

# Dublin Airport Permit Application and Payment Portal

## User Guide

### Introduction

Welcome to the new Dublin Airport permit application and payment portal user guide.

The permit portal has been introduced by Dublin Airport to provide a quick and secure way for permit holders to apply for a permit, make a payment and update their contact details.

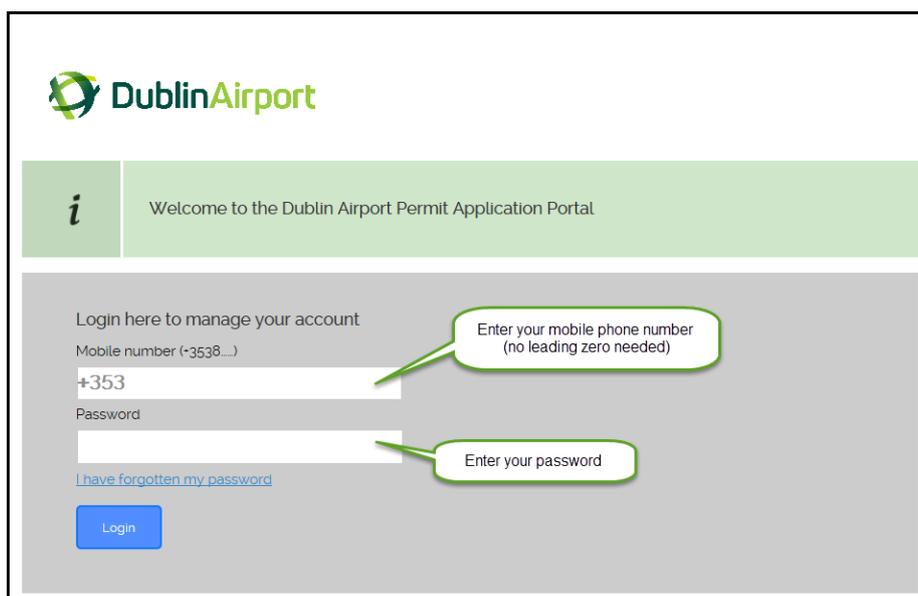
This guide will explain how an existing permit holder can complete their 2017 online permit application form. **Please note:** the permit holder details used in this guide are sample information for illustration purposes only.

### Logging In

You can access the permit portal from the Dublin Airport website: [www.dublinairport.com/chauffeur](http://www.dublinairport.com/chauffeur) and by clicking [Permit Portal](#)

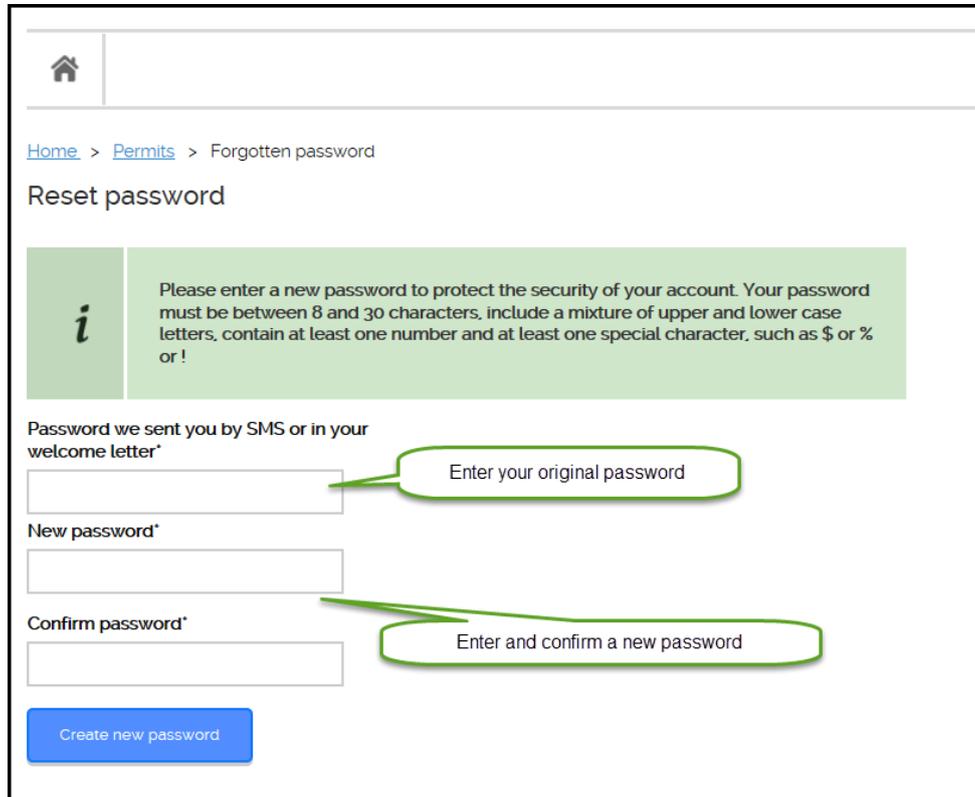
You will then be brought to the permit portal login page:

- To Log into your account, please enter your mobile phone number, dropping the first zero
- Enter the password you received in your welcome letter



## Resetting your password

The first time you log into the system you will be asked to reset your password. You can then enter a password of your choice to use going forward.



The screenshot shows a web interface for resetting a password. At the top left is a home icon. Below it is a breadcrumb trail: [Home](#) > [Permits](#) > Forgotten password. The main heading is "Reset password". A green information box contains an 'i' icon and the text: "Please enter a new password to protect the security of your account. Your password must be between 8 and 30 characters, include a mixture of upper and lower case letters, contain at least one number and at least one special character, such as \$ or % or !". Below this are three input fields: "Password we sent you by SMS or in your welcome letter\*", "New password\*", and "Confirm password\*". A blue button labeled "Create new password" is at the bottom. Two callout boxes with green borders point to the first and third input fields, containing the text "Enter your original password" and "Enter and confirm a new password" respectively.

**Please note: to protect the security of your account, your password must be:**

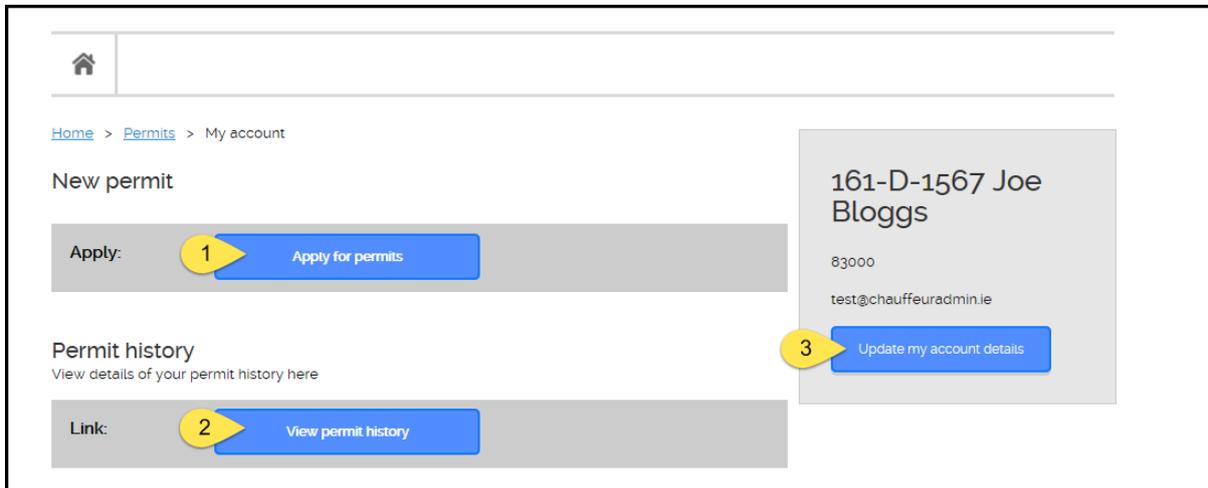


- ✓ Minimum of 8 characters long, and a maximum of 30 characters;
- ✓ Use a combination of upper and lower case letters;
- ✓ Include at least one number and one special character (such as ! or \$ or &)

## Your Permit Account

Once you have created your new password, you can access your account, where you can

1. Apply for a permit
2. View your permit history
3. View and your contact details



## Apply for a chauffeur permit

To complete your online permit application, you will require:



- ✓ a picture of the SPSV licence, per vehicle
- ✓ your payment details, be that a credit or debit card,

Click on **Apply for permits**:



Your permit type, **Chauffeur Permit**, is already selected for you, just click **Continue**

Welcome [Joe Bloggs](#) | [Log out](#)

[Home](#) > [Permits](#) > Apply for a new permit

1 Choose permit type

Chaufeur permit

Chaufeur permit is already selected for you

Continue

Click Continue



To facilitate an easier and quicker application process, the online application form will be pre-populated with your details; you can simply confirm whether the details are correct or update/edit the information as required.

## Chaufeur permit details: Personal Address

Please note:

1. Fields that are greyed out cannot be edited, these fields can only be changed by **Chaufeur Admin**
2. Fields with an \* are mandatory field

[Home](#) > [Permits](#) > Apply for a new permit

Choose permit type

2 Chauffeur permit details

Personal Address

Update address:

Name: Joe Bloggs

Address Line 1\*: 101 Main Street

Address Line 2\*: Portmarnock

Address Line 3: Co.Dublin

Address Line 4:

Eircode:

Continue to personal details

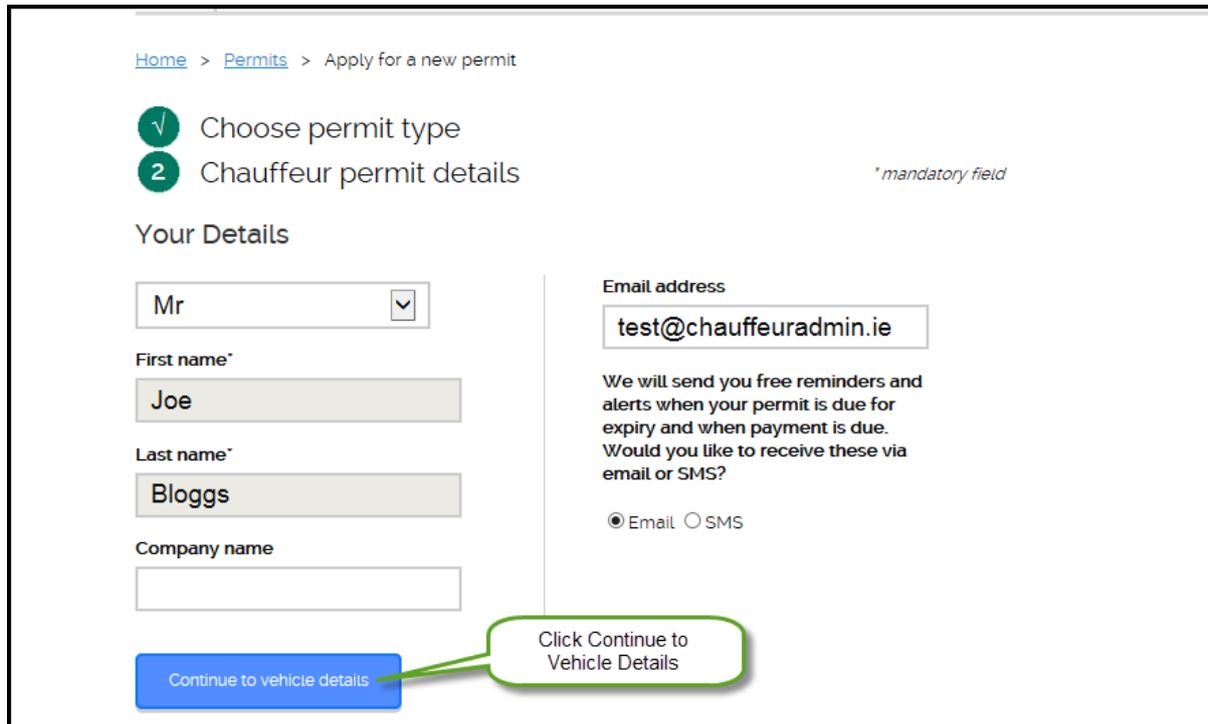
Fields with an \* are mandatory

Greyed out fields are read only. Chauffeur administration can update this information

## Chauffeur Permit details: Your Details

Once Again:

1. Fields that are greyed out cannot be edited, these fields can only be changed by Chauffeur Admin
2. Fields with an \* are mandatory field



Home > Permits > Apply for a new permit

1 Choose permit type

2 **Chauffeur permit details** \* mandatory field

Your Details

Mr

First name\*

Last name\*

Company name

Email address

We will send you free reminders and alerts when your permit is due for expiry and when payment is due. Would you like to receive these via email or SMS?

Email  SMS

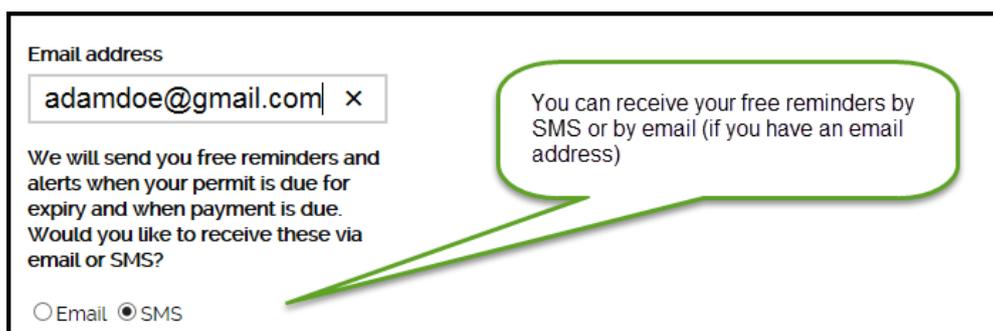
Click Continue to Vehicle Details

Once you have completed all your details, click **Continue to vehicle details**

## Permit Reminders

You will receive free reminders when your permit is due for renewal or when a payment is due.

These reminders are sent by SMS, but if you have an email address you can chose to receive the reminders either by email or SMS.



Email address

We will send you free reminders and alerts when your permit is due for expiry and when payment is due. Would you like to receive these via email or SMS?

Email  SMS

You can receive your free reminders by SMS or by email (if you have an email address)

## Chauffeur Permit details: Vehicle Details

In the Vehicle details table, enter the vehicle information of each that you require a permit for.

Home > Permits > Apply for a new permit

- ✓ Choose permit type
- ✓ Chauffeur permit details
- 3 Vehicle details \* mandatory field

**i** Please use the scroll bar to see all of your vehicles. We accept the following file formats: jpg, jpeg, png, gif, bmp or pdf. Max file size 10mb

Vehicle registration number*	Vehicle Make*	Vehicle Model*	SPSV Licence Number*	SPSV Expiry Date*	Evidence upload*	Remove vehicle
161-D-1587	BMW	730D	A1234	01/04/2018	Browse...	Remove
				dd/mm/yyyy	Browse...	Remove
				dd/mm/yyyy	Browse...	Remove
				dd/mm/yyyy	Browse...	Remove
				dd/mm/yyyy	Browse...	Remove
				dd/mm/yyyy	Browse...	Remove

Enter the details of each vehicle that you require a permit for

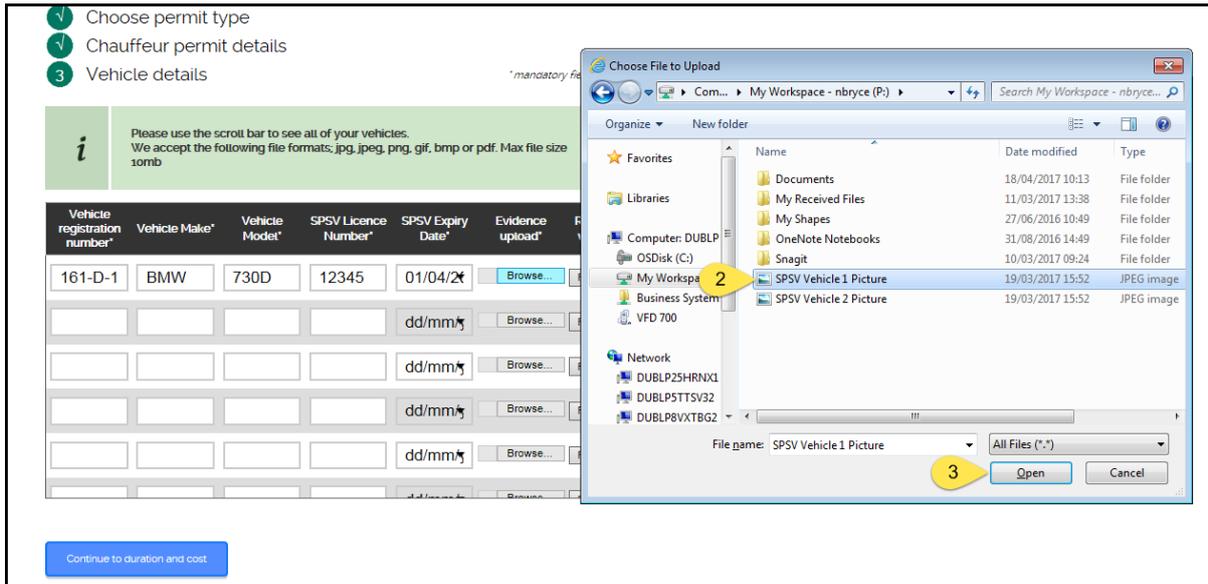
[Continue to duration and cost](#)

## Upload a picture of your SPSV licence

1. Click on browse

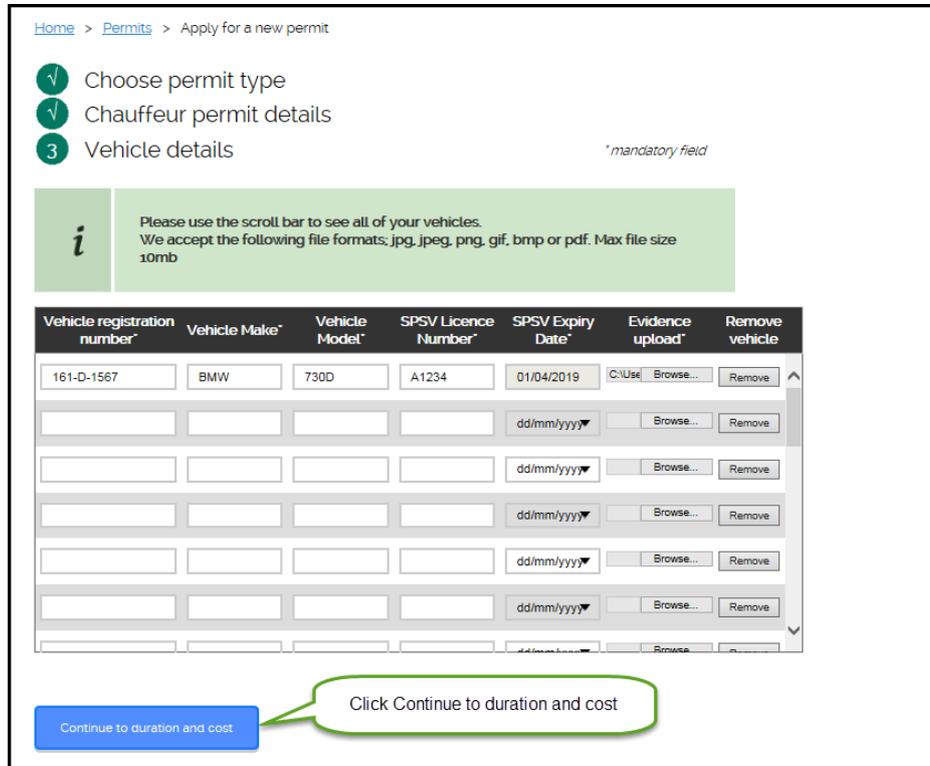
Vehicle registration number*	Vehicle Make*	Vehicle Model*	SPSV Licence Number*	SPSV Expiry Date*	Evidence upload*	Remove vehicle
161-D-1	BMW	730D	12345	01/04	<b>1</b> Browse...	Remove

2. Chose the file you want to upload – the picture of your SPSV licence
3. Click Open



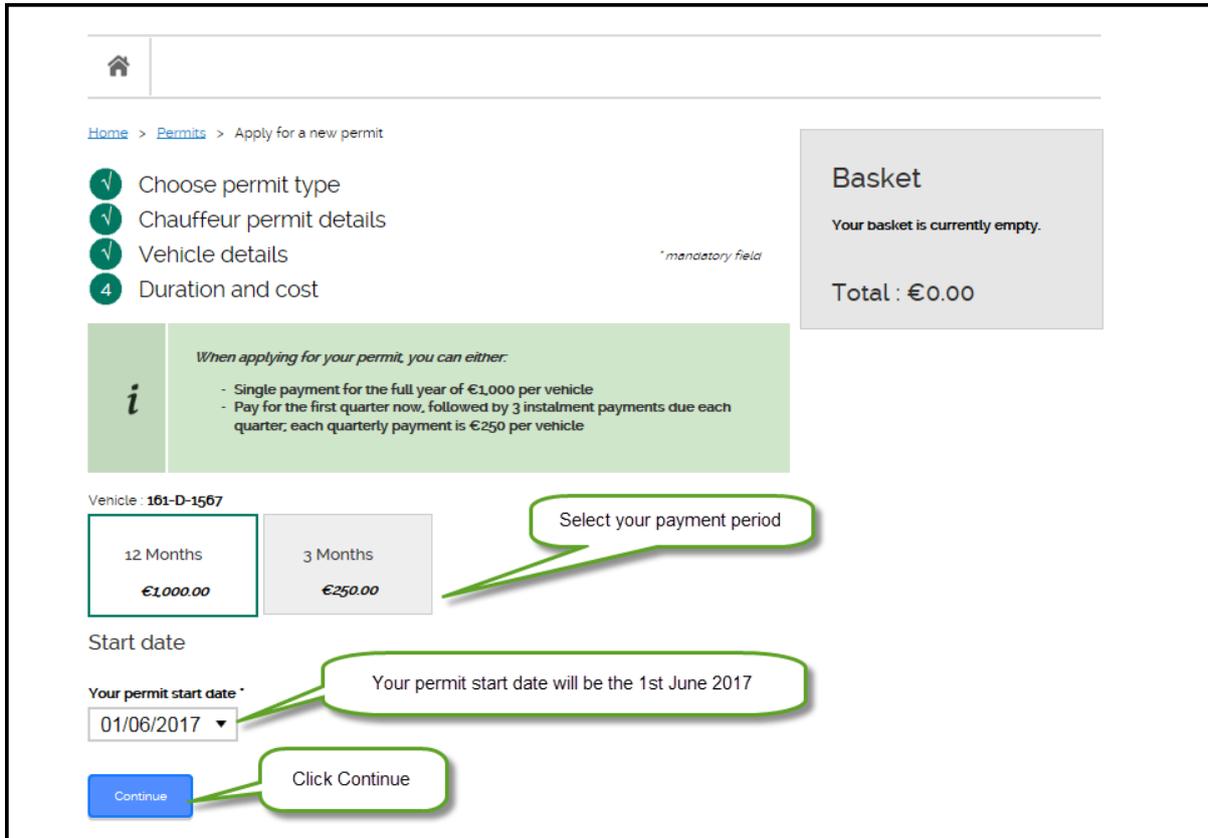
4. The picture is now attached

Once you have completed all your details, click **Continue to duration and cost**



## Chauffeur Permit details: Duration and cost

You can now select your payment duration: annual or quarterly



The screenshot shows a web application interface for applying for a chauffeur permit. At the top, there is a breadcrumb trail: Home > Permits > Apply for a new permit. A progress indicator on the left shows four steps: 'Choose permit type', 'Chauffeur permit details', 'Vehicle details', and 'Duration and cost' (the current step, marked with a '4'). A 'Basket' box on the right indicates 'Your basket is currently empty' and 'Total : €0.00'. A green information box contains the text: 'When applying for your permit, you can either: - Single payment for the full year of €1,000 per vehicle - Pay for the first quarter now, followed by 3 instalment payments due each quarter, each quarterly payment is €250 per vehicle'. Below this, the vehicle ID is '161-D-1567'. Two payment options are presented: '12 Months' for €1,000.00 and '3 Months' for €250.00. A callout bubble points to these options with the text 'Select your payment period'. Below the options is a 'Start date' section with a dropdown menu showing '01/06/2017'. A callout bubble points to the date with the text 'Your permit start date will be the 1st June 2017'. At the bottom, there is a blue 'Continue' button and a callout bubble pointing to it with the text 'Click Continue'.

Press **Continue**

## Chauffeur Permit details: Payment

Welcome [Joe Bloggs](#) | [Log out](#)

Home > [Permits](#) > Apply for a new permit

- Choose permit type
- Chauffeur permit details
- Vehicle details
- Duration and cost
- 5** Payment

Chauffeur permit Terms and Conditions

I accept the [Terms and conditions](#)\*

I accept that my data will be retained for administrative, reporting and auditing purposes in accordance with the Terms and Conditions\*

Order summary

Permit Type : **Chauffeur permit**  
 Vehicle on permit : **161-D-1567**  
 Start date : **01/06/2017**  
 End date : **31/05/2018**  
 Total amount : **€1,000.00**

**i** Please check that your order is correct. Press the 'Make payment' button and you will then be taken to our secure payment provider, to complete your payment before being returned to this site. Accepting payment does not constitute acceptance of your application.

Payment options

Secure Online Payment

**Basket**

(1) Chauffeur permit details €1,000.00

Total: €1,000.00

Your basket will show you the payment amount due

Your must accept the Terms and Conditions

Click Make payment

## Terms and Conditions

As part of the permit application, each applicant is required to confirm that he / she will



1. comply with the Chauffeur Code of Conduct
2. accepts that data will be retained for administration, reporting & auditing

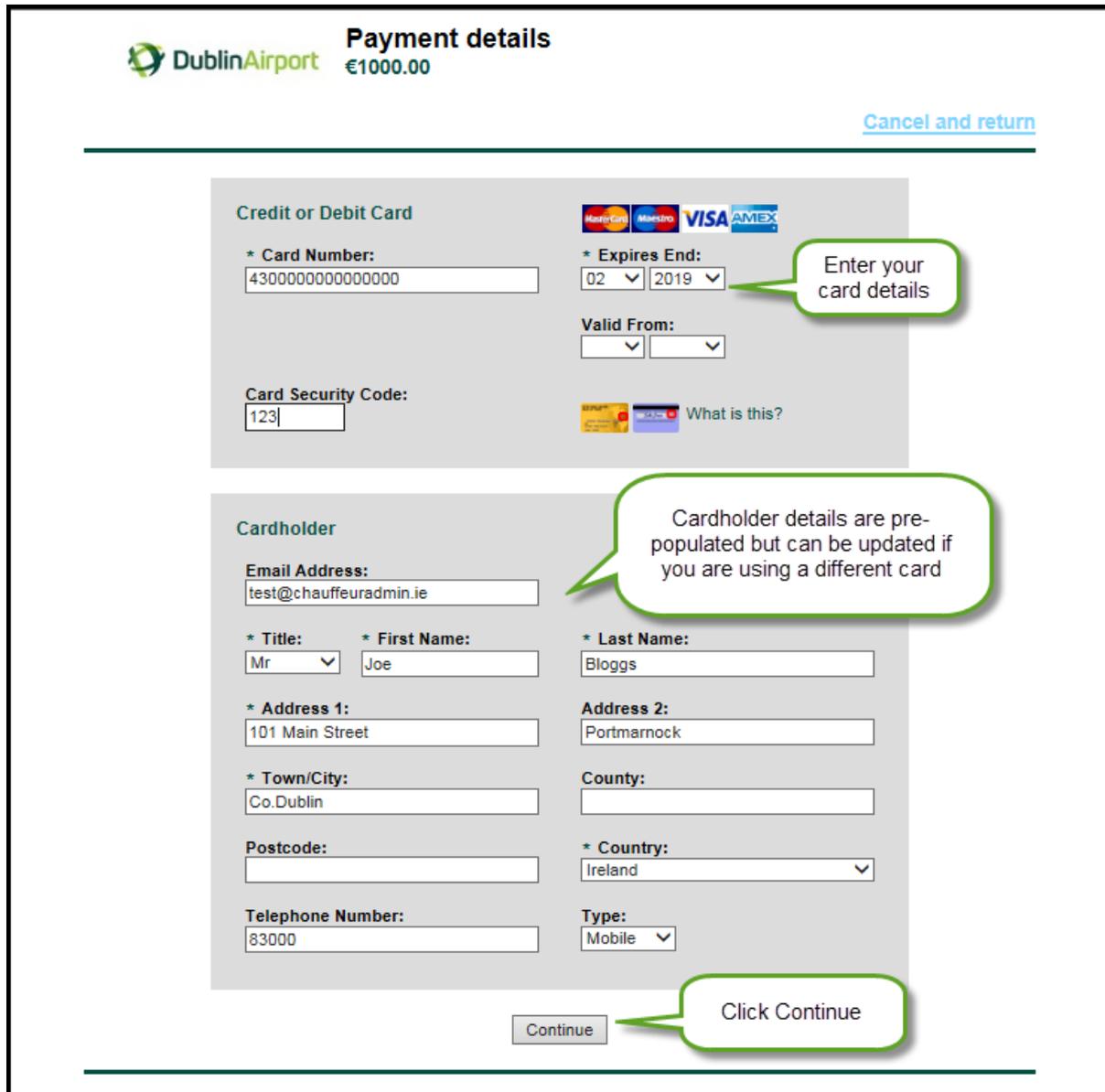
1  I accept the [Terms and conditions](#)\*

2  I accept that my data will be retained for administrative, reporting and auditing purposes in accordance with the Terms and Conditions\*

## Secure Online Payment

You will enter you card details in the secure online payment form.

Once you have entered you card details, **click Continue**, your payment will now be processed.



 **Payment details**  
€1000.00

[Cancel and return](#)

**Credit or Debit Card**

\* Card Number: 4300000000000000

\* Expires End: 02 2019

Valid From:

Card Security Code: 123

What is this?

**Cardholder**

Email Address: test@chauffeuradmin.ie

\* Title: Mr \* First Name: Joe \* Last Name: Bloggs

\* Address 1: 101 Main Street \* Address 2: Portmarnock

\* Town/City: Co.Dublin \* County:

Postcode: \* Country: Ireland

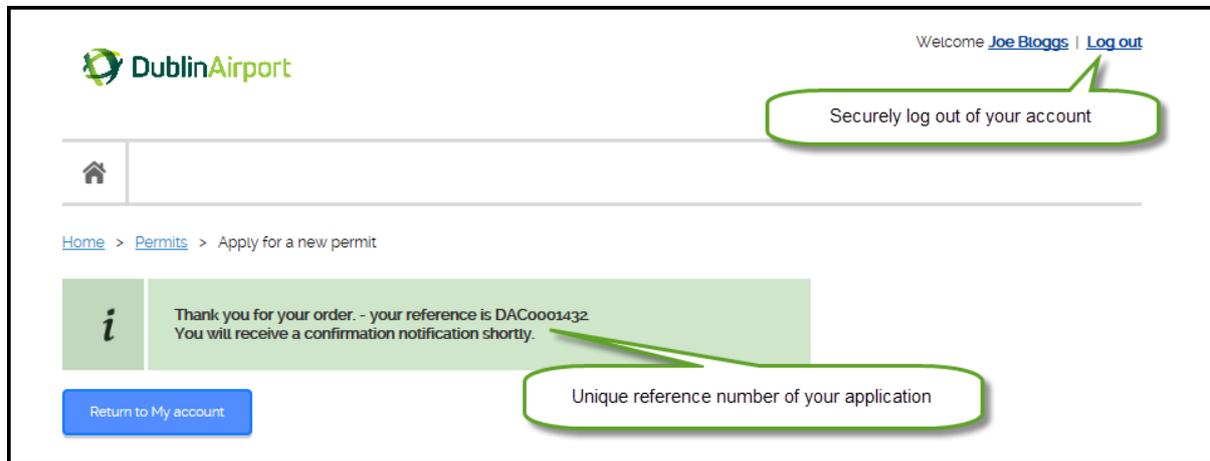
Telephone Number: 83000 \* Type: Mobile

Continue

## Chauffeur Permit details: Application Complete

Once you have completed your payment details your application is complete.

**Please note:** you will be given a unique reference number for your permit application, plus you will receive a confirmation notification by SMS or email.



The screenshot shows the Dublin Airport website interface. At the top right, it says "Welcome [Joe Bloggs](#) | [Log out](#)". A callout bubble points to the "Log out" link with the text "Securely log out of your account". Below the navigation bar, there is a breadcrumb trail: "Home > [Permits](#) > Apply for a new permit". A green information box contains the text: "Thank you for your order. - your reference is DAC0001432. You will receive a confirmation notification shortly." A callout bubble points to the reference number with the text "Unique reference number of your application". At the bottom left of the message box is a blue button labeled "Return to My account".

Chauffeur Administration will review your application. Once your application is processed and approved your permit will be issued to you by post.



Please ensure to log out of your account by clicking **Log out**

**Your application is now complete.**

**Thank you.**