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# Monthly Parking: Recurring Online Payments Program

Current Parker(s) User Guide • March 2020

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**PARKING  
SERVICES**

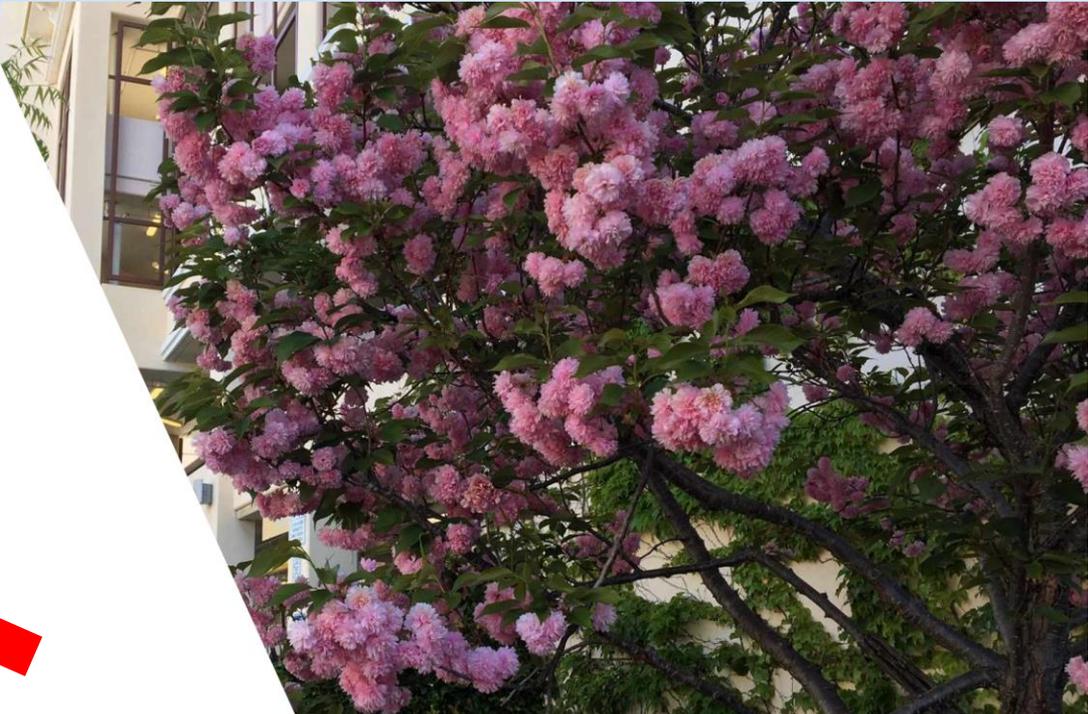
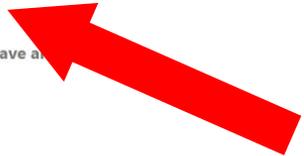
## Monthly Parking

New customers: Click [FIND MONTHLY PARKING](#) | Existing customers: Click [LOGIN](#)

[Find Monthly Parking](#)

[Login](#)

If you are a current monthly parking customer and don't have an ID, or you have forgotten your ID, [Click Here](#).



Customer portal webpage: Click “Login”

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## PARKING SERVICES

 Email

 .....

[Forgot Password](#)

[Login](#)



Use "Forgot Password" to reset your password

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### C Street Garage

900 C Street  
San Rafael, CA 94901

[Contact](#)

[Details](#)

### Account: 300 City of San Rafael Employee

No address on file  
[\(Update\)](#)

Amount Due: \$0.00

The most recent payment (\$1.25) was received on  
02/12/2020

Automatically Pays by Credit Card [\(Change\)](#)

Active Parkers: 29 [\(Update\)](#)

Start Date: 04/21/2006

[Pay](#)

[Invoices & Payments](#)

[Stop Parking](#)

[Help](#)

# Main account page

# TAKE NOTE OF ACCOUNT DUE:

- Never make payments while logged in unless your card has been disabled for non-payment.
- The City automatically/electronically charges your credit/debit card on the 25<sup>th</sup> of each month

# IF YOU HAVE A BALANCE DUE:

- It means that you have added a new parker(s) since the last electronic payment was charged
- Or that the City is preparing to charge your credit/debit card electronically on the upcoming 25th



### C Street Garage

900 C Street  
San Rafael, CA 94901

Contact

Details

Account: 300 City of San Rafael  
Employee

No address on file  
(Update)

Amount Due: \$0.00

The most recent payment (\$1.25) was received on  
02/12/2020

Automatically Pays by Credit Card (Change)

Active Parkers: 29 (Update)

Start Date: 04/21/2006

Pay

Invoices & Payments

Stop Parking

Help



To edit the credit/debit card on file, click: "Change"

## Monthly Payment Options

Select payment method



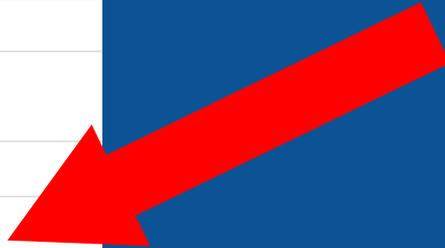
Name on Card

Card Number

Expiration Date

Update Payment Option

After entering new credit/debit card info, click: "Update Payment Option"



## Monthly Payment Options

[← Back to Account](#)

Select payment method

  
  
**Credit Card**  
  
**Check**

Name on Card

Card Number

Go “Back to Account”

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“Active Parker”+ payment info changes must be made before the 24th monthly, to reflect in payments debited on the 25th.

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### C Street Garage

900 C Street  
San Rafael, CA 94901

Contact

Details

### Account: 300 City of San Rafael Employee

No address on file  
(Update)

Amount Due: \$0.00

The most recent payment (\$1.25) was received on  
02/12/2020

Automatically Pays by Credit Card (Change)

Active Parkers: 29 (Update)

Start Date: 04/21/2006

Pay



Invoices & Payments



Stop Parking



Help



# Update + edit Active Parkers

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DPW Access Card #1 ([Edit](#))

Non-Reserved

8/30/2018

DPW Access Card #2 ([Edit](#))

Non-Reserved

8/30/2018



Click “Edit” to change info about an individual parker. Only names are necessary for account purposes (unless parking overnight regularly – see below)

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**Name**

Crystal K

**Type of Space**

Non-Reserved

**Rate**

TEST RATE for Credit Card  
\$1.25

**Reserved Space**

**Access Level**

C Street Staff Card

**Card Number**

**Permit Number**

**Start Date**

11/7/2012

**Email**

|

**Phone**

**Department**

**Last Day to Park**



Delete parkers/cards by entering “Last Day to Park” then “Save”

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\*Reminder: “Active Parker”+  
payment info changes must be  
made before the 24th monthly, to  
reflect in payments debited on the  
25th.

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[← Back to Account](#)

Account: 300 City of San Rafael Employee

[+ Add Parker](#)



Add new parkers to your account

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1

2

3

## Add New Parker

### Information

Please select a Start Date, the Type of Parking Space, and enter the new Parker's name.

#### Start Date

#### Type of Parking Space

#### Parker Name

[← Back](#)[Next](#)

- Choose a start date that makes financial sense; Parking fees are prorated at  $\frac{1}{2}$  month only
- Choose Non-Reserved



### C Street Garage

900 C Street  
San Rafael, CA 94901

Contact

Details

### Account: 300 City of San Rafael Employee

No address on file  
(Update)

Amount Due: \$0.00

The most recent payment (\$1.25) was received on  
02/12/2020

Automatically Pays by Credit Card (Change)

Active Parkers: 29 (Update)

Start Date: 04/21/2006

Pay



Invoices & Payments



Stop Parking



Help



On your main account page, click “Invoices & Payments” to view + print invoices/receipts

## Invoices and Payments



City of San Rafael  
Parking Services  
C Street Garage

Contact

Account: 300 City of San Rafael Employee

Amount Due: \$0.00

Show History From

 2/1/2020

Search

Date	Type	Description
	Prior Balance	
2/12/2020	<a href="#">Payment</a>	Credit card payment 174552
3/1/2020	<a href="#">Invoice, #100149</a>	Billing for 3/1/2020
3/3/2020	<a href="#">Payment</a>	Credit Card Payment: 183453

Click:  
“Payment”  
or  
“Invoice”  
to view +  
print these

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Downtown Residents /  
Regular Overnight Parkers

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### C Street Garage

900 C Street  
San Rafael, CA 94901

Contact

Details

### Account: 300 City of San Rafael Employee

No address on file  
(Update)

Amount Due: \$0.00

The most recent payment (\$1.25) was received on  
02/12/2020

Automatically Pays by Credit Card (Change)

Active Parkers: 29 (Update)

Start Date: 04/21/2006

Pay



Invoices & Payments



Stop Parking



Help



# Residents/Overnight Parkers

If you park overnight regularly:

- Input vehicle information in “Active Parkers” section, click SAVE

Email

Phone

Department

Last Day to Park

## Vehicles



+ Add Vehicle

State

Plate Number

Vehicle Make

Color

Save

# Add Overnight Vehicle Info

**Account: 300 City of San Rafael  
Employee**

No address on file  
([Update](#))

**Amount Due: \$0.00**

The most recent payment (\$1.25) was received on  
03/03/2020  
Pays by Check ([Change](#))

**Active Parkers: 27** ([Update](#))

**Start Date: 04/21/2006**

[Pay](#) >

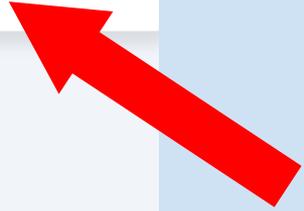
[Invoices & Payments](#) >

[Stop Parking](#) >

[Help](#) >

[Update Profile](#)

[Logout](#)



Always “Logout”