



Northumberland County Council

StarGo Customer Portal User Guide



Register for the site via the below link

<https://northumberland-cp.startraqdome.com/>

Welcome to our new portal, first stage to gain access is to register for an account. Please note that the first person to register for an account will be the main admin user for the company and can create additional users on the account via the manage user function. Additional administrators can also be added to the account via this function. For further information please see manage users section.

To sign up for an account, click 'Register'

Complete all fields with required information and click 'Next'

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Company contact first name

Company contact surname

Company contact email

Company contact mobile phone number

Company contact office telephone number

[Next >](#)

If you are representing a company, you will then be asked to complete the following information

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Company name

Company number

Company type
Sole Trader

Search for an address:

Address line 1

Address line 2

Address line 3

Postcode

Invoice contact name

Invoice contact email

[Next >](#)

Complete necessary information and click 'Next'
You can use the postcode lookup to search for your company address

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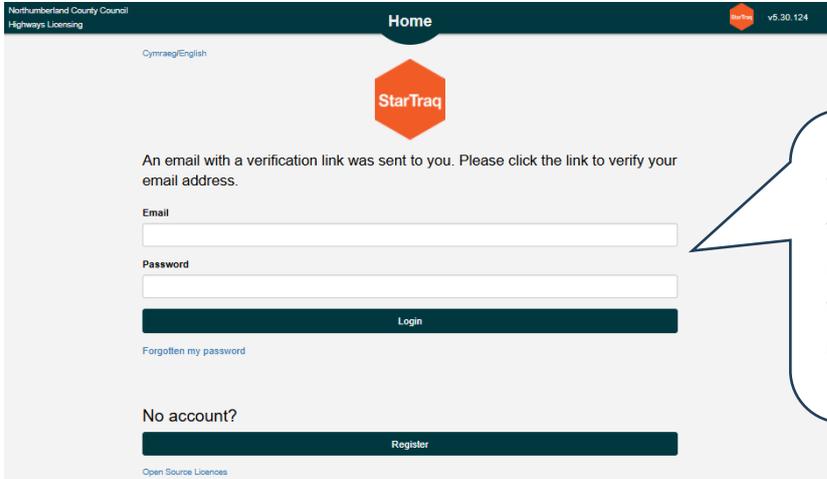
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Click "Create Account" below to create your account.
Please note, certain licence types require documents to be uploaded before they can be applied for (see the "My details / documents" section on your accounts home page.)
Any personal information you provide will only be processed, shared and retained in accordance with current data protection legislation. If you would like more information about how we may use your data please click [here](#).

[Create account](#)

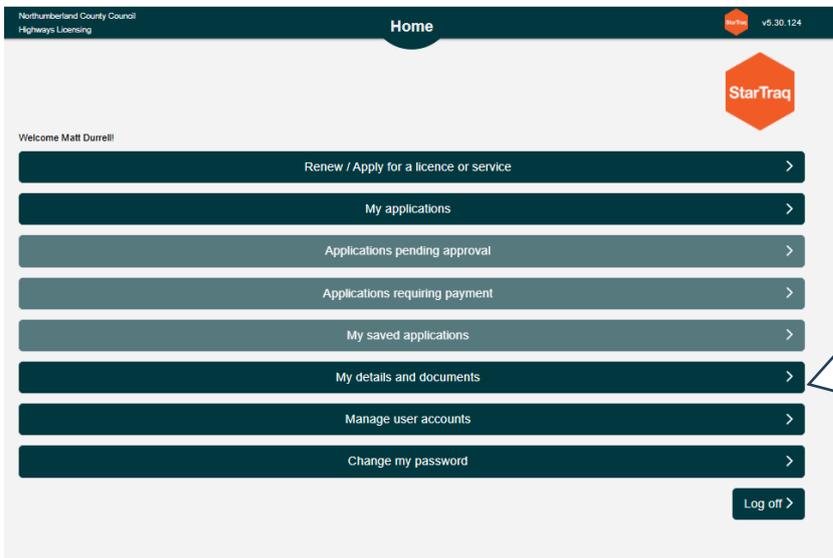
Click 'Create account'



You will then receive an email with a verification link, once this has been clicked you will be able to log in using the email and password you have registered with

Dashboard

This is the main landing page after you login to the portal, from here you can apply for a licence, view existing applications and manage your account.



Before applying for a licence you need to visit 'My details and documents' to upload a copy of your Public Liability Insurance

Uploading a copy of your Public Liability Insurance

For a licence to be granted we require a copy of your Public Liability Insurance, this only needs to be uploaded to your account once and then can be kept on record for all applications.

The screenshot shows a two-step process for uploading a document. In the first step, a user selects a licence type from a dropdown menu. In the second step, the user selects the document type, uploads a file, sets an expiry date, and finally clicks 'Add document' and 'Continue'.

Which documents are required?
Select a Highway Licence type below to view which documents are required to make an application:

General Skip Licence

#	Document type	
1	Public liability insurance	Upload

Select 'General Skip Licence' from the dropdown, then click the upload button

Select document type

Public liability insurance

Select file to upload

Expiry date

19/02/2026

Add document

Continue

Click 'Select file to upload' to submit your document

Using the calendar icon, select the expiry date of your policy

To complete the process, click 'Add document', then 'Continue'

Applying for a General Skip Licence

To apply for a new licence, select 'Renew / Apply for a new licence or service' which is the top option on the dashboard, this which will open the below page.

Select the licence type from the dropdowns

You will now be asked to complete the start and end date which can be selected from the calendar icons

You then need to input the skip company name, then the address of the property where the skip is to be located

Finally, please input emergency contact details for this application

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Skip application

Please select the skip location (choose only one) from the below list *

- Carriageway
- Footway
- Other

Please select skip location relative to site *

- Front
- Rear
- Left
- Right

Select a skip size:*

Will the skip be placed in a parking bay? *

- Yes
- No

Has the contractor arranged with District/Borough to use parking bay?

- They have
- They have not

Parking bay suspension permit reference

i If a skip is to be placed in a parking bay, then a parking bay suspension permit is required. Skip licences will only be granted once a parking bay suspension permit has been issued.

To apply for a suspension, please email parkingsuspensions@northumberland.gov.uk 5 working days before the date of the suspension commencement (except in emergencies)

Next >

Further details are then required relating to the size and positioning of the skip which can be selected via dropdown and tick box options

If the skip is located in a parking bay you will need to enter relevant details

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Skip application

PLEASE NOTE:

Please use the space below to provide the What3Words location of your skip and any other supporting evidence you would like us to consider.

You can find the What3Words location of your skip at the following website: <https://what3words.com/>

*

Click to view terms & conditions

I confirm that I have read and accept the terms & conditions*

Apply for additional licences

Submit application

You are now given the opportunity to add the What3Words location of the skip, along with any further notes before selecting 'Submit application'

If you wish to process more than one application before making payment, click 'Apply for additional licences'

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Applications requiring payment to progress for approval:

	Licence type	Licence Number	Address	Price (£)	
<input checked="" type="checkbox"/>	General Skip Licence	SK000165K	5 Manor Road, Wivenhoe, CO7 9LN	23.00	

Total: £23.00

[Proceed to payment](#)

After paying, please do not exit before seeing payment confirmation in the application.

If you are satisfied with the details submitted, click 'Proceed to payment'

Please note if you wish to cancel an application at this stage you will need to contact the office

Northumberland County Council Online Payments

NORTHUMBERLAND
Northumberland County Council **Online Payments**

WARNING - This website is for internal testing only. You cannot buy or pay for goods or services here.

[Payment Help](#)
[Cancel](#)

All fields marked * are mandatory
 Amount £23.00
 Card Number*
 Expiry Date* /
 Security Code*

[Continue](#) [Cancel](#)

Note: Clicking on the links below will open a new browser window.

Mastercard. Learn more Visa. Learn more

You will now be taken to the payment portal

Application received - SK000315K

Northumberlandskipapps@councilservices.co.uk
To: Matt Durnell

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

NORTHUMBERLAND COUNTY COUNCIL SKIP LICENCE APPLICATION

This email is to confirm that your skip application has been received and the details you have provided will need to be reviewed by an officer. Northumberland County Council operates a five day minimum notification period for skip licence applications.

Once your application has been reviewed, you will receive an email confirming the outcome; please note that this email is **not** confirmation that your application has been successful.

Should you require any further information or assistance please do not hesitate to contact us:

By email: streetworks@northumberland.gov.uk
 By phone: 01670 620500

Kind regards,

Streetworks
 Network Management
 Highways & Transport
 Northumberland County Council
 County Hall
 Morpeth
 NE61 2EF
 T: 01670 620500
 E: streetworks@northumberland.gov.uk
 W: www.northumberland.gov.uk

Wed 29/01/2025 14:48

Once payment is completed you will receive two emails, a confirmation of your request and a copy of the receipt

Applying for an Unregistered Skip Licence

You can change the licence type via the dropdown when applying

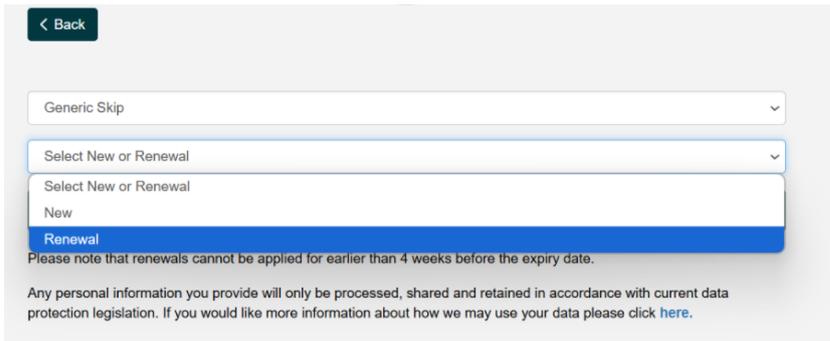
This gives you the option of licencing a skip from today

When selecting location of the skip, type the corresponding number in to the box below

The remainder of the form is the same as the General Skip licence

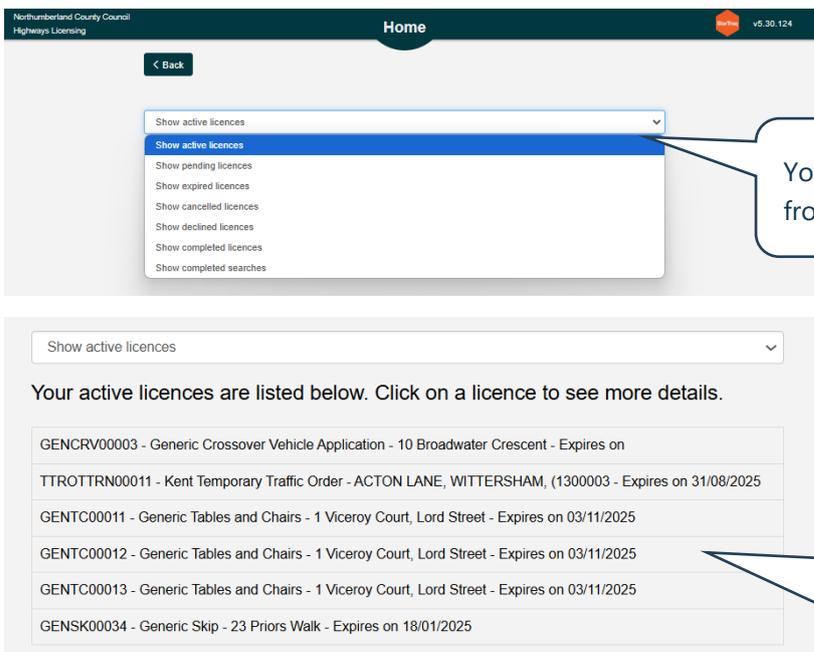
Renewal of an existing licence

If you wish to extend a previously approved licence, you can select the 'Renewal' option from the first page. From here you can input a new expiry date and resubmit to the council for consideration.



My applications

Once payment has been completed you are taken back to the dashboard, selecting the 'My applications' section lets you view all previous requests.



You can view applications by status from the dropdown list

If you click on an application, details will be presented about the case

GENSK00034 - Generic Skip - 23 Priors Walk - Pending approval - 11/01/2025

[Request amend](#) [View correspondence](#)

Type	Generic Skip	Trading as	test
Start date	11/01/2025	Expiry date	18/01/2025
Address line 1	23 Priors Walk	Address line 2	MORPETH
Postcode	NE61 2RF	Status	Pending approval

Amends

Date requested	Request details	Status	Price	Payment status
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Correspondence

- Payment receipt - 9361391e-b7fd-46b4-9c37-535b4fcb8ff6.pdf
- Application received - GENSK00034.pdf

Preview

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Selecting 'View correspondence' presents further information below with previous communication

You have the option to preview or download these documents

GENSK00034 - Generic Skip - 23 Priors Walk - Pending approval - 11/01/2025

[Request amend](#) [View correspondence](#)

You can also request an amendment to an existing licence

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Please provide details of your required amendments

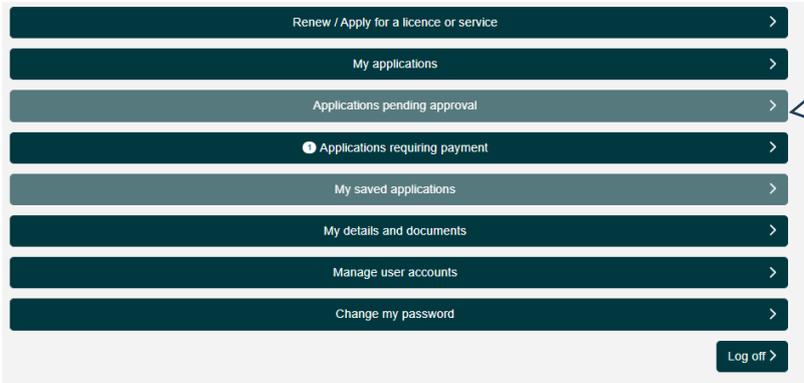
Licence / application reference number: GENSK00034

Details of amend request

Submit

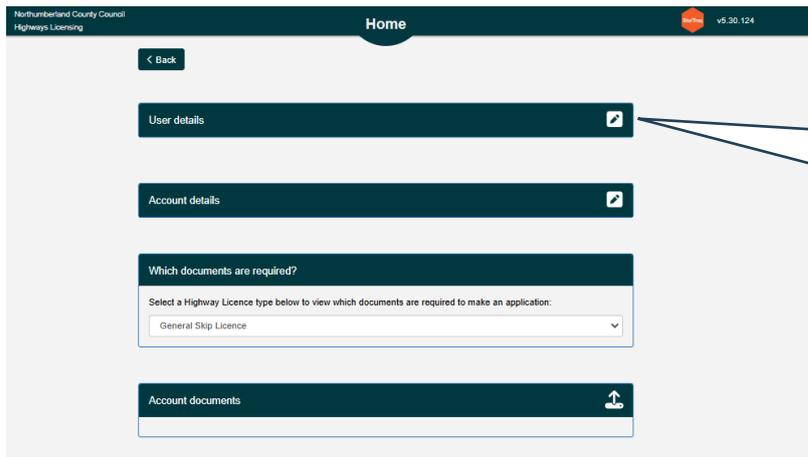
This opens a dialogue box where you can detail any request before selecting 'Submit'

Other Dashboard Options



Via the dashboard you can also view applications which are pending, saved or requiring payments

My details and documents



By clicking the pencil icon, you can edit account details

Manage user accounts

You can both edit existing users, or add new ones to your company account

Creating a new user allows you to input their details and select permissions

Change password

If required, you can also change your account password