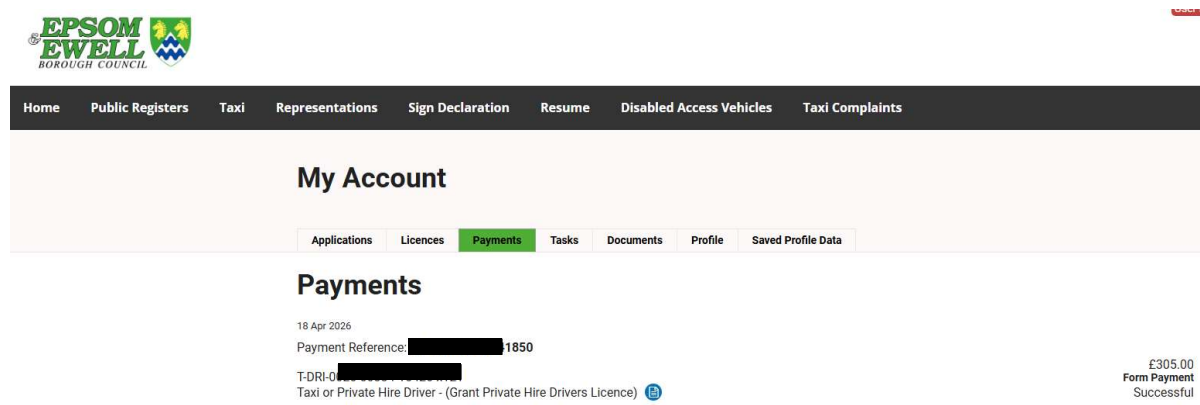


Navigating your licensing account using a PC/laptop

When you login you will need to go to your account – click ‘Account’ on the top right of the screen.

You will then see the ‘My Account’ screen, similar to the below. The exact tabs you will see will vary depending on what stage you are at in the application process, and what options are available to you.



The screenshot shows the 'My Account' page of the Epsom & Ewell Borough Council website. The navigation menu includes: Home, Public Registers, Taxi, Representations, Sign Declaration, Resume, Disabled Access Vehicles, and Taxi Complaints. The 'My Account' section has tabs for: Applications, Licences, Payments (selected), Tasks, Documents, Profile, and Saved Profile Data. The 'Payments' section displays a payment made on 18 Apr 2026 for a 'Taxi or Private Hire Driver - (Grant Private Hire Drivers Licence)'. The payment reference is [redacted] 1850, and the amount is £305.00, marked as 'Form Payment Successful'.

Tabs (left to right). Clicking on a tab will show more further options (going top to bottom)

- **Applications** – if you have started an application you can view it and resume it here. You can edit applications up until they are submitted. If you want to start a new application for a type of licence you do not currently possess, then go to the black ribbon, located just below the Epsom & Ewell logo, click on ‘taxi’ and find the type of licence you want to apply for.

- **Search** – you can only search using the long application reference number (ie T-DRI-0024-00100-40023-x123)
- **Payment due** – when you submit an application, this option allows you to pay for the application. Applications are not reviewed until payment is received.

If you have submitted a number of applications, you can pay them all at the same time by selecting them here (e.g. if you are renewing several vehicle licences at the same time - look for a faint box to select those you want to pay)

- **Incomplete** – Application can be reviewed and edited here before submission.

Applications that an Officer has returned to you for further information will also appear here.

If you started an application, please do not start a new one when you can complete the one already started.

- **Under review** – This shows applications submitted, to be looked at by Council Officers

- **Completed** – finished application.
- **Rejected**
- **Abandoned** – Duplicate applications that have been cancelled appear here. These applications should not be touched.
- **Licences** – all licences granted
 - **Active** – Your current licences.

If you click on 'View' you can see the licence details and download a copy of the licence.

Under 'Related applications' you can;-

 - apply for a replacement badge or vehicle plate,
 - vary your current licence – use this to notify us of changes of address
 - **Due to expire** – licences with 60 days or less left before expiring

If you click on 'View' on application due to expire you will also have the option to 'renew' the licence. You will then see an option to start a 'new' application or resume a previous application – click 'new', as you are starting a new renewal application
 - **Expired**
 - **Revoked**
- **Payments** – a record of payment you have made
- **Tasks** – If an officer has set a specific requirement (e.g. to provide a further medical report following an appointment), this is where you can upload the document.
- **Documents** – here you can view and update the documents you are required to produce throughout the term of the licence (e.g. MOTs for licensed vehicles, or medical reports for driver licences)
- **Profile** – your basic account information
- **Saved Profile Data** – more details account information.