Frequently Asked Questions

*How do I use the electronic renewal process?*

Access to the electronic renewal process is made by logging into the staff portal and clicking on the forms tab at the top of the page.

*Who can use the electronic renewal process?*

Any member of staff with an existing permit may use the electronic renewal process.

*I wish to apply for a change of Parking Permit this year can I use the electronic renewal process?*

Yes persons wishing to apply to change their Parking Permit during the renewal period can use the electronic renewal process. There is one restriction:

**You can not change from pay and display to salary deducted/building specific.**

*I wish to apply for a change of Parking Permit from Pay and Display to Salary Deducted*

If this is your choice you will be required to complete a paper application form, which should then be returned to the Estates Helpdesk, Estates Services Building.

*I wish to apply for a change of Parking Permit from Pay and Display to a Building Specific*

If this is your choice you will be required to complete **both sides** of the paper application form, which **must** be signed by your relevant line manager. This form should then be returned to the Estates Helpdesk, Estates Services Building. Forms which are forwarded without a Line Manager’s signature will be returned.

*Can I change from a Salary Deducted to Pay and Display Parking Permit electronically?*

Yes you may change from Salary Deducted to Pay and Display electronically.

*I usually pay in advance for my Parking Permit can I use the electronic renewal process?*

Applicants who prefer to pay in advance for their Parking Permits **cannot use** the electronic renewal process; they will be required to complete the paper renewal form and forward that, along with their receipt of payment, to the Estates Helpdesk, Estates Services Building.

*I currently hold a DMU Temporary Disability Permit can I reapply electronically?*

Yes you may reapply electronically however a temporary Disability Permit will only be issued once a valid and up to date medical assessment has been made and submitted to the Estates Helpdesk by OHS&W. We would recommend you make an appointment to visit OHS&W when making your renewal to avoid delay.

*Do I need to follow up an electronic application with a paper format renewal form?*

No, any applications made in by electronic submission should **not be** followed up in paper format.

*Can I change my vehicle details at time of renewal?*

Yes, but please note that when entering your vehicle details please ensure that capital letters are used to input the registration mark and make and model.

Staff will be limited to one electronic submission so it is important that the information provided is accurate.

*How many vehicles am I permitted to enter electronically?*

There is provision for entry of three vehicles. Any further vehicle requirements should be directed to the Estates Helpdesk on receipt of the renewed Parking Permit

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*What if I think I have made an error on the form?*

If you think you may have made an error on your submission please contact the Estates Helpdesk at [estateshelpdesk@dmu.ac.uk](mailto:estateshelpdesk@dmu.ac.uk) or by telephoning x7639

*How will I receive my Parking Permit after submitting an electronic renewal?*

Your Parking Permit will be delivered in the usual manner via key personnel in your faculty/department. Permits will be delivered before 31st August 2013

*What if I change my vehicle after submitting my electronic renewal?*

If you change your vehicle after submitting the electronic renewal contact the Estates Helpdesk on

extension 7639 or by e-mail at [estateshelpdesk@dmu.ac.uk](mailto:estateshelpdesk@dmu.ac.uk) providing them with the details of your new vehicle.

PLEASE NOTE:

Please be aware that for Building Specific Parking Permit renewals the **acceptance of your submission** does not, at this stage, guarantee you a permit for the car park you have requested. All successful submissions will be evaluated in the normal manner after the submission deadline in accordance with the guidelines listed in the Parking Policy. Staff whose requests for a Building Specific Parking Permit are unsuccessful will usually receive a Parking Permit for the Main Car Park.