

# TAXI/PRIVATE HIRE ONLINE APPLICATION GUIDE STEPS 1 TO 18

## FOR TROUBLESHOOTING HELP - SEE END OF THIS GUIDE

Northampton Borough Council  
Licensing Team

Home Register **Log in**

You are here > WCA Home > Login >

Login

Login below

Email:

Password:

Login

Forgotten Password?

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**Step 1**  
Once your account has been activated you can  
Select Log In and enter your email and password

**IF THIS IS YOUR FIRST TIME USING THE ONLINE LICENSING PORTAL AND YOU HAVE NOT CREATED A LICENSING ACCOUNT. PLEASE CONTACT THE LICENSING TEAM TO CONTACT AN ACTIVATION KEY & GUIDANCE ON HOW TO CREATE YOUR ONLINE ACCOUNT.**

Done Local intranet | Protected Mode: Off 100% 12:35 02/02/2015

TRAINING DRIVER LOGIN.doc [Compatibility Mode] - Microsoft Word

File Home Insert Page Layout References Mailings Review View Picture Tools Format

Calibri 11 A A Aa

Clipboard

Login Successful - Windows Internet Explorer

http://wsdmzlapacpa/PAforLalpacdIVE/1/Login/LoginSuccessful

Google

Home Suggested Sites Web Slice Gallery - Licensing Team Best of the Web Channel Guide Free Hotmail Internet Explorer News Internet Start

Login Successful

Home [Redacted] Log off

Licensing Team

You are here » WCA Home » Login » Login Successful »

Login Successful

⚠

Welcome Mr [Redacted]

Your last login was on Tuesday 27 January 2015 05:36 PM

Please confirm this was the date and time of your last login.

If you do not agree with this, exit the system immediately and contact 's licensing office on 0300 330 7000.

Once your session is inactive for longer than 60 minutes, you will be automatically logged out.

Continue

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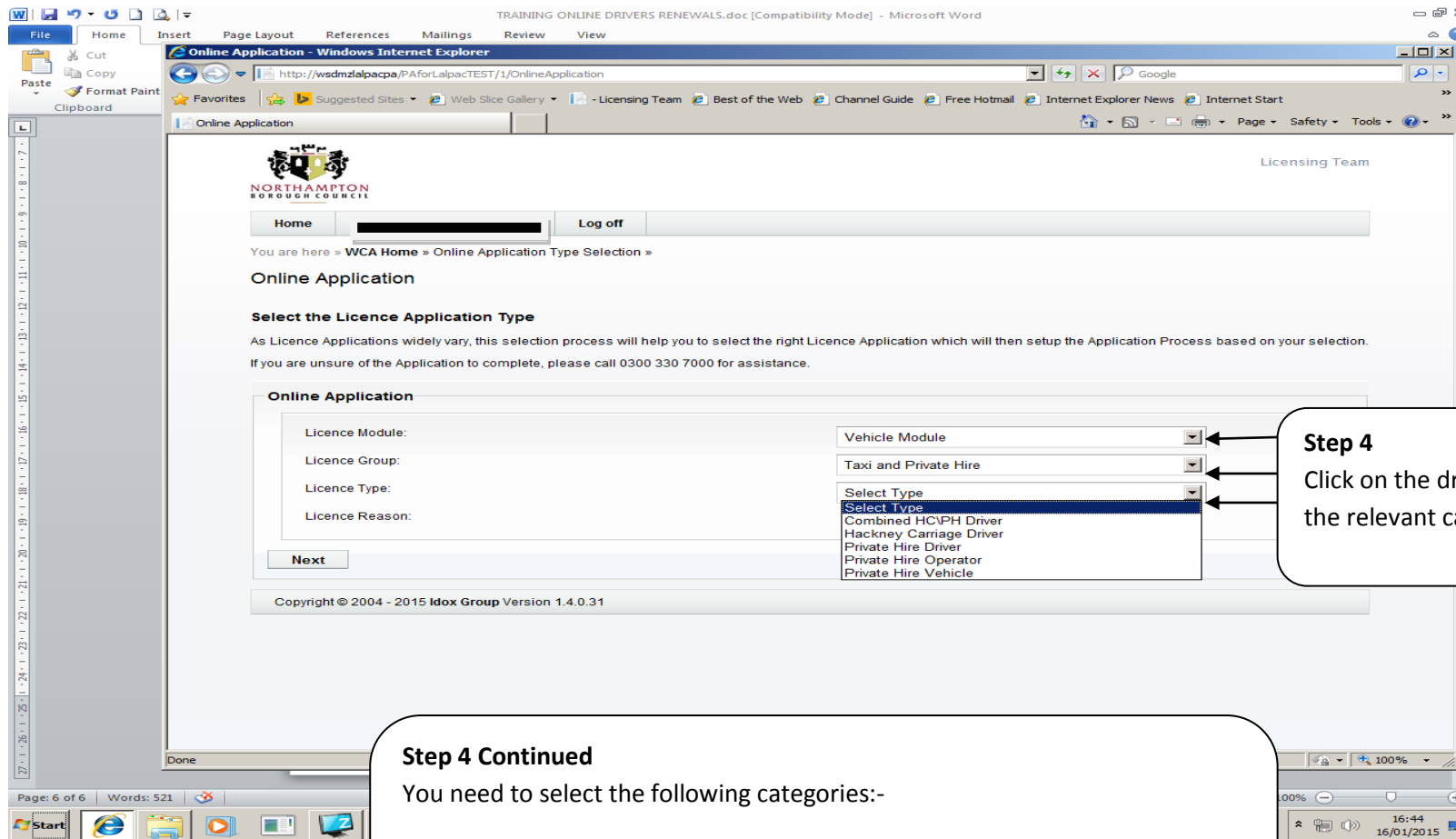
Page: 7 of 7 Words: 68

Local intranet | Protected Mode: Off

09:33 28/01/2015

The screenshot shows a Microsoft Word document titled "TRAINING DRIVER LOGIN.doc [Compatibility Mode]". The main content is a screenshot of a web browser window displaying a licensing portal. The browser's address bar shows the URL: <http://wsdmzslpacpa/PAforLalpacd.IVE/1/WcaHome>. The page is titled "Licensing Team" and features a navigation menu on the left with categories like "Public Registers", "Gambling Act", "Licensing Act", "Licence Validation", "Client Account", "Applications Online", and "Application Status". The "Applications Online" section contains a link for "New online application", which is highlighted by a callout box. The main content area is titled "My Portfolio" and includes sections for "My Saved Applications", "My Submitted Applications", and "My Current Licences/Notices/Permits and Registrations". Each section contains a table with application details, though the data is redacted with black bars. The browser's status bar at the bottom indicates "Local intranet | Protected Mode: Off" and shows the time as 09:34 on 28/01/2015.

**Step 3**  
 Click here to start your  
 online Renewal or New  
 Application



**Step 4**  
Click on the drop down menus and select the relevant category

**Step 4 Continued**  
You need to select the following categories:-

- Licence Module:** = Vehicle Module
- Licence Group:** = Taxi and Private Hire
- Licence Type:** = Choose Hackney/Combined or Private Hire Driver
- Licence Reason:** = Renewal or New

Vehicle Module -  
File Module Wizards Reports Letters Diaries Options Administration Help

VEHICLE Process W

http://wsdmzlapacpa/PAforLalpacTEST/1/OnlineApplication/SelectExisting?PRT\_ID=3665&LicenceType=38&LicenceReason=3665 - Windows Internet Explorer

http://wsdmzlapacpa/PAforLalpacTEST/1/OnlineAppli...

Licensing Team

Home [redacted] Log off

You are here » WCA Home » Online Application

Application Pending

Select ←

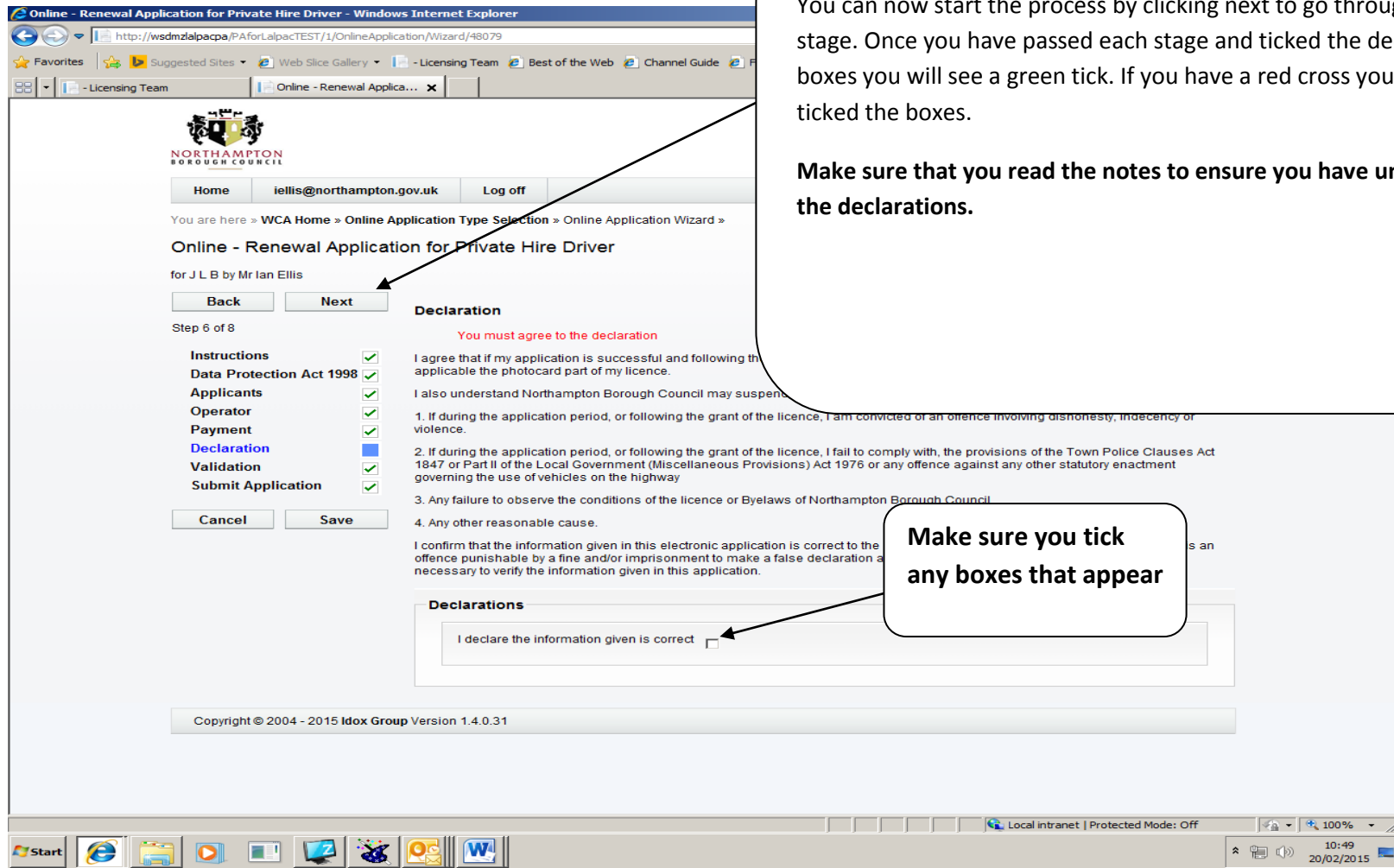
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Done

This document was sent to the printer...  
Local intranet | Protected Mode: Off...  
Printer: Follow Youstuldhall Floor 1 on Psicon1  
Time: 17:01:57 16/01/2015

LOUISEF SysAdmin CAPS NUM MSSQL V4.14.0.12 Fri 16 Jan 2015 17:02:05

17:02  
16/01/2015



**Step 6**

You can now start the process by clicking next to go through each stage. Once you have passed each stage and ticked the declaration boxes you will see a green tick. If you have a red cross you have not ticked the boxes.

**Make sure that you read the notes to ensure you have understood the declarations.**

**Make sure you tick any boxes that appear**

Step 4 of 7

- Instructions
- Data Protection Act 1998
- Applicants
- Vehicle**
- Declaration
- Validation
- Submit Application

### Vehicle

You must provide a vehicle.

Click to search/add a vehicle (buttons disabled once vehicle added)

Please enter the vehicle Registration Number and VIN (vehicle identification number) to search for a vehicle on our system.

If an exact match is found then you will be able to select that vehicle. If only a partial match is found you will be asked to contact the Licenses Department to resolve the discrepancy.

If no match is found, you will be able to input the details of the new vehicle.

#### Search for vehicle

Vehicle Reg No:

VIN Number:

#### Step 7

If you have selected to licence a New Vehicle (i.e. a vehicle that is being licensed for the first time), you will be given the option to **Add A Vehicle**

**IMPORTANT** – YOU SHOULD NOT HAVE THIS OPTION IF YOU WISH TO RENEW A VEHICLE & NEED TO CANCEL AND START AGAIN AT **STEP 3**

**VIN NUMBER IS SHOWN ON THE MOT CERTIFICATE**

## Online - Renewal Application for Private Hire Vehicle

for PENDING by Mr Peter Faulkner

[Back](#) [Next](#)

Step 6 of 6

- Instructions
- Data Protection Act 1998
- Applicants
- Declaration
- Validation
- [Submit Application](#)

### Pay and Submit Application

Please pay [Redacted] electronically and submit your application (upon successful payment) by clicking the button below. Details of your application and payment will be sent to your registered email address.

[Pay and Submit Application](#)

### Submit Application without Payment

If you wish to submit your application and make payment of £93.00 for the application offline then please click the button below and details of how to make payment will be shown after the application is submitted.

[Cancel](#) [Save](#)

[Submit Application without Payment](#)

**Step 8**  
If you have gone through each stage correctly you will be able to click on **Pay & Submit** the application.  
  
Your application will be rejected if you click on **Submit Application without Payment.**  
  
You can save and return to the application at any time.

**END OF PROCESS**

Once you have submitted your application it will give you the option to a print a form. **NOTE WE DO NOT NEED THIS FORM AND IT IS FOR YOUR REFENCE ONLY**  
You should receive an automatic email confirming your application submission and payment. We will not email you unless there is a problem with your application. You will know when your licence has been granted by logging back into your online account and checking the details as shown on the next page.....



## My Portfolio



### My Saved Applications

These are the applications that you have started but not submitted to the licensing office.

App Number	Type	Reason	Continue	Cancel
048850	Pet Shop Licence	Online - Renewal Application	<a href="#">Continue</a>	<a href="#">Cancel</a>
048868	Private Hire Vehicle Licence	Online - Renewal Application	<a href="#">Continue</a>	<a href="#">Cancel</a>

Page 1 of 1 (2 items)

These are applications that you have started but not submitted.

You can carry on with the application by clicking here



### My Submitted Applications

These are the applications that have been submitted to the licensing office.

App Number	Type	Reason	Licence Number	Target	View	Print
048841	Hackney Carriage Licence	Online - Renewal Application	HC006	07/08/2017	<a href="#">View</a>	<a href="#">Print</a>
048867	Private Hire Vehicle Licence	Online - Renewal Application	PHV003	30/08/2017	<a href="#">View</a>	<a href="#">Print</a>

Page 1 of 1 (2 items)

These are applications that you submitted and which are pending action by the licensing team. These applications will be rejected if you have not paid or if you fail to provide the INSURANCE

CERTIFICATE/MOT/GARAGE INSPECTION FORM



### My Current Licences/Notices/Permits and Registrations

Licence Number	Licence Type	From	To	View
PHV001	Private Hire Vehicle Licence	17/07/2017	16/01/2018	<a href="#">View</a>
PHV002	Private Hire Vehicle Licence	17/07/2017	16/01/2018	<a href="#">View</a>
PHV003	Private Hire Vehicle Licence	17/07/2017	16/01/2018	<a href="#">View</a>
PHV004	Private Hire Vehicle Licence	17/07/2017	16/01/2018	<a href="#">View</a>

Page 1 of 1 (4 items)

These are licences that have been granted. If your renewal application has been successful you will see that your updated expiry dates. If your expiry date has changed, your renewed plate and licence will be available for collection the next working day from the One Stop Shop. You MUST bring your old plate.

<b>PROBLEM</b>	<b>SOLUTION</b>
You have created your account and logged in but cannot see My Portfolio and Licence Details	You have created the account as a New Client and not as an Existing Licence Holder using your activation key. You need to contact the office.
You have an error message "Activation Key" expired	Contact the office to obtain a new activation Key.
You cannot see a tab to Submit the Application Form	Ensure that all the boxes shown on page 14 are showing green. It will not give you the option to submit the application if you have ticked all the declaration boxes.
Password Locked	Contact the office to request password is unlocked
Forgotten Password	Click on the forgotten password link and a new password will be emailed to you.
I am getting a message "Server Error"	Contact the office to check the email address that is registered for you
I am getting a message "Duplicate Email"	Contact the office to check if you have registered a duplicate email in another client record.
I have not had an email informing me that my plate is ready for collection.	The office will only email you if there is a problem with your application, i.e. we have not received all of your documents. If everything is in order you can check that your application has been granted and your licence renewed as detailed on page 9 of this guide.