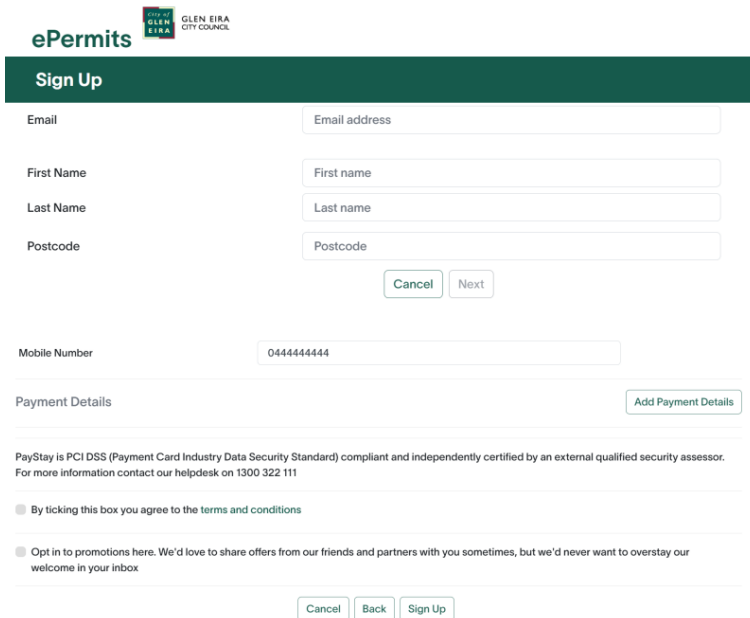


Creating an ePermit account

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.

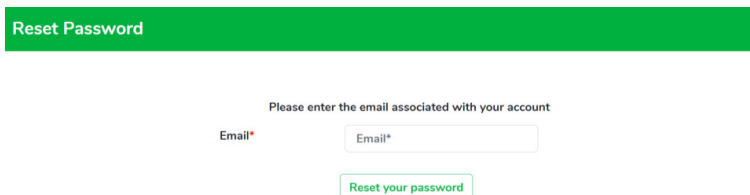


The screenshot shows the 'ePermits Sign Up' form. It includes fields for Email, First Name, Last Name, Postcode, Mobile Number, and Payment Details. There are 'Cancel' and 'Next' buttons below the first set of fields, and 'Cancel', 'Back', and 'Sign Up' buttons at the bottom. A disclaimer about PCI DSS compliance is also visible.

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 screenshot shows the 'Reset Password' form. It includes a text input field for 'Email*' and a 'Reset your password' button.

IMPORTANT: Accessing ePermits

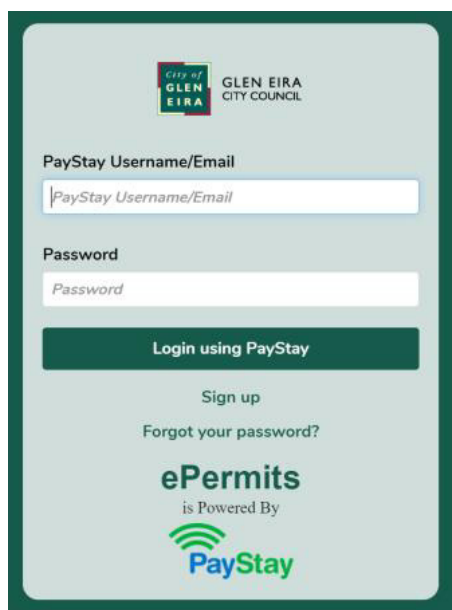
ePermits can be applied for in two ways:

- 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.



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

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.

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.

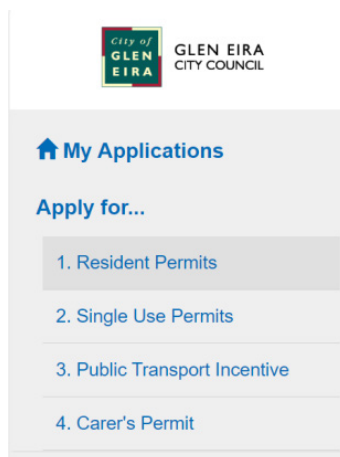
4. If you hold a valid concession card, you can tick the box shown. (This will only be applicable if you plan to apply for a second, paid permit). You will be required to show proof of concession when applying for a paid permit.

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 'Resident Permits'.



2. Select either 'First Residential Permit' or 'Second Residential 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.)



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

Vehicles* Vehicles Remaining: 1

Vehicle Registration	State	Notes	Status
This permit does not have any vehicles.			
Add	Edit		

Vehicle Details ✕

Vehicle registration*

State*

Notes

4. 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

5. 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.
6. 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

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