

# Resident Visitor Permit Guide

Digital Permit Trial  
Zone 02R

[www.reading.gov.uk/digitalpermits](http://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](http://www.reading.gov.uk/parkingcontact)
- To enable us to gain feedback on your experience please visit [www.reading.gov.uk/digitalpermits](http://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.



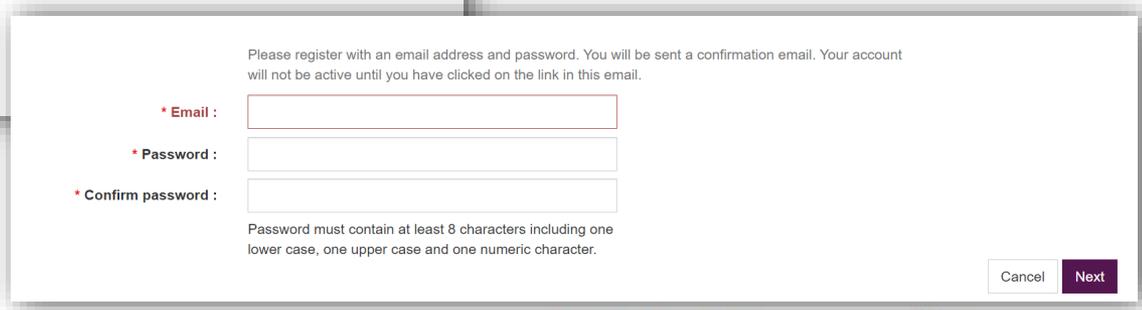
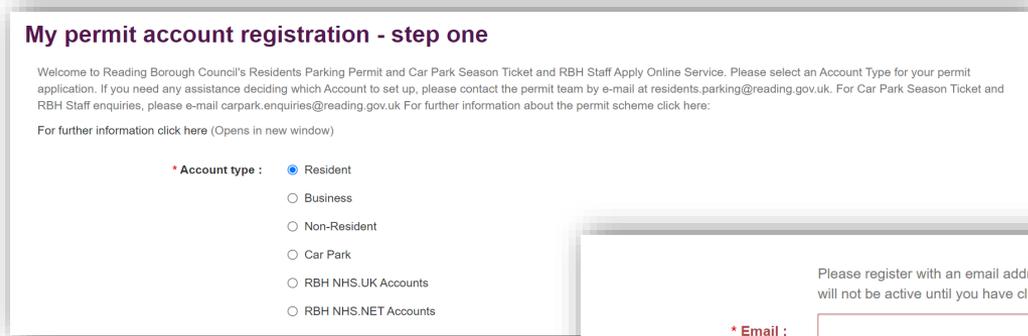
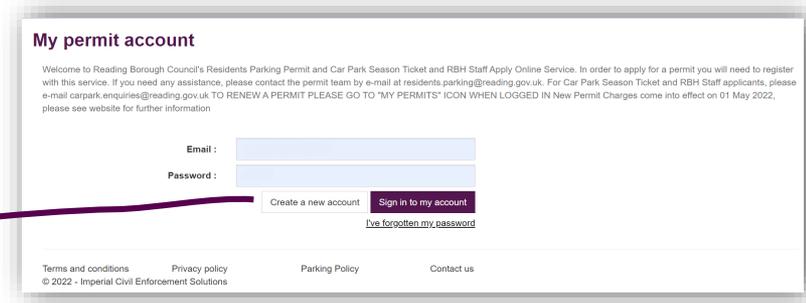
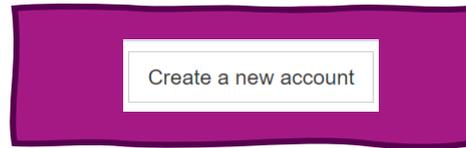
**Reading**  
Borough Council  

---

Working better with you

# Create a Permit Account

If you are an existing permit holder there is no need to create a new account



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



# Log in to 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](mailto:residents.parking@reading.gov.uk). For Car Park Season Ticket and RBH Staff applicants, please e-mail [carpark.enquiries@reading.gov.uk](mailto: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](#)

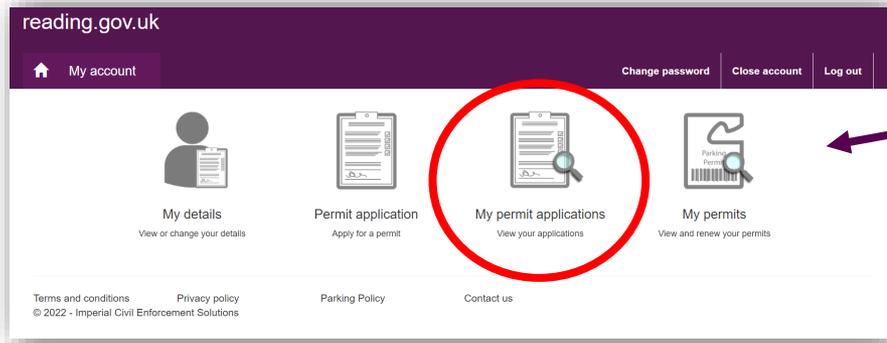


**Reading**  
Borough Council  

---

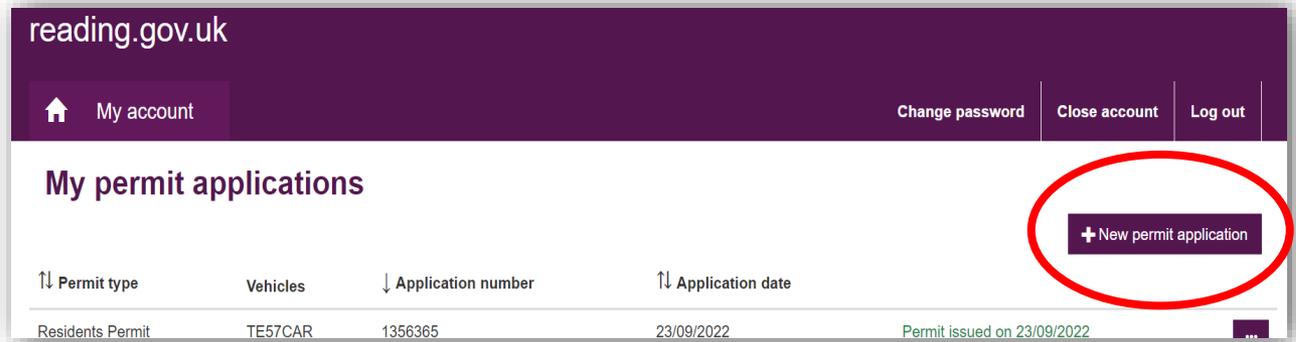
Working better with you

# Applying for permits



Select my permit applications for saved ones

Or select New permit application



**Reading**  
Borough Council  
Working better with you

# Daytime or Night time Visitor Vouchers

**Permit application**

Permit type (You must fill in all fields marked \*)

Please choose a particular permit.

\* Permit type :

- Please select...
- Please select...**
- Residents Permit
- Daytime Visitor Vouchers (8am to 8pm)
- Night time Visitor Vouchers (8pm to 8am)

Cancel Back Next

Daytime visitor vouchers are for use between the hours of 8am and 8pm only.

Night time visitor vouchers are not chargeable, but will not be issued unless you have valid blocks of daytime vouchers.

They must be used to park vehicles between 8pm and 8am.

**If you use day time voucher at night it will come off your allowance.**



**Reading**  
Borough Council  
Working better with you

# Day time visitor vouchers

**Permit application**

Permit type (You must fill in all fields marked \*)

Please choose a particular permit.

\* Permit type : Daytime Visitor Vouchers

\* Zone : 02R

\* Issue period : 12 months

[View price scheme](#)

Start date : 06/10/2022

Expiry date : 05/10/2023

**Applicant details**

Title : [REDACTED]

Forename : [REDACTED]

Surname : [REDACTED]

Email address : [REDACTED]

Daytime phone : [REDACTED]

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

reading.gov.uk

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

**Permit application**

Please review the information below before proceeding.

**Permit type**

Permit type : Daytime Visitor Vouchers

Zone : 01R

Issue period : 12 months

Estimated price : £0.00

Estimated issue date : 06/10/2022

Start date : 06/10/2022

Expiry date : 05/10/2023

**Applicant details**

Title : 02R

Forename : Test

Surname : User

Email address : rbc.luser@gmail.com

**Address details**

Address : Permit Testing Centre, Town Hall  
Blagrove Street  
READING  
RG1 1QH

[Cancel](#) [Back](#) [Proceed](#)

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

Apply as you normally would. The system will know if you are entitled to the free hours. If you have exhausted your free hour block the cost will show here.



**Reading**  
Borough Council  
Working better with you

# Buying digital visitor vouchers

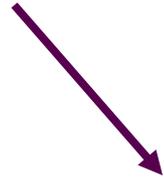
 My account

## Permit confirmation

**Permit number :** RBRDVV2  
**Application date :** 06/10/2022  
**Permit type :** Daytime Visitor Vouchers  
**Start date :** 06/10/2022  
**Period :** 12 months  
**Price :** £0.00  
Your new permit has been issued.

Once confirmed what permits you need the screen will confirm that the permit is issued

Select finish to continue



 Permit issued

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

## Permit confirmation

**Permit number :** RBRNVV2  
**Application date :** 06/10/2022  
**Permit type :** Nighttime Visitor Vouchers  
**Start date :** 06/10/2022  
**Period :** 12 months  
**Price :** £0.00  
Your new permit has been issued.

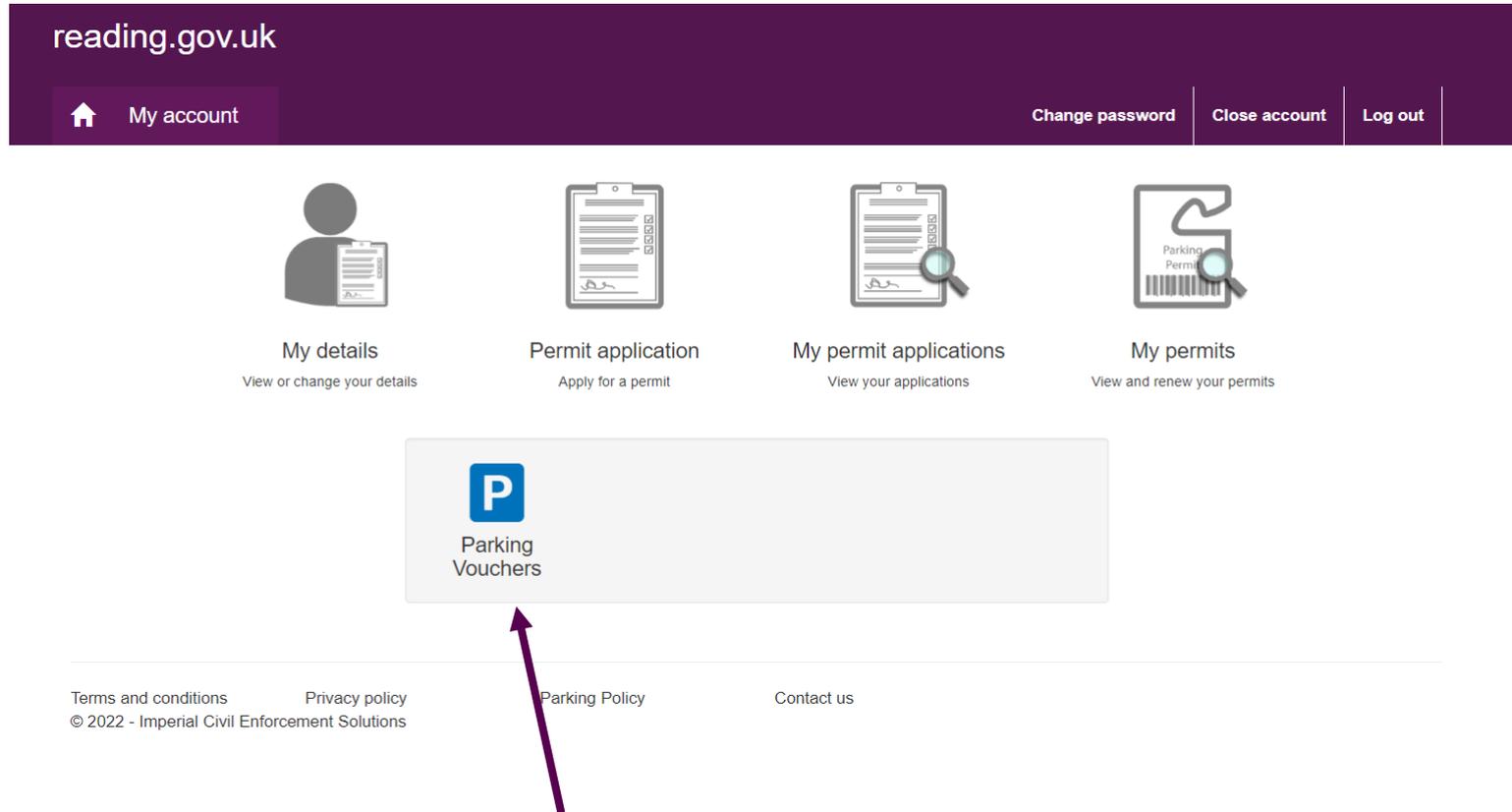


Finish



**Reading**  
Borough Council  
Working better with you

# My Account home page



To book visitors parking  
select Parking Vouchers



**Reading**  
Borough Council  
Working better with you

# Visitor Voucher Use

Your account contains a number of permits.

This screen lists all the permits in your account which are currently valid for booking visitor sessions.

Each item in the list shows the permit number followed by the reference number, if known.

You need to select which of these permits you wish to book a visitor session with.

When you've selected a permit from the list click 'Book' to begin the booking process.

## Select permit

You have 3 permits active to book parking sessions

Permit	Status	Reference	Allowance	
RBRNVV4 Night time Visitor Vouchers (8pm to 8am) zone-02r - 02R	Valid until 20/10/2023		Unlimited	<a href="#">Book</a>
RBRDVV4 Daytime Visitor Vouchers (8am to 8pm) zone-02r - 02R	Valid until 20/10/2023		You are entitled to 120 hours in each 12 month period. You have 120 hours remaining in this period.	<a href="#">?</a> <a href="#">Book</a>
RBRDVV2 Daytime Visitor Vouchers (8am to 8pm) zone-02r - 02R	Valid until 05/10/2023		You are entitled to 120 hours in each 12 month period. You have 100 hours remaining in this period.	<a href="#">?</a> <a href="#">Book</a>

Show expired, suspended, and cancelled permits :

Make sure you choose the correct voucher

Daytime between 8am and 8pm

Night time between 8pm and 8am



**Reading**  
Borough Council  
Working better with you

# Booking Visitors Parking

**Book parking (step 1 of 3)**

**Permit details**

Permit : RBRDVV2 Daytime Visitor Vouchers (8am to 8pm) zone-02r - 02R  
Status : Valid until 05/10/2023

**Vehicles**

Park :  One vehicle  Multiple vehicles  
Use a :  New registration number  Saved registration number

Registration number :   
Save this registration number :  

Name :

**Location**

Parking location : . 02R  Save this registration number so that you can select it from a list next time.

**Duration**

Start parking :  Now  At a future time  
Your permit allows your visitor to park for up to 12 hours.  
Park for :  hours

## Help

We need to know what vehicle your visitor has parked so we don't give it a ticket.

If you have visitors who come to park regularly you can save their registration numbers and pick them from a list next time. Just tick the box to tell us to do this.

And you need to check they've parked in a street or car park that your permit covers, so please choose one of the parking locations in the list.

When you've done this click 'Continue'.

This tells you the voucher type (Day or night time)

You can enter new registration or one you use often if you have saved it

Select one or multiple vehicles. Enter a registration on a separate line

This will show the zone

or select from a saved list

Then you choose how long and when you want the session to start. Either "Now" or in the future

If you select future time it will allow you to select date and time and length of stay

**Duration**

Start parking :  Now  At a future time  
Parking date :    
Parking time :    
Your permit allows your visitor to park for up to 12 hours.  
Park for :  hours



**Reading**  
Borough Council  
Working better with you

# Booking Visitor Parking

Help

If all the details are correct, please press the confirm button to complete your booking. Alternatively, press cancel to restart the booking process

### Book parking (step 2 of 3)

Permit : RBRDVV2 Daytime Visitor Vouchers (8am to 8pm) zone-02r - 02R

Status : Valid until 05/10/2023

The total charge for parking TE5T5RS (A N Other) at 01R... on 14:55 to 16:55 today is **£0.00**

© 2022 - Imperial Civil Enforcement Solutions

Step 2 is to check the details and confirm the parking.

Step 3 shows your confirmed parking session for your visitor.

Help

Your visitor is now registered with our parking system and Civil Enforcement Officers in your area will be made aware of their registration.

Next time you use the service, if you have chosen to save your visitor's details you'll find it even quicker to use.

You can review and change these saved details by clicking on the My visitors link at the top of the page.

### Book parking (step 3 of 3)

Your visitor parking session has been booked.

#### Permit details

zone-02r - 02R

Permit : RBRDVV2 Daytime Visitor Vouchers (8am to 8pm) zone-01r - 01R

Status : Valid until 05/10/2023

#### Parking session details

Vehicle registration number : <sup>02R</sup> TE5T5RS

Location : 01R

Parking allowed from : 14:55 10/10/2022

Parking allowed until : 16:55 10/10/2022

Charge : £0.00

To finish select done



**Reading**  
Borough Council  
Working better with you

# To check your booked sessions

The screenshot shows the top navigation bar of the reading.gov.uk website. The bar is dark purple with the text 'reading.gov.uk' on the left. Below the bar, there are four main menu items: 'My details' (with a person icon), 'Permit application' (with a clipboard icon), 'My permit applications' (with a clipboard and magnifying glass icon), and 'My permits' (with a parking permit icon). A purple arrow points from the 'My permits' icon to the 'Parking Vouchers' section below. The 'Parking Vouchers' section is highlighted with a light grey background and contains a blue 'P' icon and the text 'Parking Vouchers'. Below this, there is a dark purple navigation bar with the text 'reading.gov.uk' and three menu items: 'Book parking', 'My visitors', and 'Booked sessions'. A purple arrow points from the 'Booked sessions' menu item to the 'Help' section below. The 'Help' section is highlighted with a light grey background and contains the text 'Help' and 'Your account contains a number of permits.'.

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

Go into the parking voucher page

Parking Vouchers

reading.gov.uk

Book parking My visitors Booked sessions

Help

Your account contains a number of permits.

Select permit

You have 3 permits active to bo

When you are in the voucher page you can book parking, check your visitor list or look at booked sessions

# Checking Booked sessions or vehicle list

Select My visitors to see saved vehicles this page



Select Booked sessions to see this page



## My visitors

Add visitor

Preferred	Registration number	Name	
<input checked="" type="checkbox"/>	TESTCAR2	Other one	<a href="#">Change</a>
<input type="checkbox"/>	TE57VAN	AN Other Van	<a href="#">Change</a> <a href="#">Remove</a>
<input type="checkbox"/>	TE5T5RS	A N Other	<a href="#">Change</a> <a href="#">Remove</a>
<input type="checkbox"/>	TESTCAR1	AN OTHER	<a href="#">Change</a> <a href="#">Remove</a>

## Booked sessions

Display parking sessions in the : Last 3 months

Show 25 sessions at a time

Search sessions:

Permit	Location	Start time	End time	Registration number	Name	Cost
RBRDV2	01R, Reading	Tuesday 25/10/2022 09:20	Tuesday 25/10/2022 11:20	TE57VAN	AN Other Van	£0.00
RBRDV2	01R, Reading	Tuesday 25/10/2022 09:20	Tuesday 25/10/2022 13:20	TE5T5RS	A N Other	£0.00
RBRDV2	01R, Reading	Monday 24/10/2022 13:20	Monday 24/10/2022 16:20	TE5T5RS	A N Other	£0.00
RBRDV2	01R, Reading	Friday 21/10/2022 13:30	Friday 21/10/2022 16:30	T357CAR		£0.00
RBRDV2	01R, Reading	Thursday 20/10/2022 08:20	Thursday 20/10/2022 12:20	T357VAN		£0.00



**Reading**  
Borough Council  
Working better with you

# Changing Booked sessions

Booked sessions

Display parking sessions in the :

Show  sessions at a time

Permit	Location	Start time	End time	Registration number	Name	Cost		
RBRDW5	02R, Reading	Thursday 27/10/2022 11:00	Thursday 27/10/2022 14:00	ABC123		£0.00	<input type="button" value="Amend"/>	<input type="button" value="Cancel"/>
RBRNV5	02R (Nights), Reading	Wednesday 26/10/2022 20:00	Thursday 27/10/2022 00:00	TE5T5RS	AN Other	£0.00	<input type="button" value="Amend"/>	<input type="button" value="Cancel"/>
RBRDW5	02R, Reading	Wednesday 26/10/2022 18:00	Wednesday 26/10/2022 20:00	CBA321		£0.00	<input type="button" value="Amend"/>	<input type="button" value="Cancel"/>
RBRDW5	02R, Reading	Wednesday 26/10/2022 13:40	Wednesday 26/10/2022 17:40	TE57VAN	AN Other Van	£0.00		
RBRDW5	02R,	Wednesday	Wednesday	TE5T5RS	AN	£0.00		

As long as the session has not started you are able to amend the registration.

As long as the session has not started and you notice that you have made an error you are able to cancel the booked session.

If the session has started you are unable to amend. We are also unable to stop a session or edit it if the session has already started



**Reading**  
Borough Council  
Working better with you