Park Online: Monthly Contract Holder FAQ's

Q: I am a monthly contract parker. What can I do on the Park Online system?

A: You can update your banking information, contact information and licence plate information. You can also request an additional stall if you require one. CPA monthly contract holders will be responsible for updating their own licence plate information.

Q: Will my current licence plate information be transferred to the new system?

A: Yes, all current monthly contract holders' information will be transferred over to the Park Online system. You will need to set up a myID account; 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.

Q: How do I update my licence plate information?

A: After you've signed up for your myID account, log in to your myID account at parkonline.calgary.ca. Click on "CPA Monthly Contract". Click the "Get details" link on the CPA parking homepage and click "Licence plate". You may update your licence plate information at any time; please make sure to make any changes before noon of that day.

Q: What if I lose my monthly contract access pass?

A: This process has not changed. Please contact cpacontract@calgaryparking.com to have the card replaced. There may be a replacement fee.

Q: I'm a monthly contract holder and I received a ticket; what do I do?

A: Go through the Administrative Review process as usual.

Q: How can I pay for my monthly parking through the Park Online system?

A: Payment options have not changed with the Park Online system. Customers enter their banking information online and pay monthly from their bank account. Customers can also request an invoice to be sent for payment. Credit card is not accepted for payment.

Q: Why do I have to contact an Administrator if I want to request more than three stalls?

A: We want to ensure that the request for over three stalls is valid.

Q: If I update my licence plate, when is it live in your system?

A: The licence plate is effective as soon as you update it; the system operates in real time.

Q: I am an individual who has a contract with you; what myID account do I sign up for?

A: Individuals should "Register as a Citizen" for their myID account. The "Register as a Business Administrator" is intended for corporate administrators who manage parking on behalf of a business.

Q: I have a stall from my company. Can I get a receipt?

A: No; we only issue receipts to the company who pays us for the parking stalls. You can request a receipt from your company's parking administrator if needed.

Q: When do I need to update my account with a new plate?

A: This has not changed; you have until noon of the day that you park in the facility to update your plate online.

Q: I am having trouble creating a myID account. Who do I contact?

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

Q: How many licence plates can I register on my Park ID number?

A: As before, three licence plates maximum can be registered per Park ID number. Please note, only one vehicle is entitled to park at the designated CPA facility at a time.

This is the Park Online Monthly Contract Holder main page:

This is the page that you will see after clicking on "Monthly Contract Parking Account":

CPA Parking Account

	Reference Number	Parking Lot Name	Status	Wait List Rank	Stalls Assigned	Stalls Requested	Effective Date	Expiry Date	Reservation	Accept Offer
▶	7D9A		OnHold		0	1	01/04/2014	30/04/2014	Update	
▶	CDC95	Focus Group - Lot 2	UnderReview		0	1	20/05/2014	31/05/2014	Update	
▶	CDC93	Focus Group - Lot 2	UnderReview		0	1	16/05/2014	31/05/2014	Update	
▶	CDB74	Focus Group - Lot 1	Active		1	1	13/05/2014	31/05/2014	Update	
▲	CDB8C	Focus Group - Lot 2	Active		1	1	13/05/2014	31/05/2014	Update	

Banking Information   Payment History

▸ Financial Instituion Number*   `111`

▸ Branch Number*   `11111`

▸ Account Number*   `1111111`

Update

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Update Contact Information   Home Page