Sandbanks Ferry
Web-Based ANPR Payment System
Step-by-Step User Guides

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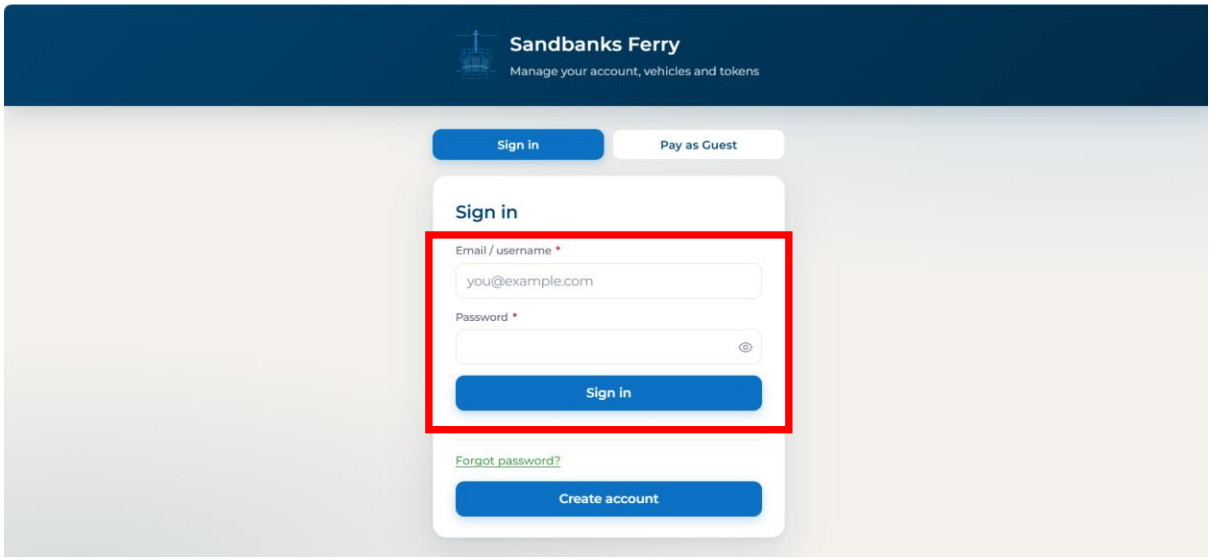
NB: This guide provides step-by-step guidance for paying online via the web payment system. You can also pay via the Sandbanks Ferry app, available to download from 1st July 2026 on Android and Apple devices.

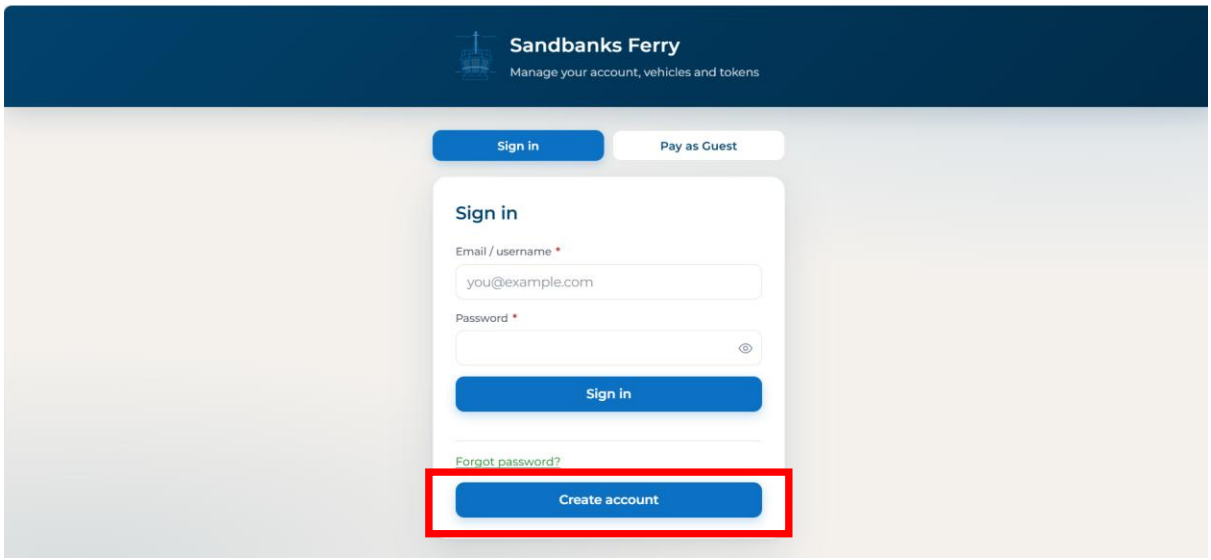
Register and Login

If you want to store your vehicles and payment details for easier payments, take advantage of bulk discount purchases, convert your SFTC Passes to Tokens, or convert Paper Tickets into Tokens then you will need an account.

1. Navigate to the Account Portal by going to the Sandbanks Ferry website
2. If you have previously set up your account, you can sign in with your email and password on this page

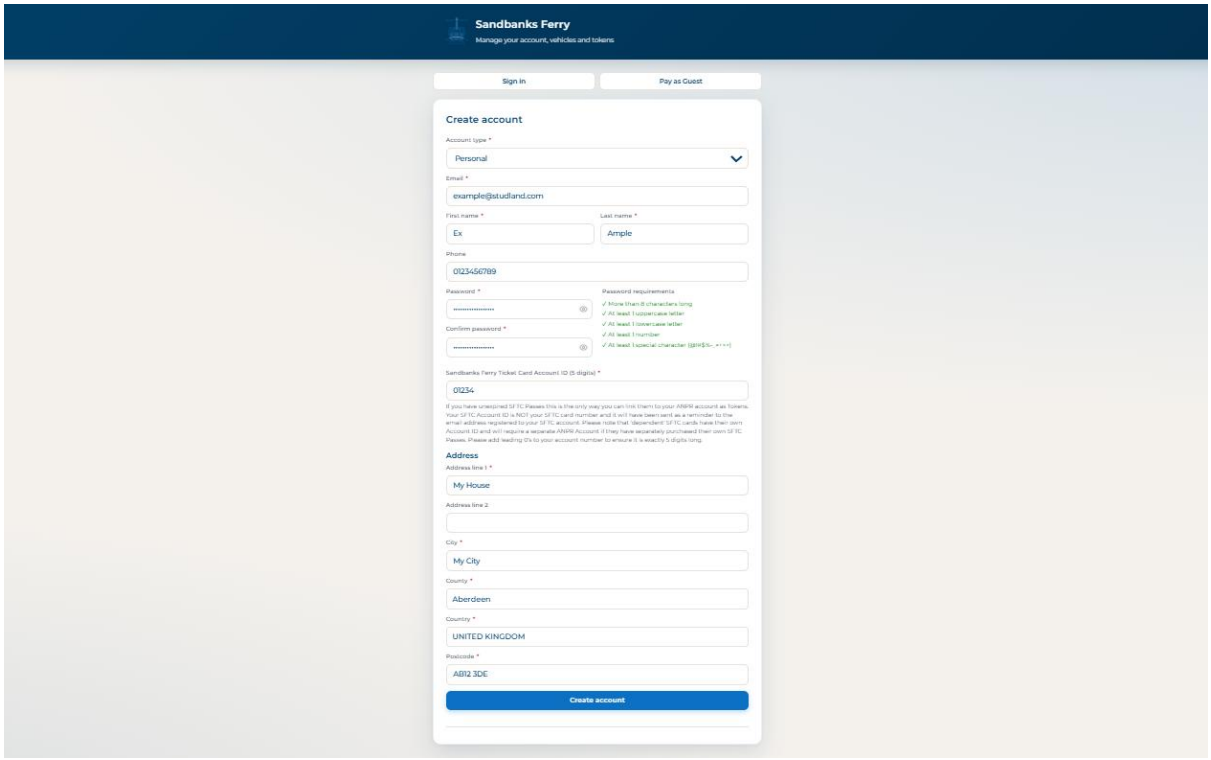


3. If you need to set up an account, choose the “Create Account” buttons at the bottom of the page



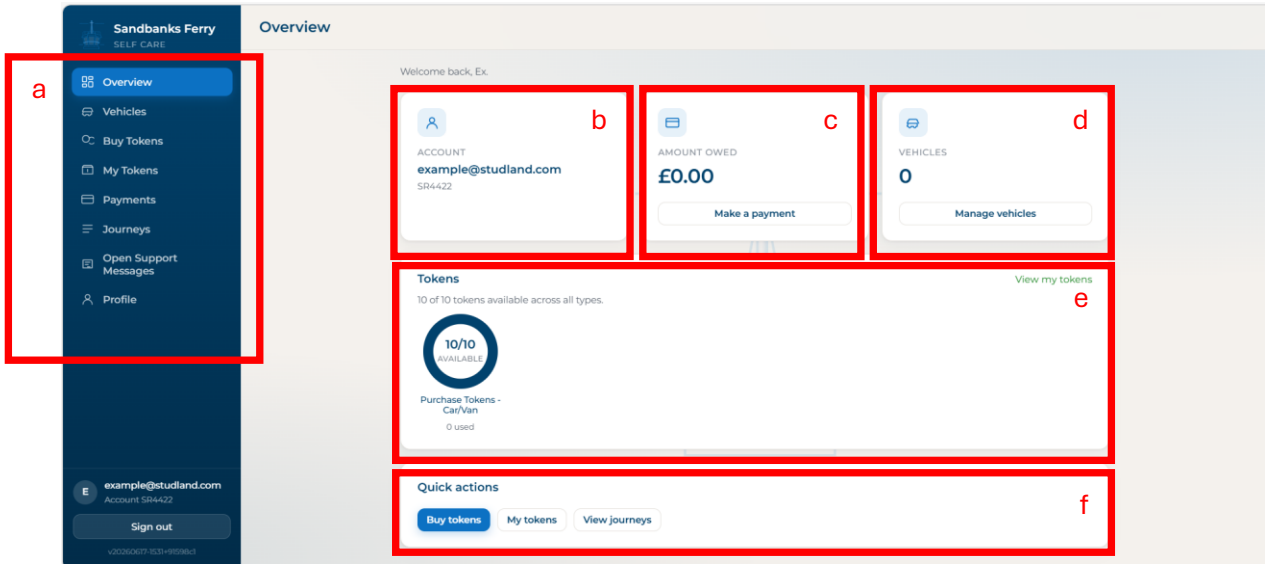
4. You’ll be asked to provide your details – please make sure that any details marked with an asterisk are completed otherwise you will not be able to proceed to the next stage
    a. Note that passwords must meet the minimum complexity, this is displayed for reference and will tick off when the requirements are met
    b. If you have unexpired SFTC Passes this is the only way you can link them to your ANPR account as Tokens. Your SFTC Account/Member ID is NOT your SFTC card number. Your Account ID will have been sent as a reminder to the email address

registered to your SFTC account. Please note that 'dependent' SFTC cards have their own Account/Member ID and will require a separate ANPR Account if they have separately purchased their own SFTC Passes.



5. Click “Create account” to save your details and create your account
6. You will be taken to your new “Overview”. Your account has been created, and you can use the email and password that you provided to login in the future

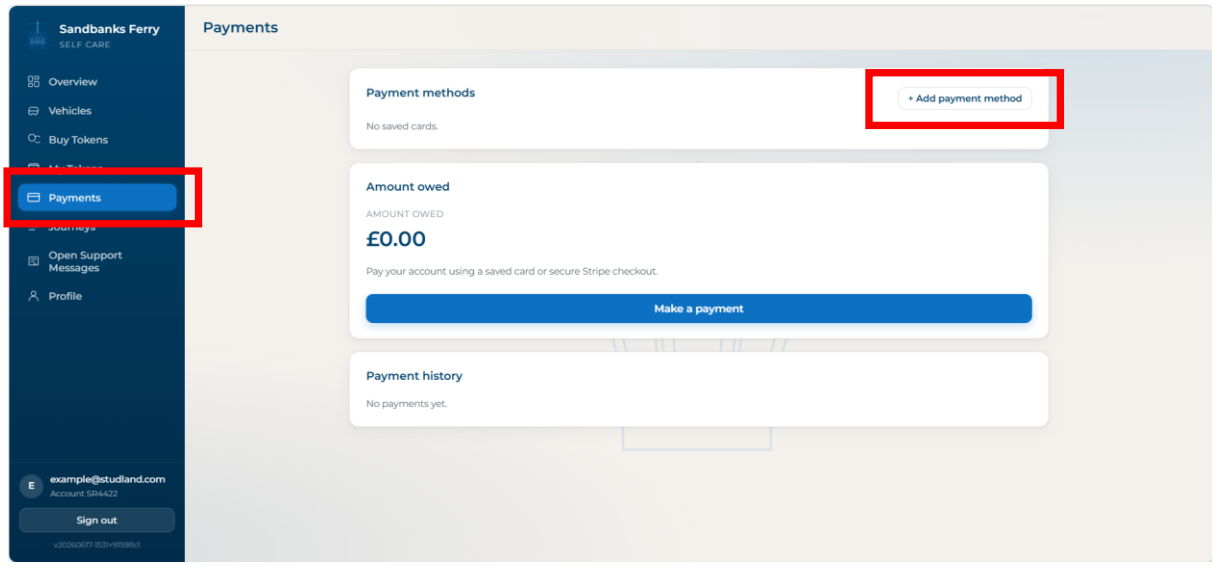
Account Overview Explained



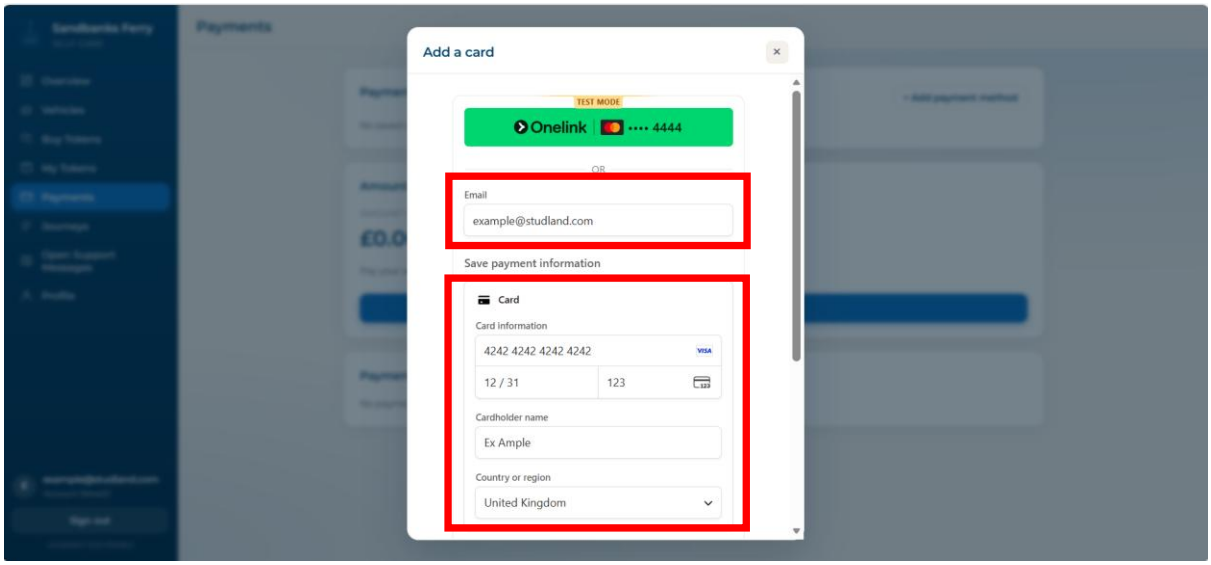
a) The left-hand menu lets you navigate around your account; this is shown on all pages so you can go straight to the page you need
b) This tile shows you which account you are logged into, just in case you have access to more than one
c) Amount Owed shows any balance due for journeys that were not paid in advance or via Tokens – click Pay Now to settle this balance
d) The Vehicles tile shows you how many vehicles you have on your account, and you can use the “Manage Vehicles” button as a shortcut to get your vehicle list
e) This wide tile shows you all the unused Tokens that you currently have; you can have more than one set of Tokens, and we will always use the oldest Token when you use the ferry
f) The Quick Actions tile at the bottom shows you buttons to get straight to commonly performed actions

Adding a Payment Method

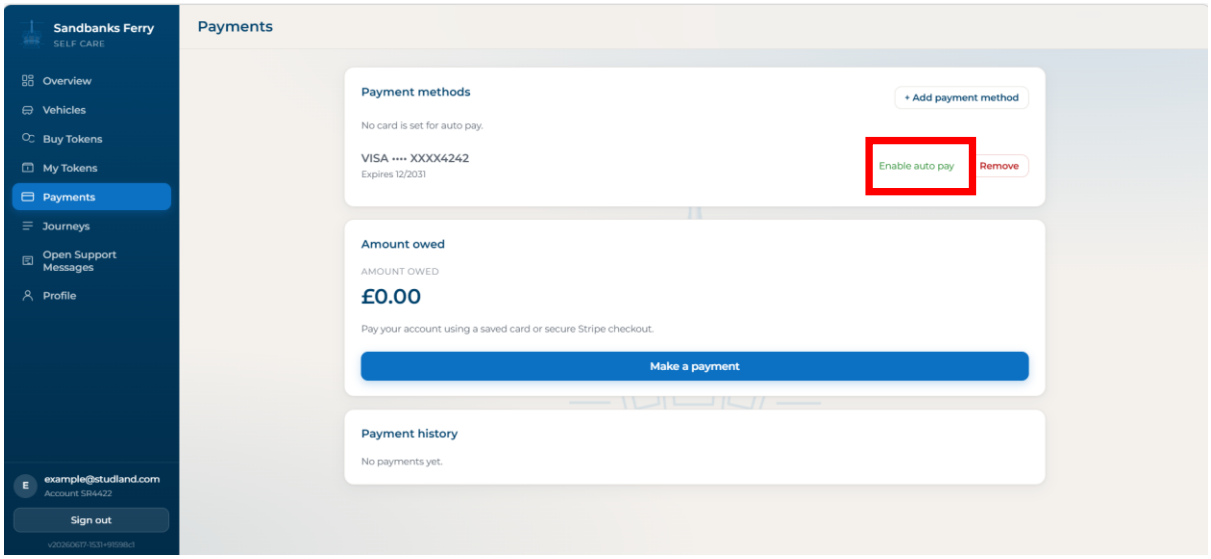
1. From your “Overview” click “Payments” in the left-hand menu



2. In the box “Payment Methods” click “Add Payment Method”
3. Fill in the form using your debit or credit card, Google Pay, Apple Pay, or “Link” depending on what you have set up on your device



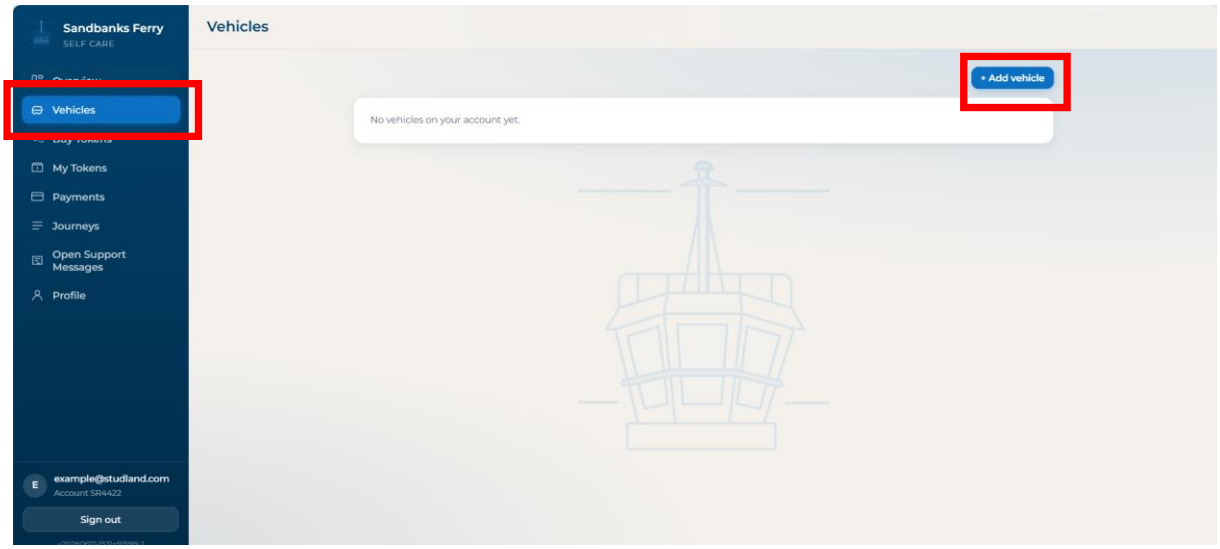
4. Once you save these details the card will be displayed in the Payment Methods box:



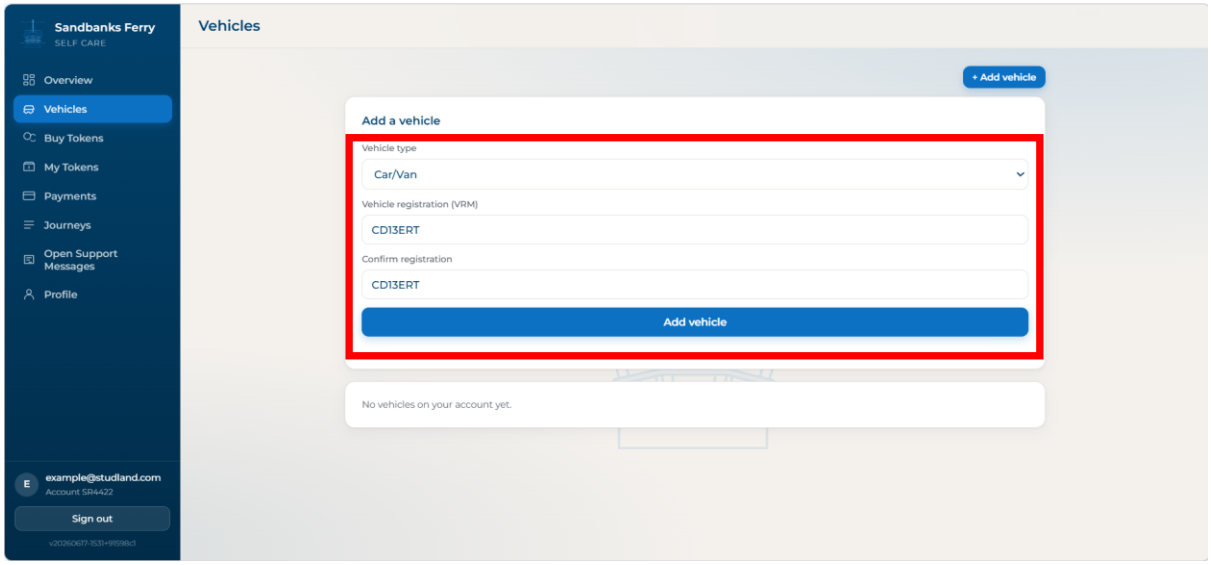
5. You can add multiple cards if you want to and select which one is used for autopay if you wish to use that option. Enabling ‘auto pay’ means that your card will automatically be charged full fare if you use the ferry without any pre-purchased Tokens on your ANPR Account.

Adding Vehicles

1. From anywhere on your account click “Vehicles” in the left-hand menu
2. You will see a list of your existing vehicles, if you have any:

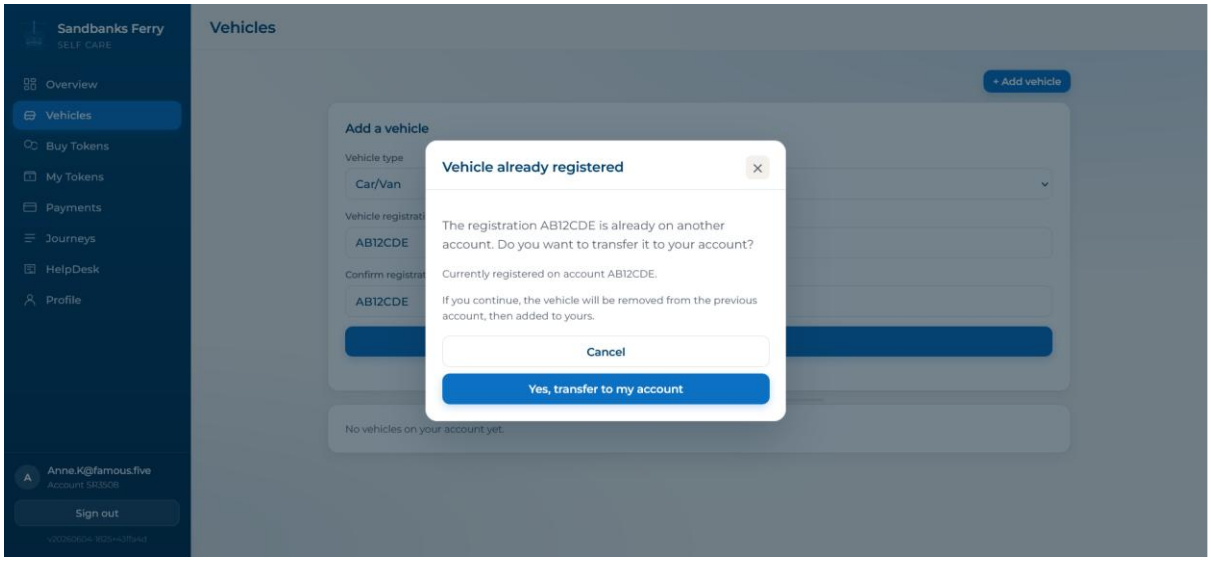


3. Click the button “+ Add Vehicle”
4. You will need to provide the type of vehicle and the number plate (VRM):



5. Wait a few moments while the vehicle is added to your account, the page will refresh and you will see the vehicle in your list of vehicles
6. If you’re adding the vehicle after already using the ferry, you will also see the quantity of journeys owed (excluding today) and you can click this count to see the details of those journeys

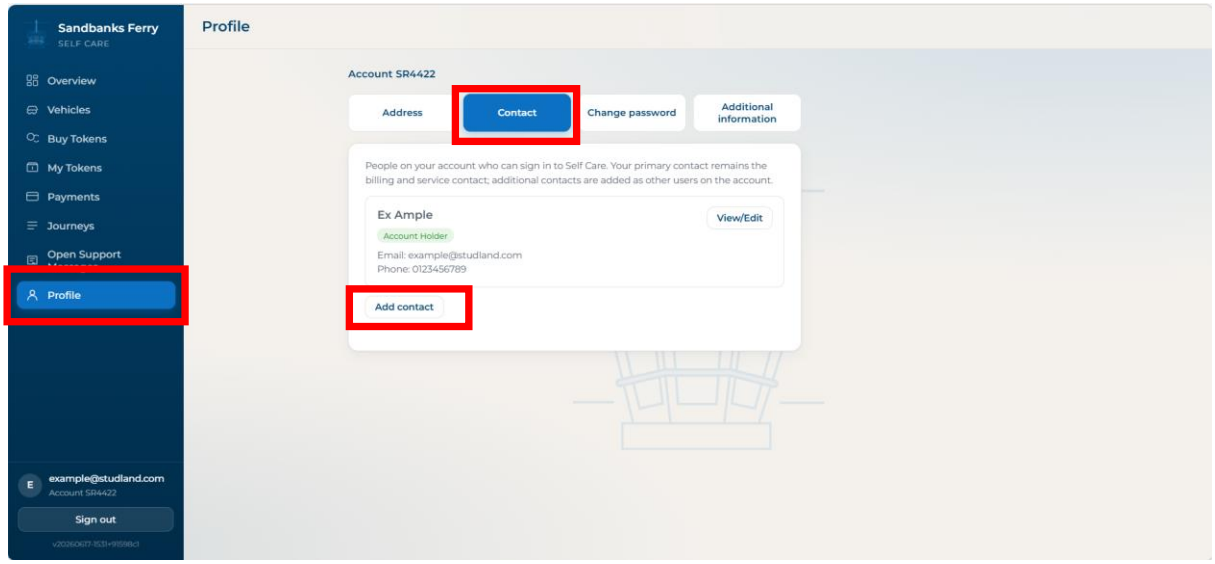
7. If the vehicle you are adding is already on another account, you will need to confirm that you want to add that vehicle to your account, note that if you confirm this, payments will be taken from your account for journeys by that vehicle from now onwards:



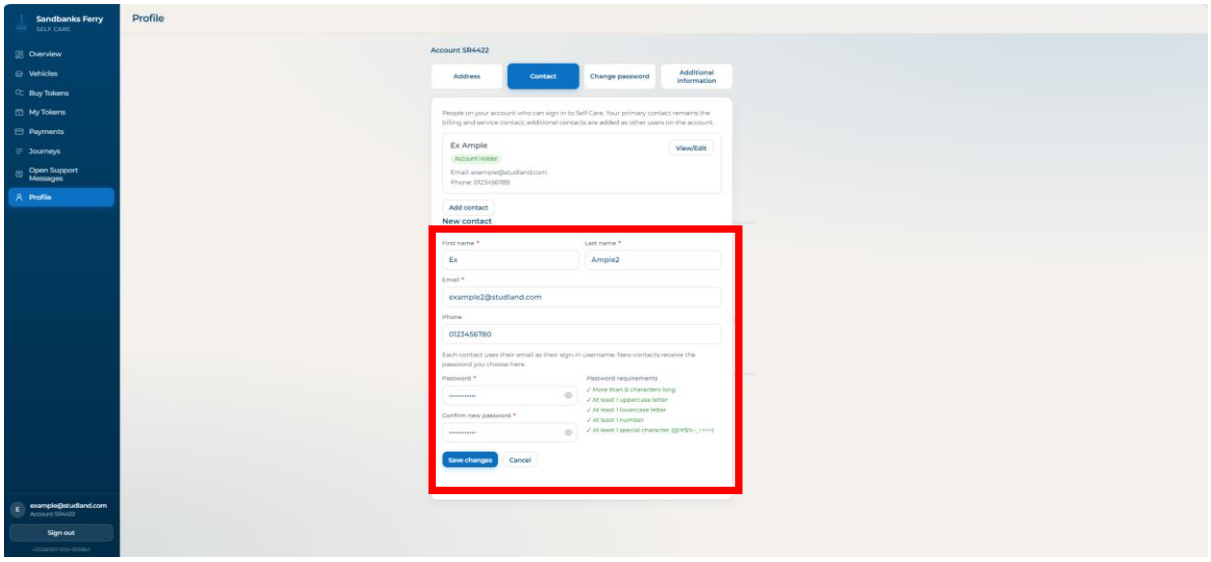
Adding a second user

You can add other people to your account so that they can log-in and manage the account the same way that you can; they will be able to add and remove vehicles and pay for the ferry as well.

1. From anywhere on your account select “Profile” in the left-hand menu
2. You will see your contact details, select “Contact” to see a list of people who have access to the account:

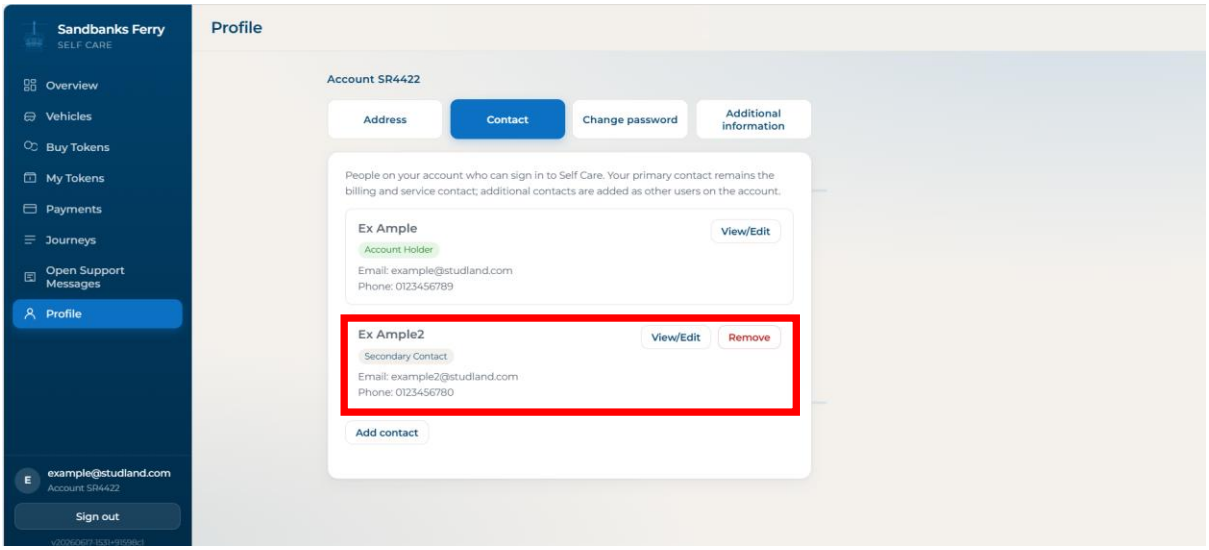


3. Click “Add Contact”
4. You will be asked to provide the name and email address of the person you want to add



5. Click “Save changes”

6. You will now see this new person on your list of contacts

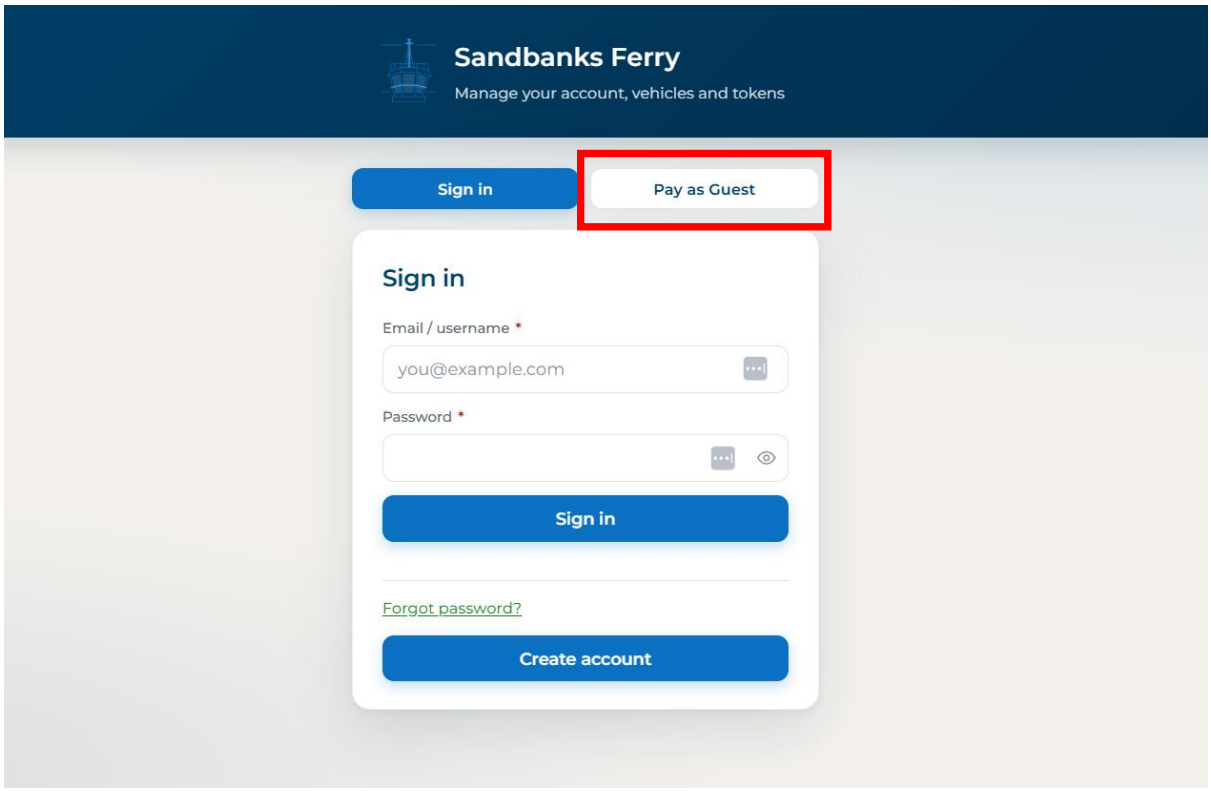


7. The person you have added can log into your account using the password you have set – they can amend this password later. Note: you can use the “Remove” button at any time to revoke their access to your account

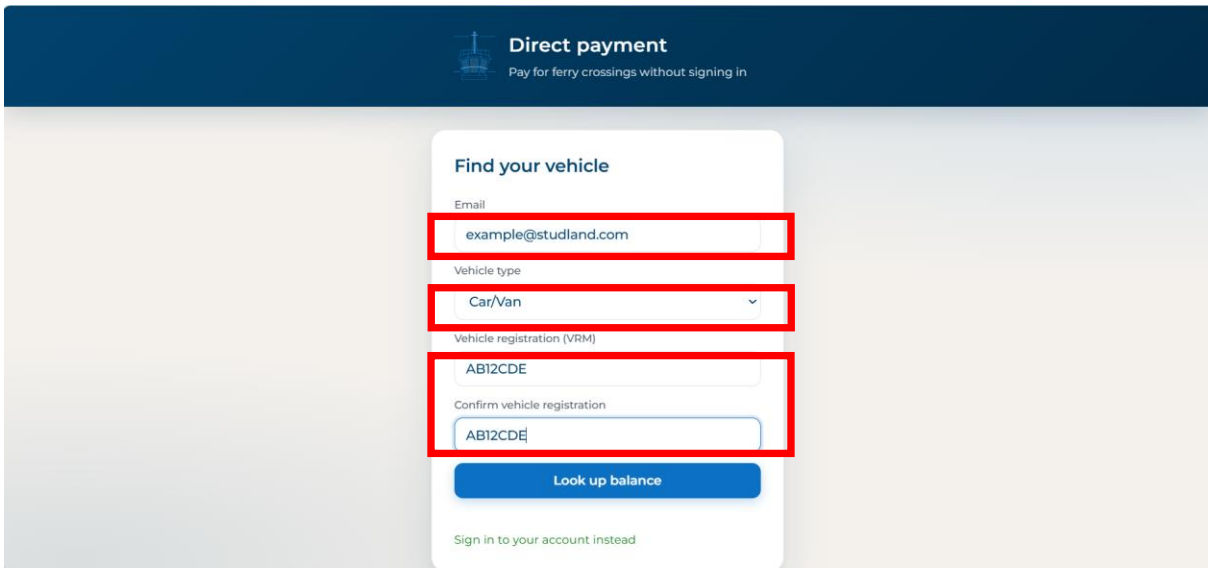
Pay as Guest

If you want to pay for the ferry without setting up an account, you can use the Pay As Guest page.

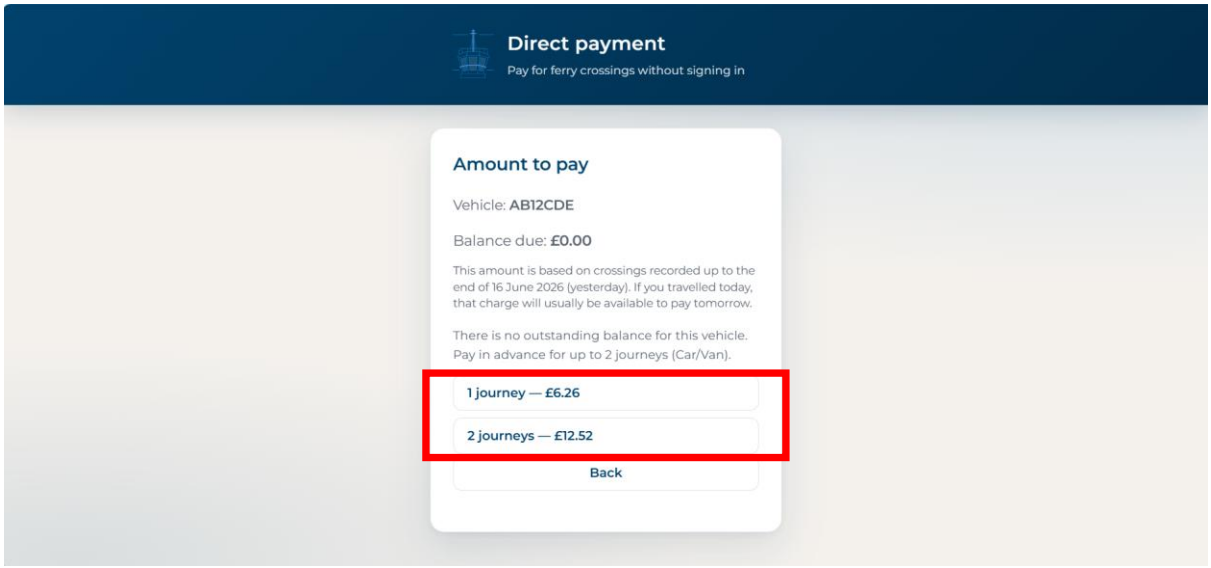
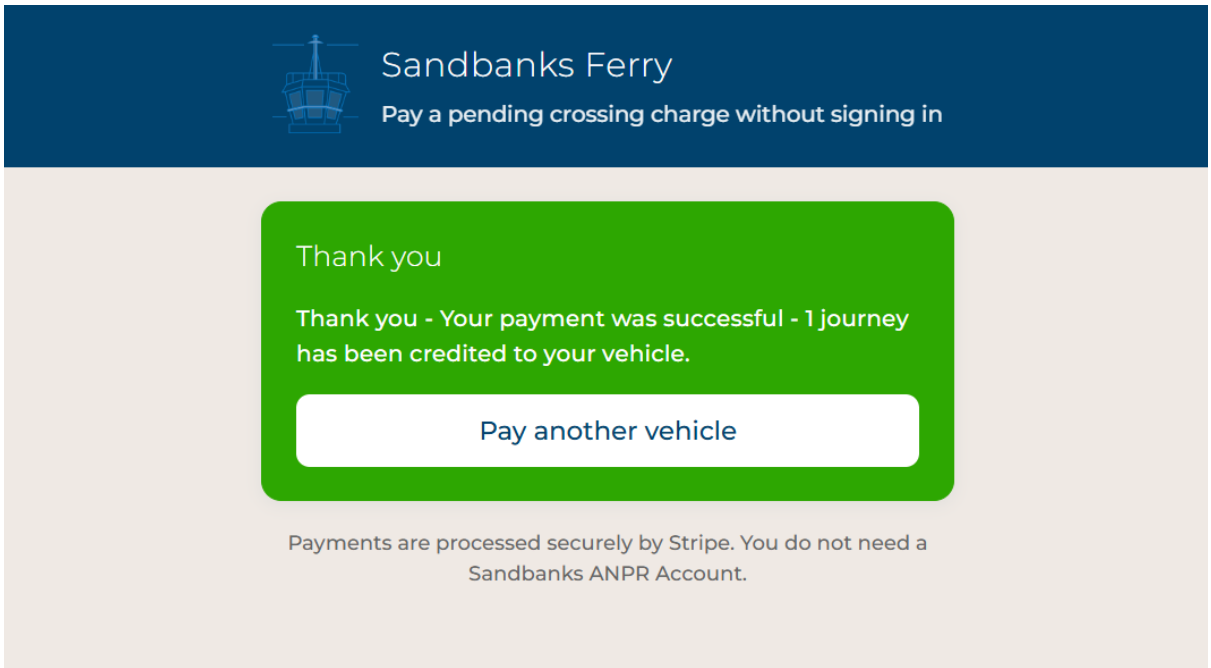
1. Navigate to the Account Portal by going to the Sandbanks Ferry website and choosing options for “Pay My Toll”:



2. Using the buttons at the top select “Pay as Guest”
3. From here enter your email address, select the type of vehicle you’re paying for, and enter its Vehicle Registration Mark (VRM) - often known as the car’s number plate



4. Click ‘Look Up Balance’, the system will check for any journeys made yesterday so that you can pay the correct amount owed
5. If you have an outstanding amount then you can pay for this via the next page, otherwise you will be presented with the following screen to purchase journeys for today or the next 30 days:



6. Select one of the available buttons to pay for one or two journeys (note these are valid for 30 days) or “Back” if you selected the incorrect Vehicle Type or there is mistake with the VRM – you will be provided with a form to pay for your selected option.
7. You can pay here using your debit or credit card, Google Pay, Apple Pay, or “Link” depending on what you have set up on your device
8. Once you have paid you will see confirmation like the below: