

## 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:

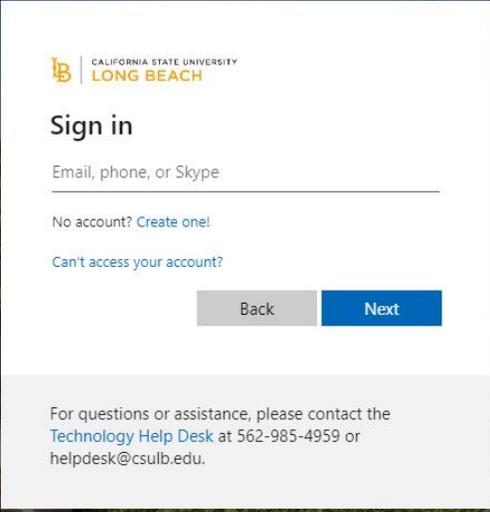
- You may attach a maximum of **two** vehicles to your parking account.
- If you currently have more than two vehicles on your account, you are encouraged to remove any additional vehicles.
- Changes to your existing vehicles are necessary in order to avoid a citation if you need to:
  - Update an incorrect 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.

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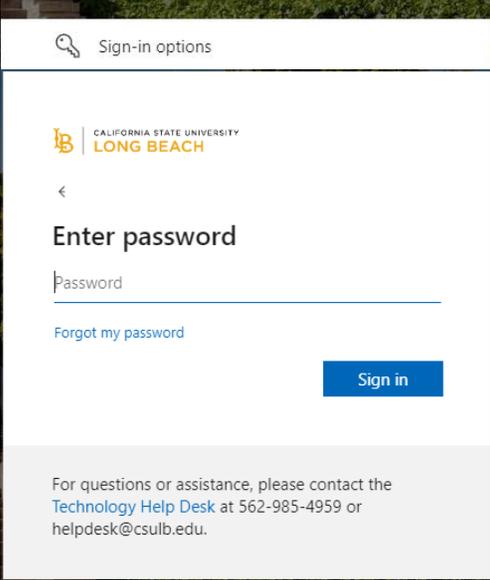
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### Log into CSULB Single Sign-On and access the CSULB Parking Services Portal:

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**.



The screenshot shows the 'Sign in' page of the CSULB Single Sign-On system. At the top is the CSULB logo and the text 'CALIFORNIA STATE UNIVERSITY LONG BEACH'. Below the logo is the heading 'Sign in' and a text input field labeled 'Email, phone, or Skype'. There are two links: 'No account? Create one!' and 'Can't access your account?'. At the bottom of the form are two buttons: 'Back' and 'Next'. Below the form is a footer with contact information for the Technology Help Desk.



The screenshot shows the 'Enter password' page of the CSULB Single Sign-On system. At the top is the CSULB logo and the text 'CALIFORNIA STATE UNIVERSITY LONG BEACH'. Below the logo is a back arrow and the heading 'Enter password'. There is a text input field labeled 'Password' and a link 'Forgot my password'. At the bottom of the form is a 'Sign in' button. Below the form is a footer with contact information for the Technology Help Desk.

4. Click on the **Parking** app. This action opens the CSULB Online Parking Services portal.



Parking

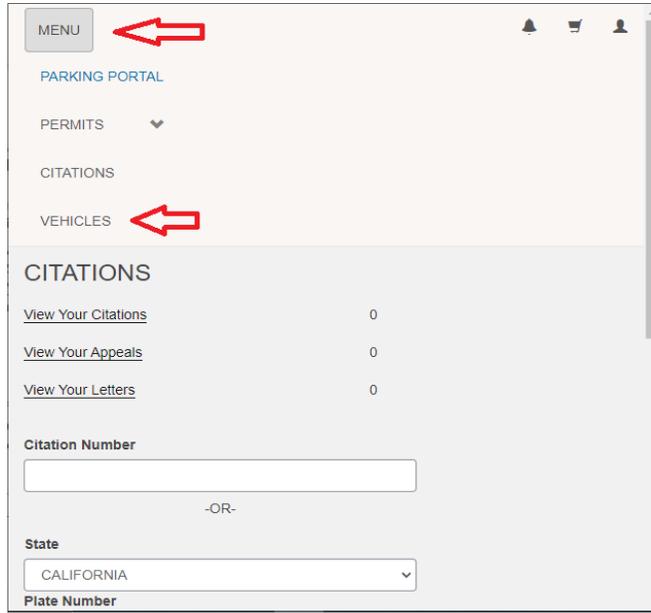
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## Parking and Transportation Services

### ADDING A VEHICLE

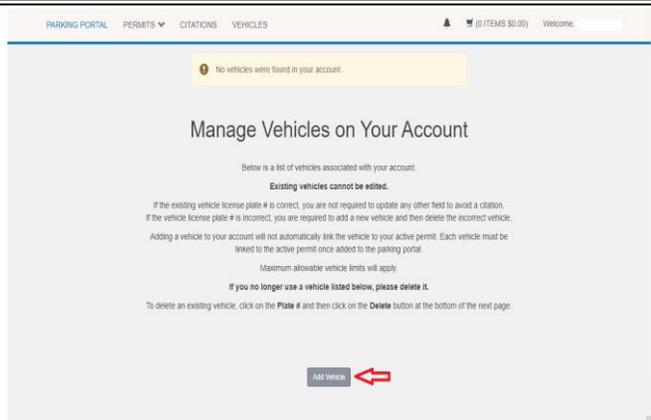
Users are allowed a maximum of **two** vehicles

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



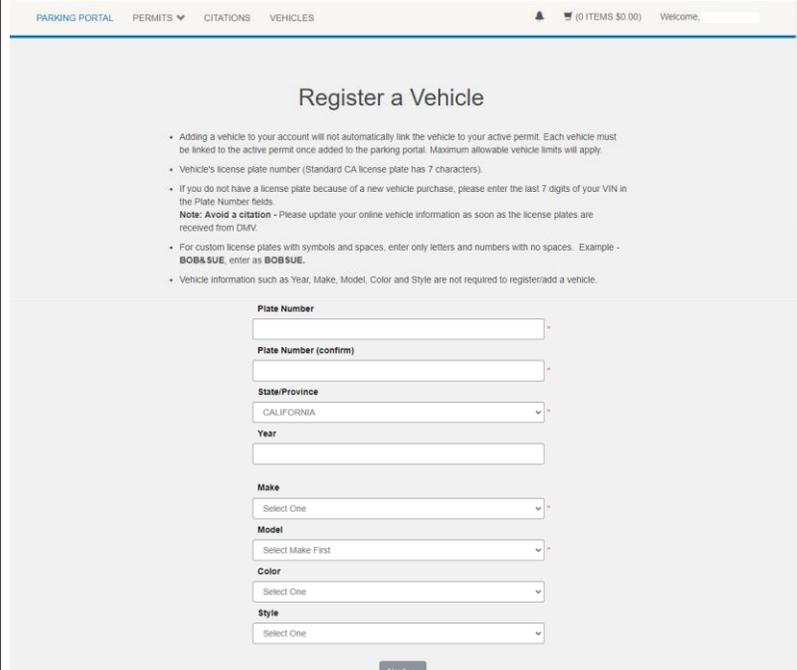
2. On the Manage Vehicles page, click the **Add Vehicle** button.

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.



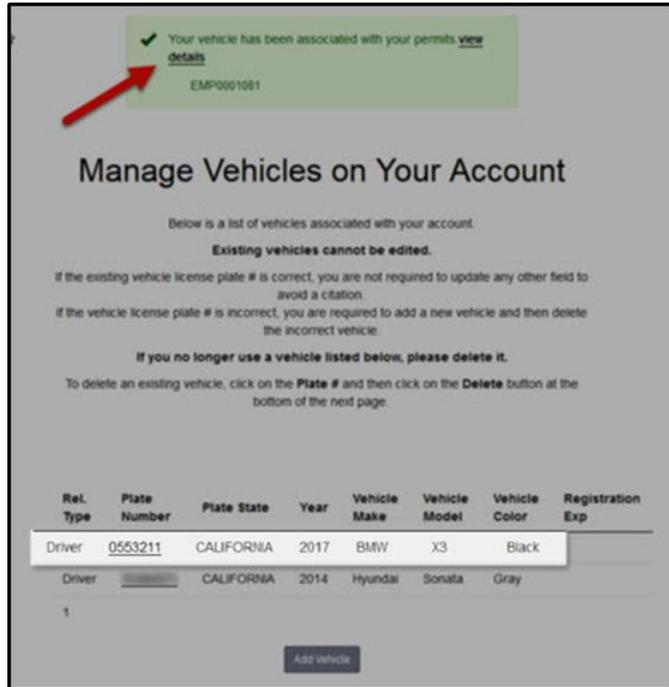
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4. Click the **Next** button.

**NOTE:** You may not 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

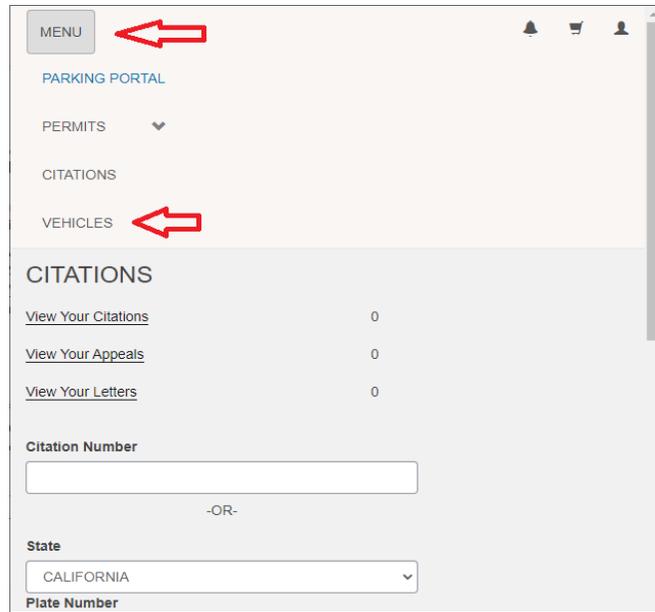
Parking customers may have more than one active and issued permit.

Following these steps to delete a vehicle from the parking account will likewise remove that vehicle from all active and issued permits.

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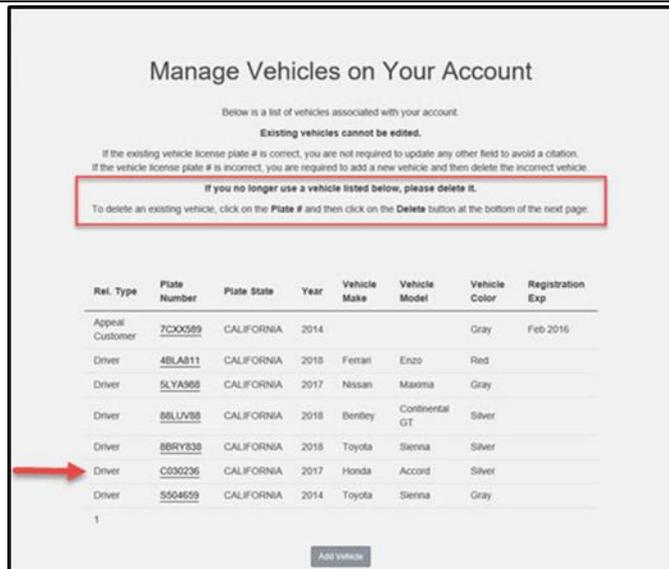
1. After signing into the Parking Services portal, click the Menu tab, then VEHICLES link in the header to manage your vehicles.



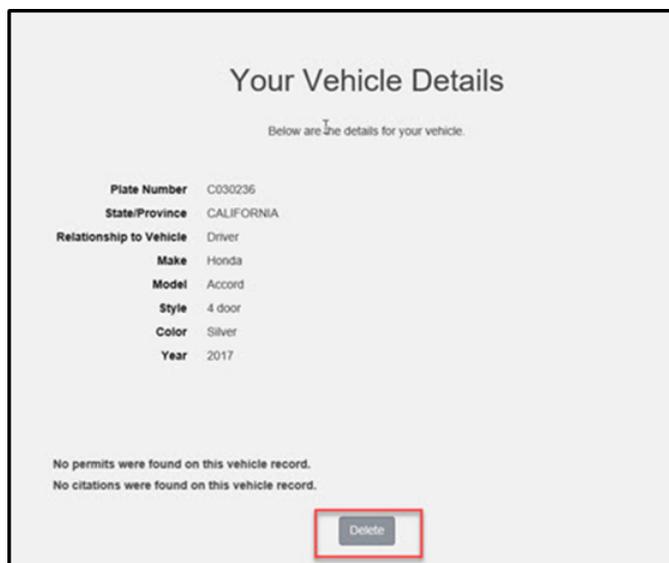
2. On the Manage Vehicles page, select the license plate number for the vehicle you wish to delete.

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

This action opens Your Vehicle Details page.



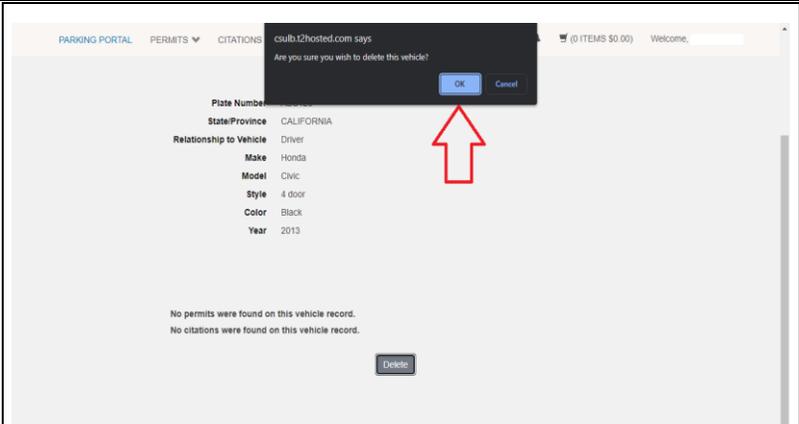
3. In the Your Vehicle Details page, scroll down and click the **Delete** button.



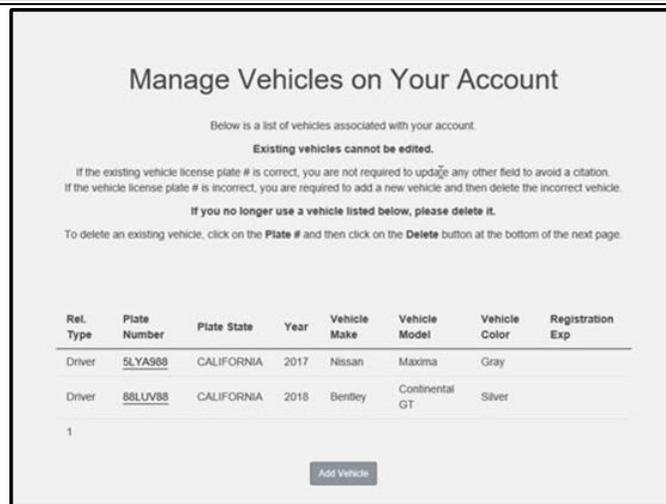
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4. Once you are certain that you are deleting the correct vehicle, click the **OK** button.
5. Click the **Cancel** button to halt the process if necessary.

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.

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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.

### View Your Account Permits

Below is a list of the permits you have purchased in the past.

Permit Number	Type	Status	Issue Date	Effective Date	Expiration Date
EMP0001028	Monthly Payroll Deduction - PAD	Expired	08/18/2017	09/01/2017	05/31/2019
<b>STU0081558</b>	Student Summer - Monthly June	Active	06/04/2019	05/20/2019	06/30/2019
STU0081559	Student Summer - Monthly July	Issued	06/04/2019	07/01/2019	07/31/2019
STU0081561	Student Summer - Monthly August	Issued	06/10/2019	08/01/2019	08/25/2019

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.**



### Your Virtual Parking Permit Details

**Permit Number** STU0081558

**Type** Student Summer - Monthly June

**Amount Due** \$0.00

**Status** Active

**Issue Date** 06/04/2019

**Effective Date** 05/20/2019

**Expiration Date** 06/30/2019

Associated Vehicles					
Plate Number	Plate State	Vehicle Make	Vehicle Model	Vehicle Color	Actions
8RBR835	CALIFORNIA	Mercedes-Benz	E-class	Black	<a href="#">Delete</a>
5BRG858	CALIFORNIA	Toyota	Prius	Silver	<a href="#">Delete</a>

Associated Receipts				
Receipt Number	Description	Permit Amount	Date	Payment Method
1301388	Payment - Permit (STU0081558)	\$36.00	6/4/2019 11:22:06 AM	Web Payment

No contract profiles were found on this record.

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