



# FAQ

## *Frequently Asked Questions*



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### PARKING INFORMATION

#### WHERE DO I PARK?

The best way to confirm your parking guidelines is to log into your **UNA Parking Portal** and click on your **PERMIT** tab. A permit box will show on the bottom of the page with detailed parking descriptions and there is a **Map Icon** in the top right corner of the box that gives a visual map of your detailed parking areas.

*\*Remember! Parking in your designated areas are enforceable from 7am-4pm during weekdays when class is in session. After 4pm until 7am the next day; all legal spaces are open.*

Our **Parking Services Manual** also depicts a chart of all parking guidelines on page 6 & maps on pages 26-28.

*If you think your permit and parking guidelines or areas are incorrect, please contact Parking Services to verify ([parking@una.edu](mailto:parking@una.edu))!*

#### WHERE CAN I PARK TO LOAD AND UNLOAD MY VEHICLE OR PICKUP SOMETHING ON CAMPUS?

**Planning ahead for loading/unloading items can prove to be helpful in avoiding citations; especially when planning during parking enforcement hours of 7am-4pm during the weekdays.**

**Loading/unloading is expected not to exceed 20 minutes.**

**Park with minimal obstruction for others vehicle access.**



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### PARKING INFORMATION

#### RESIDENTIAL HALLS

One signed 15-minute reserved space (1<sup>st</sup> come; 1<sup>st</sup> served) is located on the corner of Olive St. & Hawthorne St. at the west entrance of Olive Hall.

- Covington/Olive Halls – use access road off Covington St. beside Covington Hall.
- Mattielou/Hawthorne Halls – use access road off W. Hawthorne St. beside Hawthorne Hall.
- Rice/Rivers Halls - use access road off W. Hawthorne St. beside Rice Hall.
- Lafayette Hall – use access road directly in front of Hall off of Lot K.
- Appleby Halls – use red/white spaces in Lot Z.

#### ACADEMIC BUILDINGS

If you are not eligible for White line parking in lots surrounding academic buildings or if you have an extenuating circumstance for loading/unloading; please plan ahead and complete a **“Parking Exception Request”** Form from your **Parking Portal**, located under **Your Profile**. If approved, we will validate your parking for any legal space for a limited time to complete your task.

#### FOOD PICK UPS

\*If possible, utilize food apps to place an order for pick up to minimize exceeding your time limits.

- Gunn Commons Bldg. – there are several 15-minute spaces located at the front of the Gunn Commons building that are situated for food pick up or bookstore errands.
- Mane Market (Rice/Rivers) – utilize any of the Residential Hall suggested parking noted above.

#### NOT ALLOWED FOR LOADING/UNLOADING!

- Hazard lights and/or dashboard notes are NOT acceptable methods for notifying officers of a quick errand when parked in an unauthorized area.
- Accessible/Handicap spaces & fire lanes are NEVER acceptable spaces for loading, unloading, errands, etc.



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### VEHICLE INFORMATION

#### **I'M TRYING TO ENTER A NEW TAG FOR MY CAR IN THE PARKING PORTAL AND IT WILL NOT LET ME EDIT THE TAG NUMBER.**

Tag numbers **cannot** be altered in the Parking Portal. If your existing car has been issued a new tag; you must enter it as a new vehicle.

You are allowed to have as many vehicles in your Parking Portal as needed; however, only **one** may be toggled as **Active**.

#### **WHY DID I GET A TICKET FOR UNREGISTERED VEHICLE WHEN I KNOW I HAVE THE SAME CAR FOR YEARS?**

Typically, we encounter that a few things may have happened.

1. You (or your parents) may have been issued a new tag and tag number from your county License Commissioner's office. Sometimes, we have noticed that parents will change the tags at home and students may not even know. Make sure you let your parents know about your **Parking Portal** vehicle requirements for all vehicle updates.
2. Your vehicle may have been originally entered with a typo or transposed numbers/letters. Also, we find the letter O entered for zero's confuses our enforcement tablet LPR cameras (license plate recognition). If you notice this has happened, please "**Add New Vehicle**" in your Parking Portal and toggle it to "**Active**".
3. Sometimes we make a mistake! If you check your citation and vehicle in your **Parking Portal**, you may find that you have entered it correctly, but possibly our LPR camera read the tag incorrectly, or our officers didn't catch the error. If you feel this occurred, please contact our office and we will investigate and void the citation!



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### VEHICLE INFORMATION

#### HOW DO I REGISTER MY CAR WITHOUT A TAG?

If you have acquired a car and are in the process of receiving a new tag; please enter the vehicle in your **Parking Portal** with all detailed vehicle information and enter the **last 5 numbers of the vehicles VIN number** for the plate.

When you receive your actual plate, make sure you visit your **Parking Portal** again to **“Add New Vehicle”** with new plate number and make it **“Active”**.

- VIN numbers are always listed on your bill of sale or your tag receipts. This number is also typically etched on a plate on the driver side dashboard and can be viewed outside the car, looking down through the windshield at the dashboard.

### TICKET INFORMATION

#### HOW CAN I PAY MY TICKET?

Citations paid with credit/debit card must be paid through your **Parking Portal**. When you login, your home screen will display any tickets under **“Unpaid Violations”** and they will show in your shopping **“Cart”**. Cash/check can be accepted in office during business hours.



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### TICKET INFORMATION

#### WHY DID I GET A TICKET FOR INVALID PERMIT? MY PERMIT IS CLEARLY DISPLAYED.

Typically, this occurs when the user/driver has not renewed their parking permit in the Parking Portal.

All **student** permits are renewed annually prior to the beginning of fall semester. **Employee** permits are renewed biennial, each even year.

Thirty to sixty (30-60) days prior to renewal deadline, Parking Services will send a message through the Parking Portal system to your UNA email with detailed instructions on your responsibilities and steps to complete your renewal. We will also post messages in the UNA Digest. (Verification of these email notifications can be viewed in your **Parking Portal** under **Your Profile** name “**History**” tab).

For most users, this simply involves confirming all your Parking Portal information is up-to-date and completing your \$0 payment for your renewed permit that is waiting for you in your **Cart**. Any unpaid balances must be paid with the permit to renew your permit status.

#### I RECEIVED A TICKET BUT I DON'T SEE IT IN MY PARKING PORTAL?

These tickets typically do not show up in your **Parking Portal** when there is an issue with the tag number. If you have an unregistered vehicle ticket, simply “**Add New Vehicle**” to your account and the system will ask you to “associate” the ticket with your account.

Otherwise, you can select “**Pay Ticket**” on the **Login screen** and submit payment that way.