

**HOW TO REGISTER A VEHICLE FOR FREE ACCESS
THROUGH THE CAN CAMERAS (WITHOUT PARKING)
USING THE RINGGO APP**



STEP 1

You first need to register for a **VISITOR'S PERMIT on the LBHF website.**

Any resident of the borough you can do this even if you don't own a car.

This visitor permit also allows your visitors to park at a reduced rate.

Register for a Visitors Permit on the LBHF website here:

<https://www.lbhf.gov.uk/parking/parking-permits/visitor-permits/apply-visitor-permit>

STEP 2

Login or create an account with **RingGo**.

<https://myringgo.com>

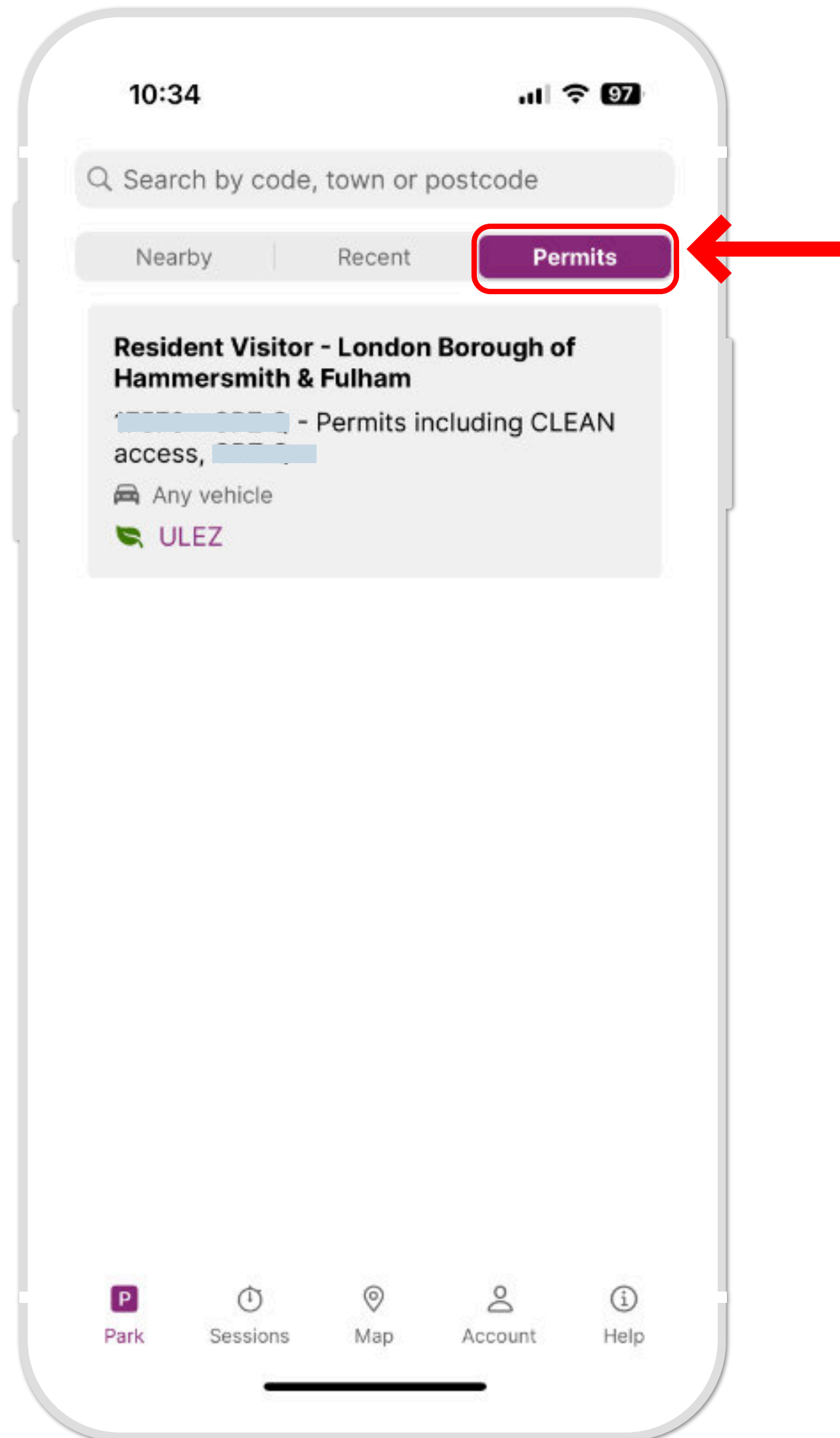
STEP 3

Download the **RingGo App** to your phone

<https://myringgo.com/apps>

Or download directly from here:

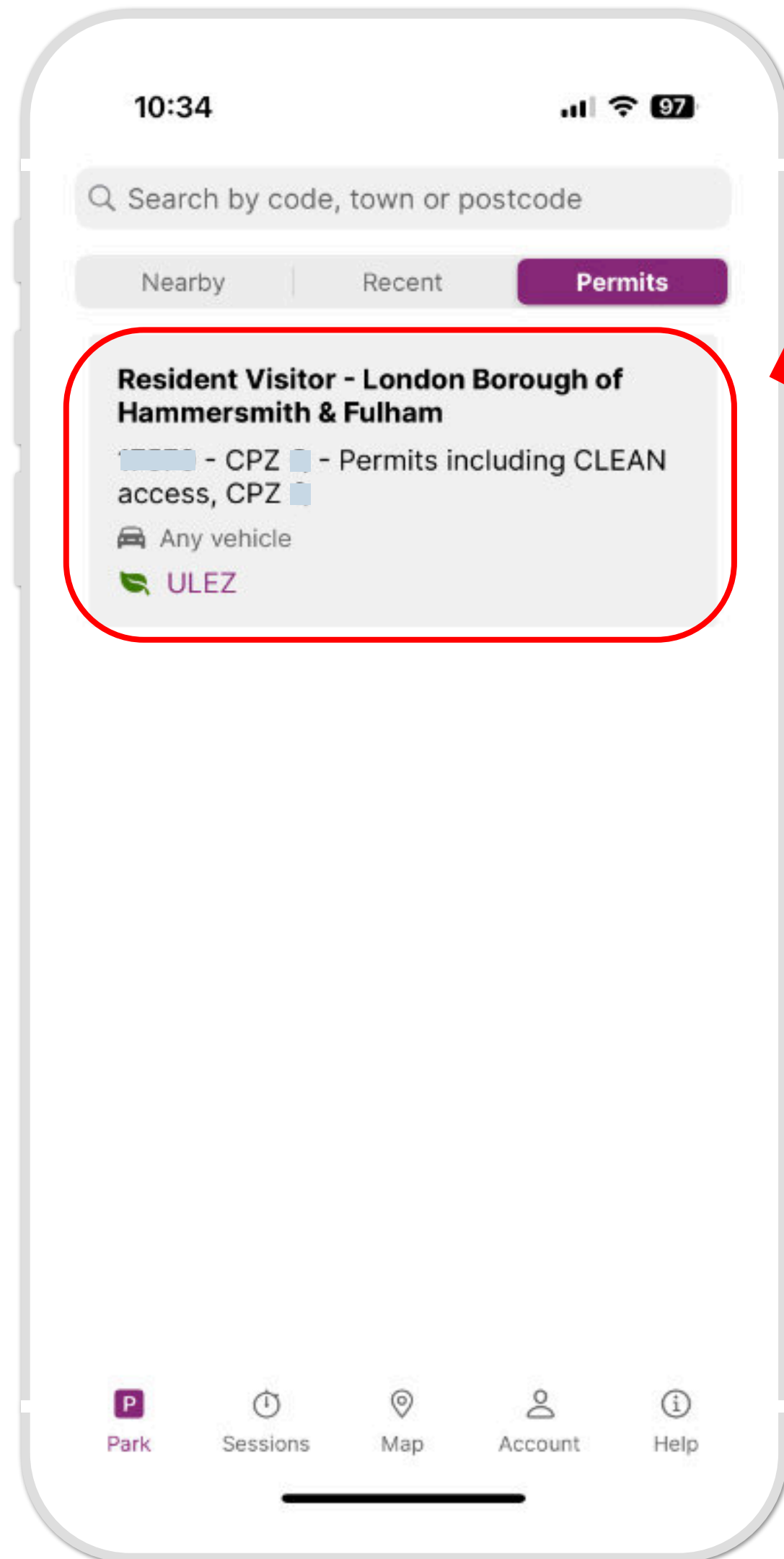




STEP 4

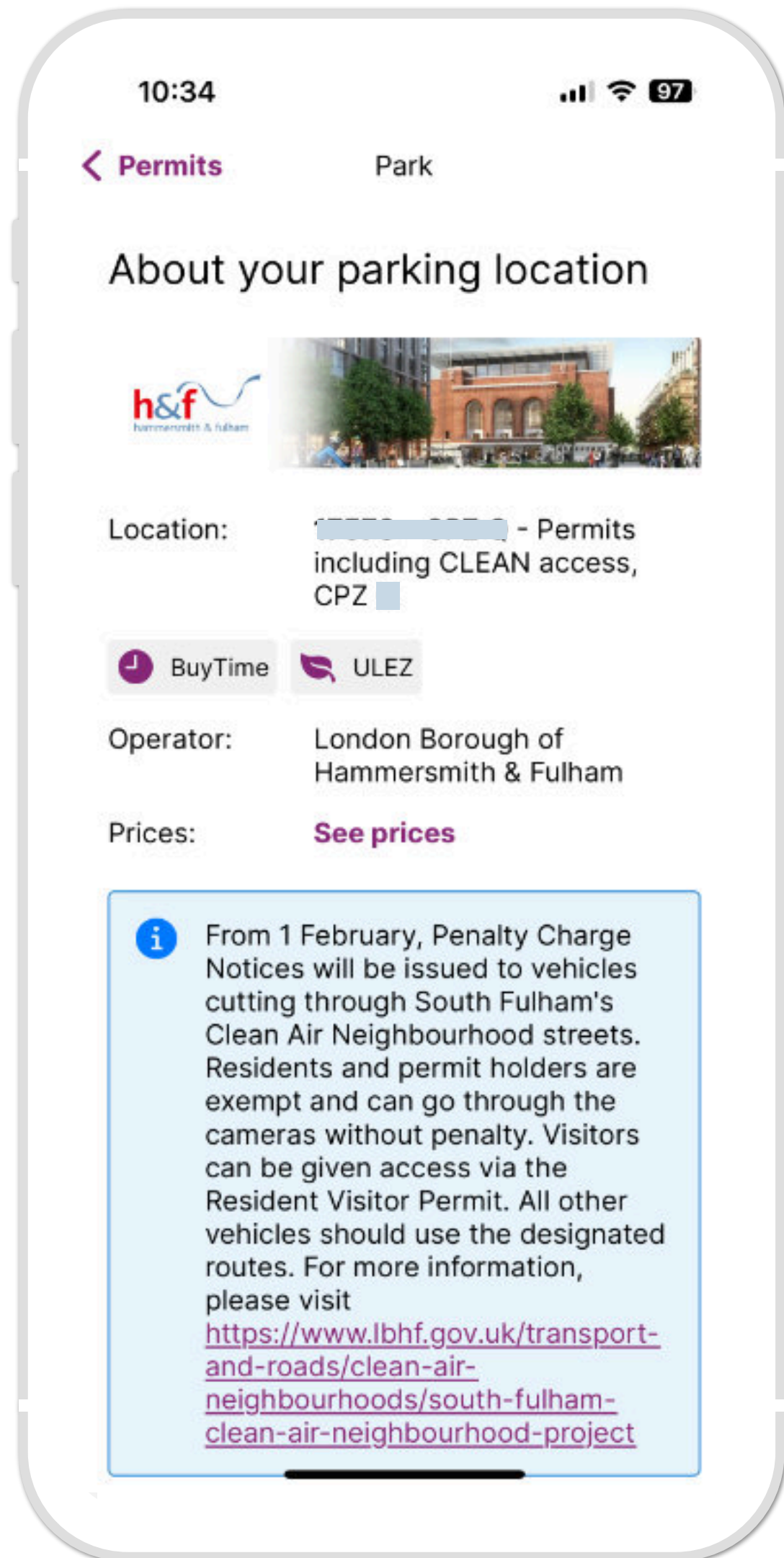
Once your **Visitor Permit** is approved by the council it will automatically appear in your RingGo App when you log in.

1. Open the RingGo app on your device
2. Click on '**Permits**'

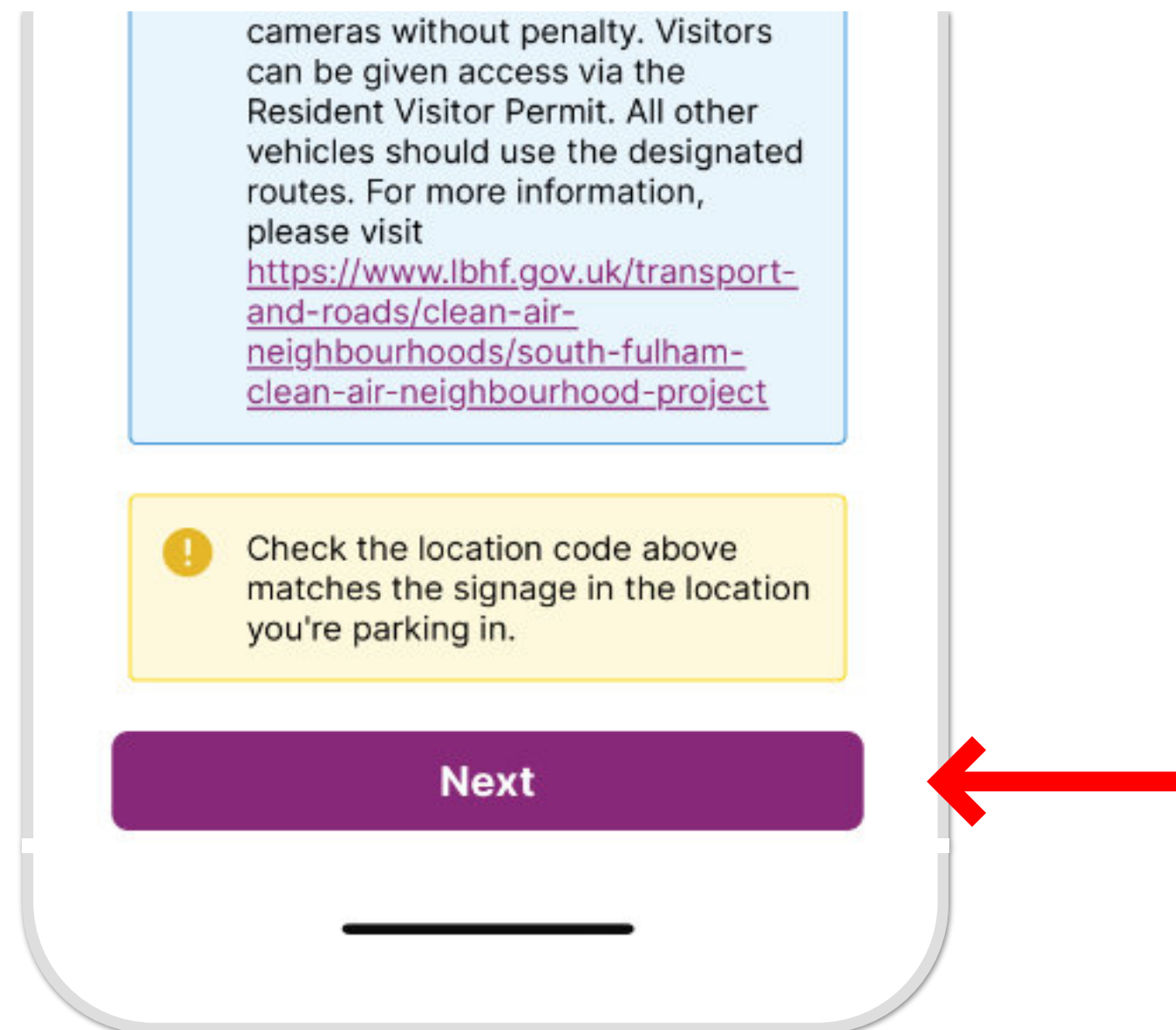


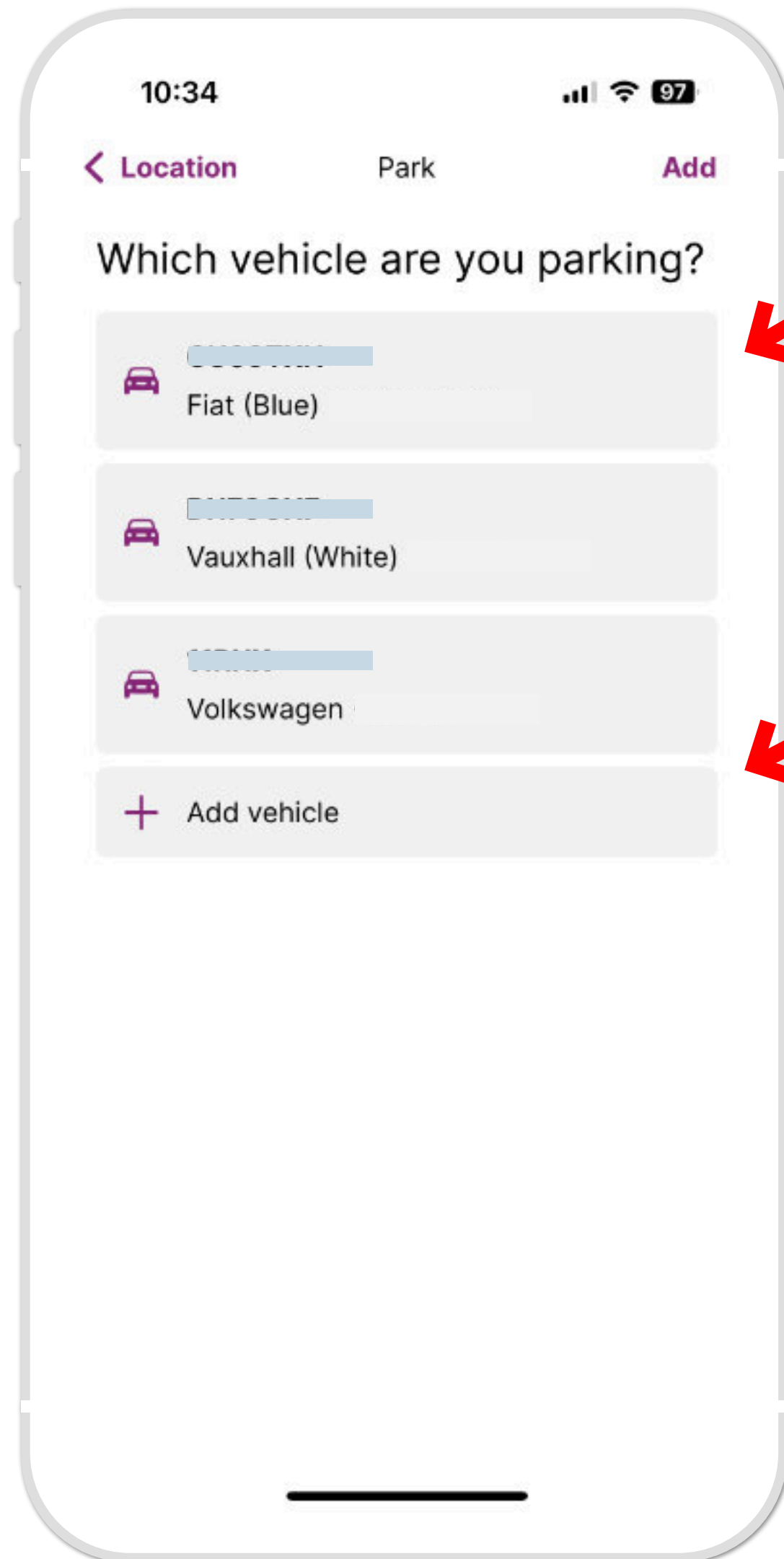
Here you will see your **Visitor's Permit**.

3. Click on the grey '**Resident Visitor**' area



4. Scroll to the bottom of this page and click 'Next'

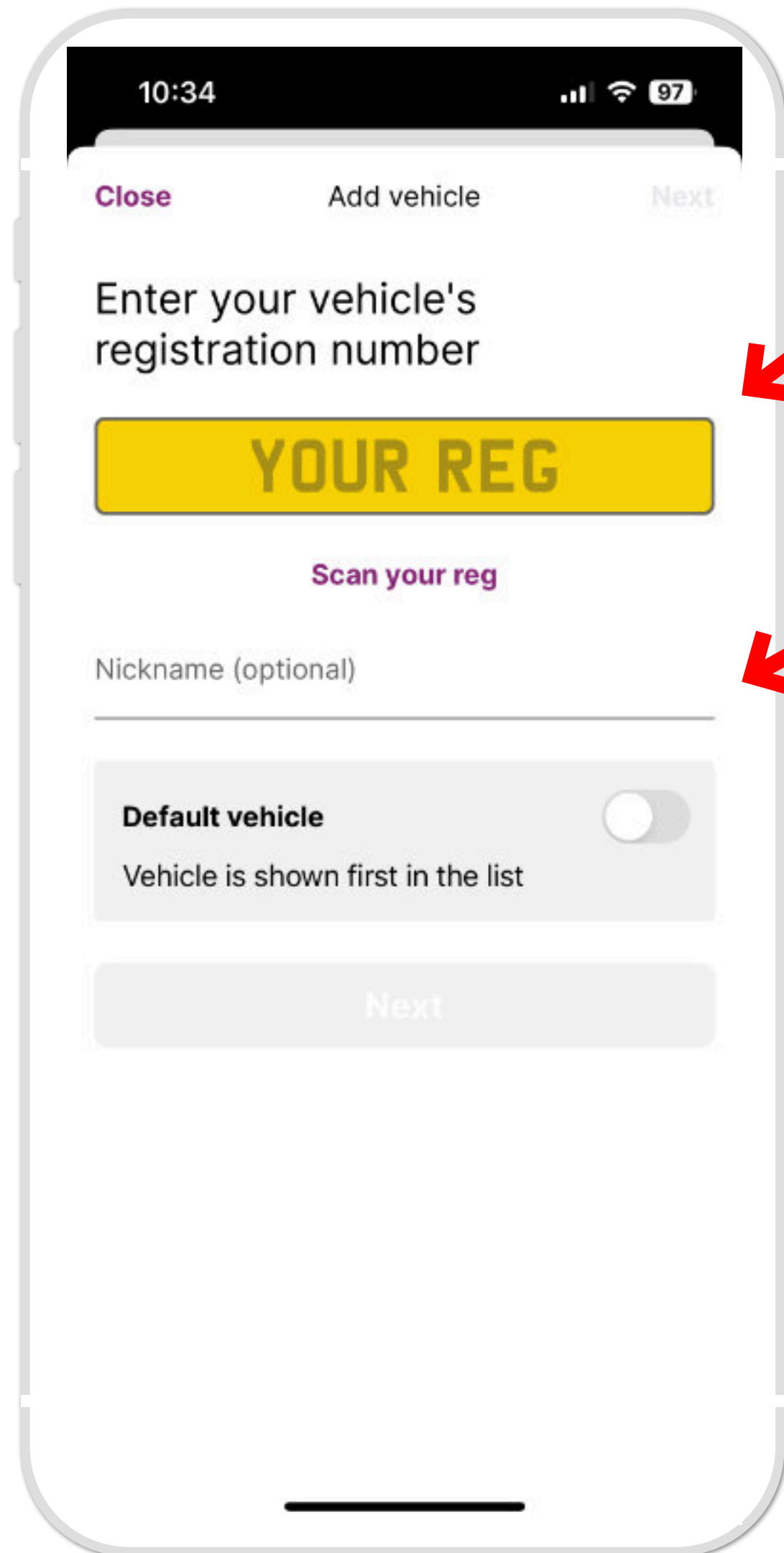




Here you will see any vehicles you have previously registered or paid parking for.

You can also add a new vehicle by clicking the 'Add' button at the bottom of the list (or from the top right corner).

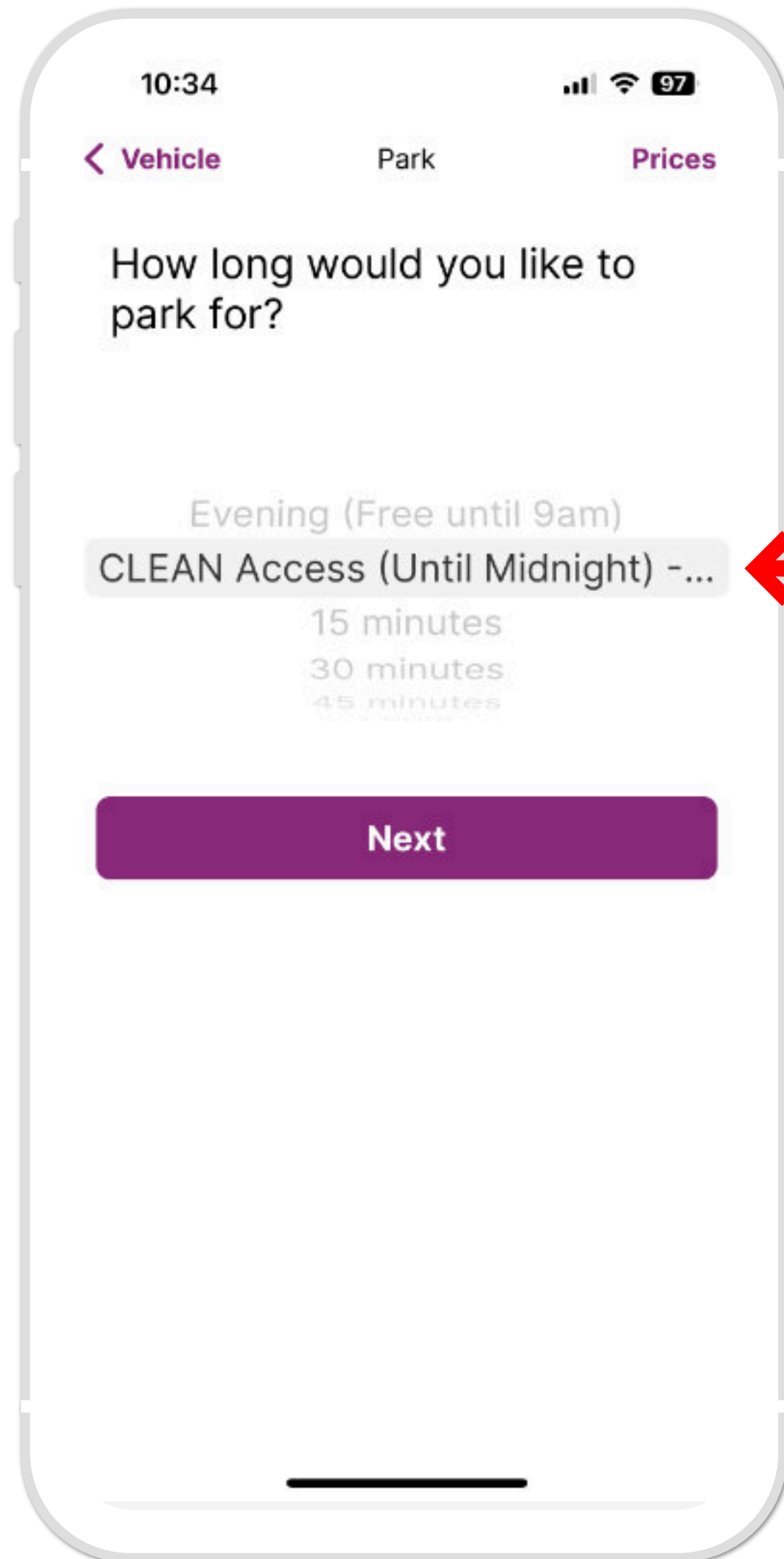
5. Either choose an existing vehicle or click 'Add vehicle' to enter a new one.



6. If you chose to register a new vehicle enter their Reg in the yellow box here.

7. You can also add an optional nickname to the vehicle so it's easier to recognise in the future, e.g. *Builder Bob*.

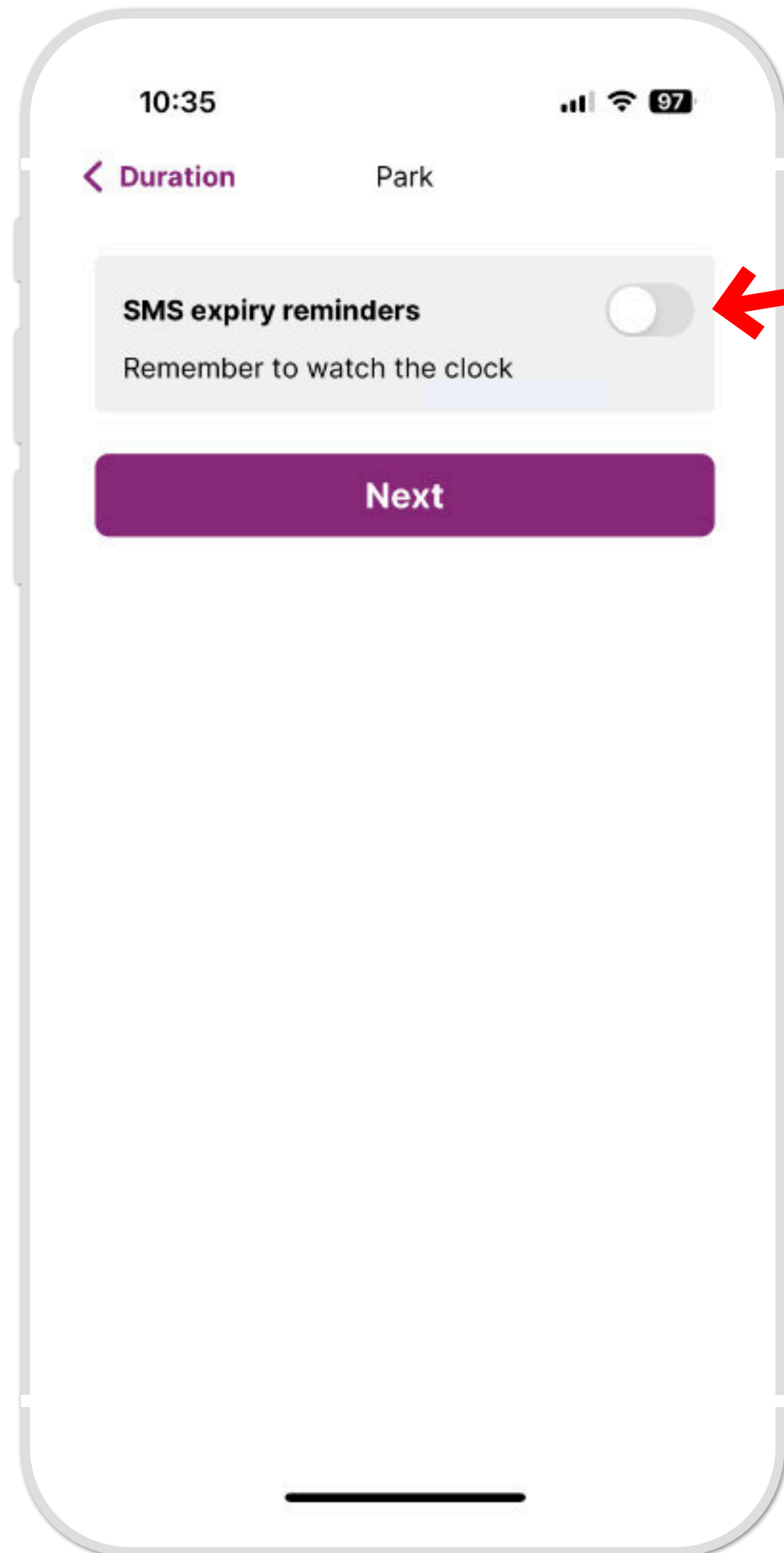
Once you've entered their details click 'Next'



8. Choose the 'CLEAN Access' (2nd option in the list).

9. Click 'Next'

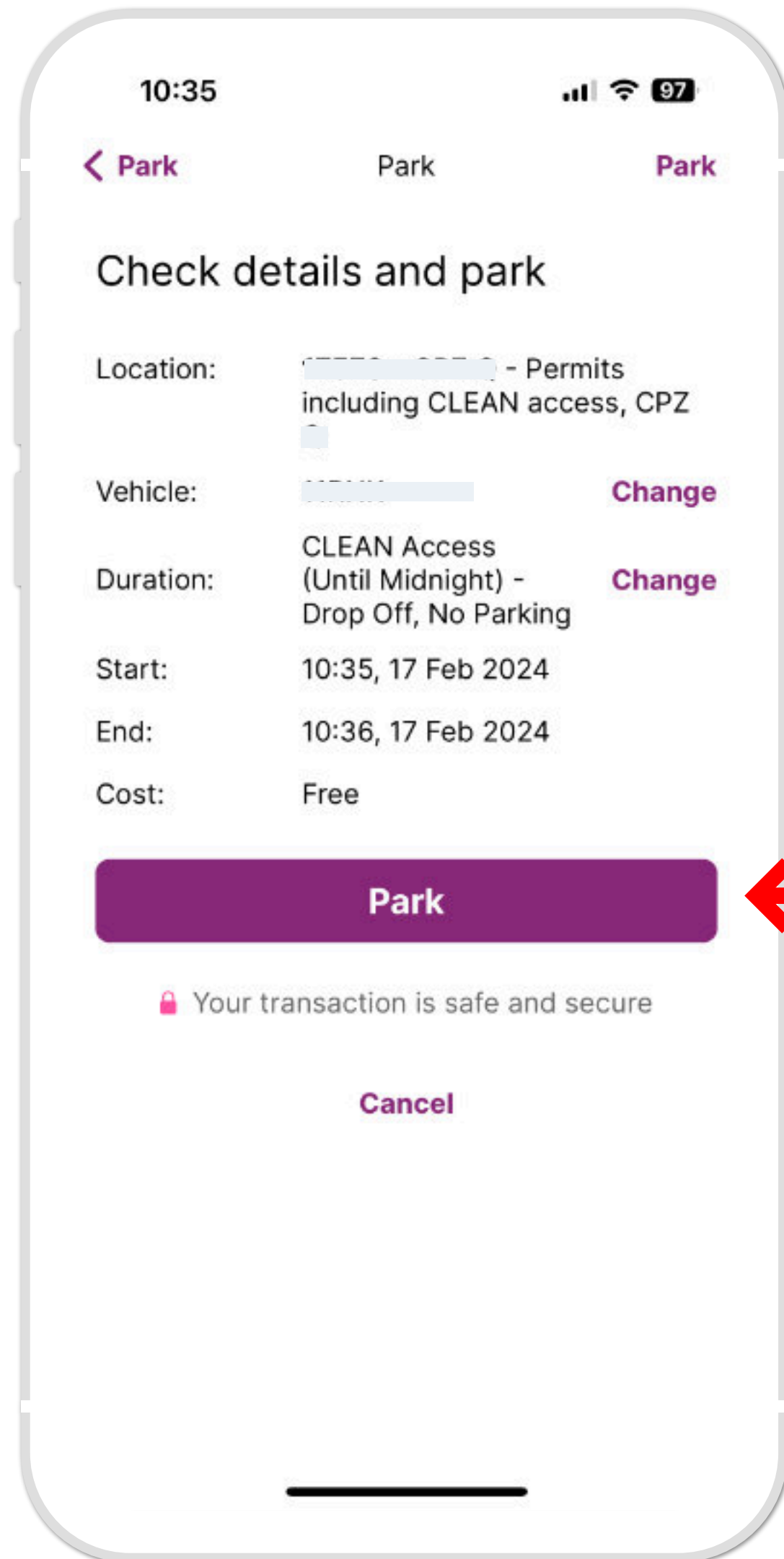
Note: choosing the 'CLEAN Access' option does NOT include parking, only camera access for the day up until midnight.



If you want to receive text message reminders you can slide the toggle on.

HOWEVER, this will charge you 20p per text. If you want to register a vehicle for free leave this off!

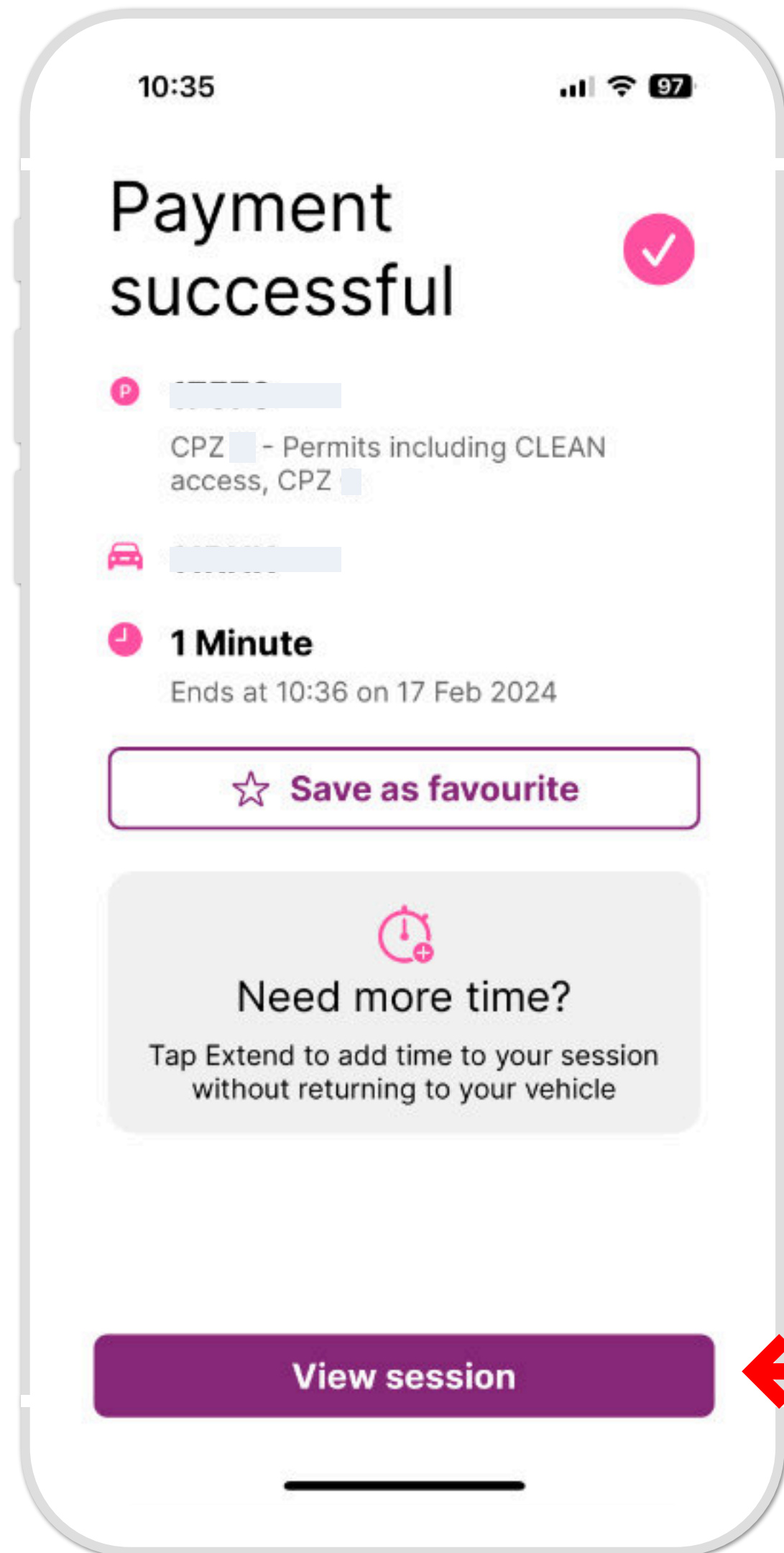
10. Click 'Next'



You will notice the **'Start'** and **'End'** times indicate the session is only one minute. This is because RingGo limits you to one **'active'** parking session at a time. So this is deliberate to allow you to register multiple vehicles at any time. Rest assured your visitor has until midnight to pass through any of the cameras.

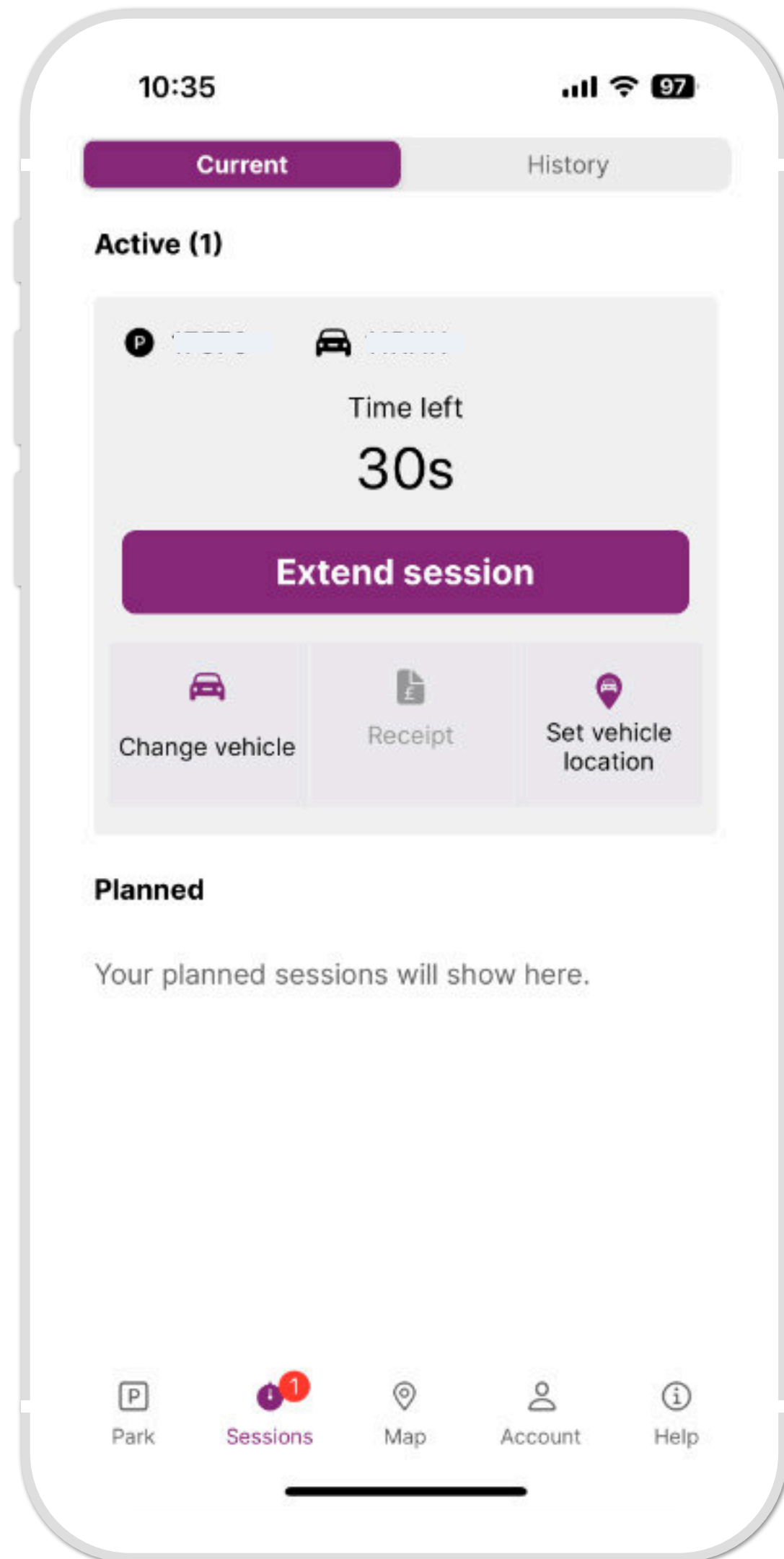
11. Check all the details are correct and click **'Park'**

Note: even though you are only giving Camera access, this button will still say 'Park' due to the RingGo default settings. Note: the 'Clean Access' only option does NOT include parking.



**You will then see the confirmation screen.
Even though it says '*Payment successful*'
you have not been charged.**

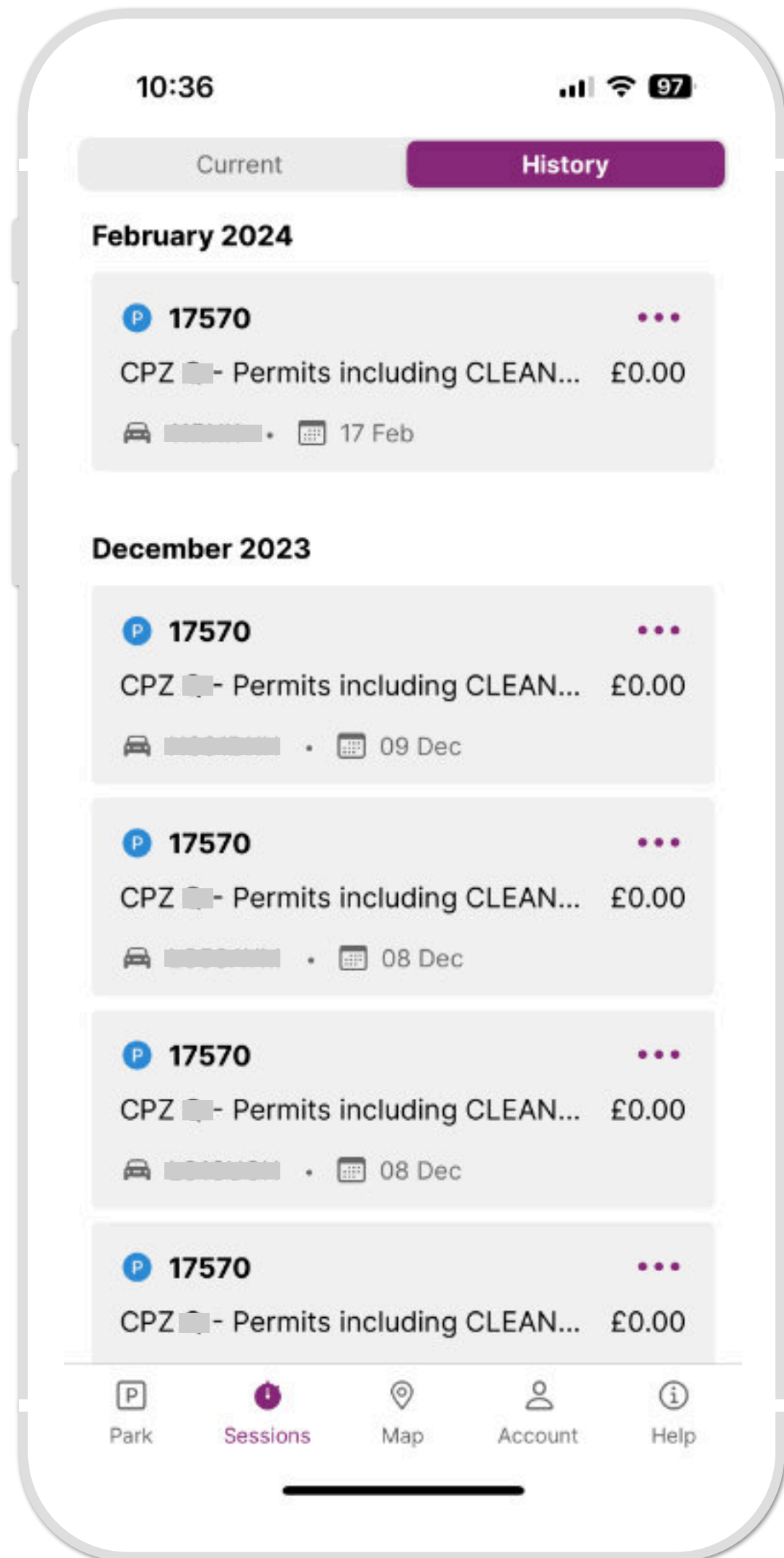
You can see the booking by clicking 'View session**'**



If you view the session within the first minute you will see this screen.

Even though it says the session ends in 60 seconds your visitor has access through any of the cameras up until Midnight on the same day.

Again, the reason it shows the session as only 60 seconds is because RingGo limits you to one 'active' parking session at a time. So this is deliberate to allow you to register multiple vehicles at any time.



Once the 60 seconds has passed the session will appear under your 'History' tab at the top.

Here you will see a record of all previous sessions for both 'Clean Access' only as well as any actual parking sessions you have registered for your visitors.

This is handy for future visits where you can click on any of these to quickly book them again.