Client Zone

User Manual

User manual version: Client Zone version2025-04

Printed: 17. June 2025

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1 Introduction

1.1 Personal data

I hereby acknowledge that the City of Prague (Prague City Hall), as a personal data controller, will process my contact details provided in the application for a parking or entry permit to process the applicant registration and manage and run the Client Zone, including information and service communication.

I furthermore acknowledge that I can also log in to the user account and obtain limited information from it via the online Portál Pražana operated by the controller (the City of Prague). I can find more information on the processing of my personal data on Portál Pražana at the address https://www.portalprazana.cz/gdpr/.

Find further information on personal data processing in person at the issuing site or at the address https://parking.praha.eu/en/personal-data-processing/

1.2 Client Zone

Allows users to set up and manage their parking permits (new permit, permit renewal, change of registration plate, online payment) through their personal account.

2 Registration and login

The Client Zone can be accessed at https://portal.zpspraha.cz/id/login?language=en or from the website https://parking.praha.eu/en/parking-options-in-prague/ from the main menu under the button "**My Account**". After the Client Zone has launched, a window will come up for account login or registration via "**Citizen Identity**".

2.1 Registration

A Client Zone account can be registered via "Citizen Identity" and is automatically created during the first login. In order to register and log in, you must use the means of identification provided on the list of guaranteed verification methods.

You can also set up the Client Zone by telephone on the Infoline for Paid Parking Zones, or in person at the permit issuing office for the municipal district in question.

Issuing office contacts (choose the correct issuing office from the selection)

After registering an account via the information line or issuing office, the user will receive information by email on setting up access to the Paid Parking Zone with a link for setting their password.
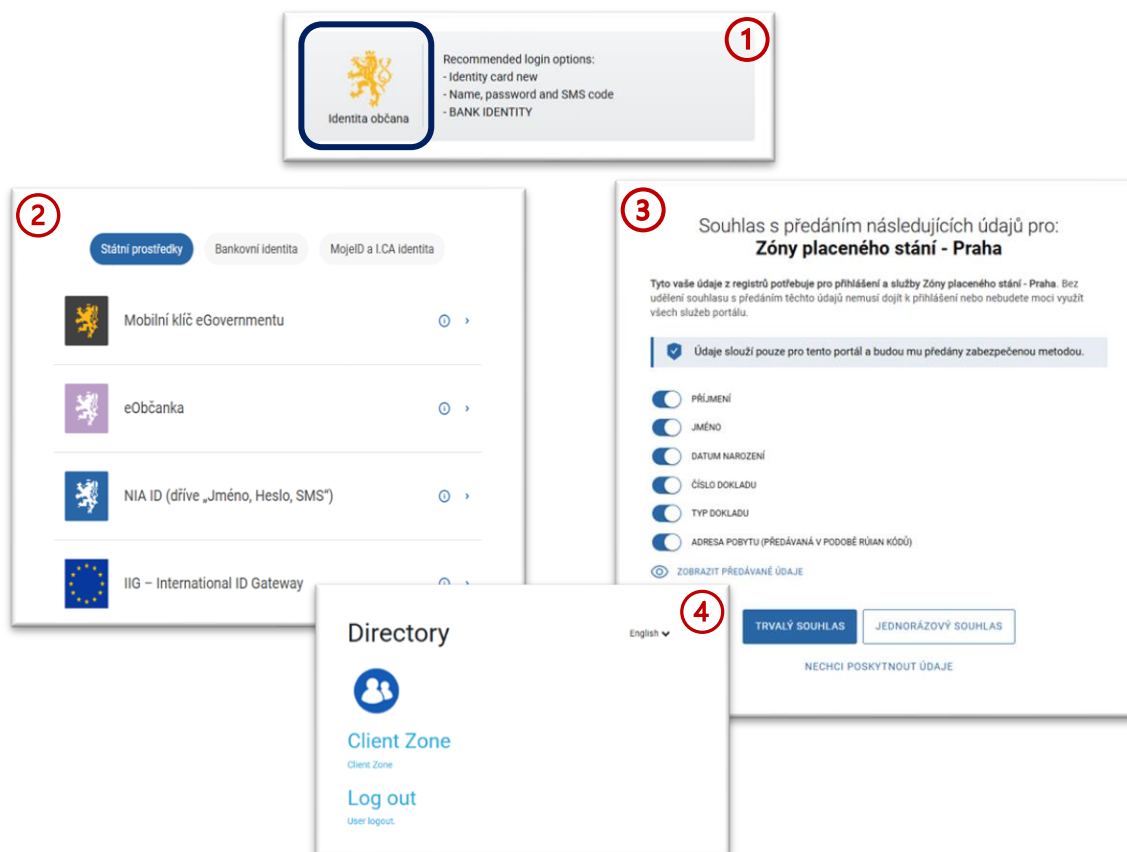
2.2 Logging in

Users can use the following methods to log in to their Client Zone account:
- with their Citizen Identity
- with their username and password

2.2.1 Logging in with Citizen Identity

1. In the login table, the user enters the portal by clicking on the **"Citizen Identity"** icon.
2. There they choose the appropriate means of identification they will use to log in.
3. They provide or refuse consent to processing of personal data.
   - **Permanent consent** is only confirmed at the first login.
   - **One-time consent** is confirmed at every login.

   Should the user not provide consent, the action is terminated and they will be returned to the initial login screen.
4. The user completes their login on the screen **"Welcome Page"** by choosing **"Client Zone"**.

2.2.2 Logging in with a username and password

The user clicks on the link in the email message on setting up their Client Zone account, where they set their initial password and then log in with the new login details.

1. On the **"Setting initial password"** page, they fill in and confirm their password (minimum 8 characters, lower and upper case and at least one number or special character).
2. They tick off consent to the personal data processing conditions and conditions for portal use.
3. They continue by pressing the **"Set password"** button.
4. The system confirms the password setting in a separate window; the **"Continue"** button opens the **"Client Zone"** login Screen.
5. The user logs in with their new login details.

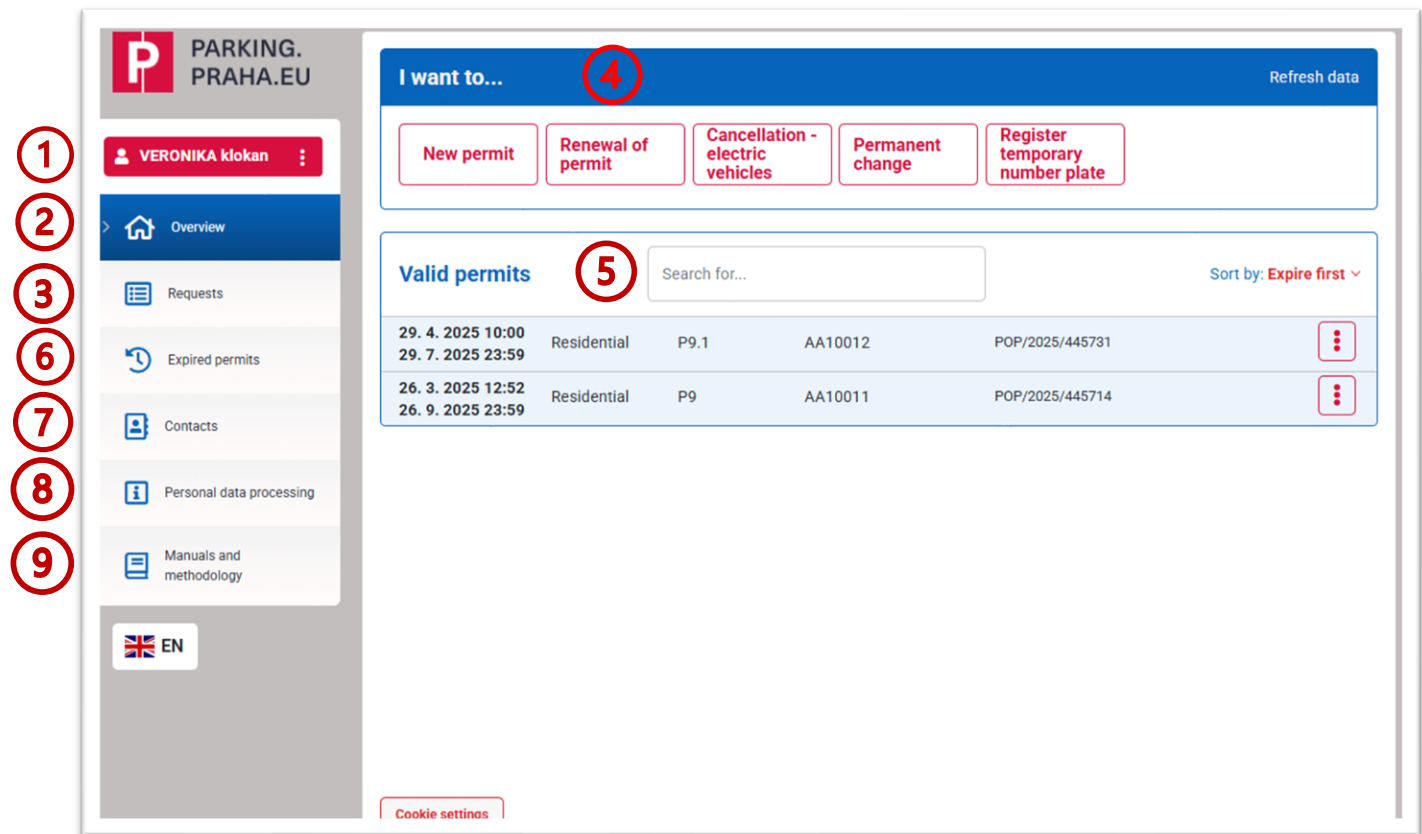If filled out incorrectly, the system will point out the incorrect data. In this case, the login details must be entered again.

If login is set up for username and password, it is still also possible to log in using Citizen Identity.

3 Home screen

1. **User**   **Logged-in user, click on options (3 dots) to show the user profile.**

2. **Profile**   A list of permit holders (profiles) associated with the logged-in user. Natural persons are displayed in the format Name and Surname, legal persons or natural persons engaged in business are generally formatted as Company Name and Reg. No. (IČO). Equipped with a dropdown to allow the relevant profile to be selected.

3. **Summary**   After logging in, it shows an overview of valid permits and pending payments; allows you to return to the home screen from other open menu items.

4. **Manage**   Choice of basic functions (new permit, renew a permit, permanent change of
   Permits   registration plate, register a temporary plate change, electric vehicle refund).
                     The functions are also accessible in the options at the end of the line (3 dots on specific permit).

5. **Valid**   Provides an overview of all valid permits; in the options at the end of the line
   Permits   (3 dots) you can depict the functions that can be used for the given permit.

6. **Requests**   A summary of all requests showing their status, payment instructions, grounds for rejection. In the options at the end of the line (3 dots) are the attachments that apply to the request and the option to cancel the request.

7. **Expired**   A summary of all expired permits. In the options at the end of the line (3 dots), other
   Permits   functions are available (copy of permit, permit details, history of changes).

8. **Contacts**   Contacts for issuing offices and the TSK Infoline and website.

9. **Personal Data Processing**   Information on the processing of permanent data

4 Manage permits

I want to...					Refresh data
New permit	Renewal of permit	Cancellation - electric vehicles	Permanent change	Register temporary number plate	

At the top of the home page, you can submit applications for parking permits by choosing the appropriate function.

- New Permit
- Renew Permit
- Permanent Change
- Temporary Change
- Electric Vehicle Refund

> - *Processing of each request by the issuing office can take up to 5 working days.*
> - *Approval of a request will be sent to your registered email address along with a pro forma invoice with the payment details.*
> - *The permit will only be valid once payment has been received and matched to your request; payment alone does not entitle one to use the Paid Parking Zone (PPZ).*

4.1 New Permit

Choose the function "New Permit" if you are applying for a new parking permit or you have forgotten to renew your existing parking permit and it has already expired.

1. Clicking on the button **"New Permit"** opens an interactive application form for a new permit.
2. Choosing the category expands the form to include a registration plate and country field. It also displays a brief overview of the documents that must be provided to prove a legal relationship to the vehicle.

4.1.1 Filling out the application

1. **Category:**
Choose a category based on what kind of permit you are applying for, e.g.:
- **Resident**
(for obtaining a permit for permanent residents)
- **Subscriber**
(for obtaining a company permit)
- **Owner**
(for obtaining a permit for property owners)

2. **Registration plate, country**
Fill in the registration plate number of the vehicle; for vehicles registered abroad, select the country from the list.

3. **Vehicle number**
In this field, enter the ordinal number of the vehicle in the given permit category (1st, 2nd, 3rd or more). This will determine the price of the permit.

4. **Address**
Filled out automatically based on your permanent residence/registered office. Check to make sure it is correct, and if you are applying for another area (owned property/company branch), change the address.

5. **Parking district**
Choose the district number from the presets (the system offers **"Large Districts"** labelled for example P10 for Prague 10; if the district is divided up into **"Small Districts"**, they will be labelled e.g. P10.1). The offer of districts is based on the set address (point 4).

6. **Valid from**
This field must always be filled in. The permit validity depends on the matching of the payment to the application. If the payment is matched after the date specified in the application, the permit validity will automatically be shifted and will be valid from the date it is matched and the parking permit issued.

7. **Duration**
Choose the period you are applying for. Resident parking permits can be issued for a maximum of 1 year, a minimum of 3 months. Subscriber or owner permits can be issued for a maximum of 1 year, a minimum of 1 week.

8. **Choose files**
Here you can upload the necessary documents (attachments, max. of 10 files with a total file size of up to 10 MB) to demonstrate the legal relationship to the place and vehicle as per the Guidelines. A brief summary of the documents is provided along with a link to the Guidelines above the button **"Choose files"**.

9. **Calculate**
Based on the data entered, the price for the requested permit is calculated.

10. **Send/Cancel**
Clicking the **"Send"** button sends the form for processing and approval to the parking permit issuing office. Clicking **"Cancel"** cancels the open **"New Permit"** form and the system returns you to the home screen.

4.2 Renew Permit

Choose the "Renew Permit" function if you want to extend your existing parking permit for an additional period. The earliest you can renew your permit is 30 days before the new permit is to come into effect. In order to have it continue directly after your existing permit, it is best to apply for a renewal at the latest 6 days before it expires.

1. By clicking on the **"Renew Permit"** button on the home screen, you open an interactive renew permit application form.
2. The form can also be opened from the Options of the permit in question (3 dots at the end of the line).
3. A summary of all the permits that can be renewed (the blue fields) provides the basic information on the currently valid permits. By choosing a permit to renew, the **"Extend validity by"** field becomes functional and displays a brief overview of the documents proving a legal relationship to the place and vehicle.

4.2.1 Filling out the application

Renewal of permit

Permit

⑤ Search for...

⑥ Sort by: Expire first ⌄

①
☐	AA10012	Residential
	29. 4. 2025 - 29. 7. 2025	P9.1
☐	AA10011	Residential
	26. 3. 2025 - 26. 9. 2025	P9

② Renew permit validity by   - Not selected - ⌄ ⓘ

Attach all files according to the Rules

③ Select files   Drop files here

Can be uploaded up to 10 files with max total size of 10 MB. Only PDF, JPG, JPEG, PNG, GIF, DOC, DOCX, ODT, FODT, RTF can be uploaded.

Note

By submitting this data I confirm that the information presented in this form are accurate and correct and I take note that the permit or its change is valid after the confirmation is issued. The whole text of the statement you may find here.   **④** Cancel   Submit

1. **Choose a permit**
   Indicate the permit you want to renew (one or multiple).

2. **Extend validity by**
   Choose the length of time you want to extend your permit for. Resident permits can be extended for at most one year, at least three months. Subscriber or owner permits can be extended for at most one year, at least one week.

3. **Choose files**
   This is where you upload the necessary documents to prove your legal relationship to the place and vehicle as per the Guidelines (attachments, max. 10 files with a total file size of up to 10 MB). A brief overview of documents is provided along with a link to the Guidelines above the **"Choose files"** button.

4. **Send/Cancel**
   Clicking the **"Send"** button sends the form for processing and approval to the parking permit issuing office. Clicking **"Cancel"** cancels the open **"Renew Permit"** form and the system returns you to the home screen.

5. **Search**
   In the case of a large number of permits to be renewed (for businesses), specific permits can be searched for by the entered parameters (plate number, category, validity).

6. **Sort by**
   In the case of a large number of permits to be renewed (for businesses), the permits can be sorted by permit number or by the soonest/latest expiration date.

- *Processing of each request by the issuing office can take up to 5 working days.*
- *It is best to submit the request 6 days before expiration, at earliest 30 days before expiration.*
- *The permit will only be valid once payment has been received and matched to your request; payment alone does not entitle one to use the Paid Parking Zone (PPZ).*

4.3 Permanent Change of Registration Plate

Use Permanent Change of Registration Plate in cases where the vehicle on an existing parking permit needs to be changed (sale of vehicle) or the plate number changed (loss of registration plate).

1. By clicking on the **"Permanent Change of Registration Plate"** button on the home screen, you open an interactive application form for a permanent change of registration plate.
2. The form can also be opened from the Options on the permit in question (3 dots at end of line).

4.3.1 Filling out the application

1. **Date and time of change**
   Enter the date and time you want the permanent change to start.

2. **Registration plate, country**
   Fill in the registration plate number of the vehicle; for vehicles registered abroad, select the country from the list.

3. **Choose files**
   This is where you upload the necessary documents to prove your legal relationship to the place and vehicle as per the Guidelines (attachments, max. 10 files with a total file size of up to 10 MB). A brief overview of documents is provided along with a link to the Guidelines above the **"Choose files"** button.

4. **Send/ Cancel**
   Clicking the **"Send"** button sends the form for processing and approval to the parking permit issuing office. Clicking **"Cancel"** cancels the open **"Permanent Change of Registration Plate"** form and the system returns you to the home screen.

- *Until the Permanent Change request has been processed, ensure authorised parking with the function Temporary Change of Registration Plate. (see 4.4. Temporary Change).*
- *The fee for a permanent change is CZK 100. After it has been paid and matched, a new parking permit for the new registration plate is issued.*

4.4 Temporary Change of Registration Plate

The Client Zone allows you to set up a Temporary Change of Registration Plate for free without establishing a legal relationship to the vehicle in cases where it is necessary for any reason to park a different vehicle than the one for which the parking permit was issued (e.g. a replacement vehicle; to cover the time needed to process a request for a Permanent Change). The maximum time for a temporary plate change is determined by the duration of the parking permit. The Conditions for a temporary change are available in the upper part of the window for submitting a request.

1. By clicking on the **"Registration of Temporary Plate"** button on the home screen, you open an interactive application form for a temporary change of registration plate.
2. The form can also be opened from the Options on the permit in question (3 dots at end of line).

4.4.1 Filling out the application

1. **Conditions for temporary change of plate**
   Contains the information on entering a temporary change.
2. **Date and time of change**
   Enter the date and time you want the temporary change to start.
3. **Date and time of end**
   Enter the date and time you want the temporary change to end.
4. **Registration plate, country**
   Fill in the registration plate number of the vehicle; for vehicles registered abroad, select the country from the list.
5. **Send/ Cancel**
   Clicking the **"Send"** button sends the request and the change will be valid from the time entered Clicking **"Cancel"** cancels the open **"Registration of Temporary Plate"** form and the system returns you to the home screen.

A temporary change is not subject to approval and is entered into the system immediately after being properly entered and sent.

4.5 Electric Vehicle Refund

This function allows you to request a refund for an already purchased parking permit for an electric vehicle. The conditions for submitting a request are available in the upper part of the window for submitting a request.

1. By clicking on the **"Electric Vehicle Refund"** button on the home screen, you open an interactive application form for requesting a refund for a purchased parking permit for an electric vehicle.
2. The form can also be opened from the Options on the permit in question (3 dots at end of line).

4.5.1 Filling out the application

1. **Refund conditions**

   Contains information on submitting a refund request.

2. **Cancellation date**

   Choose the date from which the permit should be refunded (date must fall within the validity period of the permit).

3. **Bank account**

   Fill in the bank account number for the amount to be refunded (don't forget to include the information "refund whole amount" in the Notes section).

4. **Choose files**

   Upload a scan of the vehicle registration ("tehničák") for electric vehicles without an EL series registration plate.

5. **Send/Cancel**

   Clicking the **"Send"** button sends the request for approval to the parking permit issuing office. Clicking **"Cancel"** cancels the open **"Electric Vehicle Refund"** form and the system returns you to the home screen.

> **PLEASE NOTE: If the refund is to be sent to a foreign bank account, please visit the parking permit issuing office in person.**

5 Payment request and paying for the permit

Once an application has been approved, a section **"Payment Request"** will appear on the home screen. This section contains the basic information about your application, the amount to be paid and **"Pay"** button to make the payment.

1. By clicking on the **"Pay"** button, the window will expand to include payment methods to pay for the parking permit.

2. The payment gateway options will be displayed with two payment methods:

   Pay online – This is for paying by card using a payment gateway. **This method of payment ensures the parking permit is issued rapidly within a few minutes of payment.** In order to pay by card, you must have online payments turned on in your internet banking.

   QR code – This is **payment by classic bank transfer**.

The parking permit is only issued after the payment has been matched to the application.

After the parking permit has been issued, the Applications to be Paid item will no longer be displayed on the home screen.

- *The parking permit is only issued after the payment has been matched to the application*.
- *Payment alone does not entitle one to use Paid Parking Zones (PPZ).*

6 Valid Permits

A list of valid permits is displayed directly on the home screen in the section **"Valid Permits"**.
If a user has multiple profiles, the field **"Profile"** must be switched to the person or company for which the permits have been issued in order to display the valid permits.

The section **"Valid Permits"** displays the following:

1. Information on the individual permits (Validity, Category, District, Registration Plate, Permit Number).
2. Options (3 dots at the end of the line), where the individual functions for the given permit can be chosen.

7 Summary of Requests

An overview of all requests showing their status, payment instructions, or grounds for rejection. In the options at the end of the line (3 dots) are the attachments that apply to the request and the option to cancel the request.

1. In the left menu on the home screen, clicking on the **"Requests"** button opens an overview of all requests.
2. **Status** – describes the status in which the application is:
   - **"Submitted"** - request has been sent for processing
   - **"Awaiting payment"** - request has been approved, pro forma invoice has been made out with payment details (attachments)
   - **"Rejected"** - request does not meet the parameters for approval
   - **"Processed"** - request has been processed and a Parking Payment Confirmation has been issued (attachments)
   - **"Cancelled"** - the request has been cancelled by the client or the issuing office
3. **Date and number of request**
4. **Information on request, grounds for rejection**
5. **Amount due, "Pay" button to carry out payment**
6. **Options at end of line (3 dots)** contain the attachments relevant to the request sent by the client (vehicle registration, contracts, etc.) and the issuing office (pro forma invoice, confirmation on issuing of parking permit).
   The function to cancel the request is also available.

8 User Profile

The User Profile is available in the left part of the home screen in the red field with the name of the logged in user. It provides the basic details about the user and enables changing the contact info and password. It informs about the login method, date of registration and last login.
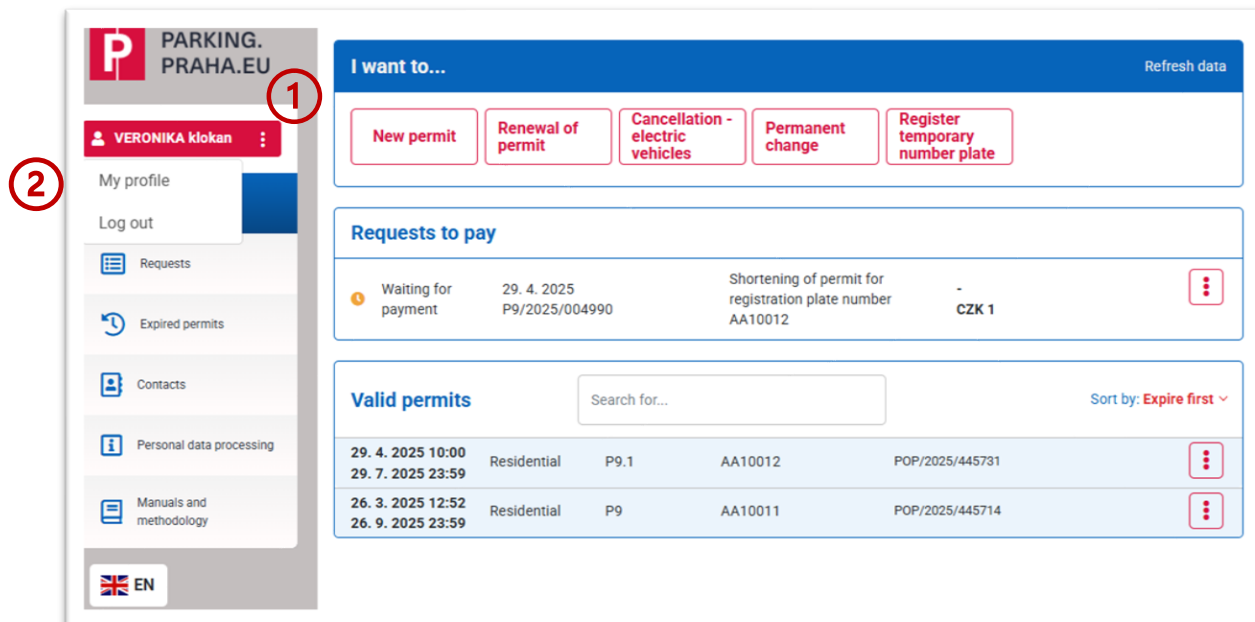
1. On the home screen, open the menu by clicking on the Options (3 dots) in the red field with the username.
2. Choose **"My Profile"** and open the profile window.

8.1 My Profile

The following is available in this window:

1. Basic data with the option of changing contact details.
2. Login methods with option to change password.

8.1.1 Basic data – change of contact details

This part of the profile contains the basic data on the user and this is where you can change your contacts, telephone number and email address.

1. By clicking on the **"Change contacts"** button you open the contacts window.
2. In the contacts window you can change your email address or telephone number or both, just overwrite the contact details.
3. Save your new contact details by clicking **"Save"**.
4. After saving, a confirmation of the change of contacts will be displayed in the upper part of the profile.

8.1.2 Login methods – change of password

This part of the profile contains information on your login type, date of registration and last login, and you can also change your password.

1. Clicking the **"Change password"** button opens a window to change your password.
2. Type in your current password and new password, which you must confirm on the following line.
3. Click **"Change"** to save the new password.

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