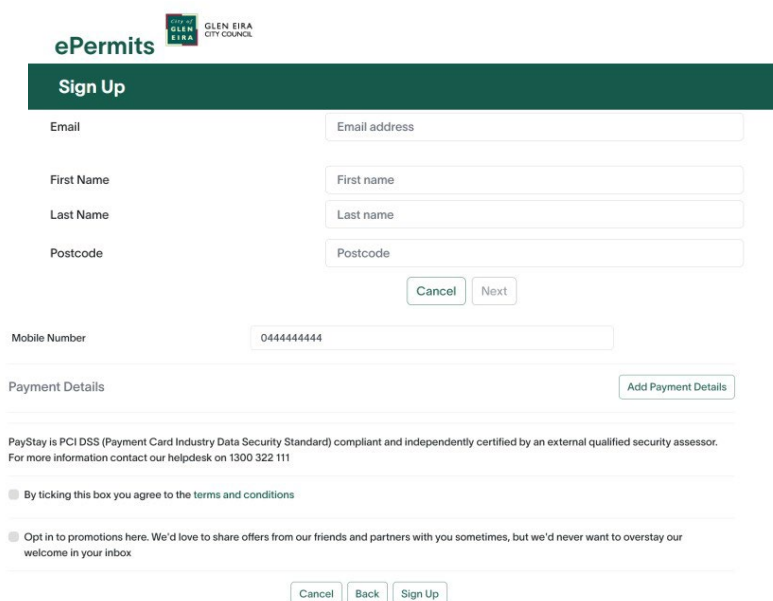


Creating an ePermit account

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 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 later, you can provide payment details on a one-off basis.



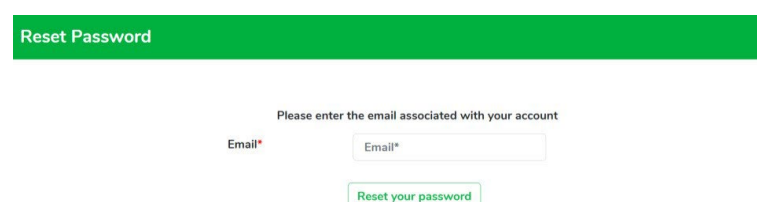
The form is titled 'ePermits Sign Up' and includes the City of Glen Eira logo. It contains the following fields and sections:

- Email:** A text input field labeled 'Email address'.
- First Name:** A text input field labeled 'First name'.
- Last Name:** A text input field labeled 'Last name'.
- Postcode:** A text input field labeled 'Postcode'.
- Mobile Number:** A text input field with the placeholder '0444444444'.
- Payment Details:** A section with an 'Add Payment Details' button.
- Terms and Conditions:** A checkbox labeled 'By ticking this box you agree to the terms and conditions'.
- Opt in to promotions:** A checkbox labeled 'Opt in to promotions here. We'd love to share offers from our friends and partners with you sometimes, but we'd never want to overstay our welcome in your inbox'.
- Buttons:** 'Cancel', 'Next', and 'Sign Up' buttons.

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

Forgotten your 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 receive an email with a link to update your password.



The form is titled 'Reset Password' and includes the following fields and sections:

- Text:** 'Please enter the email associated with your account'.
- Email*:** A text input field labeled 'Email*'.
- Button:** 'Reset your password'.

ePermits: Applying via browser

IMPORTANT: Accessing ePermits

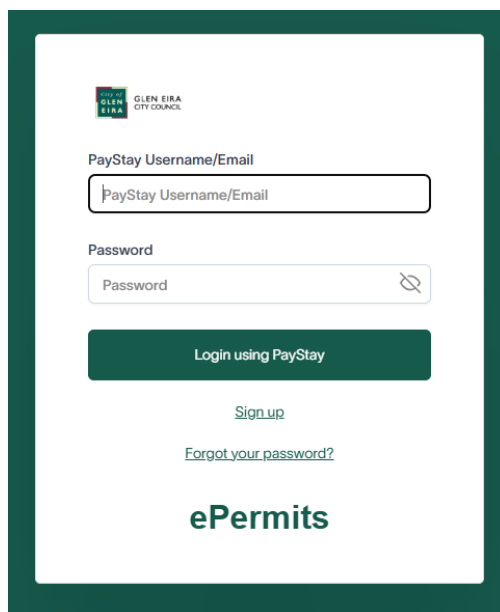
ePermits can be applied for in two ways:

- Via a browser on any web-enabled device (eg. desktop PC, laptop, iPad, tablet)
- Via the PayStay app on a smartphone (Refer to ePermit: applying for ePermits via PayStay app)

Logging into ePermits for the first time

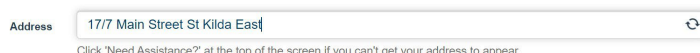
Before you can start applying for permits, you need to connect your online account to your address.

1. Go to epermits.gleneira.vic.gov.au/ssp and enter your username/email and password.



The screenshot shows the ePermits login interface. At the top is the City of Glen Eira logo. Below it are two input fields: 'PayStay Username/Email' and 'Password'. A green button labeled 'Login using PayStay' is positioned below the password field. Underneath the button are two links: 'Sign up' and 'Forgot your password?'. At the bottom of the form area, the word 'ePermits' is displayed in a large, bold, green font.

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.



The screenshot shows a search bar with the label 'Address' on the left. Inside the search bar, the text '17/7 Main Street St Kilda East' is entered. To the right of the search bar is a circular refresh icon. Below the search bar, there is a small text note: 'Click "Need Assistance?" at the top of the screen if you can't get your address to appear'.

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.

**BENTLEIGH. BENTLEIGH EAST. BRIGHTON EAST. CARNEGIE. CAULFIELD. ELSTERNWICK.
GARDENVALE. GLEN HUNTLY. MCKINNON. MURRUMBEENA. ORMOND. ST KILDA EAST.**

ePermits: Applying via browser

If your address does not appear, please enter FLAT, UNIT, or APT at the start of your search followed by the number and then the house number (eg. 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).

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.

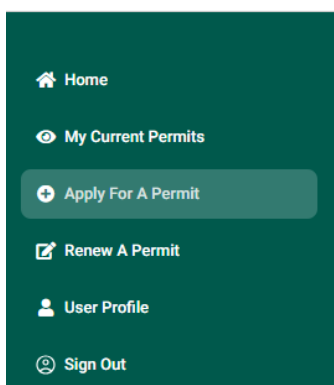
4. If you hold a valid concession card, you can tick the box shown. (This will only be applicable if you plan to apply for a second, paid permit). You will be required to show proof of concession when applying for a paid permit.

☐ I have a valid concession card

5. Click 'Save' to exit your profile.

Applying for a Residential Parking Permit via a browser

1. On the left-hand side of the screen, select 'Apply for A Permit'.



ePermits: Applying via browser

2. Select the 'Resident Permits' Tile.

Home > Permit Group



PERMIT

1. Resident Permits

[Apply For Permit](#)



PERMIT

2. Single Use Permits

[Apply For Permit](#)



PERMIT

3. Public Transport Incentive

[Apply For Permit](#)



PERMIT

4. Carer's Permit

[Apply For Permit](#)

3. Select the residential permit you require from the dropdown menu.

Permit Type *

First Residential Permit

Please familiarise yourself with the ePermit Conditions of Use

1. ePermits do not guarantee access to a parking space directly adjacent a residence.
2. ePermits are only valid if parked within the corresponding streets of issue
3. Permits are not valid if the vehicle is parked in front of or along the side of a non-residential property; including commercial, retail, mixed use, industrial, community land uses and all off-street car parks.
4. Permits are not valid in parking zones of less than one hour (or otherwise stated by Council), in clearways, loading or truck zones or where prohibitive (red) signs apply.
5. Single use ePermits may be used only once.
6. All permits are applicable to vehicles(s) which is not a boat, bus, trailer, truck or caravan.
7. Council reserves the right to withdraw permits at any time subject to the giving of reasonable notice.

[Proceed](#)

4. Enter your vehicle registration number by clicking the 'Add Vehicle' button, entering the details, and clicking 'OK'.

Area *

Eligible

Vehicles

Vehicles Remaining

Vehicle Rego

This permit d

[Add Vehicle](#)

Vehicle Details

Vehicle Registration *

Vehicle State *

Vehicle Rego

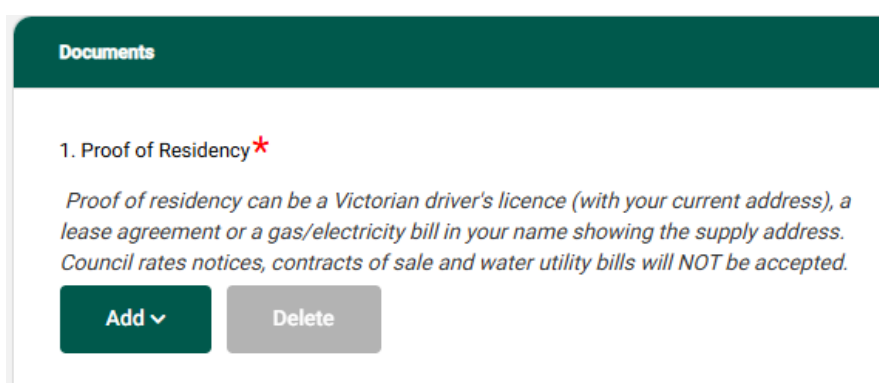
Notes

Notes

[OK](#) [Cancel](#)

ePermits: Applying via browser

5. 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.



Documents

1. Proof of Residency*

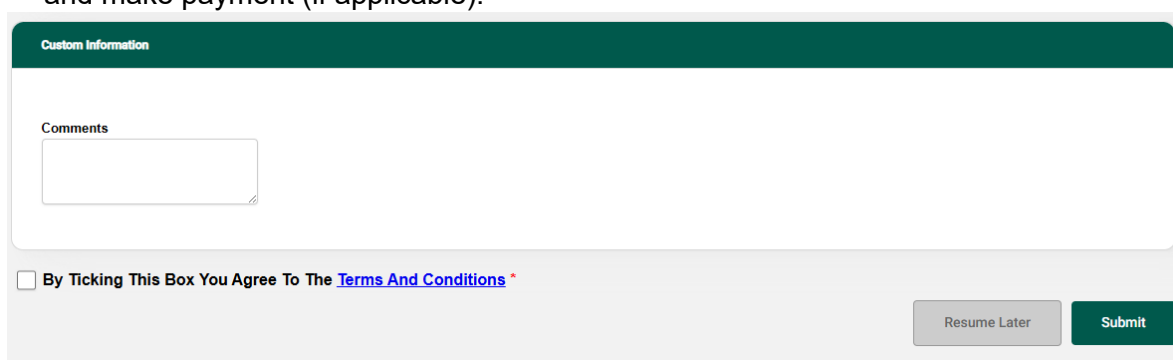
Proof of residency can be a Victorian driver's licence (with your current address), a lease agreement or a gas/electricity bill in your name showing the supply address. Council rates notices, contracts of sale and water utility bills will NOT be accepted.

Add ▾ Delete

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.

6. 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.

7. Select the 'Terms and Conditions' link to view the terms and conditions. Once happy use the checkbox to confirm and then click the 'Submit' button to finalise your application and make payment (if applicable).



Custom Information

Comments

☐ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

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