

Three Rivers District Council

A quick user guide to
Three Rivers new on-line parking permit system

Working in partnership with
Hertsmere Borough Council



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For more information or assistance
please call 020 8207 7422



Welcome to the Three Rivers New On-line Parking Permit System User Guide

The new Three Rivers Permit System is an online system where you can register and set-up a permit account to apply for parking permits within the controlled parking zones in the Three Rivers District.

For new permit applications and renewals due after the 9th of April 2018 they will need to be applied for via this system. This is managed in partnership with Hertsmere Borough Council as part of a decision by Three Rivers District Council to appoint Hertsmere's parking services to manage the permits and enforcement within the district.

Please note* you will be asked to upload documents to confirm residency, vehicle ownership etc., depending on what permits you are applying for. For ease it would help if you have a scanned copy ready to upload the documentation when requested. For details on what documentation is required please go to page 11 'Documentation Type'.

Depending on what you are applying for not all the information may be relevant.

If you have any questions or need assistance on how to use the system then please call 020 8207 7422 and one of the team will be happy to help.

To get started enter the following into your internet browser <https://permits.paysmarti.co.uk/acct/threerivers> or if accessing this guide online please click on this link.

Alternatively you can go to the parking pages on the Three Rivers Website (<https://www.threerivers.gov.uk/service/parking-permits>) and select 'Parking Permits'.

****To speed up access next time why not add it to your favourites list of your internet browser.***

Step 1 CREATE NEW ACCOUNT

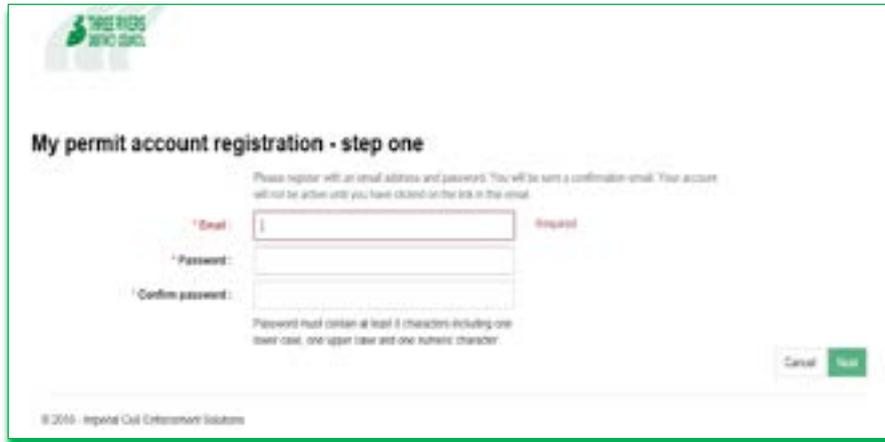
- Once you have accessed <https://permits.paysmarti.co.uk/acct/threerivers> the screen below will appear:



The screenshot shows a web page titled "My permit account" with a logo at the top left. Below the title, there are two input fields labeled "Email" and "Password". To the right of the "Password" field is a green button labeled "Sign up to create account". Below the input fields, there are two links: "I already have an account" and "I've forgotten my password". At the bottom of the page, there is a copyright notice: "© 2018 - Hertsmere District Council".

➤ Create a new account by entering the following details:

- ✓ Enter your email address *
- ✓ Create a password
- ✓ Confirm the password
- ✓ Click NEXT



The screenshot shows a registration form titled "My permit account registration - step one". At the top left is the logo for "TERRA PERMITS BEING DONE". Below the title, there is a paragraph of instructions: "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 the email." The form contains three input fields: "Email" (with a red asterisk and "Required" label), "Password" (with a red asterisk), and "Confirm password" (with a red asterisk). Below the password fields, there is a note: "Password must contain at least 8 characters including one lower case, one upper case and one numeric character." At the bottom right of the form, there are two buttons: "Cancel" and "Next". At the bottom left, there is a copyright notice: "© 2016 - Impact Call Center.com Solutions".

****Enter the email account you would most like to receive communication from about your Permit(s) and create a password you will remember***

➤ Click **Next** once completed to proceed to filling out your contact details and personal information

➤ **COMPLETE FILLING IN YOUR PERSONAL DETAILS THEN ADD YOUR PREFERRED CONTACT METHOD.**

**We need to be able to contact you if necessary, so please make sure to add at least one Contact Method.*

* Add your address via entering you post code and choosing from the drop down list generated.

Then Click **FINISH**

The screenshot shows a web form titled "My permit account registration - step two". The form contains several input fields and buttons. At the top left is the "Hertsmere" logo. The form fields include: "Title" (text input), "Forename" (text input), "Surname" (text input), "Contact methods" (a list with a "+ Add" button), "Contact method" (a dropdown menu with a "Details" link), "Mobile phone" (text input), "Home address" (text input), and "Search postcode" (text input with a "+ Add" button). At the bottom right, there are three buttons: "Cancel", "Next", and "Finish". At the bottom left, there is a small copyright notice: "© 2018 - Hertsmere Civil Enforcement Solutions".

After clicking FINISH we will send you verification from the email address NOREPLY.TRDCparkingservices@hertsmere.gov.uk. Please check all inboxes to ensure you have received an email from this address which should confirm your registration with the system. In order to proceed you will need to verify the email address and will be prompted to click on the 'Confirm account registration' link to activate the account. This will take you back to the log in screen where you will need to access your new permit account using the account details you have set up.

After signing in using the details used in Step 1 you are now in your account



MY ACCOUNT - The four tabs in My Account are:

My Details

Manage your personal information, contact methods, email address etc.

Permit Applications

Tell us what sort of Permit/Voucher you would like to apply for.

My Permit Applications

View pending Applications, or save applications made that need more information i.e. not all having supportive documentation.

My Permits

View the list of Permits already issued to you.

➤ Permit Types available:

Virtual Resident Parking Permit – your residential permit will be a virtual permit. Once a resident's permit has been successfully purchased using the online permit system, the permit is issued and the details are recorded against the vehicle registration. This will minimise customer waiting time and improve the overall efficiency of the service. It also allows the customer the ability to make changes to vehicle details and for permits to be applied for instantly whenever and wherever you are.

**Please note if as a resident you hold a valid Blue Badge you are entitled to apply for a free residential parking permit. You will need to provide a copy of both sides of the valid blue badge when uploading your proofs. (There is a 'Resident-Blue Badge' permit type to choose)*

*** Please note motorbikes will require a residential permit to park within a restricted bay. (There is a 'Resident-Motorcycle' permit type to choose)*

Annual Visitor Parking Permit – Annual visitor permits will be offered as a virtual permit - but paper permits will still be available, on request. To use the virtual visitor permit, residents must use the online permit system to provide visitor vehicle registration details. This is a simple process - log into your account, click on 'My Permits' and then select the vehicle icon. You can either add a vehicle registration or change the current registration logged by clicking amend (pencil icon) or remove (red X). Please note only one registration can be logged at any one time.

Visitor Voucher Books – visitor vouchers books will still be issued and sent out to the resident once an on-line application has been completed through to purchase. The vouchers are not currently 'virtual' permits but this may be implemented in the future.

** Please note if you are Over 60 then you are entitled to a 50% discount on the cost for both an annual visitor permit and visitor voucher books. You will need to provide proof of age when uploading your proofs which can be a valid passport, driving licence, pension letter or birth certificate.*

Step 2 Apply For your Permit



- Click on the **Permit application** icon to apply for a permit type.

Visitor Vouchers are also applied for through the permit application tab, however if you do not have a resident or annual visitor permit account then you will need to complete the 'visitor voucher entitlement application' first to ensure you are eligible for the vouchers available specific to your residence.

Step 2 continued.....

Upon selecting the permit application icon the next screen will ask you to select the permit category you wish to apply for:

The screenshot shows a web interface for 'Permit application'. At the top, there is a green navigation bar with 'My account' on the left and a user profile icon on the right. Below this is a header section with the title 'Permit application' and a sub-header 'Permit Category' with a note '(You must fill in all fields marked *)'. The main content area contains a form with a dropdown menu labeled 'Permit category' and a 'Please select' prompt. At the bottom right of the form are 'Cancel' and 'Next' buttons. The footer of the page reads '© 2018 - Imperial Court Entertainment Solutions'.

Start by Specifying the Permit category as either 'Resident' or 'Visitor' and click **Next. In the next screen select which particular type of Permit you require from the drop down menu.**

**Address details from your contact details will now populate in the location fields signifying the area/street name/zone where you can apply. This will automatically give you the options available.*

If you choose Visitor, you will be offered the choice of Annual Visitor, Visitor entitlement and Visitor vouchers.

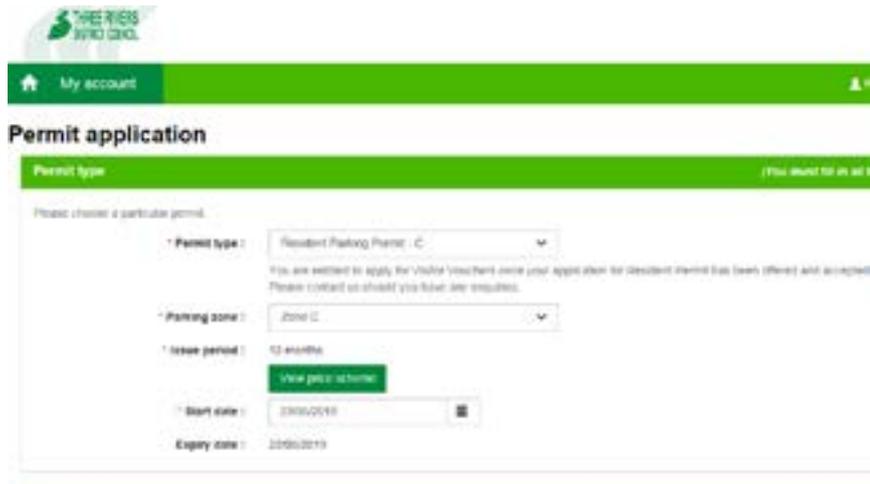
In the absence of a valid resident or annual visitor permit visitor vouchers will be subject to entitlement checks before authorisation can be given to proceed to purchasing the visitor voucher books. **You must first start by applying for visitor entitlement.*

***There is no charge for the visitor voucher entitlement as this is a verification process only.**

***All applications will be subject to authorisation once your application has been submitted; please check **My Permit Applications** at a later time to either accept or decline your offer.*

Step 2 continued.....

- Input the date you wish to start your permit from:



The screenshot shows a web interface for a permit application. At the top left is the logo for 'TRENTHAM AND CHAL'. Below it is a navigation bar with 'My account' and a user profile icon. The main heading is 'Permit application'. A sub-heading 'Permit type' is followed by a note: '(You must fill in all *). Below this, a prompt says 'Please choose a particular permit.' The form contains several fields: 'Permit type' is a dropdown menu set to 'Resident Parking Permit - C'; 'Parking zone' is a dropdown menu set to 'Zone C'; 'Issue period' is a text field set to '12 months', with a green button labeled 'View price scheme' below it; 'Start date' is a date picker set to '22/06/2018'; and 'Expiry date' is a date picker set to '22/06/2019'. A small note below the 'Permit type' dropdown reads: 'You are entitled to apply for Visiting Visas when your application for Resident Permit has been offered and accepted. Please contact us should you have any queries.'

You can check the price scheme and expiry date to ensure this meets your acceptance.

* Please be aware that the start date automatically defaults to the date of application. However, once payment has been made the start date will reflect the payment date. If you wish to select a future start date, please do so and the payment will not alter that date.

Step 2 Continued...(RESIDENTS PERMITS ONLY)

- Input your car details for the permit to be applied for and then press **NEXT**:

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

* Vehicle registration :

* Make : Please select... ▼

* Model :

* Colour : Please select... ▼

Cancel Back Next

*** With regard to Annual Visitor Permit applications please leave the number of vehicles at '0' and you will not be required to input any vehicle details.**

Once the details have been entered click Next to review the information you have provided. You will then be asked to Accept the Terms & conditions before continuing ..

**This will take you to the Three Rivers Parking online web page, where you can find all Terms and Conditions, the Car Parking Policy and other information.*

This is where the Terms & Conditions go and are editable during the LIAT.

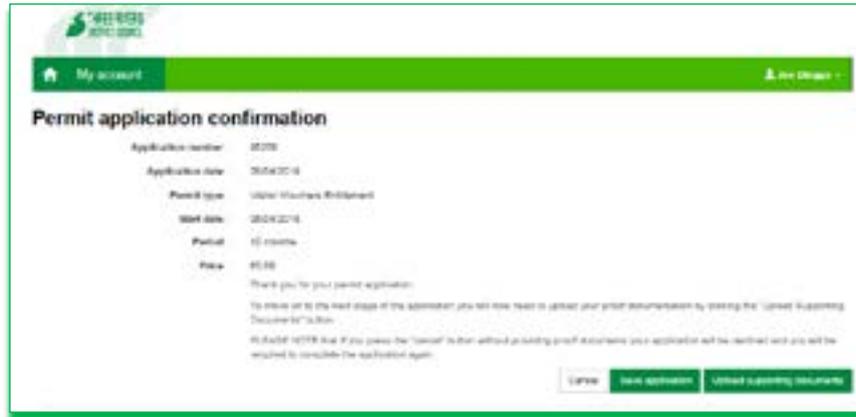
I accept the terms and conditions. (Opens in new window)

Cancel Back Proceed

Step 2 Continued...

➤ **Confirm the Permit application is correct**

This will take you through to your Permit application confirmation where you can choose to save the application until ready to upload your supportive documentation or proceed in uploading your documents:



The screenshot shows a web interface for permit applications. At the top, there is a green navigation bar with a home icon and the text "My account" on the left, and a user profile icon and the text "Joe Deegan" on the right. Below the navigation bar, the main heading is "Permit application confirmation". Underneath, there is a list of application details:

- Application number: 0000
- Application date: 26/04/2016
- Permit type: Urban Wastewater Treatment
- Start date: 26/04/2016
- Period: 12 months
- Fee: \$0.00

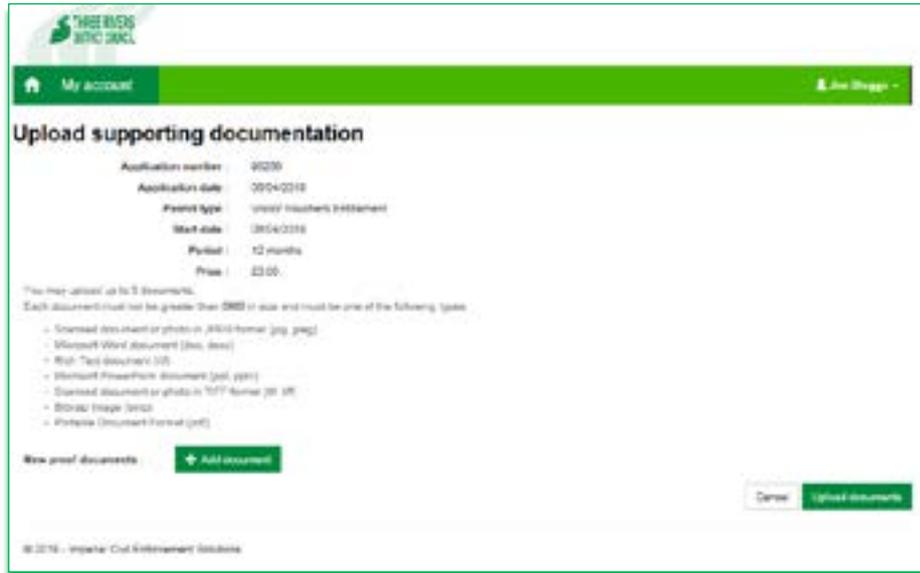
Below the details, there is a message: "Thank you for your permit application. To move on to the next stage of the application you will now need to submit your permit documentation by clicking the 'Upload Supporting Documents' button. PLEASE NOTE that if you press the 'Cancel' button without providing proof documents your application will be cancelled and you will be required to resubmit the application again."

At the bottom right of the page, there are three buttons: "Cancel", "Save application", and "Upload Supporting Documents".

If you are ready with your supporting documents please click on the [Upload Supporting Documents](#) button to proceed.

➤ Upload your supporting Document

These can be scanned and saved to a folder location on your device beforehand to upload. If you have a smartphone or tablet you can also take a photograph instantly and upload it from within the permit system. If you require any assistance please contact the Council or email trdc.permitenquiries@hertsmere.gov.uk.



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My account Log Out

Upload supporting documentation

Application number: 00200
Application date: 00/04/2019
Permit type: 19007 Teachers Permitment
Start date: 08/04/2019
Period: 12 months
Price: £3.00

You may upload up to 5 documents.
Each document must not be greater than 2MB 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)
- Scanned PowerPoint document (.ppt, .pptx)
- Scanned document or photo in TIFF format (.tif, .tiff)
- Images (.png)
- Portable Document Format (.pdf)

View proof documents ➤ Add document

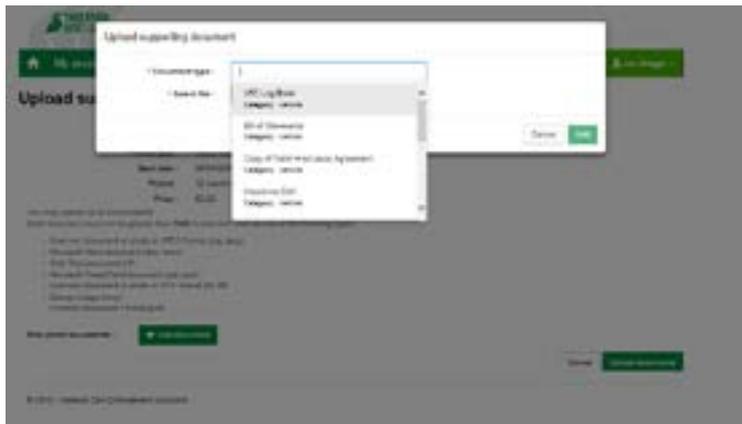
Cancel Upload documents

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Click **Add document** to upload your documents

➤ Documentation type

The drop down list that appears will show you which format of document you can upload and by clicking add document you can upload one from the drop down list provided. The proof documentation must be in the same name as the account holder.



You may upload up to 3 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*)

For proof of your residence upload one of the following;

- ✓ Council Tax Bill (within last 3 months)
- ✓ Utility Bill (within last 3 months)
- ✓ Solicitor letter confirming purchase of residence,
- ✓ Tenancy agreement (within last 6 months),
- ✓ Bank statement (within last 3 months).

For proof of vehicle ownership please upload a valid (in date) copy of one of the following;

- ✓ Vehicle registration document (V5C log book)
- ✓ Insurance Certificate
- ✓ Copy of valid hire/lease agreement
- ✓ Bill of ownership
- ✓ Company letter.

For Blue Badge Holder proof please upload both sides of a valid (in date) copy of your:

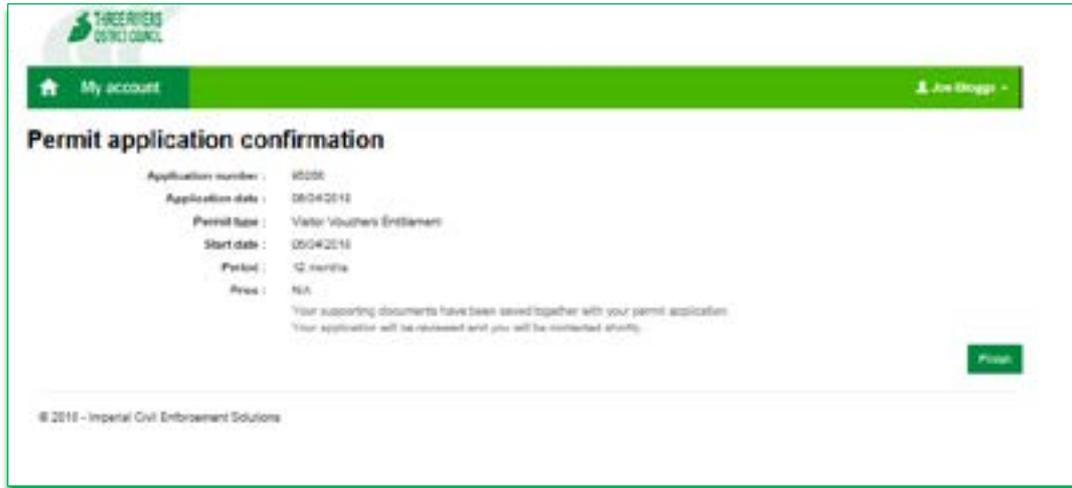
- ✓ Blue Badge

For Over 60's proof please upload a valid (in date) copy of your:

- ✓ Passport
- ✓ Driving Licence
- ✓ Birth Certificate
- ✓ Pension Letter

Once all valid documents have been added click **Upload Documents** to confirm

➤ **Confirm and Finish application**



Once completed click **Finish**. This will return you to the my accounts page where you can check on the status of your applications, change any details or start another application.

➤ **Email Communications:**

Throughout the process of setting up an account, applying, or changing details you will receive email communications to your registered email account confirming the status of your account. Once a permit has been offered you will receive an email requesting that you either accept or reject the offer. You can also go to **My Permit Applications** from the home page to check if you have been offered a permit. This will request you to make payment via Debit or Credit card for the permit requested. **Please note this is the only way to pay for your permit so ensure you have your card details ready.**

➤ **Check your Application in my applications from my accounts screen**

Permit type	Vehicles	Application number	Application date	Status	Actions
Resident Parking Permit - B		97642	12/04/2018	More info requested on 12/04/2018	View info, Decline
Resident Parking Permit - C		97576	12/04/2018	More info requested on 12/04/2018	View info, Decline
Resident Parking Permit - C		96667	10/04/2018	Letter offer issued 10/04/2018	View info, Accept offer
Resident Parking Permit - C		96664	10/04/2018	Letter offer issued 10/04/2018	View info, Accept offer
Resident Parking Permit - C		96079	09/04/2018	Permit issued on 09/04/2018	View info
Visitor Vouchers Entitlement		97058	09/04/2018	Permit issued on 09/04/2018	View info
Visitor Vouchers Entitlement		95223	06/04/2018	Declined on 06/04/2018	View info, Decline
Resident Parking Permit - C		95222	06/04/2018	Declined on 06/04/2018	View info, Decline

Total items: 8

Page size: 10

Mark

From My Permit Applications you can see the status of your application and if you have been issued or offered a permit. Some applications may require further information from that provided and will request for this here. You can click on the magnifying glass to assess your information provided in more detail.



If you are ready to accept please click on the **Accept Offer** button and have your credit card or debit card ready to make payment.

➤ **Input your payment details**

Payment details

Please note we do not accept American Express but accept all other major debit and credit cards.
Your information will not be stored.

Payment reference: APT_18MSF_H201/209

Amount: 110.00 GBP

Card number:

Expiry date: /

Card Security Code:

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Once you have entered the correct details click **continue** to complete transaction. Once the payment has been accepted the permit will be issued.

**This will identify your virtual Permit on our enforcement teams Hand Held Devices and will show its validity to be on street and will prevent any enforcement against your vehicle.*

*** If you require a paper annual visitor permit please email TRDC.Permitenquiries@hertsmere.gov.uk or call the Parking Services team on 0208 207 7422.*

****If you have purchased visitor permit books then these will be posted out to your address once payment has been made.*

For more assistance please call 0208 207 7422