

Overview

Glen Eira City Council has a new digital parking permit system called ePermits. The ePermits system is an easy way to apply for Residential and Single Use Permits (previously known as visitor and visiting tradesperson parking permits).

ePermits is powered by PayStay, an electronic system that manages resident accounts online and links the digital ePermit to the registration plate of the registered vehicle. Permits are no longer displayed on the vehicle.

This guide has been created for Glen Eira residents to help you understand the online application process and ePermit system. The online portal allows Glen Eira Council staff to quickly review, approve and activate resident parking ePermits.

Signing up to the online portal and applying for an ePermit will take approximately 10 minutes and can be done by visiting <https://epermits.gleneira.vic.gov.au/ssp>

Residential Parking Permits

Residential permits exempt the permit holder from parking restrictions in timed parking areas of one (1) hour and above and allow them to park in residential-permit zones. These permits allow residents more flexibility to park near their property, but do not guarantee a parking space nearby.

Residential parking permits allow the holder to park on:

- their residential street, or the nearest nominated, adjacent street if they live in a recognised commercial area with restrictions or a road with no existing on-street parking or existing clearways; *and*
- the nearest streets that intersect the permit street from the eligible household (as shown in the diagram opposite).

Single Use Parking Permits

Single-use permits are for short-term visitors. They are available only to residents eligible for residential parking permits and issued as a digital coupon book of 110 permits for use in a 12 month period.

Single-use permits exempt the holder from parking restrictions in timed parking areas one (1) hour and above and allow them to park in residential permit zones.

If you have applied for a residential parking permit, a digital coupon book will be issued automatically once your permit is approved. You do not need to apply online separately.

Proof of Residency

You will need to supply documentation proving that you currently reside at the property.

This can be a Victorian driver's licence (with your current address); a lease agreement or bond receipt or a gas or electricity bill showing the supply address.

Council rates or instalment notices, property contracts of sale and water utility bills are **NOT** accepted as proof of residence.

Excluded properties

Some properties are not eligible for parking permits.

These include properties rated by Council as industrial, commercial or mixed-use (such as an apartment above a shop), properties constructed on or after 17 March 2020 where the number of dwellings on the site increased by more than one (1), and properties that appear on Council's "Excluded Properties List".

We also do not provide permits for declared arterial roads, off-street car parks, ticketed parking areas or parking zones of one (1) hour or less.

How many permits can I apply for?

The number of permits available to eligible households varies based on their access to public transport as determined by Council's Integrated Transport Strategy precincts.

Most eligible properties are entitled to two (2) residential parking permits and one (1) digital coupon book of 110 single-user parking permits every 12 months.

The exception is properties located in the 'Bus Precinct' who are entitled to three (3) residential parking permits. Refer to our website for more details.

How much do permits cost?

The first residential parking permit for an eligible property is issued **free of charge**.

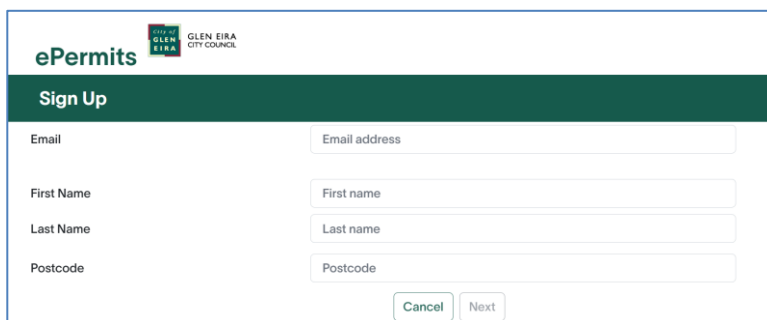
A second residential parking permit will cost \$100, or \$50 with a concession card. A third residential parking permit (where eligible) will cost \$150, or \$75 with a concession card.

To claim the concession-card discount, you must provide evidence that you hold a current valid Commonwealth-issued Pensioner Concession Card or Veteran's Affairs Gold Card TPI/War Widow.

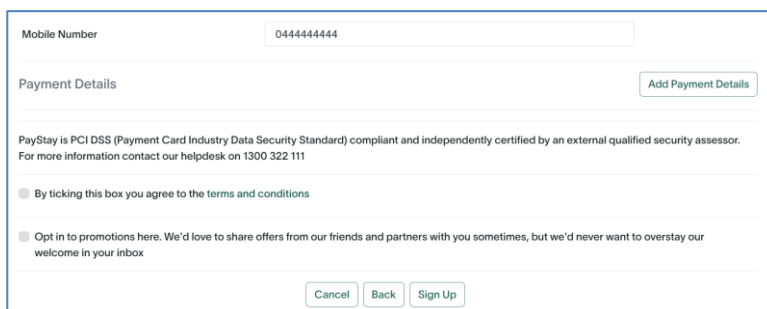
Creating an ePermit account via a browser

Creating an ePermit account is quick, easy and free.

- If you already have a PayStay account you don't need a separate ePermit account. You can log in using your PayStay username/email and password
- If you are new to PayStay go to <https://epermits.gleneira.vic.gov.au/ssp> and choose 'Sign up'
- **Please note you are NOT required to provide any payment information (including credit card details) to create a PayStay account to use ePermits. If you apply for a paid permit at a later stage you can provide payment details on a once off basis.**



The screenshot shows the 'ePermits Sign Up' form. It includes fields for Email, First Name, Last Name, and Postcode. There are 'Cancel' and 'Next' buttons at the bottom.

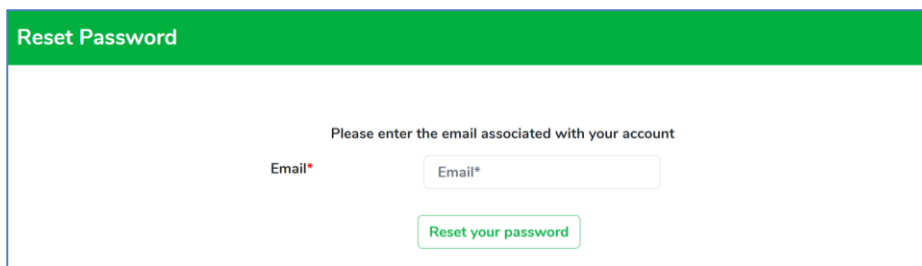


The screenshot shows the continuation of the ePermits form. It includes a Mobile Number field with the value '0444444444', a Payment Details section with an 'Add Payment Details' button, and two checkboxes for terms and conditions. There are 'Cancel', 'Back', and 'Sign Up' buttons at the bottom.

Once you have entered your details, an email will be sent to your nominated email address asking your to create a password for your account.

Forgotten password

If you have forgotten your PayStay password, click on "Forgot your password" on the ePermit sign in screen, enter your email address and click "Reset your password". You will be sent an email with a link to update your password.



The screenshot shows the 'Reset Password' form. It has a green header with the text 'Reset Password'. Below the header, it says 'Please enter the email associated with your account'. There is an 'Email*' field and a 'Reset your password' button.

IMPORTANT: Accessing ePermits

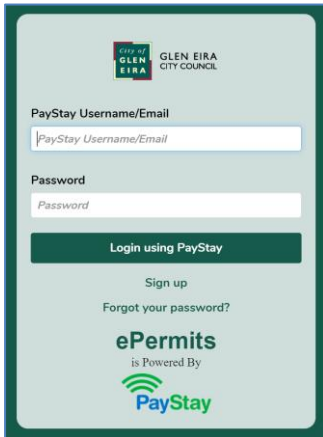
ePermits can be applied for in **two** ways:

1. Via a browser on any web enabled device (i.e. desktop PC, laptop, iPad, table)
2. Via the PayStay app on a smartphone (Refer to page XXX of this guide for instructions)

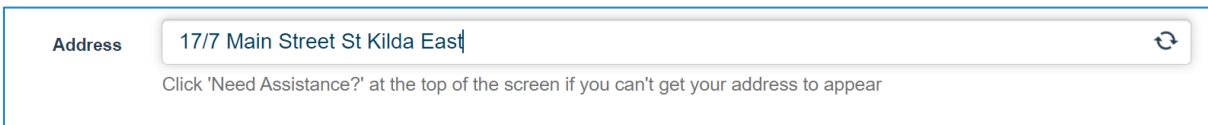
Logging into ePermits for the first time via a browser

Before you can start applying for permits you need to connect your online account to your address.

1. Go to <https://epermits.gleneira.vic.gov.au/ssp> and enter username/email and password



2. Click on your email address at the top right-hand side of the screen and select "User Profile"
3. Enter your address in the "Address" field:



Address searching tips

If your address is **1/10 Main Street, Caulfield**, searching for 10 Main Street Caulfield (without the unit/flat/apartment number) will present a drop-down list of the first 20 addresses at the property only.

If your address does not appear please enter FLAT, UNIT or APT at the start of your search followed the number and then the house number i.e **FLAT 1 10 Main Street Caulfield** or **UNIT 1 10 Main Street Caulfield**. You won't need to add a slash between the numbers i.e. 1/10 Main Street.

Please note that manually entered addresses (Using the "Enter it manually+" option) need to be checked by Council staff before permits can be applied for. Please try the above steps to find an exact match for your address so you can start applying for permits immediately.

Applying for ePermits (cont)

- If you hold a valid concession card you can also tick the box shown. (This will only be applicable if you plan to apply for a second, paid permit). You will be required to show proof of concession when applying a paid permit.

I have a valid concession card

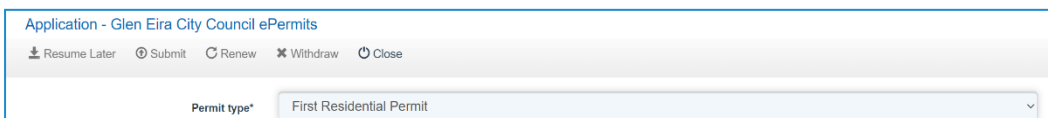
- Click "Save" to exit your profile.

Applying for a Residential Parking Permit via a browser

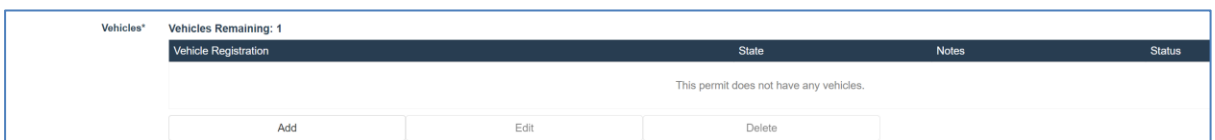
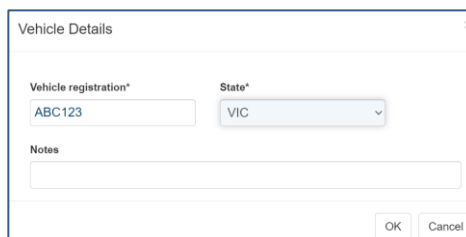
- On the left-hand side of the screen select "Resident Permits"



- Select either "First Resident Permit" or "Second Resident Permit" from the Permit Type dropdown field. (You cannot apply for a second residential permit until the first permit has been reviewed and approved by Council):



- Enter your vehicle registration number by clicking the "Add" button, entering the details and clicking "OK".

- Attach at least one document proving your residency at the nominated address by clicking the “Add” button in the Proof of Residency section. You can select to add a new document or select an existing document you have used before.

1. Proof of Residency*

Proof of residency can be a Victorian driver's licence (with your current address), a lease agreement or a gas/electricity bill in your name showing the supply address. Council rates notices, contracts of sale and water utility bills will NOT be accepted.

Please note that attachments can be no more than 6MB and should be in HEIC, JPEG,JPG,PDF or PNG formats. Once attached the file will be displayed:

1. Proof of Residency* **glen eira messages.jpg**

- If applying for a second residential parking permit and claiming a reduced concession rate, please attach a copy of your Commonwealth-issued Pensioner Concession Card or Veteran's Affairs Gold Card TPI/War Widow.
- Tick the box to declare you accept the terms and conditions and click the “Submit” button to finalise your application and make payment (if applicable).

Terms and Conditions - [View in new window](#)

Declaration

I declare that the information provided in this online application is true and accurate and that I will use all parking ePermits in accordance with Council's Residential Parking Permit System Policy 2023.

[Read the Residential Parking Permit System Policy 2023](#) (opens in a new window)

I have read and understand the terms and conditions

Status Incomplete

- You will receive a confirmation email confirming that Council has received your application.

Properties With No Off Street Parking

1. Council provides two free permits to properties with no vehicle crossover or driveway. The third permit is \$100.
2. Residents at these properties should select “First Residential Permit” to apply for their first permit and, once that has been approved by Council, select one of the two “No Driveway/Crossover” options in the Permit Type drop-down:

Permit type*	Second Residential Permit - No Driveway/Crossover
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3. Council will review your property to verify the parking situation before approving any permits.

Applying for a Single Use Coupon Book

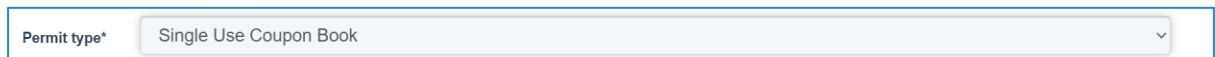
Important

If you have applied for a residential parking permit, you will be issued a digital coupon book of 110 single-use permits automatically when your permit is approved. You do not need to apply separately. This next section only applies if you only need single-use permits at your property and not any residential parking permits

1. On the left-hand side of the screen select “Single User Permits”

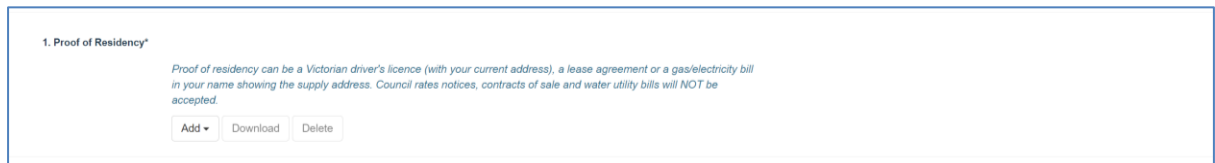


2. Select “Single Use Coupon Book” in the Permit Type drop down field



The screenshot shows a dropdown menu for 'Permit type*'. The selected option is 'Single Use Coupon Book'.

3. Attach at least one document proving your residency at the nominated address by clicking the “Add” button in the Proof of Residency section.



The screenshot shows the '1. Proof of Residency*' section. It includes a note: 'Proof of residency can be a Victorian driver's licence (with your current address), a lease agreement or a gas/electricity bill in your name showing the supply address. Council rates notices, contracts of sale and water utility bills will NOT be accepted.' Below the note are three buttons: 'Add', 'Download', and 'Delete'.

4. Tick the box to declare you accept the terms and conditions and click the “Submit” button to finalise your application.

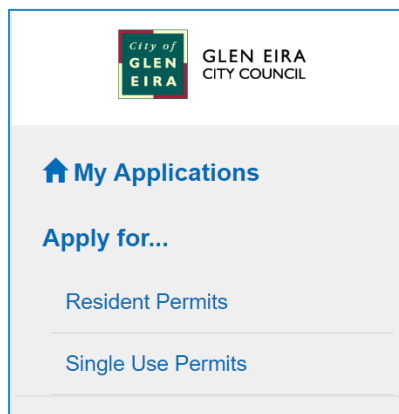
You will receive a confirmation email confirming that Council has received your application.

Using Your Single Use Parking Permits

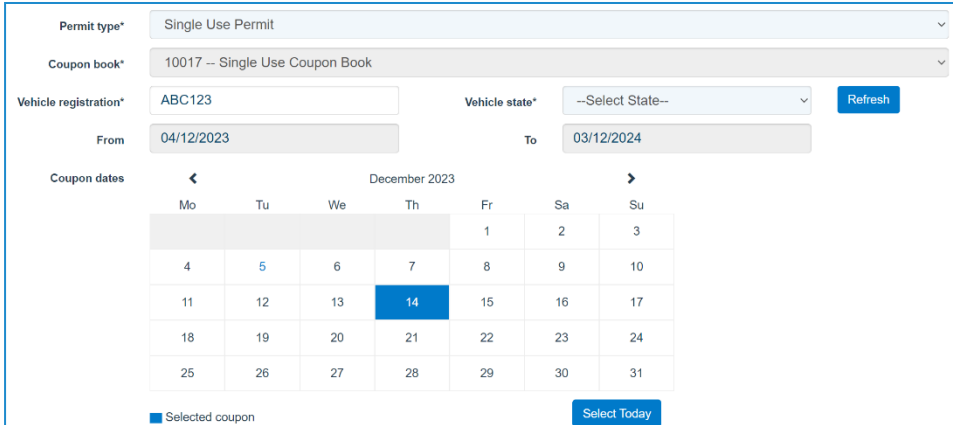
To use the single-use permits, you will need to log into the ePermit system and provide the vehicle registration number of each vehicle that will need coverage and the date that the single-use permit/s will be required.

You must have an approved "Single Use Parking Permit" coupon book before you can start using any single use permits

1. Log into ePermits using your username/email and password
2. Select "Single Use Permits" on the left hand side menu:



3. Select "Single Use Permit" in the Permit Type drop down field
4. Enter the vehicle registration of the car you need the permit for and select when you want the permit for by clicking on the calendar until the date turns blue:

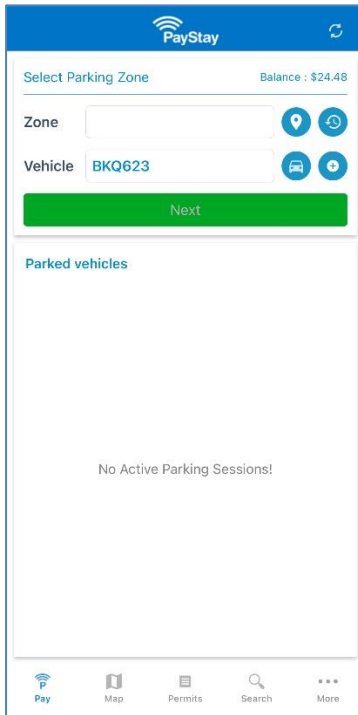


The screenshot shows the application form for a single-use permit. The 'Permit type*' dropdown is set to 'Single Use Permit'. The 'Coupon book*' dropdown is set to '10017 -- Single Use Coupon Book'. The 'Vehicle registration*' field contains 'ABC123'. The 'Vehicle state*' dropdown is set to '--Select State--'. There is a 'Refresh' button next to the state dropdown. The 'From' date is '04/12/2023' and the 'To' date is '03/12/2024'. Below this is a calendar for December 2023. The calendar shows days from Monday to Sunday. The date '14' is highlighted in blue, indicating it is the selected coupon date. At the bottom left of the calendar, there is a legend: a blue square followed by the text 'Selected coupon'. At the bottom right, there is a 'Select Today' button.

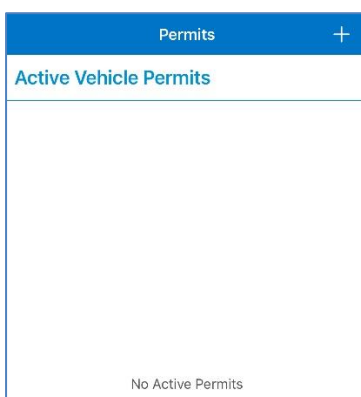
5. Click "Submit" to finalise the permit. Repeat this as many times as necessary (if you require multiple permits for multiple cars for the same day). Permits are automatically approved once they are submitted.

Logging into ePermits for the first time via the PayStay app

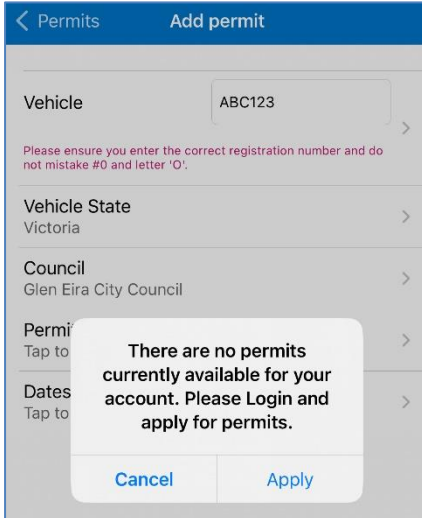
1. Open the PayStay app on your smartphone and make sure you are signed in
2. Click on the “Permits” icon at the bottom of the screen:



3. Click the plus symbol (+) in the top righthand corner of the screen

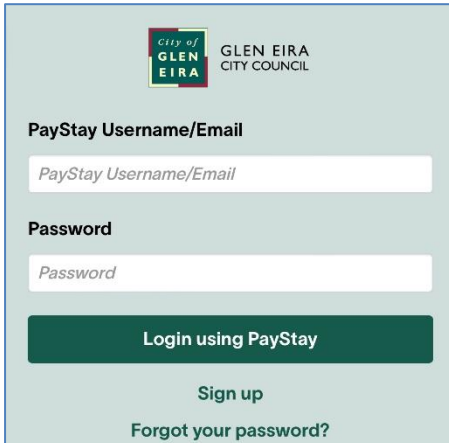


- Enter your vehicle registration, vehicle state and select “Glen Eira City Council” in the Council field. Click “Apply” when this message appears:




The screenshot shows a mobile application interface for adding a permit. The form fields are: Vehicle (ABC123), Vehicle State (Victoria), Council (Glen Eira City Council), Permit (Tap to...), and Dates (Tap to...). A modal message is displayed over the form, stating: "There are no permits currently available for your account. Please Login and apply for permits." The modal has two buttons: "Cancel" and "Apply".

- Enter your PayStay username and password:



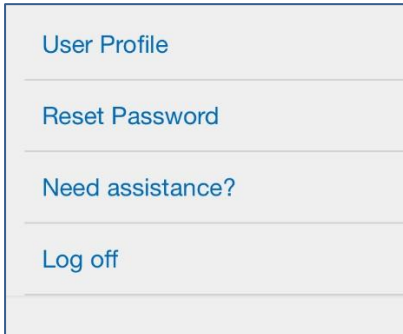
The screenshot shows the PayStay login screen. It features the City of Glen Eira logo and the text "GLEN EIRA CITY COUNCIL". The form has two input fields: "PayStay Username/Email" and "Password". Below the fields are three buttons: "Login using PayStay", "Sign up", and "Forgot your password?".

- Click on the blue option button at the top right-hand corner of the screen:



The screenshot shows the top navigation bar of the application. It includes the City of Glen Eira logo and the text "GLEN EIRA CITY COUNCIL". A blue menu button is located in the top right corner. Below the navigation bar is a table header with the following columns: "Permit #", "Permit Type", "Permit Status", and "Vehicle".

- Click “User Profile” in the menu that appears:



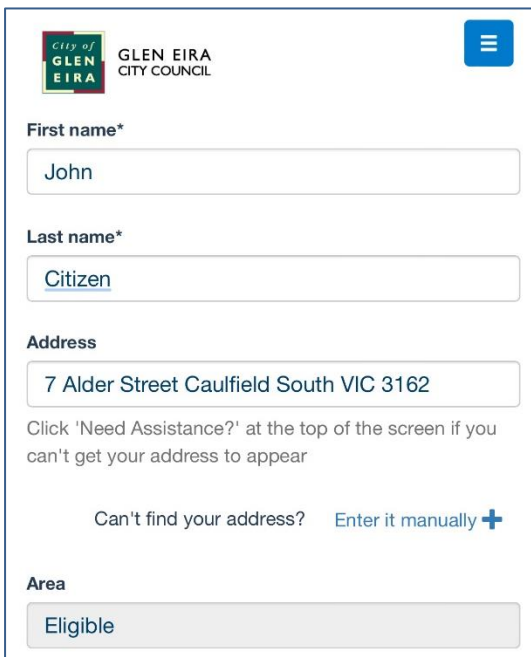
User Profile


Reset Password

Need assistance?

Log off

- Before you can start applying for permits you need to connect your online account to you address. Enter your address in the “Address” field. Once selected, the area field will indicate if your property is eligible or ineligible for permits:



 GLEN EIRA
CITY COUNCIL

First name*

John

Last name*

Citizen

Address

7 Alder Street Caulfield South VIC 3162

Click 'Need Assistance?' at the top of the screen if you can't get your address to appear

Can't find your address? [Enter it manually +](#)

Area

Eligible

Address searching tips

If your address is **1/10 Main Street, Caulfield**, searching for 10 Main Street Caulfield (without the unit/flat/apartment number) will present a drop-down list of the first 20 addresses at the property only.

If your address does not appear please enter FLAT, UNIT or APT at the start of your search followed the number and then the house number i.e **FLAT 1 10 Main Street Caulfield** or **UNIT 1 10 Main Street Caulfield**. You won't need to add a slash between the numbers i.e. 1/10 Main Street.

Please note that manually entered addresses (Using the “Enter it manually+” option) need to be checked by Council staff before permits can be applied for. Please try the above steps to find an exact match for your address so you can start applying for permits immediately.

- If you hold a valid concession card you can also tick the box shown. (This will only be applicable if you plan to apply for a second, paid permit). You will be required to show proof of concession when applying a paid permit.

I have a valid concession card

Correspondence Preference*

Email

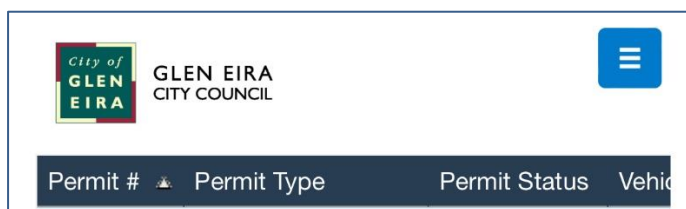
Save

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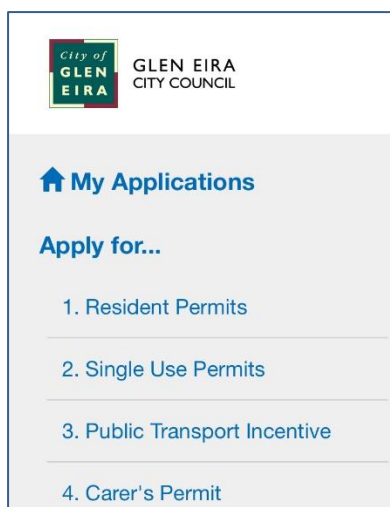
- Click the “Save” button to finish updating your profile.

Applying for a Residential Parking Permit via the PayStay App

- Click on the blue option button at the top right-hand corner of the screen:



- Click on “Residential Permits”

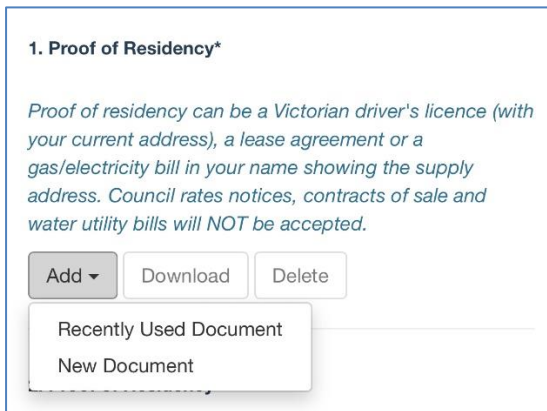


Applying for ePermits (cont)

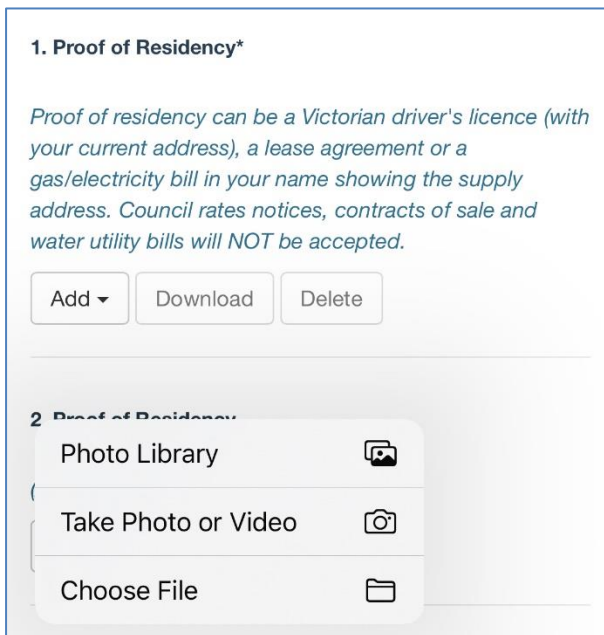
- Select either "First Resident Permit" or "Second Resident Permit" from the Permit Type drop downfield. (You cannot apply for a second residential permit until the first permit has been reviewed and approved by Council):

- Scroll down and enter your vehicle registration number by clicking the "Add" button, entering the details and clicking "OK"

- Attach at least one document proving your residency at the nominated address by clicking the “Add” button and selecting “New Document”:

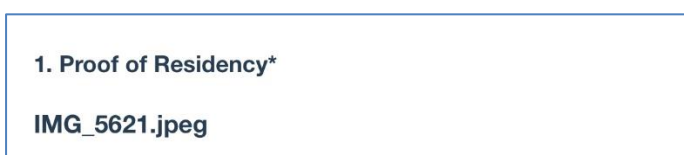


- Choose the location of the file or image you want to attach and select it:

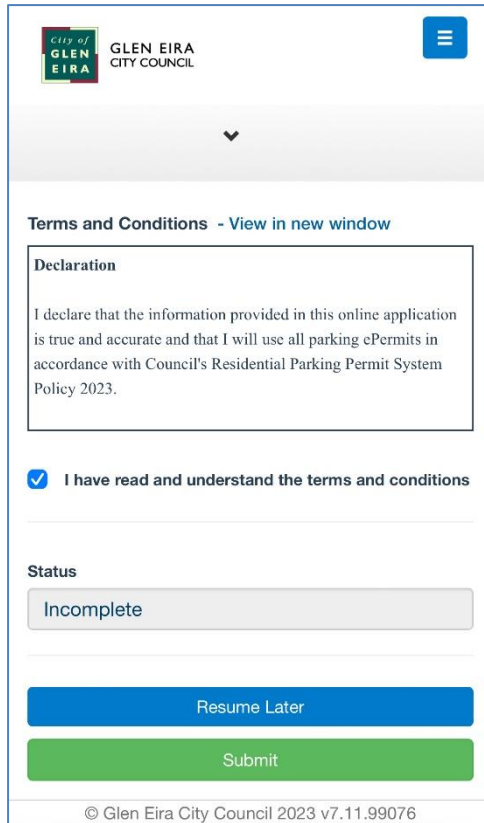


Please note that attachments can be no more than 6MB and should be in HEIC, JPEG, JPG, PDF or PNG formats.

- Once attached the file will be displayed:



8. Tick the box to declare you accept the terms and conditions and click the “Submit” button to finalise your application and make payment (if applicable):



City of GLEN EIRA GLEN EIRA CITY COUNCIL

Terms and Conditions - [View in new window](#)

Declaration

I declare that the information provided in this online application is true and accurate and that I will use all parking ePermits in accordance with Council's Residential Parking Permit System Policy 2023.

I have read and understand the terms and conditions

Status

Incomplete

Resume Later

Submit

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9. You will receive a confirmation email confirming that Council has received your application.

The status field showing “Incomplete” just indicates that the application hasn’t been submitted yet. You will see it even if you have filled in everything correctly.

If there are any issues with your application or you haven’t submitted all the necessary information you will get a red error message outlining the issue to be resolved.

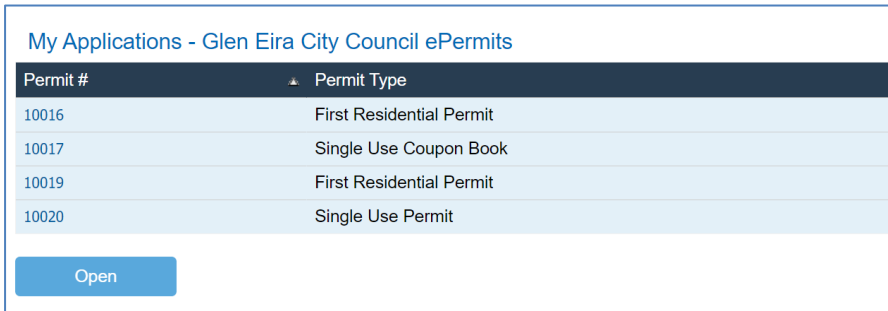
When will my parking permit/s arrive?

- Permit applications will be reviewed by a Council officer within 7 to 10 business days. If approved, you will receive a confirmation email and your ePermit will become active.
- You do not have to display a physical permit on your dashboard. Our parking-enforcement officers can search the vehicle registration number to confirm that a vehicle has a valid permit.

Update your vehicle registration via a browser

If you change vehicles you will need to update your ePermit:

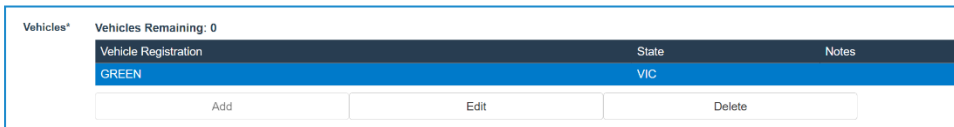
1. Go to <https://epermits.gleneira.vic.gov.au/ssp> and enter username/email and password
2. Select the permit to update by clicking on the permit number



My Applications - Glen Eira City Council ePermits	
Permit #	Permit Type
10016	First Residential Permit
10017	Single Use Coupon Book
10019	First Residential Permit
10020	Single Use Permit

Open

3. Select the current vehicle registration (so it is highlighted) and click "Edit"



Vehicles* Vehicles Remaining: 0	
Vehicle Registration	State
GREEN	VIC

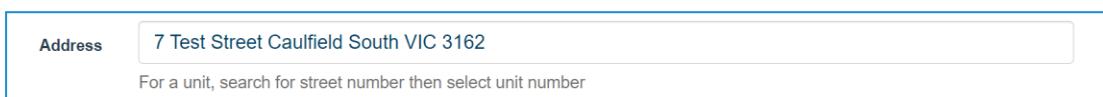
Add Edit Delete

4. Enter the new vehicle registration number and click "OK". You will receive a confirmation email showing that the change has been made and that the permit now applies to the new vehicle registration.

Updating your address within Glen Eira via a browser

If you move addresses within Glen Eira and need parking permits at your new address, you will need to change the address against your ePermit account. This will automatically cancel any permits in your name at your old address. Permits are not transferrable between properties.

1. Go to <https://epermits.gleneira.vic.gov.au/ssp> and enter username/email and password
2. Click on your email address at the top right hand side of the screen and select “User Profile”
3. Enter your new Glen Eira address. Ineligible addresses will be rejected by the system



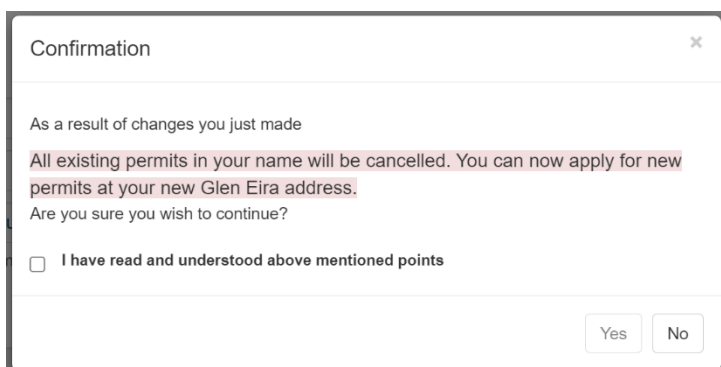
Address searching tips

If your address is **1/10 Main Street, Caulfield**, searching for 10 Main Street Caulfield (without the unit/flat/apartment number) will present a drop-down list of the first 20 addresses at the property only.

If your address does not appear please enter FLAT, UNIT or APT at the start of your search followed the number and then the house number i.e **FLAT 1 10 Main Street Caulfield** or **UNIT 1 10 Main Street Caulfield**. You won't need to add a slash between the numbers i.e. 1/10 Main Street.

Please note that manually entered addresses (Using the “Enter it manually+” option) need to be checked by Council staff before permits can be applied for. Please try the above steps to find an exact match for your address so you can start applying for permits immediately.

4. Click “Save” to exit your profile. You will receive this below message if you have active permits.



5. Tick the box and click “Yes” to finalise the address change:

When does my ePermit expire?

- Residential ePermits expire every 12 months however you will no longer need to renew your permit each year, with the expiry date rolling over automatically.
- Second or third permits will not renew automatically. Permit holders will receive a renewal email one month before the expiry date explaining how to make payment and renew the permit (if it still required)
- Your permit will be cancelled automatically if you move within Glen Eira (and update your address in the ePermit system) or when new tenants move into the property and all existing parking permits are cancelled.