How to Maintain Your Parking Account

Parking and Transportation Services

This How-to Guide will show you how to use the online Parking portal to maintain your vehicle information in order to prevent citations.

What to Know Before Accessing Your Account:

☐ You may attach a maximum of **two** vehicles to your parking account.

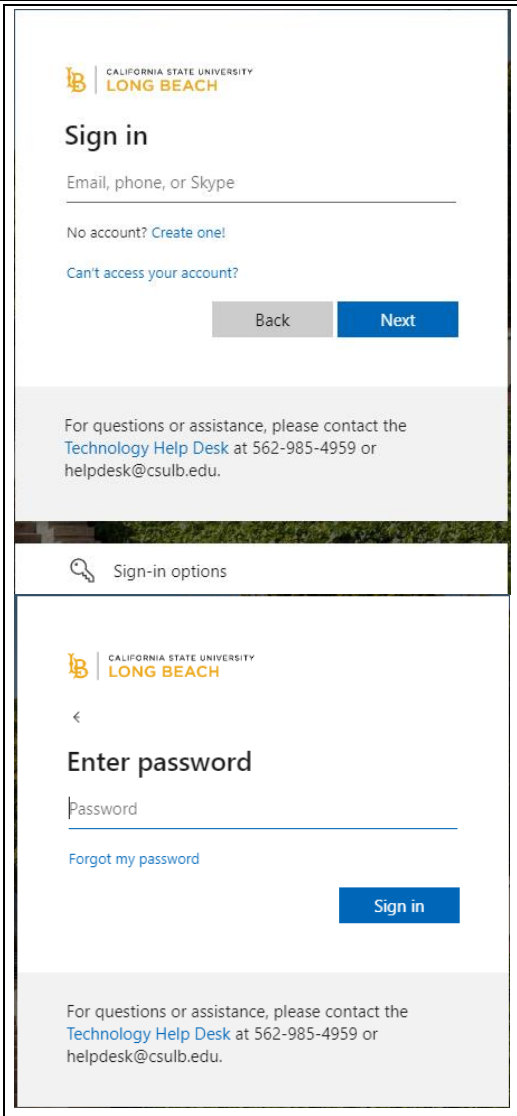
☐ If you currently have more than two vehicles on your account, you are encouraged to remove any additional vehicles.

☐ Changes to your existing vehicles are necessary in order to avoid a citation if you need to:

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

☐ Refer to **ADDING A VEHICLE** and **DELETING A VEHICLE** to change your vehicle information.

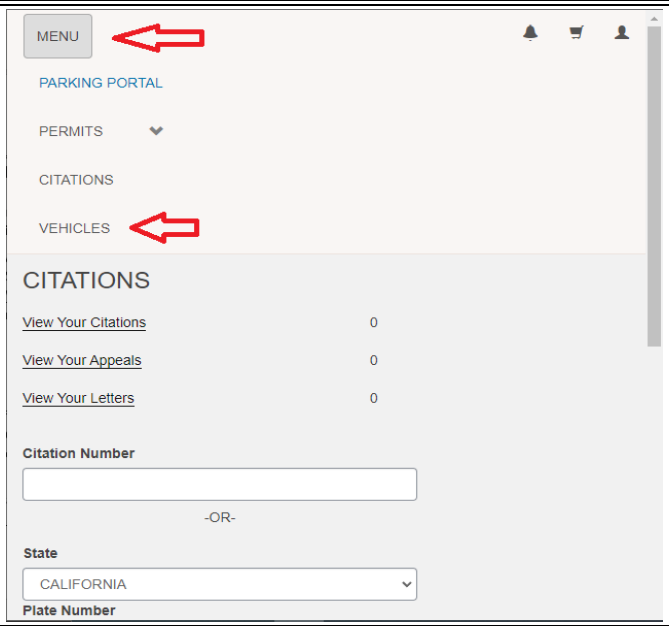
Log into CSULB Single Sign-On and access the CSULB Parking Services Portal:

1. Enter the CSULB Single Sign-On system at http://sso.csulb.edu/. **2.** Enter your MyCSULB Email. Click **Next**. **3.** Enter your password for your account and click **Sign in**.	
4. Click on the **Parking** app. This action opens the CSULB Online Parking Services portal.	

ADDING A VEHICLE

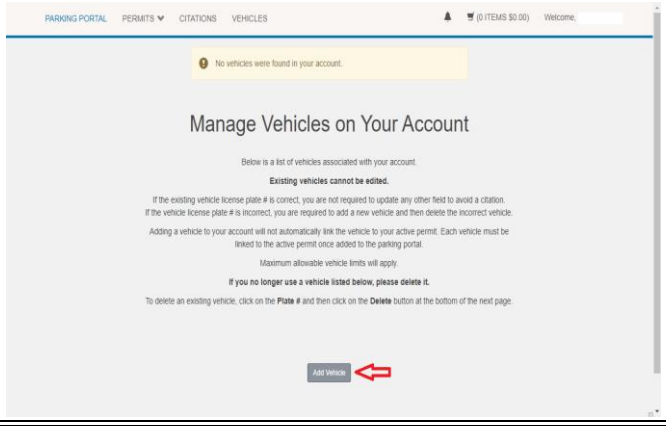
Users are allowed a maximum of **two** vehicles

1. After signing into the Parking Services portal, click the Menu tab, then VEHICLES link in the header to manage your vehicles.



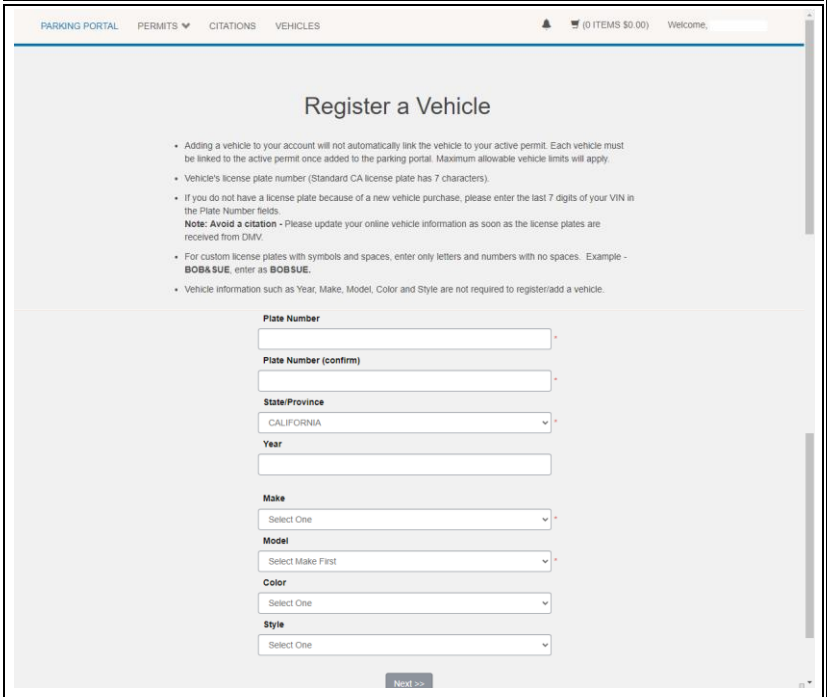
2. On the Manage Vehicles page, click the **Add Vehicle** button.

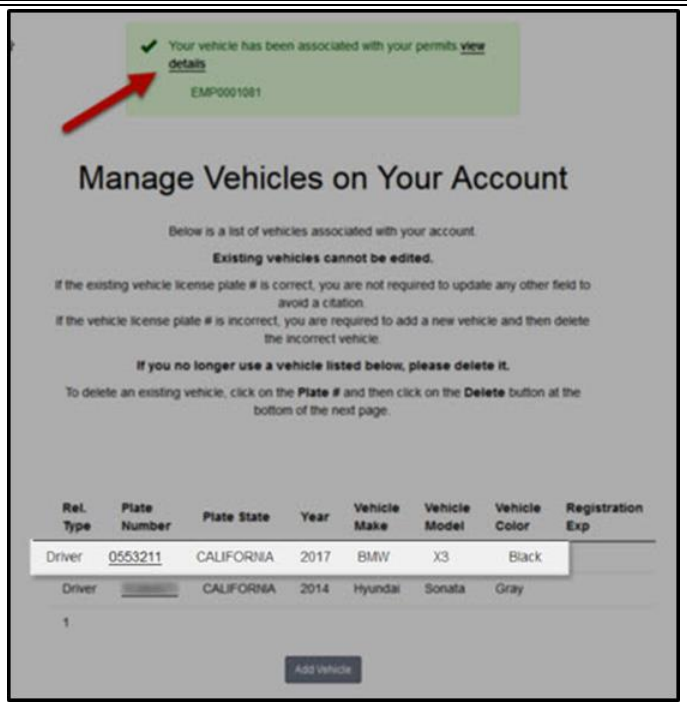
This action opens the Register a Vehicle page.



3. Type in your vehicle information.

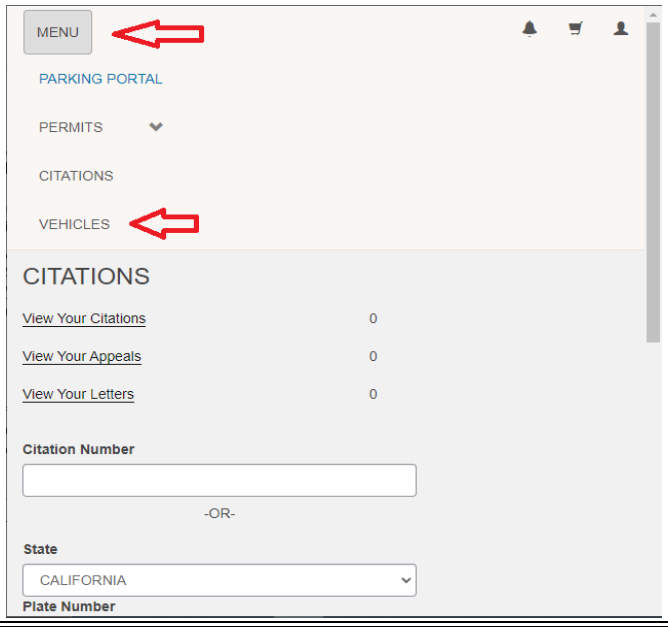
- If the vehicle does not yet have a license plate number, type the last 7-digits of your vehicle identification number (VIN) in the *Plate Number* fields.
- When you do receive your official license plate, you must update your parking account with new license plate information.
- If you are updating an existing vehicle's license plate information, you must first add a new vehicle then delete the incorrect vehicle from your account.



4. Click the **Next** button. **NOTE**: You may <u>not</u> attach more than **two** vehicles to your parking permit.	
You will see a confirmation of the change. You can also verify that the new vehicle information correctly appears in the list of vehicles on your account.	

DELETING A VEHICLE	Parking customers may have more than one active and issued permit. Following these steps to delete a vehicle from the parking account will likewise remove that vehicle from all active and issued permits.

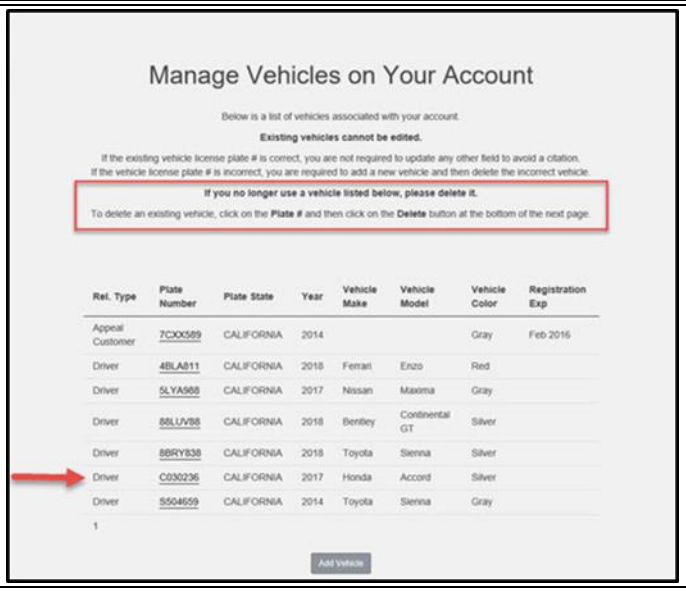
1. After signing into the Parking Services portal, click the Menu tab, then VEHICLES link in the header to manage your vehicles.



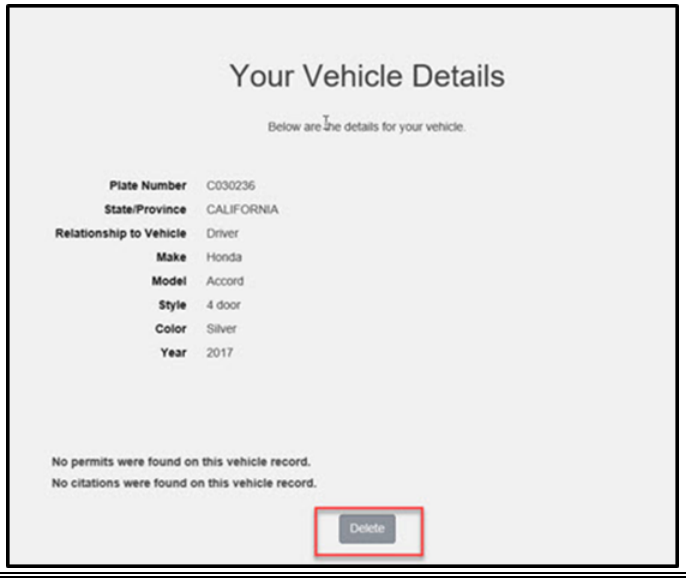
2. On the Manage Vehicles page, select the license plate number for the vehicle you wish to delete.

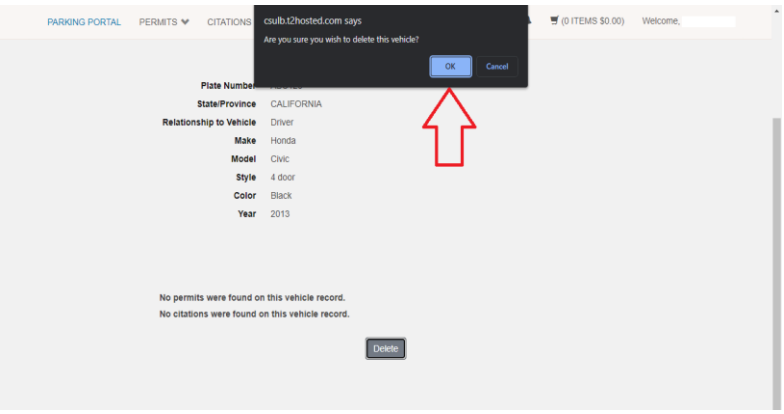
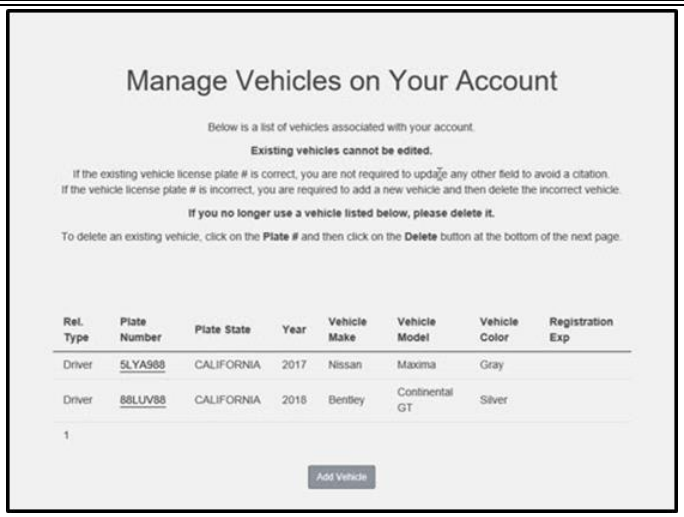
Verify that you are deleting the correct vehicle before advancing to the next step.

This action opens Your Vehicle Details page.



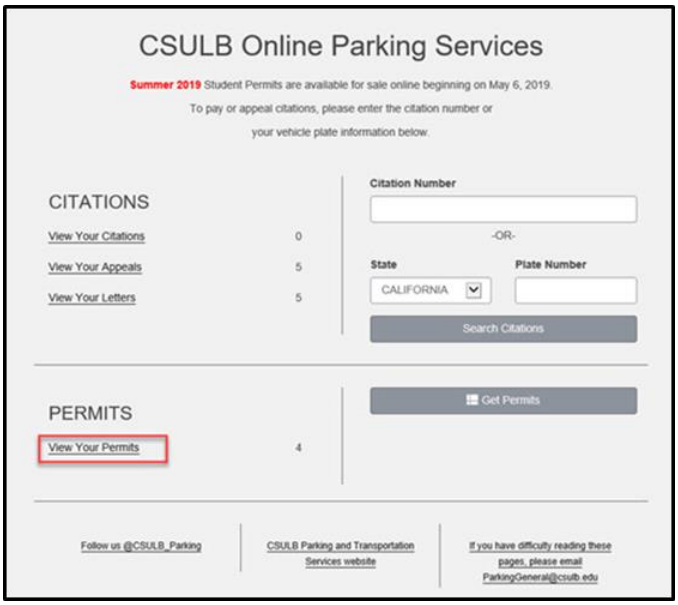
3. In the Your Vehicle Details page, scroll down and click the **Delete** button.



4. Once you are certain that you are deleting the correct vehicle, click the **OK** button. **5.** Click the **Cancel** button to halt the process if necessary. This action will return you to the Manage Vehicles on Your Account page.	
If prior to July 1, 2019, there were three or more vehicles attached to your permit, repeat these steps until you have no more than two vehicles attached to your permit.	

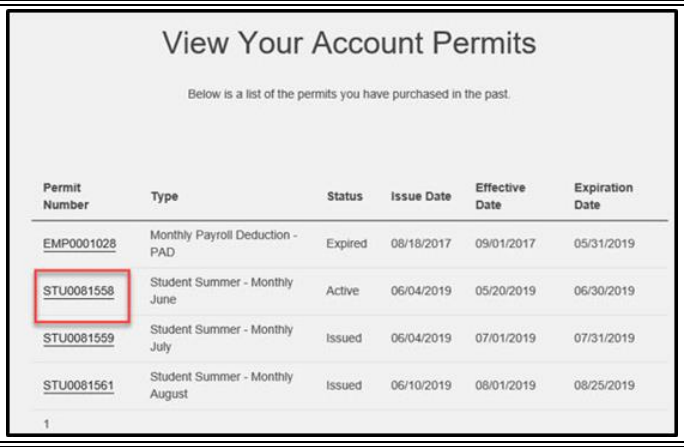
VERIFYING ACTIVE AND ISSUED PERMITS	After managing your parking account by updating vehicle information, or adding and/or deleting vehicles, you may view the list of expired, active and issued permits. You may have more than one permit number, with at least one vehicle attached to each permit. **NOTE**: Complete the following steps **after** you have deleted vehicles from your account. **DO NOT** delete vehicles when verifying your permits. This action will remove the vehicle's attachment to your permit, possibly resulting in citations for parking violations.

1. After signing into the Parking Services portal, **click** the View Your Permits link.



2. Click the **Permit Number** you wish to verify.

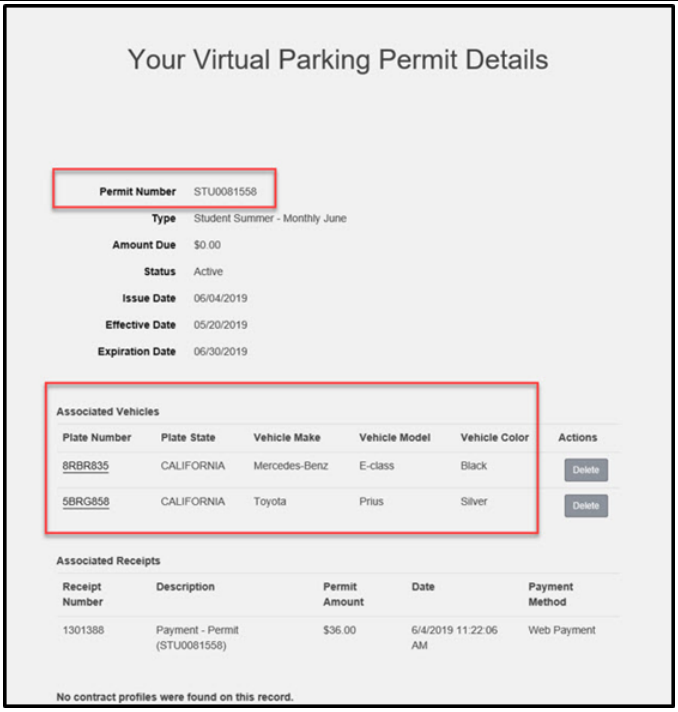
This action will open Your Virtual Parking Permit Details.



The Virtual Parking Permit Details page will show the vehicles attached to the selected permit number.

Repeat these steps until you have verified all of your active or issued permits.

WARNING:

DO NOT DELETE VEHICLES WHEN VERIFYING YOUR PERMITS.

THIS ACTION WILL REMOVE THE VEHICLE'S ATTACHMENT TO YOUR PERMIT, POSSIBLY RESULTING IN CITATIONS FOR PARKING VIOLATIONS.