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# Monthly Parking: Recurring Online Payments Program

New Parker Instructions • March 2020

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**PARKING  
SERVICES**

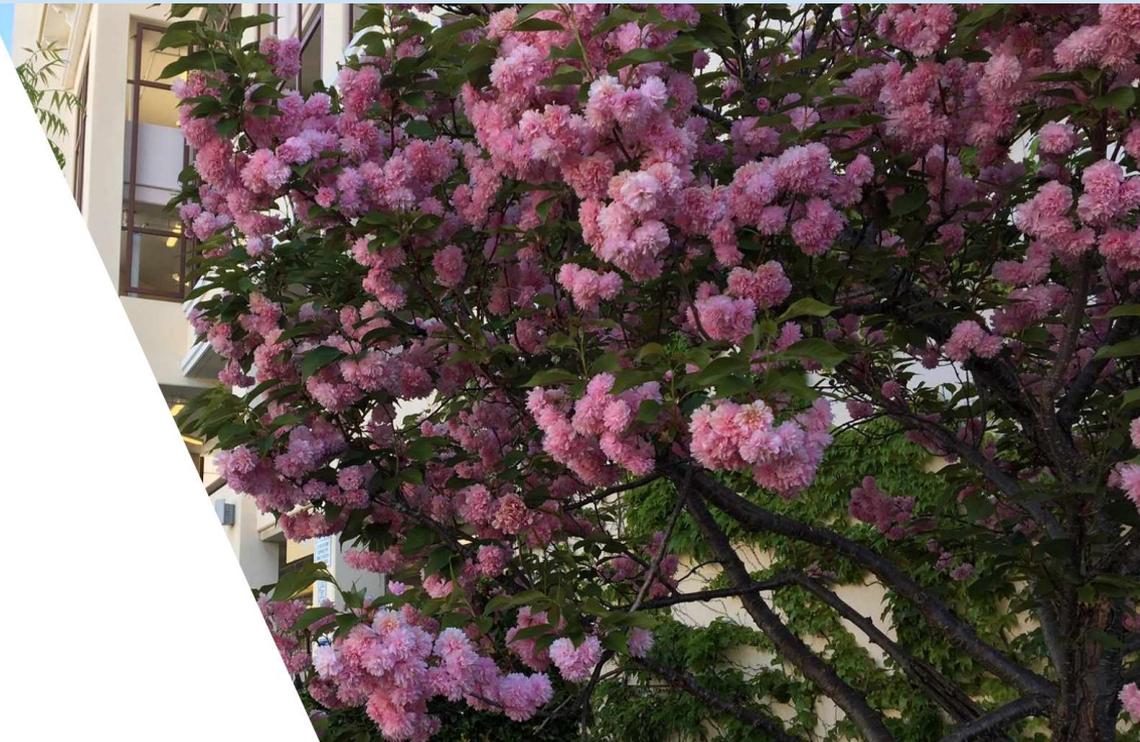
## Monthly Parking

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 have forgotten your ID, [Click Here](#).



# Customer portal webpage

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## PARKING SERVICES

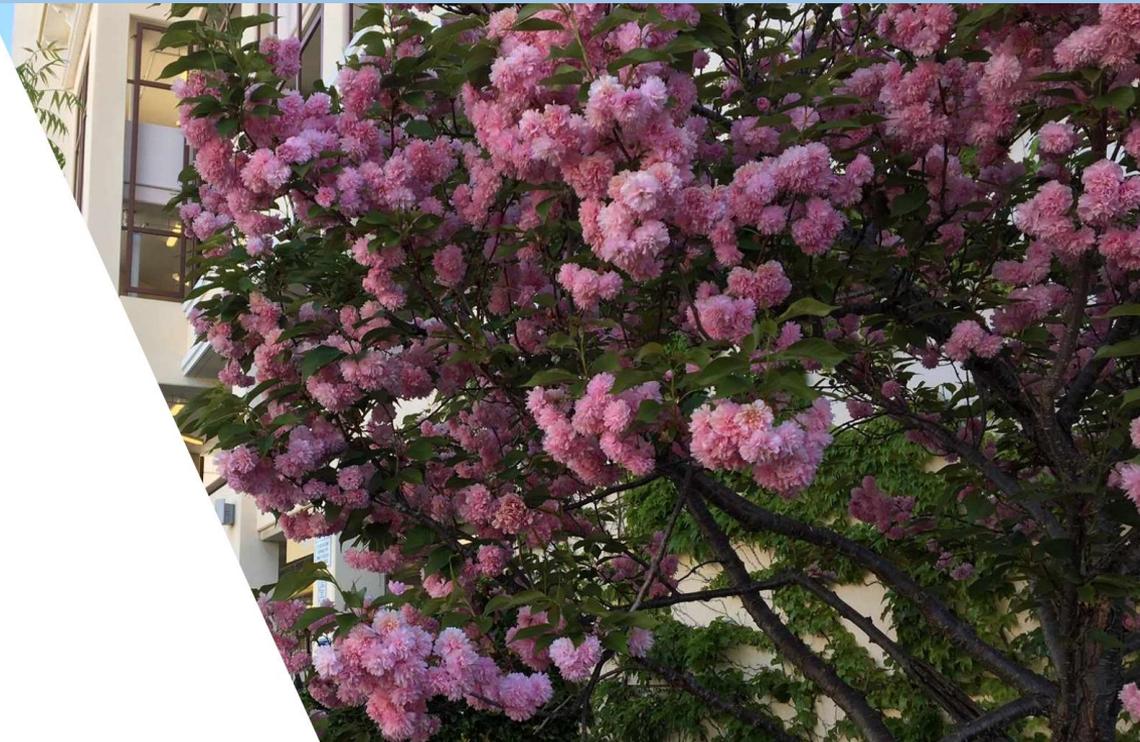
### Monthly Parking

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

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[Login](#)

If you are a current monthly parking customer and have forgotten your ID, or have forgotten your ID, [Click Here](#).



Click “Find Monthly Parking”

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PARKING SERVICES

san rafael

Find Parking

Français Login



### C Street Garage

900 C Street

409 feet

Starting at \$73.00 /mo



Details

Park Here →



Type "San Rafael" to find the C Street Garage  
Click "Park Here" to select the C Street Garage

# Does this apply to you?



1 — 2 — 3 — ✓

## Set up monthly parking

If you represent a business or organization that will need multiple parking spaces, before you sign up please contact us to make sure there are enough available spaces.

[Contact](#)

[← Back](#) [Next](#)

- Enter your email address
- Create your password; jot it down!

1

2

3



## Set up monthly parking

Please enter the password you want to use when logging in to this site.

**Password**

**Re-enter Password**

We ask you to enter it twice to ensure accuracy.

[← Back](#)

[Create Account](#)

Create your  
new account



1

2

3



## Set up monthly parking

Please enter name, phone number, and when you would like to start parking.

**Your Name**

**Phone Number**

**Start Date**

**Type of Parking Space**

[← Back](#)

[Next](#)

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



## Set up monthly parking

Your Account will be charged \$47.50 for adding this parker. Continue?

### New Parker Billing, julie 3/18/2020

Parking: \$36.50

Card Deposit: \$10.00

Service Fee: \$1.00

← No, Go Back

Yes, Continue

- 1/2 month fee charged between 15<sup>th</sup>-last day of month
- Refundable \$10 deposit
- Service fee is \$2, not \$1



## Payment

Enter payment information

Name on Card

Card Number

Expiration Date

CVV

Billing Zip Code

Amount Due

\$47.50

[Submit Payment](#)



[← Back](#)

**New accounts are charged upon signing up!**

## RECURRING PAYMENTS:

- Your credit/debit card will be charged automatically every 25<sup>th</sup>, monthly
- You do not need to make manual monthly payments going forward



### 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

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On your main account page, confirm that your “Amount Due” is \$0 after submitting your payment moments before. Then “update”+ confirm your account contact info looks good.

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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



Confirm “Automatically Pays by Credit Card”



### 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



Click: “Pay” to confirm that your payment info is stored



## Pay Now

[← Back to Account](#)

### Select Payment Method



Name on Card

Card Number



Expiration Date

CVV

Billing Zip Code

Use this account to pay each month

### Select Amount to Pay

Amount Due \$0.00

Payment Amount

Processing Fee \$0.00

Total \$0.00

[Submit Payment](#)

On PAY NOW page, confirm payment info is stored + check “Use this account to pay each month”



## Pay Now

[← Back to Account](#)

### Select Payment Method



#### Name on Card

#### Card Number



#### Expiration Date

#### CVV

#### Billing Zip Code

Use this account to pay each month

### Amount to Pay

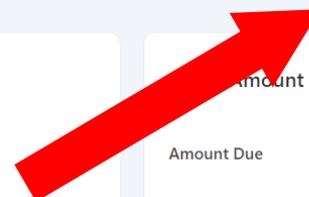
Amount Due \$0.00

Payment Amount

Processing Fee \$0.00

**Total \$0.00**

[Submit Payment](#)



# Go “Back to Account”



### 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

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”

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Downtown Residents /  
Regular Overnight Parkers

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If you park overnight regularly:

- Input vehicle information in Active Parkers section, click SAVE



### 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

Email

Phone

Department

Last Day to Park

## Vehicles



+ Add Vehicle

State

Plate Number

Vehicle Make

Color

Save

# Add Overnight Vehicle Info