

# Chauffeurs Frequently Asked Questions (FAQs)

## 1. How do I log into the permit portal?

Chauffeurs drivers will receive a SMS notification containing a link to login to the chauffeur portal and make payment.

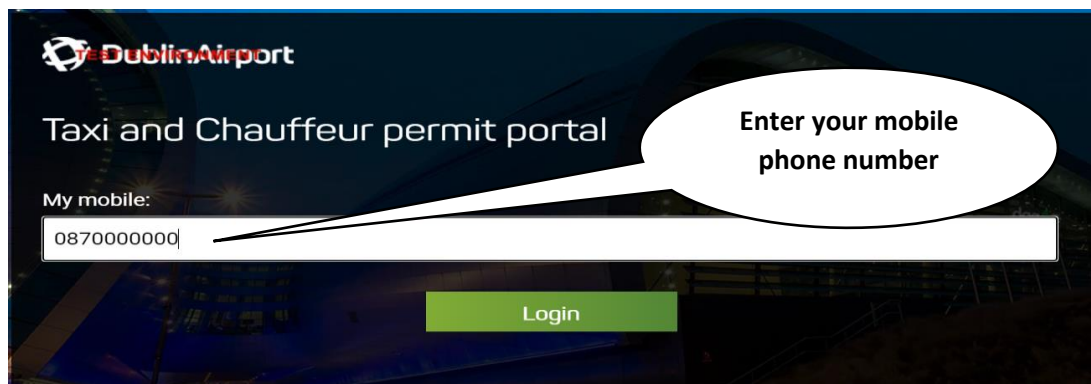
Alternatively, they can login via a desktop using the link below.

You can access the permit portal from the Dublin Airport website:

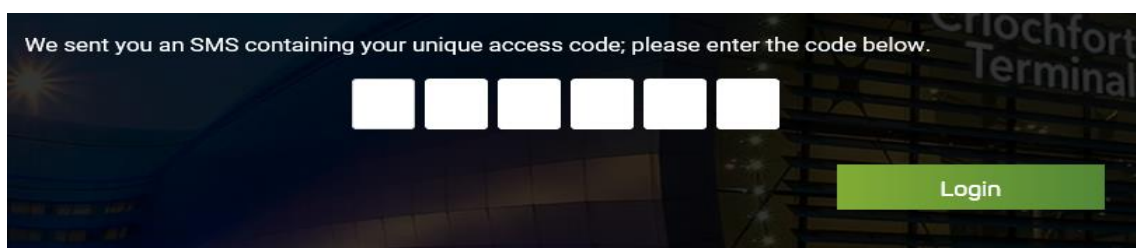
<https://www.dublinairport.com/b2b/airport-suppliers/chauffeur-companies>

and select [Permit Portal](#).

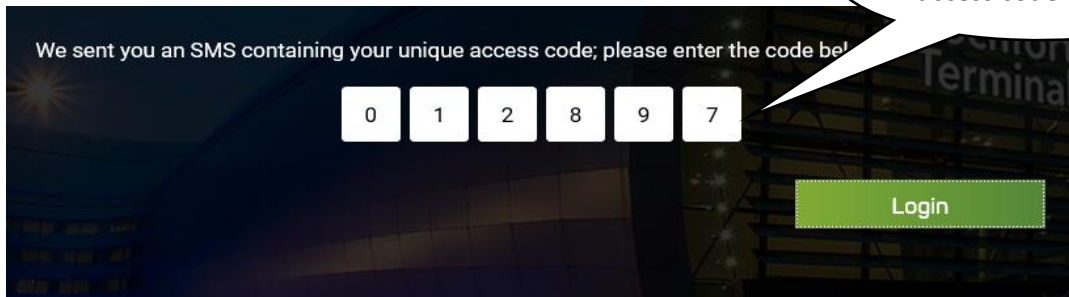
1.1 To log into to the system, you will need to enter your mobile number as registered with your account and click Login.



1.2 An SMS message will be sent to you containing a 6-digit unique code.



1.3 Please enter 6-digit code and click Login.



**2. I have a new mobile phone number; how do I update my account?**

Phone number cannot be changed by the permit holder, only by our Car Parks Team.

Please contact Car Parks Team to process the change:

**Email:** [cpadmin@daa.ie](mailto:cpadmin@daa.ie)

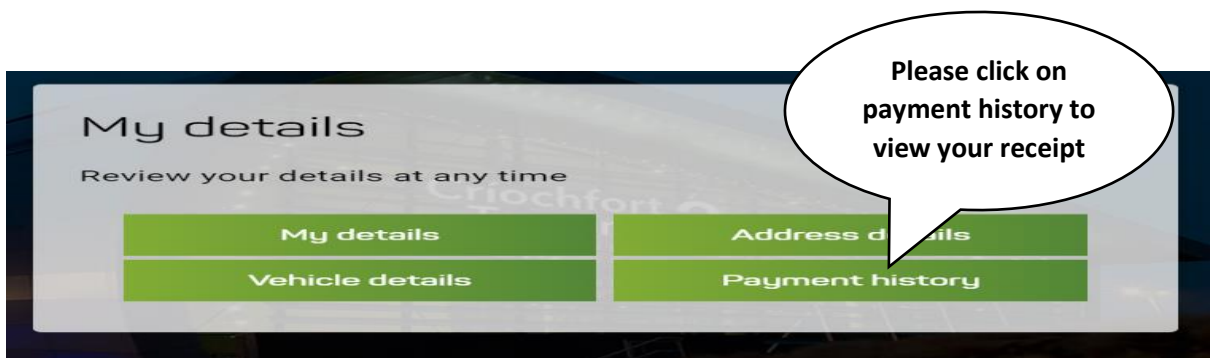
**Phone:** 01 9446333

**3. Can I use the permit portal on my mobile?**

Yes, the permit portal can be accessed on a desktop, laptop, tablet or mobile. Depending on the size of the screen device you may find it more convenient to orientate your device to landscape rather than portrait.

**4. Can I get a payment receipt?**

Once you have logged into your account, click on payment history. You can now view and print a copy of your VAT receipt.

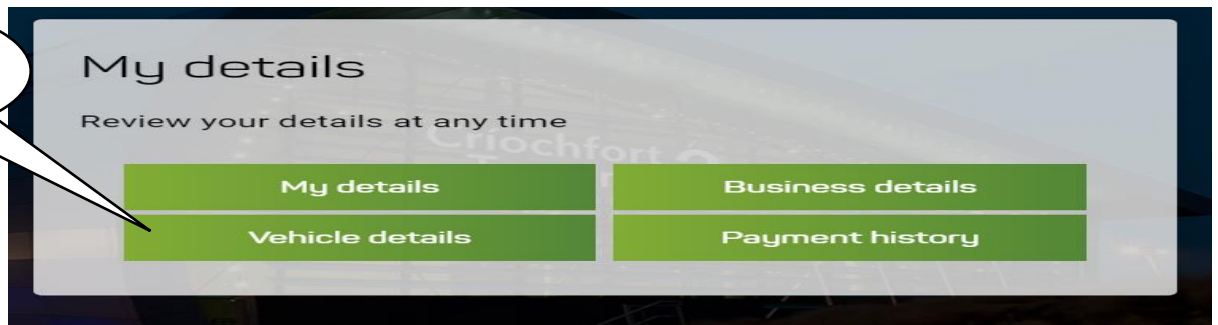


You have the option to click on view receipt or you can download a copy for your records.

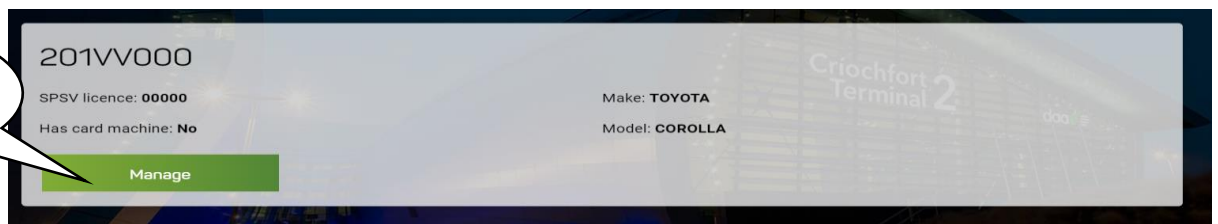
5. Can I replace my vehicle online?

Once you have logged into your account, click on vehicle details. Driver has the option to delete a vehicle or replace a vehicle.

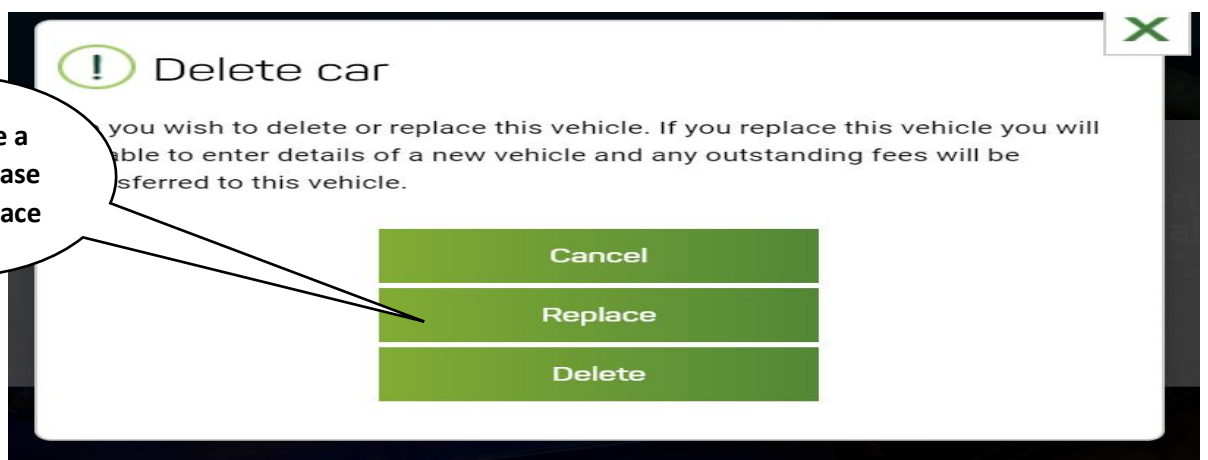
Select vehicle details



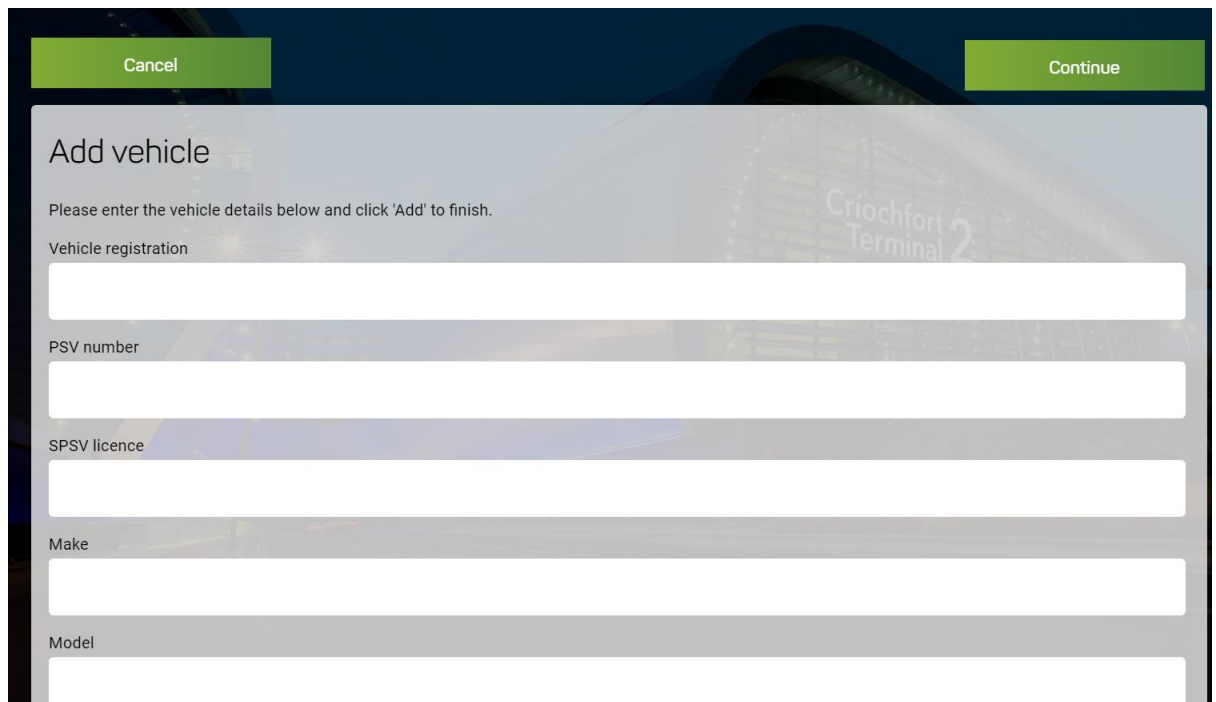
Select Manage



To replace a vehicle please select Replace



Please enter the new car details and click continue.

A screenshot of a web form titled "Add vehicle". The form is set against a background image of an airport terminal with the text "Crokefort Terminal 2" visible. At the top of the form are two green buttons: "Cancel" on the left and "Continue" on the right. Below the title, there is a sub-header "Add vehicle" and a prompt: "Please enter the vehicle details below and click 'Add' to finish." The form contains six input fields, each with a label to its left: "Vehicle registration", "PSV number", "SPSV licence", "Make", and "Model". The "Model" field is partially cut off at the bottom of the screenshot.

Please select delete if you want to remove a vehicle from your fleet.

**6. Where do I go for more information?**

**Web:** <https://www.dublinairport.com/b2b/airport-suppliers/chauffeur-companies>

**Email:** [cadmin@daa.ie](mailto:cadmin@daa.ie)

**Ph:** 01 9446333