

Clear user instructions

How to register your Blue Badge and vehicle, and how your parking session works.

Once you are registered, you do not need to start a parking session manually. The entrance ANPR camera reads your saved vehicle registration and starts your eligible Blue Badge session automatically.

Blue Badge website: bluebadgedockside.twinbank.uk

1

Go to the website

Open the Dockside Blue Badge Parking website. If this is your first visit, select "Register your Blue Badge". If you already have an account, sign in with your email address and password.

2

Create your account

Enter your first name, last name, email address and a password. Complete the security check, then select "Register". Use an email address you can access because you will need it to verify the account and receive parking confirmations.

3

Verify your email

Check your inbox for the verification email and follow the verification link. If you cannot see it, check your junk or spam folder. Once verified, return to the website and sign in.

4

Add your Blue Badge and vehicle

From the dashboard, select "Add Blue Badge details". Enter your Blue Badge number exactly as shown, choose the expiry month and year, enter your vehicle registration (VRM), tick the declaration and save your details.

Check your vehicle registration carefully. Pay particular attention to 0/O, 1/I/L, 5/S and 2/Z. If the registration saved on your account does not exactly match the vehicle read by the ANPR camera, your Blue Badge session will not start.

How your parking session works

After your account, Blue Badge and vehicle have been registered:

- 1. Drive into Dockside as normal.** The entrance ANPR camera reads your vehicle registration.
- 2. The system checks your account.** If the vehicle matches the active registration on your Blue Badge account and you have not already used that day's entitlement, your session is created automatically.
- 3. Your Blue Badge parking period starts automatically.** The entitlement is 2 hours of parking plus a 15-minute grace period.
- 4. Check your confirmation.** A confirmation email is sent to your registered email address. Your dashboard also shows the exact "Covered until" time.

BLUE BADGE ENTITLEMENT

2 hours + 15-minute grace period

DAILY LIMIT

1 Blue Badge session per account, per calendar day

SESSION START

Automatic via the entrance ANPR camera

VEHICLE

1 current vehicle registration per account

If you change your vehicle or Blue Badge

Sign in, go to your dashboard and select "Update badge / vehicle". Update the details, check the registration again and save your changes.

Important: Changing the vehicle registration does not reset your daily entitlement and does not create a second free Blue Badge session on the same day. If you are changing vehicle before a future visit, save the new registration before arriving at Dockside.

If you leave and return on the same day

The Blue Badge free-parking session is available once per account, per calendar day. If you leave Dockside and return later that day, another Blue Badge session will not be created. The normal Dockside parking rules then apply to the return visit, including the standard 1 hour free parking before a normal tariff payment is required for a longer stay.

Checking today's session and your history

Your dashboard shows today's vehicle registration, session start time and exact "Covered until" time. Use the Parking Sessions page to view previous Blue Badge sessions.

Quick help

Problem	What to check
Blue Badge details are not accepted	Check the badge number and make sure the expiry month and year exactly match the badge. Make sure the badge has not expired.
Vehicle is not recognised	Check the saved vehicle registration character by character, especially 0/O, 1/I/L, 5/S and 2/Z.
No session appears today	Check that the vehicle on the account is the vehicle that entered Dockside and that today's Blue Badge entitlement has not already been used.
No verification email	Check junk/spam and confirm the email address used during registration.
Forgotten password	Select "Forgot your password?" on the sign-in page and follow the instructions.

Manage your account: bluebadgedockside.twinbank.uk

No Blue Badge photograph is required. Screens may change slightly as the service is improved, but the registration and parking process remains as described in the supplied guide.