

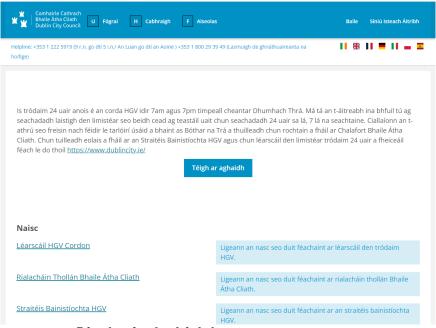
Dublin City Council

Step by Step Guide for Registering An Organisation and Premises.

1.	Α	Announcements Page and Language Selection	1
2.	Γ	Terms and Conditions	2
3.		Main Menu	
	3.1.	Register an Organisation	4
		Profile Options	
		2.1 Profile	
	3.2	2.2 Sign Out	16
	3.2	2.3 Forgot your Password	17
	3.3.	Register a Premises	19
		Managing Premises	
		Managing Mitigation Plans	

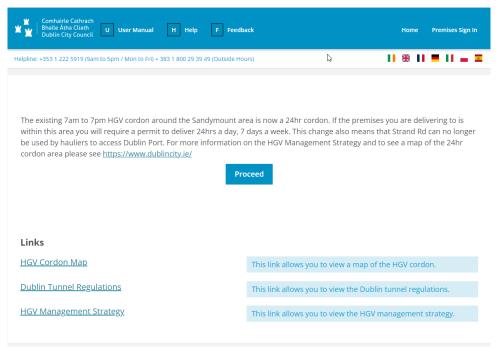
1. Announcements Page and Language Selection

You have a choice of 7 languages to choose from please choose one by clicking on the coordinating flag as shown below.



Display in the Irish language

The purpose of the announcement screen is for displaying information such as notices/messages or changes to the value of parameters to the user. Having read the announcements click on the Proceed button to continue.



Display in the English language

The terms and conditions section are then displayed.

2. Terms and Conditions

Please read the terms and conditions below and click 'accept' to proceed to Main Menu. If you do not accept the terms and conditions and click Decline, you will be returned to the Announcements page.



Terms and Conditions relating to the HGV Management Strategy

The onus is on the applicant to ensure that information provided is true and valid

Information given is to be used solely for the HGV permit scheme and will only be seen by authorised personnel

There is no refund facility available

Dublin City Council reserve the right to cancel permits without refund

Dublin City Council reserve the right to modify cordon entry/exit crossing points



Dublin City Council reserve the right to refuse a permit application to a specific vehicle having being reported by the Gardai for abusing the HGV cordon rules

For a load/unload permit the haulier agrees to traverse the cordon on the designated routes shown and only to leave these routes at the most approximate point to their destination.

Should a 5+ axle vehicle be found in a location that is inconsistent with the location descriptions detailed on the permit, this will be viewed as an invalid use of the permit.

The haulier agrees that Local statutory signs on roads within the cordon must be upheld, i.e. 3-ton limits, turn bans, etc.

Privacy Statement

Any personal information supplied will be treated as confidential.

We will use any personal information supplied only for the intended purpose.

Under Data Protection legislation you are entitled to a copy of any personal information held about you by Dublin City Council. You can apply for a copy of your personal data by writing to the Information Management Unit, Dublin City Council, 16-19 Wellington Quay, Dublin 2 enclosing a cheque or postal order for €6.35

Dublin City Council is obliged to comply with the provisions of the Freedom of Information Acts 1997-2003 as extended or amended

HGV. ie Terms and Conditions

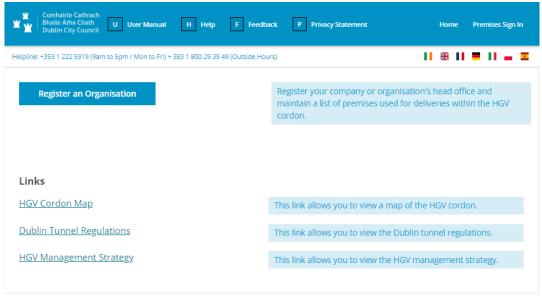
- General. The owner of this website is Dublin City Council located at Civic Offices, Wood Quay Dublin 8., Ireland
 By using this website you agree to be legally bound by these Terms and Conditions and by all other applicable provisions. If you
 disagree with Terms and
- Conditions and/or with any other of the applicable provisions, you are not permitted to use the website.
- Permitted use. Permitted use of this website includes: (i) viewing this website; (ii) purchasing permits; (iii) reviewing/updating
 permits; (iv) transferring to other websites through links provided on this website. Use of this website is limited to private, noncommercial purposes. Any other use of the website requires prior written consent of Dublin City Council.
- 3. Intellectual property. All materials presented on this website, including names, logos, prices, etc., as well as the colour scheme and the layout of the website, are subject to copyright, trademark and/or other intellectual property rights. You may only use these materials, the colour scheme and the layout for your personal, non-commercial purposes. Any other use and/or reproduction of the materials, of the colour scheme, or of the layout of the website, without prior written consent of Dublin City Council, will constitute breach of these intellectual property rights, and will be prosecuted without further notice.
- Links to this website. You may only establish and/or operate links to this website following prior written consent of Dublin City Council. Such consent may be withdrawn at any time at Dublin City Councils own discretion.
- 5. Limited liability. Dublin City Council will not be held liable for any losses and/or damages arising from the use of this website or of any other website to which this website provides a link, and/or from the use of information presented on this or any such other website.
- 6. Applicable law and jurisdiction. Disputes arising from the use of this website and the interpretation of these Terms and Conditions are subject to the laws of the Republic of Ireland. Disputes will be brought before the Irish courts. Dublin City Council reserves the right to institute proceedings in the country of your residence.

Accept Decline

Terms and Conditions page

3. Main Menu

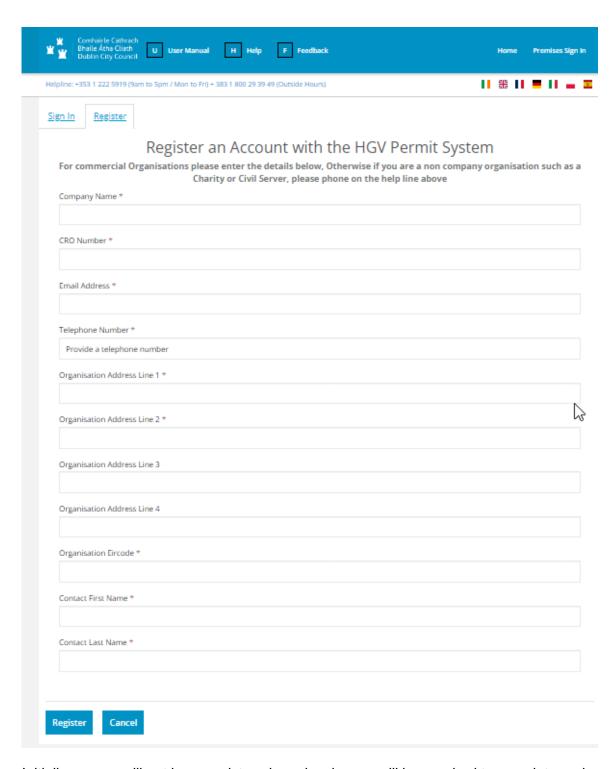
Once you have chosen your language and accepted the terms and conditions you are brought to the Main Menu where it is possible to choose the appropriate section.



Main Menu display

3.1. Register an Organisation

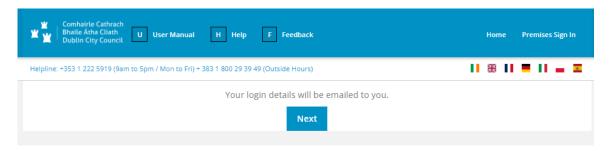
In order to register your company or organisation's head office and maintain a list of premises used for deliveries within the HGV cordon, click on the 'Register an Organisation' option. You will be taken to the following Register screen.



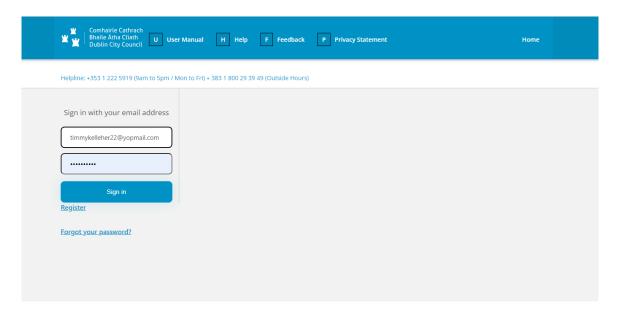
Initially, as you will not have registered previously, you will be required to complete and submit your organisation details.

If you are a non-commercial organisation, like a Charity or Civil Service please phone the helpline displayed at top of screen. Otherwise, enter all the required details and click the 'Register' button. Ensure that the details entered match what appears on the

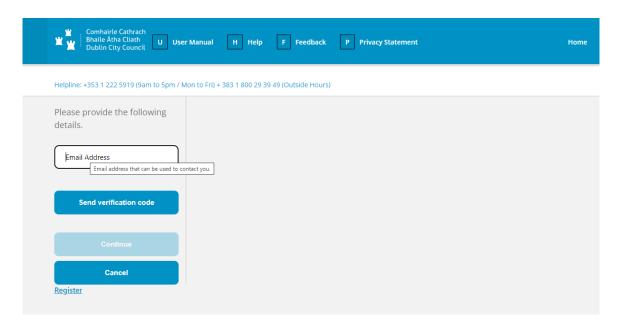
Companies Registration Office (CRO) database. A message will be displayed on screen indicating 'Your login details will be emailed to you'.



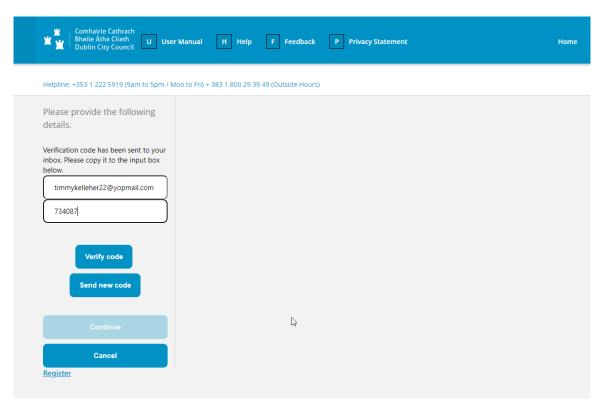
On click of Next, you will be navigated to the Premises Sign In page An email will have been sent to your provided company email address. The email will provide a link to activate your account and ask you to reset your password (using the Forgot Password link) for accessing the service.



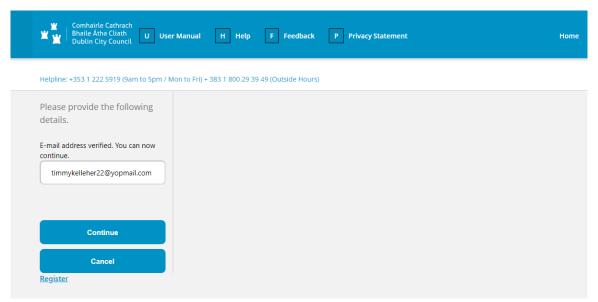
Click on the 'Forgot your password?' link. You will first need to re-enter your email address and click on 'Send Verification Code'



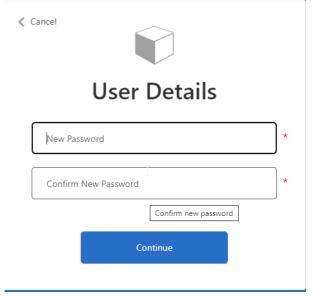
A six digit verification code will be issued to this email address. On obtaining the code from your email, enter into the verification code and click Verify Code



Click on Continue.



On the next screen, you are invited to set your password, and confirm it. Click Continue



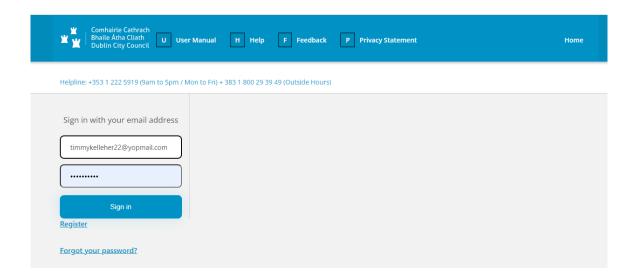
Please note the following password setting conventions:

The password must be between 8 and 64 characters.

The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

You will then be routed to the sign in page, enter your email address and password and click Sign in



On your first login, you will be presented with the following screen. On it you will see that you need to download the Microsoft authenticator app. Once you have done this, you can open it on your mobile phone and click on the + symbol to add a new account.

Select option 'Work or School account' on your phone and then select 'Scan a QR Code'.

← Cancel



Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.





Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

Scan the QR code

Using your app scan this QR code and click "Continue"



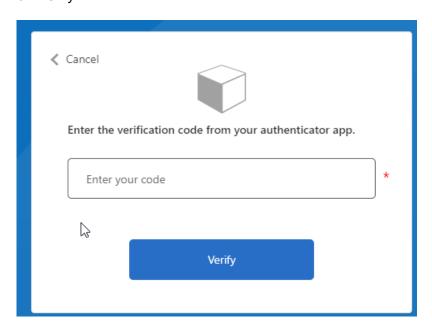
Can't scan? Try this

Still having trouble?

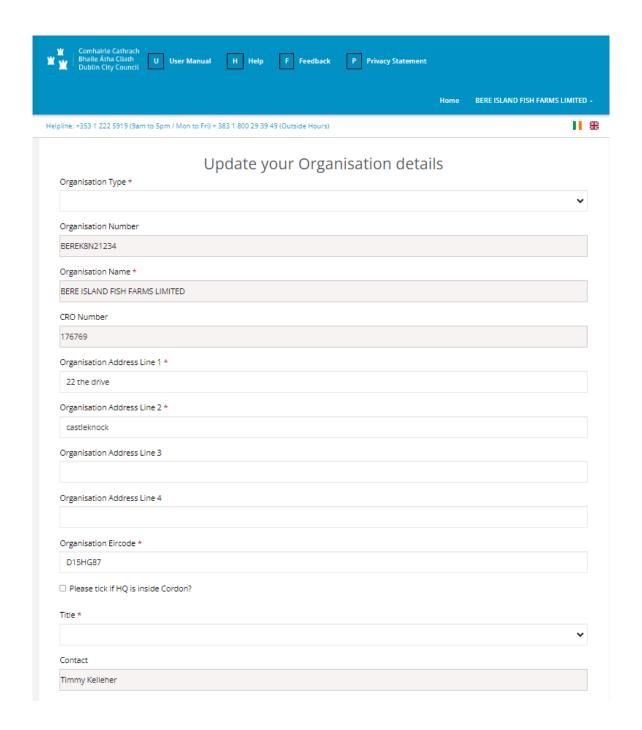
Continue

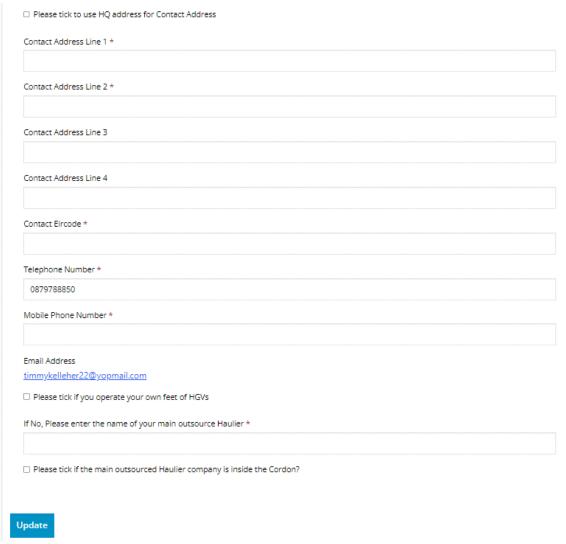
On successful scan of the QR code, your account will have been successfully added to the Microsoft Authenticator App.

Click Continue on the screen. You will then be invited to enter the verification from your Microsoft Authenticator App. This is the one time password code and is six digits. Click on Verify.



Once you have entered the six digit code, you will be logged into the system and on the very first login you will be navigated to the 'Update your Organisation details' page. Here you are required to add some additional information relating to your organisational account.





Profile Details Page

Details which you have already provided when registering your organisation will be prefilled and set by default. These are:

- Organisation Number (read-only)
- Organisation Name (read-only)
- CRO Number (read-only)
- Organisation Address fields
- Organisation Eircode
- Contact
- Telephone Number
- Email Address (read-only)

*Please note that if you are a non-company type (e.g. charity) user and have registered via the helpline, some of the above fields may still require data entry.

The following fields are mandatory and must be entered:

- Organisation Type
- Organisation Sub-type (if applicable)
- Contact title
- First two lines of contact address & Contact Eircode
- Mobile Phone Number
- Name of main outsource Haulier (if you do not own your own fleet of HGVs)

Select an Organisation type and subtype by clicking on the drop down arrows and selecting an entry from the list. When the Organisation Type is selected, the sub type category dropdown will be populated. This applies to options Commercial Company and Government Body.

If the HQ is inside the cordon then click the 'HQ Inside Cordon?' tick box.

Under the contact details, if you want to use the same address as the HQ address, click the tick box 'Please tick to use HQ address for Contact Address'. This will copy the details of the HQ address into the Contact Address fields.

If you operate your own fleet of vehicles then click the 'Please tick if you operate your own fleet of HGVs? Tick box'. Otherwise, the name of your main outsource haulier must be entered in the 'If no, Please enter the name of your main outsource Haulier' field.

If the outsourced company is inside the cordon, click on the 'Please tick if the main outsourced company inside the Cordon' tick box.

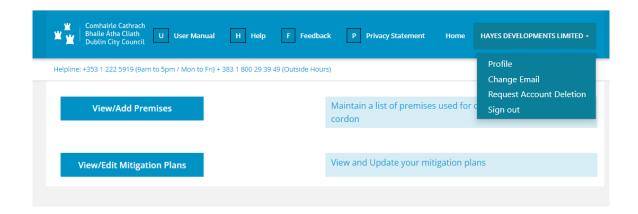
Once all the relevant details are entered, click on the Update button to save the changes. You will be returned to the authorised user homepage and will be able to manage premises and mitigation plans.

3.2. Profile Options

On successful login to the system, a number of options are available on click of your organisation name in the top right corner.

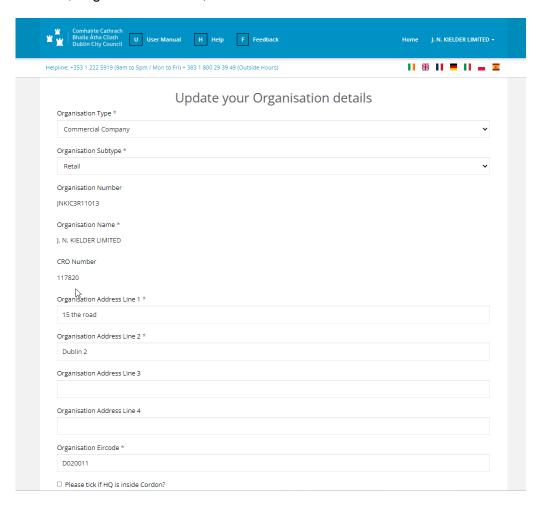
3.2.1 Profile

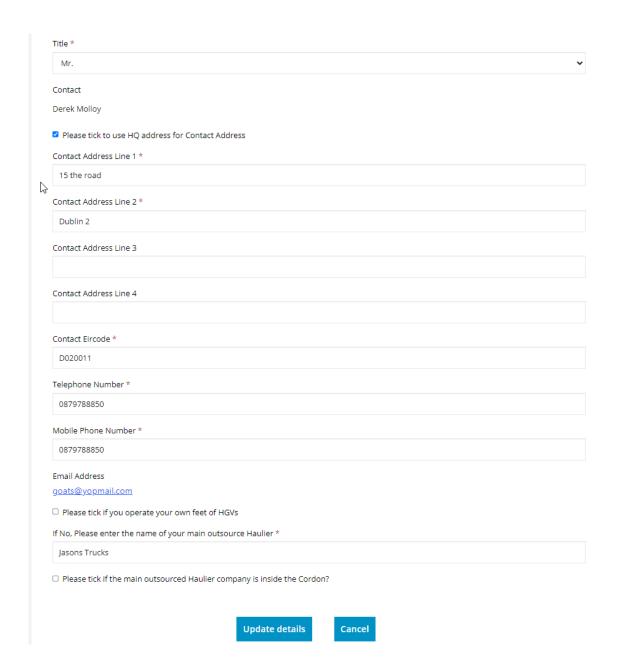
The organisation details can be viewed and updated at any time by navigating to the Organisation Profile. Click on the Organisation name and select the Profile option,



This will open the Organisation Details screen again and you can make updates.

Note: previous validation will still apply, and you will not be able to update Organisation Number, Organisation Name, CRO Number.





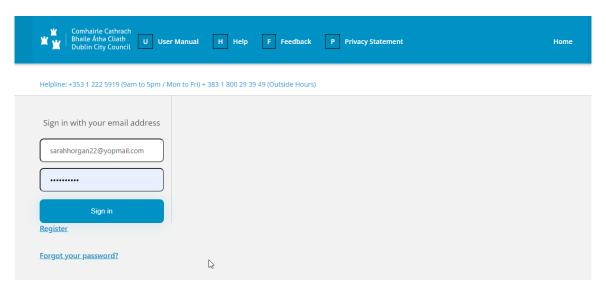
When you have completed your updates click on the Update Details button to save your changes.

3.2.2 Sign Out

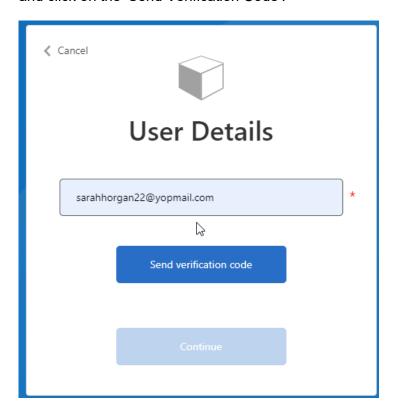
As a logged in user to the HGV System, you can sign out at any point by selecting the Sign out option. This is available by clicking on your organisation name in the top right hand corner and selecting the Sign Out option.

3.2.3 Forgot your Password

If you have forgotten your password click on the button, 'Forgot your Password?' on the Premises Sign In page.

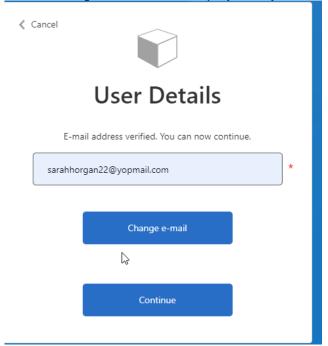


This will take you to the following screen from where you enter in your email address and click on the 'Send Verification Code'.

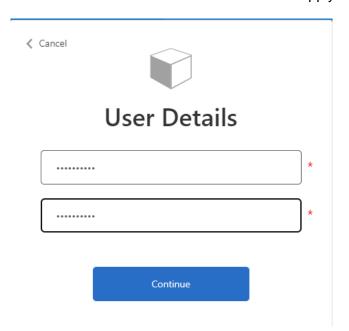


A verification code will be issued to the email address you have provided. Enter the verification code and click on Verify Code button.

The following screen will be displayed to you. Click on Continue.



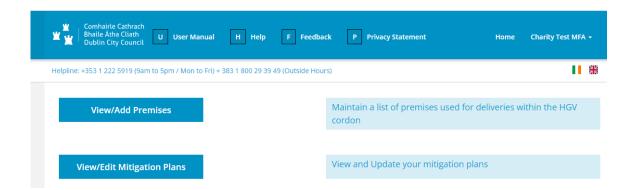
On click of Continue, the can enter your New Password and confirm it. Password setting conventions as mentioned in section 4.1 will apply.



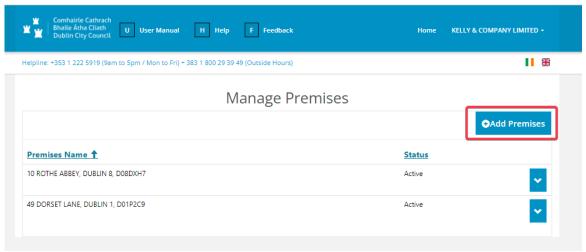
Click on continue to complete the action. You will be navigated back to the Premises Sign in screen and can continue with your login.

3.3. Register a Premises

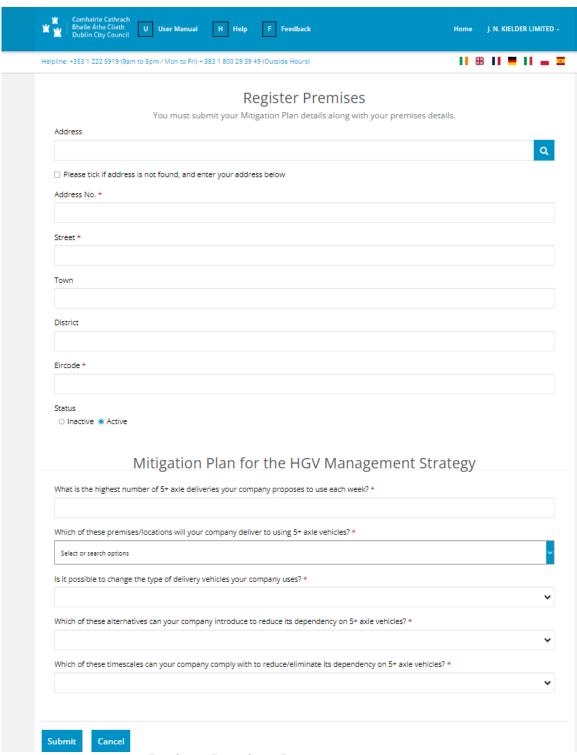
To register a premises, select the View/Add Premises button from the Home page.



If you have already registered premises, they will be displayed here. To add a new premises, Click on the Add Premises button and the Register Premises screen is displayed.

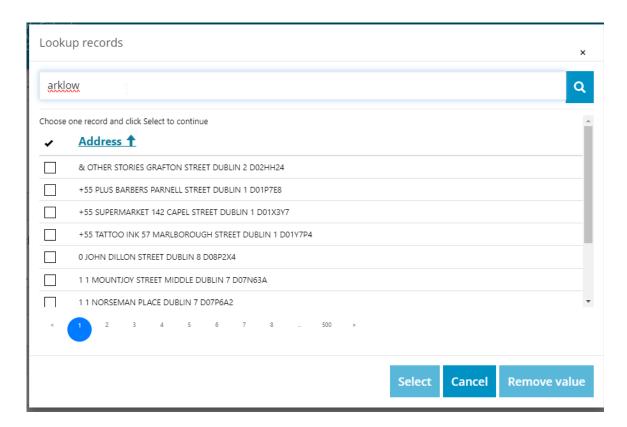


Option to Add Premises



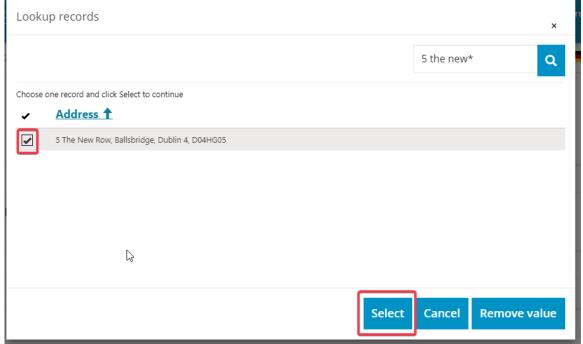
Register Premises Page

In the Address field, click on the search icon (magnifying glass). This will display and Address search screen allowing you to find your premises address.



Using the search box in the top right corner you can enter the address or partial address. You can also search on Eircode value. Once you have entered criteria to return the appropriate results, click on the search icon(magnifying glass).

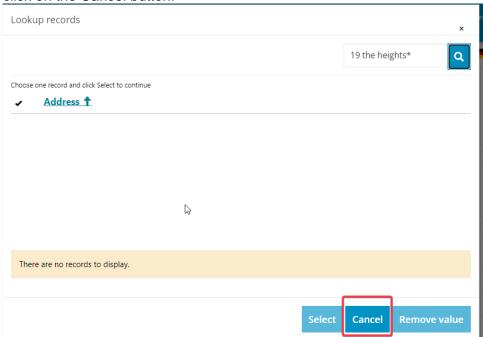
Select the tick box of the correct address and click the select button.



You will then be returned to the Register Premises screen with your chosen address populated in the Address field. The associated address fields will also be populated with the address data.

The status is defaulted to Active.

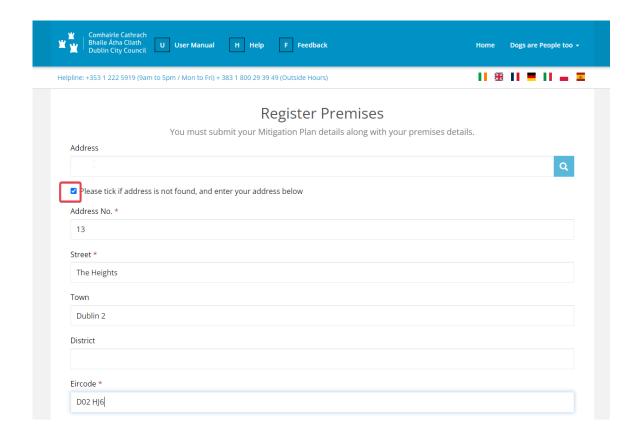
If after using the search function you have been unable to find your required address, click on the Cancel button.



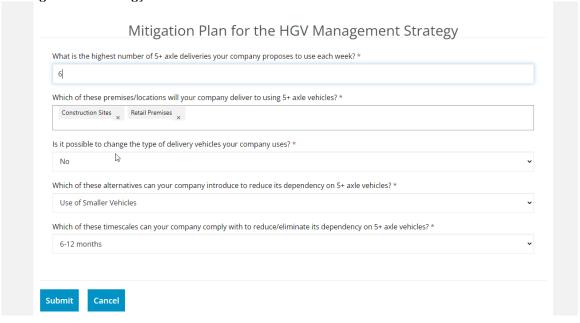
You will then be returned to to the Register Premises screen and you can tick the check box for 'Please tick if address is not found, and enter your address below'. On ticking this option the following fields are enabled (made active) for you to enter the details of the address you were unable to locate through the search function:

- Address No.
- Street
- Town
- District
- Eircode

Note that is required to at a minimum enter data for Address No., Street and Eircode.



You can then proceed to to enter details of your Mitigation Plan for the HGV Management Strategy.



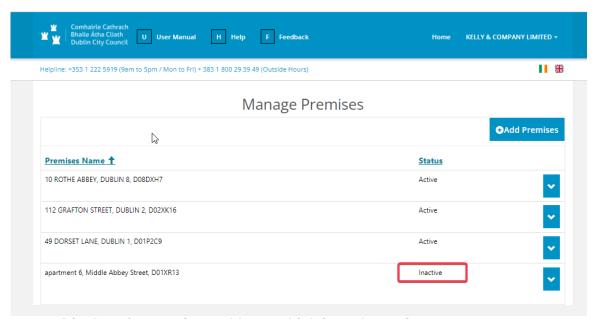
 What is the highest number of 5+ axle deliveries your company proposes to use each week? – please enter the appropriate number deliveries.

- 'Which of these premises/locations will your company deliver to using 5+ axle vehicles?' – click on the down arrow to the right to see and select the appropriate options. You can elect to use the Select all value if that is appropriate. Alternatively you can select one or multi-select several values.
- 'Is it possible to change the type of delivery vehicles your company uses?' Please select Yes or No value by clicking on the down arrow on the right of the field.
- Which of these alternatives can your company introduce to reduce its dependency on 5+ axle vehicles?' - click on the down arrow to the right of the field and select from options Use of Smaller Vehicles or Delivering outside Cordon hours
- 'Which of these timescales can your company comply with to reduce/eliminate its dependency on 5+ axle vehicles?' click on the down arrow to the right of the field and select the appropriate option from values: 6 months, 6-12 months, 12-18 months, 18-24 months.

Once all the required information has been entered select the Submit button to add your premises.

3.4. Managing Premises

You will then be returned to the Manage Premises screen. For address which have been manually added, these will display as Inactive.



Display of a premise saddress which is under review

A member of the Dublin City Council staff will validate these addresses.

Once a pending address is validated, an email will be sent to the email address entered on organisation registration, indicating address is no longer pending. One of three emails maybe received depending on the outcome of validation.

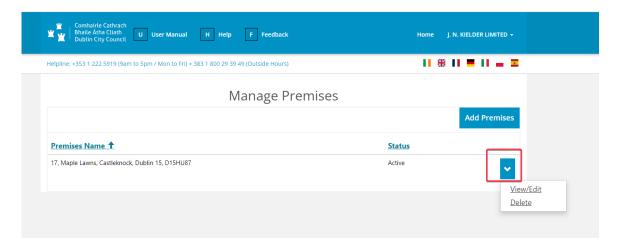
If the address that was pending is outside of the cordon, then you will receive an email indicating the premises are outside the cordon and it is not necessary to register the premises. If this email is received, then no action needs to be taken.

If the address that was pending needs to be added to the geo directories listing, you will receive an email indicating that your pending premises has been investigated and added to our address listing. The email will give you instruction about logging on to the to Dublin City Council's HGV Permit System - Premises Registration www.hgv.ie, select the required street and complete your premises registration.

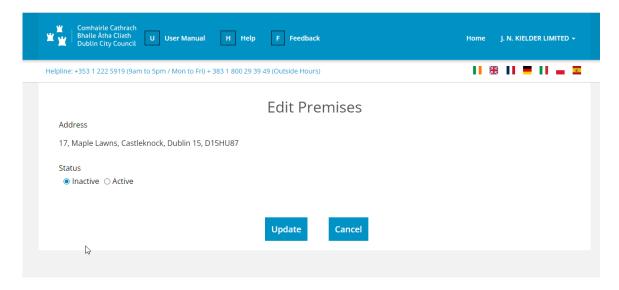
Note that only premises that has been selected from our Address listing and has successfully completed its registration will be selectable from the Permit Issuing Screen.

If the address that was pending already exists in the listing, you will receive an email indicating. We have investigated these premises and have found that is already is listed in our address listing. You will also receive instruction to logon to Dublin City Council's HGV Permit System - Premises Registration www.hgv.ie, select the required street and complete your premises registration.

From the Manage Premises screen you can continue to add further premises or manage existing premises.

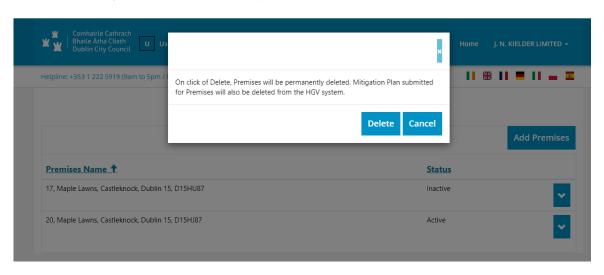


Clicking on the arrow to the right of the premises will display options for you to manage the premises. Click of the View/Edit option will open the Edit Premises page. On this page you will have the option to set your premises to Active/Inactive. For example, it may happen that you wish to withdraw your premises from selection on a permit for a period of time. In this instance you can select the Inactive option and click on the Update button.



You can reactivate the premises at any time by seleting the View/Edit option and selecting the Active option. It is also possible to delete one of your premises by selecting the Delete option from the down arrow options. When Delete is selected you will be presented with an informative pop-up alerting you that the premises is to be permanently removed from your account.

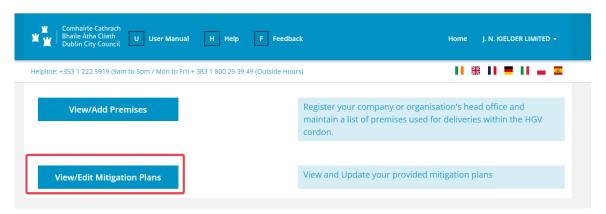
Note: If your premises address is displaying as Inactive and has been submitted for reviewto DCC, you will not have the option to activate it.



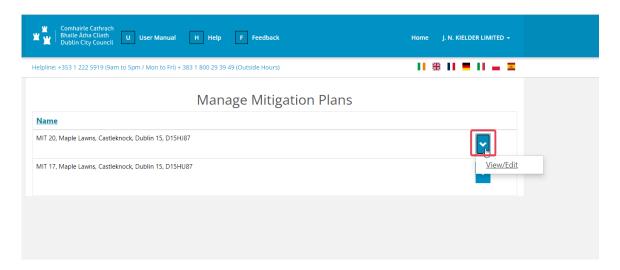
You can proceed with the action by selecting Delete, or use the Cancel button to stop with the delete action.

3.5. Managing Mitigation Plans

When you add a Premises you are also required to enter information relating to your mitigation plan. If you need to update any details pertaining to the mitigation plan you can select the View/Edit Mitigation button from your home page.



Clicking on the View/Edit Mitigation Plans button opens the Manage Mitigation Plans screen which lists a mitigation plan per registered premises. The mitigation plan name format is MIT + Premises address.



The down arrow displays your mitigation plan management option of View/Edit. Note that there is no Delete option for mitigation plans. There <u>must</u> be a mitigation plan present for every premises. If you delete a premises, the associated mitigation plan will also be deleted.

When you select the View/Edit option for a mitigation plan, the Edit Mitigation Plan for the HGV Management strategy form is displayed. The address details of the premises are read-only, and you can update any of the specific mitigation plan details fields. On completion of your updates select the Update button.

