NexusPlatform

Applying for a Permit

Permit Holder User Guide

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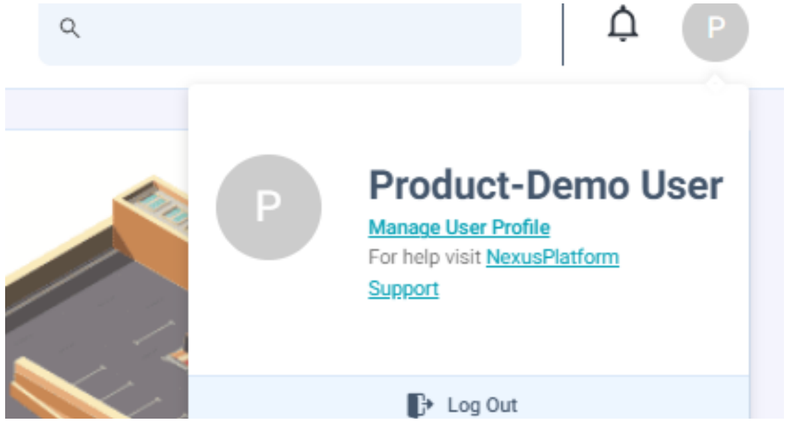
NexusPlatform weblink: https://nexusplatform.co.uk/

NexusPlatform Support:
You can contact our support team directly through the NexusPlatform support portal, see below where you can locate this.



If you are unable to access your account, you can raise a support ticket via the email address **help@groupnexus.co.uk**

Have a new feature idea or an improvement for NexusPlatform?
You can raise your ideas through our support team who are regularly monitoring all communications received.

Applying for a Permit

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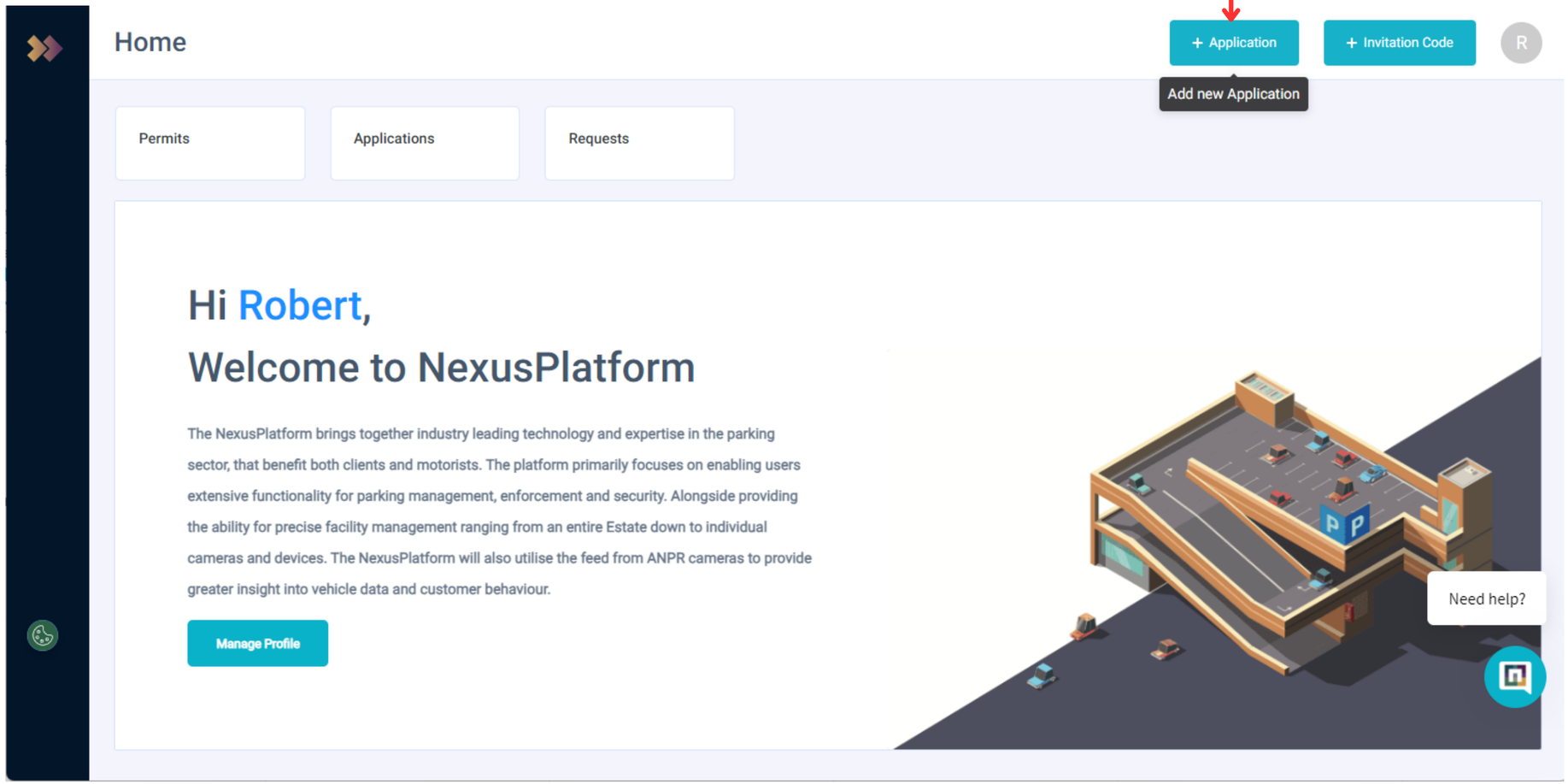
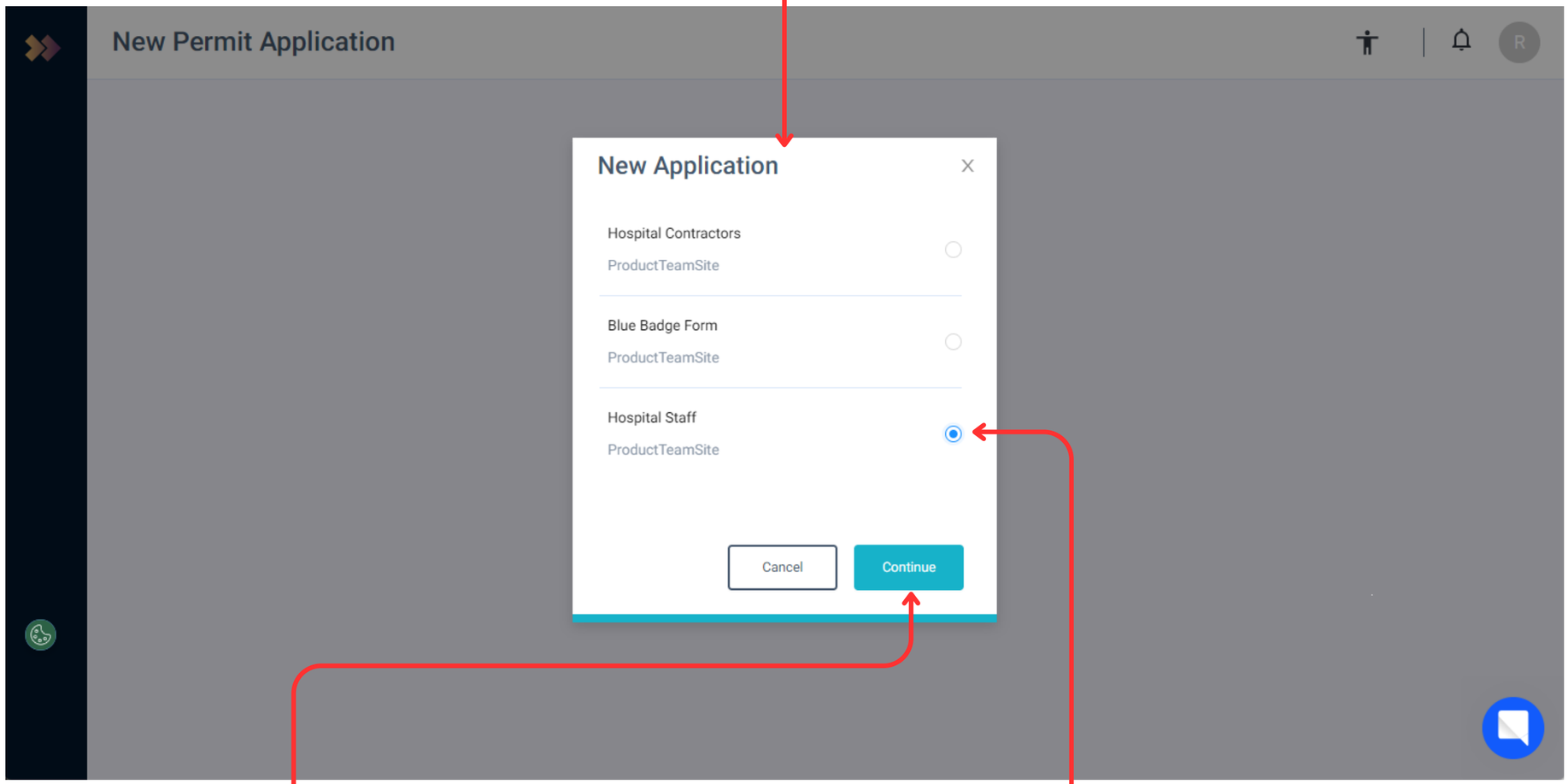
Applying for a Permit

When logged in, you will see the following screen. To apply for a permit you will need to select '+ Application'



Selecting an Application Form

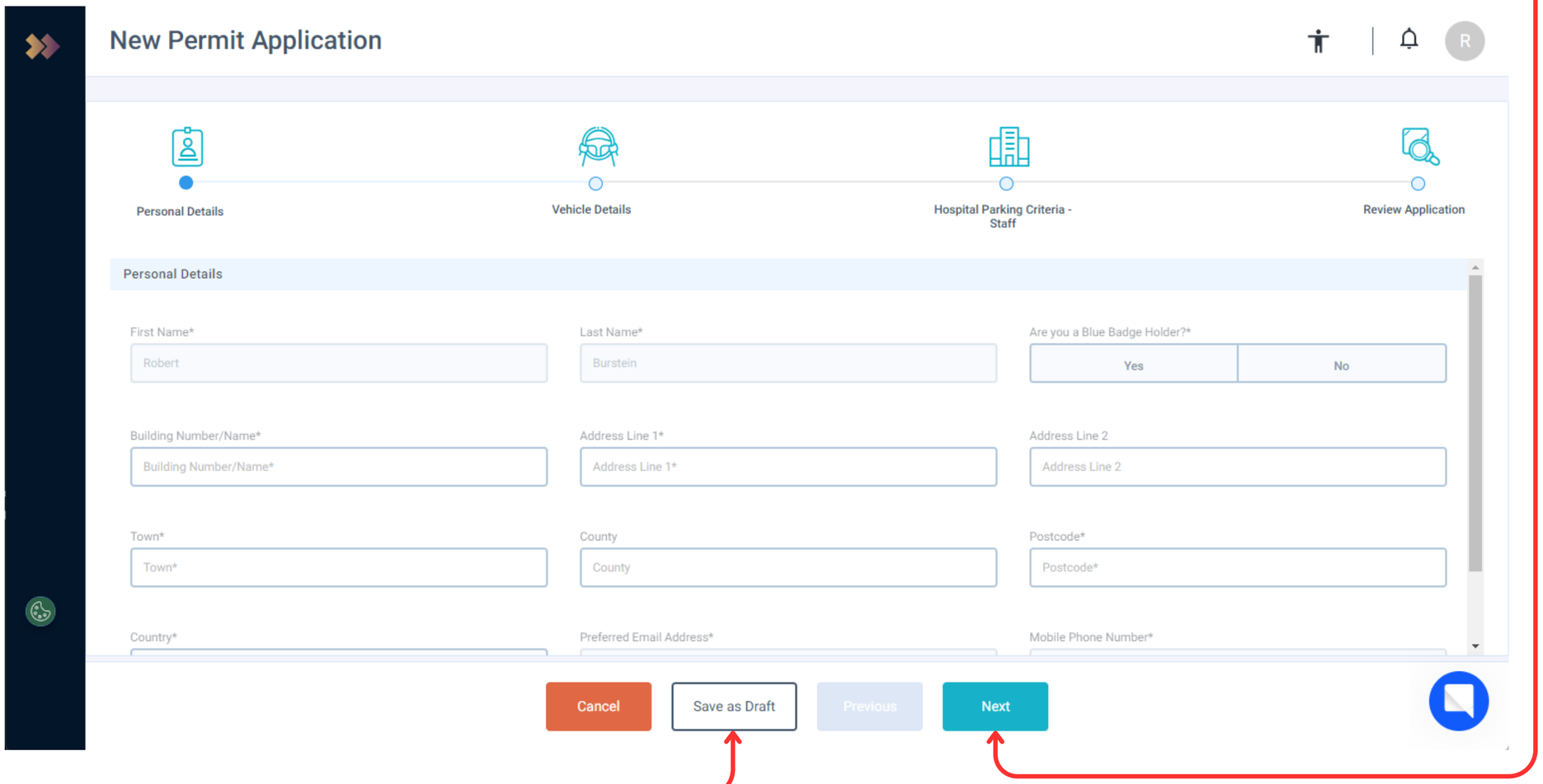
You will then be presented with a list of the available application forms to choose from



Select the appropriate form and click ‘Continue’

Completing the Application Form - Personal Details

You will then be presented with the application form. *Note: Any personal information, from your user profile, will be pre-populated on the form.*
When all required information has been input you will need to select 'Next' to continue to the next section of the form. *Note: * indicates mandatory fields*



Note: You are able to save your progress on the form, at any stage, by selecting 'Save as Draft'. In order to access/review/update this form later please refer to the 'Review your Application Form' page of this your A

Completing the Application Form - Vehicle Details

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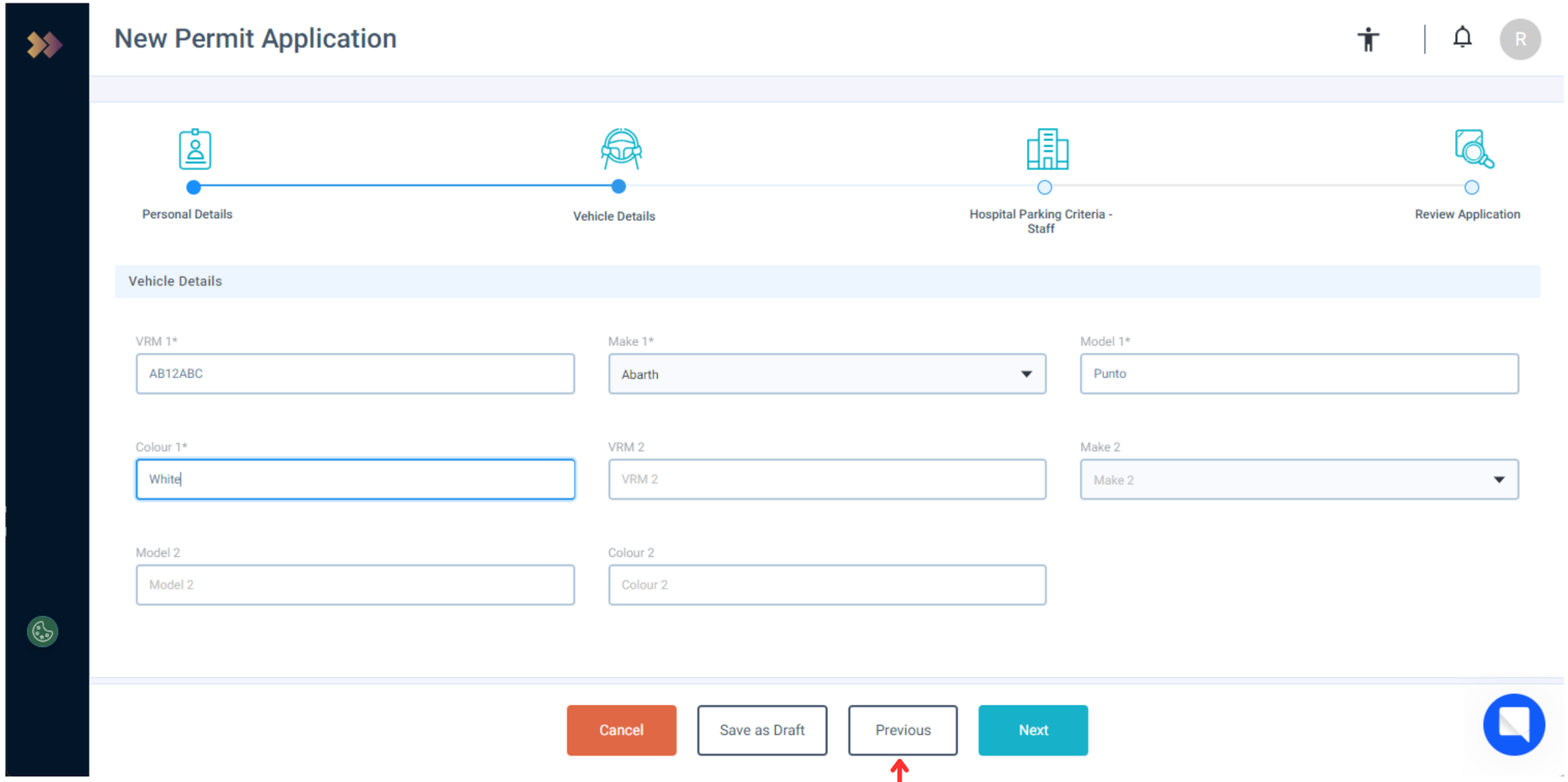
You will then be presented with a screen relating to your vehicle details. *Note: 'VRM' is your vehicles registration i.e. number plate.*

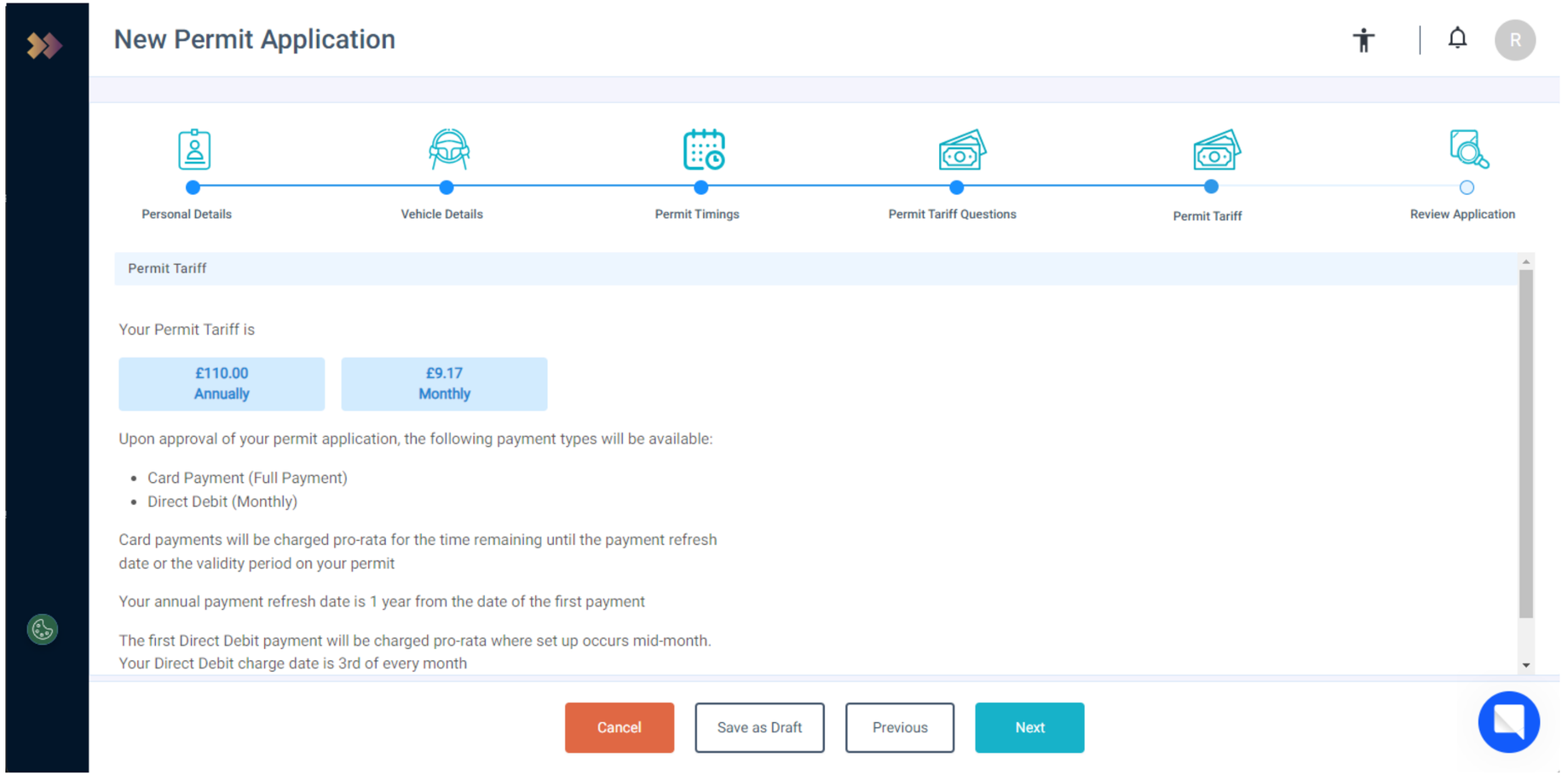


Note: If you need to review details on a previous step you can use the 'Previous' button.

Completing the Application Form - Permit Tariff

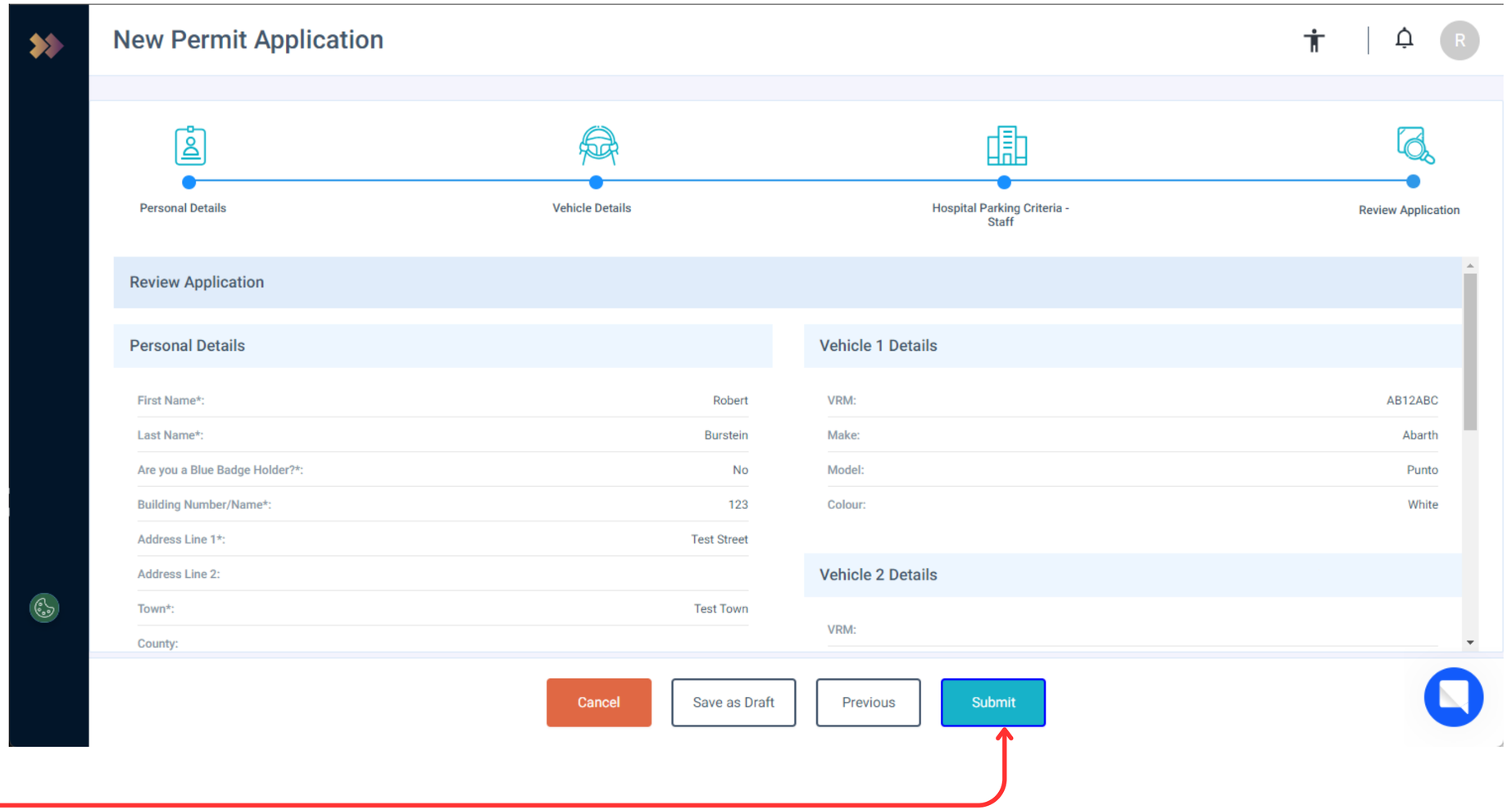
Depending on the payment settings configured for your application form; and the answers you've provided, you will see the the available payment options and amount to be paid if your application is successful.

- 'Annually' is for a one-off Card Payment
- 'Monthly' is for Direct Debits



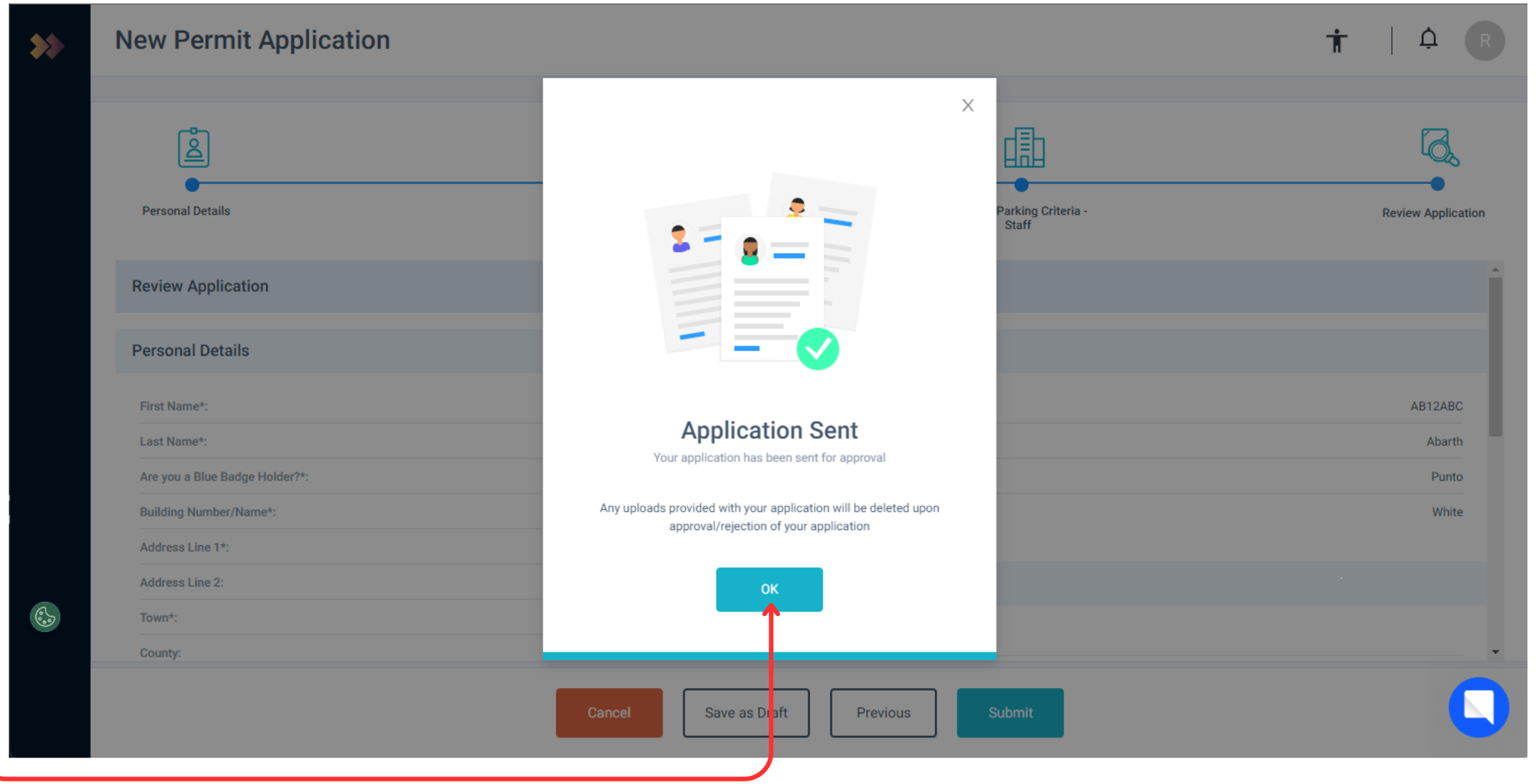
Completing the Application Form - Review & Submit

Following completion of all sections of the application form you will reach a ‘Review Application’ screen. Please review and if all the details are correct then click ‘Submit’



Completing the Application Form - Review & Submit

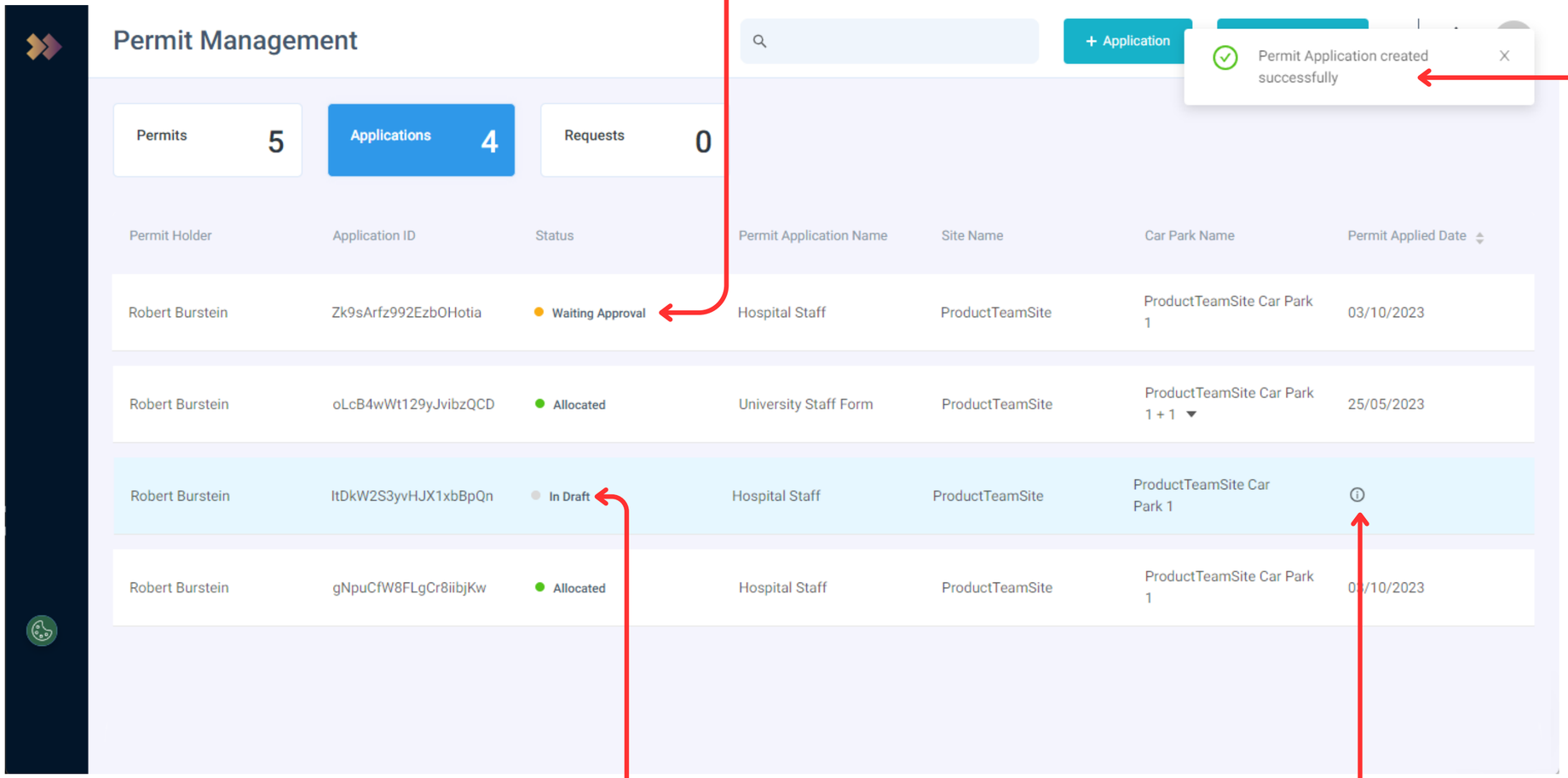
When you click ‘Submit’ a pop-up window will appear. Please click ‘OK’ to confirm submission of your application form and wait to be returned to the ‘Applications’ screen.



Note: If you do not click ‘OK’ and wait to be returned to the application screen then your application has not been submitted.

Review your Application Form(s)

On the ‘Applications’ screen you will see a confirmation message that your application has been submitted successfully; and receive a confirmation email.
You will also see your newly created application form at status ‘Waiting Approval’



Note: If you save an application form as a ‘draft’ you can find it here at status ‘In Draft’. To edit a form ‘In Draft’ you will need to hover your mouse over the form and click on the ‘i’ icon. You can also use these steps to view any of your forms.

Paying for your Permit

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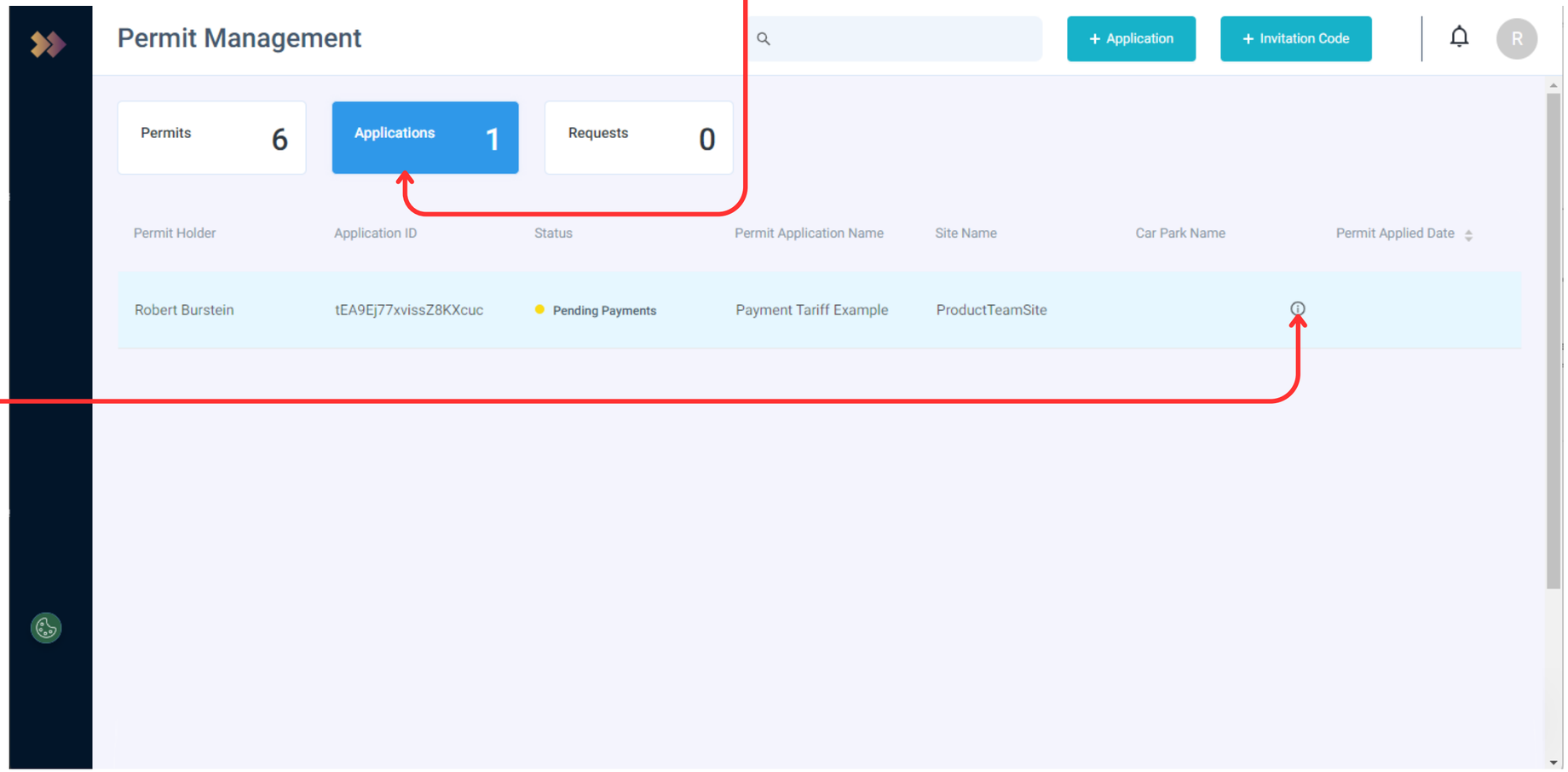
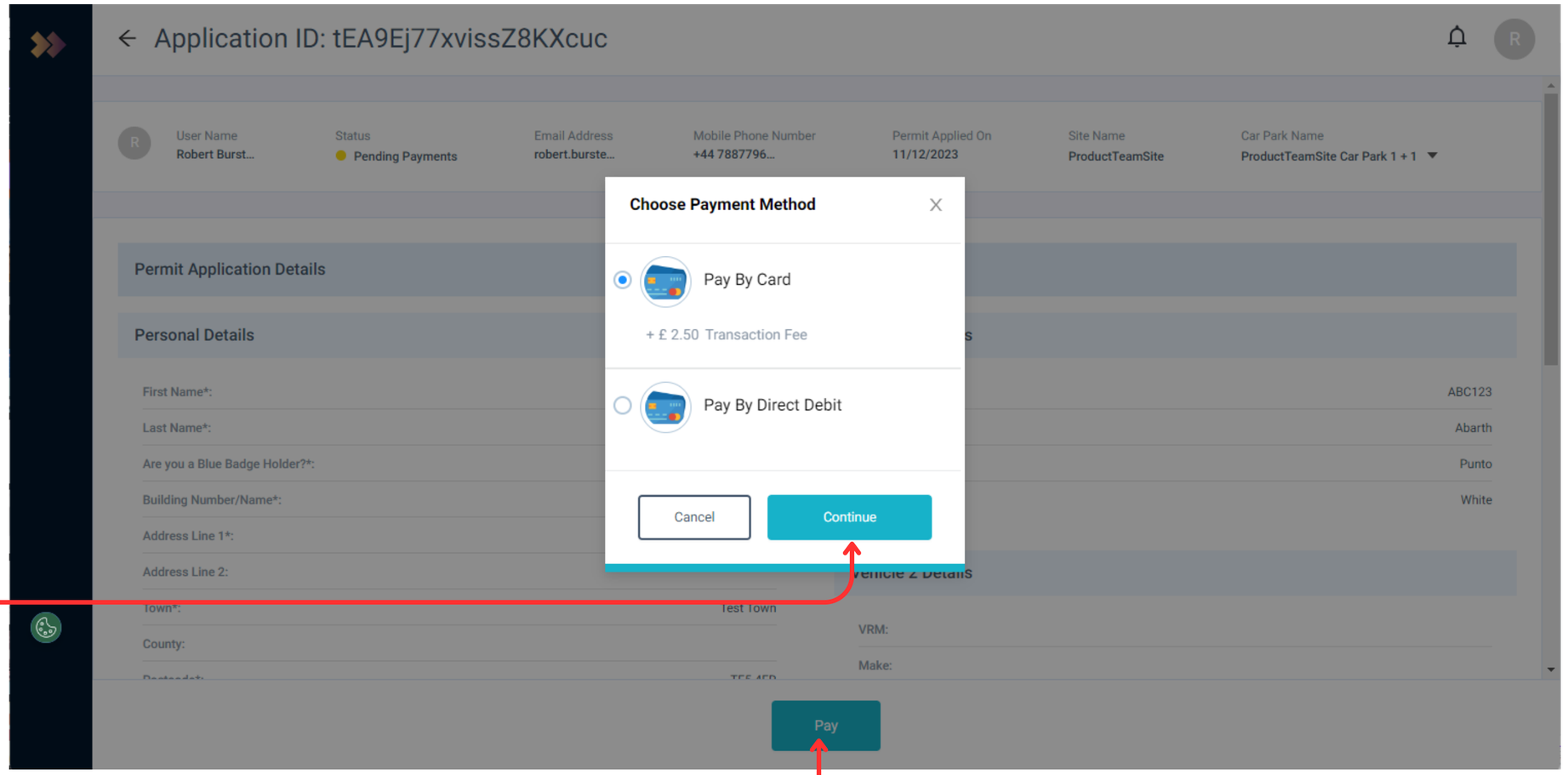
Paying for your Permit

When your application has been approved you will receive an email informing you that you can now make a payment.
Upon accessing the platform you will need to go to the 'Applications' tab, locate the application 'Pending Payments' and click on the 'i' icon.



Paying for your Permit

On your application page you will now see a ‘Pay’ button.
Upon clicking on ‘Pay’ you will see the following pop-up with the payment options.



Managing your Permit

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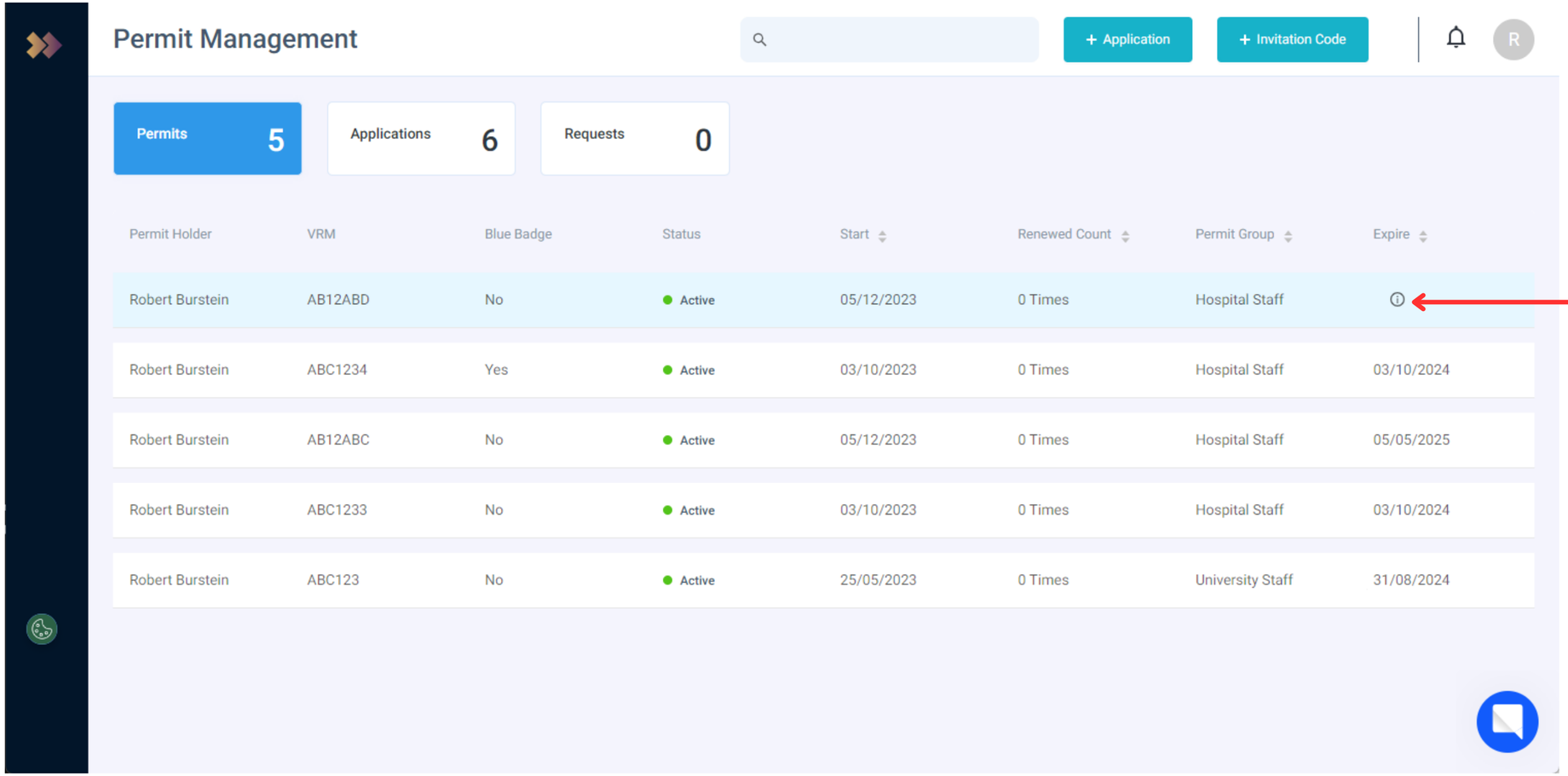
Managing your Permits

When your application form is approved you will see your permits on the ‘Permits’ screen.
In order to review permit details you will need to hover your mouse over the permit record and click on the ‘i’ icon.



Managing your Permits

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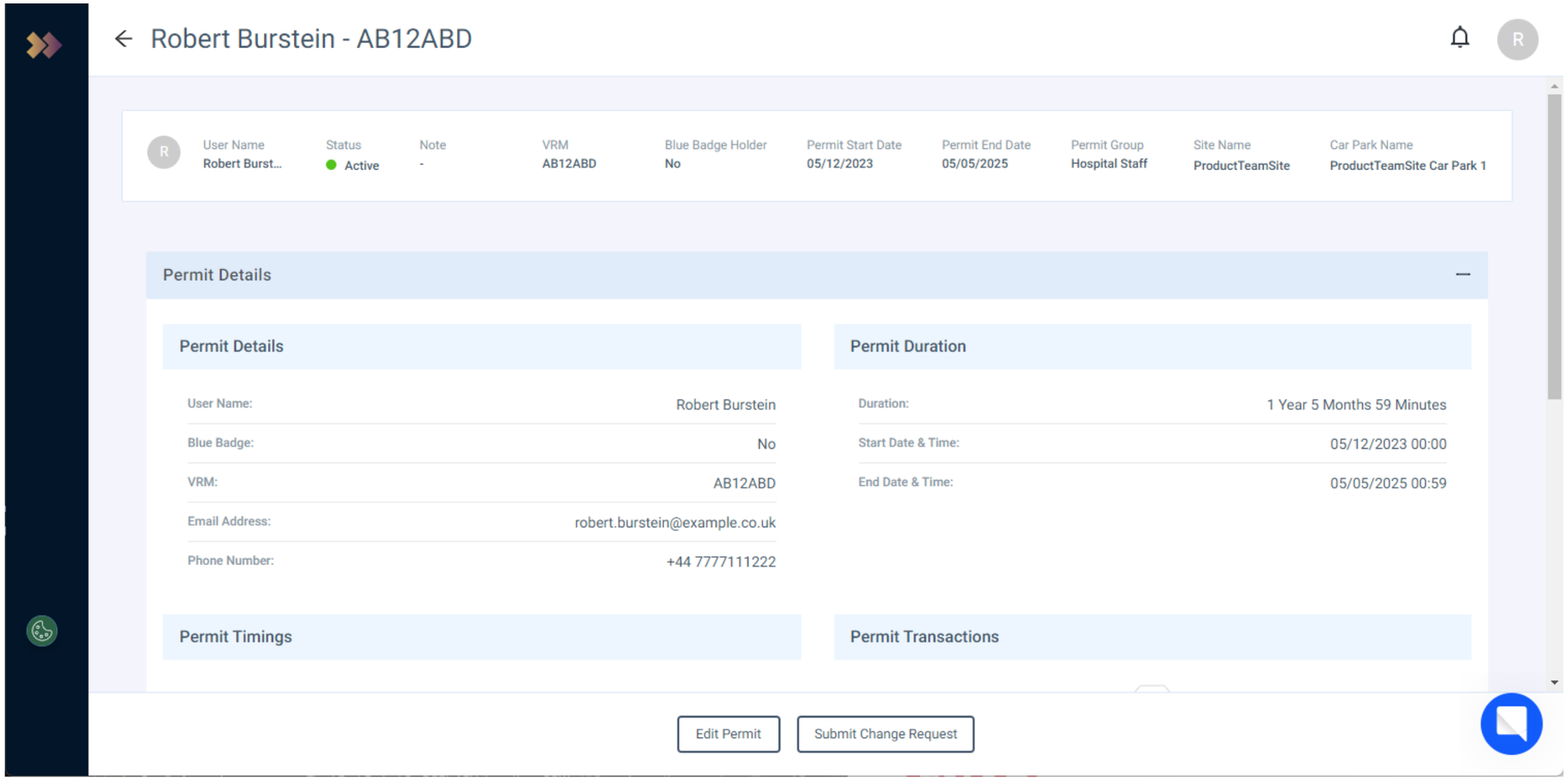
You can review your permit details on this screen. This includes things such as*(but not limited to)*:

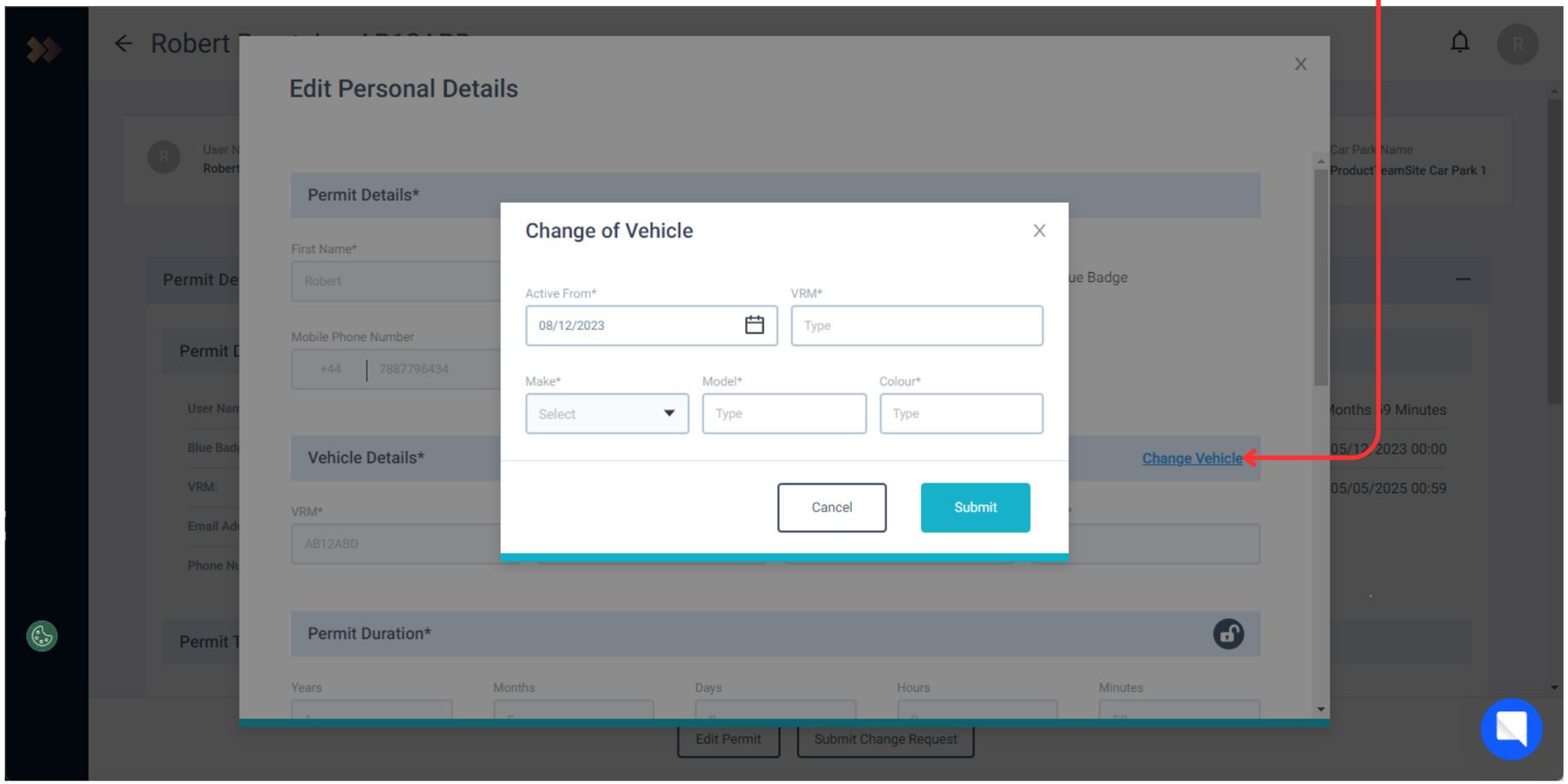
- *The sites/car parks you have access to.*
- *The date range your permit is applicable for, as well as the days of week/hours of day it applies to.*

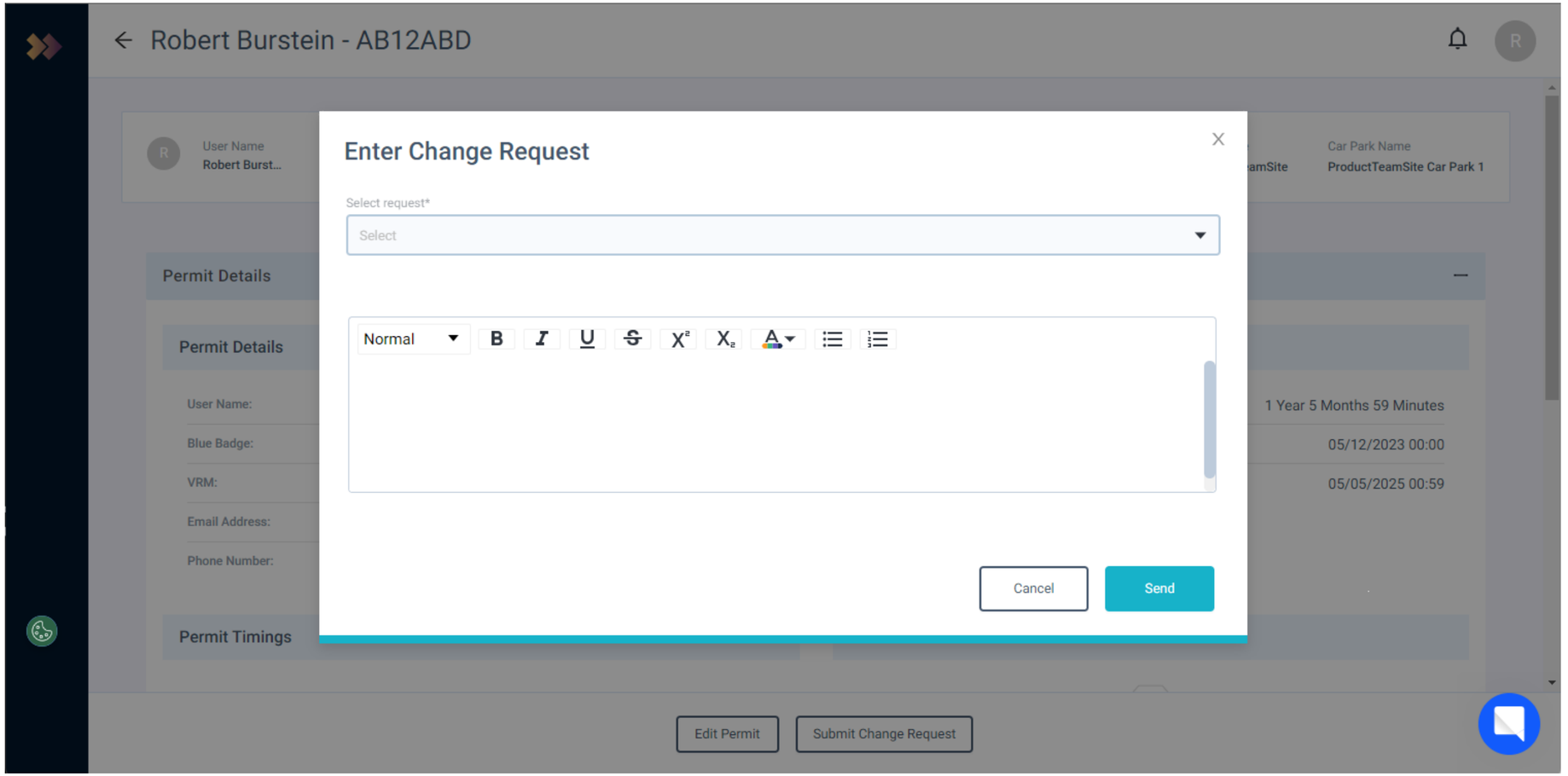


If enabled by your organisation you can edit the registration of your vehicle by selecting 'Edit Permit'
In order to request any changes to your permit, including VRM if the option above is not available, you can 'Submit (a) Change Request'

Managing your Permits - Edit Permit

On selection of 'Edit Permit' a pop up will appear with all permit details.
To edit your vehicle details you will need to select 'Change Vehicle' to see the 'Change of Vehicle' pop up.
Note: You will need to edit your vehicle(s) on all permits.



Managing your Permits - Change Requests

On selection of ‘Submit Change Request’ a pop up will appear to enter change request details.
When you click on ‘Send’ this request will go to your parking administrator for review.