Parking Q & A - ePermit Troubleshooting

1. Q: I have trouble loading the page when applying for parking. It always brings me back to the previous page when I am trying to apply for parking.

A: We recommend to use a PC with Google Chrome as your browser as this usually gets a better result. If you still have trouble applying, please contact Parking@rdc.ab.ca or phone cashier's 403-342-3132. We also have self-service kiosks located near cashiers and can guide you through the process.

2. Q: What is a DSB parking?

A: DSB parking on main campus is only available for students who attend classes at Donald School of Business downtown and main campus and want to buy parking at the main campus of the college. Students often take advantage of the semester bus pass sold by SA at a discounted rate. After you register for DSB pass your application must be approved before you can pay/activate your permit – you will receive an email when the approval is done.

3. Q: Can I purchase/renew my parking on a monthly basis for West Zone?

A: West Zone parking is available by the month so students who are only on main campus for 1 or 2 months can purchase that length of parking. If you are on campus for I, 2 or 3 terms you should be purchasing 4, 8 or 10 months to guarantee your parking in case the lots get full. If you've only purchased one month parking for West Zone and need parking for longer terms you will need to purchase parking every month after it expires.

4. Q: How many license plates can I have for my parking permit?

A: Only 2 license plates can be registered for each permit but only one can be on campus at a time.

5. Q: Can I share a permit with someone?

A: Only one person can be registered for a permit, if you would like to participate in carpooling, you will be required to register with your participants. Provided a carpool stall is available. Permits are not transferable or for resale.

6. Q: What are the payment options? What if I don't have a visa-debit/credit card?

A: The ePermit system only takes credit card or visa-debit. If you do not have those, you will need to purchase a Visa/Master gift card available at the bookstore or a pre-paid credit card available at major grocery outlets or post offices in order to make the payment online. Visa debit cards are available through the bank.

7. Q: What should I do with my Visa Gift card when the value has been spent?

A: Keep your card in case you need to cancel your permit and need a refund. You should only destroy the card once you are sure there is no further need for it.

8. Q: What do I do if I forgot my username/password?

A: If you forgot your username, email Parking@rdc.ab.ca to request your username info. If you forgot the password, please click on the following link http://epermits.venteksys.com/login to reset password.

9. Q: I've applied for a permit and have received a permit number, but it won't let me pay. I have not paid for it yet. What should I do?

A: Payment of the permit should be made within 24 hours of applying for the permit. You can make the payment following the steps below:

- Log in under 'Manage My Permits'.
- On your profile, click on the little triangle beside 'Currently Active Permits'.
- Click on the permit number you wish to pay.
- You will see a 'Pay now' button either on the top left corner or closer to the bottom of the page on the right.
- Click on it and follow through the steps.

*If you don't see the 'pay now' button, please check the status of the permit.

10. Q: How do I check the status of the permit that I've applied for?

A: You will need to go to your profile to see the status of the parking permit. Please follow the steps below:

- Log in under 'Manage My Permits',
- On your profile, click on the little triangle beside 'Currently Active Permits'. You will see a drop down list of permit numbers.
- Click on the permit number and you will see the status of that permit on the top right hand side.
    - An expiry date is shown – Permit is valid and has been paid for.
    - Declined/ Cancelled – Invalid permit.
    - Approved (Pending payment) – Payment is needed to validate permit.
    - Pending approval – Our Admin needs to check on student's eligibility for the permit type selected. An email will be sent notifying you to pay or to apply for a different permit once the decision has been made.
    - Pending availability – The parking zone is currently full and you are placed on a waitlist for the zone. An email will be sent to you once a stall becomes available.

11. Q: Will I receive confirmation/payment receipt by email?

A: You will receive an email about your payment has been accepted, but that is not an invoice. You will see the invoice once you click on process transaction to make a payment. If you did not print/save the invoice, you can follow the below steps to view/print the invoice again:

- Log in through Manage my Permits.
- Scroll down to the bottom and you will see 'My Invoices'.
- Select the invoice that you want to view/print.
  *If you did not see any invoices listed under my invoices, scroll up to the Notifications section to see if there is a 'View your permit Invoice' line item.

12. Q: How do I change/ add/ delete license plate information for my permit?

A: Please follow the steps below:

o Log in under 'Manage My Permits'.
o On your profile, click on the little triangle beside 'Currently Active Permits'.
o Click on the permit number and you will see the current license plate(s) listed under the permit.
    o To add a license plate: click on 'Add a license plate'.
    o To delete: click on the 'x' on the top left hand corner of the license plate number.
    o To change: click on the 'x' to delete wrong/unused license plate, then click on 'Add a license plate'.
o Save when done.

*Make sure you are changing/adding/deleting from the permit number page, NOT your profile page.

13. Q: I was charged more than once for parking, how do I get my money back?

A: Please email parking@rdc.ab.ca indicating you've been overcharged and provide the permit number and first and last 4 digits of the credit card used to pay for parking online. An email will be sent once the refund has been processed from our end.

14. Q: If I borrowed someone's credit card to pay for parking, will I be able to get the amount refunded to me?

A: No, all refunds are credited back to the original source of payment.

15. Q: How long will it take to get my refund?

A: Usually, the process will take around 2-3 weeks, but sometimes it may take up to 1 month.

16. Q: What if I require a refund and paid by my Visa gift card?

A: If you require a refund of your permit, it can only be refunded to the original gift card. It may take three to seven business days for the cancellation to show up on your Visa gift card and for the funds to be credited to your card and available for use. Check the balance on your card, either online or by phone, to see when your cancelled purchase transaction has been processed. Refer to the back of your card for the web site address/phone number of the financial institution that issued your card. For more information on the gift card, visit: http://www.visa.ca/en/personal/prepaidcards/giftcards_faq.jsp#2c

17. Q: How do I cancel my permit and get a refund on the amount I've paid?

A: Please email parking@rdc.ab.ca indicating the reason for cancelling and also provide the permit number and first and last 4 digits of the credit card used to pay for parking online.