

---

# HELP GUIDE FOR THE CAMPUS COMMUNITY: HOW TO PURCHASE PARKING PERMITS ONLINE

---

Campus Community members are eligible to purchase monthly parking permits by using the CSULB Online Parking Services website. This guide will walk you through the permit purchasing process.

Begin by navigating to [CSULB Online Parking Services](https://parking.csulb.edu) at <https://parking.csulb.edu>

## Contents

<b>ACCESSING THE PARKING SYSTEM</b>	<b>2</b>
LOG IN THE PARKING SYSTEM	2
CREATE YOUR OWN PASSWORD	3
RECOVER YOUR FORGOTTEN OR LOST PASSWORD	3
<b>PARKING PERMITS</b>	<b>5</b>
PURCHASE A PERMIT	5
PERMIT SELECTION	6
<b>VEHICLES</b>	<b>8</b>
REGISTERING A VEHICLE FOR THE FIRST TIME	8
ADDING A VEHICLE TO AN EXISTING PERMIT	9
DELETING A VEHICLE FROM A PERMIT	12
<b>CHECKOUT</b>	<b>14</b>
<b>FOR ASSISTANCE</b>	<b>15</b>

# Accessing the Parking System

## Log in the Parking System

Begin by navigating to <https://parking.csulb.edu>. The Parking Homepage is accessible from most electronic devices.

- Type the email address provided when you created your account, and type your Last Name as your password.

For example:

Email: FName.LName@gmail.com

Password: LName

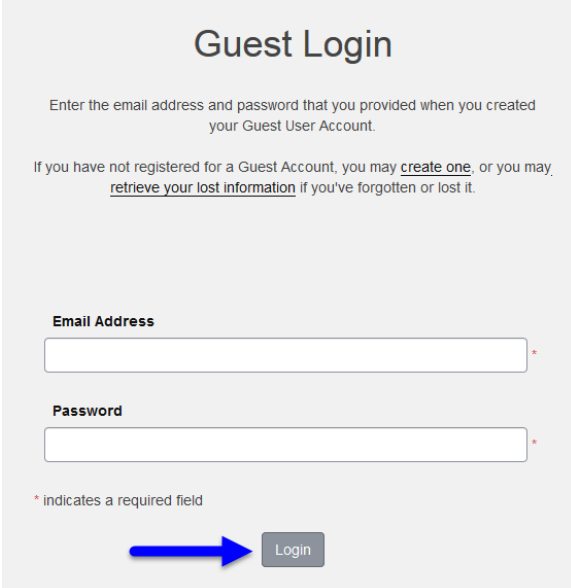
**Passwords are case sensitive.**

Entry example:

Last Name = **Jones**, Password = **Jones**

Last Name = **De Costa**, Password = **De Costa**

- Click the **Login** button.



**Guest Login**


Enter the email address and password that you provided when you created your Guest User Account.

If you have not registered for a Guest Account, you may [create one](#), or you may [retrieve your lost information](#) if you've forgotten or lost it.

**Email Address** \*

**Password** \*

\* indicates a required field



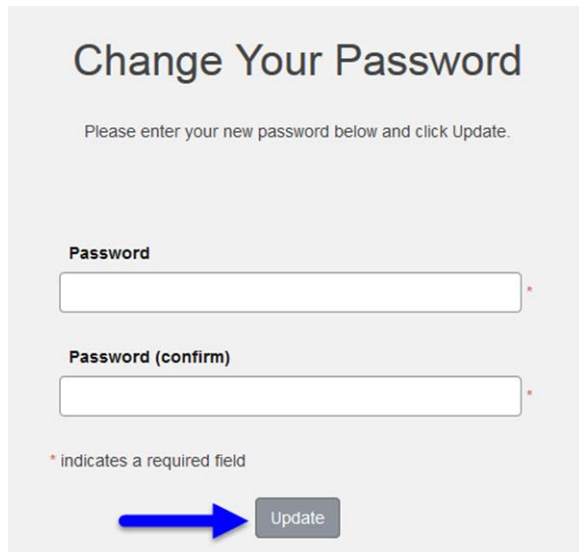
## Create Your Own Password

You must create your own password before proceeding with the purchase process.

- On the [Change Your Password](#) page, type your own secure password.

Passwords must contain at least six (6) characters, with at least one (1) upper case, one (1) lower case, and (1) special character.

- Click the **Update** button. This action returns you to the purchase process.



**Change Your Password**

Please enter your new password below and click Update.

**Password**

**Password (confirm)**

\* indicates a required field

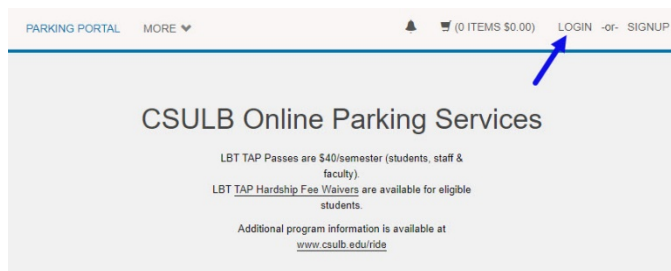
**Update**

## Recover Your Forgotten or Lost Password

If you had previously established a parking account and have since forgotten or lost your login information, follow the steps below to recover your password.

Begin by navigating to <https://parking.csulb.edu>

- Click the **LOGIN** button.



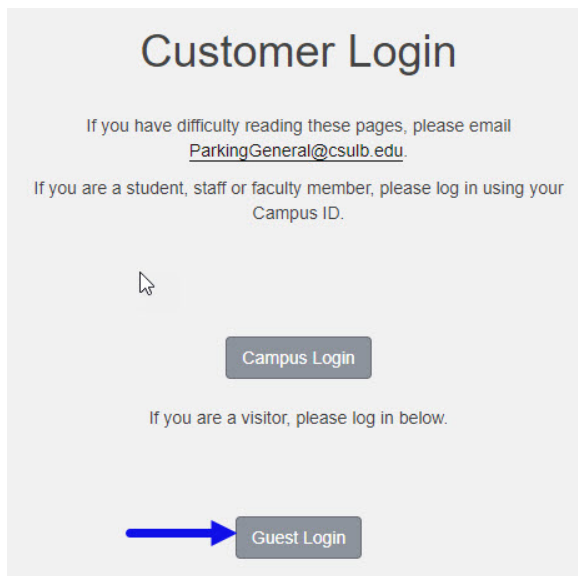
PARKING PORTAL MORE

(0 ITEMS \$0.00) LOGIN -or- SIGNUP

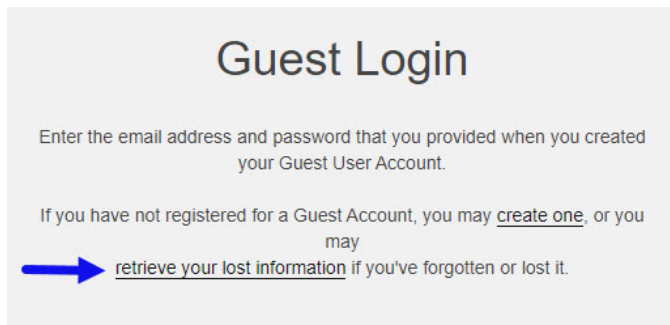
**CSULB Online Parking Services**

LBT TAP Passes are \$40/semester (students, staff & faculty).  
LBT TAP Hardship Fee Waivers are available for eligible students.  
Additional program information is available at [www.csulb.edu/ride](http://www.csulb.edu/ride)

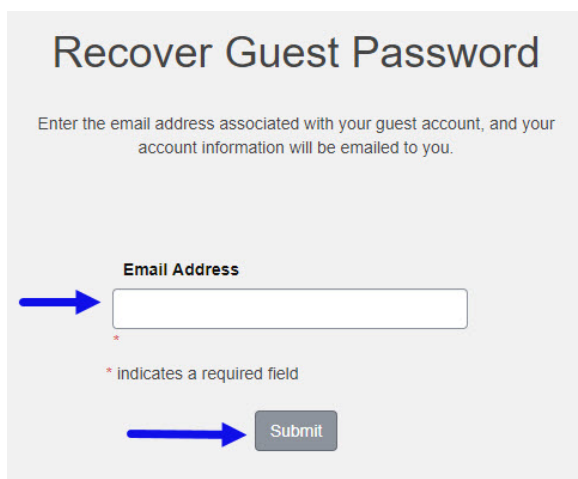
- Click the **Guest Login** button.



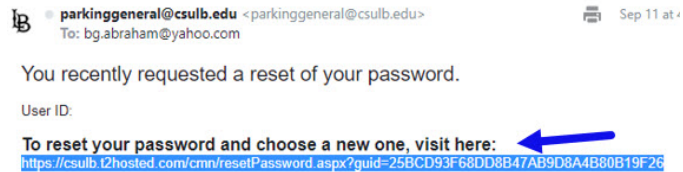
- Click the **retrieve your lost information** link.



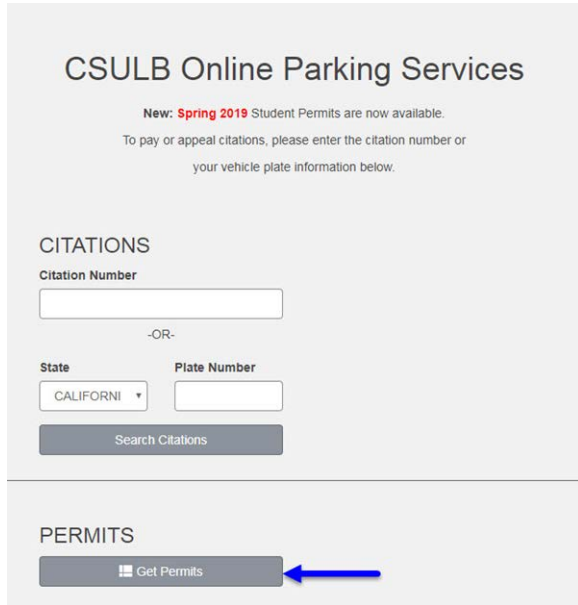
- On the [Recover Guest Password](#) page, type your email address to receive your account information by email.



- Click the **Submit** button. You will receive an email with a link to reset your password.



- On the CSULB Online Parking Services page, click the **Get Permits** button.

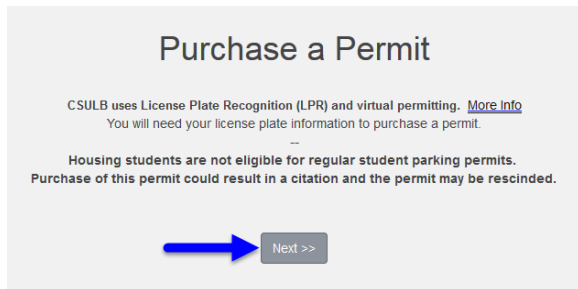


## Parking Permits

### Purchase a Permit

**Before you begin** – you will need your license plate information or Vehicle Identification Number (VIN) available before proceeding to purchase a permit. Vehicle year, make, model, color and style are not required but may be helpful.

- On the Purchase a Permit page, click the **Next** button.



Community Members parking permits are valid for one month. You must purchase permits for additional months in order to avoid parking citations.

## Permit Selection

The permit fees and specified parking lots are determined by your classification and your permit selection. Each individual's permit choices may be different.

Ensure you are purchasing the correct permit according to your needs. Purchasing the wrong permit WILL result in a citation.

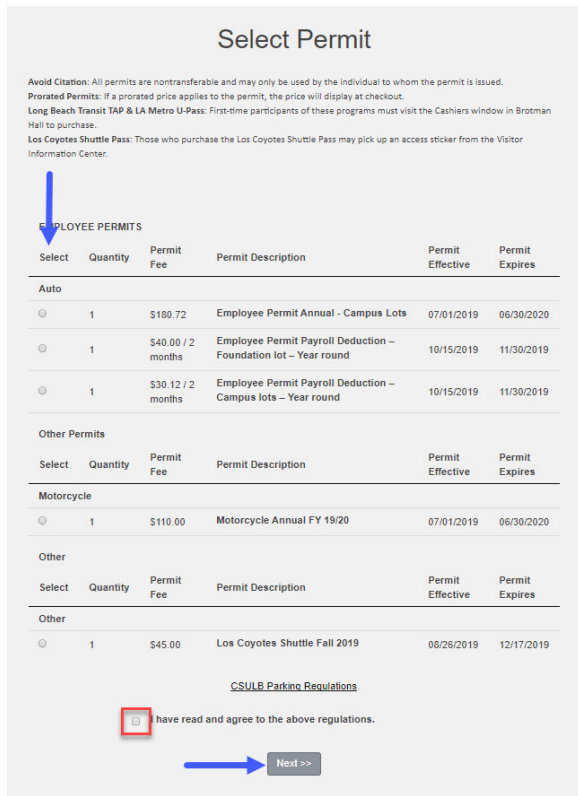
- **Community Monthly General Lots** – Community members are eligible to purchase this permit. This permit is valid in lots designated as Student/General (“G”) Parking unless otherwise restricted with posted signage. This permit is valid in Employee (“E”) Parking lots after 5:30 p.m. weekdays, all day on weekends.
- **Community Activity Monthly Permit after 4 pm** – Community members are eligible to purchase this permit. This permit is valid after 4 p.m. on weekdays and all day on weekends in lots designated as Student/General (“G”) Parking, unless otherwise restricted with posted signage. This permit is valid in Employee (“E”) Parking lots after 5:30 p.m. weekdays, all day on weekends.

**Note:** The Select Permit page will display the types of permits available based on your classification. Each individual's permit choices may be different.

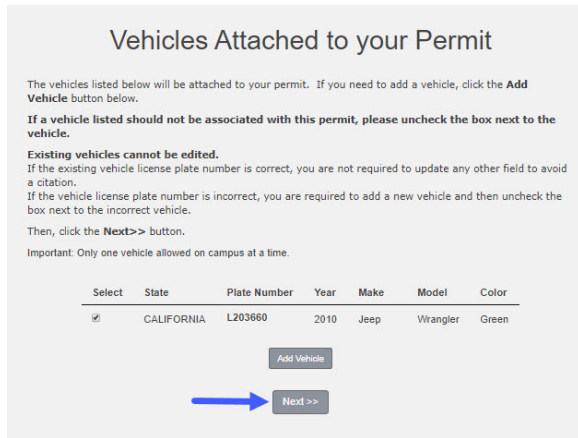
On the Select Permit page:

- Check the button that corresponds with the permit description.
- Check the box indicating you have read and agree to the permit regulations.
- Click the **Next** button.

The following image is **one example** of an individual Select Permit page:



- Review the vehicle(s) attached to your permit. To continue the purchasing process, click the **Next** button.



This action opens the View Cart page where you will complete the checkout process. See **Checkout** on page 15.

To add another vehicle to the permit:

- Click the **Add Vehicle** button (users may attach no more than **two** vehicles to their parking permit).

Vehicles Attached to your Permit

The vehicles listed below will be attached to your permit. If you need to add a vehicle, click the **Add Vehicle** button below.

If a vehicle listed should not be associated with this permit, please uncheck the box next to the vehicle.

Existing vehicles cannot be edited.

If the existing vehicle license plate number is correct, you are not required to update any other field to avoid a citation.

If the vehicle license plate number is incorrect, you are required to add a new vehicle and then uncheck the box next to the incorrect vehicle.

Then, click the **Next>>** button.

Important: Only one vehicle allowed on campus at a time.

Select	State	Plate Number	Year	Make	Model	Color
<input checked="" type="checkbox"/>	CALIFORNIA	L203660	2010	Jeep	Wrangler	Green

**Add Vehicle** **Next >>**

- This action opens the [Register a Vehicle](#) page.

## Vehicles

### Registering a Vehicle for the First Time

- Type in your vehicle information.
  - If the vehicle does not yet have a license plate, type the last seven (7) digits of your VIN in the Plate Number fields.
  - **Note:** When you do receive your official license plate, you must update your parking account with new license plate information. Failure to do so will result in a citation.
  - Fields with a red asterisk (\*) are required fields.
  - The other fields (year, make, model, color and style) are not required but may be helpful.
- Click the **Next** button.



### Register a Vehicle

- Vehicle's license plate number (Standard CA license plate has 7 characters).
- If you do not have a license plate because of a new vehicle purchase, please enter the last 7 digits of your VIN in the Plate Number fields.  
**Note:** You will have to update your online information as soon as the license plates are received in order to avoid an unnecessary citation.
- For custom license plates with symbols and spaces, enter only letters and numbers with no spaces. Example - **BOBSUE**, enter as **BOBSUE**.
- Vehicle information such as Year, Make, Model, Color and Style are not required to register/add a vehicle.

**Plate Number**

**Plate Number (confirm)**

**State/Province**

**Year**

**Make**

**Model**

**Color**

**Style**

[Next >>](#)

This action advances you to the [View Cart](#) page. If you need to delete a vehicle before completing the transaction, refer to 'Delete vehicles from a permit.'

On the [View Your Cart](#) page:

- Click the **View Details** link to view the details of your parking permit.
- Click the **Remove** button to remove a permit from your cart.
- Click the **Cancel All** button to cancel the permit purchase.

### View Cart

Do not use the back button at any time during this transaction.

Qty	Type	Description	Amount	Actions
1	Permit	Community - LifeFit Permit - May (05/01/2019 - 05/31/2019) <a href="#">view details</a>	\$32.00	<a href="#">Remove</a>

**Total Charges: \$32.00**

[Cancel All](#)
[Add Permits](#)
←

## Adding a Vehicle to an Existing Permit

Community members are allowed to add (link) a maximum of **two** vehicles to their permit.

Follow these steps to:

- Add a second vehicle
- Correct an incorrect license plate number

- Replace a Vehicle Identification Number (VIN) with a license plate number
- Add a purchased or delete a sold vehicle

On the [CSULB Online Parking Services](#) page, click the **View Your Permits** link.

This action advances you to the [View Your Account Permits](#) page.

- Select the Permit Number.

Permit Number	Permit Type	Status	Issue Date	Effective Date	Expiration Date
COM013737	Community Monthly - Sept. 2019	Active	09/14/2019	09/01/2019	09/30/2019
COM013738	Community Monthly - Oct. 2019	Issued	09/14/2019	10/01/2019	10/31/2019

- This action opens [Your Virtual Parking Permit Details](#) page where you can view all vehicles linked to that permit.
- In [Your Virtual Parking Permit Details](#) page, click the **Add Vehicles to Permit** button. This button will only appear if there is one (1) vehicle attached to the selected permit.

### Your Virtual Parking Permit Details

**Permit Number** COM011712  
**Type** Community Monthly - Sept. 2019  
**Amount Due** \$0.00  
**Status** Active  
**Issue Date** 09/14/2019  
**Effective Date** 09/01/2019  
**Expiration Date** 09/30/2019

**Associated Vehicles**

Plate Number	Plate State	Vehicle Make	Vehicle Model	Vehicle Color
TEST1234	ALABAMA	BENZ	2014A	Gray


**Associated Receipts**

Receipt Number	Description	Permit Amount	Date	Payment Method
1301667	Payment - Permit (COM011712)	\$32.00	9/14/2019 7:54:20 PM	Web Payment

No contract profiles were found on this record.  
 No space overages were found on this record.

 [Add Vehicles To Permit](#)

- **Note:** You are allowed up to **two** vehicles per permit.
- This action opens the [Add Vehicle to Your Permit](#) page.
- On the [Add Vehicle to Your Permit](#) page:
  - Re-add a previously associated vehicle – check the corresponding box and click the **Add the selected vehicle** button.
  - If you do not see any vehicles listed, click the **Add a new vehicle** button to add a vehicle.



 Your permit may be associated with 1-2 vehicles.

## Add Vehicle to Your Permit

Choose the vehicle(s) you wish to add to your permit.

This permit is currently associated with 1 vehicles.

Select	Plate Number	Make	Model	Color
<input checked="" type="checkbox"/>	TEST12345	Ferrari	348	Gray
<input type="checkbox"/>	TEST1234	BENZ	2014A	Gray

[Add the selected vehicle](#) [Add a new vehicle](#)

[Return to Permit](#)

- Clicking the **Add a new vehicle** button will open the [Register a Vehicle](#) page.

**Note:** Refer to **Vehicles** on page 8 for the steps to register a vehicle.

- After adding a vehicle, you will see a conformation of the change as well as the details of all vehicles attached to the permit.

**Your Virtual Parking Permit Details**

**Permit Number** COM013737  
**Type** Community Monthly - Sept. 2019  
**Amount Due** \$0.00  
**Status** Active  
**Issue Date** 09/14/2019  
**Effective Date** 09/01/2019  
**Expiration Date** 09/30/2019

**Associated Vehicles**

Plate Number	Plate State	Vehicle Make	Vehicle Model	Vehicle Color	Actions
TEST12345	ALABAMA	Ferrari	348	Gray	Delete
TEST1234	CALIFORNIA	BMW	3 Series	Silver Color	Delete

**Associated Receipts**

Receipt Number	Description	Permit Amount	Date	Payment Method
1369065	Payment - Permit (COM013737)	\$32.00	9/14/2019 8:25:07 PM	Web Payment

No contract profiles were found on this record.  
No space overages were found on this record.

## Deleting a Vehicle from a permit

- On the **CSULB Online Parking Services** page, click the **View Your Permits** link.

**CSULB Online Parking Services**

**Summer 2019** Student Permits are available for sale online beginning on May 6, 2019.  
To pay or appeal citations, please enter the citation number or your vehicle plate information below.

**CITATIONS**

[View Your Citations](#) 0  
[View Your Appeals](#) 5  
[View Your Letters](#) 5

Citation Number  
-OR-  
State: CALIFORNIA  
Plate Number  
Search Citations

**PERMITS**

[View Your Permits](#) 4

Follow us @CSULB\_Parking  
CSULB Parking and Transportation Services website  
If you have difficulty reading these pages, please email ParkingGeneral@csulb.edu

This action advances you to the [View Your Account Permits](#) page.

- Select the permit number for the vehicle you wish to delete.

Permit Number	Type	Status	Issue Date	Effective Date	Expiration Date
COM013737	Community Monthly - Sept. 2019	Active	09/14/2019	09/01/2019	09/30/2019
COM013738	Community Monthly - Oct. 2019	Issued	09/14/2019	10/01/2019	10/31/2019

1

- **Note:** Verify you are deleting the correct vehicle before continuing the vehicle deletion process.
- If there is only one vehicle linked to the permit, you are not permitted to delete the vehicle. You will need to add a vehicle first before you can delete the vehicle. If you are unable to delete a vehicle, contact Parking at 562-985-4146.

This action opens the [Your Vehicle Details](#) page.

- Click the **Delete** button.

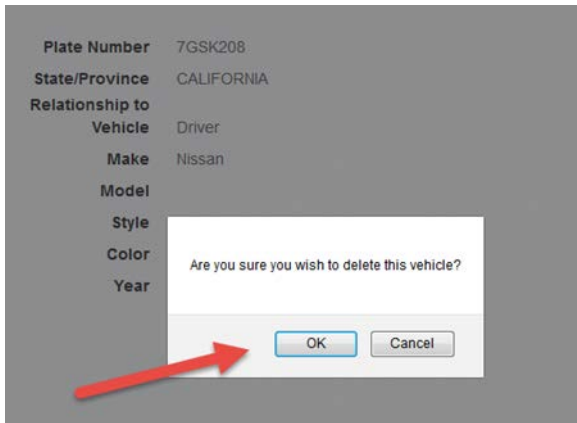
Below are the details for your vehicle.

**Plate Number** C030236  
**State/Province** CALIFORNIA  
**Relationship to Vehicle** Driver  
**Make** Honda  
**Model** Accord  
**Style** 4 door  
**Color** Silver  
**Year** 2017

No permits were found on this vehicle record.  
No citations were found on this vehicle record.

Delete

- Once you are certain that you are deleting the correct vehicle, click the **OK** button. Or if you need to halt the process, click the **Cancel** button.



- You have completed the vehicle deletion process.

## Checkout

After completing your permit selection and vehicle registration processes, you must pay for your permit(s).

In the CASHNet system, select your method of payment – either Credit Card or Electronic Check.

- Click the **Continue Checkout** button.



- If paying by Credit Card, Enter your credit card information. Fill in all fields that have a red asterisk.



- If paying by Electronic Check, Enter your check information. Fill in all fields that have a red asterisk.

[check out] [sign out]

**Parking Permits and Citations**

---

Enter check information Total Amount: \$32.00

**IMPORTANT:** Do not attempt to use credit card cash advance checks, brokerage account checks, or any check marked "Do Not Use for ACH". Your debit or credit card number will NOT work. You will need to enter your bank account number.

Only checks from regular checking accounts at U.S. domestic banks (including most credit unions) may be used for electronic check payments. Be sure to copy the routing/transit and account numbers very carefully from your check. If you enter incorrect values, or if you attempt to use a check that is not from a regular U.S. domestic bank checking account, your electronic check will be returned.

If you are unsure of whether or not your check can be used or what routing/transit and account numbers to enter, call your bank, ask them if your account can be used for ACH, and verify the correct numbers to use.

Bank Account Number:

Confirm Bank Account Number:

Account Type\*  Checking  Savings

Routing Transit Number:  What are my Routing Transit and Account Numbers?

Account Holder Name:

Email Address:

(You'll have a chance to review this order before it's final.)

[Continue Checkout](#)

- Confirm the information is correct.

[check out] [sign out]

**Parking Permits and Citations**

---

Please confirm the information below. To submit your payment, click on the 'Submit Payment' button.

Items	Amount
T2 Student Pkg-Online	\$32.00
<b>Total Amount</b>	<b>\$32.00</b>

**Payment Information:**

Email Address: rogers.rabbit2@gmail.com  
 Account Number: XXXXXX  
 Account Type: Checking  
 Routing Transit Number: XXXXXX  
 Bank: XXXXXX  
 Account Holder Name: roger.rabbit

[Submit Payment](#)

- Click the **Submit Payment** button, then click the **Logout** button to complete the process.

**Receipt**

Thank you for your payment.

NOTE: Please print this page for your records.

Purchased Items			
Qty	Type	Description	Amount
Transaction Summary			
<b>CC Receipt Number</b>	5941104		
<b>Payment Method</b>	Web Payment		
<b>Payment Date</b>	05/02/2019 10:40:54 AM		

[Logout](#)

You may print the receipt for your records.

## For Assistance

In the event you need assistance, email Parking Services at [parkinggeneral@csulb.edu](mailto:parkinggeneral@csulb.edu), or call Parking Services at 562-985-4146 (8AM to 5PM, Monday through Friday).