

MiPermit

Suspension and Dispensation 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 |
| Steve Halsey | Header updated | 22/09/2022 | 0.2 |
| Paul Tovey | Final Authorisation | 27/09/2022 | 1.0 |
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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 a description and two buttons: 'Buy Cashless Parking' and 'Register for Cashless Parking'. The 'Buy Cashless Parking' button leads to a description: 'To pay for parking *without* registering for an account. Future parking will need your vehicle and payment details again.' The 'Register for Cashless Parking' button leads to: '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' with a description: '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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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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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.

Dispensation Virtual Permit

This virtual permit type is for customers who require a dispensation to park on restrictions in a residential zone on restricted areas such as yellow lines for a limited period of time for works to be carried out at a residential property for more than 5 days.

For customers requiring a permit for 5 days or less, call 0121 7046111.



Selecting the dispensation virtual permit type will open the introductory page that details what they are to be used for.

Click the green continue button at the bottom of the page to continue with your application.

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Dispensation Virtual Permits

A dispensation virtual parking permit allows tradespeople to park a maximum of 3 vehicles in a residential zone on restricted areas such as yellow lines for a limited period of time for works to be carried out at a residential property.

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)
- Credit / Debit card to make payment for permits over 5 calendar days

Permits for less than 5 working days call 0121 704 6111.

A maximum of 3 vehicles can be included on each virtual permit.

Works that are expected to be in excess of 5 calendar days will incur a flat fee of £10 per calendar week, per vehicle.

Dispensations will be issued for a maximum of 3 months (13 weeks) after the free 5 calendar day period.

Please allow 5 working days for your application to be processed.

Restrictions that a dispensation will not be granted for

- Double / single yellow lines with kerb ticks (no stopping no waiting)
- Red routes
- Loading bays
- Disabled bays
- School keep clear markings
- Clearways

Cancelling 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](#)

Choose the area and location you want a dispensation for from the first 2 dropboxes.

Pick how many vehicles you want a dispensation for from the permit type dropdown box. You can select from 1 to a maximum of 3 vehicles.

Enter the vehicle registrations in the registration fields. The number of fields displayed will vary depending on how many dispensations you have chosen.

Select the start date and duration you require a dispensation for. The end date will automatically calculate the number of weeks from the start date you have entered.

The fee payable in this example is for 3 vehicles at £10 each per week for 6 weeks.

Enter as much relevant information in the application notes box.

Application Notes

This type of permit requires authorisation by the issuing council. Please provide any information here that may assist the council in their decision.

- The company name and address
- A description of the works being carried out
- The road and position on the road a dispensation is required for
- The time of day the vehicle(s) are expected to arrive

Notes: • - Test Account Ltd, Test Street, Testing XX1 1OH
- Landscaping back garden. Flat bed trucks need to be parked for equipment delivery and refuse removal.
- Outside No.999 Test Street, Testing XX1 1OH

Enter your name as the permit holder. You don't need to fill in the telephone number as well, but this may help if the reviewing officer has questions about your application.

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 a separate window and click agree.

Select either the green pay now button or add to basket to check out later.

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

If you choose to pay now, make sure your billing address is correct for your purchase. If you have already created an account this will be filled in automatically.

Billing Details

Address 1:

Address 2:

Address 3:

Town/City:

County:

Postcode:

Email: ✓

Enter you details as they appear on your card and click the green pay now button at the bottom of the screen.

Amount: £180.00

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.

Your virtual season ticket is accessible from the manage virtual permits section.

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: **I37437397**

Red Route Virtual Permit

This virtual permit type allows residents to park on red lines under exceptional circumstances such as moving house.

Red Route Virtual Permits

For Solihull residents requiring a dispensation to park on red routes

Selecting the red route virtual permit type will open the introductory page which details what they are to be used for.

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

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Apply for a Red Route Virtual Permit

A red route virtual permit allows for parking on red lines in the borough for residents that need to arrange for parking under exceptional circumstances – e.g., moving house.

- All successful applications are subject to the supporting evidence supplied being accepted by an authorised officer.
- Your virtual permit(s) will not be active until an authorised officer has assessed and accepted the evidence supplied.
- You will be notified by email when your virtual permit is active. If the evidence you have supplied is not sufficient, you will be required to provide the required evidence before your virtual permit will be authorised.

Please allow 5 working days for your application to be processed.

Before you start

You will need:

- To make a statement of reason of why the virtual permit is required
- The vehicle registration(s) a virtual permit is being applied for

[Continue](#)

Select the area you want to apply for from the top drop down list. The location filter will populate automatically.

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Apply for Red Route Virtual Permits

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.

Area Filter:

Location Filter: [Search](#)

Permit Type:

Where you can park

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

Enter at least 1 vehicle registration, up to a maximum of 3 that you require a red route virtual permit for.

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 1: ✓

Vehicle Registration 2: ✓

Vehicle Registration 3:

Fill in the statement of reason for why you need the red route permits. Provide relevant information to support your application, including your house number and full address.

Select the date you want the permit to start from. The duration cannot be any longer than 1 week and the end date will populate automatically.

Statement of reason

Notes:

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: £0.00

Enter your details and email address or telephone number in the permit owner details.

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 a new window. Click the box at the bottom to agree to the terms and conditions and the green finish button to complete your application.

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:

Finish

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

There is no charge for this permit type.

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: **I37458787**

Your application will be reviewed by the back office team within 5 working days of your application.

You will be notified using the email you have provided once your permit is active or if more information is required.