Online Parking Account Tutorial/Walkthrough
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Online Parking Account Management

On the following pages you will find instructions regarding how to navigate through the Office of Parking and Transportation Online Parking Account Management System. This system will allow you to securely access your Parking account using your Illinois State University Central Login credentials (available 8/1/2013). Once logged into the system, you may add new vehicles to your Parking Account, make a payment on a parking citation, electronically appeal a parking citation, add or edit mailing addresses and email addresses, and purchase single event parking permits and annual parking permits (event permit sales available 8/1/2013, annual permit sales available online 7/1/2014). The Office of Parking and Transportation is confident these enhancements will benefit university affiliates and guests by allowing users to access their account and purchase department services online.

If you have any questions regarding the Online Parking Account Management System, please contact the Office of Parking and Transportation at (309) 438-8391 or via email at Parking@illinoisstate.edu.

Thank you,

The Office of Parking and Transportation
Manage your Parking Account

How to navigate to your Parking account:

You may access your Parking account by following the Pay Citations/Manage Account link on the Parking and Transportation home page.
Log into your Parking Account

By clicking on any of the following links you will be prompted to log into the online system:

Office of Parking and Transportation

Parking Account Main

Please choose an option below:

- Manage My Parking Account
- Pay Citations
- Appeal Citations

Admissions  Academics  Campus Events  Campus Map  Campus A-Z  Accessibility  Contact Us  Home

Campus Parking Map
Parking Permits
Visitor Parking
Accessible Parking

Rules & Regulations
FAQ
Administration & Advisory Committee
Rideshare

Special Event Parking
Major Assistance Program
Citation Information
Contractor Parking for Construction Projects
Log into your Parking Account

**University affiliates:**

Log in using your ULID and password.

**Guests:**

Follow the link to create a guest account or log into a previously created guest account.

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[Image of the Customer Log In page from the Office of Parking and Transportation at Illinois State University]

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Log into your Parking Account

Guest Log in:

If you do not have a guest account, please follow the link to create an account.

If you have previously created an account, use your email address and password to log in.
Log into your Parking Account

Your Parking Account

Once logged into the system you can follow the links below to manage your account:

- Pay Citations
- Appeal Citations
- Purchase Parking Permits
- Manage Your Mailing Addresses
- Manage Your Vehicles
- Manage Your Phone Numbers

Change Password
View Your Citations
View Your Appeals
View Your Letters
Pay Citations

By following the Pay Citations link you will be prompted to search for your parking citation based on the following criteria.

Citation Number
License Plate
University ID Number
Pay Citations

Citation Search Results:

A valid search will provide all of the related outstanding citations related to the vehicle license plate number.

By selecting Next the checked citations will be added to the Shopping Basket.

<table>
<thead>
<tr>
<th>Select</th>
<th>Citation Number</th>
<th>Issue Date</th>
<th>Plate Number</th>
<th>Violation</th>
<th>Balance</th>
<th>Can Pay Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>13H8000000</td>
<td>02/08/2013</td>
<td>TEST-L</td>
<td>Improper Display</td>
<td>$5.00</td>
<td>Yes</td>
</tr>
<tr>
<td>✔</td>
<td>13H82212</td>
<td>09/23/2013</td>
<td>TEST-L</td>
<td>Violated with Invoice</td>
<td>$45.00</td>
<td>Yes</td>
</tr>
<tr>
<td>✔</td>
<td>15</td>
<td>03/24/2013</td>
<td>TEST-L</td>
<td>Handbraked</td>
<td>$200.00</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<< Back  Next >>
Pay Citations

The Shopping Basket:

The following basket contains one of the vehicle citations.

By selecting Pay Now you will be navigated to the TouchNet Credit Card website for payment.
Pay Citations

**TouchNet Credit Card Website:**

The TouchNet website will accept MasterCard, Visa, Discover and American Express.

Once payment is accepted the customer will be navigated to a payment confirmation page. The customer will also receive a payment verification email.
Online Appeals

To file an appeal online, select Appeal Citations from your Parking Account Home Page. Appeals can only be filed after the citation has been paid.
Online Appeals

Search for a Citation to Appeal:

Search for the citation to appeal by Citation Number and License Plate Number.
Online Appeals

Appeal Agreement:

Once a valid Citation Number and License Plate Number are entered you will be prompted to review the citation appeal and check the box to confirm that you have read and accept the Appeal Agreement.
Online Appeals

Appeal Details:

Once you have accepted the Appeal Agreement, you will be able to complete the online appeal form. Information such as email address, Mailing Address, and Home Phone Number will be populated based on the records stored in your Parking Account. You will be able to submit attachments for your appeal or type your reason directly into the site. Acceptable file attachments are word documents, .pdf’s, and .jpg or .gif images.
Online Appeals

Appeal Receipt:

Once your appeal has been successfully submitted you will be navigated to a confirmation page. The user will also receive an email confirmation which will be sent to the email address noted on the previous screen.
**Purchase a Parking Permit**

To purchase a permit, select Purchase Football Tailgating and Parking Permits.
Purchase a Parking Permit

If permits are available for sale online, you will be allowed to proceed to the next page.
**Purchase a Parking Permit**

All available permits will be displayed. If permits are sold out a message will display indicating permits are sold out. Permits are restricted for purchase based on University Classification.

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**Select Permit and Permit Agreement**

Choose the permit you wish to purchase and after reading the permit agreement click Next >>

**Note:** To view a parking map please click the following link: [Tailgating Parking](#)

<table>
<thead>
<tr>
<th>Select</th>
<th>Quantity</th>
<th>Permit Fee</th>
<th>Permit Description</th>
<th>Permit Effective</th>
<th>Permit Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>FOOTBALL PARKING, NORTH GARAGE / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>TAILGATING PERMIT, LOT G63 / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>TAILGATING PERMIT, LOT G81 / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>TAILGATING PERMIT, LOT G82 / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>TAILGATING PERMIT, LOT S103 / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
<tr>
<td>✓</td>
<td>1</td>
<td>$10.00</td>
<td>TAILGATING PERMIT, LOT U91 / GAME 1</td>
<td>09/21/2013</td>
<td>09/22/2013</td>
</tr>
</tbody>
</table>
Purchase a Parking Permit

Upon selecting the permit you wish to purchase, you must agree to the Office of Parking and Transportation Rules and Regulations.
Purchase a Parking Permit

You must select one vehicle to associate with your permit. If you will use your permit with multiple vehicles you may add additional vehicles to your account at this point.
Purchase a Parking Permit

The permit has been added to your basket. You may purchase additional permits, cancel your transaction, or complete your transaction by paying for your basket items.
Purchase a Parking Permit

Please confirm your information is correct before proceeding to the Payment Gateway.
Purchase a Parking Permit

Enter your credit card information in the required fields to complete your transaction.
Purchase a Parking Permit

Once your credit card information has been processed, you will be navigated back to your parking account webpage and your receipt will be displayed. Please keep this receipt for your records. If you purchased an event permit, you may choose to print the permit at this point.
Manage Account Addresses

To update your Parking Account address you may do so by selecting the link, Manage Your Mailing Address.
Manage Account Addresses

You may edit a current address or add a new address.

To edit a current address, click on any part of the address.

To add a new address, click Add an Address.
Manage Account Addresses

Edit an existing address
Manage Account Addresses

Add a new Mailing Address:
Manage Your Email Address

You may add or edit an email address assigned to your Parking Account. Parking and Transportation will use your email address to send out parking permit renewal notifications, appeal determinations and other notifications related to campus parking. To ensure you receive these correspondences, please verify and update your email address by following the link Manage Your Email Address.
Manage Your Email Address

You may edit an existing by clicking on either the priority number or the email address. You may add a new email address by clicking Add an Email.
Manage Your Vehicles

To add and edit vehicles on your Parking account follow the link Manage Your Vehicles.
Manage Your Vehicles

You may edit the Year, Vehicle Make, Vehicle Model and Vehicle Color of any existing License Plate number on your account. You may also add a new vehicle to your account. Vehicles can be removed by contacting the Office of Parking and Transportaiton.
Manage Your Vehicles

Edit the Make, Mode, Style, Color and Year of any vehicle currently listed on your account.
Manage Your Vehicles

Add a new vehicle to your account by entering the License Plate number, State, Vehicle Year, Vehicle Make, Vehicle Model and Vehicle Color.
Manage Your Phone Numbers

You can update your Phone Number on record with the Office of Parking and Transportation. The department will use your phone number in the case of an emergency only.
Manage Your Phone Numbers

You may edit or add additional phone numbers to your account.
Change your Password

Change your login password for your Parking Account. Your password can be reset by contacting the Office of Parking and Transportation.
Change your Password

To change your password, you will be required to enter the password twice. The password must be 6 characters in length and must include one upper case letter and one numeric character.
View your citations

When logged into your account you can view each individual citation that was issued to a vehicle registered to your account.
View your citations

Click on the citation number to pull up specific details of the citation, including any images taken of the vehicle in violation.

<table>
<thead>
<tr>
<th>Citation Number</th>
<th>Status</th>
<th>Balance</th>
<th>Issue Date</th>
<th>Photo Number</th>
<th>Location</th>
<th>Appeal This Citation</th>
<th>Pay This Citation</th>
</tr>
</thead>
<tbody>
<tr>
<td>041186032</td>
<td>Transfer</td>
<td>$0.00</td>
<td>10/12/2024</td>
<td>67365326</td>
<td>MAIN LINE HOUSE SERVICES</td>
<td>This citation balance has been transferred to Student Accounts for collections. Please pay at the Student Accounts Department.</td>
<td></td>
</tr>
<tr>
<td>04200774</td>
<td>Transfer</td>
<td>$0.00</td>
<td>10/12/2024</td>
<td>67365326</td>
<td>MAIN LINE HOUSE SERVICES</td>
<td>This citation balance has been transferred to Student Accounts for collections. Please pay at the Student Accounts Department.</td>
<td></td>
</tr>
<tr>
<td>042007773</td>
<td>Transfer</td>
<td>$0.00</td>
<td>10/12/2024</td>
<td>67365326</td>
<td>MAIN LINE HOUSE SERVICES</td>
<td>This citation balance has been transferred to Student Accounts for collections. Please pay at the Student Accounts Department.</td>
<td></td>
</tr>
</tbody>
</table>
View your Appeals

You may track the status or history of any citation appeals. Appeals are reviewed on the 1st and the 15th of the month. Appeal determination letters are mailed out via US mail shortly after review, however, the appeal determination will become available immediately after review.
View your Appeals

Below is a listing of all the appeals on this account. You may click on any appeal to view more information.

<table>
<thead>
<tr>
<th>Appeal Identifier</th>
<th>Status</th>
<th>Type</th>
<th>Amount Fines</th>
<th>Appeal Notes</th>
<th>License Plate</th>
</tr>
</thead>
<tbody>
<tr>
<td>3600</td>
<td>Pending</td>
<td>Committee</td>
<td>$0.33</td>
<td>05/14/2013</td>
<td></td>
</tr>
<tr>
<td>3121</td>
<td>Required</td>
<td>Committee</td>
<td>$0.33</td>
<td>05/15/2013</td>
<td></td>
</tr>
<tr>
<td>3433</td>
<td>Pending</td>
<td>Committee</td>
<td>$0.33</td>
<td>05/25/2013</td>
<td></td>
</tr>
</tbody>
</table>
View your Appeals

The example below shows this appeal was denied.