



Registering and Applying for a Permit

External Permit Holder

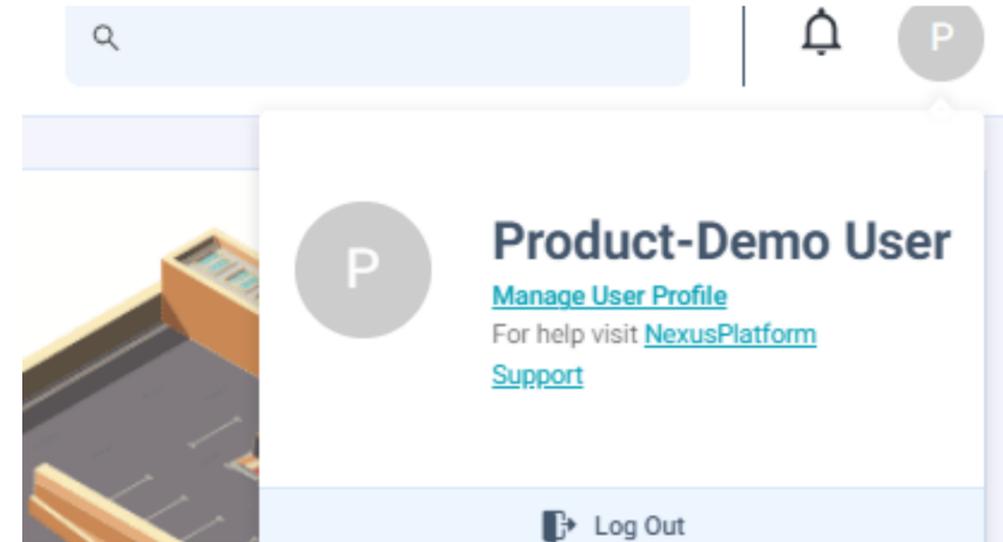


Registering for your account

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.

Other queries:

For other queries, you should contact your GroupNexus Account Manager in the first instance



- 1. Please go to <https://nexusplatform.co.uk/>
- 2. Select [Register](#) if you do not already have an account

The image shows a screenshot of the NexusPlatform login page. On the left, there is a faded background image of a person wearing a hard hat and safety glasses, with the NexusPlatform logo overlaid. The main content is the login form, which includes fields for Email Address and Password, a 'Log In' button, and options for 'Login with Work or School Account' and 'Sign in with Microsoft'. A magnified view of the login form is shown on the right, with a black box highlighting the 'Register' link next to the text 'Don't have an account? Register'. A black arrow points from this magnified view back to the 'Register' link on the main page.



1. Fill in all of your details
2. Click on 'I agree to Terms and Conditions'
3. Review the Terms & Conditions and tick the box to agree to them
4. Click 

Register with NexusPlatform

First Name*

Last Name*

Email Address*

Mobile Phone Number*

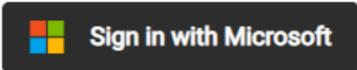
Password*

Confirm Password*

I agree to Terms and Conditions

[Cancel](#) 

[Login with Work or School Account](#)



Need help? Submit a support request at [NexusPlatform Support](#)

Terms and Conditions

information, please do so via the contact details. If you are not satisfied with our response, then you can contact the Information Commissioner's Office (ICO) at www.ico.org which is the statutory body overseeing data protection law in the UK.

How to contact us

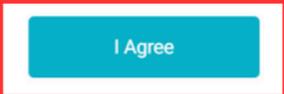
If you would like more information about how we process your data or if you wish to assert any of your rights set out above, please contact our data protection officer/privacy team by:

- Email: dpo@groupnexus.co.uk

OR

- Write to us at:
Data Protection Officer
GroupNexus
Jack Straws Castle
12 North End Way
London, NW3 7ES

This Policy was last updated on 1st Sep 2021



Note: You need to scroll to the bottom of the 'Terms and Conditions' to be able to agree to them



- 1. Once submitted, a verification link will be sent to the email address you used to register
- 2. Please use the link in the email to verify your email address

Welcome, Rob Smith

A verification link has been sent to your email address.

You may need to login again if you are trying to verify your details from another device.

If you have not received the link please click [here](#).

Note:
Please check your spam/junk folder if the email does not appear in your inbox

example email

Hello John Smith,

Follow this link to verify your email address.

<https://gn.stg.nexusplatform.co.uk/?mode=verifyEmail&oobCode=Fb8ix7Aw1-Z2G5816HnGBLDuc3gKLn5ldLloMM2hJj0AAAGJwT8FSA&apiKey=AlzaSyCfvc-Scof4AgPTaBdpnihpujuLWZ1Kejo&lang=en>

If you didn't ask to verify this address, you can ignore this email.

Thanks,

Your NexusPlatform team

- 1. If verification of your email was successful, you will see this message.
- 2. Please click 



Email address successfully verified.



- 1. Next, you need to verify your mobile number
- 2. A One-Time-Passcode (OTP) will be sent via SMS to your registered mobile phone number

Note: If this is not received, you can select 'Resend OTP' after 2 minutes has elapsed.

Hello Rob Smith

Please do not leave or refresh this page.

Please enter the OTP received on your phone number 7xxxxxx348

If you have not received an OTP please click 'Resend OTP'

Resend OTP in: 00:47

[Want to try a different phone number?](#)



- 1. You will be asked to **create a unique and memorable 6-digit** 'Access Code'
- 2. The 'Access Code' can be used to grant access to your account in the event you lose access to your mobile number or you do not have phone reception
- 3. Once entered, please press 

Access Code

In the event you lose access to the telephone number associated with your account; or you have no mobile phone reception, we will ask you to enter digits from your access code to authenticate your login to the NexusPlatform.

Please enter a 6 digit access code

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- 1. You will be asked to input the invite code that should be provided to you by your car park admin or contact.
- 2. Submitting this code will take you straight through to the permit application form.

The screenshot shows a web interface for entering an invitation code. On the left, there is a blurred background image of a car's interior with the NexusPlatform logo overlaid. The main content area is white and contains the following text: "Hello, Rob Smith", "Please enter your Invitation Code.", "In order to access the NexusPlatform you should have been provided with an Invitation Code.", and a dashed line representing the input field. Below the input field is a blue "Submit" button. In the top right corner, there is a notification box with a green checkmark icon, titled "Add Access Code", containing a thank-you message and instructions about using an access code if a mobile phone is not available. In the bottom right corner, there is a "Need help?" button with a speech bubble icon. At the bottom center, there is a "Back to login" link. The GroupNexus logo is visible in the bottom left corner of the page.



Completing the Application Form - Personal Details

You will now 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*

The screenshot shows the 'New Permit Application' form with the following sections and fields:

- Progress Bar:** Personal Details (active), Vehicle Details, Application Questions, Permit Tariff, Review Application.
- Personal Details Section:**
 - First Name*:
 - Last Name*:
 - Are you a Blue Badge Holder?*:
 - Building Number/Name*:
 - Address Line 1*:
 - Address Line 2:
 - Town*:
 - County:
 - Postcode*:
 - Country*:
 - Preferred Email Address*:
 - Mobile Phone Number*:
- Navigation Buttons:** Cancel, Save as Draft, Previous, Next, Chat with us!

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



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

New Permit Application

Personal Details | **Vehicle Details** | Application Questions | Permit Tariff | Review Application

Vehicle Details

VRM 1*
VRM 1

Make 1*
Make 1

Model 1*
Model 1

Colour 1*
Colour 1

VRM 2
VRM 2

Make 2
Make 2

Model 2
Model 2

Colour 2
Colour 2

Cancel Save as Draft Previous Next

Chat with us!

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



Completing the Application Form - Vehicle Details

You will then be presented with a screen/s relating to any specific Application Questions

The screenshot displays the 'New Permit Application' interface. At the top, the title 'New Permit Application' is visible on the left, and a user profile icon with the letter 'L' is on the right. Below the title is a horizontal progress bar with five steps: 'Personal Details', 'Vehicle Details', 'Application Questions', 'Permit Tariff', and 'Review Application'. The 'Application Questions' step is currently active and highlighted in light blue. Below the progress bar, the section 'Application Questions' is shown, featuring an 'Example Question' with two radio button options: 'Yes' (selected) and 'No'. At the bottom of the screen, there are four navigation buttons: 'Cancel' (orange), 'Save as Draft' (white), 'Previous' (white), and 'Next' (teal). In the bottom right corner, there is a 'Chat with us!' button.



Depending on the payment settings configured for your application form; and the answers you've provided, you will see 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

The screenshot shows a web interface for a 'New Permit Application'. At the top, there is a navigation bar with the title 'New Permit Application' and user icons. Below this is a progress bar with six steps: Personal Details, Vehicle Details, Permit Timings, Permit Tariff Questions, Permit Tariff, and Review Application. The 'Permit Tariff' step is currently active and highlighted in light blue. The main content area displays the following information:

Permit Tariff

Your Permit Tariff is

£110.00 Annually £9.17 Monthly

Upon approval of your permit application, the following payment types will be available:

- Card Payment (Full Payment)
- Direct Debit (Monthly)

Card payments will be charged pro-rata for the time remaining until the payment refresh date or the validity period on your permit

Your annual payment refresh date is 1 year from the date of the first payment

The first Direct Debit payment will be charged pro-rata where set up occurs mid-month.
Your Direct Debit charge date is 3rd of every month

At the bottom of the form, there are four buttons: 'Cancel' (orange), 'Save as Draft' (white with black border), 'Previous' (white with black border), and 'Next' (teal). A chat icon is visible in the bottom right corner.



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'

New Permit Application

Personal Details Vehicle Details Application Questions Permit Tariff Review Application

Review Application

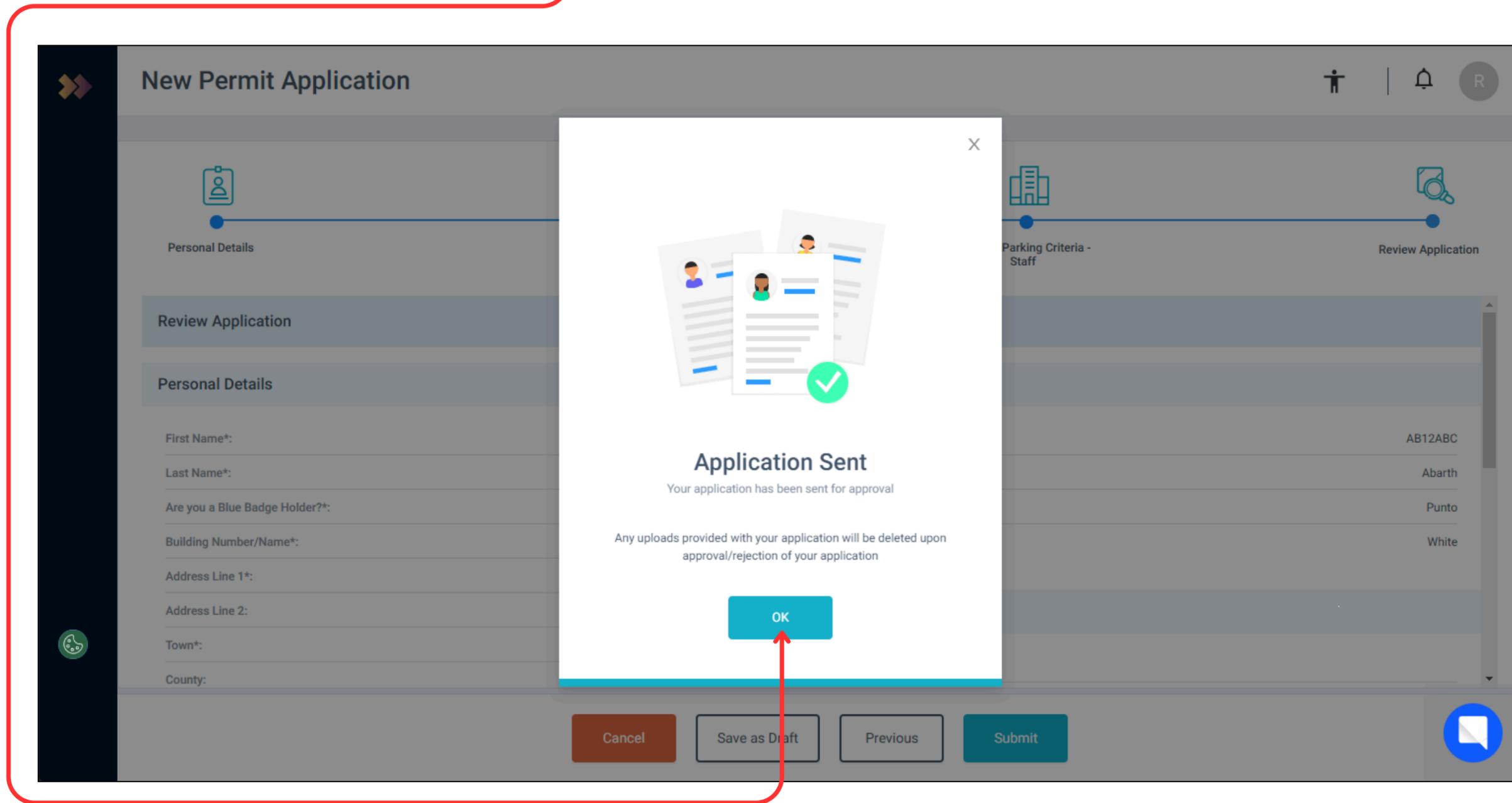
Personal Details	Vehicle 1 Details
First Name*: Liam	VRM: ABC123
Last Name*: Murphy	Make: Abarth
Are you a Blue Badge Holder?*: No	Model: 500
Building Number/Name*: Test Street	Colour: Black
Address Line 1*: Test Street	
Address Line 2:	
Town*: Test Town	
County:	

Cancel Save as Draft Previous **Submit** Chat with us!



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'

The screenshot shows the 'Permit Management' interface. At the top, there are three summary cards: 'Permits 5', 'Applications 4', and 'Requests 0'. Below these is a table with columns: Permit Holder, Application ID, Status, Permit Application Name, Site Name, Car Park Name, and Permit Applied Date. A notification box in the top right corner says 'Permit Application created successfully'. Red arrows point from the text above to the 'Waiting Approval' status in the table, the success notification, and the 'In Draft' status in the table.

Permit Holder	Application ID	Status	Permit Application Name	Site Name	Car Park Name	Permit Applied Date
Robert Burstein	Zk9sArfz992Ezb0Hotia	Waiting Approval	Hospital Staff	ProductTeamSite	ProductTeamSite Car Park 1	03/10/2023
Robert Burstein	oLcB4wWt129yJvibzQCD	Allocated	University Staff Form	ProductTeamSite	ProductTeamSite Car Park 1 + 1	25/05/2023
Robert Burstein	ItDkW2S3yvHJX1xbBpQn	In Draft	Hospital Staff	ProductTeamSite	ProductTeamSite Car Park 1	
Robert Burstein	gNpuCfW8FLgCr8iibjKw	Allocated	Hospital Staff	ProductTeamSite	ProductTeamSite Car Park 1	03/10/2023

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.

Managing your Permit

NexusPlatform 



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.

The screenshot shows the 'Permit Management' interface. At the top, there is a search bar, a '+ Application' button, a '+ Invitation Code' button, a notification bell, and a user profile icon 'R'. Below this are three summary cards: 'Permits 5' (highlighted in blue), 'Applications 6', and 'Requests 0'. The main area contains a table with the following columns: Permit Holder, VRM, Blue Badge, Status, Start, Renewed Count, Permit Group, and Expire. A red arrow points to the information icon ('i') in the 'Expire' column of the first row.

Permit Holder	VRM	Blue Badge	Status	Start	Renewed Count	Permit Group	Expire
Robert Burstein	AB12ABD	No	Active	05/12/2023	0 Times	Hospital Staff	<i>i</i>
Robert Burstein	ABC1234	Yes	Active	03/10/2023	0 Times	Hospital Staff	03/10/2024
Robert Burstein	AB12ABC	No	Active	05/12/2023	0 Times	Hospital Staff	05/05/2025
Robert Burstein	ABC1233	No	Active	03/10/2023	0 Times	Hospital Staff	03/10/2024
Robert Burstein	ABC123	No	Active	25/05/2023	0 Times	University Staff	31/08/2024



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.

← Robert Burstein - AB12ABD 🔔 R

User Name	Status	Note	VRM	Blue Badge Holder	Permit Start Date	Permit End Date	Permit Group	Site Name	Car Park Name
Robert Burst...	Active	-	AB12ABD	No	05/12/2023	05/05/2025	Hospital Staff	ProductTeamSite	ProductTeamSite Car Park 1

Permit Details

<p>User Name: Robert Burstein</p> <p>Blue Badge: No</p> <p>VRM: AB12ABD</p> <p>Email Address: robert.burstein@example.co.uk</p> <p>Phone Number: +44 7777111222</p>	<p>Duration: 1 Year 5 Months 59 Minutes</p> <p>Start Date & Time: 05/12/2023 00:00</p> <p>End Date & Time: 05/05/2025 00:59</p>
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Permit Timings

Permit Transactions

Edit Permit
Submit Change Request
🗨️

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'**

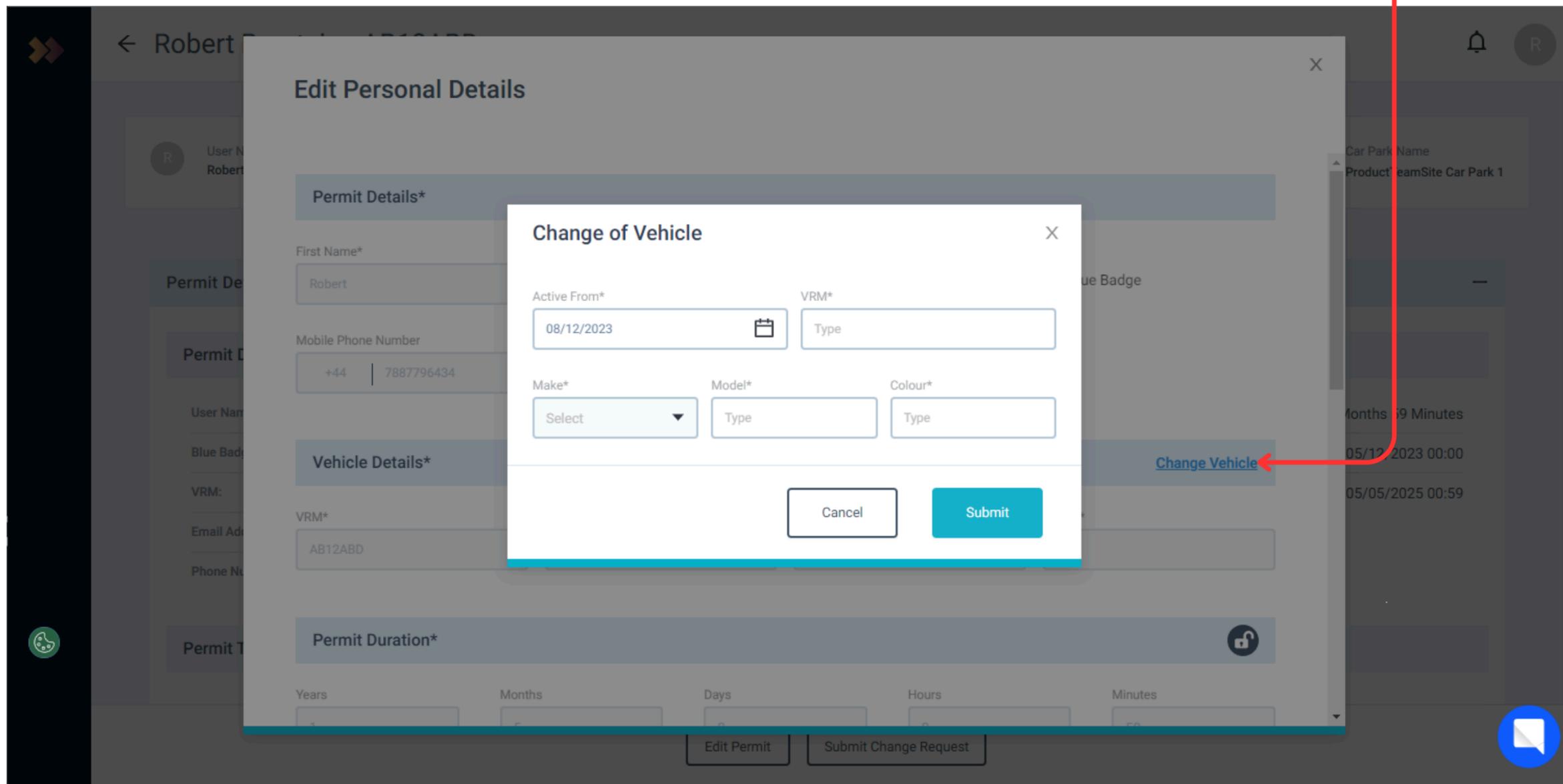


Managing your Permits - Edit Permit

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.





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.

The screenshot shows a mobile application interface for managing permits. At the top, the user is identified as 'Robert Burstein - AB12ABD'. A modal window titled 'Enter Change Request' is open, featuring a dropdown menu for 'Select request*' with 'Select' as the current choice. Below this is a rich text editor with a toolbar containing options for text color, bold (B), italic (I), underline (U), strikethrough (ABC), superscript (X²), subscript (X₂), font color (A), bulleted list, and numbered list. The editor is currently empty. At the bottom of the modal are 'Cancel' and 'Send' buttons. The background shows a 'Permit Details' section with fields for User Name, Blue Badge, VRM, Email Address, and Phone Number, and a 'Permit Timings' section with a table of dates and times.

Permit Timings
1 Year 5 Months 59 Minutes
05/12/2023 00:00
05/05/2025 00:59