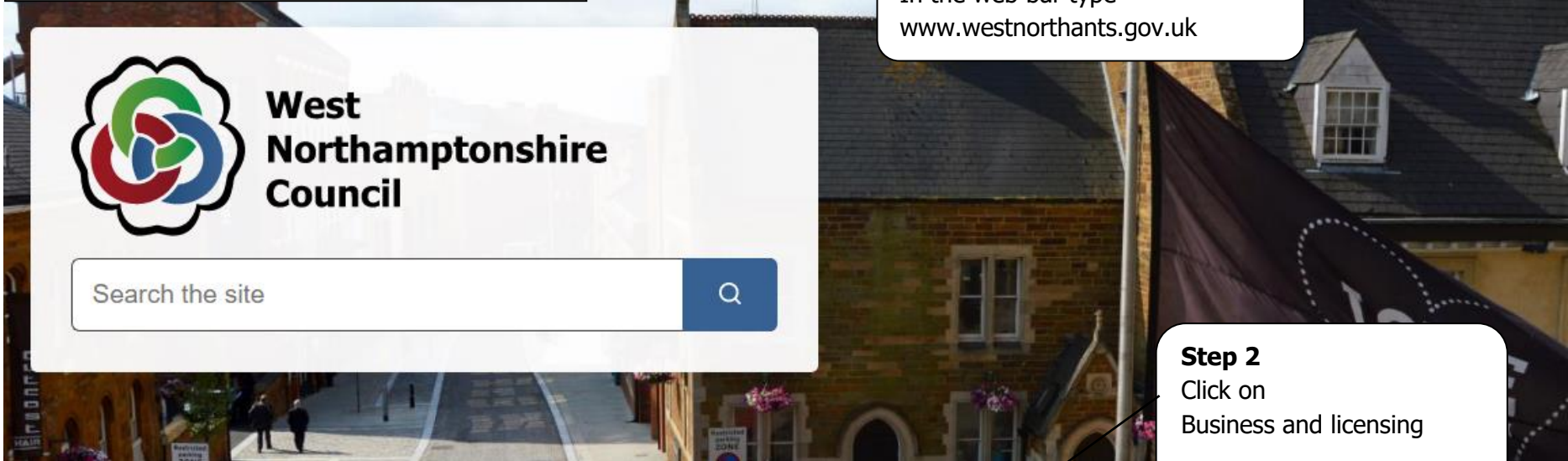


REGISTERING YOUR ACCOUNT USING THE ACTIVATION KEY & ONLINE APPLICATION STEPS 1 TO 18 FOR TROUBLESHOOTING HELP - SEE END OF THIS GUIDE

https://www.westnorthants.gov.uk

Step 1
In the web bar type
www.westnorthants.gov.uk



Step 2
Click on
Business and licensing

Weddings, civil partnerships
and ceremonies



Councillors and democracy

- Elections 2021
- Find your Councillor
- Current consultations



Environmental health

- Dogs
- Noise and nuisance
- Report a litter or street cleaning issue



Business and licensing

- Pay business rates
- Licences and permits
- Supporting your business

Business rates

National non-domestic rates information for businesses

Business grants (COVID-19)

How businesses in West Northamptonshire can apply for grants for COVID-19 relief

Licences and permits

Support advice and guidance on licences and permits your business may need

Step 3
Click on
Licences and permits

Licences and permits

Find out what licences and permits your business needs to operate safely and legally and how to apply for them.

Select your local area for more information:

- [↗ Daventry](#)
- [↗ Northampton Borough](#)
- [↗ South Northamptonshire](#)

> [Enter your postcode to find your area](#)

If your area isn't listed, you may be a resident of [North Northamptonshire](#).

Step 4
Click on
Northampton Borough

Licensing & business regulation

View the licensing register



Apply for alcohol and entertainment licences



Apply for a taxi or private hire licence



COVID-19 Premises Closures



Apply for an animal licence



Apply for miscellaneous and business licences



Step 5
Click on
Apply for a taxi or private hire licence

Taxi and private hire licences

Service List

[A-Z](#)

Related information

[Downloads](#)

[News](#)

[Services](#)

In this section

1. Information for taxi & private hire current licensees and new applicants
2. [Regulations and policy](#)
3. [Passenger information and complaints](#)

Step 6

Click on licensing portal

Information for taxi & private hire current licensees and new applicants

Apply to renew your taxi or private hire licence

You can now apply online for any future renewals at the [licensing portal](#). You will be able to pay for your [licence fee](#) during the online application process. You should have already received an activation key and created your online licensing account.

- You must read all the vehicle/driver licence [terms and conditions](#) before making your licence application.
- See the [step by step guide](#) if you need help with making your online renewal application.
- See the vehicle renewal [process guide](#) if you need help with submitting your supporting documents.

If this is your first online renewal please use the contact us form to request an activation key and more



Step 7
Click on
Register

- Home
- Register
- Log in

You are here » Home

West Northamptonshire Council - Licensing Team

Public Registers

- Hackney Carriage
- Hackney Carriage Driver
- Private Hire Operator
- Private Hire Vehicle
- Private Hire Driver
- Combined HC/PH Driver
- Sex Shop
- Sexual Entertainment Venue
- Animal Welfare Licence
- Street Trading Consent



Welcome to Northampton Borough Council interactive web-pages dedicated to providing up to date information and services in relation to the Council's Licensing function.

Information on the types of Licences issued by the Licensing Section can be found by visiting the [Licensing Section Website](#)

Up to date Licensing information can be accessed at any time and place. This allows users to access information at a time that is convenient to them, which may be late at night or over weekends and not necessarily during normal office hours.

Access to the public registers can be achieved by clicking on the link shown on the left hand side of the screen and does not require you to login.

Gambling Act

- Gambling Act Register
- Small Societies Lotteries

If you have any queries regarding the use of the Council's Online Licensing service or require further assistance then you should contact the Licensing Section.

[Email the licensing section](#)

Licensing Act

- Personal Register
- Premises Register

Application Status

Application no.:

Go

e.g. 22644

Home

Register

Log in

You are here » Home » Terms and Conditions

New Online Client Account - Terms and Conditions

Terms and Conditions

We want to let you know how Public Access for Lalpac works and why we need your personal details (name, address, gender and email address). We have recently updated our terms and conditions which you should read in full before proceeding.

Your data

The data you have provided (name, address, gender and email address as well as additional optional data), as part of the registration, is necessary for us to provide you with Public Access for Lalpac services and will only be used for the purposes of:

- Sending you a registration confirmation email
- Sending you an email with details on how to change your password if you forget it
- Identifying which licence and application records belong to you
- Creating a client record in the Lalpac database
- Sending you confirmation emails in receipt of any applications that you submit
- Sending you confirmation emails in receipt of any representation you submit against an application

- I agree to the terms and conditions.
- I consent to my data being used for the above purposes.

Continue

Step 8

Tick to confirm read and understood the terms and conditions and how your data will be used.
Click on Continue

[Home](#) [Register](#) [Log in](#)

You are here » [Home](#) » [Terms and Conditions](#) » [Select Account Type](#)

Account Type

Select the type of account you require:

If you do not have any existing Licences or an account with this Licensing Authority, please select 'NEW CLIENT/LICENCE HOLDER' below.

If you do currently have/had existing Licences or an Activation Key from this Licensing Authority, please select 'EXISTING CLIENT/LICENCE HOLDER' below. An activation key can be obtained by contacting the Licensing Authority prior to registering.

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Step 9

New Driver only

Click on New Client Licence Holder and register your details and go to Step 11

An existing, or previous licence holder;

Click on

Existing Client/Licence Holder (I have an activation Key)

Key can be obtained by emailing licensing.nbc@westnorthants.gov.uk

[Home](#) [Register](#) [Log in](#)

You are here » [Home](#) » [Terms and Conditions](#) » [Select Account Type](#) » [Activate Existing Account](#)

Enter Activation Key

Your Activation Key

Please enter your 24 digit activation key that was supplied to you by the licensing office.

Activation Key

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Step 10

Add your Activation Key Number that you should have received from the licensing team. Click Proceed

Home

Register

Log in

You are here » Home » Terms and Conditions » Select Account Type » Activate Existing Account » Activate Existing Account - Detail

Activate Existing Client Account

Create Account

Enter details below to register

1. Security

Password:*

Confirm Password:*

Passwords must be at least eight characters long and contain at least one number, upper case letter and lower case letter.

2. Submit

Create Account

Step 11

Create your password and Click on Create Account.

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[Terms and Conditions](#)

Step 12

You should receive an email alert asking you to click on the link to activate your account. Once this has been done, you should be able to Log in to your account.

Note: there may be a delay in waiting for your account to be approved; this should be done by the next working day.

ERROR MESSAGE IF THIS SCREENS RETURNS WITH A SERVER ERROR MESSAGE –Please email licensing@northampton.gov.uk with your Private Hire/Combined/Hackney Badge Number and a member of the team will ensure that your email address has been registered to activate your

[Home](#) [Register](#) [Log in](#)

You are here » [Home](#) » [Login](#)

Login

Login below

Email:

Password:

[Forgotten Password?](#)

Step 13

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

Home

My Profile

Log off

You are here » Home » Login » Login Successful

Login Successful



Welcome [redacted]

Your last login was on [redacted]

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 V

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

Continue

Step 14

You are now logged in and can click on Continue

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

File Home Insert Page Layout References Mailings Review View

Calibri 11 A A Aa

Windows Internet Explorer

http://wsdmzlapcpa/PAforLalpacLIVE/1/WcaHome

Public Registers

- Hackney Carriage
- Hackney Carriage Driver
- Private Hire Operator
- Private Hire Vehicle
- Private Hire Driver
- Combined HCIPH Driver
- Sex Entertainment Venue
- Street Trading Consent

Gambling Act

- Gambling Act Register
- Small Societies Lotteries

Licensing Act

- Personal Register
- Premises Register

Licence Validation

Licence no.:

Go

e.g. STC0001

Client Account

- Update user details
- Change Password

Applications Online

- [New online application](#)

Application Status

Application no.:

Go

e.g. 22644

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
[REDACTED]				

Page 1 of 1 (1 item)

My Submitted Applications

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

There is no data available.

My Current Licences/Notices/Permits and Registrations

Licence Number	Licence Type	From	To	View
[REDACTED]				

Page 1 of 1 (1 item)

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Page: 9 of 9 Words: 66

Local intranet | Protected Mode: Off

09:34 28/01/2015

Step 15
 Click here to start
 your online Renewal
 or New Application

Home

My Profile

Log off

You are here » Home » Online Application Type Selection

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 0300 330 7000 for assistance.

Online Application

Licence Module:

Vehicle Module

Licence Group:

Taxi and Private Hire

Licence Type:

Select Type

Licence Reason:

Select Type

Combined HC/PH Driver

Hackney Carriage

Hackney Carriage Driver

Private Hire Driver

Private Hire Operator

Private Hire Vehicle

Next

Terms and Conditions

Step 16

Click on the drop-down menus and select the relevant category and click **Next**

Step 16 Continued

You need to select the following categories: -

Licence Module: = Vehicle Module

Licence Group: = Taxi and Private Hire

Licence Type: = Private Hire Driver

Licence Reason: = New

Home My Profile Log off

You are here » Home » Online Application Type Selection » Online Application Select Existing Licence

	Licence Number	Commences	Expires	Status	Operator	Applicant
Select	PHD0 <input type="text"/>	08/03/2018	07/03/2021	Renewal	<input type="text"/>	<input type="text"/>

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[Terms and Conditions](#)

Step 17

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 16** 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.

Back Next

Step 4 of 6

Instructions
Data Protection Act 1998
Applicants
Declaration
Validation
Submit Application

Cancel Save

Declaration

I agree that I am submitting a self declaration confirming that since my last renewal appli

1. I am medically fit to drive
2. I have not received any cautions or convictions, any driving endorsements or a driving
3. I have the right to work in the United Kingdom.
4. My residential address and Operator details have not changed.

If any of the above statements are not true, please save your application and contact the

I also understand Northampton Borough Council may suspend, revoke or refuse to renew

1. If during the application period, or following the grant of the licence, I am convicted of a
2. If during the application period, or following the grant of the licence, I am convicted of an
- the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisi
- statutory enactment governing the use of vehicles on the highway.
3. Any failure to observe the conditions of the licence or Byelaws of Northampton Borough 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

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Step 18

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 6 of 6

Instructions
Data Protection Act 1998
Applicants
Declaration
Validation
Submit Application

Pay and Submit Application

Please pay £ electronically and submit your application and payment will be sent to your registered email address.

←

Submit Application without Payment

If you wish to submit your application and make payment of £ to make payment will be shown after the application is submitted.

Step 19

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.

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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

These are licences that have been granted.

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)

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.