

# Southwark Council's Parking Permit solution

How to login to the new permit solution for the first time if you already have a permit account.

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# Step-by-step guide on how to login for the first time if you already have an account

## Step 1: Access the new permit solution

Access to the new permit system can be found [here](#).

## Step 2: Select 'Forgot your Password?'

You will be taken to the login page, which can be seen below. When you first login please **do not** enter your previous login details. If you do the permit system will not accept them.

Please select 'Forgot your Password' (Highlighted in red below).

### Southwark Council Parking Permits

Log in to your account

Username (this may be your email address) \*

Password \*

Show Password

[Forgot your password?](#)

**Do not have an account?**

## Step 3: Enter your email address

You will be taken to the following webpage.

### Forgot Password

If you have forgotten your password please enter the email address registered to your account below and we will send you an email containing a link to reset your password.

Email address \*

  

Confirm email address \*

  

[Save and continue](#) [Log in to your account](#)

Please ensure that you enter the email address you have associated with your previous Southwark permit account in both boxes available.

Once entered, please click on the green box named 'Save and continue'.

## Step 4: An email will be sent to you

You will be informed that an email has been sent to you.

### Success

You will receive an email shortly if your account exists in our system.

Please check your email and select the link within the email sent to you.

## Step 5: Reset Password

You will be taken to a 'password reset page'. Please enter your new password twice. You must ensure that the passwords are the same and select the green button 'Create new password'.

### Reset password

Your new password must be at least 8 characters long and include: 1 upper case character, 1 lower case character, 1 number.

Email address \*

New password \*

**The New password field is required**

Show New password

Confirm new password \*

Show Confirm new password

[Create new password](#) [Log in to your account](#)

The screen will update and inform you to log in using your updated password. Click on the green button to log in to your account..

## Password changed

Your password has been updated.

[Log in to your account](#)

## Step 6: Log in

You are taken to the login-screen where you can login to access your permit account.

### Southwark Council Parking Permits

Log in to your account

Username (this may be your email address) \*

Do not have an account?  
[Register for an account](#)

Password \*

Show Password

[Forgot your password?](#)

[Log in](#)

## Need help?

The new permit web pages are designed to be simple to use.

We want to do everything we can to ensure the transition is as easy as possible for all residents.

For general information about parking permits, see our [parking](#) and [permits pages](#).

You can also email:

- the on-street parking team at [parking@southwark.gov.uk](mailto:parking@southwark.gov.uk)
- the estates parking team at [estatesparking@southwark.gov.uk](mailto:estatesparking@southwark.gov.uk)