

Road User Charge

User Guide -

Online Payments

Account Set up, Login and Details

When you first access the system link you will need to create a 'Durham City Congestion Charge' account with your email address and a password of your choice.



My permit account registration - step one

(You must fill in all fields marked *)

* Account type :

- Resident
- Staff
- Business
- Non-Resident
- Highways Operations
- Knightfrank
- Native-Housing
- Durham City Congestion Charge

Please choose this account to pay for Durham City Congestion Charge only.

Please register with an email address and password. You will be sent a confirmation email. Your account will not be active until you have clicked on the link in this email.

* Email : Required

* Password :

* Confirm password :

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

Cancel Next

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On the next page you will then need to fill out your details including full name, contact number, and address. Then click Finish, this will then send an activation email to your email address which you must verify to enable you access to your account.



My permit account registration - step two

(You must fill in all fields marked *)

* Title :

Initials :

* Forename :

* Surname :

* Contact method :

* Daytime phone :

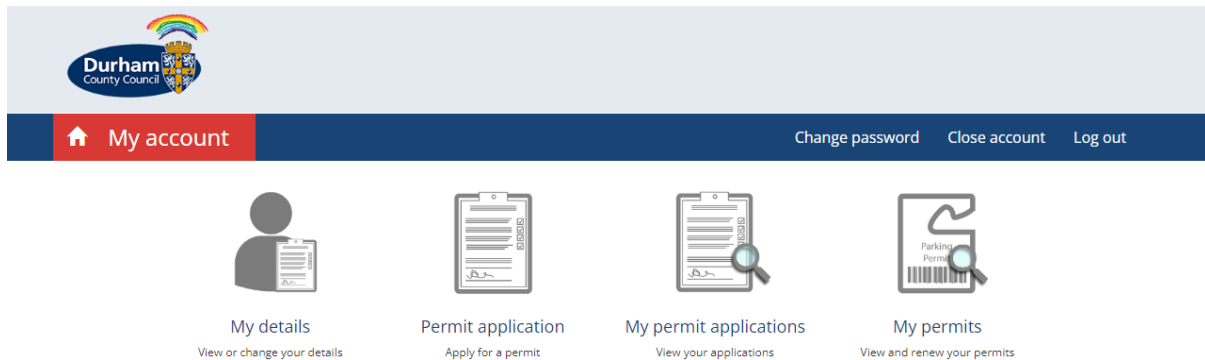
* Home Address :

* Search postcode : Find

Cancel Back Finish

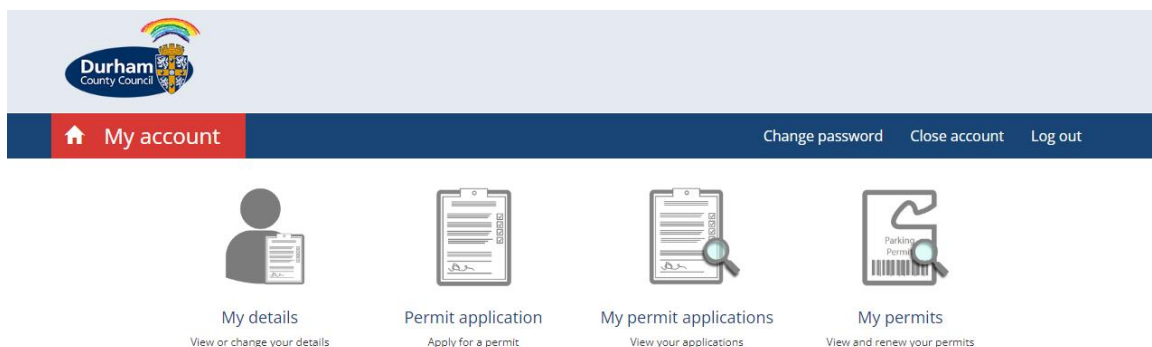
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After verifying the email, you are now able to sign in. You will then be introduced to the main home screen page as below.



Creating Permit Applications

You will need to create a permit to enable you to purchase vouchers to access the area, by doing this you will need to select 'Permit application - Apply for a permit'.



You will be sent to the following screen where your permit category is automatically selected to then create the permit type.

Under Permit Type, you can see that we have inserted some help text to explain the issue period. In most cases this will be for 1 day, however if you do plan on making trips on consecutive days there is an option to select up to a 6 day period.

Under start date, please select the date that you will be using the road.

After you have selected the issue period and start date, you now can register the vehicle. You can have one vehicle registered per permit and you will see a registration box where you need to input your registration.

After you have input the vehicle registration, you will then notice a Questions box that you must acknowledge before proceeding. If you have any concerns about the question asked, please contact The Parking Shop on 0191 3846633.

Please review the permit application and click proceed. There will be a tick box for you to accept the Terms and Conditions, to read through them you can simply hover over the 'Terms and Conditions' text and this will enable you to click and be directed through to our website.

Permit application

Permit category

(You must fill in all fields marked *)

Please select the type of permit you require.

* Permit category :

Permit type

(You must fill in all fields marked *)

Please choose a particular permit.

* Permit type :

The Durham City Congestion Charge has a fee of £2 per day.

Please select from the drop down list the number of consecutive days you wish to purchase. Please note Sundays and Bank Holidays are not chargeable, so please do not include these in your consecutive day selection.

Should you wish to purchase non-consecutive days, i.e. Friday-Saturday, Monday-Tuesday; you will need to make 2 separate applications for each.

For any queries, please contact The Parking Shop on 0191 384 6633 between the hours of 8am-6pm Monday to Friday (excluding Bank Holidays).

* Area :

* Issue period :

[View price scheme](#)

* Start date :

Expiry date :

Applicant details

Title :

Forename :

Surname :

Email address :

Vehicle details

Vehicle registration :

Questions

Question

Response

I acknowledge there is no charge for the Durham City Congestion Charge on Sundays and Bank Holidays. Should I pay accidentally I understand that no refunds can be given, and the payment is non-transferable.

Yes

Please read the terms and conditions on the link provided and tick the box to confirm you have both read and understood them.

I accept the terms and conditions

[Cancel](#)

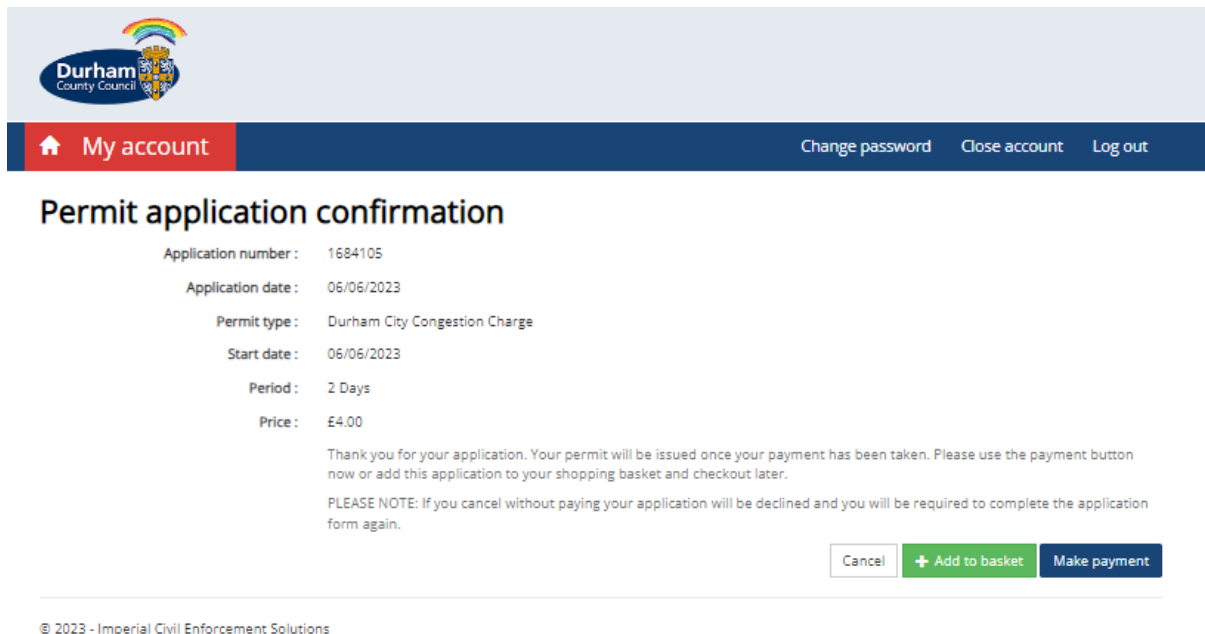
[Back](#)

[Proceed](#)

How to make Payment

After creating the permit application you will now be prompted to make the payment or add to your basket to pay later.

PLEASE NOTE: Payment must be made either prior to accessing the area or before midnight on the day of entry, if no payment is made by this time, you may receive a Penalty Charge Notice (PCN).



Permit application confirmation

Application number : 1684105
 Application date : 06/06/2023
 Permit type : Durham City Congestion Charge
 Start date : 06/06/2023
 Period : 2 Days
 Price : £4.00

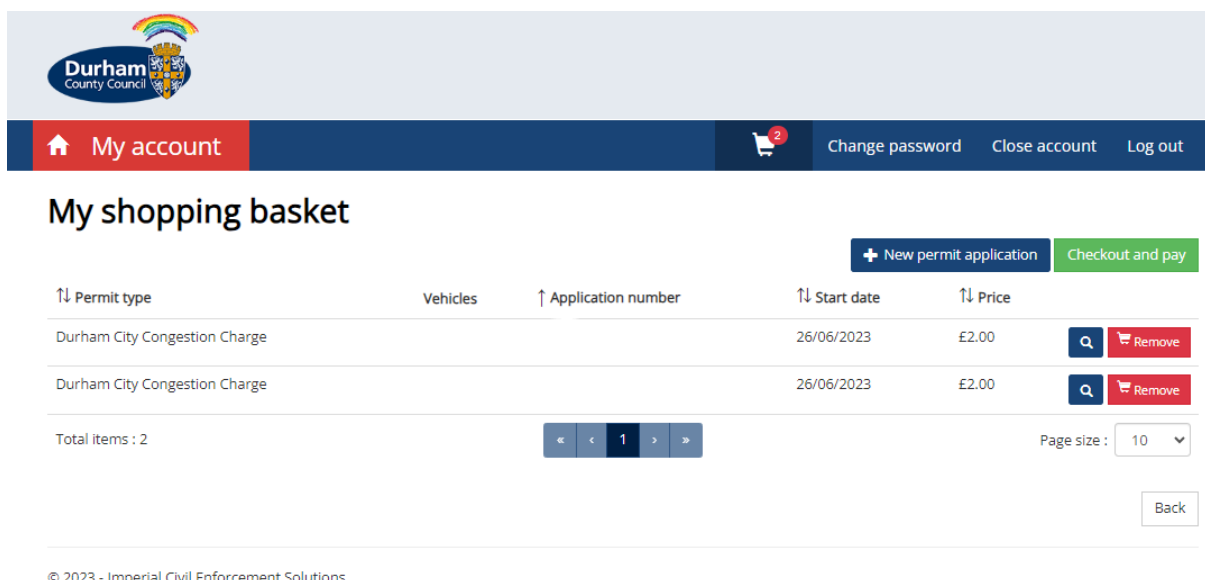
Thank you for your application. Your permit will be issued once your payment has been taken. Please use the payment button now or add this application to your shopping basket and checkout later.

PLEASE NOTE: If you cancel without paying your application will be declined and you will be required to complete the application form again.

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If you choose to add to basket, you will then see this available under the 'My Permit Applications' or via the shopping cart at the top of the screen, then you can either pay straight away or, if the access isn't required until a later date, payment may be made at any point before midnight on the date the road is used.

PLEASE NOTE: If you have multiple vehicles, you will need to create a permit application for each vehicle registration, however you can add them to basket to then pay the total balance by selecting 'Checkout and Pay' once you have inputted the registrations needed.



My shopping basket

Permit type	Vehicles	Application number	Start date	Price	
Durham City Congestion Charge			26/06/2023	£2.00	<input type="button" value="Remove"/>
Durham City Congestion Charge			26/06/2023	£2.00	<input type="button" value="Remove"/>

Total items : 2

Page size : 10

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If you select 'Make Payment' you will be then transferred to this screen where you would need to make payment using a credit/debit card by entering the billing address and card details.



Your order


Amount to Pay	£4.00
Total (GBP)	£4.00

Billing address ?

First name	Last name
<input type="text" value="First name"/>	<input type="text" value="Surname"/>
Email (Optional)	
<input type="text" value="you@example.com"/>	
Address Line 1	
<input type="text" value="1234 Main Street"/>	
Address 2(Optional)	
<input type="text" value="Apartment or suite"/>	
City	
<input type="text" value="City or Town"/>	
Country	Postcode
<input type="text" value="United Kingdom"/>	<input type="text" value="AB1 2CD"/>

[Continue](#)

Once payment has been made, you will receive the following confirmation. This means that your permit application is now complete and you are able to access the Road User Charge area on the date(s) stated.

My account [Account settings](#) [Change password](#) [Close account](#) [Log out](#)

Payment successful and permit issued

Permit number : DUDCCC1
Permit type : Durham City Congestion Charge
Start date : 31/05/2023
Period : 1 Day
Price : £2.00

Thank you for your payment. Your new permit has been issued. Please keep a note of your permit number

[Finish](#)

[My Permit Applications](#)

This section will show you a history of any changes you have made such as adding and removing permits. It is for information only and will assist with your internal monitoring.

[My Permits](#)

This section will show you your permits you currently have registered against your account, any that have expired and any that are outstanding waiting for payment.