

# Welwyn Hatfield Borough Council Online Parking Permit User Guide

## Managing Your Account Details

Working In Partnership With



**WELWYN  
HATFIELD**

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**Permit Application Website: <https://welhat.nsl-apply.co.uk>**

## How to edit account details

If need to change any contact details such as email address, name, contact telephone number or Blue Badge number:

1. From the main screen , go to the section “Manage your account” and click on “My Profile”

The screenshot displays the Welwyn Hatfield online parking permit user interface. At the top, there is a navigation menu with a hamburger icon and the word 'MENU'. The Welwyn Hatfield logo is centered, and the user is greeted with 'Welcome, MrPermit' and a home icon. A support contact number '01707 357000' is visible in the top right. Below the header, there are two main sections: 'Apply for a permit' and 'Manage my permits', both with right-pointing arrows. The 'Manage my permits' section shows two permit details:

T-K371N21K		V-MN15258K	
Zone name	CEU	Zone name	D01
Permit Type	Temporary Permit	Permit Type	Visitor Voucher
Address	CEU, 1	Address	Hawkshead Lane, The Yolk
VRN	TEST	Permit Status	Active
Permit Status	Active		

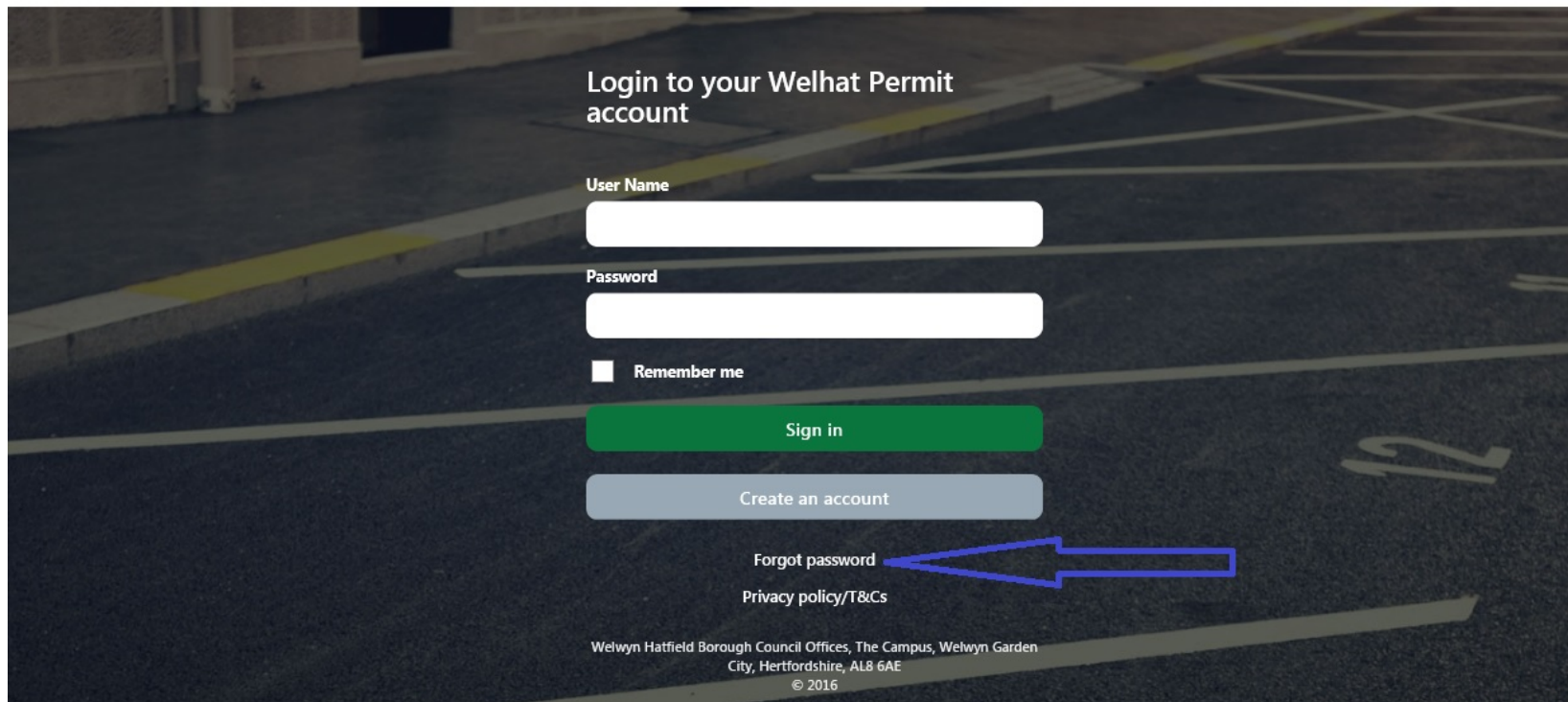
Below the permits, there is a 'Manage your vehicle details' section with a right-pointing arrow. Underneath, there is an 'Add new vehicle' button and a vehicle details card for 'TEST' (ABARTH 1000). The 'Manage your account' section is highlighted with a green bar and a right-pointing arrow. A large black arrow points to the 'My profile. Click here' link in this section. At the bottom, there are four utility links: 'Print receipt. Click here', 'My profile. Click here', 'Change password. Click here', and 'Register card. Click here'.

2. This will take you to the Profile Details screen – from here you can correct any details, once finished click on “Save”.

## If you have forgotten your password

If you have forgotten your password:

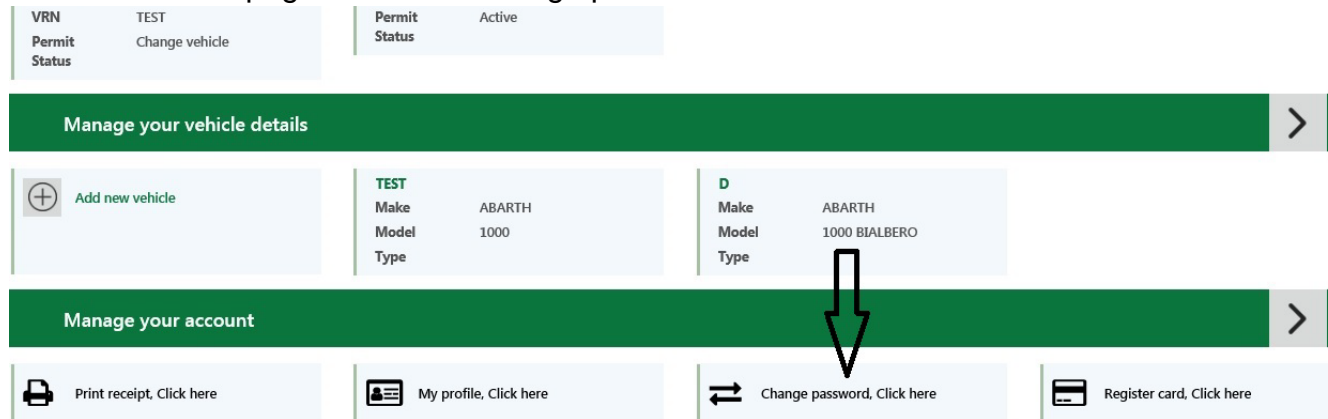
1. From the sign in screen click on “Forgot password”. You will need to enter your username that you chose (not your email address) to set a password reset by email. If you have forgotten your username, or wish for it to be changed to something more memorable please contact us on 01707 357000 or email [parking@welhat.gov.uk](mailto:parking@welhat.gov.uk)



## How to change your password

If you are logged into the system and would like to change the password:

1. From the main screen scroll down the page and click “Change password click here”



2. Type in your current password on the first line, followed on the next two lines by your new password.

Change password ✕

Passwords must contain at least 8 characters including one lowercase, one uppercase and one numeric ('0'-'9') character

You are login as MrPermit

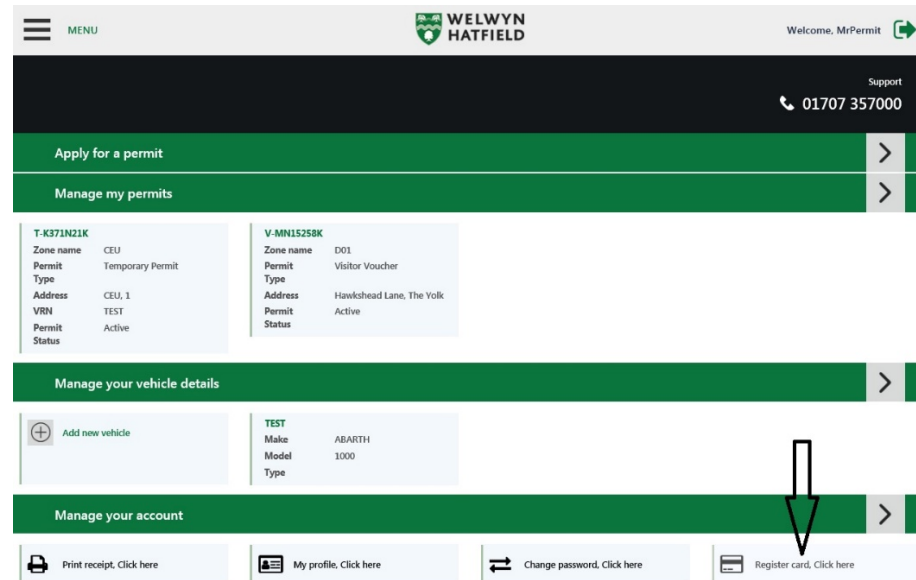
**Current password** ●

**New password** ●

**Confirm password**

## How to add a payment card for future payments

1. On the main screen under the “Manage your account” line click on “Register card, Click here”



2. A separate box will appear, from here type in the card details, once finished click “Save”. Your card is now saved. And you can use this when you select “Use Registered Card”

The screenshot shows the 'Add Payment Card' form. The form has a blue header with the text 'Add Payment Card'. Below the header, there is a note: 'Please note that adding a new card will replace the card details you may have already stored.' The form contains the following fields: 'Card Number' (with a red asterisk and a placeholder 'XXXX XXXX XXXX XXXX'), 'Expiry Date (MM/YY)' (with a red asterisk and two input boxes for MM and YY), 'Issue Number' (with a red asterisk and an input box), 'Valid From (MM/YY)' (with a red asterisk and two input boxes for MM and YY), and 'Card Security' (with a red asterisk and an input box containing 'XXX'). Below the fields, there is a note: 'By clicking this save button, you are authorising us to debit your card.' and a green 'Save' button.

## Further Queries

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If you have any questions regarding the  
Online Parking Permit system

Please contact:  
01707 357000 or  
[parking@welhat.gov.uk](mailto:parking@welhat.gov.uk)

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