

How Do I Sign Up for a New Account?

1. From the Parking Authority's web page; www.southorangeparking.org, click the "To Buy Online Permits" button to Sign Up.
2. Enter the required information.
3. Select "Sign Up" to continue and you will receive a pop-up window to verify your account.
4. Go to your personal email, find the verification email, select the confirmation link.
5. You will then be directed back to the online portal. Select Continue to log in to your account.

How Do I Purchase a Permit?

1. Log in to your account.
2. Select the "Click to Purchase" button.
3. Select your Permit Type & Duration. Change Valid from Date, Select Quantity of Permits (If multiples are allowed).
4. Accept Terms & Conditions.
5. Enter Permit Holder Information.
6. Enter Driver License Number (This will be your ID#), Driver License Expiration Date, Permit Holder's First & Last Name, Address, City, State, Zip Code.
7. Upload your Driver's License image by browsing your computer or mobile device's library.
8. Complete Additional Information Questions.
9. Enter Vehicle Information (Vehicle Identification Number, Plate #, Vehicle Registration Expiration Date, Make, Model, Year, Color)
10. If the vehicle is owned by your company, check the box "Company Owned". If the vehicle owner's details are the same as the permit holder's, check the box "Same as Permit Holder Details".
11. Upload an image of the Permit Holder's Vehicle Registration.
12. Complete Additional Information Questions.
13. Select "Browse" to add required documents from your computer or mobile device's library or select from previously uploaded documents.
14. On the Purchase Details page, select "Continue Shopping" to add another permit to your order or select "Go to Checkout" to finalize the order.
15. Enter Payment Details (Credit Card Number, Expiration Date, CVV (3-Digit Number on Back of Card), Full Name on Card, Billing Address)

How Do I Know My Parking Permit Has Started?

1. Once your order has been approved and processed, you will receive an approval confirmation email displaying your permit's valid dates.

How Do I Add Documents to My Profile?

1. Log into your online account.
2. From the home page, select “Documents” from the toolbar at the top.
3. Select “Add” from the top.
4. Enter the document's name, browse your computer or mobile phone's library, locate the document you would like to upload, click "Submit" when you are finished.

How Do I Add Another Permit to My Order?

1. During your transaction, you will see an option to “Continue Shopping” on the purchase details page. This page will come after the permit holder, vehicle, and documents steps. This will allow you to start another permit transaction within the same order.

How Do I Upload an Image of My License or Registration?

1. If you have a physical form of your license or registration, use your cellphone or web camera to take a clear picture of the document.
2. Send the captured picture to your personal email.
3. Log into your email and save the file to your computer.
4. Select "Browse" when you reach the permit holder or vehicle page to search for your image.
5. When you locate the file, select the image and choose "Upload".

Why Did My Permit Application Get Rejected? How Do I Reapply?

1. You will receive an email stating the reason(s) why the permit application was rejected.
2. You can apply for the same permit again by selecting “reapply” located next to view details on your permit list.
3. If you have any further questions, please contact the Parking Authority office at your earliest convenience.

What Does "Parking Permit Request Under Review" Mean?

1. Depending on what permit type you selected, the Parking Authority will review your requested permit.
2. After the decision has been made (approved or rejected) you will get a notification via email.
3. If you have any questions or concerns, please contact the Parking Authority office via email or phone.

What Does "Select from Record On File" Mean?

1. After your first transaction, your permit holder, vehicle and document information that was provided will be saved to your profile. This will make the next transaction process quicker and more efficient.

Who Can I Contact for More Help?

1. You can contact the Parking Authority office during business hours or email for assistance.

How Do I View My Transactions?

1. Log into your account.
2. Select "Transactions" from the top of the page.
3. Search by Order #, Order Date, Status.
4. Select "Print Receipt" to view or print the details of a transaction.

How Do I Change My Password?

1. Log into your account.
2. From the home page, scroll to the top right corner drop-down (Your Name).
3. Select "Change Password".
4. Enter your Current Password, New Password, Confirm New Password (Must match the new password).
5. Select "Change Password" to save your new password.

What if I Forgot My Password?

1. From the Login page, select "Forgot Password?"
2. Enter the email associated with your account, then select "Send Email".
3. You will then receive an email with reset password details.
4. Press the link "Click here to reset your password".
5. Create your new password, confirm the password (must be identical).
6. Select "Change Password", you will then receive a confirmation window.

How Do I Change My Profile Details?

1. Log into your account.
2. Under your name in the top right corner, select "My Profile" from the drop-down.
3. Change available information, you will not be able to change your ID# or Email.
4. Select "Save" to continue.

Where Can I Access My Receipts?

1. Log into your account.
2. From Home Page, Select "Transactions" at the top.
3. View your list of orders.
4. Select an Order Number.
5. Select "Print Receipt".

Where Can I Access My Permit Details?

1. Log into your account.
2. Your home page will show you a list of all your permits (Active, Expired, Pending, Rejected).
3. Select “View Details” to access any information about the permit (Permit Details, Purchaser Details, Vehicle Details, Permit Holder Details, Order Details, Decision Details, Documents Attached).

What Is My ID#?

1. Your ID number will be your driver's license number.

Where Is My Shopping Cart?

1. In the top right corner, next to your profile name. You will see a shopping cart icon.
2. This will have all your transactions that are ready for purchase. You may add more permits to the cart by selecting “Continue Shopping” or go to checkout to finalize the transaction.

Can I Obtain an On-Street Overnight Permit Online?

1. Yes, as long as you qualify.

Can I Get a Visitor Parking Pass Online?

1. No, you must call our office during regular business hours (M-F 8:30am to 4:30pm).
2. After 4:30pm park in the Third Street garage and use the pay station or Park Mobile app.

Can I List Two Vehicles in My Customer Account Profile?

1. Yes, but you can only park one.

How Will the Officer Know if I Have a Valid Permit if Nothing Is Displayed?

1. The Officers system will show the valid license plate(s) for that location.

If I Buy a New Car and Have a Temporary Tag Do I Enter That in My Account?

1. Yes, same as a normal plate until you receive your real plate, then it will be updated.