All first time users must create an account by clicking the <u>Register</u> hyperlink.

	CITY OF PALO ALTO
PARKI	NG PERMITS - PURCHASE AND RENEW
	Sign In
Important: The f Click HERE	irst time you use the online permit system you must register your account. if you are a first time user to begin the process.
Important: The f Click <mark>HERE</mark>	irst time you use the online permit system you must register your account. if you are a first time user to begin the process. You can use your account number to login.
Important: The f	irst time you use the online permit system you must register your account. if you are a first time user to begin the process. You can use your account number to login. Account Number Account Number:
Important: The f	irst time you use the online permit system you must register your account. if you are a first time user to begin the process. You can use your account number to login. Account Number Account Number: Last Name: Login Forgot Account Number

Residents must enter data into all of the required fields. A resident can view the eligible addresses for a particular street by hovering the mouse over the drop down arrow.



### PARKING PERMITS - PURCHASE AND RENEW

**New User** 



Once all required fields have been entered, residents should click Next.



Upon clicking Next, residents should receive an email from <u>OnlinePermitsRevColl@cityofpaloalto.org</u> that requires them to click a hyperlink to activate their account (\*Note using more common email providers such as gmail/icloud/yahoo etc. is recommended as some smaller email providers have server security settings that may block city email correspondence. Residents should also double check their junk folders if emails are not received in a timely manner.)



Upon clicking the activation hyperlink, residents will be directed back to the permit website. Residents should click continue to proceed with permit account setup.



Please do not reply to this message. It is not a monitored email account. If you have any questions please contact the City of Palo Alto Permit Processing Center at 866-210-2417 (M-F from 8:00 am to 5:00 pm Pacific Standard Time). You may click <u>here</u> to re-enter the portal.

Sincerely, Revenue Collections City Of Palo Alto

CITY OF PALO ALTO	
PARKING PERMITS - PURCHASE AND RENEW	
Activate Account	
Thank You!         Your account is now active. You may access it at any time by logging in with your account number last name.         Click Continue to view your account details.         Continue       Logoff	er and

Residents should simultaneously receive an email confirming the activation of the account along with the account number for their records.

Permit Account Activation OnlinePermitsRevColl@cityofpaloalto.org To © Dominic Dessert	S Reply	≪ ) Reply All	→ Forward Fri 7/24/2020 9	•••• 9:51 AM
External Email				
Thank you for activating your account with the City of Palo Alto. Your account number is 7454171. Save this in Please do not reply to this message, as it is being sent from an automated system. If you did not activate you <u>OnlinePermitsRevColl@cityofpaloalto.org</u> . Sincerely, Revenue Collections City Of Palo Alto	nformation for future referen ur account please contact the	ce. • City of Palo Alt	o at	

For those wishing to order regular residential parking permits, residents should click on the <u>Register</u> <u>New Vehicle</u> link before clicking the Request Permit button. For those wishing to request daily parking permits, residents may simply click the Request Permit button without entering vehicle information.



## PARKING PERMITS - PURCHASE AND RENEW

### Account Details

	Contact Info	rmation			Q
If nothing has changed please click Orc will be requ	der Permit. If any ired to submit ve	vehicle or co erification doc	ontact informa uments.	ation has cha	anged, you
	TEST	TEST			
Address 600 CALIFORNIA AV PALO ALTO, CA, 94306	DE	4) ESSERT@E Accoun	14) 555-555 OUNCANSOL t Number: 74	5 _UTIONS.CC 154171	MC
	Update conta	ct informatior	ı		
	Registere	d Vehicles			
Permits can be ordered for the fo	llowing vehicles	Daily permit	s do not requ	iire vehicle re	egistration.
Plate	State	Make	Model	Color	Amount Due
	Desister M	ew Vehicle			
	Register N				

For those residents registering vehicle information, all required fields should be completed before clicking Submit.



Upon clicking submit, the newly entered vehicle information will appear on the Account Details page. Residents may then proceed by clicking the Order Permit button.



# PARKING PERMITS - PURCHASE AND RENEW

**Account Details** 

nothing h	as changed please click Or will be requ	der Permit. If any iired to submit ve	vehicle or co	ontact informa uments.	ation has cha	anged, you
		TEST	TEST			
6 PA	Address 00 CALIFORNIA AV LO ALTO, CA, 94306	DD	4) ESSERT@D Accoun	14) 555-555 UNCANSOL t Number: 74	5 _UTIONS.CC 154171	МС
		Update contac	ct informatior	I		
Perm	hits can be ordered for the for Plate	Registered blowing vehicles. State	d Vehicles . Daily permit Make	s do not requ Model	iire vehicle re Color	egistration. Amount Due
Perm Delete	nits can be ordered for the for Plate TEST990	Registered bllowing vehicles. State CA	d Vehicles . Daily permit Make AUDI	s do not requ Model S4	ire vehicle re Color BLK	egistration. Amount Due \$0.00
Perm	nits can be ordered for the for Plate TEST990	Registered bllowing vehicles. State CA	d Vehicles . Daily permit Make AUDI	s do not requ Model S4	iire vehicle re Color BLK	egistration. Amoun Due \$0.00

From the Order screen, residents may view all permit types available to them based on their address and account information.



Residents should select the permit type they wish to request approval for and then add it to their cart.

		P		8		
	PARKING	PERMITS	- PURC	HASE A	ND REI	NEW
			Order			
Select Perr Please sele	mits For Order ect the category and p	ermit type you w	ould like to c	order.		
	Type: C Pe Permit Fee: \$5 Quantity: 1 Total: \$5	DLLEGE TERRACE A rmit type informat 0.00 0.00 Select the vehicle	annual ion	▼ will be issued	1 to	
	Plate TEST990	State CA	Make AUDI	Model S4	Color BLK	Amount Due \$0.00
		Regis	dd To Car hopping Car	nicle rt t cle <u> Remove</u>	e All	
		Ord	der Total: <b>\$0.</b>	Cancel		

For those residents requesting daily permit types, a date should be selected prior to adding the permit to their cart.



## PARKING PERMITS - PURCHASE AND RENEW

Order

	Sta	Type:	COLLE Permit	GE TERRAC	E DAILY		~				
(स. र			Aug 20	20		>	H>				
Mo	Tu	We	Th	Fr	Sa	Su					
27	28	29	30	31	1	2					
3	4	5	6	7	8	9					
10	) 11	12	13	14	15	16					
17	18	19	20	21	22	23					
24	25	26	27	28	29	30					
31	1	2	3	4	5	6					
Туре			<u> </u>	Start Date	End	Date	Fee	Count	Total	Vehicle	Remove All
	EGE TERI IAL	RACE		9/1/2019	8/31/2	2020	\$50.00	1	\$50.00	TEST990	Remove
COLL	EGE TER	RACE D	AILY	8/22/202	0 8/22/2	2020	\$5.00	1	\$5.00	N/A	Remove

Once all desired permit types have been added to the cart, resident should click Check Out to proceed to the Documentation upload page.

	P						
PARKING PE	RMITS -	PURCI	HASE	EAND	) REI	NEW	
	(	Order					
Select Permits For Order							
Please select the category and permit	type you wou	uld like to o	der.				
Type: Permit type informati	on	<b>v</b>					
	Add	d To Car	t				
	Add	d To Car	t				
Туре	Ade Sho	d To Car opping Cart End Date	Fee	Count	Total	Vehicle	Remove All
Type College terrace annual	Add Sho Start Date 9/1/2019	d To Car opping Cart End Date 8/31/2020	Fee \$50.00	Count	<b>Total</b> \$50.00	Vehicle TEST990	Remove All Remove
Type College terrace annual College terrace daily	Ade Shot Start Date 9/1/2019 8/22/2020	d To Car opping Cart End Date 8/31/2020 8/22/2020	Fee \$50.00 \$5.00	Count	<b>Total</b> \$50.00 \$5.00	Vehicle TEST990 N/A	Remove All Remove Remove
Type COLLEGE TERRACE ANNUAL COLLEGE TERRACE DAILY COLLEGE TERRACE ANNUAL GUEST	Ade Sho Start Date 9/1/2019 8/22/2020 9/1/2019	d To Car opping Cart End Date 8/31/2020 8/31/2020	Fee \$50.00 \$5.00 \$50.00	Count 1 1	<b>Total</b> \$50.00 \$5.00	Vehicle TEST990 N/A TEST990	Remove All Remove Remove
Type College terrace annual College terrace daily College terrace annual GUEST	Add Sho Start Date 9/1/2019 8/22/2020 9/1/2019 Order	d To Car opping Cart End Date 8/31/2020 8/22/2020 8/31/2020 Total: <b>\$105</b>	Fee \$50.00 \$5.00 \$50.00 00	Count 1 1 1	<b>Total</b> \$50.00 \$5.00 \$50.00	Vehicle TEST990 N/A TEST990	Remove All Remove Remove Remove

The Documents page lists all required documentation for all permit types. Please read all requirements thoroughly as any missing documentation or information may delay the permit approval/fulfillment process. Using the highlighted Browse button, residents may select individual documents they wish to upload to meet the parking permit requirements.



# PARKING PERMITS - PURCHASE AND RENEW

### **Documents**

#### Permit Documents

This order will require approval before it can be purchased. The approval process may take up to 10 business days. You will be notified by email once your request has been approved or denied.

In order to get approval, the following documentation must be supplied.

#### **Required Documentation For Permits**

Submit a copy of your legal photo ID or Driver's License. IF your photo ID or Driver's License does not match the permit property address, then attach one of the following along with your photo ID or Driver's License:

Driver's license – indicating College Terrace Address

Rental agreement – with name of resident
 Current (i.e., not more than sixty days old) utility bill with street address noted

Choose File No file chosen

Choose File No file chosen

Document 1 Choose File No file chosen
Document 2 Choose File No file chosen

Document 3 Choose File No file chosen

Document 4

Document 5

Туре	Start Date	End Date	Fee	Count	Total	Vehicle
COLLEGE TERRACE ANNUAL	9/1/2019	8/31/2020	\$50.00	1	\$50.00	TEST990
COLLEGE TERRACE DAILY	8/22/2020	8/22/2020	\$5.00	1	\$5.00	N/A
COLLEGE TERRACE ANNUAL GUEST	9/1/2019	8/31/2020	\$50.00	1	\$50.00	TEST990
Next	lodify Or	der	С	ancel		

Once all desired documents have been uploaded, residents should click next to review their order.



# **PARKING PERMITS - PURCHASE AND RENEW**

### **Documents**

#### Permit Documents

This order will require approval before it can be purchased. The approval process may take up to 10 business days. You will be notified by email once your request has been approved or denied.

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Driver's license – indicating College Terrace Address
 Rental agreement – with name of resident
 Current (i.e., not more than sixty days old) utility bill with street address noted

Document 1	Choose File	13lAgk.jpg
Document 2	Choose File	71biZuAaV5L1000jpg
Document 3	Choose File	Dodger Stadiinterest.jpg
Document 4	Choose File	No file chosen
Document 5	Choose File	No file chosen

Туре	Start Date	End Date	Fee	Count	Total	Vehicle
COLLEGE TERRACE ANNUAL	9/1/2019	8/31/2020	\$50.00	1	\$50.00	TEST990
COLLEGE TERRACE DAILY	8/22/2020	8/22/2020	\$5.00	1	\$5.00	N/A
COLLEGE TERRACE ANNUAL GUEST	9/1/2019	8/31/2020	\$50.00	1	\$50.00	TEST990

If all details are correct, residents should click Submit Request.



# PARKING PERMITS - PURCHASE AND RENEW

## Review

te Fee Coun 20 \$50.00 1	t Total Vehicle
20 \$50.00 1	
	\$50.00 TES1990
20 \$5.00 1	\$5.00 N/A
20 \$50.00 1	\$50.00 TEST990
Cance	1
	Cance

Upon clicking Submit Request, residents will be routed back to the Account Details page where they may view their confirmation number and order status.



### Simultaneously, residents will receive an email confirming their request for permits.

City of Palo Alto, CA Preferential Parking Permit Application Submitted (Account #7454172)

OnlinePermitsRevColl@citvofpaloalto.org	← Reply	Keply All	$\rightarrow$ Forward $\cdot$
To ODD Dominic Dessert			Fri 7/24/2020 11:40
External Email			
Thank you for your preferential parking permit request. Within the next three business days, you will receive an e-m	ail of your applicatio	n status.	
Please do not reply to this message. It is not a monitored email account. If you have any questions please contact the 2417 (M-F from 8:00 am to 5:00 pm Pacific Standard Time). You may click <u>here</u> to re-enter the portal.	he City of Palo Alto P	ermit Processing	Center at 866-210-
Sincerely, Revenue Collections City of Palo Alto			
Within 10 days, residents should receive an email from OnlinePermit	sRevColl@c	itvofpaloa	lto.org
stating whether their request was approved or denied		-/	
stating whether their request was approved of defined.			
Approved:			
City of Palo Alto, CA Preferential Parking Permit Application Approved (Account #7454171)			
OnlinePermitsRevColl@cityofpaloalto.org	Reply All		
To © Dominic Dessert	Fri 7/24/2020 1	0:36 AM	
External Email			
Your application for a Preferential Parking Permit in the City of Palo Alto has been approved! Before you begin parking in your block range, plea order and make a payment. Your account number is 7454171 YOU MUST PAY THE TOTAL AMOUNT DUE <u>BEFORE</u> YOUR PERMITS WILL BE SHIPPED. PERMITS MUST BE DISPLAYED BEFORE YOU ARE ELIGIBLE BLOCK RANGE(S).	ase <u>log-in</u> to complete you TO BEGIN PARKING IN Yo	JUR	
You may click <u>here</u> to pay now.			
Status Permit Type Vehicle Plate Total Amount to be Paid			
Approved COLLEGE TERRACE ANNUAL TEST990 \$50.00 Approved COLLEGE TERRACE DAILY \$5.00			
Approved COLLEGE TERRACE ANNUAL GUEST TEST990 \$50.00			
Total Amount to be Paid: \$105.00			
Please do not reply to this message. It is not a monitored email account. If you have any questions please contact the City of Palo Alto Permit Pr 2417 (M-F from 8:00 am to 5:00 pm Pacific Standard Time). You may click here to re-enter the portal.	ocessing Center at 866-2	10-	
Sincerely.			
Revenue Collections			
city of Fold Alto			
Denied:			
City of Palo Alto, CA Preferential Parking Permit Application incomplete (Account #7	454172)		
OnlinePermitsRevColl@cityofpaloalto.org	S Reply S Re	eply All → Forv	vard •••
To ODminic Dessert		Fri 7/24,	2020 12:25 PM
If there are problems with now this message is displayed, click here to view it in a web proviser.			
External Email			
We are sorry but your application for a Preferential Parking Permit in the City of Palo Alto is incomplete and needs additic process. Your permit(s) will not be issued unless the application process is completed within the next 3 buisiness days. Fo	onal information to co r additional information	ontinue the application of the provident	ation your
account or contact the City of Palo Alto Permit Processing Center at 866-210-2417 (M-F from 8:00 am to 5:00 pm Pacific Sta	ndard Time).		_
Status Reason Permit Type Vehicle Pl	ate		
Incomplete YOUR PERMIT HAS BEEN DENIED PLEASE RESUBMIT DOCUMENTATION COLLEGE TERRACE ANNUAL TEST554			

Please do not reply to this message. It is not a monitored email account. If you have any questions please contact the City of Palo Alto Permit Processing Center at 866-210-2417 (M-F from 8:00 am to 5:00 pm Pacific Standard Time). You may click here to re-enter the portal.

Sincerely, Revenue Collections City of Palo Alto Upon receipt of this email, residents should log back in using their account number and last name.



# PARKING PERMITS - PURCHASE AND RENEW

# Sign In

## Important: The first time you use the online permit system you must register your account. Click HERE if you are a first time user to begin the process.



Once signed back in residents may review their permit status, upload any additional required documentation if denied, or print any approved daily permit types. If a permit type shows a status of 'Approval Accepted', the user may click the complete purchase button to proceed to the payment submission page.

		Regis	tered V	ehicle	S			
Permits can be orde	red for the fo	ollowing veh	icles. Da	ily pern	nits do n	ot require v	ehicle regist	tration.
Plate	State Make M				odel C	olor	Amount Due	
Delete TEST990		CA		AUDI	S4	B	ILK S	\$0.00
		Regis	ter New	Vehicle				
Order Number	Below are th	Pen ne orders th	i <b>ding O</b> nat are cu	rders	being pro	ocessed.		
Order Number 202003241	Below are th	Pen ne orders th Pur 7	nding O nat are cu chase D	rders irrently I pate	being pro	ocessed. Pu	rchase Tota \$55.00	al
Order Number 202003241 Type	Below are th Start Date	Pen ne orders th Pur 7 End Date	iding O nat are cu chase D //24/2020 Fee	rders	being pro	ocessed. Pui Status	rchase Tota <mark>\$55.00</mark> Status Date	al Vehicle
Order Number 202003241 Type COLLEGE TERRACE ANNUAL	Below are the start Date 9/1/2019	Pen ne orders th Pur 7 End Date 8/31/2020	ding O at are cu chase D //24/2020 Fee \$50.00	rders Irrently I Pate Count	being pro	Docessed. Pui Status Approval Denied	rchase Tota \$55.00 Status Date 7/24/2020	al Vehicle TEST99
Order Number 202003241 Type COLLEGE TERRACE ANNUAL COLLEGE TERRACE DAILY	Below are th Start Date 9/1/2019 8/22/2020	Pen ne orders th Pur 7 End Date 8/31/2020 8/22/2020	ding O hat are cu (24/2020 Fee \$50.00 \$5.00	rders urrently l pate Count 1	Total \$50.00	OCCESSED. Pui Status Approval Denied Approval Accepted	rchase Tot \$55.00 Status Date 7/24/2020 7/24/2020	al Vehicle TEST99 N/A

The user should enter in their payment information, agree to the ordinance disclosure and click submit.

PARKING PERMI	IS - PURCHASE AND RENEW
E	Inter Payment
Please review your order. If everything look Submit y In development mode Sar	s correct then enter your credit card information. Once you cli your order will be processed. e, credit card information will not be sent. me As Contact Information
*Card Holder Name: *Billing Address 1: Billing Address 2: *City: *State: *Zip Code: *Card Number: *Expiration Month: *Expiration Year: *Security Code :(What's This?) *Card Type: As per Ordinance Section 10.28.070: The area. Holders of residential parking permits	TEST TEST 600 California Ave 600 California Ave Palo Alto CALIFORNIA 94306 545454545454545454 11 - November  2021 431 MasterCard use of guest permits is restricted to visitors to the permit park are prohibited from displaying guest permits in the parking are
Туре	Shopping Cart Start Date Fee Count Total Vehicle
COLLEGE TERRACE DAILY COLLEGE TERRACE ANNUAL GUES	8/22/2020 8/22/2020 \$5.00 1 \$5.00 N/A ST 9/1/2019 8/31/2020 \$50.00 1 \$50.00 TEST990
	Order Total: \$55.00
Subm	it Cancel

Once the user has completed the submission of payment they will be taken to the receipt page and simultaneously receive an email confirming their purchase.

					Rece	eipt					
				Thank	( you	!					
		II	Your cor	nfirmation nu T: Print this r	umber is receipt f	2020032 or your re	241 ecords.				
	Conta	ct Information	A receip	t nas also d	een ema	ailed to ye	ou.				
					TEST	TEST					
	P 60 P/	roperty Address 00 CALIFORNIA AV ALO ALTO, CA, 94306		(414) 55 DDESSE Account	5-5555 ERT@D Numbe	UNCAN r: 74541	SOLUTI 71	ONS.COM			
	Order	Summary									
			Credit	F t Card Autho	Trans D Paymen prization	action ID ate/Time t Method Number	: 0 : 7/24/2 : XXXX : NOT (	2020 1:20:59 XXXXXXXX CHARGED	9 PM (5454		
				Temporary	Permit I	Numbers	C				
		Order Numbe 202003241	r	Pu	urchase 7/24/20	<b>Date</b> 020		Pu	irchase Tot \$55.00	al	
		Туре	Start Date	End Date	Fee	Count	Total	Status	Status Date	Vehicle	
	ľ	OLLEGE	8/22/2020	813313030	\$5 00	1	\$5.00	Completer	1 7/24/2020	ΝΙ/Δ	
City of P	Palo Alto, C nlinePermitsRe O Dominic Dese e problems with he	A Preferential Parking Po vColl@cityofpaloalto.org sert ow this message is displayed, click here	ermit Recei	pt (Account : browser.	#74541	71)			← Reply 《	Reply All $ ightarrow$	Forward 12:02 PM
				Exte	ernal Em	ail					
Fhank you for You should re 600 CALIF( PALO ALTC	r your order. You eceive your hang ORNIA AV O CA 94306	ur payment has been processed. (tag permit(s) at the mailing addre	ss you provided	within 30 days. Th	ne permits s	hown below f	for account	number 7454171 a	and property addre	ess:	
Status	Permit Number	Vehicle Plate Number Expiration	Date	Permit Type(s)	Cha	arges (Paid)					
Active/Paid Active/Paid		08/22/202 TEST990 08/31/202	20 COLLEGE 20 COLLEGE	TERRACE DAILY	\$5. L GUEST \$50	0.00					
Active/Paid Active/Paid Total Paid - P ***PLEASE R MAILING ADD TEST, TEST 600 CALIFO PALO ALTO	ermit fees are n EMEMBER TO Fe DRESS: - DRNIA AV D CA 94306	08/22/20; TEST990 08/31/20; on-refundable \$55.00 DLLOW ALL TERMS AND CONDITIO	20 COLLEGE 20 COLLEGE DNS LISTED <u>HER</u>	TERRACE DAILY TERRACE ANNUAL E IN ORDER TO AN	\$5. L GUEST \$50	00 0.00					
BILLING INFO Card Type:	RMATION: : MC										

For Daily Permits, resident can click the Print hyperlink and the site will prompt the print window.

	Transaction ID: 0 Date/Time: 7/27/2020 4:00 Payment Method: XXXXXXXXX Credit Card Authorization Number: NOT CHARGE								n 54			
			Temporary Permit Numbers:				; TCT1005	TCT1005037				
	Order Number 202003283		Purchase Date 7/27/2020				Purchase Total <mark>\$5.00</mark>					
	Type Start Date		End Date Fee C		Count	Total	Status	Status Date	Vehicle	Printing		
	LEGE RACE L <mark>Y</mark>	8/22/2020	8/22/2020	\$5.00	1	\$5.00	Completed	7/27/2020	N/A	Print		
	Renew online @ Coustomer suppo Contact us @ Permit No: TC Temporar	rt available @ CT1005037 Y	https://duncan.imag permilSites/PalaAlto 866-210-2417 250 Hamilton Ave. Palo Alto, CA 94301	eenforceme pPermits 1 ***** es: 8/22/2	ent.com/ 2020			Pri Des Pag Lay	nt itination jes out	All	Save as PDF	1 page
Renew online @ Coustomer support avail: Contact us @	: City of P Californi Order No: 20 Print Date: 7/	2alo Alto, a 2003283 27/2020	Purchased \$5.0	1: 7/27/2	₽ 2020 ally			Mor	re settings			Ť
			Contact U	s Privacy Pol	licy							