

MiPermit user guide

You can access the MiPermit website from any device at:

<https://secure.mipermit.com/elmbridge/application/home.aspx>

Usage of virtual permits is subject to the terms and conditions which can be found on our website at <http://www.elmbridge.gov.uk/parking/apply-season-ticket/>

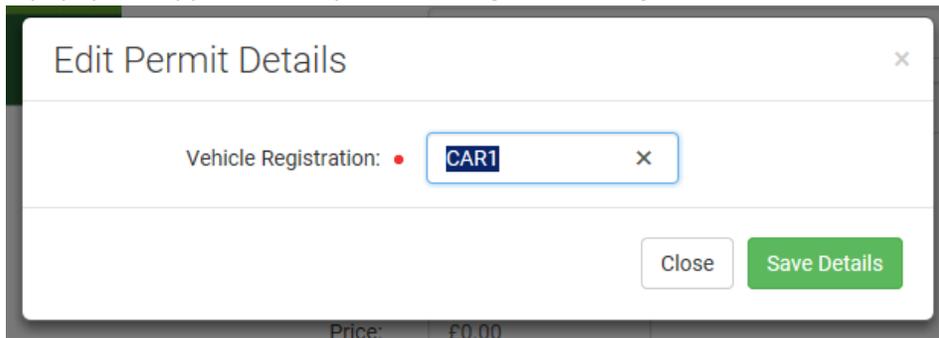
Purchasing your virtual permit

1. You do not need to register in advance to use the MiPermit system. Your account will be created for you when you buy your first permit.
2. Click on Season Tickets
3. Choose the car park you would like to purchase a permit for, and the start date and duration for your permit.
4. If you would like your permit to automatically renew check the Auto Renewal checkbox. You will be reminded of the renewal by email 14 days in advance. Payment will be taken 7 days before your permit expires.
5. If you do not check the Auto Renewal option you will be reminded by email 14 and 7 days before your permit is due to expire. You will then be able to log into your account and renew it before it expires.
6. Fill in the vehicle registration and owner details. Please ensure the vehicle registration is typed correctly.
7. You will need to enter your email address and agree to the terms and conditions to proceed with your purchase.
8. Click Add to Basket if you would like to purchase multiple permits in one transaction. Then continue through the steps above to add additional permits, then Pay Now to make payment.
9. Or click Pay Now to pay immediately. Your permit(s) will not become valid until payment has been made.
10. When your purchase is complete you will receive a confirmation email, and a login PIN for you to access you account. You can log in and make changes to your permit at any time.
11. Once your purchase is complete your permit is valid and you will not need to display anything in your vehicle.

Changing your vehicle details

Swapping the permit between vehicles can be done instantly from any device.

1. To change the vehicle your permit is attached to, log into the MiPermit system using your unique PIN and click on **Manage Virtual Permits**. Click on the permit you wish to amend
2. Once selected your permit details will be displayed on the screen – select Edit Registrations to change your vehicle registration details.
3. A popup will appear where you can change the car registration.



4. Your details will be updated instantly.

Common Questions

- **I've been given a PCN that I would like to appeal**
Follow the instructions on the back of the PCN to lodge your appeal online. Appeals must be made in writing and cannot be made on your behalf by MiPermit.
- **The car park I want doesn't appear in the list**
This means the car park is at capacity and no permits are available. Please check back at a later date.
- **How do I renew my permit?**
When your permit is due for renewal you will receive a reminder email with renewal instructions.
- **If I choose Auto-Renew when will my next payment be taken?**
Renewal payments are taken 7 days before the permit expires. If for any reason the payment is not successful you will be notified by email, and you will need to log in and renew your permit manually or contact MiPermit to renew.
- **How do I cancel the Auto-Renew option on my permit?**
Contact MiPermit on contact@mipermit.com or 0345 520 7007, quoting your permit number.

Further advice

If you have any queries about your account, please contact MiPermit on contact@mipermit.com or 0345 520 7007.