PARKING SERVICES

Online Permit Registration Instructions for Current Permit Customers
This document is available on the City website at:
*https://www.eugene-or.gov/3897/Buy-A-Parking-Permit*

Below you will find instructions for registering for Eugene's new online parking permit application system, managed through IPS Group. If you need further assistance, please contact Travis Hargitt at Travis.L.Hargitt@ci.eugene.or.us and I will walk you through the process.

1. **First, login/register at: https://www.thepermitportal.com/IPS**

2. **Next, click "Apply for a Permit".**

3. **Select your parking location from the drop down menu option.**
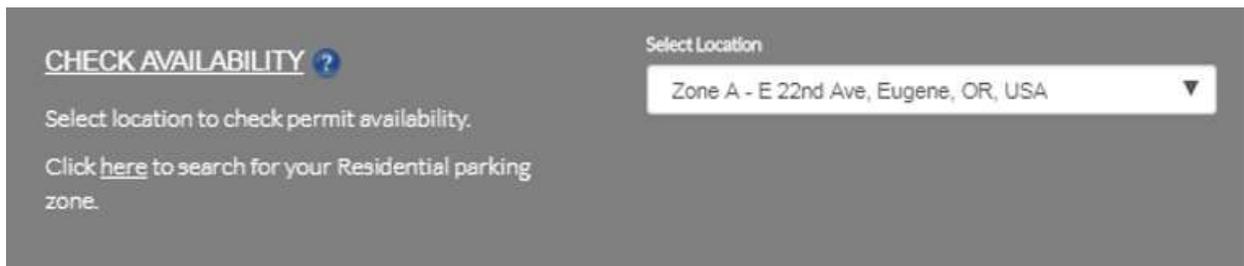
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4. **Permit Selection:**
   Note that the permit application start date is the day you want to start parking in that location. Select the green "apply" button next to the option that meets your residential status.

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5. Apply for Permit:

      a. Ensure you have the correct location, permit subtype, start date, and cost listed.

      b. Application type: Unless this is a permit purchased by a company, select "individual".

      c. Number of permits: Enter the number you want to apply for. One vehicle per permit.

      d. Select how you want to receive your fulfillment of your permit.

      e. Select your preferred payment option. Credit card is the default.

      f. Click "Add Address" to enter the address you want the permit mailed to.

      g. If you are buying more than one permit and need to add another vehicle, click on "Add Vehicle" and enter in all the data.

      h. If you have a current Zone sticker permit, please ensure the permit number is listed on the vehicle information page.

      i. Be sure to check the "Select Record" box associated with the vehicle on the permit.

      j. Upload the required supporting documentation. If you hover your mouse over each item title, a description is displayed on what meets the requirements for each item. You can upload a PDF or JPEG picture file. When the file is successfully uploaded, you will see the file name displayed on the right next to the choose file button.


      k. Once everything is complete, select the **"Submit"** button at the bottom.

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5. **Your application is now complete and pending approval! (Continue below to add payment.)**
The screen below will display, and you will receive an email notifying you that your application was successful. You may need to check your spam folder to find it. If so, please add Permits@thepermitportal.com to your address book for future mailings.
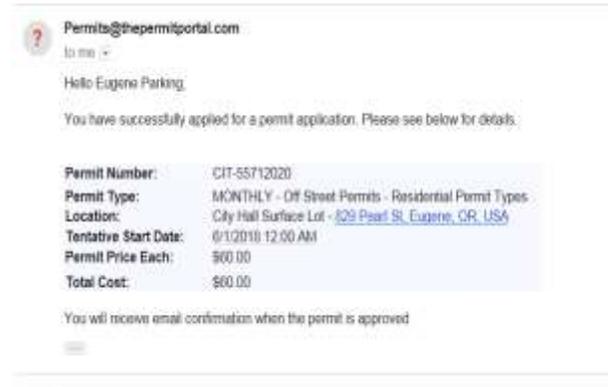
6. **Please view your profile by clicking on your name, listed to the right of "Welcome".**
If you plan to pay with a credit card, you will need to register the card with the system.
Click on the plus (+) next to "Add Card" to be directed to the secure PCI-compliant web page and enter your card info.
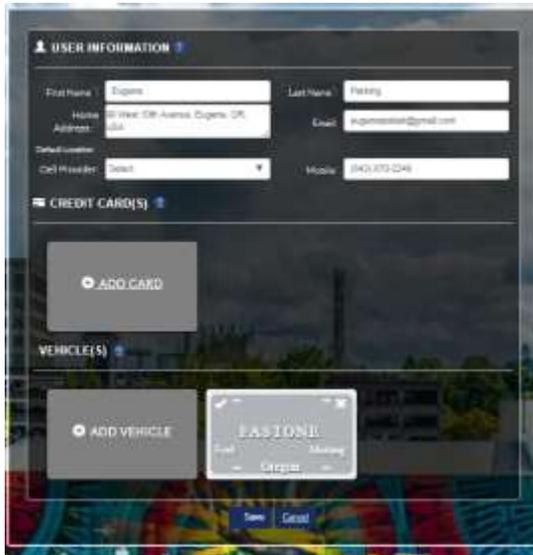
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7. **Once your card is registered, you will see an "Alias Temp" card that will securely display only the first six and last four digits of your card number.**

8. **Once your payment information has been approved, you will receive an email with a confirmation "link" to pay. Please follow the link to finalize the process.**
    Instead of waiting for the email, you may alternatively go back to the dashboard, click on "Permits," then "My Permits," and view your application.

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9. **Your permit information details will display next. Please select "Proceed to Checkout" if your information is correct.**

10. **The next step is to select the payment card and click "Pay Now".**

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11. **Now a confirmation screen will be displayed and you will receive a confirmation email.**

12. **Congratulations, your purchase is complete!**
Depending on what option you selected, your permit will either arrive in the mail or it will be waiting for you to pick it up at the Republic Parking office in Downtown Eugene inside the Atrium building at 99 West 10th Avenue.

Guest Permits

Starting 20 Aug, you will be able to obtain Guest Permits via the online system as well. If you require them prior to 20 Aug, please visit Republic Parking at 99 W 10th Ave, Eugene OR 97401