

## How to Order a Permit in Aims Parking

1. Log into your account at <https://eugene.aimsparking.com/>.
2. **Click Order Permits.**

The screenshot shows the 'City of Eugene Parking Portal' account page for 'John Doe'. The account number is E0000649 and the current balance is \$0.00. A notice states that the account's address is eligible for a resident street permit. The 'Order Permits' button is circled in pink. Other options include 'Edit Contact Information', 'Modify Account Vehicles', and 'Proof of Residency Documents'.

3. You will automatically be shown the permit types your address is eligible for. **Select your permit type** from the options shown.

The 'Order Permit' page displays the following options:

- Renters Quarterly - Zone H - Q3 2021 (\$100.00)**  
Renters Quarterly Permit: Requires Proof of Residency, Photo ID, and Current Vehicle Registration
- Home Owner 1 Year - Zone H - 2022 (\$40.00)**  
Annual (One Year) Permit: Requires Proof of Residency, Photo ID, and Current Vehicle Registration
- Home Owner 2 Year - Zone H - 2023 (\$80.00)**  
Two Year Homeowner Permit: Requires Current Tax Statement or Deed, Photo ID, and Current Vehicle Registration. Long Term Renters may apply with Lease Agreement showing 4+ years occupancy PLUS recent utility bill or bank statement dated within 30 days.
- Non Active Resident Guest - Zone H (\$0.00)**  
Non Active Resident Guest Permit: Requires Proof of Residency.
- Service Permit (\$0.00)**  
Issued for housekeeping, caregiving, and routine yard maintenance services. Must upload signed contract detailing type of service rendered, frequency of service, address, and service provider contact information. Proof of Residency is also required.
- Space Rental (\$5.00 / day)**  
Issued for construction, contractor, and moving vehicles. Please use Comment box to describe intended use and parking location.

**NOTE:** Renters Quarterly permits are typically available to purchase 6 weeks prior to the start of the new quarter. If you are applying early and don't see the correct permit option, check back later.

4. **Add Your Vehicle.** If you have vehicles added to your account already, you will be able to select the vehicle instead of adding a new one. You may have one vehicle per permit.

The screenshot shows a web form titled "Order Permit". It has three sections: "Permit Type" with a dropdown menu showing "Renters Quarterly - Zone H - Q3 2021 (\$100.00)" and a checkmark; "Dates" with a dropdown menu showing "08/10/2021 - 09/30/2021" and a checkmark; and "Please Select 1 Vehicle" with a button labeled "Add Vehicle" circled in pink. A "Confirm" button is located at the bottom right.

5. **Click Add Attachment.** Residential Parking Permits have strict eligibility requirements. You will need to upload Proof of Residency, Photo ID and Vehicle Registration for all Annual, Two-Year, and Quarterly permit applications. Visit <https://www.eugene-or.gov/776/Parking> for a list of accepted documents.

The screenshot shows a web form titled "Order Permit". It has four sections: "Permit Type" with a dropdown menu showing "Renters Quarterly - Zone H - Q3 2021 (\$100.00)" and a checkmark; "Dates" with a dropdown menu showing "08/10/2021 - 09/30/2021" and a checkmark; "Vehicle" with a dropdown menu showing "OR ABC123 (White Honda Accord)" and a checkmark; and "Attachments" with the text "You may upload up to 3 attachments (at least 1 attachment required)." and a button labeled "+ Add Attachment" circled in pink. Below the button, it says "Acceptable filetypes: .jpg, .png, .bmp, .pdf, Max filesize: 19Mb". A "Confirm" button is located at the bottom right.

6. Comment Box (**Optional**): You may leave the Comment Box blank. **If you need your permit to begin prior to 9/1/21, please add your requested start date.** Start dates after 9/1/21 will be automatically prorated and do not need comments. **Click Confirm.**

Order Permit

Permit Type  
Renters Quarterly - Zone H - Q3 2021 (\$100.00) ✓

Dates  
08/10/2021 - 09/30/2021 ✓

Vehicle  
OR ABC123 (White Honda Accord) ✓

Attachments  
Attachments Collected ✓

Comments

Confirm

7. Review the Terms of Service and **Click the Check Box. Click Add Permit to Cart.**

Terms of Service

- I agree to accept the parking permit issued upon submission of this application, and will use the privileges subject to the regulations listed.
- I will familiarize myself with the parking violations and the parking map.
- I understand that parking is at my own risk
- I affirm that the information given is true
- In using this tool, I confirm that the information entered above is from my personal billing statement. If it is not, I confirm that I am authorized by the account holder to complete this form on their behalf.

I have read and agree to the terms of service above

Add Permit to Cart

8. Checkout: **Choose your payment method (Pay by Check or Pay by Credit Card).** If you choose to pay by credit card, you will be charged a pre-authorized amount which will process upon application approval. If you choose to pay by check, you'll be sent payment instructions upon application approval.

Checkout

Pay By Check Pay By Credit Card

Email\* johndoe@gmail.com

**Billing Information**

**Billing Address**

Name\* John Doe

Street Address\* 1810 Harris St

Country\* United States of America

City\* Eugene

State/Prov.\* Oregon

Zip/Postal\* 97403

**Credit Card Information**

Credit Card #\* 1234567898765432

Expiration Date\* 0123

Security Code\* 123

Discover Mastercard VISA

Save Credit Card

Checkout

9. **Receive Receipt.** After submitting your application, you will be emailed confirmation of your submission. It can take up to 5 business days for your application to be manually reviewed and approved. When your permit is approved and payment has processed, you will receive a second email containing a link to view your permit. Your permit is Active. Your permit is digital and assigned to your license plate!

## Application FAQ

### 1. How long does it take to get a Residential Parking Permit?

- a. It can take up to 5 business days to manually review your application. You will be notified via email when your application is approved and payment is processed.

### 2. Will you send me my permit?

- a. No. We do not issue physical permits. Your permit can be viewed at any time via your account at <https://eugene.aimsparking.com/>. Permits are digitally assigned to your license plate. Permits are active once payment is processed.

### 3. How do I change the vehicle on my permit?

- a. You can edit vehicles via the **Vehicle tab** in your account tools, or through the **Modify Account Vehicles** button. Vehicle edits can be submitted as either a temporary change (loaner vehicle) or permanent change (new car). If you need to make a permanent change, you may be asked to submit new vehicle registration to prove ownership.

### 4. I don't see the permit I'm looking for. Why?

- a. You'll only be shown permits that you are eligible for according to your address. We can't issue residential permits for a different zone than you live in.
- b. We typically accept applications 6 weeks in advance of the renewal period. If you are applying early and don't see the correct permit option, check back later.