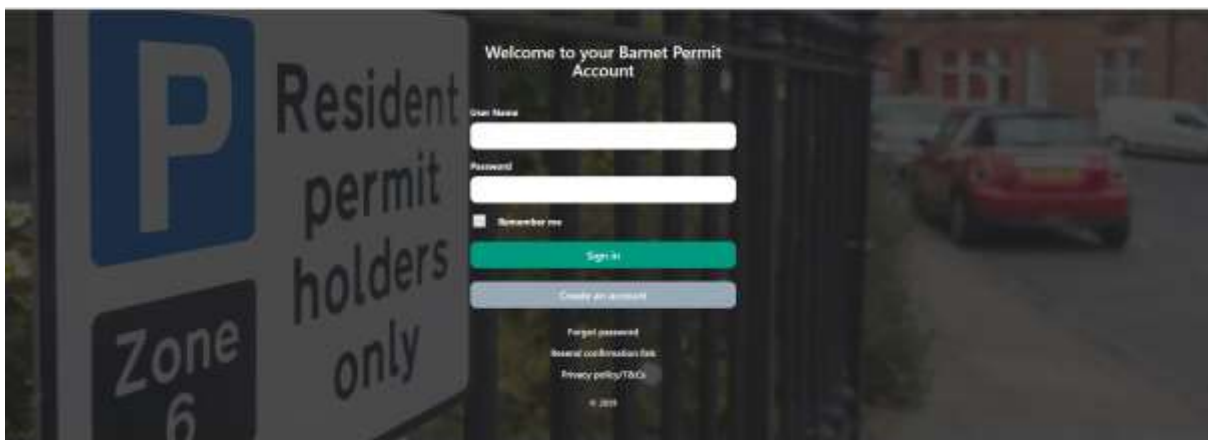


# Customer User guide

1. Whether you are a **new** or **existing** customer you will need to create or login to your customer account via the login screen using the link below.

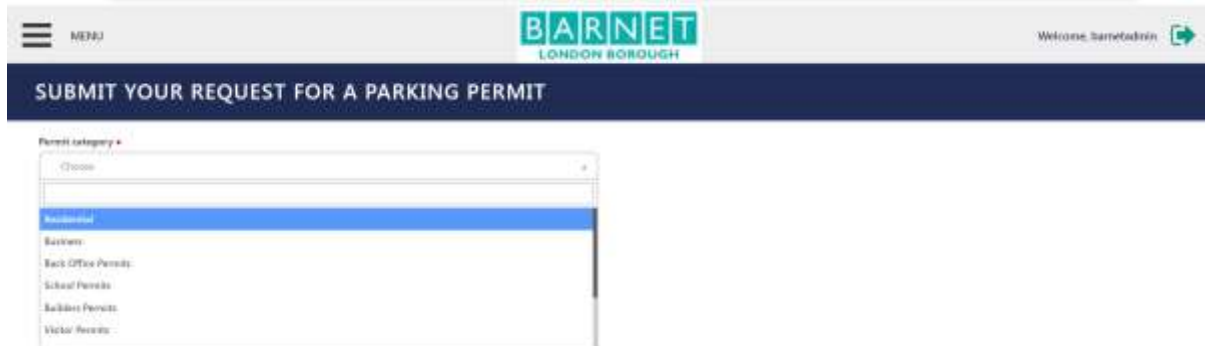
<https://Barnet.nsl-apply.co.uk>



2. Once you have created a customer account or logged in using your current **email address** as your **user name** and your own secure **password** you will then have access to the home screen for your account.
3. The below is the home screen for your account. To **apply** for a permit, click on the grey "Apply for a permit" bar.



- You will be taken to the below applications screen where you will be able to select the desired permit category from the drop-down menu. This has been shown in the screenshot below.



- If, for example, you select the 'Residential' option from the permit category you will then be given further options i.e. Street, Property Name etc.
- To identify the street you can freely begin to type the name of the street in the "Street" field as shown below.



- Once you have selected the "Street" you will then need to either type in the property number in the "Property number" field or if the address has a name or is a flat with a letter i.e. 28A box then please type this in the "Property Name" field. You will then need to complete the "Town" and "Postcode" fields and then click "Search".
- If you are unable to locate the street or property number please contact our Parking Permit team on [parking.permits@barnet.gov.uk](mailto:parking.permits@barnet.gov.uk) or 0208 359 7446. Our lines are open Monday to Thursday 9 am to 5.15 pm and Friday 9 am to 5 pm.

MENU BARNET LONDON BOROUGH Welcome, BarnetAdmin

### SUBMIT YOUR REQUEST FOR A PARKING PERMIT

Permit category ▾  
 Residential

Please select your street and then either select your property name or enter your property number followed by your postcode.  
 Street ▾  
 STANHOPE ROAD

1 Property name  
 [Empty]

1 Property number  
 [Empty]

Town  
 [Empty]

Postcode (Case Sensitive i.e. AB1 1CD) ▾  
 [Empty]

Search
Cancel

9. Once you have clicked “Search” the allocated Controlled Parking Zone (CPZ) should be shown in the “Allocated Zone” field. The “Permit Type” field will allow you to select the permit types available for that permit category and street. In this case, for example a Resident Permit, Temporary Resident Permit etc will be available on the drop down menu.

MENU BARNET LONDON BOROUGH Welcome, BarnetAdmin

### SUBMIT YOUR REQUEST FOR A PARKING PERMIT

Permit category ▾  
 Residential

Please select your street and then either select your property name or enter your property number followed by your postcode.  
 Street ▾  
 STANHOPE ROAD

1 Property name  
 GROUND FLOOR FLAT 14

1 Property number  
 [Empty]

Town  
 Barnet

Postcode (Case Sensitive i.e. AB1 1CD) ▾  
 BQ8RT

Allocated zone  
 Your property is allocated to zone 110. If this is incorrect please contact us on 0208 218 1446

Permit type ▾  
 [Empty]  
 Resident Permit  
 Temporary Resident Permit  
 Carex Permit

Search
Cancel

10. Once you have selected the desired permit type i.e. Residents Permit. You will then be given in this case two options.
  - a) **One**, to consent to an address validation check with Experian by clicking “I agree to the address validation check” where you will be asked to put in the applicant’s date of birth followed by pressing enter (if successful prevents them from having to upload a proof of residency document)
  - b) **Two**, to not consent to the address validation check and instead upload proof of address by selecting “I do not agree to the address validation, I would prefer to upload supporting documentation”

11. If the decision is taken to prefer to provide proof of address the applicant will then be required to provide proof of address and need to select the “upload supporting evidence”.


12. Once selected a “Proof of Identification” window will open where you will be required to select the “Document Type”. In this case “Proof of Residency”. Once this is selected the different proof of address documents required will show up.

**PROOF OF IDENTIFICATION** ×

**Document Type** •

Select... ▼

**Sample**



**Applicant Document**

[Attach image](#) [Help](#)

Accepted document formats: PDF, JPG, JPEG, BMP

**Applicant Document**

13. Once you have the required proof from the list provided and it is in the accepted document format listed: PDF, JPG, JPEG, BMP you will then need to click the “Attach Image” button. Once clicked, this will open your file browser and allow you to select the document that you would like to upload.

Document Type \*

Proof of residency ▾

Proof of residency

Sample

**Proof of Residency****For confirmation of address (only required for new residential / visitors applications):**

- **Either** your council tax demand. Your rent agreement or a solicitor's letter showing house purchase completion date
- **OR** two of the following, utility bills from different suppliers, dated and showing your name and address, your driving licence (Mobile phone bills are NOT accepted).

Applicant Document

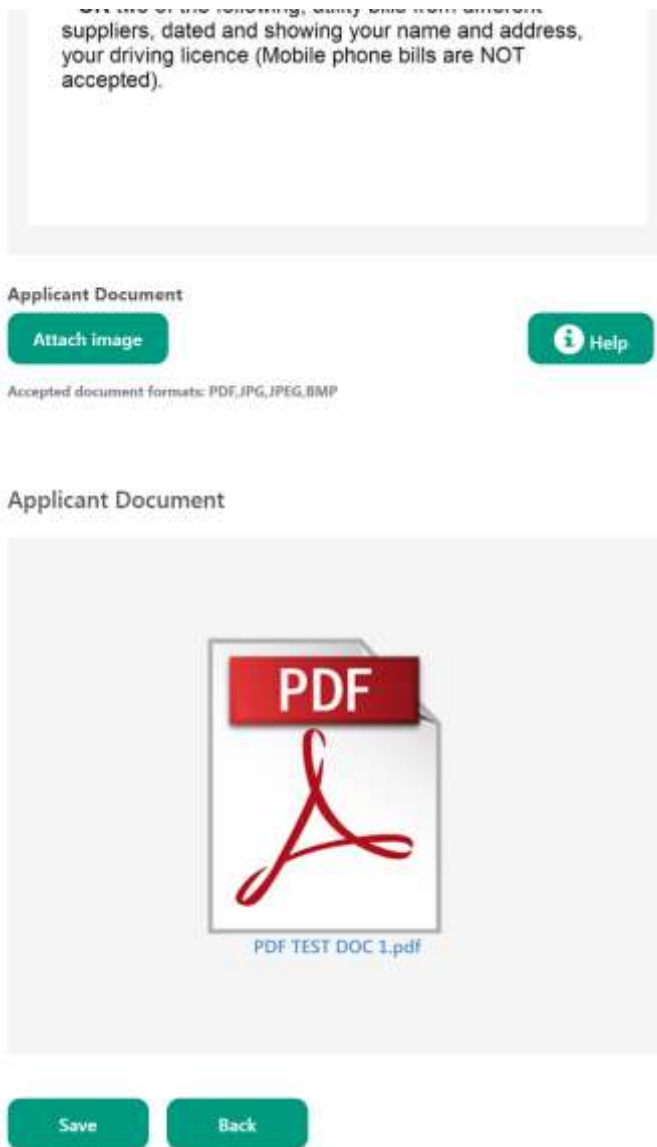
Attach image

 Help

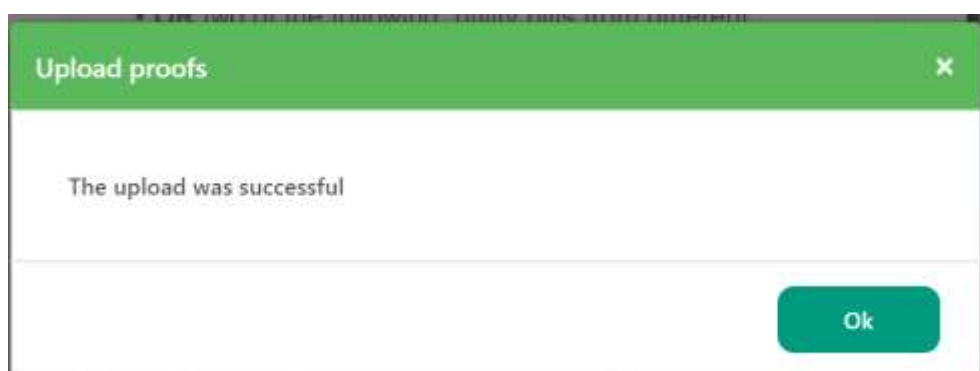
Accepted document formats: PDF,JPG,JPEG,BMP

Applicant Document

14. Once you have selected the document that you would like to be uploaded as proof of residency, the file icon will be shown in the window below.



15. It is important that you click "Save" so that the document is uploaded. Once you click "Ok" the on-screen message as shown will advise that "The upload was successful"



16. The rest of the application will now appear on the screen where you will be given payment options "Payment Method". In this case, select "online after approval" from the drop-down menu.

17. You will then be presented with a “Register a New Vehicle” button or if you already have an existing permit you will be able to identify a stored vehicle in the “Vehicle” field and the vehicle registration will appear in the drop down.

The screenshot shows the Barnet London Borough website interface for vehicle registration. The header includes the Barnet logo and a user greeting 'Welcome, BarnetAdmin'. The main content area is divided into several sections:

- Property Information:** A search bar containing 'GROUND FLOOR FLAT 11'. Below it are fields for 'Property number', 'Town' (with 'Barnet' entered), and 'Postcode (Can be retrieved via API 2021)' (with 'BN6 6TF' entered). A green 'Search' button is at the bottom.
- Payment Method:** A dropdown menu set to 'Online after approval'. A green 'Register a New Vehicle' button is positioned to the right.
- Vehicle Selection:** A 'Vehicle' dropdown menu with 'Choose' selected.
- Permit Start Date:** A date picker set to '20/06/2019'.
- Permit Options:** A table showing available permit durations and prices. Below the table, a note states '(1% VAT and 18.8% exchange if you use a direct car)'. A 'Price' field is set to '£ 200.25'. A checkbox for 'I agree to the terms and conditions' is checked.
- Actions:** Three buttons at the bottom: 'Apply', 'Terms and Conditions', and 'Cancel'.

| Duration | Price    | Select duration below |
|----------|----------|-----------------------|
| 12 Month | £ 200.25 | <input type="radio"/> |

18. In this example select the “Register a New Vehicle” button.

19. You will then be prompted to enter a “Number Plate” and then click the “Retrieve Vehicle Details” button. This should populate the rest of the required vehicle details for you however if it doesn’t return a result you will then be able to enter the details manually.



REGISTER NEW VEHICLE
✕

**Number Plate** •

T5EST

Please, check vehicle details to make sure they match.

**Engine Size** •

1501cc – 2000cc ✕ ▼

**Number of seats** •

5

**Fuel Type** •

Petrol ✕ ▼

**Emission Level** •

Band 9 (151-170g... ▼

i

**Retrieve Vehicle Details**

**Make**

AUDI ✕ ▼

**Model**

Q3 SE TFSI QUATTRO ... ✕ ▼

**Are you the registered keeper of the vehicle?**

Yes

No

**Ownership support evidence**

Choose

If you haven't uploaded Ownership Support Evidence, please, press the button "Upload Support Evidence". After that you will be able to select them

Upload Support Evidence

Save

Cancel

20. If you are the registered keeper of the vehicle click "Yes" or if not click "No". You will then be prompted to upload proof of the vehicle ownership by clicking the "Upload Support Evidence" button.

21. Once selected you will then be required to select a "Document Type" in this case "vehicle ownership" from the drop-down menu. Once selected you will then be presented with the vehicle option document types and again be required to upload the document by clicking the "Attach Image" making sure that the document uploaded is in the correct document format: PDF, JPG, JPEG, BMP. This will again open your file browser and allow to select the document you wish to load from your files.

## Document Type •

Vehicle Ownership ▾

Vehicle Ownership

## Sample

**Vehicle Ownership**

For cars registered at the permit holder's address:

- Insurance schedule showing the applicant as the main policy holder with the vehicle insured at the same address as the permit holder (please note we do not accept the Certificate of Motor Insurance)
- Vehicle Registration document (V5) showing the same name and address as the permit holder. Please note we do not accept the new keeper supplement.

For cars not registered at the permit holder's address:

- Company car applicants must have a recent dated and signed letter from their employer stating that the applicant is an employee of the company and confirming the vehicle registration number and the address of the permit holder where the vehicle will be kept
- For long term lease or hire vehicles a copy of the agreement showing the same address as the permit holder for which the vehicle will be kept

## Applicant Document

Attach Image

 Help

Accepted document formats: PDF, JPG, JPEG, BMP

## Applicant Document

REGISTER NEW VEHICLE ✕

Number Plate •  
TSEST Retrieve Vehicle Details

Please, check vehicle details to make sure they match.

Number of seats •  
5

Fuel Type •  
Petrol ✕

Emission Level •  
Band 9 (151-170g... ✕ ⓘ)

Engine Size •  
1501cc – 2000cc ✕

Make  
AUDI ✕

Model  
Q3 SE TFSI QUATTRO ... ✕

Are you the registered keeper of the vehicle?  
 Yes  
 No

Ownership support evidence  
Choose  
PDF TEST DOC 1\_10.pdf

Support Evidence, please, press the button "Upload Support Evidence". After that you will be able to select them

Upload Support Evidence

Save Cancel

22. Once it has been uploaded the file icon will be shown the window below. You will then be required to click "Save" to ensure that the document has been successfully uploaded.

One of the following, duly dated from authorized suppliers, dated and showing your name and address, your driving licence (Mobile phone bills are NOT accepted).

Applicant Document

Attach image

Help

Accepted document formats: PDF,JPG,JPEG,BMP

Applicant Document



Save

Back

23. Once the document has been successfully uploaded you will be returned to the application screen. You will be required to select the registration of the car you want covered by the permit from the "Vehicle Box" drop down menu.

**BARNET**  
LONDON BOROUGH

Welcome, barnetadmin

GROUND FLOOR FLAT 11

Property number

Town: Barnet

Postcode (Case Sensitive, i.e. AB1 3CD) : W116ATY

Search

Current uploaded support evidence

Payment method : Online after approval

Register a New Vehicle

Vehicle: TEST

When would you like the permit to start? 20/06/2019

There are 1 permits of this type currently active for this property

| Duration | Price    | Select duration below |
|----------|----------|-----------------------|
| 12 Month | £ 110.00 | <input type="radio"/> |

8% VAT and 100% surcharge if you use a diesel car

Price : £ 0.00

I agree to the terms and conditions

Apply Terms and Conditions Cancel

24. Once the vehicle registration has been selected you will then be required to select a permit start date by clicking in the “When would you like your permit to start” field or leave it as the defaulting date. You will then be prompted to select a duration. The cost of the permit will also be shown next to the duration.

**BARNET**  
LONDON BOROUGH

Welcome, barnetadmin

GROUND FLOOR FLAT 11

Property number

Town: Barnet

Postcode (Case Sensitive, i.e. AB1 3CD) : W116ATY

Search

I agree to the address validation check  I do not agree to the address validation, I would prefer to upload supporting documentation

Current uploaded support evidence

Payment method : Online after approval

Register a New Vehicle

Vehicle: TEST

When would you like the permit to start? 20/06/2019

There are 1 permits of this type currently active for this property

| Duration | Price    | Select duration below            |
|----------|----------|----------------------------------|
| 12 Month | £ 110.00 | <input checked="" type="radio"/> |

8% VAT and 100% surcharge if you use a diesel car

Price : £ 110.00

I agree to the terms and conditions

Apply Terms and Conditions Cancel

25. You will then be required to read the “Terms and Conditions” by clicking the button before consenting by clicking the “I agree to the terms and conditions” tick box. You will then need to click the “Apply” button to submit your application. Once this has been selected you will return to the home screen.

