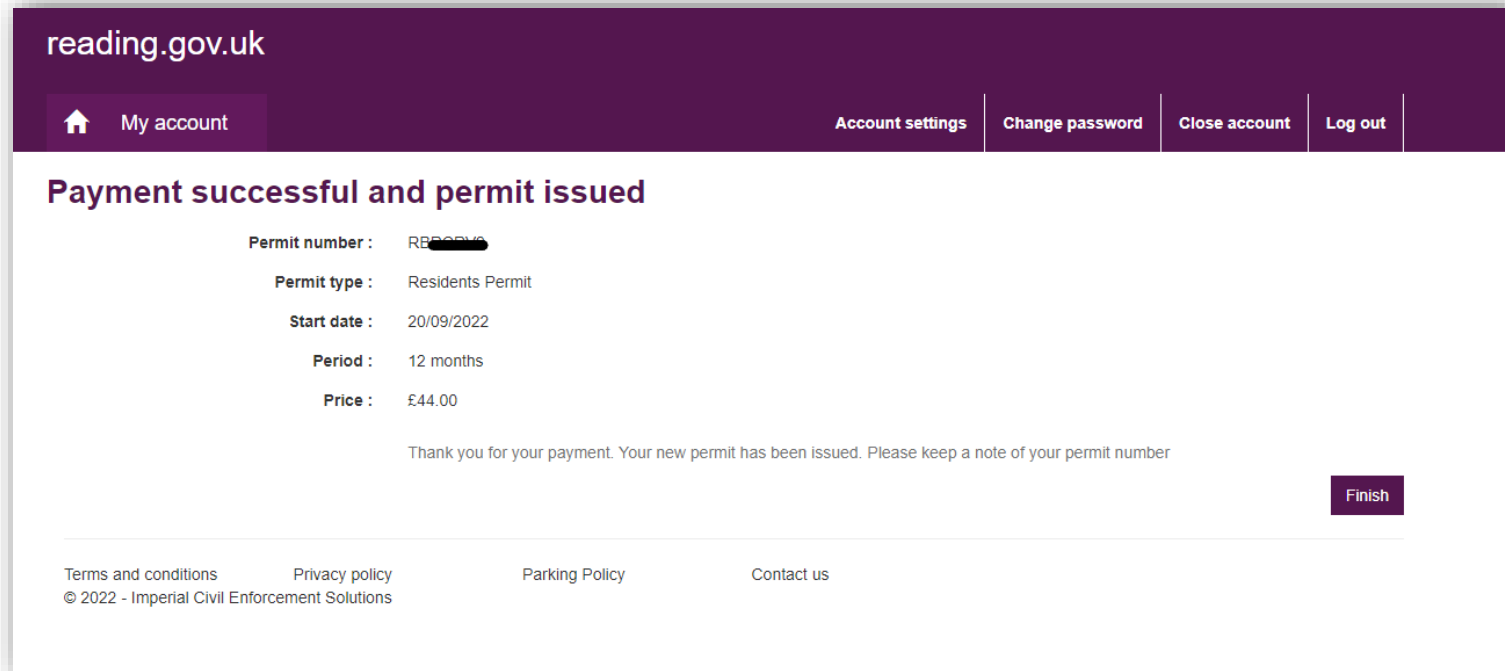
This will now lead you to the normal Make payment screen

Please follow normal payment process.



Reading
Borough Council
Working better with you

Payment Page Confirmation



reading.gov.uk

My account Account settings Change password Close account Log out

Payment successful and permit issued

Permit number : RE[REDACTED]

Permit type : Residents Permit

Start date : 20/09/2022

Period : 12 months

Price : £44.00

Thank you for your payment. Your new permit has been issued. Please keep a note of your permit number

Finish

Terms and conditions Privacy policy Parking Policy Contact us

© 2022 - Imperial Civil Enforcement Solutions

The permit will be live from the date you have requested it to start.
You cannot back date a permit