



# Parking and Transportation Services

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## PERMIT Q&A

### **Q1: What does “Virtual Permit” mean?**

A1: All semester and annual permits active August 1st, 2021, and after will be virtual. No physical hangtag will be issued, and no documentation will be required to be displayed. The vehicle license plate will serve as your parking permit. Your vehicle's license plate must be facing the drive lane and visible for patrolling. Backing into a parking space is only available with a visible front plate.

### **Q2: I purchased a virtual permit. Why do I have to print my receipt?**

A2: To assist with garage counts and to avoid back-ups during the first 2 weeks of the semester, we request faculty, staff, and students to print their permit receipt. Please keep this handy when entering all gated facilities. Attendants may ask for the receipt to help control traffic flow and decrease wait times and back-ups.

### **Q3: What happens if I don't have a front plate and back into a parking space?**

A3: To confirm the vehicle has an active permit, our License Plate Reading (LPR) system will need to have the plate visible from the drive lane. If the plate is not visible from the drive lane or readable via the LPR system, a citation may be issued for “license plate obscured.” Vanity plates are for sale in the parking office. Please visit our site or the parking office to go over your options.

<https://www.csuohio.edu/parking/vehicle-registration>.



### **Q4: Why does the CSU GO Online Parking website state I am not in the system?**

A4: 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.

### **Q5: Why is the overnight commuter-parking permit not available for purchase?**

A5: Overnight Commuter permits are limited and may be sold out if it is not an option. In addition, if your classification has not been updated with CSU, then this option would not be available. For example, you were a resident and switched to a commuter.

### **Q6: What payment methods are available?**

A6: Students have the option of Visa, MasterCard, Discover, and charging to their student account. Faculty and Staff have the option of Visa, MasterCard, Discover, and payroll deduction. Note, when selecting a semester permit, four (4) months is the maximum number of payroll deductions.

### **Q7: I am not sure if the permit was purchased, how do I confirm if I was issued a permit?**

A7: Check your credit card account. If the charges are 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 did not complete, please reattempt to purchase a permit.

**Q8: 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 #....”**

A8: This error occurs when the number of deductions is more than the length of the permit. When selecting a semester permit, four (4) months is the maximum number of payroll deductions. Attempt to repurchase the permit.

**Q9: What does the error message “This card cannot be processed for security reasons” mean?**

A9: 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.

**Q10: What happens if the queue number resets to the end of the queue?**

A10: There are a few reasons why a queue will reset. **First, if you have multiple tabs open or multiple browsers open at a time, the system cannot confirm a place in the queue. Only use one browser and one tab.** Second, make sure you are using a laptop or desktop computer. Third, check your refresh setting. Check that auto-refresh is not enabled. Fourth, if you were on the site before 9:00 a.m., cookies may be stored from this setting. Delete all cookies. Fifth, using a cell phone may not work to purchase a permit. Switching between Wi-Fi spots, networks, software versions, and cell towers will cause a refresh. Switch to a laptop or desktop computer.

**Q11: I received the following message, what should I do? “Sorry, there are no modes of payment available to you.”**

A11: This error message is due to one of four items: payment processing errors, a hold on your account due to previous dishonored payment(s), attempting to purchase on your cell phone, or not being registered for classes. If you are using a cell phone, please log off and try again using a laptop or desktop computer. If you are still getting this error message when using a computer and you are registered for classes, please consider using an alternative payment method such as Student Account Plan.

**Q12: I am not available on permit sale date to purchase a permit, what are my options?**

A12: Permits are sold on a first-come, first-serve basis. This allows the process to be fair to all students. Attempt to purchase a permit when you become available and select from the remaining options.

**Q13: I want a permit to park in a specific garage, how do I find out which permit is best for me?**

A13: Permits are zone based and do not guarantee a specific garage or space. Permits do guarantee a space in the permit zone, including overflow parking. Review the website and parking zone maps to find the best option for you.

**Q14: What do I need to have when purchasing a permit?**

A14: When purchasing a permit, have your Student/Staff ID number, Campus Net Password, payment information (if not transferring to student account or payroll deduction), and vehicle information (make, model, plate number, year) available.

**Q15: I want to purchase the night permit, but my class starts at 5:30pm, will I be able to get into the garage/facility a few minutes early?**

A15: Permits are time based. The Evening Permit is valid from 3:30 p.m. to 11:59 p.m. and the Night Permit is valid from 5:30 p.m. to 11:59 p.m. Parking outside of these times will warrant a citation. In addition, trying to enter a parking facility before or after these times is restricted. You can park outside of permit perimeters by purchasing parking at a visitor location

**Q16: I do not have my student ID, how can I purchase a permit?**

A16: Purchasing a permit online does not require your Student ID, but does require logging in with your CSU ID number and Campus Net password. Purchasing a permit in the office does not require your Student ID, but does require a photo ID, such as a driver's license or state ID. However, a student ID is required to enter and exit facilities once you purchase a permit

**Q17: I want to share a permit with a fellow student or family member, what are my options?**

A17: At this time, Parking does not offer carpooling permits. Virtual permits are not to be shared and they are issued to one individual's ID number and account. This individual is the only authorized person to use their ID and is required to be present when parking. Allowing someone to use your ID or using someone else's ID may lead to fines, immobilization, and judicial action.

## **AVOID A TICKET WHEN YOU PARK!**

- ① Park with your license plate facing the drive lane. Your plate must be fully visible.



⊘ Do not back in if your car does not have a front license plate

- ② Display your parking ticket or pre-paid receipt on the dashboard if you're a visitor.



⊘ Do not block your license plate (i.e., with a bike rack)

- ③ Make sure your license plate is registered to your CSU permit if you're a permit holder. Register with our online parking portal.



✓ Park with your license plate visible from drive lane.

**VIOLATORS WILL BE CITED, BOOTED AND/OR TOWED**



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