

Ref.	Question	Answer
Questions about why we have switched to a digital solution		
1	Why are you changing to a digital system?	We are introducing a new digital parking permit system for Buckinghamshire Council to provide a one system approach, which will streamline our permit functions and remove the need for multiple systems across the County. You are now in control of instantly updating your account with no administration fees
2	I don't understand the system, where can I get help?	Please visit our website https://countryparks.buckinghamshire.gov.uk/parking and see our Parking FAQs and MiPermit Help Guide
Questions about how MiPermit works		
3	What is Mipermit?	We are introducing a new digital parking permit system for Buckinghamshire Council to provide a one system approach, which will streamline our permit functions and remove the need for multiple systems across the County
4	How do I use mipermit?	Digital permits can be managed through both the online account and MiPermit app. The MiPermit app is available on IOS and Android platforms. Please see the relevant app store to download.
5	Where can I find the MiPermit App?	The MiPermit app is available on IOS and Android platforms. Please see the relevant app store to download.
6	Will I still get a renewal reminder?	Yes, You will receive an automatic reminder 14 days before your annual digital permit runs out to remind you to log on and renew your permit online, paying using your debit or credit card.
7	I've just bought a permit, when will it be valid from?	You can specify the date that it is valid from online when purchasing.
8	How do the enforcers know that I have a valid permit if I am not displaying a ticket?	The enforcers have a digital device which checks for valid registration numbers that are registered with MiPermit when enforcing in our car parks.
9	Can I buy a permit just for one park?	All digital permits for Buckinghamshire's Country Parks are valid for use in: Black Park Country Park, Langley Park Country Park and Denham Country Park.
10	Where do I find the website address to purchase a digital permit?	The web address is : https://secure.mipermit.com/bucks
11	Do I still have to display a ticket in my windscreen?	Once you have switched to a digital permit you will no longer need to display a permit in your windscreen (once your printed permit has expired). The digital permit will be linked electronically to your vehicle registration; therefore, you will need to provide a vehicle registration for the vehicle that you wish to park. You can log a maximum of two vehicle registrations at the same address for each permit purchased for £66, however only one vehicle is valid at any one time and you will need to select the specific registration to park.
Questions regarding existing printed permits		
12	Is my printed permit still valid?	Yes, current permits will remain valid for their duration

13	What do I do when my printed permit expires?	If you wish to purchase a permit thereafter, you may do so by purchasing a digital permit via MiPermit. The new system can be found at https://secure.mipermit.com/bucks
14	I've got a valid printed permit and I need to change my registration number – how do I do this now the old system is no longer available?	Please email countryparks@buckinghamshire.gov.uk and we will sort this for you. There is no administration charge for this.
15	I had a printed permit which I have lost, how do I get a replacement?	Please email countryparks@buckinghamshire.gov.uk and we will sort this for you. There is no administration charge for this.
Questions about access to internet / computers / App		
16	Where can I get support if I don't have access to the internet?	Please ask a close family member or friend to assist you if possible. Alternatively, please visit your local Buckinghamshire Library to access computers with free internet.
17	Can I come into the Visitor Centre to get help to pay online?	Please visit our website at https://countryparks.buckinghamshire.gov.uk/parking and see our Parking FAQs and MiPermit Help Guide. Country Parks colleagues are not permitted to take payment over the phone or process the online purchase on a customer's behalf. Alternatively we can provide you with a printed copy of our help guide should you require this.
18	How do I get the MiPermit App on my phone?	The MiPermit app is available on IOS and Android platforms. Please see the relevant app store to download.
Questions about MiPermit Account / transactions		
19	What happens if I forget my log in details?	MiPermit has an automated 'Forgot Password' link on the log in page. Click this to reset your password.
20	Can I cancel MiPermit and get a refund?	No refunds will be made for a partial year.
21	Can I pay by direct debit?	We do not have Direct Debit payments set up on our system – payment by credit/debit card only.
22	Can I still come into the Visitor Centre to pay for the permit?	All applications are required to be purchased online using a debit/credit card on MiPermit https://secure.mipermit.com/bucks . Please ask a close family member or friend to assist you if possible. Alternatively, please visit your local Buckinghamshire Library to access computers with free internet.
Questions about the number of vehicles on a permit		
23	How many vehicles can you register under each permit purchased?	Each digital permit is valid for one car parking space. However, you can log a maximum of two vehicle registrations under each permit purchased for £66 but only one vehicle is valid at any one time. If you need to switch from one vehicle to the other (depending on which car you bring to the Country Parks) the vehicle can be changed quickly and easily by logging into your online account or via the MiPermit app and switching the registration over to the relevant vehicle. Once you save the changes, the amendment will be actioned immediately.

24	I've got two cars and I want to park them at the same time, can I do this under one permit?	Your permit is valid for one car parking space at our car parks. If you plan to park both cars at the same time, you will need to either buy two separate permits or buy day tickets for the second vehicle when both are being parked.
25	Why can't I have three cars on my permit?	Your permit is valid for one car parking space at our car parks. The system will allow a maximum of two vehicle registration numbers on one permit, which you can switch between via the website/on the App. If you plan to park more than one car at the same time, you will need to either buy multiple permits or buy day tickets for the additional vehicles when more than one is being parked.
26	Can my neighbour / friend and I share a permit?	Two vehicles registered at the same address may only be included on one permit. Only one registration at a time can be valid on a permit, so sharing it with someone who is likely to visit at the same time as you would not work.
27	Why can I only park one vehicle at a time if I have two registrations on it?	Your permit is valid for one car parking space at our car parks. The system will allow a maximum of two vehicle registration numbers on one permit, which you can switch between via the website/on the App. If you plan to park more than one car at the same time, you will need to either buy multiple permits or buy day tickets for the additional vehicles when more than one is being parked.
Questions about how to amend a digital permit		
28	What do I do if I want to change my registration number? Will it cost to amend?	Please log into your online MiPermit account and amend your vehicle registration number. There is no administration charge for this.
29	I've sold my car, how do I change my registration on the new system? Is there a charge and how long will it take to take effect?	This can be changed at any time via the 'Manage Digital Permits' section after purchase has been completed. There is no charge for amending your vehicle details under a valid permit.
30	How do I switch between the two registration numbers I have registered with my permit?	Please log onto your MiPermit online account / App to select which vehicle you wish to park.
31	I have bought a digital permit but have put the wrong registration in – what do I do?	Please log into your online MiPermit account via the MiPermit website / App and amend your vehicle registration number.