

ACTIVE ONLINE LICENSING ACCOUNTS

TAXI/PRIVATE HIRE ONLINE APPLICATION GUIDE STEPS 1 TO 8 - TROUBLESHOOTING HELP GUIDE - SEE END OF THIS DOCUMENT



West Northamptonshire Council

Home

Register

Log in

You are here » 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 EMAIL
licensing.nbc@westnorthants.gov.uk FOR AN ACTIVATION KEY & REFER TO
THE [STEP BY STEP GUIDE ONLINE ACCOUNT NEW DRIVER](#)**

Home

My Profile

Log off

You are here » Home » Login » Login Successful

Login Successful



Step 2

You are now logged in and can click on Continue

Welcome

Your last login was on Saturday 03 April 2021 10:39 AM

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 West Northamptonshire Council's licensing office on .

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

Continue

The screenshot shows a web browser window displaying a licensing portal. The browser's address bar shows the URL: `http://wsdmzlapcpa/PAforLalpacLIVE/1/WcaHome`. The page is titled "Licensing Team" and contains several sections:

- Public Registers:** Lists various vehicle and business categories such as Hackney Carriage, Gambling Act, Licensing Act, and Licence Validation.
- My Portfolio:** Contains three sub-sections:
 - My Saved Applications:** A table with columns for App Number, Type, Reason, Continue, and Cancel. It shows one item.
 - My Submitted Applications:** A section stating "There is no data available."
 - My Current Licences/Notices/Permits and Registrations:** A table with columns for Licence Number, Licence Type, From, To, and View. It shows one item.
- Client Account:** Includes links for "Update user details" and "Change Password".
- Applications Online:** Features a link for "New online application" which is highlighted by a callout box.
- Application Status:** Includes a form for "Application no.:" with a "Go" button.

At the bottom of the page, there is a copyright notice: "Copyright © 2004 - 2015 Idox Group Version 1.4.0.31". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date and time: "09:34 28/01/2015".

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

Online Application

Select the Licence Application Type

As Licence Applications widely vary, this selection process will help you to select the right Licence Application which will then setup the Application Process based on your selection.

If you are unsure of the Application to complete, please call for assistance.

Online Application

Licence Module:

Vehicle Module

Licence Group:

Taxi and Private Hire

Licence Type:

Select Type

Licence Reason:

Combined HC\PH Driver

Hackney Carriage

Hackney Carriage Driver

Private Hire Driver

Private Hire Operator

Private Hire Vehicle

Next

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

Home

My Profile

Log off

You are here » Home » Online Application Type Selection » Online Application

	Licence Number	Commences
Select	██████████	08/03/2019

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Step 5

IMPORTANT - If you are applying to **RENEW** an existing licence you will see your licence number and you can click on select to start the renewal process.

If your licence number does not appear please go back to **Step 4** and check you have made the correct selection/s.

If you are applying to licence a vehicle for the **FIRST TIME**, you will be given the option to complete your vehicle registration details as shown in **Step 7**

Back

Next

Declaration

Step 4 of 6

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

Cancel

Save

I agree that I am submitting a self declaration confirm

1. I am medically fit to drive
 2. I have not received any cautions or convictions, an
 3. I have the right to work in the United Kingdom.
 4. My residential address and Operator details have n
- If any of the above statements are not true, please sa

I also understand West Northamptonshire Council may

1. If during the application period, or following the grant of the licence, I am convicted of an offence involving dishonesty, indecency or violence.
2. If during the application period, or following the grant of the licence, I am convicted of an offence under, or fail to comply with, the provisions of the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisions) Act 1976 or any offence against any other statutory enactment governing the use of vehicles on the highway.
3. Any failure to observe the conditions of the licence, byelaws of the sovereign polices, or West Northamptonshire Council.
4. Any other reasonable cause.

I confirm that the information given in this electronic application is correct to the best of my knowledge and belief. I am aware that it is an offence punishable by a fine and/or imprisonment to make a false declaration and hereby authorise you to take such steps as are necessary to verify the information given in this application.

Declarations

I declare the information given is correct

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

Back Next

Step 4 of 7

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

Cancel Save

Vehicle

You must provide a vehicle.

Add A Vehicle

Click to search/add a vehicle (buttons disabled)

Please enter the vehicle Registration Number

If an exact match is found then you will be able to contact the DVLA 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:

Search

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

Back Next

Step 6 of 6

Instructions

Data Protection Act 1998

Applicants

Declaration

Validation

Submit Application

Cancel Save

Pay and Submit Application

Please pay £140.00 electronically and submit 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 £140.00 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.

Submit Application without Payment

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and Conditions

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.**

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	Continue	Cancel
048868	Private Hire Vehicle Licence	Online - Renewal Application	Continue	Cancel

Page 1 of 1 (2 items)

These are applications that you have started but not submitted.

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	View	Print
048867	Private Hire Vehicle Licence	Online - Renewal Application	PHV003	30/08/2017	View	Print

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

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	View
PHV002	Private Hire Vehicle Licence	17/07/2017	16/01/2018	View
PHV003	Private Hire Vehicle Licence	17/07/2017	16/01/2018	View
PHV004	Private Hire Vehicle Licence	17/07/2017	16/01/2018	View

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 expiry date has been updated.

If your expiry date has changed, your renewed plate and licence will be posted to you and MUST bring your old plate into the Guildhall

PROBLEM	SOLUTION
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.