

MiPermit

Resident and Visitor Permit User Guide

27/09/2022 v1.0

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Version History

Reviewed by	Summary of Changes	Date	Version
Steve Halsey	First draft	22/09/2022	0.1
Paul Tovey	Final Authorisation	27/09/2022	1.0

Home Page

The home page offers you the option of selecting cashless parking for any of the Council car parks with that payment option, or to buy virtual permits from the left hand menu.

This guide is for applying for virtual permits only.

The screenshot shows the MiPermit Portal home page. On the left is a dark navigation menu with the following items: 'Home' (The MiPermit portal home page), 'Pay for Parking' (Pay now, without logging in), 'Buy Virtual Permits' (Purchase new permits), 'How it Works' (Help with using MiPermit), and 'Contact' (Details on how to contact us). The main content area has a header 'Welcome to the Solihull Metropolitan Borough Council MiPermit Portal' and a sub-header 'Enter your login details if you have a MiPermit account'. Below this is a login form with fields for 'Phone/Email/Username' (containing 'SH.Solihull') and 'Password' (masked with dots). There are also links for 'Forgotten Password?' and a 'Login' button. Security logos for 'Credit Card Safe securitypartners' and 'COMODO SECURE' are visible. Below the login form is a section for 'Cashless Pay & Stay Parking' with two options: 'Buy Cashless Parking' (To pay for parking without registering for an account. Future parking will need your vehicle and payment details again.) and 'Register for Cashless Parking' (To register for an account to regularly pay for parking without having to enter your vehicle and payment details each time you park.). At the bottom is a section for 'Virtual Permits' (You can purchase a variety of virtual permits to use at participating locations. These allow you to park without paying each time you visit a location, or use extended services such as bus passes for various local authorities.).

Car Park Operator

For virtual permits available from Solihull Metropolitan Borough Council select the car park operator titled the same.

The Solihull Legal and General operator option is only accessible by the company.

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The MIPermit portal home page

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Please Choose a Car Park Operator

The following car park operators offer digital permits for parking at many of their locations. Please select a car park operator to view and purchase the types of permits they offer.

Solihull Legal & General



Solihull Metropolitan Borough Council



Parking Services, Places Directorate
Solihull Metropolitan Borough Council
Council House
Solihull, West Midlands
B91 9QT

Telephone: 0121 704 6111
Email: help@mipermit.com
Council Privacy Policy



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securityMETRICS
credit card safe

Purchase Virtual Permits

Selecting the Solihull Metropolitan Borough Council operator from the previous page will take you to the landing page for all virtual permits available from the Council.

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Purchase Virtual Permits

Solihull Metropolitan Borough Council

You can purchase a variety of virtual permits to use at participating locations. These allow you to park without paying each time you visit a location.

Commuter Virtual Permits

Car Park Virtual Season Tickets

For customers who require long term parking in council run car parks.

Suspension and Dispensation Permits

Dispensation Virtual Permit

For customers who require dispensation to park in restricted areas such as yellow lines.

Red Route Virtual Permits

For Solihull residents requiring a dispensation to park on red routes

Business Virtual Permits

Business Access Virtual Permit

For registered businesses located in a pedestrian area requiring access to their private parking during the times of prohibition.

Resident Virtual Permits

Resident Virtual Parking Permits

For residents living within a resident parking zone requiring permits for use in resident parking bays.

Visitor Virtual Parking Permits

For residents living in a resident parking zone requiring virtual visitor permits for use in resident bays for their visitors.

Resident Virtual Permits

This permit type is for residents living in a resident parking zone that need permits to park.

Resident Virtual Parking Permits

For residents living within a resident parking zone requiring permits for use in resident parking bays.

Selecting the resident virtual permit type will open the introductory page which details what you need before completing the application.

Click the green continue button at the bottom of the page to apply for your resident virtual parking permit.

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Resident Virtual Parking Permit

A resident virtual parking permit enables you to park in a resident parking zone near your home. To check if you live in a residential parking zone please visit our [resident parking permit webpage](#).

Our permits are now virtual. You will not receive a paper permit.

Before you start

You will need:

- A MiPermit Account (you'll be asked to create an account before completing your application)
- You will need your Council Tax reference number*.
- Credit / Debit card to make payment

*Your reference number can be found on your paper bill or by accessing your online customer account. If you do not have either, you can contact us by email connectcc@solihull.gov.uk or by phone on 0121 704 8100 to request a copy bill.

Each vehicle needs its own permit.

Renewing your permit

We'll send you 2 reminders 30 and 14 calendar days before your virtual permit expires. You can renew your virtual permit in the manage permit section of your MiPermit account.

Cancelling or making a change to your virtual permit

You can make a change to the vehicle or cancel your virtual permit in the manage permit section of your MiPermit account.

[Continue](#)

Enter your council tax reference number, enter your postcode and click search. Select your property from the drop down list and click next step.

Resident Virtual Parking Permit Registration

Solihull Metropolitan Borough Council

To purchase these permits we need you to enter a reference number provided by your local council.

Council Tax Reference Number:

Search for your property to start your permit registration process.

House Number:

Postcode:

Select your property from the results below. If your property is not listed try searching again using just your postcode or contact the issuing authority for help.

Property:

Enter your first, last name and a valid email address. Make sure your email address is correct as it will be used to send receipts of your transactions.

You are not required to enter a phone number and an email address to register your account.

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Resident Virtual Parking Permit Registration

Solihull Metropolitan Borough Council

Your Name and Login Details

First Name:

Last Name:

Please enter either an email address **or** telephone number. This will be your login once you have completed registration.

Email Address: ✓

Telephone Number:

Your address will be automatically populated from the council tax lookup page. Click the green register button in the bottom right corner.

Your Address

Your resident address determines your permit allocation. If you need to change this you must contact your local authority or contact MiPermit with the new address details to be updated.

Address 1:

Address 2:

Address 3:

Town/City:

County:

Postcode:

Select your parking zone from the dropdown list at the top of the page.

Purchase Virtual Parking Permit

To make your required purchase, please select a location and/or a permit type. When chosen, you will be presented with further options to complete your purchase.

Permit Type:

Where you can park

Purchasing this will allow you to park in the following locations.

- Austcliff Drive, Hillfield
- Sevington Close, Hillfield
- Thorngrove Avenue, Hillfield

Enter your registration details and choose your start date.

Permit Vehicles

Your virtual permit requires you to enter at least one vehicle registration number. This can be changed at any time via the 'Manage Virtual Permits' section after purchase has been completed.

Vehicle Registration: ✓

Date and Duration

Please select a duration and enter a start date if different from the one already displayed.

Start Date:

Duration:

End Date:

Price: £114.00

Your details will be filled in automatically from the registration page.

Permit Owner Details

Please enter either an email address **or** telephone number. This will be your login username once you have completed your purchase.

Entering an email address will allow us to send you a receipt and/or a reminder when the permit is due for renewal.

First Name:

Last Name:

Email: ✓

- or -

Telephone:

Click the terms and conditions to open them in another window and click agree at the bottom to either pay now or add to your basket.

Terms & Conditions

You are required to read and agree to the following Terms & Conditions before purchasing. This document may contain details of how to use the permit, restrictions that apply, and information on refunds (where applicable). It is important that you read and/or print these conditions for future reference.

Please click the PDF below to open the Terms & Conditions document in a new window before agreeing to the terms.

 [Terms & Conditions](#)
Click here to open this document in a new window

If you agree to the Terms & Conditions, please tick the box below to continue with your purchase.

Agree to Terms & Conditions:

or

To pay now click the green pay now button to automatically fill in your billing details taken from the registration page. If your billing details are different from your address, select the green edit billing address button in the bottom right corner.

Billing Details

Address 1:

Address 2:

Address 3:

Town/City:

County:

Postcode:

Email: ✓

Enter your card details if you haven't already set a payment method up on your account, and select the green pay now button in the bottom right corner.

Amount: £114.00

Name on Card:

Card Number:

Valid To:

CVV Code:

  

This payment will appear on your bank statement as MIPERMIT LTD.

Pay Now

You will be automatically redirected to the payment confirmation page that will provide you with your reference number. Confirmation will be sent to the email address you have provided.

Thank you for your purchase

You will shortly receive a confirmation email with details of your purchase. If this is your first purchase with us, you will also receive additional information that will enable you to login to this portal and make changes to your purchase or renew your permit, if applicable.

Your reference number is: **I37597580**

Visitor Virtual Parking Permits

This permit type is for any resident living in a resident parking zone requiring permits for their visitors to park in resident only parking bays.

Visitor Virtual Parking Permits

For residents living in a resident parking zone requiring virtual visitor permits for use in resident bays for their visitors.

Selecting the resident virtual visitor permit type will open the introductory page which details what you need before completing the application.

Click the green continue button at the bottom of the page to apply for your resident visitor virtual parking permit.

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Resident Virtual Visitor Permit

Resident virtual visitor permits enables your visitor's to park in a resident parking zone near your home. To check if you live in a residential parking zone please visit our resident parking permit webpage.

Our permits are now virtual. You will not receive paper scratch cards.

Before you start

You will need:

- A MiPermit Account (you'll be asked to create an account before completing your application)
- You will need your Council Tax reference number*.
- Credit / Debit card to make payment

*Your reference number can be found on your paper bill or by accessing your online customer account. If you do not have either, you can contact us by email connectcc@solihull.gov.uk or by phone on 0121 704 8100 to request a copy bill

Each visitor's vehicle needs its own virtual visitor permit.

Cancelling or making a change to your virtual permit

You can make a change to the visitor vehicle registration or cancel the virtual visitor permit before it is activated in the manage permit section of your MiPermit account.

Continue

Enter your council tax reference number, enter your postcode and click search. Select your property from the drop down list and click next step.

Resident Virtual Parking Permit Registration

Solihull Metropolitan Borough Council

To purchase these permits we need you to enter a reference number provided by your local council.

Council Tax Reference Number:

Search for your property to start your permit registration process.

House Number:

Postcode:

Select your property from the results below. If your property is not listed try searching again using just your postcode or contact the issuing authority for help.

Property:

Enter your first, last name and a valid email address. Make sure your email address is correct as it will be used to send receipts of your transactions.

You are not required to enter a phone number and your email address to register your account.

Visitor Virtual Permit Registration

Solihull Metropolitan Borough Council

Your Name

First Name:

Last Name:

Please enter either an email address **or** telephone number. This will be your login once you have completed registration.

Email Address:

Telephone Number:

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Your address will be automatically populated from the council tax lookup page. Click the green register button in the bottom right corner.

Your Address

Your resident address determines your permit allocation. If you need to change this you must contact your local authority or contact MiPermit with the new address details to be updated.

Address 1:

Address 2:

Address 3:

Town/City:

County:

Postcode:

Select your zone from the dropdown menu.

Pay for Parking
Register for Pay & Stay Parking

Buy Virtual Permits
Purchase new permits

Manage Virtual Permits
Manage your purchased permits

Members & Vehicles
Edit your PIN, members & vehicles

Billing Details
Change address & payment method

Payment History

Purchase Visitor Virtual Permit

To make your required purchase, please select a location and/or a permit type. When chosen, you will be presented with further options to complete your purchase.

Permit Type: ●

Where your visitors can park

Visitor virtual permits allow your visitors to park in the following locations.

- 📍 Austcliff Drive, Hillfield
- 📍 Sevington Close, Hillfield
- 📍 Thorngrove Avenue, Hillfield

The permit owner details will be automatically filled in from the registration page.

Permit Owner Details

Please enter either an email address **or** telephone number. This will be your login username once you have completed your purchase.

Entering an email address will allow us to send you a receipt and/or a reminder when the permit is due for renewal.

First Name:

Last Name:

Email: ● ✔

- or -

Telephone: ●

To pay now click the green pay now button to automatically fill in your billing details taken from the registration page. If your billing details are different, select the green edit billing address button in the bottom right corner.

Billing Details

Address 1:

Address 2:

Address 3:

Town/City:

County:

Postcode:

Email: ✓

Enter your card details if you haven't already set a payment method up on your account and select the green pay now button in the bottom right corner.

Secure Payment Details  

To use our cashless parking services (for parking in Pay & Display parking areas) you will need to enter your payment card details. All other purchases are made by entering your payment details at the time of purchase.

Amount: £114.00

Name on Card:

Card Number:

Valid To:

CVV Code:   

This payment will appear on your bank statement as MIPERMIT LTD.

Pay Now

You will be automatically redirected to the payment confirmation page that will provide you with your reference number. Confirmation will be sent to the email address you have provided.

Thank you for your purchase

You will shortly receive a confirmation email with details of your purchase. If this is your first purchase with us, you will also receive additional information that will enable you to login to this portal and make changes to your purchase or renew your permit, if applicable.

Your reference number is: **137642553**

Managing Visitor Virtual Permits

Your purchased visitor virtual permits are accessible from the manage virtual permits tab on the left hand menu.

Pay for Parking Register for Pay & Stay Parking	<h3>Please Choose a Car Park Operator</h3> <p>The following car park operators offer digital permits for parking at many of their locations. Please select a car park operator to view and purchase the types of permits they offer.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="background-color: #333; color: white; padding: 2px;">Solihull Metropolitan Borough Council</p>  </div>
Buy Virtual Permits Purchase new permits	
Manage Virtual Permits Manage your purchased permits	
Members & Vehicles Edit your PIN, members & vehicles	
Billing Details Change address & payment method	
Payment History View payments & download receipts	
How it Works Help with using MiPermit	
Contact Details on how to contact us	

Select the car park operator Solihull Metropolitan Borough Council to open the manage virtual permits page.

Pay for Parking Register for Pay & Stay Parking	<h3>Manage Digital Permits</h3> <h4>Solihull Metropolitan Borough Council</h4> <p>Please select the type of permit you wish to manage.</p> <h4>Resident Virtual Permits</h4> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="background-color: #333; color: white; padding: 2px;">Visitor Virtual Parking Permits</p> <p>Click here to manage visitors permits which you can use for guests in zone controlled areas. These replace physical scratch cards from your local authority.</p> </div>
Buy Virtual Permits Purchase new permits	
Manage Virtual Permits Manage your purchased permits	
Members & Vehicles Edit your PIN, members & vehicles	
Billing Details Change address & payment method	
Payment History View payments & download receipts	

Select visitor virtual parking permits under the resident virtual permits section to be automatically redirected to activate visitor virtual permit.

The screenshot shows the MiPermit website interface. On the left is a dark sidebar with navigation links: Pay for Parking, Activate Visitor Virtual Permit, Buy Virtual Permits, Manage Virtual Permits, Members & Vehicles, Billing Details, Payment History, How it Works, and Contact. The main content area is titled 'Resident Address' and includes a message about the current address: 'Your current resident address is XXX 1 Test Street XXX, XXX Test Town XXX, XX1 10H. If this is incorrect please contact us for assistance.' Below this is the 'Visitor Parking' section, which contains a form with fields for Vehicle Registration, Permit Type, When, and Duration, along with a 'Previous' button.

Enter your visitor’s vehicle registration, the day you want the stay to start and the number of days you want it for.

This screenshot shows the 'Visitor Parking' form with the following details: Vehicle Registration: JKL456 (with a green checkmark); Permit Type: (25 available) - Visitor Virtual Permit - Zone 1 - 1 day; When: Friday 09 Sep 2022, 15:00; Duration: 1 day. At the bottom right, there are 'View Schedule' and 'Continue' buttons.

Click the green continue button in the bottom right corner to open the virtual visitor permit confirmation box.

The 'Confirm Visitor Details' modal box displays the following information: Registration: JKL456; Permit Type: Visitor Virtual Permit - Zone 1; Valid For: 09/09/2022 09:00 to 10/09/2022 09:00. At the bottom, there are 'Close' and 'Confirm' buttons.

Click the green confirm button to activate your visitor's stay.

Current & Previous Visitor Virtual Permits

If the permit has not yet started you can cancel it by selecting the permit below and clicking the 'Cancel Permit' button.

This Month | Last Month | Last 3 Months | Last 12 Months

Vehicle	Valid	Remaining Time
JKL456	09/09/2022 09:00 to 10/09/2022 09:00	1 day Pending

Your allocation will be reduced by the number of stays you have activated.

Permit Type: (24 available) - Visitor Virtual Permit - Zone 1 - 1 day

If you want to cancel a visitor session before the permit is activated, click on the permit to open the dialogue box and click the red cancel permit box.

Visitor Permit Details

Registration: JKL456

Permit Type: Visitor Virtual Permit - Zone 1

Valid For: 09/09/2022 09:00 to 10/09/2022 09:00

Close Cancel Permit

The number of available visitor permits will revert to the previous amount once the visitor permit has been cancelled.

Permit Type: (25 available) - Visitor Virtual Permit - Zone 1 - 1 day