

Register Here!

Customer Service Portal FAQ's

❖ **What is this service and are there any costs associated with it?**

This service provides the ability to receive email alerts regarding vehicle based transactions and violations in connection with their pre-registered plates as well as important public announcements. Citations can be paid or contested (if timely) directly from this site. There is no charge associated with this service.

❖ **How do I change my password?**

Log into the portal with your credentials and click on the My Account icon. Click on the Edit button for Password Information and follow the instructions.

❖ **How do I change my email address?**

Log into the portal with your credentials and click on the My Account icon. Click on the Edit button from Account Information and follow the instructions.

❖ **Who can I call for assistance?**

Please call customer service at 866-470-1308 for assistance.

❖ **Can I pay my tickets from this website?**

Yes, you can pay your tickets by clicking on Parking Citations button, selecting the citation(s) and then clicking on Pay Selected Citations. You will then be directed to the payment site and can complete your transaction.

❖ **Why was my plate removed?**

If you do not complete enrollment of the plate with the issued PIN within 30 days, the system will automatically remove the plate. Please re-enroll the plate and wait for new PIN.

❖ **I do not agree with a citation listed. What should I do?**

If it is within 21 days from the date of issuance or 14 days from the date of the first notice you can appeal the citation by clicking on the appeal link for that citation. You will be redirected to another site for further assistance.

❖ **I no longer want to receive alerts. How do I turn these off?**

Log into the portal with your credentials and click on the My Account icon. Uncheck the alerts you no longer wish to receive.

❖ **I want to cancel this service. How do I unregister?**

Log back into the site, choose My Account and click on Unregister. You will receive an email stating you are no longer registered.

❖ **I was issued a citation but do not see it listed in the website?**

Due to processing, it can take a minimum of 3 days to see a citation listed.