# How to order your Retiree Parking Permit
using the Parking Services Self Service Portal

Launching in 2020 all retiree permits have moved to an online process and no longer have a paper option to order parking permits. This step by step guide will guide you through the process of obtaining your Retiree Permit.

Step 1 – Access the Self Service Portal

- Visit http://www.stclaircollege.ca/parking
- Locate the link to the "Parking Services Self Service Portal" – this will be a green button on the right side of the page.
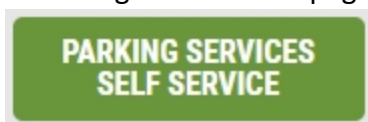
- The Portal will open in a new tab

Step 2 – Login to your account

- At the top of the screen, locate and click the green "Login" button

- You will be presented with a few different login options, for your parking account. Select the Login via Email option on the left side of the screen to login with your personal email address.

- If this is your first time accessing your online account, or you cannot remember your password, click on the Forgot Password link and proceed to Step 2B below.
- If you are able to login, proceed to Step 3.

Step 2B – Account password setup and recovery

- You only need to complete this step if it is the first time you are accessing your account or if you cannot remember your password.
- If you are able to login, proceed to Step 3.

- Click on the Forgot Password link and enter your personal email address. This must be the email address listed on your account.
- **Note:** In the event that your personal email address is not registered to your account, you will receive an error "Account with that email does not exist. Please create a new account." You will need to contact parking services to correct the email address on your account. Parking Services can be reached at (519) 972-2727 ext 4515 in Windsor or (519) 354-9100 ext 4515 in Chatham.
- Upon successful entry of your email address, you will receive an onscreen message stating "Thank you for your request. An email with reset instructions will be sent shortly."
- Follow the directions in the email to set your account password. Once your password has been set, move to Step 3.

Step 3 – Ordering Permits in Your Account

- You should see your account information here, including your account number and name.
- To order a permit, click "Buy Parking Permits Online"
- You will be presented with the Parking Terms of Service, please read through these and click the red "I agree with terms of service" button to continue.

Order Permit

> **Important - Read Me**
>
> You will be prompted to select where you would like to pickup your permit through the ordering process. This will indicate when you can pickup the permit.
>
> It is indicated in each permit's description if a temporary permit is issued, if a hang tag is issued, or if it is a printable permit with no hangtag.
>
> If you are ordering a permit that requires Gate Card access, you must order the Gate Card separately. You can "see" the Gate Card after the permit is purchased.

Permit Category

2022-2023 DOWNTOWN GARAGE PERMITS AND ACCESS CARDS

2022-2023 GENERAL PERMITS (ASSIGNED LOT)

2022-2023 GENERAL PERMITS (SOUTH & CHATHAM CAMPUS)

2022-2023 NIGHT PERMITS (SOUTH CAMPUS ONLY)

2022-2023 WEEKLY PARKING PERMITS

RETIREE PARKING PERMITS

- You will now be presented with the Permit Category page, locate the "Retiree Parking Permits" category to access the Retiree Permits.
- **Note**: *The Retiree Permits will only become available after your annual membership has been paid with the Retiree Association.*

  If you cannot see the Retiree Permit category please email parking@stclaircollege.ca so we can diagnose and correct your account.

- Once you select the Retiree Parking Permits category, you will be presented with your available permit options.

Permit Category

RETIREE PARKING PERMITS	✓

Please Select a Permit Type

2020-2022 RETIREE PARKING PERMIT

- Click on the Retiree Parking Permit button under Please Select a Permit Type to select it. It will turn green and move you to the next step.

Step 4 – Vehicle Information

Once you have selected your assigned lot, you will be asked for vehicle information.

Vehicle information may already be present in this section, or the system may request new vehicle information. This step will cover both scenarios.

4a – Vehicle Information Existing

- You may see a listing of vehicles listed on your account, you will need to select (click on) the vehicles you wish to associate with this permit. You do not need to select all the vehicles, however you must select a minimum of 1.
- When a vehicle is selected, the bar will turn green.
- Click confirm to confirm your selection.

Please Select any Vehicles for this Permit

ON LICENSEPLATE (Owner License Plate (Blue, Black, or Green Letters); BLCK 2019 FORD ESCAPE)	☑

ON STAFFPLATE1 (Owner License Plate (Blue, Black, or Green Letters); YLW 2019 KIA BORREGO)	☑

Add Vehicle

Confirm

Please Select any Vehicles for this Permit

ON LICENSEPLATE (Owner License Plate (Blue, Black, or Green Letters); BLCK 2019 FORD ESCAPE)	✎
ON STAFFPLATE1 (Owner License Plate (Blue, Black, or Green Letters); YLW 2019 KIA BORREGO)	✎

Add Vehicle

Confirm

- If you need to add an additional vehicle, click Add Vehicle and follow the steps in section 4b.

You can edit a vehicle's information by clicking the edit button ✎ .

4b – Vehicle Information Required

- Should no vehicle information be present, you will be required to input your vehicle information before the system will allow you to proceed.

You must list a minimum of one vehicle to order the permit – if you have additional vehicles, but do not know the information, you can add the information later.

- Click the "Add Vehicle" button to add the vehicle information.

- Enter the vehicle information, each field is required and must be completed before moving on. Once your vehicle information is entered, click the green Add button at the bottom of the form.

Add Vehicle

Plate #*	LICENCEPLATE
	License Plate May Only Include Alpha-Numeric Characters. No Spaces, No Dashes, Letter O, or Special Characters.
State/Prov.*	ON ▾
Plate Type*	Owner License Plate (Blue, Black, or Green Letters) ▾
Year*	2019
Make*	FORD ▾
Model*	ESCAPE ▾
Color*	GREY ▾
Body Type*	SUV ▾

Add   Cancel

- Once you click Add, the form will shrink to one line stating your vehicle information.

Please Select 1 to 3 Vehicles

ON LICENCEPLATE (Owner License Plate (Blue, Black, or Green Letters) GREY 2019 FORD ESCAPE) ☑

Add Vehicle

Confirm

- Should you need to add additional vehicles, click Add Vehicle otherwise you can click Confirm to move on.

Step 5 - Select your Pickup Location
- You will next be asked to confirm your pickup location.
- Retiree Permits may be picked up at either Chatham or South Campus.
- When making your selection, pay close attention to when permits may be picked up. This may indicate a date, or it may indicate business days (business days do not include the day you are ordering).
- Our system does not send out emails when permits are ready for pickup (unless permits are ready earlier than indicated on the button).

Pickup at which campus?

Please select the campus that you would like to pickup your items.
Note the processing time for your selected option, business days are Monday-Friday and do not include Saturdays, Sundays or Holidays.

South Campus Pickup Location is the Parking Office in the Main Lobby.
Chatham Campus Pickup Location is the Parking Office in the Main Lobby.
Downtown Campus Pickup Location is the Security Office located in the Main Lobby of the Center For The Arts Building

Note: Permits and Gate Cards are held for a maximum of 30 days then they will be canceled and must be re-ordered.
Note: Items may only be picked up by the account holder. Items will not be released to any other person

Pickup South Campus AFTER June 27 2022

Pickup at Chatham Campus AFTER June 27 2022

Step 6 - Confirm the permit and add to Cart

- You can now see all the permit information on your selected permit. If everything looks good to you, simply click the red "Add Permit to Cart" button

Add Permit to Cart

Step 7 - Checkout Process

Once your permit has been added to the cart, you must check out. You are not reqired to make a payment, simply confirm your email address and click checkout.

Checkout

Contact Information

Email*	parking@stclaircollege.ca

Checkout

A change to the email address on this screen will not change your account email address.

Step 8 - Pickup Permit

Once the waitng period indicated in the ordering process has passed, you will be able to pickup the permit at the campus you selected. You will be required to provide Photo ID to obtain the permit.

Pickups will take place at the Parking Office in the Main Lobby during the following hours:
Windsor Campus - Monday to Thursday 7:30am to 7:00pm, Friday 7:30am to 3:00pm
Chatham Campus - Monday to Friday 7:30am to 3:45pm