



## PERMIT Q&A

### **Q: Why does the CSU GO Online Parking website state I am not in the system?**

A: Students must be registered for classes to be active in the parking system. Please allow 24 hours after registration for the Parking website to be updated. All freshman and incoming transfer students will be uploaded into the system on the first day of permit sales. New students will not be able to access the CSU Go Online Parking System until that date.

### **Q: What do I need to have when purchasing a permit?**

A: When purchasing a permit, have your Student ID, Campus Net Password, payment information (if not transferring to student account), and vehicle information (make, model, plate number, year) available.

### **Q: I am not sure if the permit was purchased, how do I confirm if I was issued a permit?**

A: Check your credit card account. If the charges processed, do not attempt to purchase another permit. If the credit card was not processed or student account was selected and you did not receive a confirmation email, your transaction is not complete, please reattempt to purchase a permit.

### **Q: I am a faculty/staff member and I received the following error message when processing Payroll Deduction. What should I do?**

**“An error has occurred while processing your transaction. Do not retry the transaction. Payment may have been collected. Please contact the parking office. Reference Basket #....”**

A: This error occurs when the number of deductions is more than the length of the permit. When selecting a semester permit, the maximum number of payroll deductions are four (4). Attempt to repurchase the permit.

### **Q: What does the error message “This card cannot be processed for security reasons” mean?**

A: The information entered to process the credit card does not match the information registered with the card company. Recheck all information registered with the card company and try to process the payment again. If the issue continues, contact the credit card provider to resolve the issue.

### **Q: I received the following message, what should I do? “Sorry, there are no modes of payment available to you.”**

A: This is due to previous payment processing errors and a block placed on the account or that a cell phone is being utilized. Credit card will not be an option for payment and Internet Explore will need to be utilized on a computer.