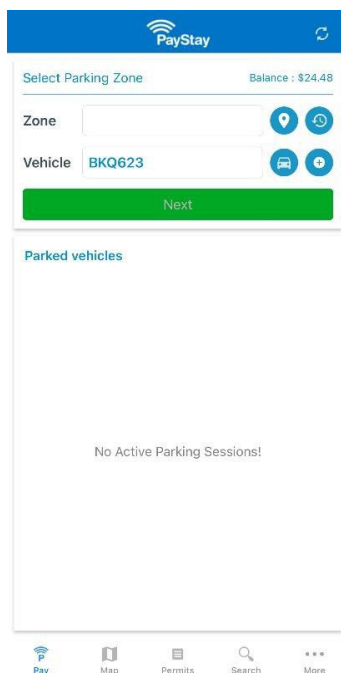


Logging into ePermits for the first time

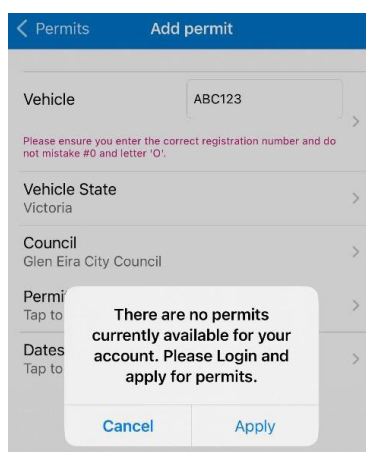
1. Open the PayStay app on your smartphone and make sure you are signed in.
2. Click on the 'Permits' icon at the bottom of the screen.



3. Click the plus symbol (+) in the top right-hand corner of the screen.

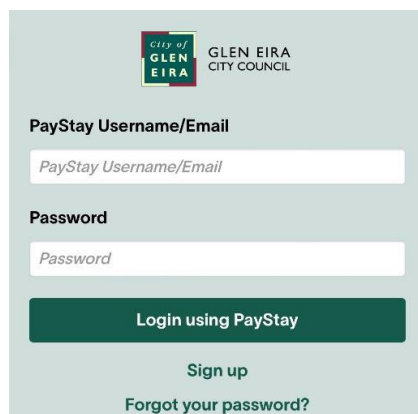


4. Enter your vehicle registration, vehicle state, and select 'Glen Eira City Council' in the Council field. Click 'Apply' when prompted.



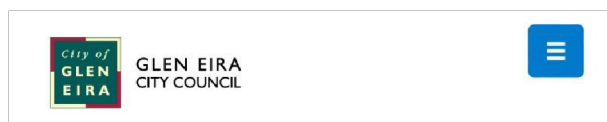
ePermits: Applying via PayStay app

5. Enter your PayStay username and password.

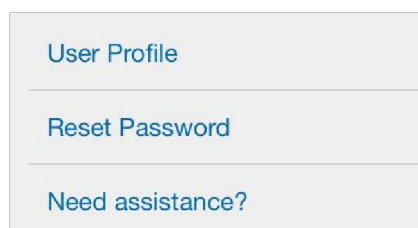


The image shows the PayStay login interface. At the top left is the City of Glen Eira logo. To its right, the text 'GLEN EIRA CITY COUNCIL' is displayed. Below the logo, the text 'PayStay Username/Email' is followed by a text input field containing the placeholder 'PayStay Username/Email'. Underneath this, the text 'Password' is followed by a text input field containing the placeholder 'Password'. A dark green button with the text 'Login using PayStay' is positioned below the password field. At the bottom of the form, there are two links: 'Sign up' and 'Forgot your password?'.

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

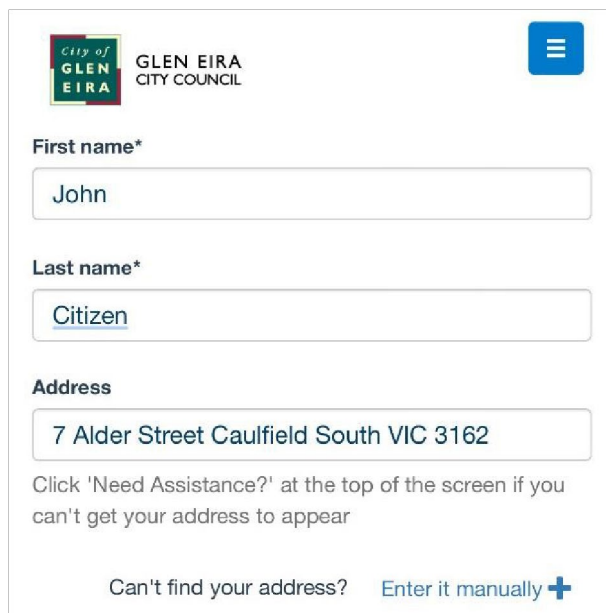


7. Click 'User Profile' in the menu that appears.



ePermits: Applying via PayStay app

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



The screenshot shows the registration interface of the PayStay app. At the top, the City of Glen Eira logo and name are displayed. Below this, there are three input fields: 'First name*' with the value 'John', 'Last name*' with the value 'Citizen', and 'Address' with the value '7 Alder Street Caulfield South VIC 3162'. A blue menu icon is in the top right corner. Below the address field, there is a note: 'Click 'Need Assistance?' at the top of the screen if you can't get your address to appear'. At the bottom, there is a link: 'Can't find your address? Enter it manually +'.

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.

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 (ie. 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.

ePermits: Applying via PayStay app

9. 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

Correspondence Preference*

☒ Email

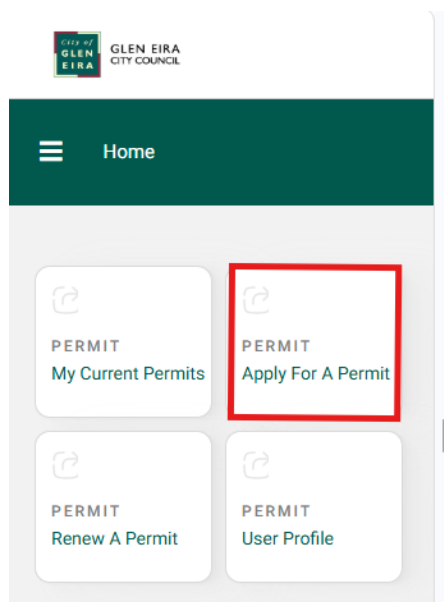
Save

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10. Click the 'Save' button to finish updating your profile.

Applying for a Residential Parking Permit

1. Click on the 'Apply For A Permit' button.



2. Click on 'Residential Permits'.

3. Select either 'First Residential Permit' or 'Second Residential Permit' from the permit type dropdown field. Read the permit information before scrolling down and clicking the 'Proceed' button.

Note: (You cannot apply for a second residential permit until the first permit has been reviewed and approved by Council.)

ePermits: Applying via PayStay app

4. Scroll down and enter your vehicle registration number by clicking the 'Add' button, entering the details, and clicking 'OK'.

Vehicles

Vehicles Remaining : 1

This permit does not have any vehicles.

Add Vehicle

5. Attach at least one document proving your residency at the nominated address by clicking the 'Add' button and selecting 'New Document'.

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.

Delete

Add ▾

ePermits: Applying via PayStay app

6. Choose the location of the file or image you want to attach and select it.

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 ▾ Download Delete

2 Proof of Residency

Photo Library 

Take Photo or Video 

Choose File 

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

7. Once attached, the file will be displayed.

1. Proof of Residency*

IMG_5621.jpeg

8. 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](#) *



GLEN EIRA
CITY COUNCIL

ePermits: Applying via PayStay app

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

Please note: 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.