

## **Application FAQs**

### **What is the new permit website?**

<https://eugene.aimsparking.com/> (There is no “www” as was sent in the postcard.)

### **I don't see my zone in the location drop down.**

We are no longer using the Permit Portal (IPS) to issue permits. Permits are issued through Aims Parking at <https://eugene.aimsparking.com/>. There is no location drop down in the new system. When you click Order Permits, you'll only be shown permit types your address is eligible for.

### **I'm a long-term customer. Do I need to register a new account in Aims?**

No, your account information has been transferred to Aims. The account is tied to the email address you used in the old system. The first time you visit <https://eugene.aimsparking.com/> , click Login. Click Forgot Password to send a password reset link to your email address. Once you create your new password, you can login to view your account or Order Permits. Your current permits have been transferred and can be viewed in your account.

### **I'm a new customer. When I try to register, it says my address isn't recognized.**

Start typing your address and allow the options to populate in the pick list. Select your address from the pick list. This ensures the format is recognized as a valid address.

### **What do I need to upload with my application?**

For a 2-year Homeowner permit, you'll need a tax statement or deed, photo ID, and vehicle registration. For a 1-year annual permit, you can use a recent utility bill, bank statement or your Oregon Driver's license with current address as your proof of residency. Photo ID and registration are also required.

### **I don't have a copy of my tax statement. Where do I find it?**

You can access public record property information on the Lane County Assessment and Taxation website: <http://apps.lanecounty.org/propertyaccountinformation/>  
For permit purposes, we only need to see the property ownership details (name & address).

### **The Aims website says I only have to upload one attachment. Is that true?**

You must upload at least one attachment to submit your application. You may upload up to five attachments. We require Proof of Residency, Photo ID and Registration to verify eligibility.

### **Don't you have my info? Why do I need to upload these each year?**

We are legally required by City Admin Order to verify eligibility with these documents prior to issuing a residential permit. We do not retain your records.

**I'm having trouble uploading pictures of my documents.**

We can accept: .jpg, .gif, .png, .bmp .pdf file types with a maximum size of 19Mb. If your file is a different format, or too large, you won't be able to upload it.

**Can I upload pictures from my phone?**

Yes. Most phone pictures are supported. If you're uploading pictures from an iPhone, be sure you're not trying to upload a "Live" photo. These are not a supported format.

**I can't get my attachments to upload. What should I do?**

If you are struggling with your uploads, you can email them to [parkingpermits@eugene-or.gov](mailto:parkingpermits@eugene-or.gov), or mail photocopies to our office:

Attn Parking Services  
99 W. 10<sup>th</sup> Ave.  
Eugene, OR 97401

**How many permits do I need?**

We require one permit per vehicle. You will need a permit for any vehicle you want to park on the street over the posted time limits.

**I was charged and then my application was rejected. Now what?**

If you choose to pay by credit card, your card will have a preauthorized charge held until we review your application. If we approve your application, we will process the charge and the permit will be active. If we reject the application, the preauthorized charge will be cleared and the hold will disappear immediately. You are not charged for rejected applications.

**Will I get a replacement sticker?**

No. Stickers and other physical permits are no longer issued. We use license plate recognition to identify valid permit holders.

**How do I get guest permits?**

Log into your account at <https://eugene.aimsparking.com/> and click Order Permit. You will see the guest permit type you're eligible for as an option. You can generate guest permits 5 days in advance and for up to 3-day durations. If your guest is staying longer than 3 days, you'll need to order enough permits to cover that time.