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](http://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.
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 I) - 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.
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.

![Purchase or Renew a Permit](image)

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.

<table>
<thead>
<tr>
<th>Select</th>
<th>Quantity</th>
<th>Permit Fee</th>
<th>Deposit</th>
<th>Permit Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>$0.00</td>
<td>$##.##</td>
<td>AVI Tag Deposit / AVI Deposit</td>
</tr>
</tbody>
</table>

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

![Permit Description](image)

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

![Rules and Regulations](image)
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.
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).

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 as close as possible.

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.

20) View your purchase details and confirm your ‘Email Address’, and then
   a) Click ‘Next’ to complete the purchase.
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)

22) Click ‘Next’.

23) Enter the credit card information and
   a) Click ‘Process Transaction’
Review the Receipt information and then
a) 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.
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.

<table>
<thead>
<tr>
<th>Select</th>
<th>Quantity</th>
<th>Permit Fee</th>
<th>Deposit</th>
<th>Permit Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>$0.00</td>
<td>$###.##</td>
<td>AVI Tag Deposit / AVI Tag Deposit</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Select</th>
<th>Quantity</th>
<th>Permit Fee</th>
<th>Deposit</th>
<th>Permit Description</th>
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<tbody>
<tr>
<td></td>
<td>1</td>
<td>$0.00</td>
<td>$###.##</td>
<td>Student Non-reserved / GNR Summer ending Aug 31</td>
</tr>
</tbody>
</table>

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

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

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

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

14) Select the ‘Province/State’ of your vehicle 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.

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.

20) View your purchase details and confirm your ‘Email Address’, and then
   a) Click ‘Next’ to complete the purchase.
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’

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.

   ![Sign Up Button]

   a) If you are not already in the Parking Portal, you can access it by going to: [www.uwo.ca/parking/permits](http://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
   ![Email Address Fields]
   b) Enter your ‘9 Digit Western ID’, this is the number showing on your Western ONE card
   ![9 Digit Western ID]
   c) Select either:
      i) Faculty/Staff select ‘Guest’ from the Classification drop down,
      ii) Students select ‘Student’ from the Classification drop down.
   ![Classification]
   d) Enter your ‘First’, ‘Middle’ and ‘Last’ name in the name fields.
e) Enter your phone number in the ‘Phone Number’ field

![Phone number field with entered number: 519-123-4567]

f) Enter your Western password in the ‘Password’ fields
i) Both fields must be completed and must match

![Password field with entered passwords]

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.
<table>
<thead>
<tr>
<th>If you require an accessible parking permit for:</th>
<th>Then follow these steps:</th>
</tr>
</thead>
</table>
| Up to 8 weeks and you are an employee:         | 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](https://www.uwo.ca/hr/safety/ergo_rehab/index.html)  
2. Contact Parking Services to arrange to pick up your accessible parking permit by:  
   a) Visiting the Parking Service’s office  
      i) Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday |
| Up to 8 weeks and you are a student:           | 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/](http://www.sdc.uwo.ca/ssd/)  
2. Contact Parking Services to arrange to pick up your accessible parking permit by:  
   a) Visiting the Parking Service’s office  
      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: | 1. Bring a copy (front and back) of your ‘Accessibility Permit’ from the Ministry of Transportation Ontario to Parking Services:  
   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](http://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.

   ![Map Image]

   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.*
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.

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.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Billing Address (If different than left)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:*</td>
<td>Name:</td>
</tr>
<tr>
<td>Email:*</td>
<td>Email:</td>
</tr>
<tr>
<td>Department:*</td>
<td>Department:</td>
</tr>
<tr>
<td>Campus Address:*</td>
<td>Local Address (or Campus Address):</td>
</tr>
<tr>
<td>Campus Phone:*</td>
<td>Phone Number:</td>
</tr>
</tbody>
</table>

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.

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

<table>
<thead>
<tr>
<th>Select Option</th>
<th>If....</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Attendees will pay the daily rate for parking, this is most frequently used for large events. The cost to the department is $0.</td>
</tr>
<tr>
<td>B</td>
<td>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.</td>
</tr>
<tr>
<td>C</td>
<td>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.</td>
</tr>
<tr>
<td>D</td>
<td>You are unsure which is the best option, contact Parking Services to discuss your needs at: 519-661-3973 or email <a href="mailto:wparking@uwo.ca">wparking@uwo.ca</a>.</td>
</tr>
</tbody>
</table>

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.

13) Click ‘Submit Request Form’. A copy of the submission will be sent to the email indicated on the parking 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](http://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](mailto: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’
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.
Follow the steps below based on the number of parking passes your require:

<table>
<thead>
<tr>
<th>If you require:</th>
<th>Then follow the steps below:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only 1 parking pass and want to print or email it to the guest yourself...</td>
<td>Click ‘<strong>print the coupon</strong>’ found directly below the email field</td>
</tr>
<tr>
<td><strong>Note:</strong> this is the recommended method for 1 pass.</td>
<td>This will display the parking pass in a pdf format. Once the pdf if open you can print, or save it and attach to an email to send to the guest.</td>
</tr>
<tr>
<td>Only 1 parking pass and want the Portal system to email out the pass...</td>
<td>Enter the guest’s email in the ‘<strong>Send Coupon to Parker</strong>’ email field, to have the system send the pass to the guest.</td>
</tr>
<tr>
<td></td>
<td>• Click ‘<strong>Send Coupon</strong>’, and</td>
</tr>
<tr>
<td></td>
<td>• Click ‘<strong>Ok</strong>’ after you confirm you have entered the correct email address</td>
</tr>
<tr>
<td></td>
<td>You will see the success message below, confirming your pass has been emailed.</td>
</tr>
<tr>
<td></td>
<td>• Click ‘<strong>Exit Validation Management</strong>’ and close your browser window to close the Guest Portal.</td>
</tr>
<tr>
<td>You want 2 – 25 parking passes....</td>
<td>Enter the number of parking passes in the ‘<strong>Qty of Coupons</strong>’ field. You can enter up to a maximum of 25.</td>
</tr>
<tr>
<td><strong>Note:</strong> for more than 25 parking passes, refer to the steps ‘<strong>Arranging Parking for Special Events</strong>’</td>
<td><strong>Do not</strong> change the Expiration Date, it automatically defaults to a set future date.</td>
</tr>
<tr>
<td></td>
<td>• Click ‘<strong>Submit Request</strong>’ button</td>
</tr>
<tr>
<td></td>
<td>You will see the success message below, confirming your parking passes are being generated.</td>
</tr>
<tr>
<td></td>
<td>To view / print the parking passes refer to the steps in ‘<strong>Printing / Viewing Departmental Hosted Parking Passes</strong>’. It may take up to 10 minutes to generate the passes.</td>
</tr>
</tbody>
</table>

**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.

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

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

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.
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.**

<table>
<thead>
<tr>
<th>If you are:</th>
<th>Then follow the steps below:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and are temporarily cancelling your parking permit</td>
<td>1. Contact Parking Services and notify them that you want to temporarily cancel your parking permit by either:</td>
</tr>
<tr>
<td></td>
<td>a) Calling: 519-661-3973</td>
</tr>
<tr>
<td></td>
<td>b) Emailing: <a href="mailto:wparking@uwo.ca">wparking@uwo.ca</a> from your Western email address; emails from other addresses will not be accepted.</td>
</tr>
<tr>
<td></td>
<td>c) Visiting the Parking Service’s office in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday</td>
</tr>
<tr>
<td></td>
<td>2. Store your Hang Tag in a secure location, so that you have it when you want to obtain a parking permit again.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Staff and are permanently cancelling your parking permit</td>
<td>1. 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.</td>
</tr>
<tr>
<td></td>
<td>2. Take your Hang Tag to Parking Services in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday</td>
</tr>
<tr>
<td></td>
<td>3. Hand in your Hang Tag</td>
</tr>
</tbody>
</table>
| Have retired and want to switch to a Retiree Permit | 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.  
- Parking Service’s office is located in Support Services Building, room 4150 between 8:30am and 4:00pm Monday to Friday  
**Note:** Monthly parking fees do not apply. For details, refer to: [https://www.uwo.ca/parking/permits/retirees.html](https://www.uwo.ca/parking/permits/retirees.html) |
|---|---|
| A student and want to cancel your permit | 1) Bring your Hang Tag to the Parking Services:  
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.  

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.  

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](https://www.uwo.ca/parking/permits/students/index.html) |

### 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](http://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

PAY PARKING VIOLATION ONLINE

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.

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.

**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.
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.

**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_1050837.JPG)  
- Photo (IMG_04152019_102842.JPG)  
- Photo (IMG_04152019_100828.JPG)  
- Photo (IMG_04152019_100818.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

**Example of images related to a parking ticket.**

![Example images](https://example.com)

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’
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.

   ![Address dropdown menu]

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

   ![Address input form]

   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.

   ![Contact method selection]

14) Enter ‘Business Phone’, ‘Home Phone’ and or ‘Cell Phone’ numbers. (optional)

   ![Contact numbers input form]
15) Enter your ‘Appeal Reason’ in the comments box.
   Note: You are limited to 500 characters. Please keep appeals succinct and factual.

   ![Appeal Reason](image)

   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.

   ![Attachment](image)

   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.

   ![Appeal Receipt](image)
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

<table>
<thead>
<tr>
<th>Welcome, PARK TEST!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Your Account Information</td>
</tr>
<tr>
<td>Change Password</td>
</tr>
<tr>
<td>Logout</td>
</tr>
</tbody>
</table>

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/](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](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.

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](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](http://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.

   ![Bike Locker Rentals]
   Located throughout campus, these standard size bikes will fit, although

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:

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

*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.