



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

A: At this time, Parking does not offer carpooling permits. 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 the permit and is required to be present when the permit is used. Allowing someone to use your permit or using someone else's permit may lead to fines, immobilization, and judicial action.

Q: Why is the overnight commuter-parking permit not available for purchase?

A: 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 commuter.

Q: What payment methods are available?

A: 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.

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 did 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, four (4) months is the maximum number of payroll deductions. 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: What happens if the queue number resets to the end of the queue?

A: There are few reasons that a queue will reset. First, make sure you are using Internet Explorer. Second, check your refresh setting in internet explorer. Make sure auto refresh is not turned on. Third, if you were on the site before the 9:00 a.m., cookies may be stored from this setting. Delete all cookies. Forth, using a cell phone and switching between Wi-Fi spots or cell towers will cause a refresh. Note, using browsers or cell phone service outside of Internet Explorer may cause errors.

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

A: 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 Internet Explorer on a 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.

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

A: 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.

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

A: 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.

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

A: 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.

Q: 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?

A: 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 will be restricted. You can park outside of permit perimeters by purchasing parking at a visitor location.