ePermit Parking Instruction for students

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1: Parking Overview

Red Deer Polytechnic uses the ePermitting system to provide different parking options for students to be purchased online. Each permit allows maximum of two license plates listed but only one can be on campus at a time. There is NO designated parking spot for student parking; all stalls are first come first serve. If you arrived the parking lot full, please park your vehicle at the nearest public parking lot and notify security by email SecurityCentre@rdpolytech.ca /phone 403-342-3445.

ePermitting is separate from the Loop account and uses email address as username. For more information, visit the parking website regarding rates and policy, parking map is also available.

For any concerns and questions, please email the Parking Office at Parking@rdpolytech.ca or call 403-342-3132.

2: Credit Students

- Designated parking information:

<table>
<thead>
<tr>
<th></th>
<th>East Zone (Paved)</th>
<th>West Zone (Gravel)</th>
<th>Lot Q (Paved)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Lot</td>
<td>C, D</td>
<td>N, R</td>
<td>Q</td>
</tr>
<tr>
<td>Permit Option</td>
<td>Per term, full term</td>
<td>Per term, monthly</td>
<td>Per term, monthly</td>
</tr>
</tbody>
</table>

3: Apprentice Students

- Designated parking information:

<table>
<thead>
<tr>
<th></th>
<th>Apprentice Zone (Gravel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Lot</td>
<td>T, U, B</td>
</tr>
<tr>
<td>Permit Option</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

4: Carpooling

Carpool parking is available under the credit student option in ePermitting. Student needs to register for the permit online, then complete the application form and submit to the Parking Office at Parking@rdpolytech.ca.

Once the application form is reviewed, the Parking Office will approve or deny the permit in ePermitting where you can continue with payment to finish the process or connect with the Parking Office if you have any questions.
5: Applying for Parking Permit

1) Go to https://rdpolytech.ca/about/contact-us/parking, then click on .
2) Select ‘Register for a New Permit’.
3) Select student type from the Location drop-down list, then click next.
4) Select permit type, then click next.
5) Enter account information or create account if you are new to the system.
   ** Note that your username needs to be an email address, this is NOT your Loop login
   **Refer to Forgot Password if you need a reset.
6) Once logged in, review the permit owner information, then click next to move on.
7) Select the duration of the permit, make sure the date range cover your parking needs.
8) Enter/select license plates information by clicking “click to add”, up to 2 license plates can be registered under each permit, but only 1 can be on campus at a time.
9) The below window will show up, click on the “License Plate” box to select license plate from the drop-down list if you already have them filed with us; if you have a new license plate to register to the permit, you may type your license plate in the “License Plate” box.
10) If a mistake was made on the license plate number, click on the arrow at the top right-hand corner of the license plate to edit, or remove it.
11) Select next to finalize registration, review the information before submitting application.
12) Then proceed with payment by clicking the Continue button.

13) Review the invoice, confirm amount to pay and email address for receipt before clicking Accept.

14) Complete payment information on the below screen. Only credit card and debit-visa can be accepted.

15) Receipt will be emailed once payment is successful, you can also access your receipt from the My Payments tab.
6: Confirming permit status

1) Click on  
   My Permits on the left side of the ePermitting website after logged in.
2) Click on the arrow to see the permit under each category, click on the permit number to see the details.

7: Payments

Payment method accepted are credit cards (MasterCard, Visa), debit-Visa and debit-Mastercard. If you need to make a payment or have missed the prompt for payment:

1) Click on  
   My Permits on the left side of the website
2) Click on the arrow to expand the section under each category, select the permit number you need to make a payment with.
3) Click on the red exclamation mark to see the list of actions to the permit, select make a payment.
4) Follow the process to make the payment, reference step 12) to 14) under 5: Applying for Parking Permit.
8: Renewal

Email reminder will be sent out a few days prior to the expiry of permit, however it is the permit holder’s responsibility to renew the permit. If you forgot to renew permit and it got expired or cancelled, please re-register for a new permit. The Parking Office is unable to reactivate an expired permit.

To renew your parking permit:

1) If you received the renewal email, click on the link to follow steps to renew.

Or go to ePermit, then click on Login from the bottom left corner.

2) Click on My Permits on the left side, the below information should show up on the main page once logged in.

3) Click on the arrow to see the permit awaiting to be renewed. Click on the permit number.
4) Click on the three dots, then click on renew Permit.

5) The below screen will show.

Select **Renew** if you need to make changes for:
- Permit holder information, parking duration, license plate information
- Continue to step 6).

Select **Rapid Renew** if you do **NOT** need to make changes to the permit.
- Once you clicked Rapid Renew, you may proceed with payment.
- Skip to step 7).

6) If you have chosen “renew” from step 5), you will go through the whole registration steps again before submitting the renewal.

7) Once submitted, continue with payment.
8) Invoice will be generated, please confirm amount to pay and email address for receipt before clicking Accept.

![Invoice Order Details]

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-0000000</td>
<td>$36.25</td>
</tr>
<tr>
<td>Items: 1</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>$36.25</td>
</tr>
</tbody>
</table>

Total: $36.25

Would you like to receive the payment receipt by email? If so, please provide the email address below. Leave blank for no receipt.

![Email Receipt]

9) Proceed with payment information on the below screen. Only credit card and debit-visa are acceptable.

![Payment Screen]

9: Password Reset

1) Click on the button at the bottom left corner, click on forgot password shown on the screenshot below.
2) An email with the temporary password will be sent to the email address.
3) Login using the temporary password.
   *Note that the temporary password will only last for 24 hours.
4) Once logged in, click on the 3 dots at the top right concern to change password.

10: Add/Remove License Plates

1) Click on on the left-hand side.
   *Make sure you are NOT clicking on “My Vehicles”.
2) Click on the Active permit, then click on the permit number.
3) Your permit will bring up, expand the Vehicles section.

   a) To add license plate:
      a. Select Click to add.
b. Enter the license plate information. Only the license plate number is required, all other information is not mandatory. Select Save when done.

b) To remove license plate:
   a. Click on the little arrow on the top right-hand corner of the license plate.

   b. Select remove vehicle from the drop-down list and click Yes.

4) A green save bar will show up on the top right-hand corner of the page automatically.

11: Find Payment Invoice

1) Click on My Payments to see all invoices.
2) Click on the invoice number to see the details on invoice.
3) Click on the Print button as shown below to print the invoice.

Please print or bookmark this page for your own records.
12: Update/Change Email Address

1) Click on the 3 dots at the top right concern and select Manage Notifications.

2) Enter new/correct email address.

3) Once you type in the email address, two lines will show up on the bottom asking if you want notices or login changed to the email address you entered. Select Yes for your preference.

4) Click save and the below messages will show up accordingly to the answer of yes from step 3.
13: Refund

Students who need a parking refund should email parking@rdpolytech.ca with:

- student name,
- reason for canceling,
- permit number, and
- first and last 4 digits of the credit card used to pay for parking online.

Refunds will be calculated based on the date that the request was received, and it can only be refunded to the original source of payment. The process will take around two to three weeks, but it may take up to one month to receive your refund. Visit the parking website for more information.