FAQ

- **How do I create a new account?**
  - Use the link for creating a new account under New Applicant
- **What if I cannot remember my username?**
  - Use the forgot username function to retrieve your username
- **What if I cannot remember by password?**
  - Enter the email address you have registered with under the forgot password functionality and an email with a system generated password will be sent to the email address entered
- **My Parking Rep has asked me to resubmit my application, how do I do that?**
  - After you login go to My Application→Review→Make the necessary changes→Resubmit
- **I didn't have access to a printer after I paid, can I still get a copy of the receipt?**
  - Yes, after login go to My Application→ Receipt. If you have paid by cash/check/credit a copy of your receipt is available for review and/or print.
- **I am locked out of my account, what should I do?**
  - Call your company parking rep and provide the email address you are trying to login with. They will be able to unlock the account for you. Unlocking an account will not reset your password. If you need help with your password, please use the forgot password functionality
- **I have a motorcycle and/or a convertible but cannot see a decal option**
  - Your company may not have applied for/received any decals. Please call your parking rep for guidance
- **I see the message that my campus is no longer accepting applications, what does this mean?**
  - It means that no new applications are being accepted for your chosen campus at the time. Please call your parking rep for guidance
- **I see the message that my campus is no longer accepting applications, what does this mean?**
  - It means that no new applications are being accepted for your chosen company at the time. Please call your parking rep
- **I submitted an application last year; do I have to submit a new application this year?**
  - No, please login and go to My Application. If you have had any updates to the information please make those updates otherwise just go ahead and submit the application. Your parking rep will review and notify you of next steps.
- **How do I make a credit card payment?**
  - If you have received an email asking to make a payment by credit card, please login to the application→My Application→Make Payment. This will take you to the credit card payment form. Enter all required information and submit. You will receive a confirmation and a receipt.