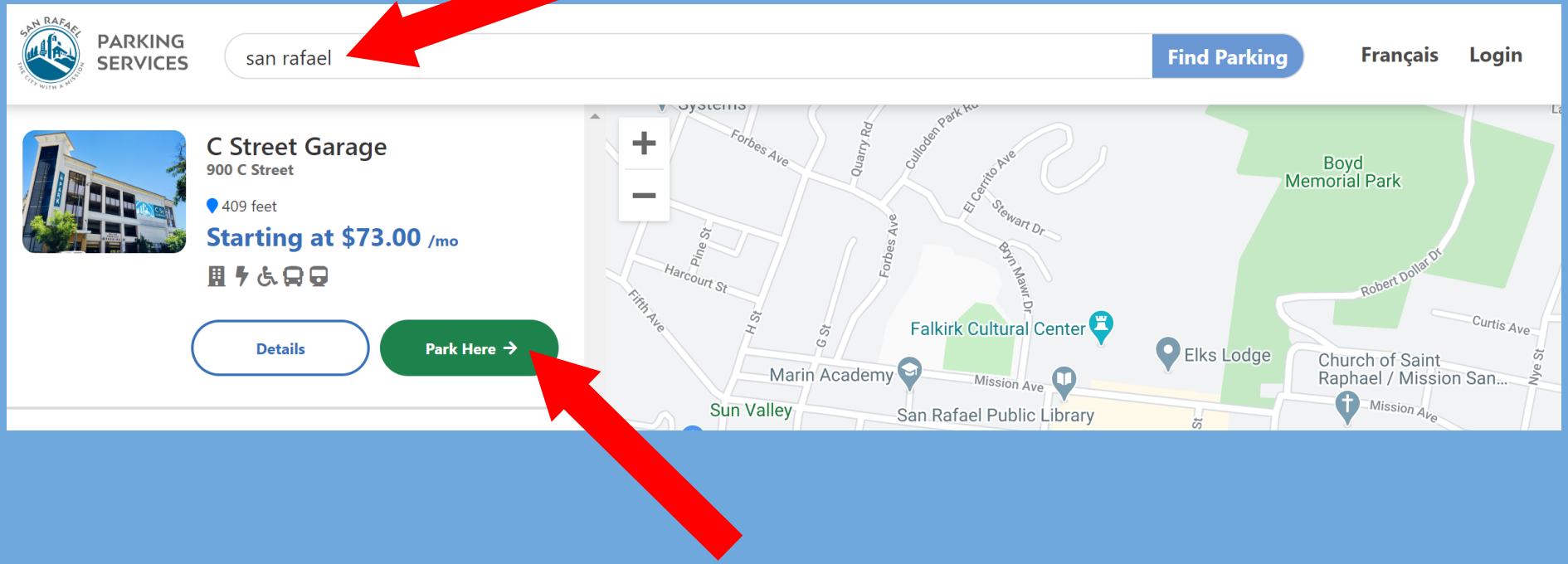
Monthly Parking: Recurring Online Payments Program

New Parker Instructions • March 2020

Customer portal webpage

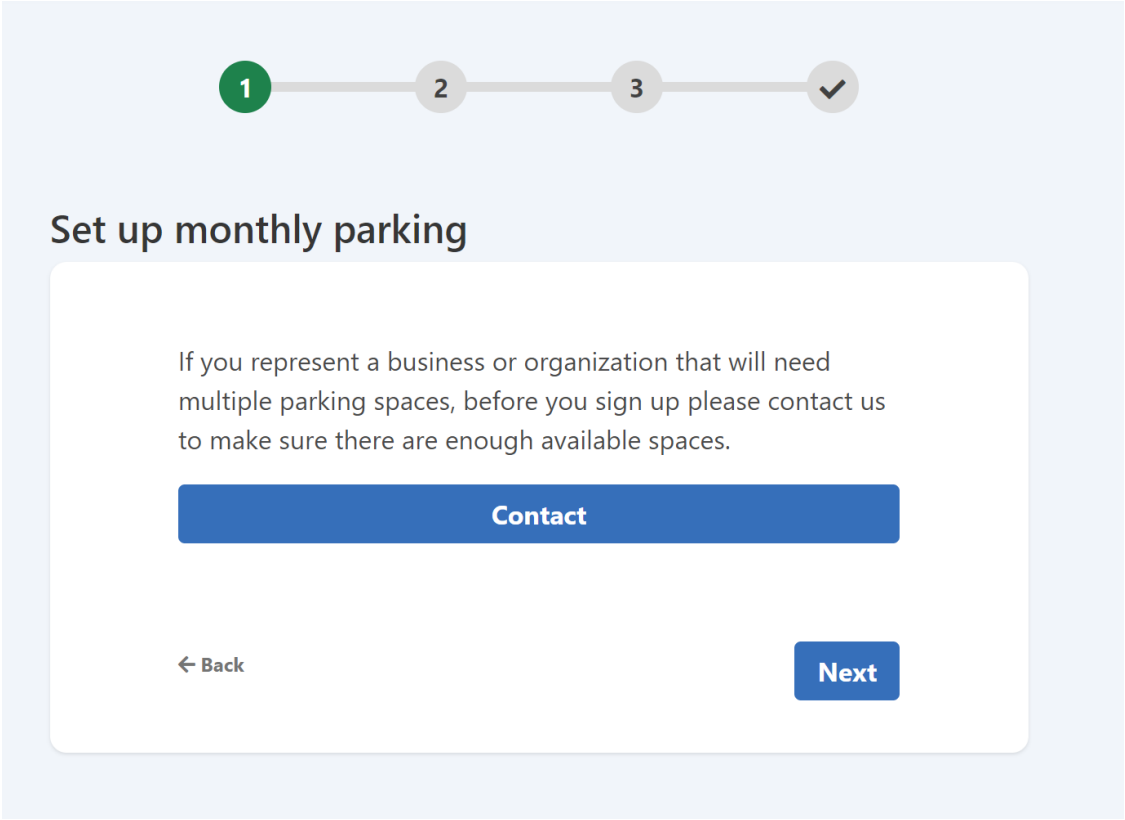
Click “Find Monthly Parking”



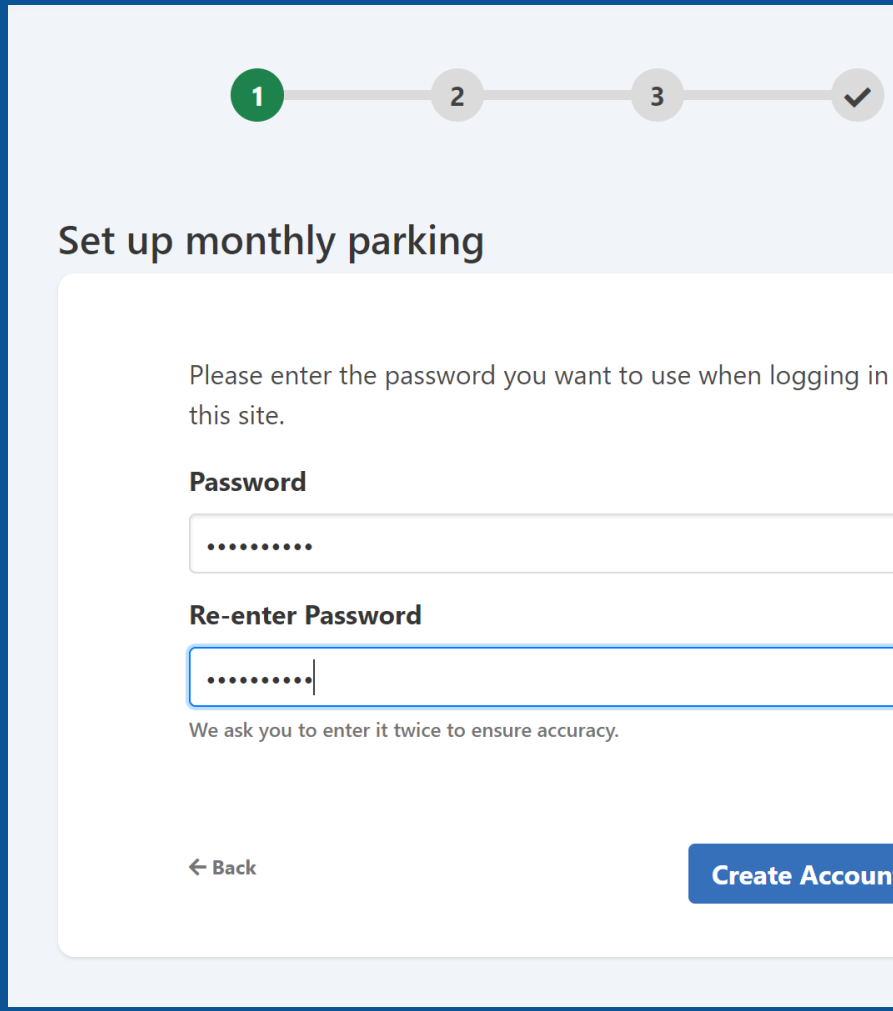
Type “San Rafael” to find the C Street Garage

Click “Park Here” to select the C Street Garage

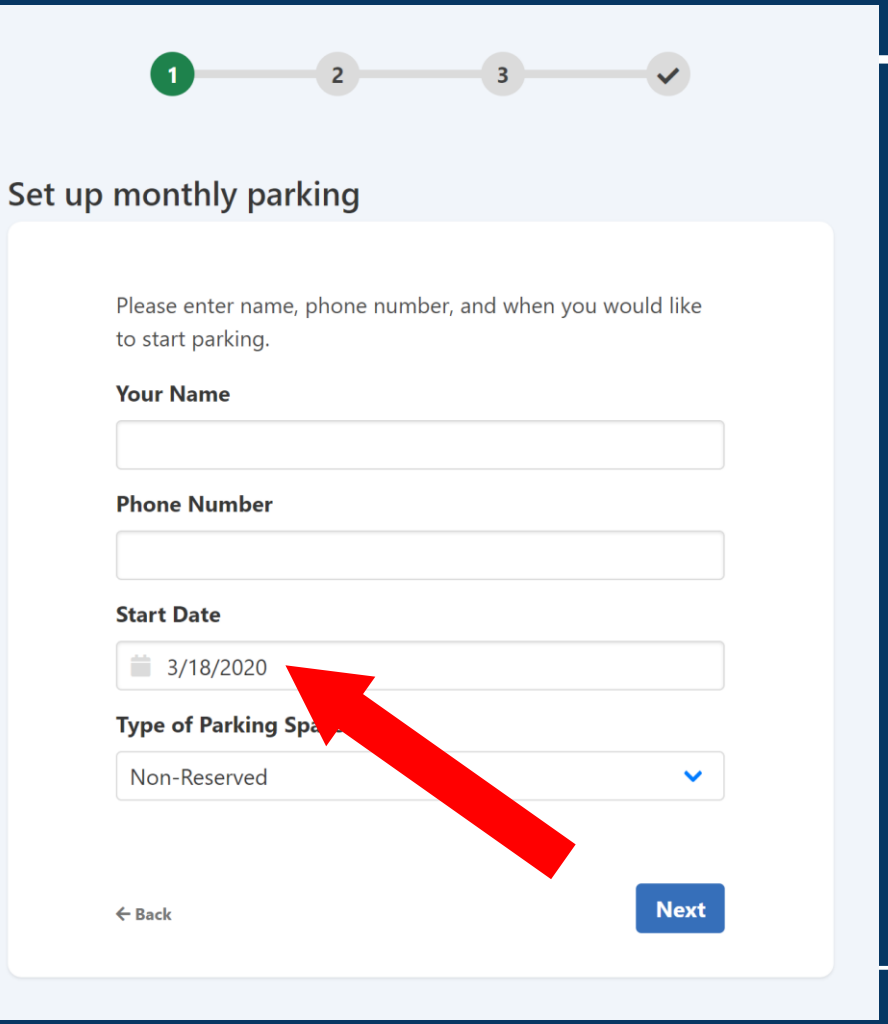
Does this apply to you?



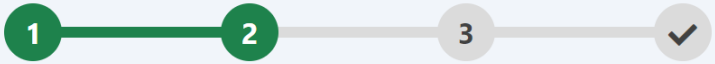
- Enter your email address
- Create your password; jot it down!



Create your new account



- Choose a start date that makes financial sense; Parking fees are prorated at ½ 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

- ½ month fee charged between 15th-last day of month
- Refundable $10 deposit
- Service fee is $2, not $1

Payment

Enter payment information

Name on Card

Card Number

Expiration Date

MM

YYYY

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 25th, 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

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.

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

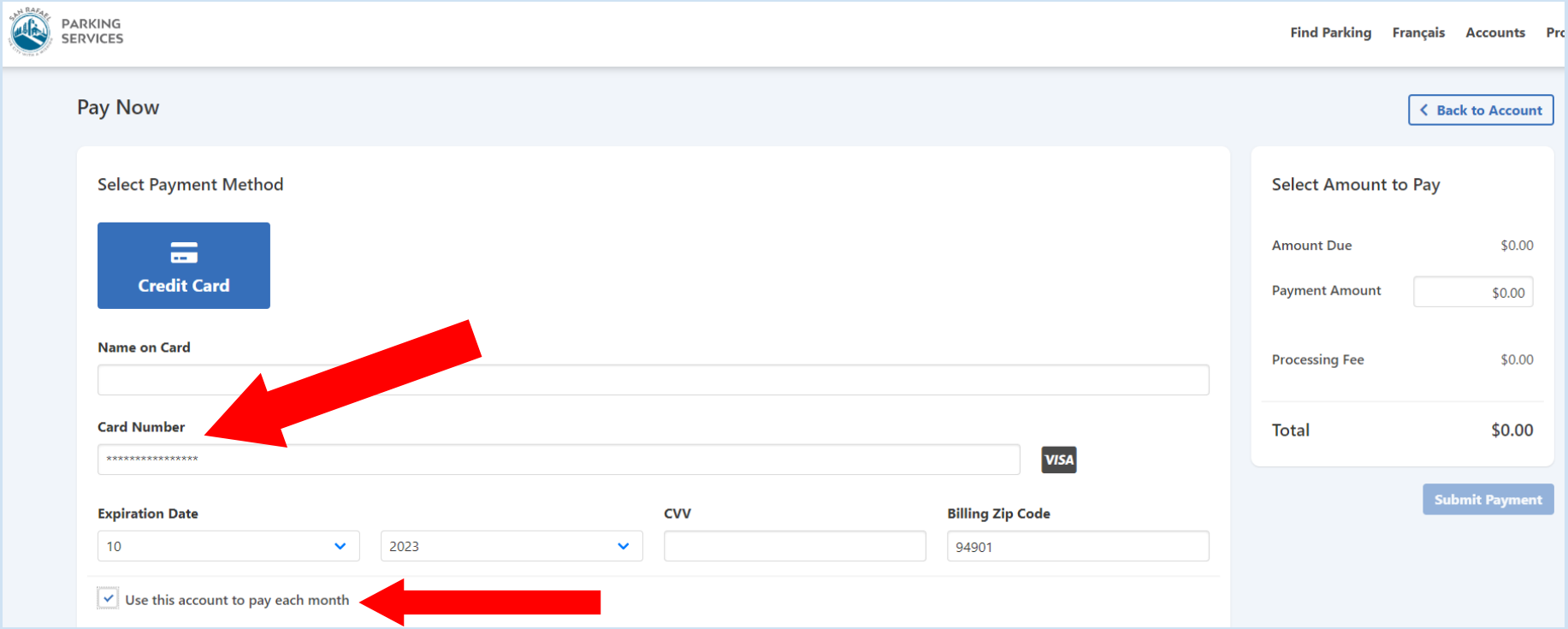
Pay >

Invoices & Payments >

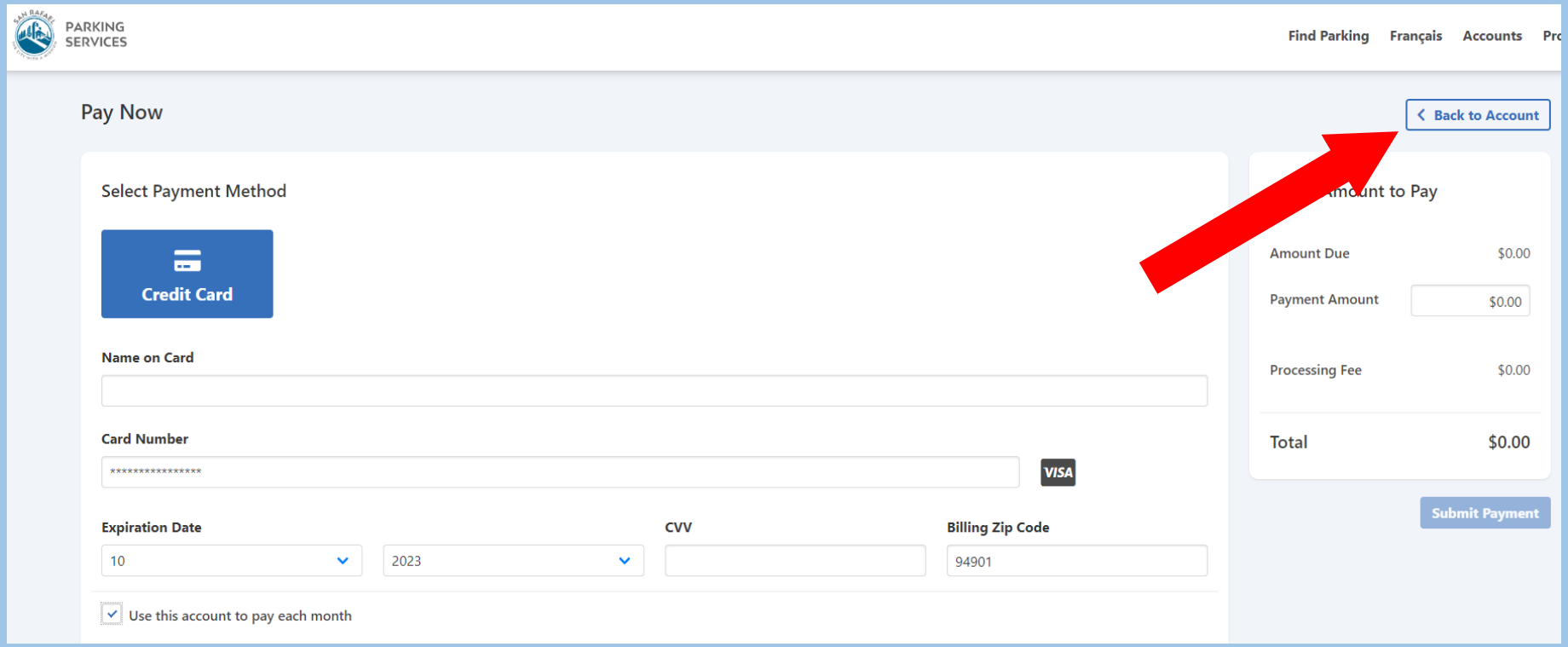
Stop Parking >

Help >

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



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



Go “Back to Account”

C Street Garage
900 C Street
San Rafael, CA 94901

Contact

Details

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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

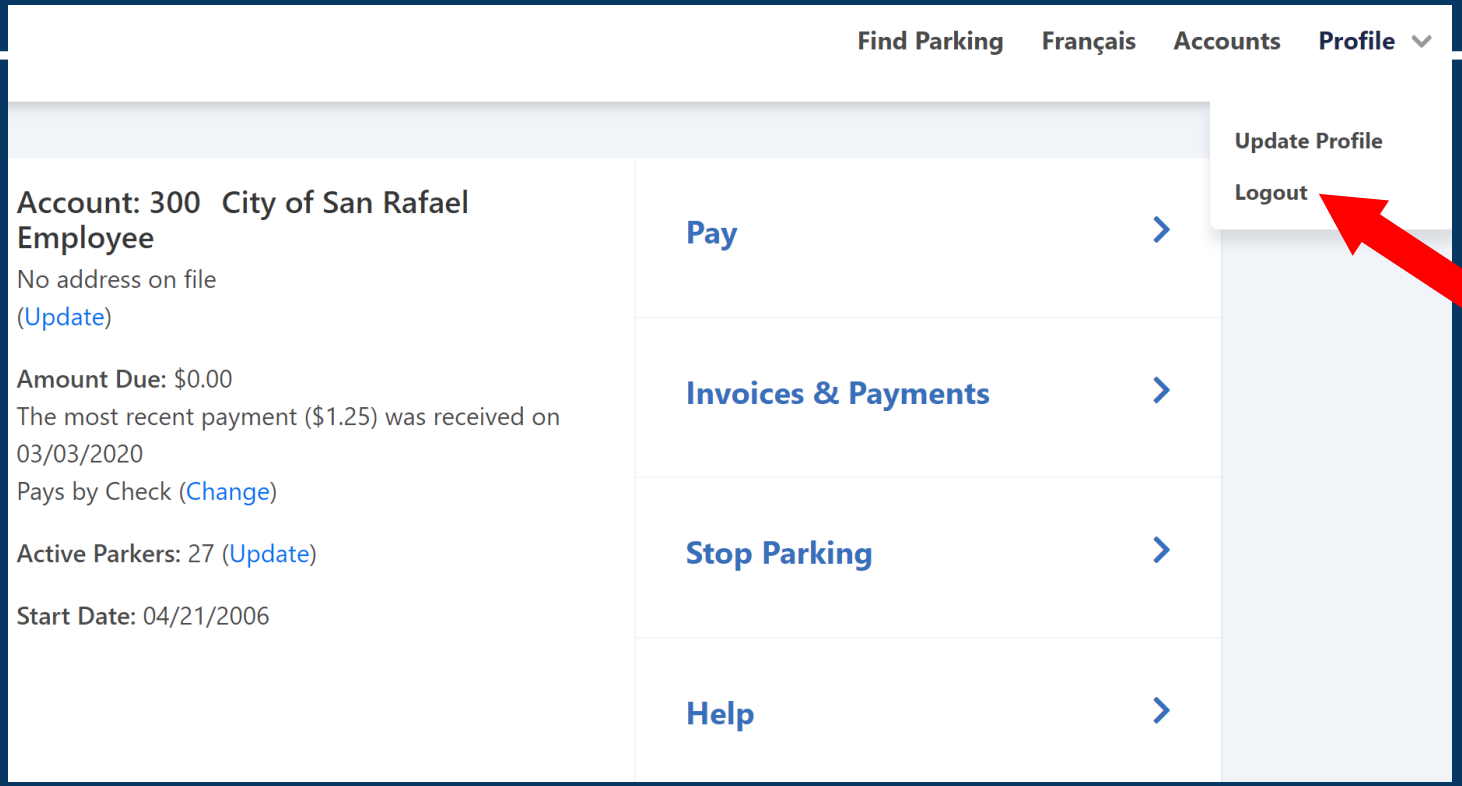
Amount Due: $0.00

Show History From

2/1/2020 Search

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

Click:
"Payment"
or
"Invoice"
to view +
print these



Always “Logout”

Downtown Residents / Regular Overnight Parkers

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

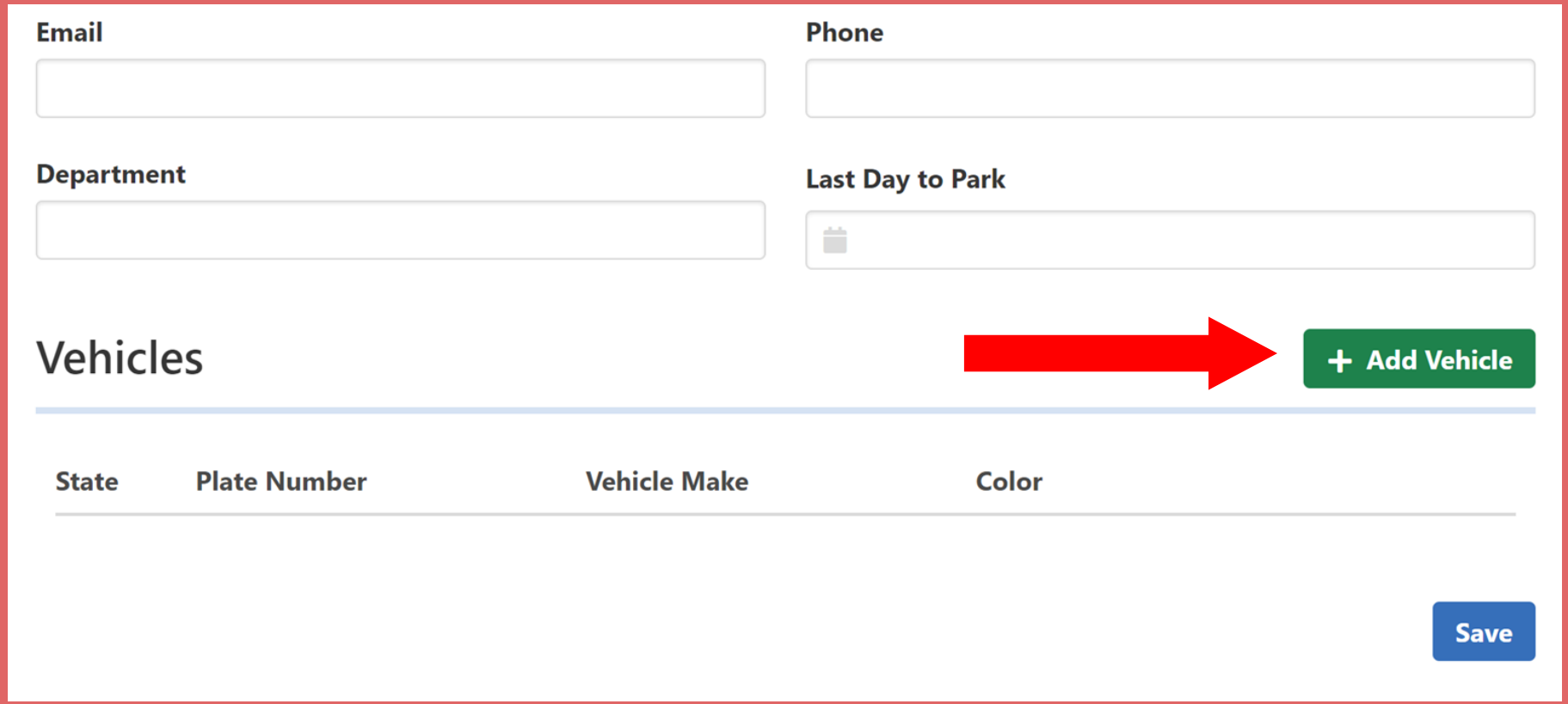
Pay >

Invoices & Payments >

Stop Parking >

Help >

Residents/Overnight Parkers



Add Overnight Vehicle Info