

A guide to using the online licensing account on a smart phone

- This guide is for someone making a new application when they have an account already.
- For guidance on creating an account please see [Taxi and Private Hire online portal | Epsom and Ewell Borough Council](#)
- Do not apply for a new licence if you want to renew your existing licence – doing so may cause delays to the grant of your application. If you are renewing a licence you will have been e-mailed a link to apply - using this link will take you straight to the application (once you have logged in).

1. Log in to account using this link

<https://licensing.epsom-ewell.gov.uk/online-application/>

2. Tap the licence type you are applying for:



Private Hire Operator

Application for a
Private Hire Operator Licence



Taxi or Private Hire Driver

Application for a
Taxi or Private Hire Driver Licence



Taxi or Private Hire Vehicle

Application for a
Taxi or Private Hire Vehicle Licence



Public Registers

3. Select the 'Login' tab

Sections

1 Create
New

Application

Download Blank Application

Vehicle Licence

Application for a Taxi or Private Hire Vehicle Licence

Please note that for uploading files and images, only the following formats will be accepted:

Files: jpg,png,jpeg,doc,docx,txt,pdf,msg

Images: jpg,png,jpeg

All fields marked with an asterisk (*) are required.

Register

Login

If you already have an account, please login below. Otherwise please register your details.

Welcome back! Please log in to your account.

Username

Password

Login

'Username' is your e-mail address

If you do not know your Password, please tap on 'Forgot Password'. You will be sent an e-mail, click on the link to reset your password. Once you have set a new password, login as above.

4. If you have started an application it will take you to a screen where you have the option of resuming that application or starting a new one. Select 'resume existing application'.

If you do NOT want to apply for that type of licence, and instead want to review your account, tap 'My Account' to take you to the homepage of your account.

The screenshot shows a mobile application interface for EPSOM & EWELL BOROUGH COUNCIL. At the top, the council's logo is displayed. Below the logo, a welcome message reads "Welcome back, Test for GoLive XXX Licensing" with links for "Account" and "Log out". The main heading is "< Select Application Form". Under the heading "Sections", there is a numbered list starting with "1 Create New Application". Below this, there are three buttons: "My Account" (highlighted in yellow), "Log out", and "Download Blank Application". The section titled "Vehicle Licence" describes it as an application for a Taxi or Private Hire Vehicle Licence. It includes a note about accepted file formats: "Files: jpg,png,jpeg,doc,docx,txt,pdf,msg" and "Images: jpg,png,jpeg". A note states "All fields marked with an asterisk (*) are required." Below this, a message says "This email address is already linked to an incomplete application. Would you like to resume the existing application, or start a new one?". At the bottom, there are two buttons: "Resume existing application" and "Start new application >".

EPSOM & EWELL
BOROUGH COUNCIL

Welcome back, Test for GoLive XXX Licensing
[Account](#) [Log out](#)

< Select Application Form

Sections

1 Create New Application

[My Account](#) [Log out](#)

[Download Blank Application](#)

Vehicle Licence

Application for a Taxi or Private Hire Vehicle Licence

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Files: jpg,png,jpeg,doc,docx,txt,pdf,msg
Images: jpg,png,jpeg

All fields marked with an asterisk (*) are required.

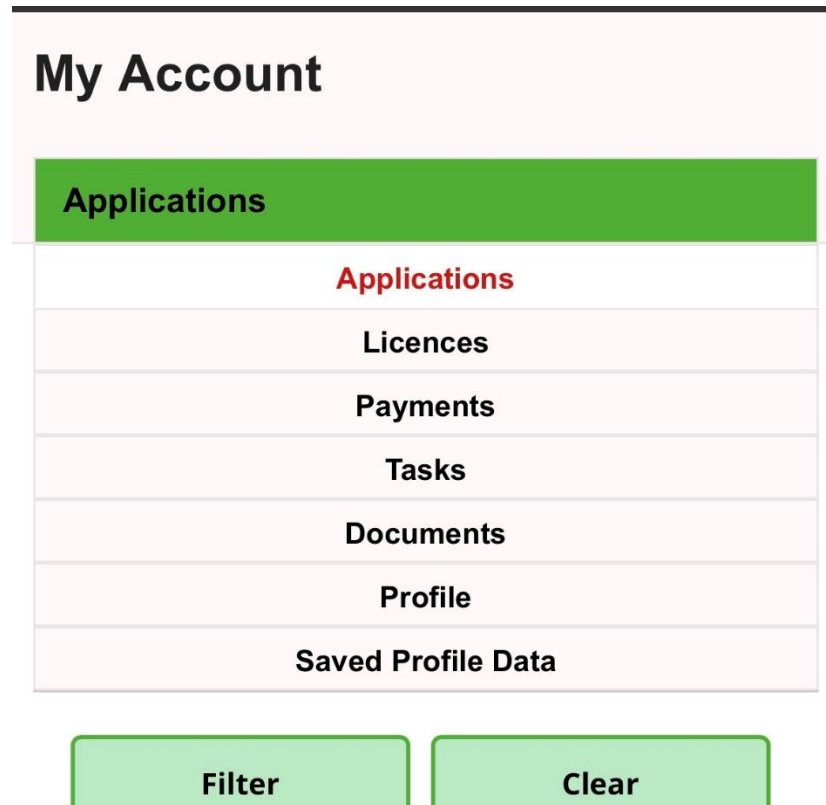
This email address is already linked to an incomplete application. Would you like to resume the existing application, or start a new one?

[Resume existing application](#) [Start new application >](#)

5. Select what section of your account you want to view


Below where it says 'My Account' it will say 'Payments', 'Applications' or 'Licences' etc.

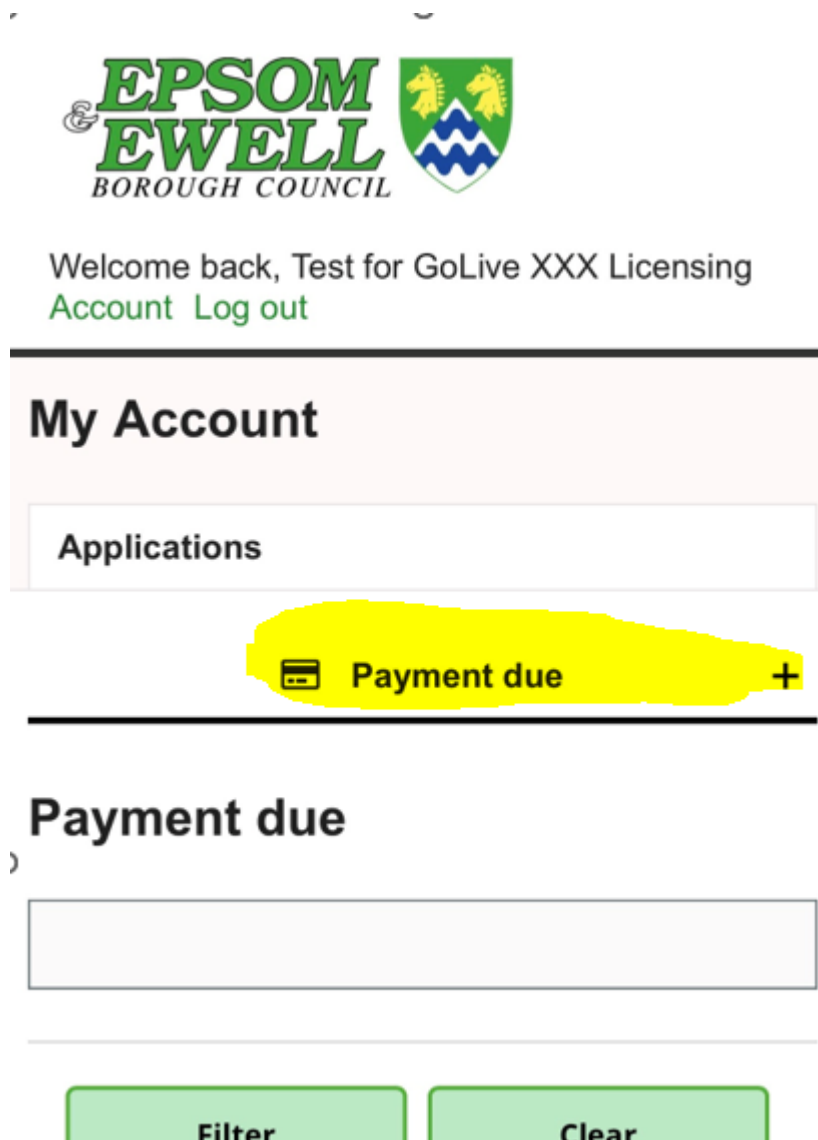
Tapping on the word just below 'My Account' will open the list of sections:



- Select 'Applications' to review a current application. You cannot apply for a new licence from 'my Account' - to apply for a new licence please return to step 1. Above.
- If you have been granted a licence, select 'Licences' to view your current licences
- Select 'Payments' to view any payment you have made, or pay for any application submitted
- 'Tasks' will only appear if an officer has requested you upload further information
- 'Documents' will show any documents you have needed to upload after your licence was granted (e.g. a vehicle MOT, or an updated insurance policy), and allow you to upload new documents when the time comes.

6. Each section has more options you can open by pressing the word with the '+' symbol after it

E.g. In the 'applications' section, you can press the screen where is says  Payment due '+' to see other areas of the 'applications' section.





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BOROUGH COUNCIL

Welcome back, Test for GoLive XXX Licensing
[Account](#) [Log out](#)


My Account

Applications

 **Payment due** 

Payment due

[Filter](#) [Clear](#)

E.g. clicking on  Payment due '+' will provide the following areas:

My Account

Applications



Payment due

—

Search

Payment due

Incomplete

Under review

Completed

Rejected

Abandoned

Total number of payment due applications: 0