

Digital Parking Permit User Guide



City of
Newcastle



Step 1:

Create account

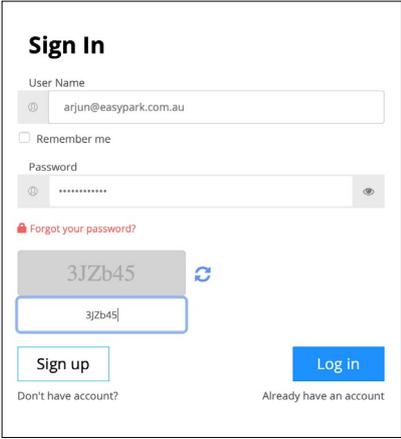
To create a user account, click on the **'Sign up'** button to open the **'Account Details'** page (might take a few seconds).

Enter your address in the address field – your address may automatically appear in the drop-down box.

Click **'Check Address'** to continue entering the remaining account information.

When you click on the **'Create Account'** button, an activation email will be sent to your registered email address from *no-reply@easyparkpermit.com.au*. Check your junk mail folder if the email doesn't appear in your inbox.

Click on the link provided in the activation email to activate the account. You will not be able to proceed with the application until the account is activated.



Sign In

User Name
arjun@easypark.com.au

Remember me

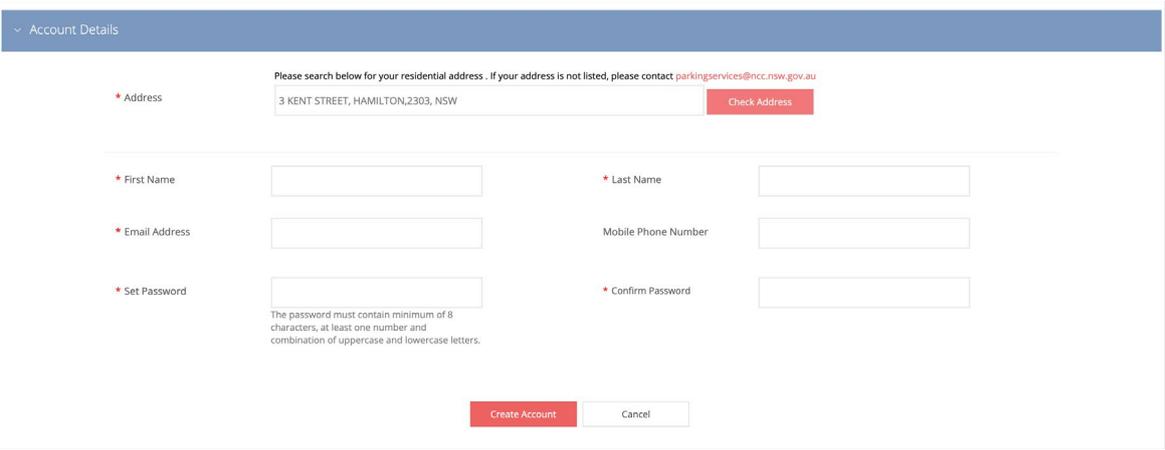
Password
.....

[Forgot your password?](#)

3JZb45 

3jZb45|

[Don't have account?](#) [Already have an account](#)



Account Details

Please search below for your residential address. If your address is not listed, please contact parkingservices@mcc.nsw.gov.au

* Address
3 KENT STREET, HAMILTON,2303, NSW

* First Name

* Last Name

* Email Address

Mobile Phone Number

* Set Password

* Confirm Password

The password must contain minimum of 8 characters, at least one number and combination of uppercase and lowercase letters.

Step 2:

Login

Once the account has been activated, login to the [Digital Parking Permit web page](https://newcastle.easyparkpermit.com.au/) at <https://newcastle.easyparkpermit.com.au/> to apply for and manage your parking permits.

HANDY TIP: Copy and paste the security code if you're having trouble typing it (might take a few seconds after you press '**Log in**').

If you can't read the security code hit the refresh arrows to the right and it will give you a new code which may be easier to read.

Sign In

User Name

Remember me

Password

[Forgot your password?](#)

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[Don't have account?](#) [Already have an account](#)

Step 3:

Apply for a permit

HANDY TIP: You will need electronic copies of supporting documentation (see below).

Once logged in, you can select the permit you would like to apply for in the 'Parking Permit' field drop-down menu.

Enter your vehicle registration plus the state of registration (NSW, Qld etc) and upload at least two required documents:

1. A copy of your current vehicle registration papers is mandatory for a resident permit
2. One other form of ID bearing your residential address (license, stat dec, utility bill etc)
3. If you are applying for the pensioner discount on a resident parking permit, please upload a copy of your concession card, as well as your registration papers

Please read the Terms & Conditions and check both the confirmation and declaration boxes.

NOTE: When applying for a resident visitor permit, vehicle registration and the state of registration are not required at time of application.

The permit is valid for 12 months from the date of approval. Out-of-state registrations are only valid for three months (exemptions may apply).

Apply for Permit

Parking Permit: Resident Parking Permit

A resident parking permit enables a permit holder to park within their designated precinct where signs state "Permit Holders Excepted" or "Authorised Resident Vehicles Excepted" displaying the corresponding Precinct No. Resident parking permits cost \$80.00 and are valid for 12 months from the date of approval. Pensioner cost \$70.00. Subject to conditions. In most cases approval can take up to 5 business days.

* Vehicle Registration Number: [input field]

* Vehicle Registration State: Select the state where the car is registered

I am a Pensioner (Please click on the checkbox and Upload supporting Documents)

* Permit Address: 5 KENT STREET, HAMILTON, 2303, NSW

Precinct: Precinct 5

Please confirm that you agree to the [Terms & Conditions](#) before applying for the permit & I have read and accept the Terms & Conditions

I declare that the information I have provided on this application is true and correct.

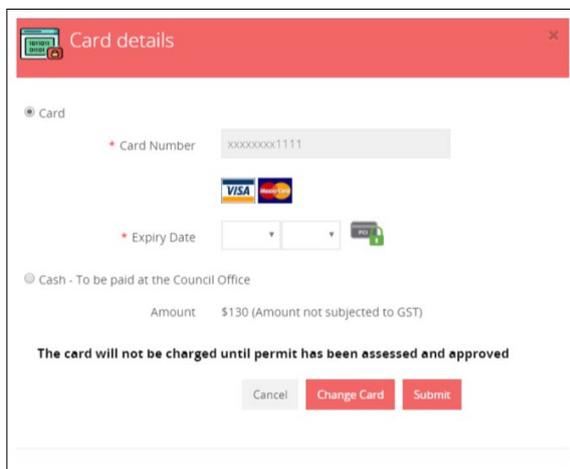
Upload Documents Apply for Permit

Step 4:

Payment options

Once your application has been submitted, you will be asked to select your preferred payment method.

NOTE: You will not be charged until your permit has been approved.



The screenshot shows a 'Card details' form with a red header. It has two radio button options: 'Card' (selected) and 'Cash - To be paid at the Council Office'. Under 'Card', there is a 'Card Number' field with the value 'xxxxxxxx1111', a dropdown for card type showing 'VISA' and 'MasterCard', and an 'Expiry Date' field. Under 'Cash', the 'Amount' is '\$130 (Amount not subjected to GST)'. A bold warning message reads: 'The card will not be charged until permit has been assessed and approved'. At the bottom are three buttons: 'Cancel', 'Change Card', and 'Submit'.

For credit card payments, once your application has been approved, your card will be charged automatically.

For cash payments, you will receive permit approval confirmation via email and an invitation to pay at the City's Customer Contact Centre at 12 Stewart Avenue, Newcastle West.

Step 5:

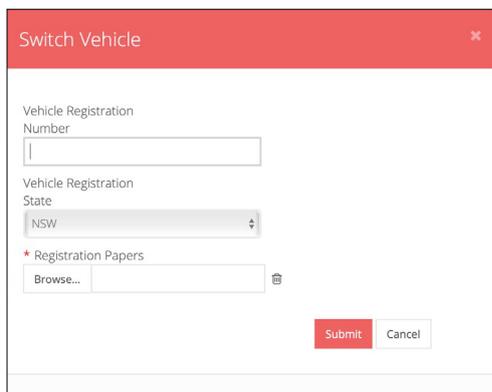
Switching vehicle registration

Resident parking permit

To update vehicle registration on a resident parking permit, click on the  icon beneath the 'switch vehicle' column in the table at the bottom of the page.

Registration papers will need to be uploaded.

The existing registration will remain active until the change of registration has been approved by City of Newcastle.

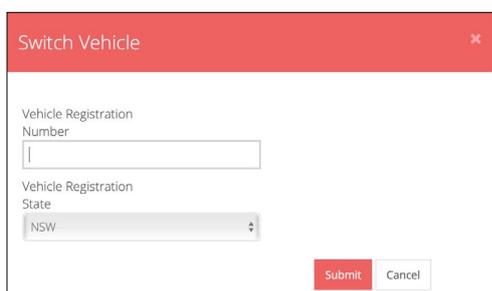


The screenshot shows a web form titled "Switch Vehicle" with a red header bar. The form contains the following fields:

- Vehicle Registration Number:** A text input field.
- Vehicle Registration State:** A dropdown menu currently showing "NSW".
- Registration Papers:** A section with a red asterisk and a "Browse..." button next to a file input field, with a trash icon to the right.
- Buttons:** "Submit" (red) and "Cancel" (white) buttons at the bottom right.

Resident visitor parking permit

To update vehicle registration on a resident visitor parking permit, click on the  icon beneath the 'switch vehicle' column in the table at the bottom of the page. Registration details will be updated immediately.



The screenshot shows a web form titled "Switch Vehicle" with a red header bar. The form contains the following fields:

- Vehicle Registration Number:** A text input field.
- Vehicle Registration State:** A dropdown menu currently showing "NSW".
- Buttons:** "Submit" (red) and "Cancel" (white) buttons at the bottom right.

Step 6:

Logging off and changing password

Log off by clicking the '**Log Off**' button on the navigation menu, in the top right corner.

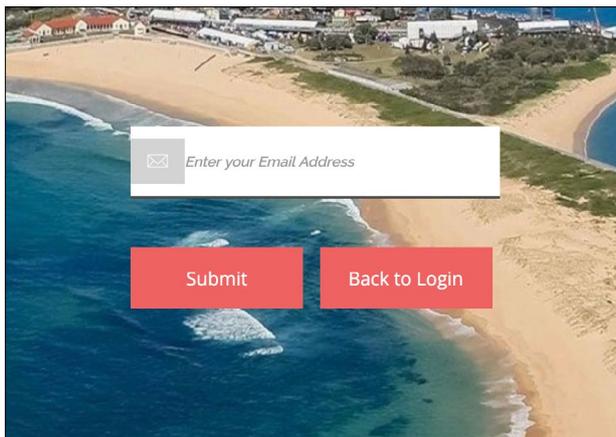
You can change your password by clicking on the '**Change Password**' button in the navigation menu.



Step 7:

Resetting password

To reset your password, click on the **'Forgot your password'** link on the Login page. Enter your registered email address (user ID) and a password-reset link will be sent to you.

A screenshot of a web form for password reset. The form is overlaid on a background image of a beach with buildings in the distance. The form consists of a white input field with a grey envelope icon and the placeholder text "Enter your Email Address". Below the input field are two red buttons: "Submit" and "Back to Login".

✉ Enter your Email Address

Submit Back to Login

newcastle.nsw.gov.au