



How to Apply for Residential Permits in Saint John Through HotSpot

Before Starting:

1. Create/Login to a HotSpot account (either via website htsp.ca -> login or through the mobile application which can be downloaded from the Play Store or Apple Store).
2. Have a credit card and vehicle on your account.
3. Have motor vehicle registration and a form that indicates your proof of residency (power/cable bill, lease agreement).

Steps for applying via Mobile Application:

1. Hit the menu hamburger button on the top left corner then select 'My Permits'
2. Select Apply for Residential Permit
3. Give the application permission to access camera and storage (used for taking and sending the photos for the application process)
4. Select Saint John for City
5. Enter Address and Postal Code and select vehicle
6. There will be a prompt before the photos telling you to take photos of motor vehicle registration and some form that gives proof of residency
7. Take the photos and confirm each one after you take them. The first photo will be for the motor vehicle registration and the second photo will be used for proof of residency once you hit yes after the second photo, your application to apply for a residential permit will be sent.

Steps for applying via Website:

1. Select Permits from the menu
2. At the bottom of the page there is an Apply for Residential Permit application
3. Attach photo of Motor Vehicle Registration and Proof of Residency that match the address being entered below.



Once Application has been approved:

You will receive an email saying you have been approved for a Residential Permit and that you can log in and purchase your residential permit for Saint John in Zone A - F . The next step is to purchase the residential permit through HotSpot.

How to purchase permit on Mobile Application (Expiry April 30 2021):

1. Hit the menu button -> Go to Purchase a Permit
2. Select the city (Saint John), then for the location select the Zone you were approved for i.e: Zone A
3. Select Permit: i.e: Residential Street Parking (Zone A)
4. Hit purchase button, once permit has been successfully purchase it will be added to your account

How to purchase permit on Mobile Application (Expiry April 30 2022):

1. Hit the menu button -> Go to Purchase a Permit
2. Under Early Bird Permit hit Claim Permit Button
3. Select the city (Saint John), then for the location select the Zone you were approved for i.e: Zone A
4. Select Permit: i.e: Residential Street Parking (Zone A)
5. Hit purchase button, once permit has been successfully purchase it will be added to your account

How to purchase permit via Website (Expiry April 30 2021):

1. Go to permits
2. In the Purchase Permit for 'April' section, select the city and for the lot select the Zone you were approved for i.e: Zone A
3. Hit Continue then hit the purchase button to purchase the permit. Once complete the permit will be added to your HotSpot account

How to purchase permit via Website (Expiry April 30 2021):

1. Go to permits
2. In Purchase Permit for Next Month section, select the city and for the lot select the Zone you were approved for i.e: Zone A
3. Hit Continue then hit the purchase button to purchase the permit. Once complete the permit will be added to your HotSpot account as an Early Permit

For more information or additional help applying for Residential Permits contact HotSpot Customer Support at 1-855-712-5888 or support@htsp.ca