

Appealing Campus Parking Tickets

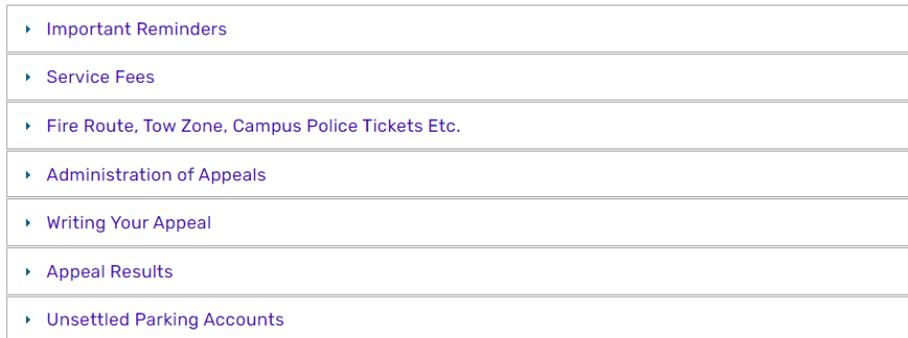
If you believe you received a parking ticket in error, it may be appealed online ONLY, and must be submitted within 14 days of the ticket being issued. After 14 days appeals will not be accepted. An independent committee reviews all appeals. Staff in the **Parking Services*** office are not able to make 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.



- 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**'

TIP: when entering vehicle plate do not include spaces e.g. ASAR719

A screenshot of a search form titled 'CITATIONS'. It has a 'Citation Number' field, a '-OR-' separator, a 'State' dropdown menu (set to 'ONTARIO'), and a 'Plate Number' field (containing 'ABCD1234'). There is a 'Search Citations' button at the bottom.

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



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

A 'Confirm Plate Number' dialog box with a close button (X) in the top right. The 'Plate Number' field contains 'ABCD123' and is highlighted with a yellow box. Below the field are 'Close' and 'Confirm' buttons, with the 'Confirm' button highlighted in yellow.

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

An 'Appeal Agreement' page with the following details: 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. The 'Attachments' section lists four photo files: [IMG_04152019_100818.JPG], [IMG_04152019_100842.JPG], [IMG_04152019_100828.JPG], and [IMG_04152019_100837.JPG], with the first one highlighted in yellow. Below are four bullet points of terms and conditions, and a checkbox for 'I have read and understand the above statements'. A 'Next >>' button is at the bottom.

Example of images related to a parking ticket.



10) 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.'**

The 'Appeal Agreement' page with the checkbox 'I have read and understand the above statements' highlighted in yellow. The 'Next >>' button is also highlighted in yellow.

11) Select your **'Email'** and **'Address'** using the drop-down menus or a) Click **'Add'** if one is not listed, or you need to enter a new one.

The screenshot shows two sections: 'Email' and 'Address'. Each section has a dropdown menu with 'Select One' and an 'Add' button. The dropdown menus and 'Add' buttons are highlighted with yellow boxes.

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

The screenshot shows a box 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 of the box is a button labeled 'ADD NEW +' which is highlighted with a yellow box.

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 box) and 'Via Mail' (also highlighted with a yellow box).

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

The screenshot shows three input fields: 'Business Phone' (containing '519-123-4567'), 'Home Phone', and 'Cell Phone'.

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

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

The screenshot shows a text area titled 'Appeal Reason (10 - 500 characters)'. The text area contains the placeholder text "Enter an Appeal Reason here". Below the text area, it says "471 characters left".

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.



Attachment 1 (.BMP, .JPEG, .TIFF, and .PNG files only)
Browse...
Attachment 2
Browse...
Attachment 3
Browse...

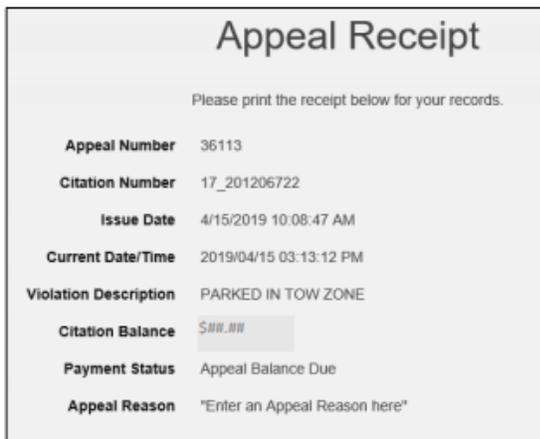
17) Click **'Submit'**



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.

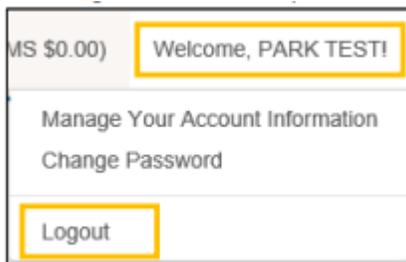


Appeal Receipt

Please print the receipt below for your records.

Appeal Number	36113
Citation Number	17_201206722
Issue Date	4/15/2019 10:08:47 AM
Current Date/Time	2019/04/15 03:13:12 PM
Violation Description	PARKED IN TOW ZONE
Citation Balance	\$###.##
Payment Status	Appeal Balance Due
Appeal Reason	"Enter an Appeal Reason here"

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.



MS \$0.00) Welcome, PARK TEST!

Manage Your Account Information
Change Password

Logout

*For Parking Services location and hours of operation please visit <https://www.uwo.ca/parking/>