Monthly Parking: Recurring Online Payments Program

Current Parker(s) User Guide • March 2020
Customer portal webpage: Click “Login”
Use “Forgot Password” to reset your password
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
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 25th 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.
To edit the credit/debit card on file, click: “Change”
After entering new credit/debit card info, click: “Update Payment Option”
Go “Back to Account”
“Active Parker”+ payment info changes must be made before the 24th monthly, to reflect in payments debited on the 25th.
Update + edit Active Parkers
Click “Edit” to change info about an individual parker. Only names are necessary for account purposes (unless parking overnight regularly – see below).

<table>
<thead>
<tr>
<th>DPW Access Card #1</th>
<th>Non-Reserved</th>
<th>8/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPW Access Card #2</td>
<td>Non-Reserved</td>
<td>8/30/2018</td>
</tr>
</tbody>
</table>
Delete parkers/cards by entering “Last Day to Park” then “Save”
*Reminder: “Active Parker”+ payment info changes must be made before the 24th monthly, to reflect in payments debited on the 25th.
Add new parkers to your account
Choose a start date that makes financial sense; Parking fees are prorated at $\frac{1}{2}$ month only.

Choose Non-Reserved.
On your main account page, click “Invoices & Payments” to view + print invoices/receipts.
Invoices and Payments

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

**Amount Due:** $0.00

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### Show History From

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/1/2020</td>
<td></td>
<td>[Search]</td>
</tr>
<tr>
<td>2/12/2020</td>
<td>Prior Balance</td>
<td>Credit card payment 174552</td>
</tr>
<tr>
<td>3/1/2020</td>
<td>Invoice, #100149</td>
<td>Billing for 3/1/2020</td>
</tr>
<tr>
<td>3/3/2020</td>
<td>Payment</td>
<td>Credit Card Payment: 183453</td>
</tr>
</tbody>
</table>

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Click: “Payment” or “Invoice” to view + print these.
Downtown Residents / Regular Overnight Parkers
Residents/Overnight Parkers

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
If you park overnight regularly:

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

<table>
<thead>
<tr>
<th>Pay</th>
<th>Invoices &amp; Payments</th>
<th>Stop Parking</th>
<th>Help</th>
</tr>
</thead>
</table>

Always “Logout”