



# Applying for a Permit

*Permit Holder User Guide*



Applying for a Permit



Paying for your Permit

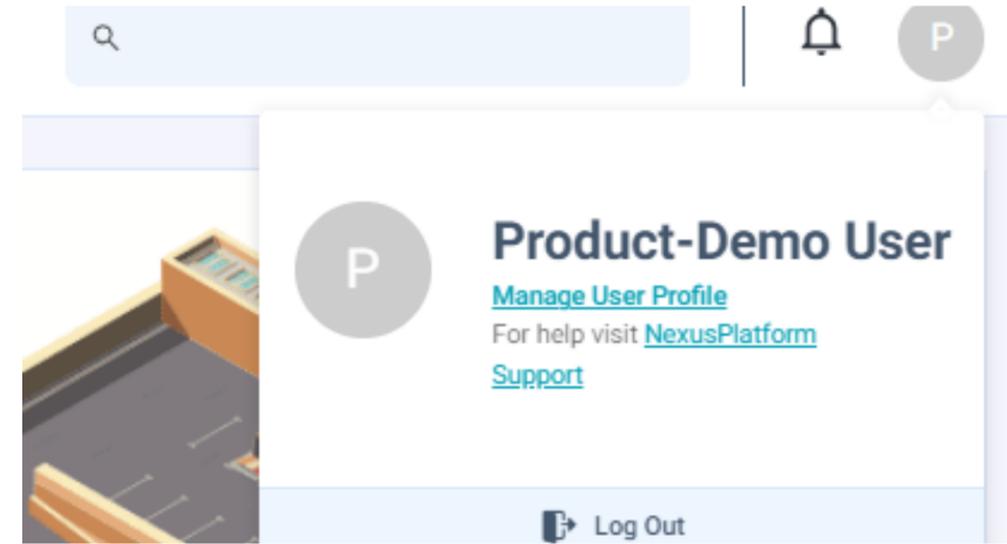


Managing your Permit(s)

**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](mailto:help@groupnexus.co.uk)

**Have a new feature idea or an improvement for NexusPlatform?**

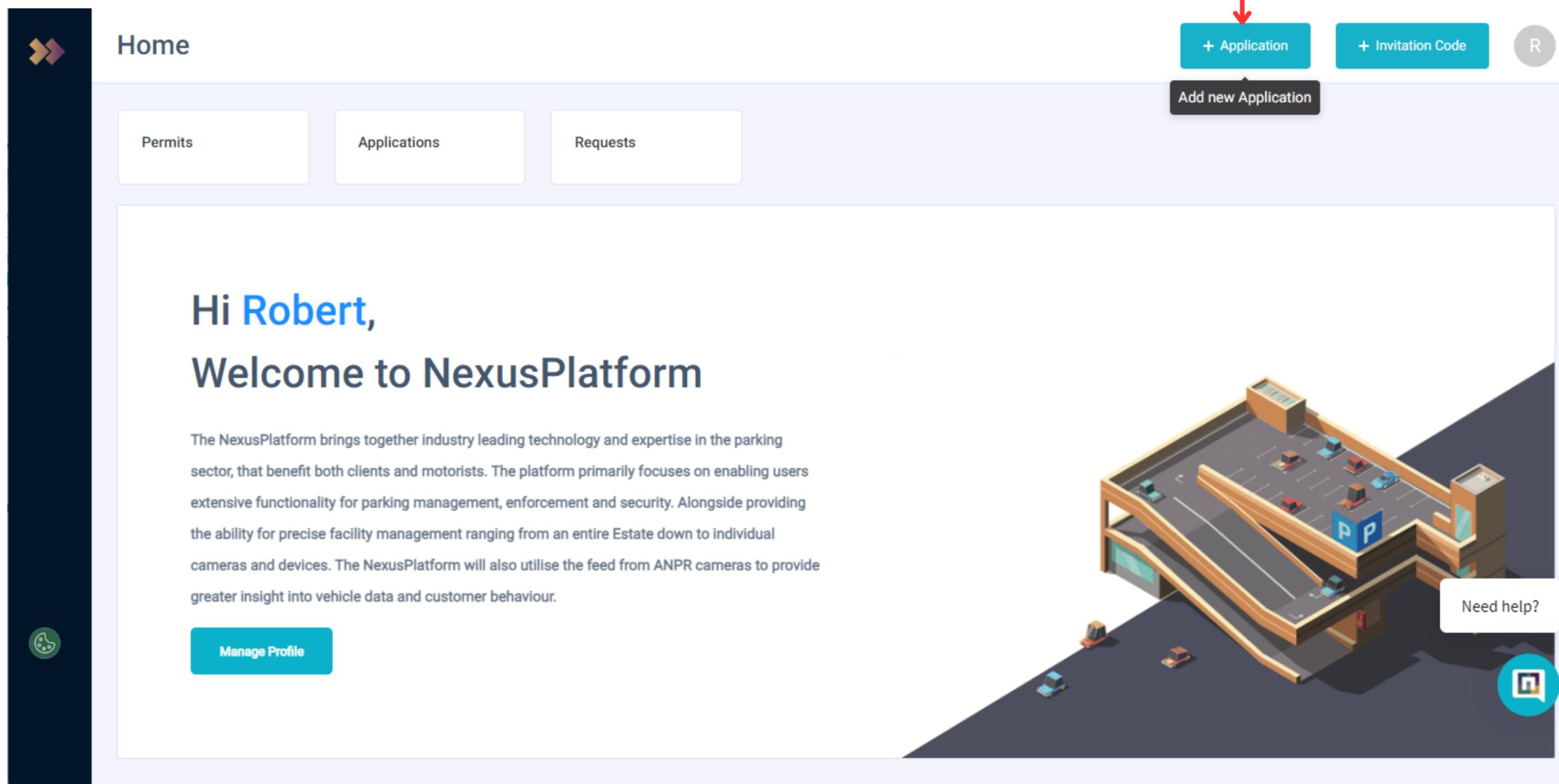
You can raise your ideas through our support team who are regularly monitoring all communications received.

Applying for a Permit

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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

The screenshot shows a web application interface for creating a new permit application. The main page is titled "New Permit Application" and features a dark sidebar on the left with a logo and a search icon. A modal dialog titled "New Application" is centered on the screen, listing three options with radio buttons:

- Hospital Contractors (ProductTeamSite)
- Blue Badge Form (ProductTeamSite)
- Hospital Staff (ProductTeamSite) - This option is selected, indicated by a blue dot in the radio button.

At the bottom of the modal, there are two buttons: "Cancel" and "Continue". A red arrow points from the text "You will then be presented with a list of the available application forms to choose from" to the modal. Another red arrow points from the text "Select the appropriate form and click 'Continue'" to the "Continue" button.

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*

The screenshot displays the 'New Permit Application' interface. At the top, a progress bar indicates the current step is 'Personal Details', followed by 'Vehicle Details', 'Hospital Parking Criteria - Staff', and 'Review Application'. The 'Personal Details' section contains the following fields:

- First Name\* (Pre-filled: Robert)
- Last Name\* (Pre-filled: Burstein)
- Are you a Blue Badge Holder?\* (Radio buttons: Yes, No)
- Building Number/Name\* (Pre-filled: Building Number/Name\*)
- Address Line 1\* (Pre-filled: Address Line 1\*)
- Address Line 2 (Pre-filled: Address Line 2)
- Town\* (Pre-filled: Town\*)
- County (Pre-filled: County)
- Postcode\* (Pre-filled: Postcode\*)
- Country\* (Pre-filled: Country\*)
- Preferred Email Address\* (Pre-filled: Preferred Email Address\*)
- Mobile Phone Number\* (Pre-filled: Mobile Phone Number\*)

At the bottom of the form, there are four navigation buttons: 'Cancel' (orange), 'Save as Draft' (white with black border), 'Previous' (light blue), and 'Next' (teal). A red arrow points from the 'Next' button in the text above to the 'Next' button in the screenshot. Another red arrow points from the 'Save as Draft' button in the screenshot to the text below.

*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** | Hospital Parking Criteria - Staff | Review Application

**Vehicle Details**

VRM 1\*  
AB12ABC

Make 1\*  
Abarth

Model 1\*  
Punto

Colour 1\*  
White

VRM 2  
VRM 2

Make 2  
Make 2

Model 2  
Model 2

Colour 2  
Colour 2

Cancel Save as Draft **Previous** Next

*Note: If you need to review details on a previous step you can use the 'Previous' 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 profile 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. The main content area displays the selected tariff options: '£110.00 Annually' and '£9.17 Monthly'. Below these options, there is a section titled 'Upon approval of your permit application, the following payment types will be available:' with a bulleted list: 'Card Payment (Full Payment)' and 'Direct Debit (Monthly)'. Further down, there are two paragraphs of text: 'Card payments will be charged pro-rata for the time remaining until the payment refresh date or the validity period on your permit' and 'Your annual payment refresh date is 1 year from the date of the first payment'. The final paragraph states: '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', 'Save as Draft', 'Previous', and 'Next'. 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 | Hospital Parking Criteria - Staff | Review Application

#### Review Application

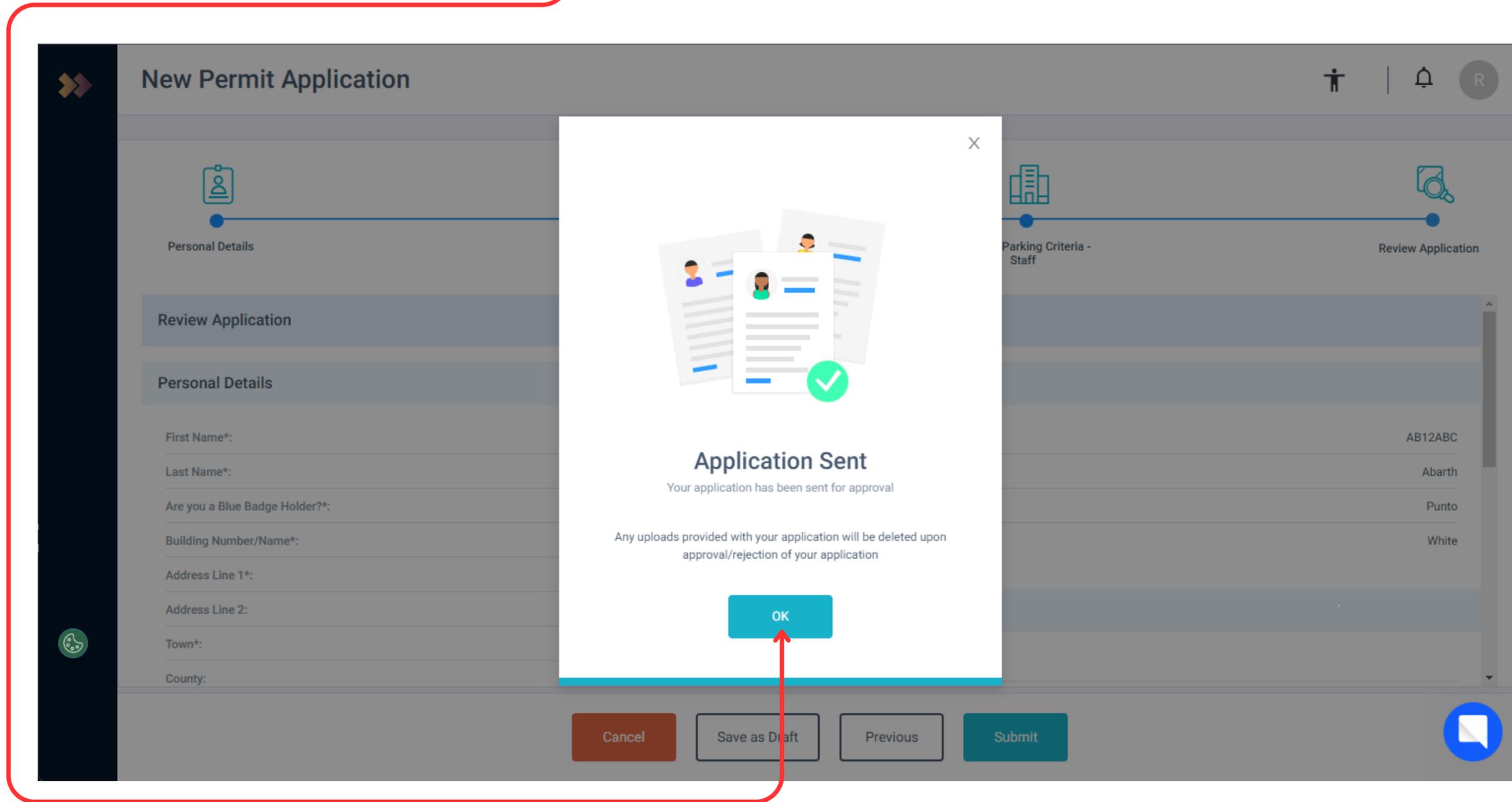
Personal Details		Vehicle 1 Details	
First Name*:	Robert	VRM:	AB12ABC
Last Name*:	Burstein	Make:	Abarth
Are you a Blue Badge Holder?*	No	Model:	Punto
Building Number/Name*:	123	Colour:	White
Address Line 1*:	Test Street	Vehicle 2 Details	
Address Line 2:		VRM:	
Town*:	Test Town		
County:			

Cancel Save as Draft Previous **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'

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 confirmation message 'Permit Application created successfully' is visible in the top right. Red arrows point from the text above to the 'Waiting Approval' status in the table, the 'In Draft' status, and the information icon 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.

Paying for your Permit

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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.

The screenshot shows the 'Permit Management' dashboard. At the top, there are three summary cards: 'Permits' with a count of 6, 'Applications' with a count of 1 (highlighted in blue), and 'Requests' with a count of 0. Below these cards is a table with the following columns: Permit Holder, Application ID, Status, Permit Application Name, Site Name, Car Park Name, and Permit Applied Date. A single row is highlighted in light blue, representing an application with the status 'Pending Payments'. An information icon ('i') is located at the end of this row. A red line with arrows connects the text in the first block to the 'Applications' tab and the information icon in the table.

Permit Holder	Application ID	Status	Permit Application Name	Site Name	Car Park Name	Permit Applied Date
Robert Burstein	tEA9Ej77xvissZ8KXcuc	Pending Payments	Payment Tariff Example	ProductTeamSite		



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.

The screenshot shows a mobile application interface for a permit application. At the top, the application ID is 'tEA9Ej77xvissZ8KXcuc'. Below this is a table of user details:

User Name	Status	Email Address	Mobile Phone Number	Permit Applied On	Site Name	Car Park Name
Robert Burst...	Pending Payments	robert.burste...	+44 7887796...	11/12/2023	ProductTeamSite	ProductTeamSite Car Park 1 + 1

Below the table are sections for 'Permit Application Details', 'Personal Details', and 'Vehicle 2 Details'. A 'Pay' button is located at the bottom of the page. A red arrow points from the 'Pay' button to a pop-up window titled 'Choose Payment Method'. The pop-up contains two options:

- Pay By Card  
+ £ 2.50 Transaction Fee
- Pay By Direct Debit

At the bottom of the pop-up are 'Cancel' and 'Continue' buttons. A red arrow points from the 'Continue' button back to the 'Pay' button on the main page.

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 an 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	
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 &amp; Time: 05/12/2023 00:00</p> <p>End Date &amp; 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'**

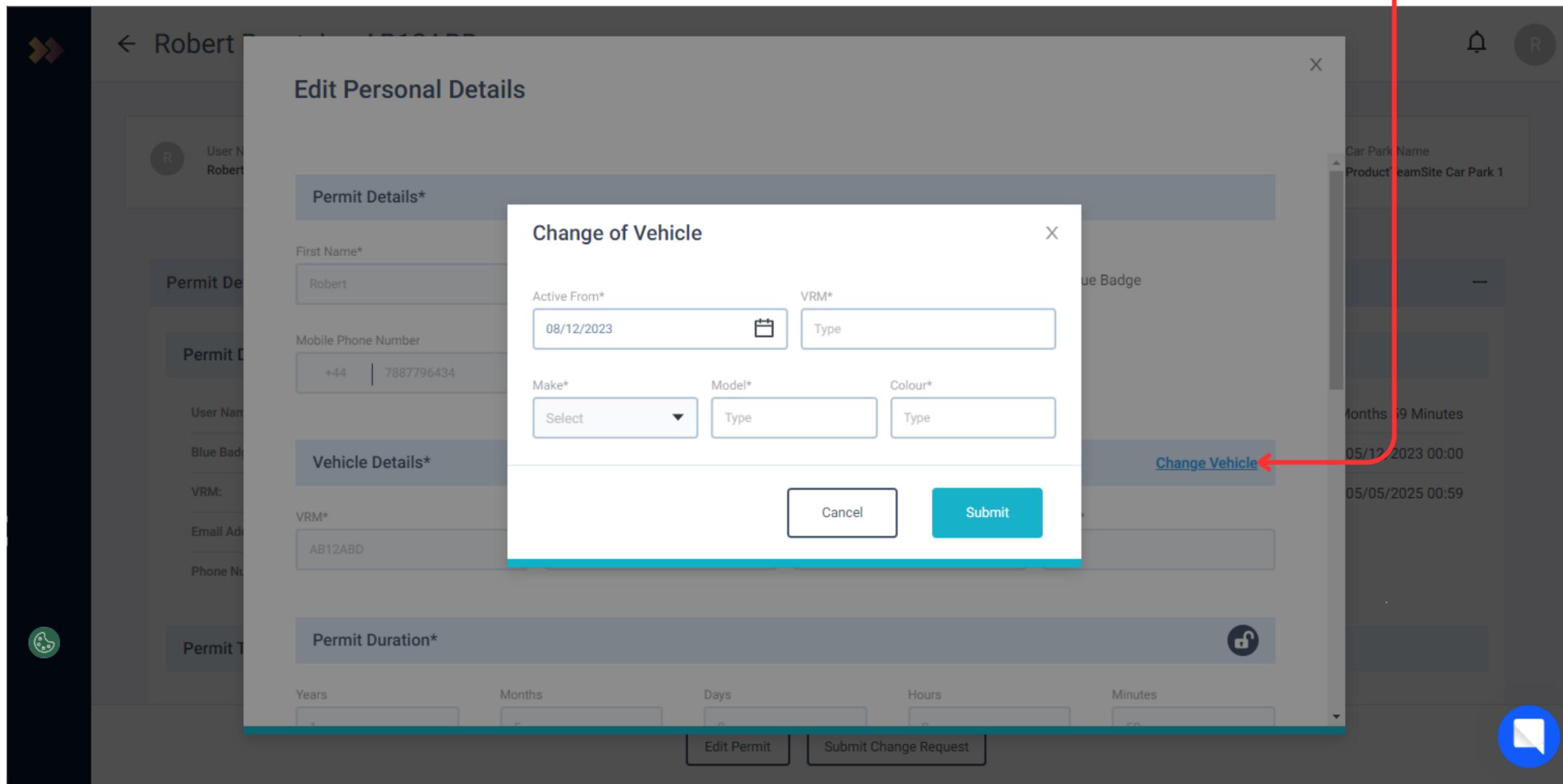
In order to request any changes to your permit, including VRM if the option above is not available, you can **'Submit (a) Change Request'**



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\*', a rich text editor with a toolbar (including Bold, Italic, Underline, Strikethrough, Superscript, Subscript, Color, Bulleted List, and Numbered List), and '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.

Car Park Name	ProductTeamSite Car Park 1
1 Year 5 Months 59 Minutes	
05/12/2023 00:00	
05/05/2025 00:59	