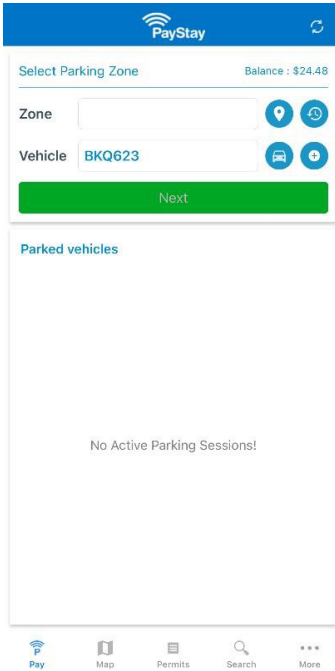
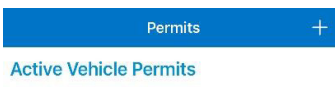


Logging into ePermits for the first time

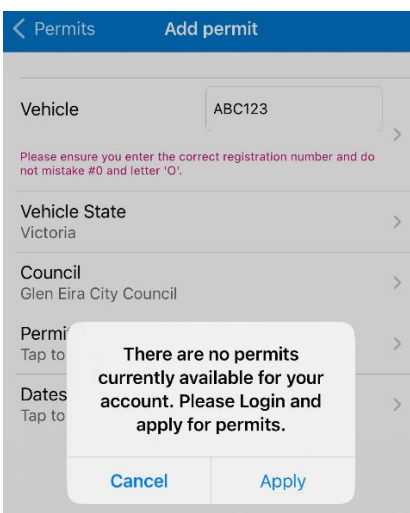
1. Open the PayStay app on your smartphone and make sure you are signed in.
2. Click on the 'Permits' icon at the bottom of the screen.



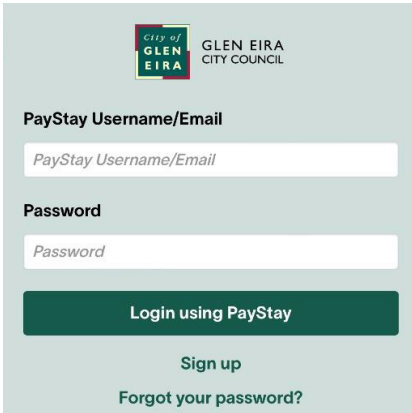
3. Click the plus symbol (+) in the top right-hand corner of the screen.



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



5. Enter your PayStay username and password.

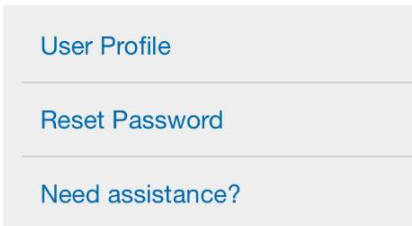


The screenshot shows the login interface for the PayStay app. At the top left is the City of Glen Eira logo. Below it, the text 'PayStay Username/Email' is followed by a text input field containing the placeholder 'PayStay Username/Email'. Underneath is the 'Password' section with a text input field containing the placeholder 'Password'. A dark green button labeled '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.



The screenshot shows a vertical menu with three options: 'User Profile', 'Reset Password', and 'Need assistance?'. The 'User Profile' option is highlighted in blue.

8. 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.



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 +](#)

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

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.

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

2. Click on 'Residential Permits'.

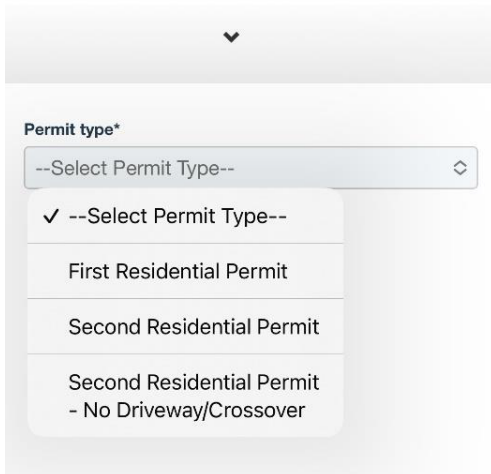


My Applications

Apply for...

1. Resident Permits
2. Single Use Permits
3. Public Transport Incentive
4. Carer's Permit

3. 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.)

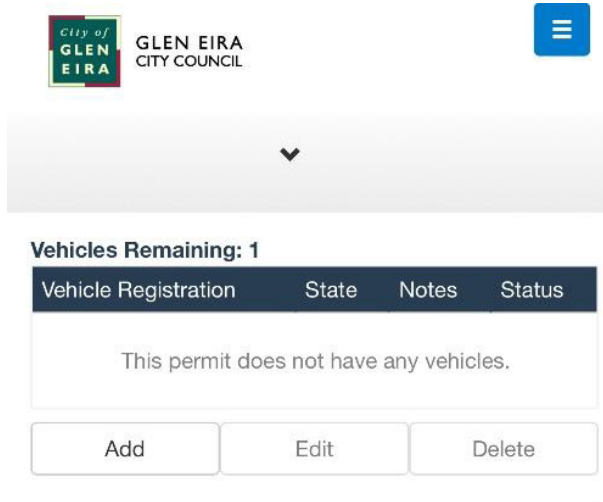


Permit type*

--Select Permit Type--

- ✓ --Select Permit Type--
- First Residential Permit
- Second Residential Permit
- Second Residential Permit - No Driveway/Crossover

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



Vehicles Remaining: 1

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

Add Edit Delete

1. Proof of Residency*

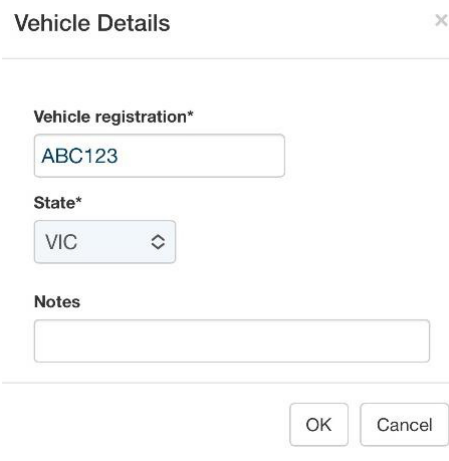
Proof of residency can be a Victorian driver's licence (with your current address), a lease agreement or a gas/electricity bill in your name showing the supply address. Council rates notices, contracts of sale and water utility bills will NOT be accepted.

Add ▾ Download Delete

2. Proof of Residency

(Additional if required)

Add ▾ Download Delete



Vehicle Details ×

Vehicle registration*
ABC123

State*
VIC ▾

Notes

OK Cancel

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

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

Recently Used Document
New Document

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



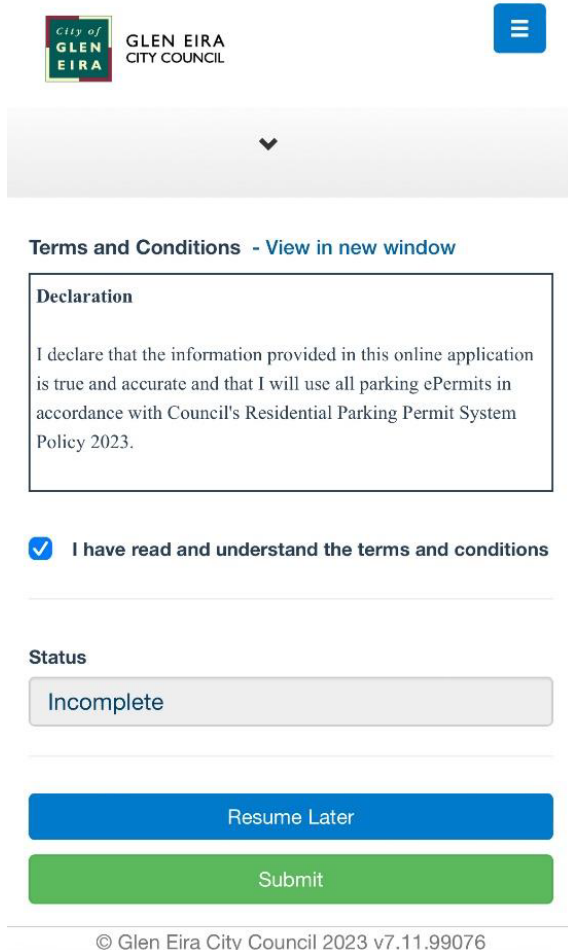
Please note: attachments can be no more than 6MB and should be in HEIC, JPEG, JPG, PDF, or PNG formats

7. Once attached, the file will be displayed.

1. Proof of Residency*

IMG_5621.jpeg

8. 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).



The screenshot shows the PayStay app interface. At the top left is the City of Glen Eira logo. To its right is the text 'GLEN EIRA CITY COUNCIL' and a blue menu icon. Below this is a grey bar with a downward arrow. Underneath is a link: 'Terms and Conditions - View in new window'. A box titled 'Declaration' contains the text: '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.' Below the box is a checked checkbox with the text 'I have read and understand the terms and conditions'. Further down is a 'Status' section with a grey button labeled 'Incomplete'. At the bottom are two buttons: a blue 'Resume Later' button and a green 'Submit' button. At the very bottom, there is a copyright notice: '© Glen Eira City Council 2023 v7.11.99076'.

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.