

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 vehicle
- You may not delete vehicles **IF**:
 - a vehicle is associated to an unpaid citation
 - you are designated as the vehicle's CA DMV owner
- Refer to **ADDING A VEHICLE, DELETING A VEHICLE YOU NO LONGER OWN OR USE IN ANY PERMIT FROM YOUR ACCOUNT** and **REMOVING A VEHICLE FROM YOUR PARKING PERMIT** to change your vehicle information.
- Last step is to review your vehicles in the permit. Go to **VERIFYING YOUR ACTIVE AND ISSUED PERMITS** section of this guide.

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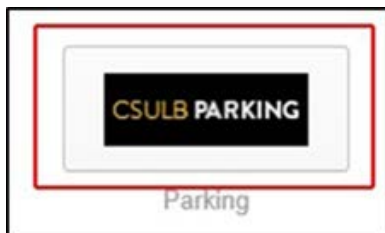
Begin by logging into CSULB Single Sign-On to access the CSULB Parking Services Portal

1. Enter the CSULB Single Sign-On system.

Log in by entering your nine-digit Beach ID number and password, and then click the **Sign In** button.



2. Click the **CSULB Parking** button. This action opens the CSULB Online Parking Services portal.



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ADDING A VEHICLE TO PERMITS

Users are allowed a maximum of **two** vehicles in their permits.

1. After signing into the Parking Services portal, 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.

GET TO CAMPUS FASTER BY USING HOV LANES: Easily find a carpool partner within our CSULB-specific [carpool matching platform](#).

CITATIONS

- [View Your Citations](#) 5
- [View Your Appeals](#) 4
- [View Your Letters](#) 3

Citation Number

-OR-

State Plate Number

PERMITS

[View Your Permits](#) 2

2. Select the Permit Number.

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
EMP0001081	Monthly Payroll Education - PAD	Active	08/18/2017	09/01/2017	07/31/2019
T0741459	TAP BOX14A	Active	10/02/2014	10/02/2014	09/15/2020

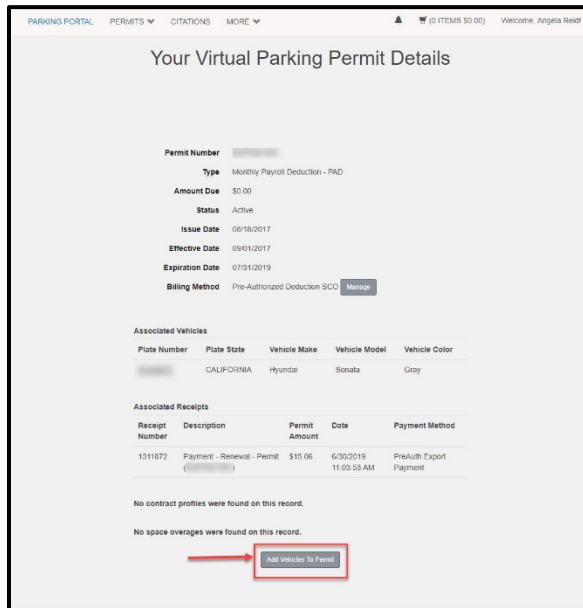
1

This action opens **Your Virtual Parking Permit Detail**

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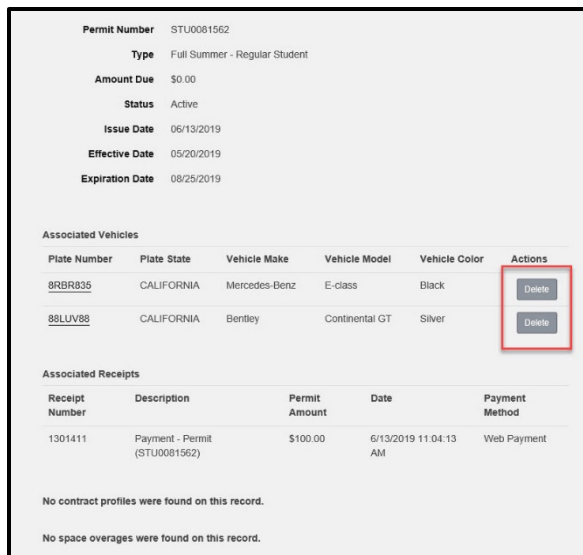
Parking and Transportation Services

3. Click the **Add Vehicles to Permit** button. Failure to add your vehicles to a permit **will result in a citation.**



This action opens the **Add Vehicle to Your Permit** page.

NOTE: The **Add Vehicles To Permit** button only appears if there is only one vehicle attached to the permit. If there are two or more vehicles attached to your permit, you must select and delete vehicles until one vehicle remains, before you may add another vehicle.



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4. On the **Add Vehicle to Your Permit** page, you may re-add a previously selected vehicle, or add a new vehicle.

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 type="checkbox"/>		Nissan		Silver

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

[Return to Permit](#)

- To re-add a previously selected vehicle, check the box next to the selected vehicle, then click the **Add the selected vehicle** button.

This action will return to **Your Virtual Parking Permit Details** where you will see both associated vehicles assigned to your permit.

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	Delete
5BRG858	CALIFORNIA	Toyota	Prius	Silver	Delete

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.

- To add a new vehicle, click the **Add a new vehicle** button.

This action opens the **Register a Vehicle** page.

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5. In the **Register a Vehicle** page, 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 correcting license plate information, you must first add a new vehicle, and then delete the incorrect vehicle from your account.
6. Click the **Next** button.

NOTE: You may **not** attach more than **two** vehicles to a permit.

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 - **BOB&SUE**, enter as **BOBSUE**.
- Vehicle information such as Year, Make, Model, Color and Style are not required to register/add a vehicle.

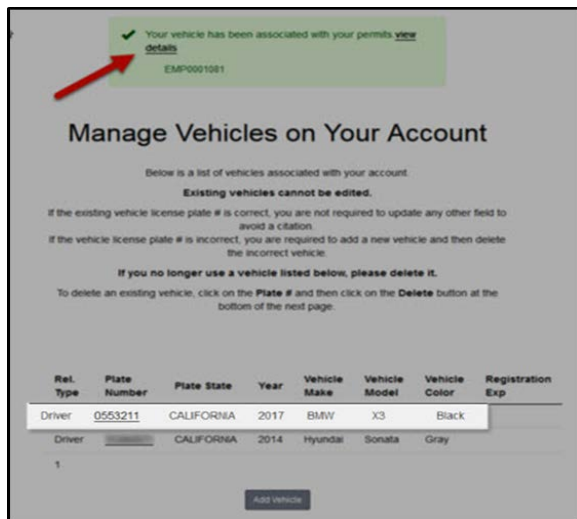
Plate Number

Plate Number (confirm)
State/Province
Year
Make
Model
Color
Style


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You will see a confirmation of the change, where you can also verify that the new vehicle information correctly appears in the list of vehicles on your account.

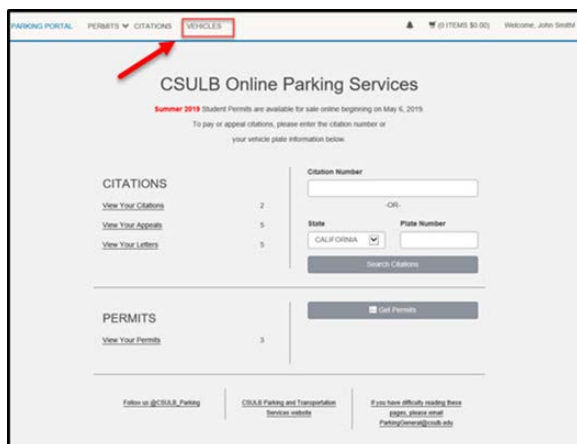


DELETING A VEHICLE YOU NO LONGER OWN OR USE IN ANY PERMIT FROM YOUR ACCOUNT

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

Deleting a vehicle from the parking account will likewise remove that vehicle from all active and issued permits.

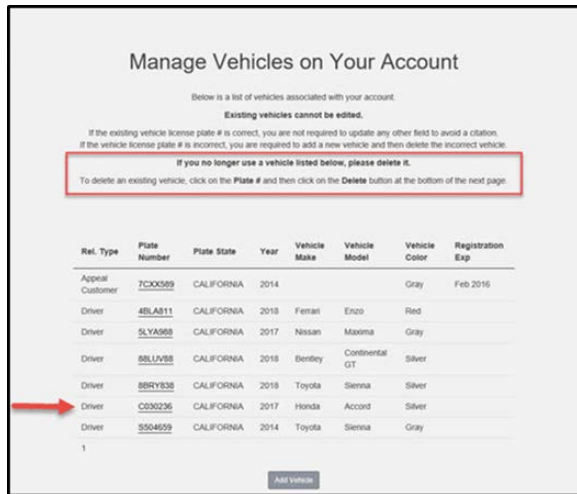
1. To delete a vehicle, sign into the Parking Services portal, then click the **VEHICLES** link.



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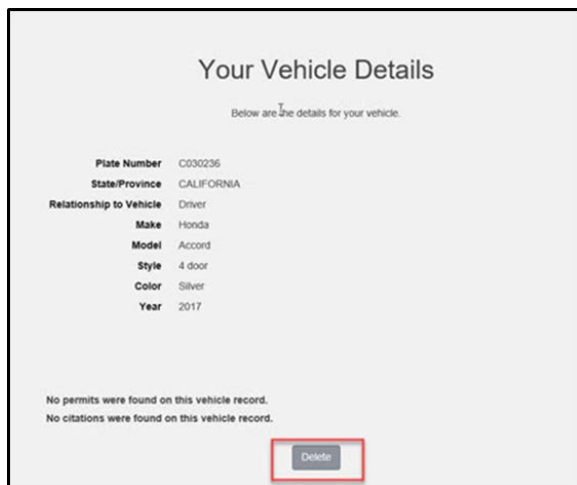
2. On the **Manage Vehicles** page, select the license plate number of the vehicle you wish to delete.



NOTE: 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, click the **Delete** button.

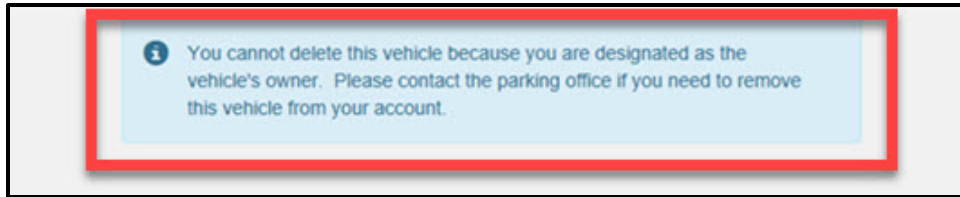


If you are designated as the vehicle's CA DMV owner, you will get a message saying you cannot delete the vehicle.

Contact Parking and Transportation Services for assistance.

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

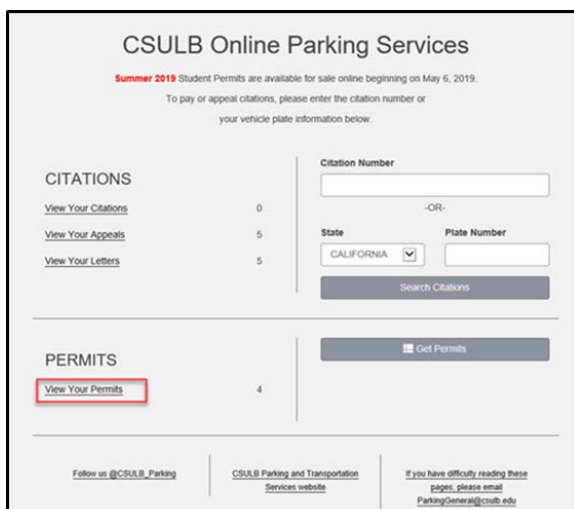
This action will return you to the **Manage Vehicles on Your Account** page.



REMOVING A VEHICLE FROM YOUR PARKING PERMIT

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

This action will open **View Your Account Permits** page.



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6. On the **View Your Account Permits** page, click the **Permit Number** you wish to delete the vehicle from.

Permit Number	Type	Status	Issue Date	Effective Date	Expiration Date
STU0081565	Fall 2019 - Student	Active	09/27/2019	08/19/2019	01/20/2020
STU0081561	Student Summer - Monthly August	Expired	06/10/2019	06/01/2019	08/25/2019
STU0081558	Student Summer - Monthly June	Expired	06/04/2019	05/20/2019	06/30/2019
STU0081559	Student Summer - Monthly July	Expired	06/04/2019	07/01/2019	07/31/2019
TST102	Testing Tap Card Renewal	Active	08/06/2019	01/21/2019	01/19/2020
STR0003	Tap Sticker	Expired	07/01/2019	07/01/2019	07/31/2019
STU0081562	Full Summer - Regular Student	Expired	06/13/2019	05/20/2019	08/25/2019
LCS000002	Los Coyotes Shuttle	Active	07/24/2019	08/26/2019	12/17/2019

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

NOTE: You are only allowed a maximum of 2 vehicles for each permit.

Plate Number	Plate State	Vehicle Make	Vehicle Model	Vehicle Color	Actions
8RBR835	CALIFORNIA	Mercedes-Benz	E-class	Black	Delete
787CSU	CALIFORNIA	Maserati	Quattroporte		Delete
88LUV88	CALIFORNIA	Bentley	Continental GT	Silver	Delete
5RAE888	CALIFORNIA	Ferrari	Enzo	Red	Delete
8R8388	CALIFORNIA	Bentley	Continental GT		Delete

Receipt Number	Description	Permit Amount	Date	Payment Method
1301675	Payment - Permit (STU0081565)	\$155.00	9/27/2019 3:33:09 PM	Web Payment

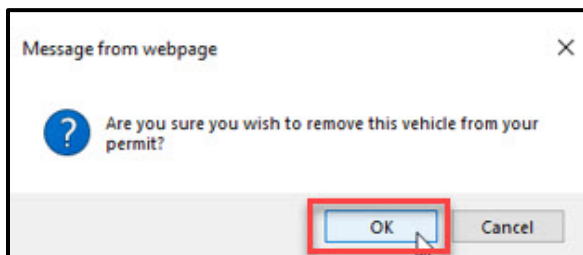
7. Click Delete for the vehicle you wish to remove from the permit.

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Associated Vehicles					
Plate Number	Plate State	Vehicle Make	Vehicle Model	Vehicle Color	Actions
<u>8RBR835</u>	CALIFORNIA	Mercedes-Benz	E-class	Black	Delete
<u>787CSU</u>	CALIFORNIA	Maserati	Quattroporte		Delete
<u>88LUV88</u>	CALIFORNIA	Bentley	Continental GT	Silver	Delete
<u>5RAE888</u>	CALIFORNIA	Ferrari	Enzo	Red	Delete
<u>8RR888</u>	CALIFORNIA	Bentley	Continental GT		Delete

8. Then click OK.



9. Repeat these steps until you have deleted all vehicles you want to remove from the permit.

Note: Remember you only have a maximum of 2 vehicles per permit.

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VERIFYING YOUR 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.

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

This action will open **View Your Account Permits** page.

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 Plate Number

CALIFORNIA

Search Citations

PERMITS

[View Your Permits](#) 4

Get Permits

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CSULB Parking and Transportation Services website

If you have difficulty reading these pages, please email ParkingGeneral@csulb.edu

2. On the **View Your Account Permits** page, click the **Permit Number** you wish to verify.

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
STU0081558	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

1

The **View Your Account Permits** page will show the vehicles attached to the selected permit number.

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Note: Remember you are only allowed to have a maximum of 2 vehicles per permit.

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	Delete
5BRG858	CALIFORNIA	Toyota	Prius	Silver	Delete

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.

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