

APCOA Blue Badge Permit Portal User Guide

This guide applies to all station car parks across Southern, Great Northern and Thameslink railways.

APCOA's new Blue Badge portal enables you to register and apply for your Blue Badge permit. If you have a Blue Badge permit at any Southern, Thameslink or Great Northern car park with an expiry date that **falls after 14th December 2020**, your Blue Badge permit **will be valid until 31st January 2021**.

Please visit the portal prior to **31st January 2021** to register and apply for a new permit.

It is your responsibility as a Blue Badge permit holder to ensure that your details are correct and kept up to date on the system prior to using the parking area/car parks.

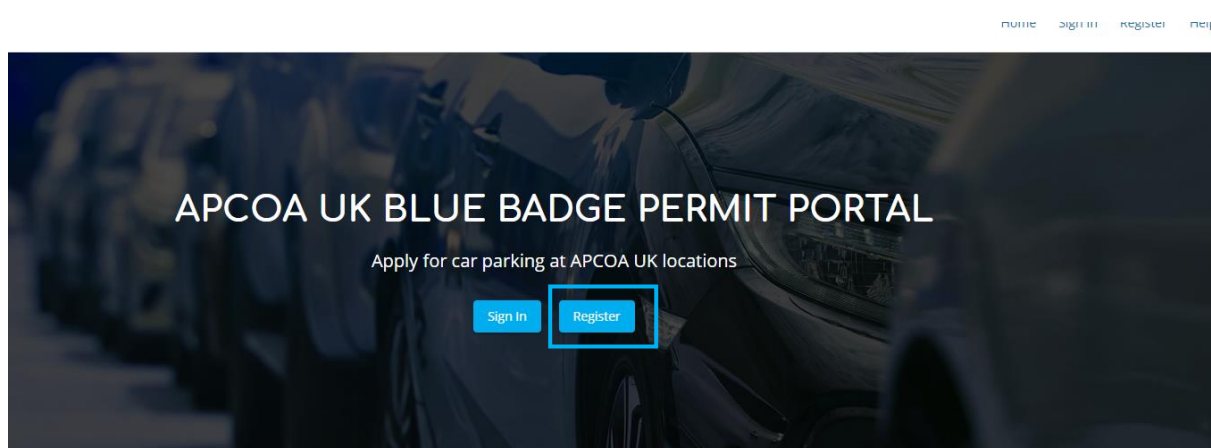
If you experience any issues with this portal and need to contact us, please email us at general.enquiries@apcoa.com or call our Customer Service Centre on 0345 222 7262. Live chat is also available at www.apcoa.co.uk/contact.

APCOA Blue Badge Permit Portal

To access the portal, go to: <https://bluebadge.apcoa.co.uk/>

How to create an account

1. Select 'Register'



WHAT WE DO

2. Provide an email address and password so you can access/amend your account in future, then complete the rest of the online form:

REGISTER AN ACCOUNT

Email

Enter your email address

Email is required

Password

Enter a secure password

Password is required

Title


Select Title

First Name

3. Once you've provided your details, scroll to the bottom of the screen and review the Privacy Policy and Terms and Conditions documents. Tick the relevant boxes, then click on 'Create Account'

I have read and accept the [Privacy Policy](#) ✓

I have read and accept the [Terms and Conditions](#) ✓

I'm not a robot  reCAPTCHA
Privacy - Terms

CREATE ACCOUNT

(Note: If the 'CREATE ACCOUNT' box is grey instead of blue, it means you haven't fully completed all the boxes on the form – just scroll back up and add the missing details.)

Email verification

1. To verify your email please enter the verification pin that has been sent to your email address and click 'verify email address' (Remember to check your Spam folder)

EMAIL VERIFICATION

Email Verification PIN Code

123456



Enter the 6-digit verification code

VERIFY EMAIL ADDRESS

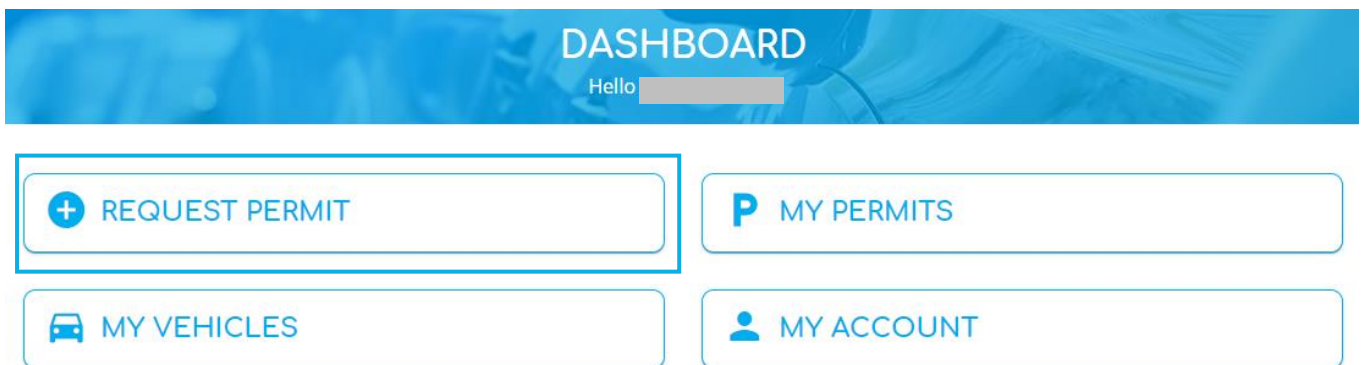
Your account at APCOA Blue Badge Portal has now been activated.

How to apply for your Blue Badge parking permit

1. Before you start, you will need:

- Your Blue Badge number
- Photographs (in PDF, JPG or PNG format) of its front and back
- Your vehicle registration number

2. Sign in to your account and on the main Dashboard select 'REQUEST PERMIT'



3. Use the online form to enter the details about the permit you want to request, completing all the fields (see more guidance below):

1 Request a permit

2

REQUEST A PERMIT

Enter permit details completing all required fields

ADD VEHICLES

VEHICLE 1

Enter vehicle details

Enter new vehicle registration

Vehicle Registration

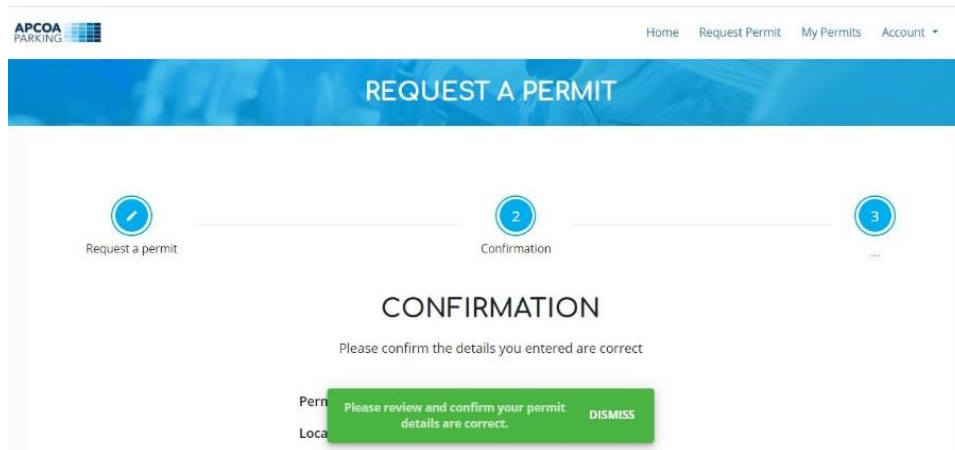
Get Details

4. Enter your vehicle registration number. The system will automatically provide the details about your vehicle – please check these are correct.

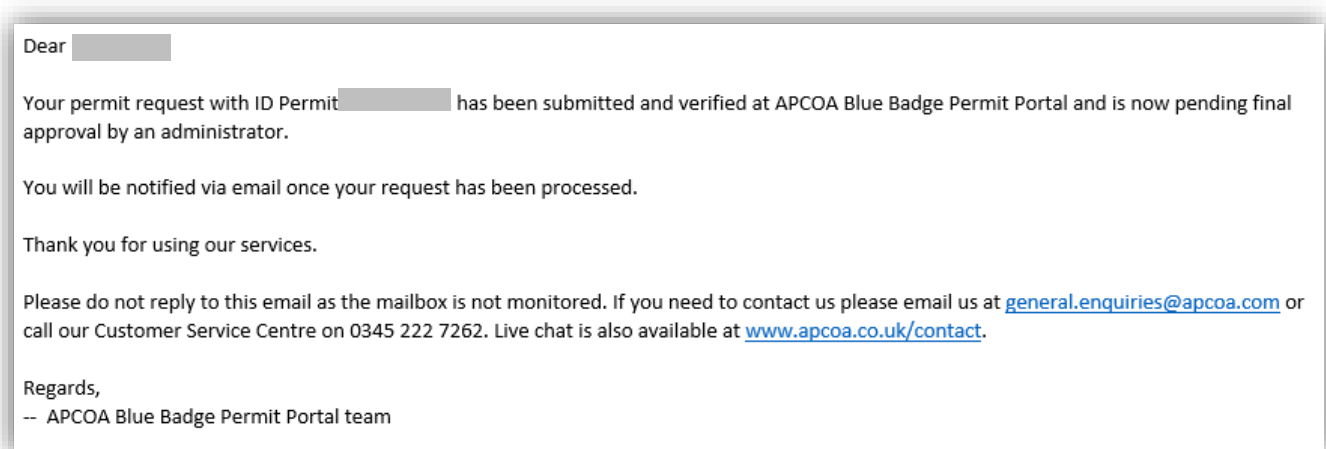
You can add more than one vehicle here, but only one will be allocated to your Permit at any time. However, you can switch your Permit to another vehicle or add or delete vehicles at any point online and any change will take effect immediately (*we cover how you select which one later on in the guide*).

5. Select the Permit Type: Annual
6. Under Locations, click on the drop-down list and select “All GTR locations”
7. Select a start date for your permit to begin.
8. Upload the photographs of the front and back of your Blue Badge (in PDF, JPG or PNG format).
9. Enter your Blue Badge Number.
10. Select your Blue Badge Expiry Date.
11. Review the Terms and Conditions, tick the box if you accept them, tick the ‘I’m not a robot’ box and click the ‘REQUEST PERMIT’ button.

12. You'll now see a Confirmation screen like this above where you should make a final check of your details before you send your request. Full details of your application will be shown here. If you need to make any changes, scroll down to the bottom and click on the 'BACK' button or, if you're happy all is correct, click on the 'CONFIRM DETAILS' button.

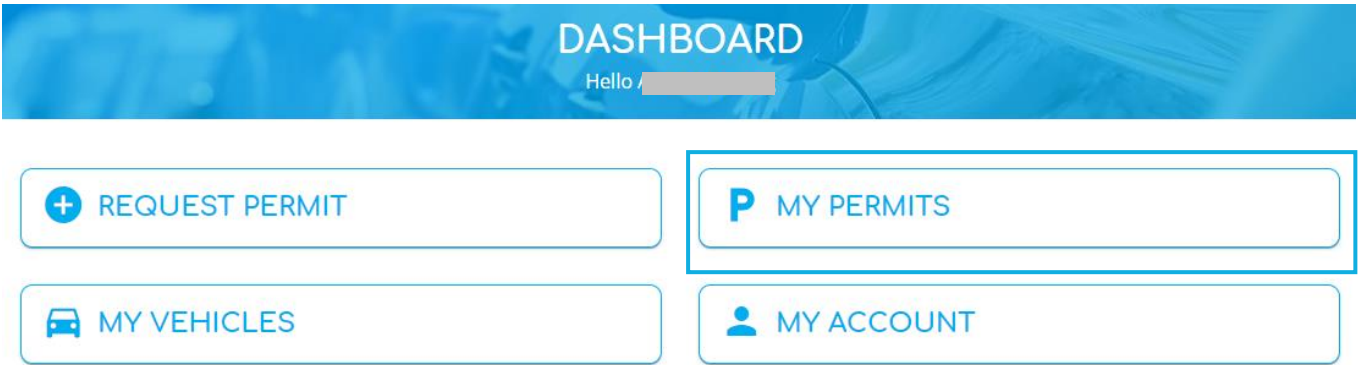


13. You will also receive an email advising that your permit request is pending approval:



How to check your application's progress

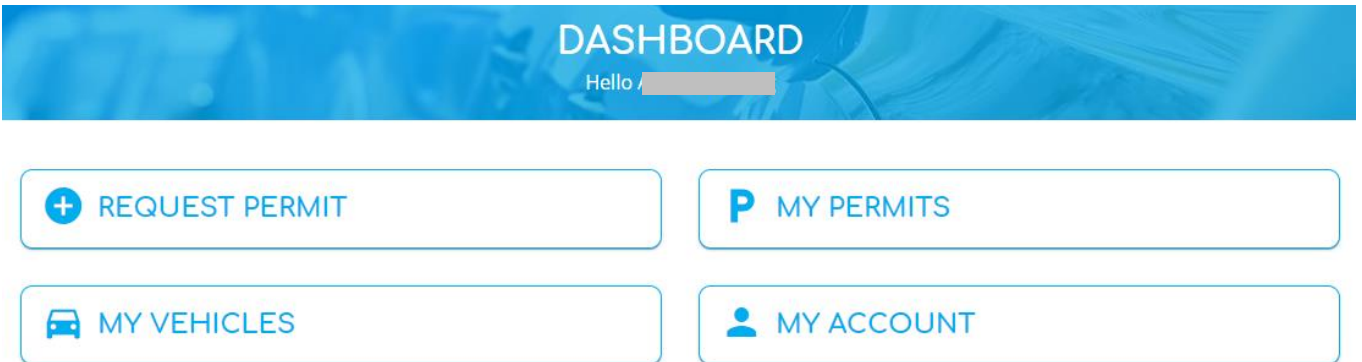
1. The status of your application can be reviewed at any time by checking your Dashboard – simply sign into the APCOA Blue Badge portal and click on 'MY PERMITS'.



2. You will also receive an email once your permit application has been decided. If it has been rejected, the email will explain the reason/s for the refusal, and tell you how to you can re-apply.

Dashboard

The Dashboard is where you can check the details and status of current Permits, update vehicle details, and check your Account information.



Whichever box you select, you will always see the top bar and can click on 'Home' at any time to get back to your Dashboard screen.



1. Use this to add or delete vehicles to your account – just select the relevant option. Remember to scroll down to the bottom and 'SAVE' any changes you make and you'll get a green confirmation message.

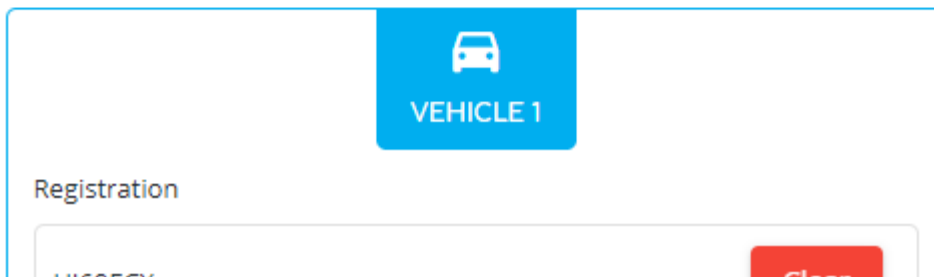
Store up to 10 vehicles under your account – you can change which vehicle(s) are allocated to your Permit at any time.

To remove a vehicle permanently from your collection, go to the vehicle registration box and click 'Clear'.

Remember to Save any changes (at the bottom of the screen).

** Please note that any changes made to vehicles on this page, do not affect vehicles allocated to your permit(s). If you wish to make changes to vehicles already allocated to a permit, you need to edit the permit.

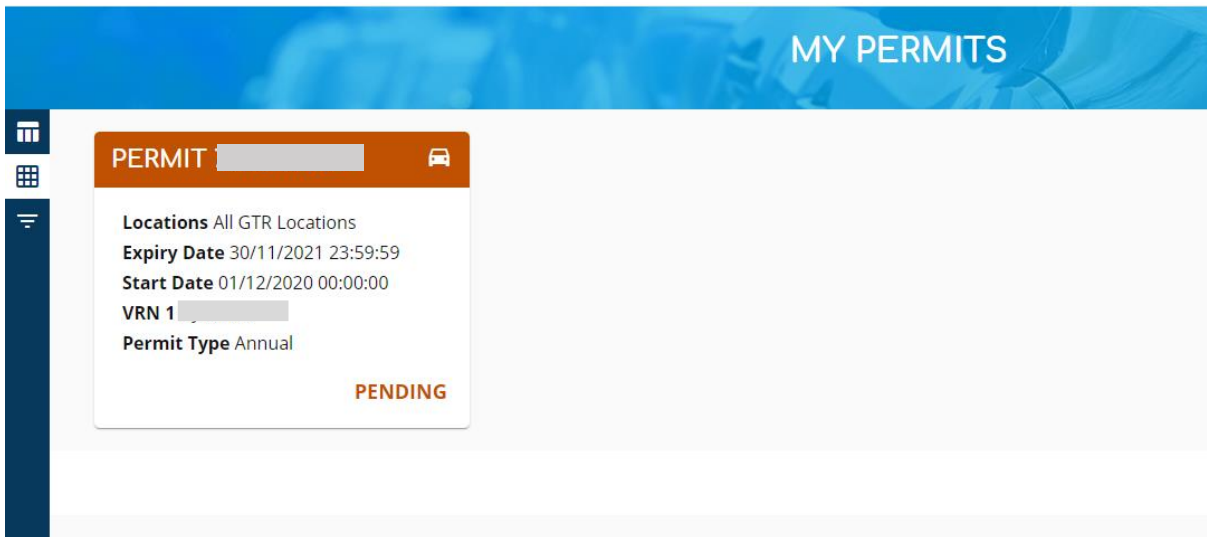
MY VEHICLES



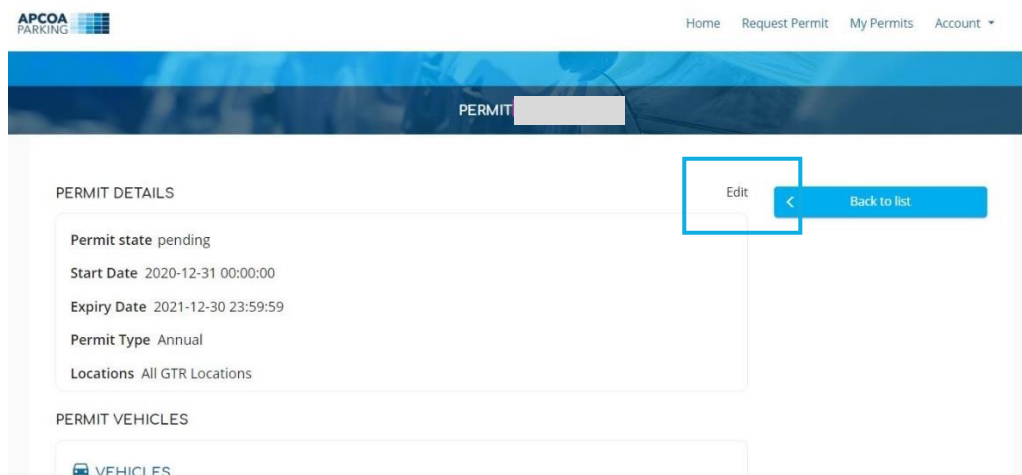
The 'My Vehicles' area is just for managing your vehicles on the system. To change which of those vehicles is actually allocated to your Permit, see 'My Permits'.



1. Use this to check the status of your permit. Click on the below Permit box to see more details.



2. You then see this screen, which you can Edit:



Scroll down the screen to 'Permit Vehicles Selection' and click on 'My Vehicle Selection' to see a list of all vehicles you've already added to the system – **click on the one you want allocated to your Permit.**

PERMIT VEHICLES

The screenshot shows a user interface for managing vehicles. At the top, there is a blue button with a car icon and the text 'VEHICLE 1'. Below this is a message: 'If you wish to update your vehicle, select one from stored or enter a new vehicle'. There are two main input areas: 'My Vehicle Selection' and 'Registration'. The 'My Vehicle Selection' field contains a greyed-out placeholder and a green checkmark. The 'Registration' field contains a greyed-out placeholder and a red 'Clear' button.

Or you can add a new vehicle here too. Select the '--' option in the 'My Vehicle Selection' box, and then in the 'Registration' box press 'Clear'. You can now enter a new vehicle registration number and click on the 'Get Details' box, which inserts more information about that new vehicle for you to check.


This screenshot shows the same interface as the previous one, but with the 'My Vehicle Selection' dropdown menu open, showing '--' as the selected option. The 'Clear' button in the 'Registration' field is highlighted with a blue border.

3. You also have the option to change your Blue Badge photos here too, just scroll on down the screen:

USER DETAILS

Blue Badge Number

Blue Badge - Front (PDF, JPG or PNG)

 Choose a file...



Blue Badge - Back (PDF, JPG or PNG)

 Choose a file...



Email

Title

Important: If you've made any changes to your vehicle choice or photos, you must save them before they can take effect. Scroll back up to the top of the screen and select 'Update Permit'.

PERMIT

PERMIT DETAILS


Permit state issued

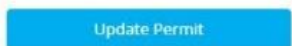
Start Date 2020-12-31 00:00:00


Expiry Date 2021-12-30 23:59:59

Permit Type Annual

View

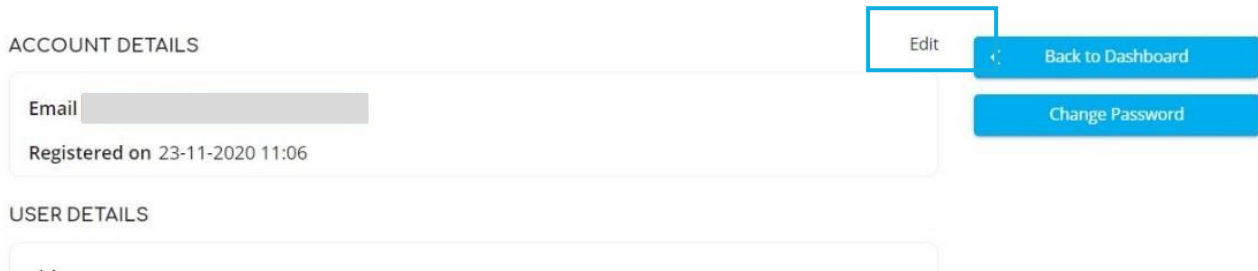
 Back to list

 Update Permit

 Cancel Permit

MY ACCOUNT

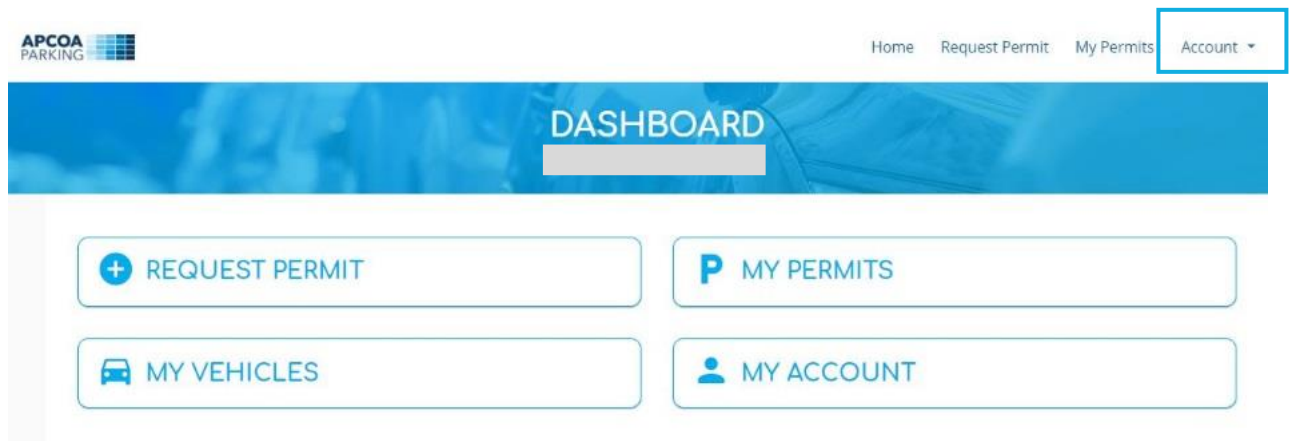
1. Use this area to update any of your account details, including name, address, email, telephone number – click on 'Edit'.



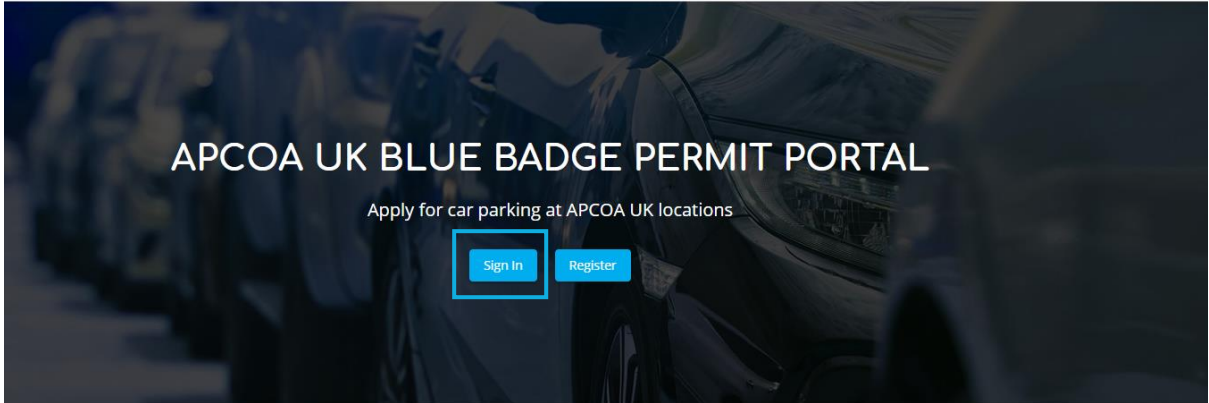
2. To change your password, click on the Change Password button.
3. You must Save any changes – scroll back up to the top of the screen and click on the 'Update Account' button on the right.

How to sign in and out of the portal

1. To sign out of your account, click on the arrow to the right of 'Account' at the top of the screen, and select 'Logout'.



2. You can 'SIGN IN' to the portal at any time using your Email address and the Password you set during the registration process.



WHAT WE DO