

Parking and Visitor Services

User Guide

Facilities Management
12-12-2019



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Selecting a Parking Zone and Permit

The first step in obtaining a parking permit is to determine the permit type you require based on the zone (grey, orange, green, etc.) where you want to park. A permit provides access to a zone and does not guarantee access to a specific parking lot unless you have a reserved parking permit.

Note: students are only eligible for a Green Non-Reserved permit.

Follow the steps below to learn about the zones and permit types.

- 1) Go to the website www.uwo.ca/parking
- 2) Hover over '**Find Parking**' from the menu at the top, and
 - a) Click on '**Map**' from the drop down menu to view staff/faculty/student lots



- 3) Click '**Download Parking Map (PDF)**'.
 - a) Review the '**Zones**' and '**Permit**' available on campus.

Western Parking Map

Reference the parking map and see the selections below to get quick information about parking lot rates and permit requirements.

Other map features include:

- Barrier-free metered parking
- Motorcycle parking
- Traffic light intersections



The image shows a map of the Western University campus with various parking zones color-coded. To the right of the map is a legend titled 'PARKING INFO' which lists different types of parking permits and their corresponding colors: Green (Green Parking), Orange (Orange Parking), Grey (Grey Parking), and Blue (Blue Parking). Below the map and legend is a yellow button with a download icon and the text 'Download Parking Map (PDF)'.

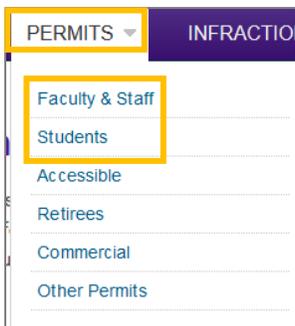
[Download Parking Map \(PDF\)](#)

- 4) Return to the **'Parking Map'** webpage, and
 - a) Click on a **'Lot'** from the listing below the pdf map.
 - b) Review the information for that lot, including: **'Location'**, **'Permit'** required, and **'Hours of Operation'** to determine if the permit you are considering will meet your needs.

Note: Read the descriptions carefully to ensure you qualify for the lot you plan on selecting.

▶ Althouse Lot (Lot H) - Perimeter	
▶ Alumni/Thompson (Lot M) - Visitor Lot	
▶ Bayfield and Ausable Halls - Residence Parking	
▶ Chemistry Lot (Lot Q) - Perimeter Lot	
▶ Elborn College (Lot X) - Perimeter Lot	
▶ Huron Flats (Lot S) - Perimeter Lot	

- 5) Click on **'Permits'** from the menu along the top of the webpage,
 - a) Either click on:
 - i) **'Faculty & Staff'**,
 - Or
 - ii) **'Students'** – Students who work on campus, regardless of their employment role, are considered students for the purpose of purchasing a permit and will have a Green Non-Reserved Permit.



- 6) Read the **'Permit Rates'** to ensure you are aware of all of the fees, before making your selection and purchase. There is a deposit for the Hang Tag, which is what allows you to enter the lot, and a monthly / annual cost for the permit.
 - a) To Purchase your Permit, follow the steps **'Purchasing a Permit'** for Faculty & Staff, or Students.
 - i) For reserved spaces email wparking@uwo.ca

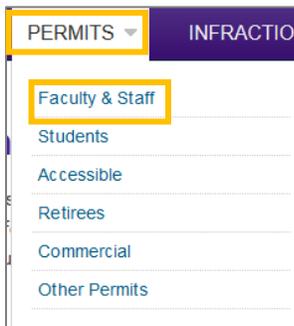
Purchasing a Permit – Faculty & Staff

Once you have selected the zone where you want to park, and required permit type (refer to ‘Selecting a Parking Zone and Permit’), you can purchase the permit online using a credit card. If you want to pay by cash or debit card, go to the Parking Services office in the Support Services Building, room 4150 Monday to Friday between 8:30am and 4:00pm.

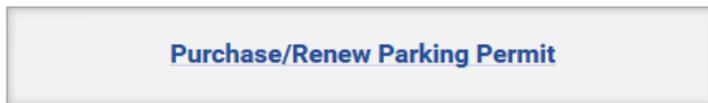
Note: For reserved spaces email wparking@uwo.ca.

Follow the steps below to purchase a permit online.

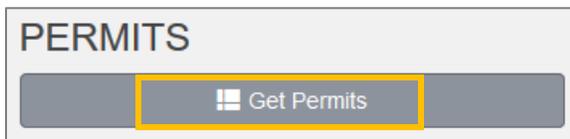
- 1) Go to <https://www.uwo.ca/parking>
 - a) Note: the recommended web browser is Microsoft Edge
- 2) Hover over ‘Permits’ from the menu at the top, and
 - a) Select ‘Faculty & Staff’ from the drop down menu



- 3) Click ‘Purchase / Renew Parking Permit’



- 4) Scroll down and click ‘Get Permits’



- 5) Click ‘Western University Login’ from the middle of the screen



- 6) Enter your Western ‘User ID’ and ‘Password’, this is the same information you used to login to My HR. Your Western User ID is the first part of your Western email. For example, if your email is parktest@uwo.ca, the Western User ID is parktest.

User ID:
parktest

Password:
●●●●●●

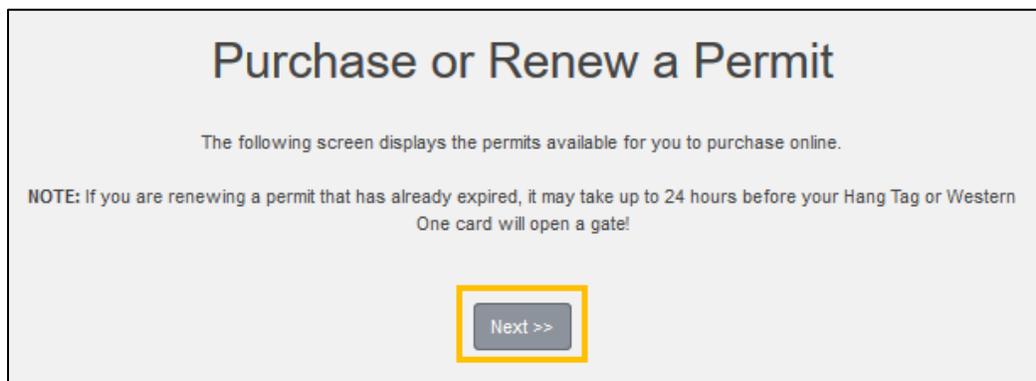
Warn me before logging me into other sites.

Log In

If you click 'Log In' and the system returns you to the 'Customer Authentication' page this means that your employee information has not transferred over from HR to the Parking System yet and you need to set up your account before continuing. Please refer to the instructions for '

a) Setting up a Parking Account’.

7) Click **Next** to continue.



8) Select **AVI Tag Deposit** to purchase your Hang Tag.

a) You will need to go to Parking Services to pick up the Hang Tag, if you prefer you can pay the deposit at that time.

Select	Quantity	Permit Fee	Deposit	Permit Description
<input type="radio"/>	1	\$0.00	###.##	AVI Tag Deposit / AVI Deposit

9) Select the **Permit Description** that matches the zone where you would like to park.

<input type="radio"/>	1	###.##	\$0.00	Perimeter non-reserved / PNR Continuous Monthly Payroll Deduction
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10) Click to agree to the Rules and Regulations.

a) To review the rules and regulations click **Parking Rules and Regulations**

b) Click **Next** to continue

Please read each of the statements below. Check the box indicating you have read and agree to these terms and conditions.

I have read and agree to abide by Western University's [Parking Rules and Regulations](#).

I agree that my permit may not be transferred to another user.

I understand that my parking rights may be revoked at any time.

Next >>

11) Click **'Add Vehicle'** to add your vehicles information to your permit.

- a) Western uses Licence Plate Recognition (LPR) to verify which vehicles are authorized and registered to park on campus. It is important to keep your vehicle information up to date To avoid getting a ticket.

For more information about Licence Plate recognition, go to:

https://www.uwo.ca/parking/modernization/license_plate_recognition_lpr.html

12) Enter the **'License Plate Number'** for the first vehicle you plan to park on campus.

13) Select your **'Relationship'** to the vehicle by clicking the drop down arrow and selecting it from the list.

14) Select the **'Province/State'** of the vehicle license plate by clicking the drop down arrow and selecting it from the list.

15) Select the **'Make'** of your vehicle by clicking the drop down arrow and selecting it from the list.

Make

Select One

- 16) Select the **'Model'** of your vehicle by clicking the drop down arrow and selecting it from the list.
 a) If your model is not yet available, leave it blank and ensure the style is as close as possible (#18)

Model

Select Make First

- 17) Select the **'Colour'** of your vehicle by clicking the drop down arrow and selecting it from the list.
 a) If your exact colour is not listed, select one that is a close to yours as possible.

Color

Select One

- 18) Select the **'Style'** of your vehicle by clicking the drop down arrow and selecting it from the list.
 a) Click **'Next'**.

Style

Select One

- 19) Click **'Add another vehicle'**, if applicable,
 a) Otherwise, select the vehicle you just added and click **'Next'** to continue.
 i) This attaches the vehicle to your permit and authorizes it to park in campus lots.

Select your Vehicles for Permit

Select the vehicle(s) that are currently on your record that you want to use with your permit. If you need to add new vehicles, choose "Add Vehicle" below. When finished, click Next >>

Select	State	Plate Number	Year	Make	Model	Color
<input checked="" type="checkbox"/>	ONTARIO	ABCD123	2012	Chrysler	LeBaron	Purple

- 20) View your purchase details and confirm your **'Email Address'**, and then
 a) Click **'Next'** to complete the purchase.

Checkout

Email Address

21) If you are paying by payroll deduction, you will be prompted to:

- a) Click the **'Payment Schedule'** drop down arrow and select the payment period.
 - i) For payroll deposit, select Annual/Year. This will automatically set up payroll and renew the permit each year.

Note: If you are paying by credit card you will be prompted to enter your billing information, (see step #24)

Payment Schedule

Fall Semester v

Fall Semester

Winter Semester

Academic Year

Summer

Annual/Year

AVI Tag Deposit

22) Click **'Next'**.

23) Enter the credit card information and

- a) Click **'Process Transaction'**

Mandatory fields marked by *

Payment Details

Transaction Amount: \$##.## (CAD)   

Order ID: 312d5acc-aa23-4662-b64a-f2ca9dc3df35

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: 

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

- 24) Review the Receipt information and then
- Click **'Logout'** to exit the Parking Portal

Purchasing a Permit – Students

Students will have a Green Non-Reserved permit; refer to 'Selecting a Parking Zone and Permit' for lot locations and further details. You can purchase the permit online using a credit card, however if you want to pay by cash or debit card, go to the Parking Services office. The office is located in the Support Services Building, room 4150 and is open Monday to Friday between 8:30am and 4:00pm.

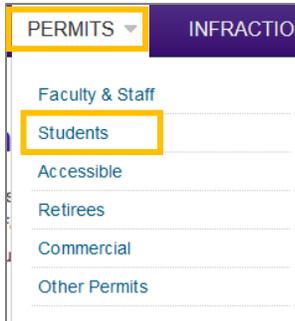
Note: If you have not already setup an online Parking Account, follow the steps found in '

Setting up a Parking Account

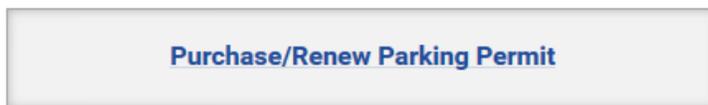
Setting up a Parking Account' prior to purchasing a permit.

Follow the steps below to purchase a permit online.

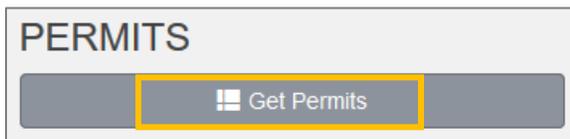
- 1) Go to <https://www.uwo.ca/parking>
 - a) Note: the recommended web browser is Microsoft Edge
- 2) Hover over '**Permits**' from the menu at the top and then
 - a) Click on '**Students**' from the drop down menu



- 3) Click '**Purchase / Renew Parking Permit**'



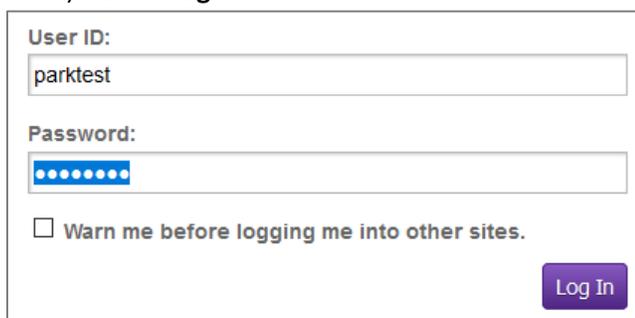
- 4) Scroll down and click '**Get Permits**'.



- 5) Click '**Western University Login**' from the middle of the screen



- 6) Enter your Western '**User ID**' and '**Password**', this is the same information you use to login to Student Center and then
 - a) Click '**Log In**'.



If you have not already set up a Parking Account online, you will need to do so before continuing. Please refer to the instructions [\[link\]](#)

b) Setting up a Parking Account' return to these instructions, and follow step #8.

7) Click 'Next' to continue, once you have set up your Parking Account

a) This will bring you to the Parking Portal Screen with the 'Western University Login' button again.



8) Select 'AVI Tag Deposit' to purchase your Hang Tag.

a) You will need to go to Parking Services to pick up the Hang Tag, if you prefer you can pay the deposit at that time.

Select	Quantity	Permit Fee	Deposit	Permit Description
<input type="radio"/>	1	\$0.00	###.##	AVI Tag Deposit / AVI Deposit

9) Select the 'Permit Description' that matches the time frame when you would like to park.

a) i.e. 'Student Non-reserved / GNR Summer ending Aug 31'

Note: an annual permit goes from Sept 1 to Aug 31, regardless of when it is purchased. If all Green permits are sold out then you will see a message indicating that 'account is not eligible to purchase a permit'. If this occurs, email wparking@uwo.ca for available options.

<input type="radio"/>	1	###.##	\$0.00	Student Non-reserved / GNR Summer ending Aug 31	2019/05/01	2019/08/31
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10) Click the 'Check Boxes' to agree to the Rules and Regulations.

a) To review the rules and regulations click '[Parking Rules and Regulations](#)'

b) Click 'Next' to continue

Please read each of the statements below. Check the box indicating you have read and agree to these terms and conditions.

I have read and agree to abide by Western University's [Parking Rules and Regulations](#) .

I agree that my permit may not be transferred to another user.

I understand that my parking rights may be revoked at any time.

11) Click 'Add Vehicle' to add your vehicle information.

a) If your vehicle has been previously added, go to step #19.

Note: Western uses Licence Plate Recognition (LPR) to verify that only authorized and registered vehicles are using campus lots. It is important to keep your vehicle information up to date to avoid getting a parking ticket. For more information about Licence Plate recognition, go to:

https://www.uwo.ca/parking/modernization/license_plate_recognition_lpr.html

There are currently no vehicles in our records for you. Please use the "Add Vehicle" button below to register a vehicle with us so we may complete your sale.

You may select between 1 and 8 vehicles for this permit.

Select your Vehicles for Permit

Select the vehicle(s) that are currently on your record that you want to use with your permit. If you need to add new vehicles, choose "Add Vehicle" below. When finished, click Next >>

Add Vehicle

12) Enter the 'License Plate Number' for the first vehicle you may be parking on campus.

Plate Number (No spaces eg: AAVV561)

ABCD123 *

Plate Number (No spaces eg: AAVV561) (confirm)

ABCD123 *

13) Select your 'Relationship to vehicle' by clicking the drop down arrow and selecting it from the list.

Relationship to Vehicle

Owner

Select One

Owner

Driver

14) Select the 'Province/State' of your vehicle by clicking the drop down arrow and selecting it from the list.

ARIZONA

ARKANSAS

American Samoa

CALIFORNIA

ONTARIO

15) Select the **'Make'** of your vehicle by clicking the drop down arrow and selecting it from the list.



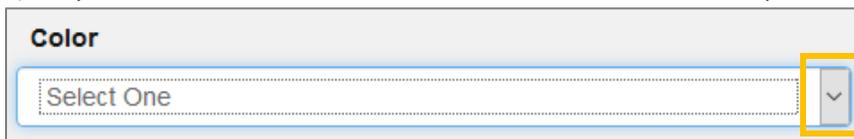
16) Select the **'Model'** of your vehicle by clicking the drop down arrow and selecting it from the list.

a) If your model is not yet available, leave it blank and ensure the style is as close as possible (#19)



17) Select the **'Colour'** of your vehicle by clicking the drop down arrow and selecting it from the list.

a) If your exact colour is not listed, select one that is a close as possible to yours.



18) Select the **'Style'** of your vehicle by clicking the drop down arrow and selecting it from the list.

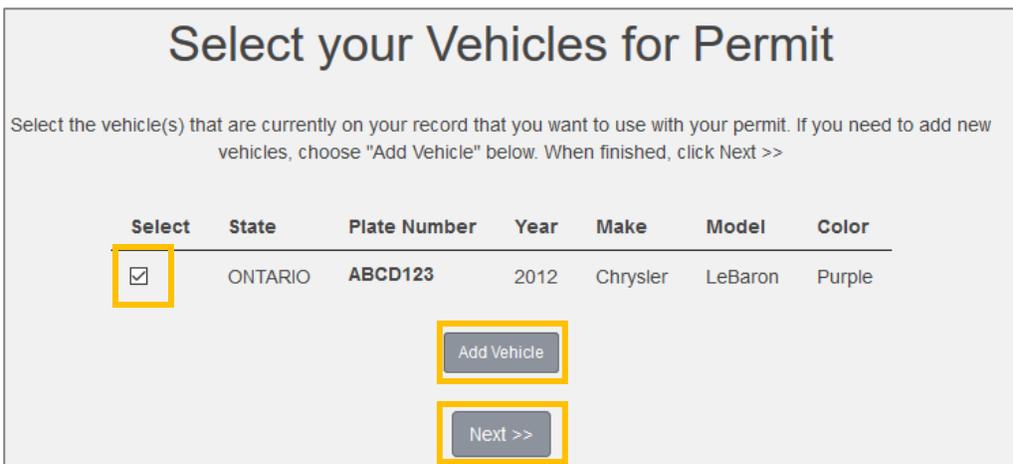
a) Click **'Next'**.



19) Click **'Add another vehicle'**, if applicable,

a) Otherwise, select the vehicle you just added and click **'Next'** to continue.

i) This attaches the vehicle to your permit and authorizes it to park in campus lots.



Select	State	Plate Number	Year	Make	Model	Color
<input checked="" type="checkbox"/>	ONTARIO	ABCD123	2012	Chrysler	LeBaron	Purple

20) View your purchase details and confirm your **'Email Address'**, and then

a) Click **'Next'** to complete the purchase.

Checkout

Email Address

Next>>

21) Review the **'Payment Information'**, and then

- a) Click **'Next'** to finalize the purchase.



22) Enter the credit card information and

- a) Click **'Process Transaction'**

Mandatory fields marked by *

Payment Details

Transaction Amount: \$##.## (CAD)   

Order ID: 312d5acc-aa23-4662-b64a-f2ca9dc3df35

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: 

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction **Cancel Transaction**

23) Review the Receipt information and then

- a) Click **'Logout'** to exit the Parking Portal



Setting up a Parking Account

If you want to purchase, or renew your permit online, instead of in person in the Parking Services office, you need to have an account set up in the Parking Portal. Students need to set up a parking account the first time they access the Parking Portal.

Employee's can usually login to the Parking Portal using their Western ID and password unless they are new to Western, and their HR information has not yet moved over to the Parking Portal. Although employees will need to go into the Parking Services Office to *finish* their account set up, they can speed up the process by completing the steps listed here before hand.

Follow the steps below to set up your Parking Account.

- 1) From the Parking Portal, click '**SIGNUP**' on the top right of the webpage.



- a) If you are not already in the Parking Portal, you can access it by going to: www.uwo.ca/parking/permits
 - i) Click '**Faculty & Staff**', or '**Students**', and then
 - ii) Click '**Get Permits**'

- 2) Complete the Guest User Registration fields.

- a) Enter your Western email address in both '**Email Address**' fields

- b) Enter your '**9 Digit Western ID**', this is the number showing on your Western ONE card

- c) Select either:

- i) Faculty/Staff select '**Guest**' from the Classification drop down,
- ii) Students select '**Student**' from the Classification drop down.

- d) Enter your '**First**', '**Middle**' and '**Last**' name in the name fields.

First Name

 *

Middle Name

Last Name

 *

- e) Enter your phone number in the '**Phone Number**' field

Phone number where you can be reached during business hours (Required)

- f) Enter your Western password in the '**Password**' fields
 i) Both fields must be completed and must match

Password

 *

Password (confirm)

 *

- g) Click '**Create Account**'

3) If you are:

- a) A student: Scroll down and click '**Get Permits**' to purchase a permit.
 i) Then go to Purchasing a Permit – Students, step #8

- b) An employee: Bring a copy of your employment contract to the Parking Services office to complete the set up of your account. Once this has been done, you can make your purchase at the Parking Services office or online.

Arranging an Accessible Parking Permit

Accessible parking permits are available on a short term or long term basis; standard parking rates apply. To obtain accessible parking follow the applicable steps below.

Follow the steps in the table, applicable to the type of accessible parking you require.

If you require an accessible parking permit for:	Then follow these steps:
Up to 8 weeks and you are an employee:	<p>1. Contact Rehabilitation Services to discuss obtaining authorization for an Accessible Permit. Once approved, authorization will be sent to Parking Services. View contact information for Rehabilitation Services at: https://www.uwo.ca/hr/safety/ergo_rehab/index.html</p> <p>2. Contact Parking Services to arrange to pick up your accessible parking permit by:</p> <ul style="list-style-type: none"> a) Visiting the Parking Service’s office <ul style="list-style-type: none"> i) Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday
Up to 8 weeks and you are a student:	<p>1. Contact Student Accessibility Services to discuss obtaining authorization for an Accessible Parking Permit. Once approved, authorization will be sent to Parking Services. View contact information for Student Accessibility Services at: http://www.sdc.uwo.ca/ssd/</p> <p>2. Contact Parking Services to arrange to pick up your accessible parking permit by:</p> <ul style="list-style-type: none"> a) Visiting the Parking Service’s office <ul style="list-style-type: none"> i) Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday
More than 8 weeks and you are an employee or student:	<p>1. Bring a copy (front and back) of your ‘Accessibility Permit’ from the Ministry of Transportation Ontario to Parking Services:</p> <ul style="list-style-type: none"> a) Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday

Renewing / Restarting an Existing Permit

To renew / restart your parking permit refer to the steps Purchasing a Permit – Faculty & Staff, or Purchasing a Permit – Students.

Note: Faculty / Staff permits paid via payroll deduction will automatically renew each year.

Arranging Parking for Special Events

If your department or faculty will be hosting a special event where you need to provide parking to attendees, you need to request Special Event Parking a minimum of 1 week before the event date, and BEFORE sending parking details to event attendees. Your department/faculty may not be the only one hosting an event at that time. This notice allows for coordination between multiple events and ensures your attendees are directed properly.

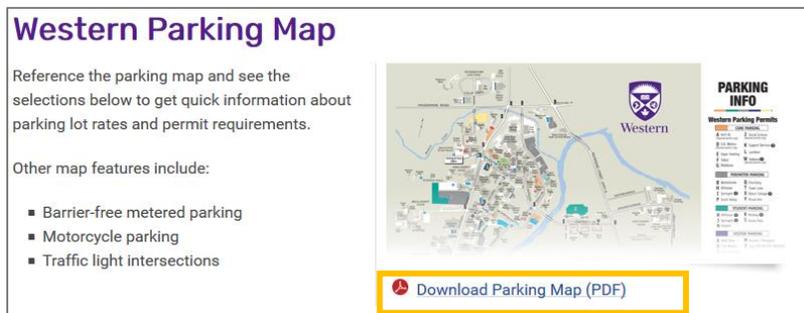
Parking Services cannot guarantee parking will be available unless you have submitted and received confirmation for a Special Event Parking request.

To request parking for a Special Event, follow the steps below.

- 1) Go to the website www.uwo.ca/parking
- 2) Hover over **'Find Parking'** from the menu at the top and then
 - a) Click on **'Map'** from the drop down menu to view lots



- 3) Click **'Download Parking Map (PDF)'** and review the parking lot locations to determine your preferred lot for the event.

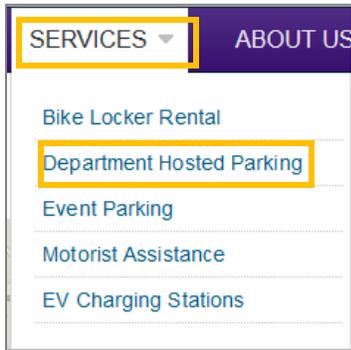


- i) Return to the Map webpage:
- b) Below the pdf map, click on a **'Lot Name'**,
 - i) For example **'Althouse Lot (Lot H) – Perimeter'** and
- c) Review the information for the lot, including location, type of permit required, and hours of operation for each.

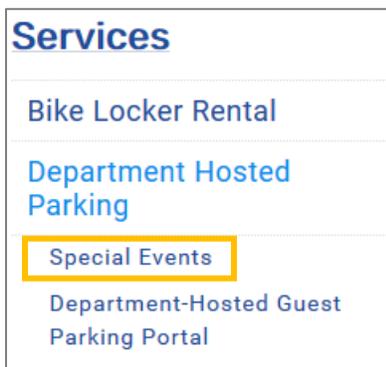
Note: Read the descriptions carefully to review the hours to be sure it is available for guest parking during the day and hours of the event.

▶ Althouse Lot (Lot H) - Perimeter
▶ Alumni/Thompson (Lot M) - Visitor Lot
▶ Bayfield and Ausable Halls - Residence Parking
▶ Chemistry Lot (Lot Q) - Perimeter Lot
▶ Elborn College (Lot X) - Perimeter Lot
▶ Huron Flats (Lot S) - Perimeter Lot

- 4) Click **'Services'** from the menu at the top, and then
 - a) Click on **'Department Hosted Parking'** from the drop down menu



- 5) Click on **'Special Events'** from menu on the left.

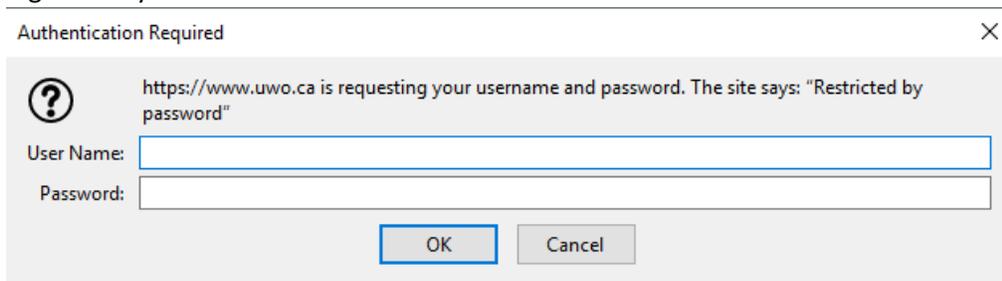


- 6) Review the information on the Special Event Parking page and
 - a) Click on **'Parking for Special Events Request Form'** to open the online form.

Note: The form changes regularly so users should refresh the browser or delete the browser cache to ensure they are using the most recent version of the form.

To submit a request for special event parking, please fill out the [Parking for Special Events Request Form](#), and we'll get back to you to confirm your arrangements. *A Western username and password is required to access this form. If you do not have a username and password, please contact Parking & Visitor Services at wparking@uwo.ca.*

- 7) Sign in to the form using your Western **'User Name'** and **'Password'**. This is the same information you use to log onto My HR.



- 8) Complete the 'Contact Information',
 a) Enter 'Billing Address' if it is different from the contact details.

Contact Information	Billing Address (If different than left)
Name:* <input type="text"/>	Name: <input type="text"/>
Email:* <input type="text"/>	Email: <input type="text"/>
Department:* <input type="text"/>	Department: <input type="text"/>
Campus Address:* <input type="text"/>	Local Address (or Campus Address): <input type="text"/>
Campus Phone:* <input type="text"/>	Phone Number: <input type="text"/>

- 9) Click the applicable 'Billing Information':
 a) Select the 'Speed Code' option and enter a speed code if your department/ faculty is paying for parking.
 b) Select 'I would like to be contacted to pay by cheque or credit card' to pay using a department credit card or Western issued cheque.
 c) Select 'contact me to discuss attendees paying for their own parking' to arrange for event attendees to pay for their own parking.

Billing Information - Select One*

Speed Code:

I would like to be contacted to pay by cheque or credit card

Contact me to discuss attendees paying for their own parking

- 10) Enter the 'Event Details', and include 1st and 2nd choice lot.
 a) Click 'see parking map' to view the lots on campus, if needed.
 b) When entering the event start and end time, ensure you leave a buffer for guests who arrive early, or stay after the event.

Event Details

Name of Event:*

Event Start*
 Date: Time:

Event End*
 Date: Time:

Estimated number of parking spaces required:*

Please indicate your preferred lot ([see parking map](#)):*

Second choice parking lot:*

11) Select the cost option (either **A, B, C** or **D**) that is best suited for your event.

Select Option	If ...
A	Attendees will pay the daily rate for parking, this is most frequently used for large events. The cost to the department is \$0.
B	The department will be paying for parking. A list of guests needs to be provided to Parking Services, and a 'per hour rate' for each vehicle will be charged to the department. Refer to the form for the current hourly rate.
C	You have a smaller event of 24-50 vehicles. The entire lot is reserved and departments are charged a flat rate per vehicle, as well as a cost to staff the lot, if required. Refer to the form for the current rates.
D	You are unsure which is the best option, contact Parking Services to discuss your needs at: 519-661-3973 or email wparking@uwo.ca .

12) Add notes or other details in the '**Additional details**' notes field if you have other information that would be useful to Parking Services to know.

For example: list any exceptionalities among your guests, like the need to accommodate certain guest due to mobility concerns.

Additional important details related to your event:

13) Click '**Submit Request Form**'. A copy of the submission will be sent to the email indicated on the parking request form.

Submit Request Form

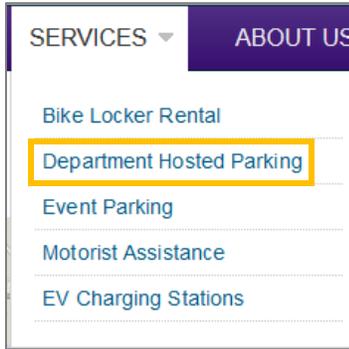
- a) Review the submission email you receive to ensure the request is accurate. If you notice an error, submit a new form.

Note: Parking Services will contact the requester by phone to confirm the details and assist with the special request. A confirmation email will be sent to the requester from Parking Services once all details are finalized.

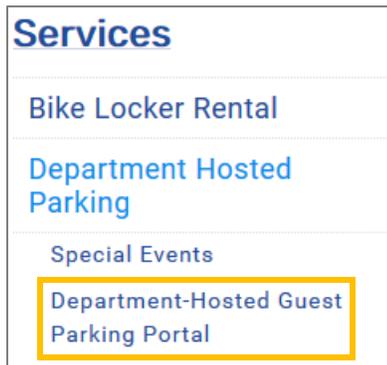
Arranging Paid Guest Parking

There are times when you have less than 25 guests coming on campus and want to provide them with a parking pass, paid for by the department. These passes can be printed by the department and used in attended visitor lots, pay and display areas and single-space meters on campus. To arrange for parking passes for guests follow the steps below.

- 1) Go to www.uwo.ca/parking
- 2) Hover over **'Services'** from the menu at the top and then
 - a) Click on **'Department Hosted Parking'**



- 3) Click on **'Department-Hosted Guest Parking Portal'** from menu on the left.



- 4) If you have access to the Portal, click **'Guest Parking Portal'** from the middle of the page.



- a) If you do not have access to the Guest Parking Portal, click **'Access Form'**
 - i) Complete the form and email it to wparking@uwo.ca and return to these steps once access has been granted.



- 5) Enter your the **'Username'** and **'Password'** given to you by Parking Services. These are NOT the same credentials you use for your personal parking account.
 - i) Click **'Login'**

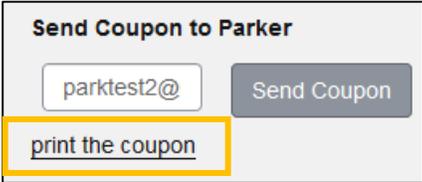
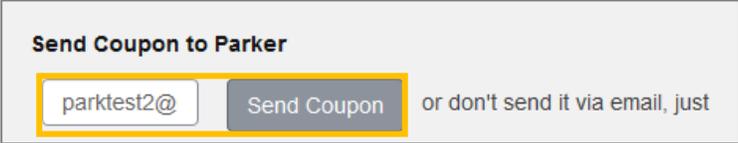
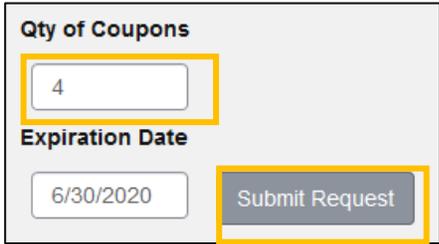
A login form with two input fields and a button. The first field is labeled 'Username' and contains the text 'parktest'. The second field is labeled 'Password' and contains a series of blue dots. A red asterisk is visible to the right of each field. Below the fields, a note states '* indicates a required field'. At the bottom center, there is a button labeled 'Log In'. A yellow box highlights the Username and Password fields, and another yellow box highlights the Log In button.

6) Click '**Guest Parking-Single Use (100% off)**' link.

a) If you do not see the below, close your browser and login again. This should resolve any 'browser cache' issues.

The 'Issue Validation' page features two links at the top: 'Issue Validations' and 'View Validation Requests'. The main heading is 'Issue Validation', followed by the instruction 'Select the parking validation discount.' Below this, a selection box is highlighted with a yellow border, containing the text 'Guest Parking - Single Use (100% off.)'. At the bottom of the page, there is a button labeled 'Exit Validation Management'.

7) Follow the steps below based on the number of parking passes your require:

If you require:	Then follow the steps below:
<p>Only 1 parking pass and want to print or email it to the guest yourself...</p> <p><i>Note: this is the recommended method for 1 pass.</i></p>	<p>Click 'print the coupon' found directly below the email field</p>  <p>This will display the parking pass in a pdf format. Once the pdf is open you can print, or save it and attach to an email to send to the guest.</p> <p>Note: it is recommended that you email the parking pass from your own email so you have a copy of the parking pass in case it is lost. This also allows you to provide a map to the parking lot(s) you suggest and other event details.</p>
<p>Only 1 parking pass and want the Portal system to email out the pass...</p>	<p>Enter the guests email in the 'Send Coupon to Parker' email field, to have the system send the pass to the guest.</p>  <ul style="list-style-type: none"> Click 'Send Coupon', and Click 'OK' after you confirm you have entered the correct email address <p>You will see the success message below, confirming your pass has been emailed.</p>  <ul style="list-style-type: none"> Click 'Exit Validation Management' and close your browser window to close the Guest Portal. 
<p>You want 2 – 25 parking passes....</p> <p><i>Note: for more than 25 parking passes, refer to the steps 'Arranging Parking for Special Events'</i></p>	<p>Enter the number of parking passes in the 'Qty of Coupons' field. You can enter up to a maximum of 25.</p>  <p><i>Do not change the Expiration Date, it automatically defaults to a set future date.</i></p> <ul style="list-style-type: none"> Click 'Submit Request' button <p>You will see the success message below, confirming your parking passes are being generated.</p>  <p>To view / print the parking passes refer to the steps in 'Printing / Viewing Departmental Hosted Parking Passes'. It may take up to 10 minutes to generate the passes.</p>

Note: Your department will be billed for the pass(es) as soon as you submit the request.

Printing / Viewing Departmental Hosted Parking Passes

If you have requested multiple parking passes in the Guest Parking Portal using 'Qty of Coupons', you can view / print / save the passes at any time. Use this functionality to distribute to a pass to guests, or re-print passes that were not used.

To view / print / save the parking passes follow the steps listed below:

- 1) To view the parking passes, from within the Guest Parking Portal:
 - a) Click '**View Validation Requests**' link found at the top of the Departmental Hosted Parking portal window.

[View Validation Requests](#)

- 2) Enter the date you requested the passes in the '**Submitted on or After**' search box
 - a) Note: the date will default to today's date

The screenshot shows the 'Validation Request Queue' interface. At the top, it says 'Click Print to view/print a request.' Below this are five checkboxes: 'Show Completed?' (checked), 'Show Pending?' (checked), 'Show Processing?' (checked), 'Show Rejected?' (checked), and 'Show Error?' (checked). Underneath these is a search section with the label 'Submitted On or After', a text input field containing '4/8/2019', and a 'Search' button.

- 3) Click on '**Search**'
 - a) Your request will show as 'Pending' until a process finishes running; this occurs every 10 minutes. Periodically press the F5 key on your keyboard to refresh the page until you see that your request is 'Complete'.
 - i) When you see '**Completed**' you can print / view the parking pass

The screenshot shows a table with the following data:

Batch ID	Control Group	# Req'd	Req'd By	Req Date	Exp Date	Status	Print
21220	Guest Parking - Single Use	4	Park Test	4-15-2019	6-30-2020	Completed	Print

Below the table is a button labeled 'Exit Validation Management'.

- 4) Click '**Print**' next to the parking passes you need
 - a) The passes will open up as single pdf document, where you can save them, or print them.
 - i) If you need to 'separate' the passes, please refer to instructions for Adobe Acrobat on how to separate a pdf file into individual pages.
 - b) Click '**Exit Validation Management**' and close your browser window to close the Guest Portal.

Batch ID	Control Group	# Req'd	Req'd By	Req Date	Exp Date	Status	Print
21220	Guest Parking - Single Use	4	Park Test	4-15-2019	6-30-2020	Completed	Print

[Exit Validation Management](#)

Note: Once you submit the request for the passes, your department will be billed. Passes are good for one use only, you can re-print lost passes or passes that were not used from this screen.

Cancelling / Changing Your Parking Permit

If you no longer require a parking permit or want to change to a different type of permit, follow the applicable steps listed below.

Note: when cancelling your permit, keep in mind that you will still incur charges for a full month, regardless of the number of days in the month that the parking pass is used. **Monthly charges are not prorated.**

If you are:	Then follow the steps below:
Staff and are temporarily cancelling your parking permit	<ol style="list-style-type: none"> Contact Parking Services and notify them that you want to temporarily cancel your parking permit by either: <ol style="list-style-type: none"> Calling: 519-661-3973 Emailing: wparking@uwo.ca from your Western email address; emails from other addresses will not be accepted. Visiting the Parking Service's office in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday Store your Hang Tag in a secure location, so that you have it when you want to obtain a parking permit again. <p>Note: Payroll deduction will be cancelled at the end of the month. Please check your next month's payroll to ensure the deduction has been cancelled.</p>
Staff and are permanently cancelling your parking permit	<ol style="list-style-type: none"> Follow the steps in 'Viewing /Paying Campus Parking Tickets' to verify you do not have any outstanding campus parking tickets. Arrange to pay any you may have. Take your Hang Tag to Parking Services in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday Hand in your Hang Tag

	<p>b) You will receive your deposit refund if there are no outstanding campus parking tickets or other fees.</p> <p>Note: Payroll deduction will be cancelled at the end of the month. Please check your next month's payroll to ensure the deduction has been cancelled.</p>
Have retired and want to switch to a Retiree Permit	<p>After your retirement date has passed, bring a letter that reflects your retirement date, and your current Hang Tag (if applicable) to Parking Services to convert your permit to a Retiree Permit.</p> <ul style="list-style-type: none"> • Parking Service's office is located in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday <p>Note: Monthly parking fees do not apply. For details, refer to: https://www.uwo.ca/parking/permits/retirees.html</p>
A student and want to cancel your permit	<ol style="list-style-type: none"> 1) Bring your Hang Tag to the Parking Services: <ol style="list-style-type: none"> a) Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday 2) Parking Services will charge your account an administration fee (\$25) for the early cancelation of the permit, and then determine the amount you would pay for the time you have used the permit (to month end), and provide a refund if applicable. <p>For example, a term permit is less expensive than a monthly permit. If you cancel your term permit after 3 months, the cost you would have paid for 3 individual months would be greater than the cost of the original term permit so no refund would be issued.</p> <p>For a listing of the cost of student permits and cut-off dates for receiving a refund to go: https://www.uwo.ca/parking/permits/students/index.html</p>

Viewing / Paying Campus Parking Tickets

It is the responsibility of the vehicle driver to pay any tickets (citations) received on campus. All tickets must be paid prior to permanently canceling your parking permit.

Parking tickets can only be paid online using a credit card; if you are paying by cash or debit card, go to the Parking Services office in the Support Services Building, room 4150 Monday to Friday between 8:30am and 4:00pm.

To view / pay parking tickets received on campus using the online Parking Portal follow the steps below:

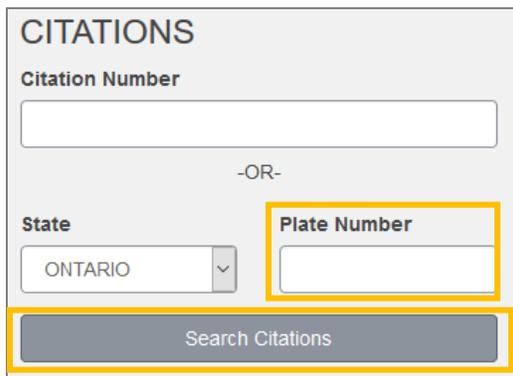
- 1) Go to www.uwo.ca/parking
- 2) Hover over '**Infractions**' from the menu along the top, and then
 - a) Click on '**Pay Infraction**' from the drop down menu



3) Click **'Pay Parking Violations Online'** from the middle of the screen

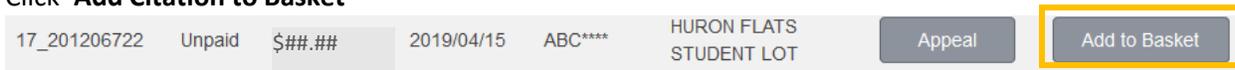


- 4) Enter your licence plate number in the **'Plate Number'** field (no spaces),
- a) And click **'Search Citations'**
 - i) This will bring up all citations associated with the vehicle.

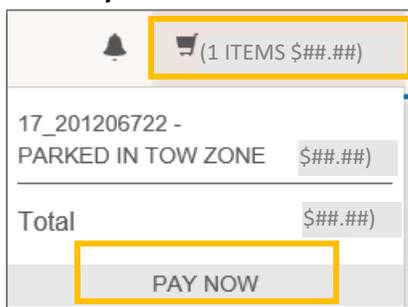


Note: you do not need to login to view or pay parking tickets

5) Click **'Add Citation to Basket'**

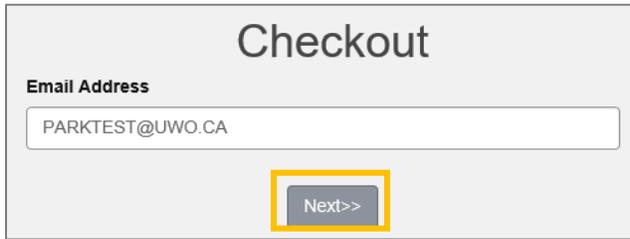


- 6) Click **'Shopping Cart'** from the top of the window, and then
- a) Click **'Pay Now'**



7) Click **'Next'** under Checkout

- a) **Note:** if you have additional tickets to pay for you can click **'Add Infractions'** and repeat steps #5 and 6, first.



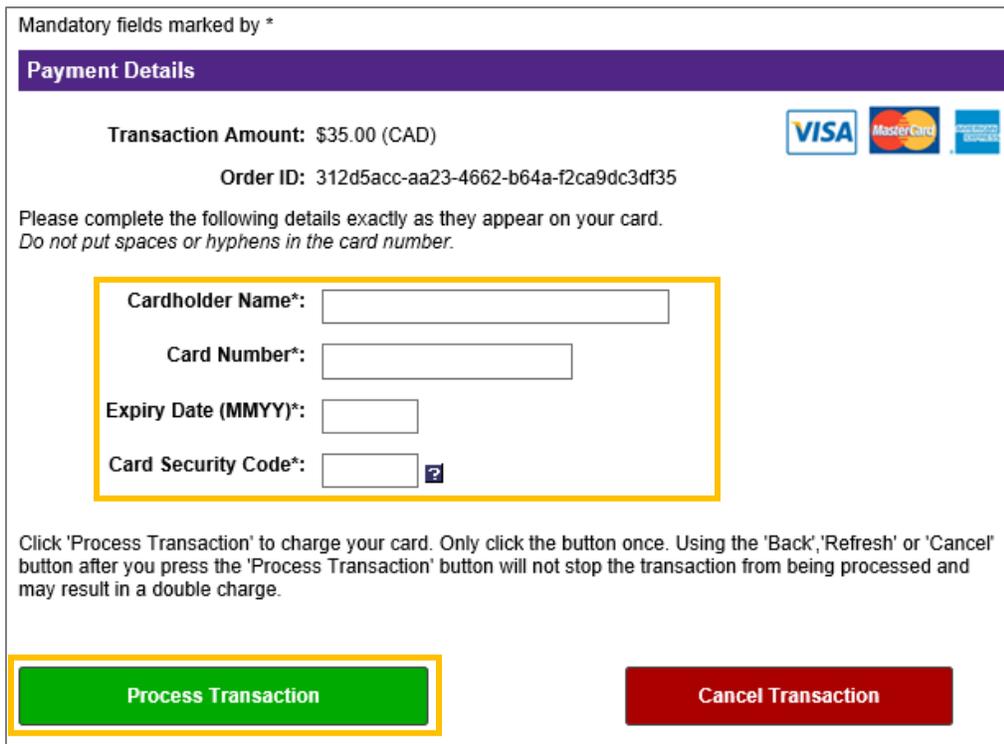
Checkout

Email Address

PARKTEST@UWO.CA

Next>>

- 8) Click **'Next'** again to move to the payment window.
- a) **Note:** you may see information regarding Payroll Deduction at the top of the screen, this is default text and is not related to payment of tickets.
- 9) Enter the credit card details to pay for the ticket online.
- a) Click **'Process Transaction'** to finalize payment.
- i) A confirmation message will appear once payment goes through, and you will receive a confirmation email.



Mandatory fields marked by *

Payment Details

Transaction Amount: \$35.00 (CAD)

Order ID: 312d5acc-aa23-4662-b64a-f2ca9dc3df35

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction

Cancel Transaction

Note: To pay by cash or debit card go to Parking Services in the Support Services Building, room 4150, Monday to Friday between 8:30am and 4:00pm. You cannot pay for tickets using a speedcode.

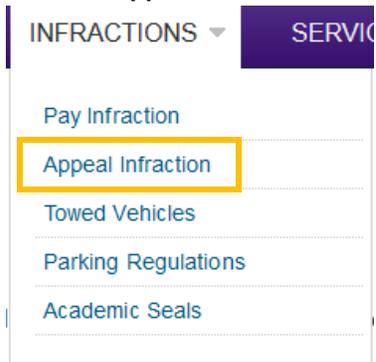
Appealing Campus Parking Tickets

If you believe you received a parking ticket in error, it may be appealed online **ONLY**, and must be submitted within 14 days of the ticket being issued. After 14 days appeals will not be accepted.

An independent committee reviews all appeals. Staff in the Parking Services office are not able to make any changes to a parking ticket.

To submit an appeal, follow the steps listed below:

- 1) Pay any outstanding parking tickets, other than the one you are appealing. Refer to 'Viewing / Paying Campus Parking Tickets' for details.
- 2) Go to www.uwo.ca/parking
- 3) Hover over '**Infractions**' from the menu along the top, and then
 - a) Click on '**Appeal Infraction**' from the drop down menu



- 4) Review the '**Important Reminders**', '**Service Fees**', and other information on the webpage before submitting an appeal. This information will help you submit a valid appeal.

▶ Important Reminders
▶ Service Fees
▶ Fire Route, Tow Zone, Campus Police Tickets Etc.
▶ Administration of Appeals
▶ Writing Your Appeal
▶ Appeal Results
▶ Unsettled Parking Accounts

- 5) Click on '**Submit Appeal Online**' at the bottom of the page.

[Submit Appeal Online](#)

- 6) Look up the ticket by either:
 - a) Entering the ticket number in the 'Citation Number' field, or
 - b) Entering the vehicle license plate in the 'Plate Number' field
 - i) Click on 'Search Citations'

- 7) Click on 'Appeal' next to the citation

- 8) Enter the 'Plate Number' in the pop-up box, and then
 - a) Click 'Confirm'

- 9) Click 'Western University Login' if you are faculty / staff, or click 'Guest Login' if you are student / guest, and then
 - a) Enter your username and password
 - b) Click 'Login'

10) Click the 'IMG_####.JPG' files to view images for the infraction

Appeal Agreement

Review the details of your citation below. Carefully read the statements and indicate you have read and understand them. When you are ready to proceed, click the 'Next>>' button.

Citation Number 17_201206722
Citation Date 4/15/2019 10:08:47 AM
License Plate ABCD123 ON
Citation Balance \$###.##
Payment Status Unpaid
Violation Description PARKED IN TOW ZONE

Attachments
Photo [IMG_04152019_100818.JPG] Photo [IMG_04152019_100842.JPG] Photo [IMG_04152019_100828.JPG] Photo [IMG_04152019_100837.JPG]

- I have read and understand the Parking Office Guidelines for Appeal.
- I have read and understand the Rules and Regulations of the Western University Parking Office as they relate to citation appeals.
- I am aware that pictures are taken with each citation.
- I am aware that I can request an open hearing in my online appeal.

I have read and understand the above statements

Next >>

Example of images related to a parking ticket.



11) Read the bullet points and review the guidelines, rules and regulations as required, and then

a) Click 'I have read and understand the above statements' and

i) Click 'Next'

- I have read and understand the Parking Office Guidelines for Appeal.

- I have read and understand the Rules and Regulations of the Western University Parking Office as they relate to citation appeals.

- I am aware that pictures are taken with each citation.

- I am aware that I can request an open hearing in my online appeal.

I have read and understand the above statements

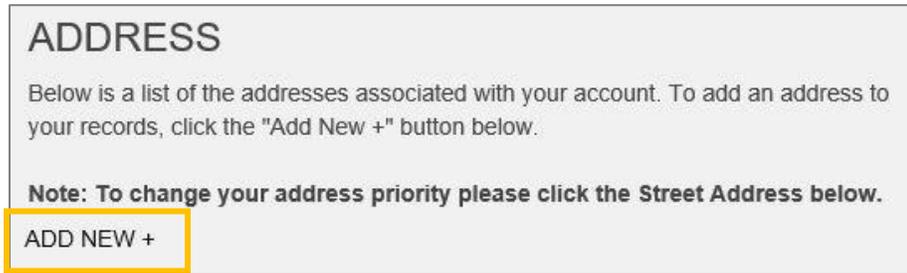
Next >>

- 12) Select your **'Address'** using the drop down menu, if it is not already displayed, or
a) Click **'Add'** if one is not listed, or you need to enter a new one.



The screenshot shows a form titled "Address" with a dropdown menu containing the text "Select One". To the right of the dropdown is a small square button with a downward arrow, and further right is a rectangular button labeled "Add". Both the dropdown and the "Add" button are highlighted with a yellow border.

- b) Click **'Add New+'** to enter a new one and enter the address details.



The screenshot shows a section titled "ADDRESS". Below the title is a paragraph: "Below is a list of the addresses associated with your account. To add an address to your records, click the 'Add New +' button below." Below this is a note: "Note: To change your address priority please click the Street Address below." At the bottom left, a button labeled "ADD NEW +" is highlighted with a yellow border.

- i) Click **'Save New'**  and then
ii) Click **'Return'**  from the bottom of the Account Information window.

- 13) Select **'your preferred method of contact'** from the available options.



The screenshot shows a form titled "Select your preferred method of contact *". There are two radio button options: "Via Email" (which is selected and highlighted with a yellow border) and "Via Mail" (also highlighted with a yellow border).

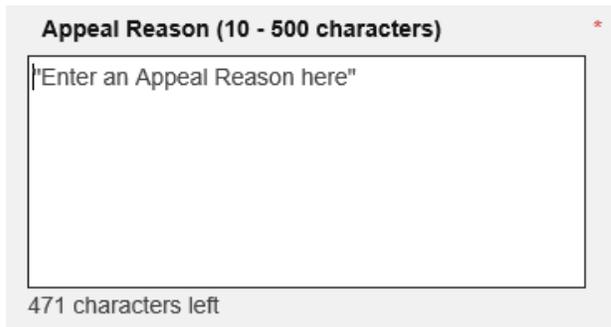
- 14) Enter **'Business Phone'**, **'Home Phone'** and or **'Cell Phone'** numbers. (optional)



The screenshot shows three input fields for phone numbers. The first field is labeled "Business Phone" and contains the number "519-123-4567". The second field is labeled "Home Phone" and is empty. The third field is labeled "Cell Phone" and is empty.

15) Enter your **'Appeal Reason'** in the comments box

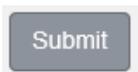
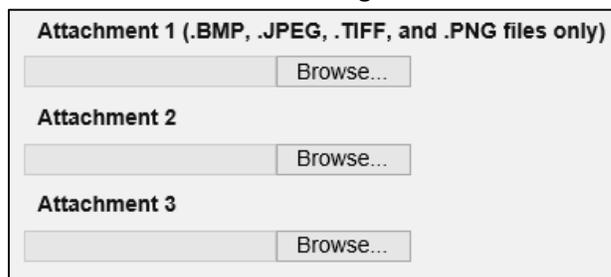
Note: You are limited to 500 characters. Please keep appeals succinct and factual.



16) Review the photos uploaded by Parking Services and if necessary, add any images that you feel that support your appeal.

a) Only .bmp, .jpg, tiff, or .png files are accepted.

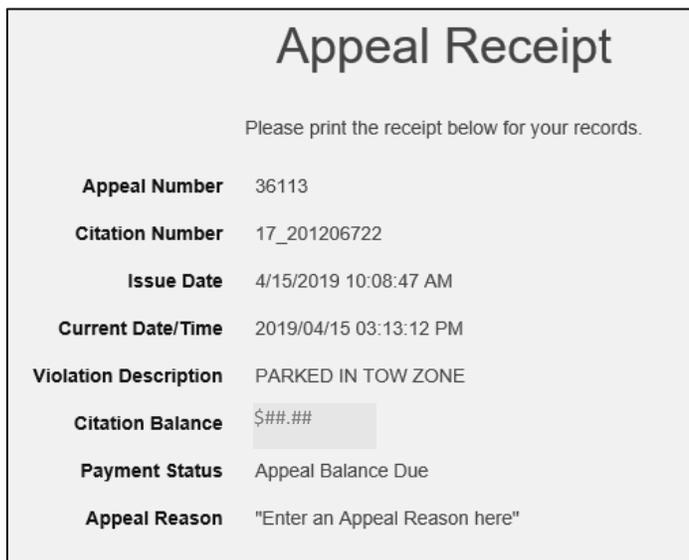
Note: Total file size for all images combined must be less than 5mb.



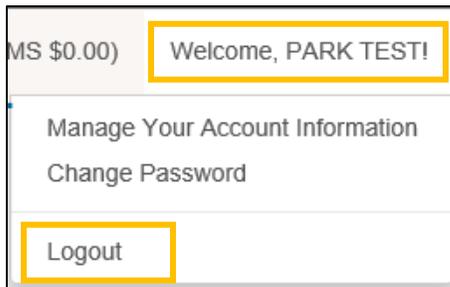
17) Click **'Submit'**

18) Print / save the Appeal Receipt for your records

Note: The appeals process can take up to 6 weeks from the time of submission.



- 19) Click your **'User Name'** from the top right of the window and
- a) Click **'Logout'** from the drop down menu, to exit the Parking Portal system



Reporting Vehicle Infractions

If you believe there is a need for parking enforcement:

- 1) Contact the Parking Services office immediately by:
 - a) Phone: 519-661-3973, or
 - b) E-mail: wparking@uwo.ca
- 2) Indicate what parking offense is occurring, how to identify the vehicle, and where it is located on campus.

What do to if You think Your Vehicle was Stolen

Vehicle thefts are very rare on campus. If you suspect your vehicle has been stolen you should immediately contact Campus Police by calling: 519-661-3300

What do to if Your Vehicle was Towed

Vehicles are only towed due to a large amount of outstanding fines, or due to traffic and safety issues. If you suspect your vehicle has been towed follow the steps listed below:

- 1) Contact Parking Services between 8:30am and 4:00pm, Mondays through Fridays:
 - a) By phone at 519-661-3973 or
 - b) In person in Support Services Building room 4150
- 2) If it is after hours/weekends, contact Campus Police directly by calling: 519-661-3300.
 - a) Campus Police is made aware of any tows that have occurred on campus.

Note: All fees charged by the towing company must be paid by the driver of the vehicle.

Arranging Carpooling

Carpooling is a great way to save money and protect the environment. Western offers a Carpool program that enables participants to receive preferred parking in a lot on campus, can provide a ride home program that can be used in emergency situations, and enables carpoolers to park free on campus once a month for the occasions where carpooling doesn't fit with their schedule. To see if you qualify to participate, follow the steps listed below:

- 1) Find a **Carpool Partner**:
 - a) You can do this on your own, or by

- b) Signing up with the City of London Ride Share program at: <https://uwo.regionalrideshare.ca/en/my/>
 - i) Once you are signed up, you can view other potential Carpool partners.
 - ii) Contact them and see if you would be a match.
- 2) Go to: <https://www.uwo.ca/parking/find/sustainable/carpooling.html>
 - a) And click on 'Carpool Program Policies' in the middle of the page, and
 - b) Read and agree to the Policies.

Read and agree to the **Carpool Program Policies**

- 3) Set up an appointment with Parking Services to begin the approval process for entry into the program, by either:
 - a) Going to the office located in Support Services Building, SSB-4150, Monday to Friday between 8:30am and 4:00pm, or
 - b) Emailing Parking Services at: wparking@uwo.ca

For more information go to: <https://www.uwo.ca/parking/find/sustainable/carpooling.html>

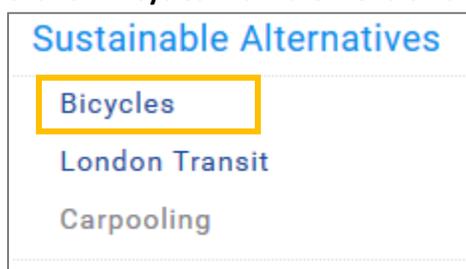
Renting a Bike Locker

Bike lockers are available to faculty, staff, and students on campus for rent, subject to availability. To request a bike locker, follow the steps listed below:

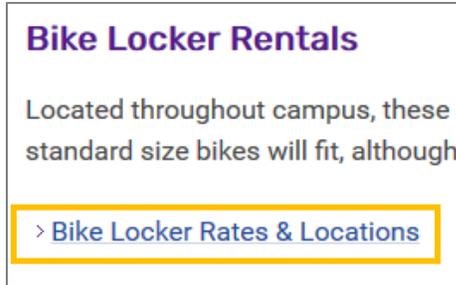
- 1) Go to: www.uwo.ca/parking
- 2) Hover over 'Find Parking' and then
 - a) Click on 'Sustainable Alternatives' from the drop down menu



- 3) Click on 'Bicycles' from the menu on the left and read the information about bike locker rental



- 4) Click on **'Bike Locker Rates & Locations'**
 - a) And determine your preferred location from the options listed.



- 5) Please confirm that your bike will fit within the bike locker by using the locker dimensions.
 - a) 4 feet 2 inches high, by 6 feet 5 inches deep, by 4 feet 8 inches wide
- 6) Send an email to Parking Services at: wparking@uwo.ca
 - a) Indicate your interest and
 - b) Preferred bike locker location
- 7) Parking Services will confirm receipt of your email and
 - a) If a bike locker is available, Parking Services will provide instructions for completing a rental agreement, paying a deposit and picking up a key for the locker.
 - i) Make note of the locker renewal date and contact Parking Services 2 weeks prior to that date to either cancel or renew the rental.
 - b) If there are no bike lockers available, you will be placed on a waitlist, using the date/time stamp of your email.
 - i) Parking Services will contact you once a bike locker becomes available.

Note: Bike locker rental fees must be paid upfront by cash, credit or debit card. A deposit fee is also required for the key and will be refunded when the locker rental ends and the key is returned.

Obtaining Vehicle Help: Dead Battery / Locked Out

Western strives to offer assistance to motorists with a dead vehicle battery or who are locked out of their vehicles. This service is subject to availability. To utilize this service, follow the steps listed below:

If it is:	Then call:
Monday to Friday between 8:30am – 4:00pm	Parking Services: at: 519-661-3973 c) Indicate the issue you are having, and d) Location of the vehicle <i>Note: The driver MUST be at the vehicle to meet Parking Services.</i>
Monday through Friday, 4:00pm until 8:00pm	Campus Police at: 519-661-3300 e) Indicate the issue you are having, and f) Location of the vehicle <i>Note: The driver MUST be at the vehicle to meet Campus Police.</i>

Note: When a battery boost has been requested, please raise your hood as this makes it easier for our staff to find your car in a crowded lot.

Electric Vehicle Charging Stations

Western provides electric vehicle charging stations on campus, to be used for a short duration while a vehicle is charging. These charging stations are located in:

- Visual Arts Parking lot – 2 spots
- Alumni Thompson Parking lot – 2 spots

For more details about these charging stations, or if you require access, contact Parking Services by email at: wparking@uwo.ca.