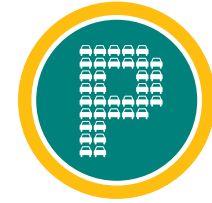


If you have questions about your CPA Monthly account, please contact the Calgary Parking Authority through one of the following methods:

Phone: 403-537-7000 from 8 a.m. – 4:15 p.m.
Monday through Friday.

Email: cpacontract@calgaryparking.com



CALGARY PARKING AUTHORITY
**MONTHLY
CONTRACT
HOLDER**

CALGARY PARKING AUTHORITY
620 9th Ave. S.W. Calgary, AB Canada T2P 1L5
Phone 403-537-7000 • Fax 403-537-7001
calgaryparking.com

The Calgary Parking Authority is pleased to announce that it will be launching a new multipurpose, self-serve, web-based application entitled Park Online (parkonline.calgary.ca) to better serve its monthly contract holders. You will no longer be required to send licence plate information updates to cpacontract@calgaryparking.com.

First, you will need to set up a myID account with The City of Calgary. The myID account allows you to access many City of Calgary resources and services using one account.

Please note: You will only need to set up your myID account once. If you already have a myID account, you can skip Section One and go directly to Section Two.

Section One: How to sign up for your myID account

Step 1: Go to parkonline.calgary.ca.

Step 2: If your contract is in your name, click on "Register as a Citizen."

If your contract is in your business name, click on "Register as a Business Admin." You'll be required to provide your business licence number or business ID number.

Step 3: If your myID account email is the same as the email on your monthly contract account you will be automatically matched to your existing monthly contract information.

If your myID account email is different from your monthly contract account you will need to enter your Contract number and Number of Stalls under contract to be matched to your existing monthly contract information.

Step 4: Fill in the required information for the Citizen or Business Admin Registration and Validation code. You'll receive a confirmation that your account has been registered successfully and an email will be sent to your email address with a temporary password. This may take a few minutes.

Step 5: Using the temporary password, log in to your account. You will be asked to update your password and choose three security questions. Once submitted, you will receive confirmation that your password has successfully changed.

Step 6: You will now be able to sign in to your myID account and register your licence plate(s) as a Calgary Parking Authority monthly contract holder.

If you would like more information about myID, please visit The City of Calgary website here: calgary.ca/CS/IT/Pages/myID-FAQs.aspx

If you have problems signing up or accessing your myID account, please contact 311.

Section Two: How to update your licence plate(s) in your CPA Monthly Account

Step 1: Log in to your myID account at parkonline.calgary.ca. Click on "CPA Monthly Contract."

Step 2: If your myID account email is the same as the email on your monthly contract account you can skip this step as you will be automatically matched to your existing monthly contract information.

If your myID account email is different from your monthly contract account you will need to enter your Contract number and Number of Stalls under contract. Click submit.

Step 3: Please confirm or update your address and contact information for Calgary Parking Authority.

Note: This information will only be updated for your CPA monthly parking contract. It will not affect any information associated with other parking accounts such as a ParkPlus cell phone account.

Step 4: Check or update licence plates. Up to three plates maximum can be entered.*

Step 5: To check or update which plates are registered to your account, click the "Get Details" link on the CPA parking homepage and click "Licence Plate."

You may log in to your CPA contract parking account and update your licence plate information at any time. Please make sure to make any changes before noon of that day.

CPA monthly contract holders will be responsible for updating their own licence plate information.

* *Please note: Contract holders can register a maximum of three licence plates per PARK ID number; however, only one vehicle is entitled to park at the designated CPA facility at a time. If you park a second vehicle at the designated CPA facility, you must pay for parking for that vehicle. Failure to do so may result in a parking ticket or cancellation of your CPA monthly contract.*