CSU | Parking and Transportation Services

PERMIT Q&A / FAQ / UPDATES

Annual/Semester Permit Holders

- Viking Cards required for permit holders to enter gated facilities.
- Only one Viking Card per permit will be active.
- Permit/Viking Card sharing is prohibited and may result in a citation and judicial/HR action.
- Patrons that forget their CSU ID can park in a non-gated facility.
- All vehicles must be registered via license plate to the permit. The plate number is the permit.
- Vehicle plate must be visible from the drive lane.
- All gated facilities have a "HELP" button for assistance.

AVOID A TICKET WHEN YOU PARK!

① Park with your license plate facing the drive lane. Your plate must be fully visible.

② Display your parking ticket or pre-paid receipt on the dashboard if you're a visitor.

③ Make sure your license plate is registered to your CSU permit if you're a permit holder. Register with our online parking portal.

🚫 Do not back in if your car does not have a front license plate

🚫 Do not block your license plate (i.e., with a bike rack)

✅ Park with your license plate visible from drive lane.

VIOLATORS WILL BE CITED, BOOTED AND/OR TOWED

PURCHASING A PERMIT: FREQUENTLY ASKED QUESTIONS

Q1: What does "Virtual Permit" mean?
A1: All semester and annual permits are virtual. No physical hangtag will be issued, and no documentation will be required to be displayed. The vehicle license plate will serve as your parking permit. Your vehicle's license plate must be facing the drive lane and visible for patrolling. Backing into a parking space is only available with a visible front plate.

Q2: I purchased a virtual permit. Why do I have to print my receipt?
A2: To assist with garage counts and to avoid back-ups during the first 2 weeks of the semester, we request permit holders to print their permit receipt. Please keep this handy when entering all gated

facilities. Attendants may ask for the receipt to help control traffic flow and decrease wait times and back-ups.

Q3: What do I need to have when purchasing a permit?
A3: When purchasing a permit, have your Student/Staff ID number, Campus Net Password, payment information (if not transferring to student account or payroll deduction), and vehicle information (make, model, plate number, year) available.

Q4: Why does the CSU Online Parking website state I am not in the system?
A4: Students must be registered for classes to be active in the parking system. Allow 24 hours after registration for the Parking website to be updated. All freshman and incoming transfer students will be uploaded into the system on the first day of permit sales.

Q5: Why is the overnight commuter-parking permit not available for purchase?
A5: Overnight Commuter permits are limited and may sell out. Also, if your classification has not been updated, then this option would not be available (i.e., switching from a resident to a commuter.)

Q6: What payment methods are available?
A6: Students have the option of Visa, MasterCard, Discover, and charging to their student account. Faculty and Staff have the option of Visa, MasterCard, Discover, and payroll deduction. Note, when selecting a semester permit, four (4) months is the maximum number of payroll deductions.

Q7: I am not sure if the permit was purchased, how do I confirm if I was issued a permit?
A7: Check your credit card account. If the charges are processed, do not attempt to purchase another permit. If the credit card was not processed or student account was selected and you did not receive a confirmation email, your transaction did not complete, please reattempt to purchase a permit.

Q8: I am a faculty/staff member and I received the following error message when processing Payroll Deduction. What should I do?
"An error has occurred while processing your transaction. Do not retry the transaction. Payment may have been collected. Please contact the parking office. Reference Basket #...."
A8: This error occurs when the number of deductions is more than the length of the permit. Select four (4) months for semester permits. Attempt to repurchase the permit.

Q9: What does the error message "This card cannot be processed for security reasons" mean?
A9: The information entered to process the credit card does not match the information registered with the card company. Recheck all information registered with the card company and try to process the payment again. If the issue continues, contact the credit card provider to resolve the issue.

Q10: What happens if the queue number resets to the end of the queue?
A10: There are a few reasons why a queue will reset. First, if you have multiple tabs open or multiple browsers open at a time, the system cannot confirm a place in the queue. Only use one browser and one tab. Second, make sure you are using a laptop or desktop computer. Third, check your refresh setting and make sure auto-refresh is not enabled. Fourth, if you were on the site before 9:00 a.m., cookies may be stored. Delete all cookies. Fifth, using a cell phone may not work to purchase a permit. Switching between Wi-Fi spots, networks, software versions, and cell towers will cause a refresh.

Q11: I want to purchase the night permit, but my class starts at 5:30pm, will I be able to get into the garage/facility a few minutes early?

A11: Permits are time based. The Evening Permit is valid from 3:30 p.m. to 11:59 p.m. and the Night Permit is valid from 5:30 p.m. to 11:59 p.m. Parking outside of these times will warrant a citation. In addition, trying to enter a parking facility before or after these times is restricted. You can park outside of permit perimeters by purchasing parking at a visitor location.

Q12: I am not available on the permit sale date to purchase a permit, what are my options?
A12: Permits are sold on a first-come, first-serve basis. This allows the process to be fair to all students. Attempt to purchase a permit when you become available and select from the remaining options.

Q13: I want a permit to park in a specific garage, how do I find out which permit is best for me?
A13: Permits are zone based and do not guarantee a specific garage. Permits do guarantee a space in the zone, including overflow lots. Review the website and zone maps to find the best option for you.

Q14: I received the following message, what should I do? "Sorry, there are no modes of payment available to you."
A14: This error message is due to one of four items: payment processing errors, a hold on your account due to previous dishonored payment(s), attempting to purchase on your cell phone, or not being registered for classes. If you are using a cell phone, try again using a laptop or desktop computer. If you are still getting this error message when using a computer and you are registered for classes, please consider using an alternative payment method such as Student Account Plan.

Q15: I do not have my student ID, how can I purchase a permit?
A15: Purchasing a permit online does not require your Student ID, but does require logging in with your CSU ID number and Campus Net password. Purchasing a permit in the office does not require your Student ID, but does require a photo ID, such as a driver's license or state ID. However, a student ID is required to enter and exit facilities once you purchase a permit.

Q16: I want to share a permit with a fellow student or family member, what are my options?
A16: Currently, Parking does not offer carpooling permits. Virtual permits are not to be shared and they are issued to one individual's ID number and account. This individual is the only authorized person to use their ID and is required to be present when parking. Allowing someone to use your ID or using someone else's ID may lead to fines, immobilization, and judicial action.

PARKING ON CAMPUS: FREQUENTLY ASKED QUESTIONS

Q17: What happens if I don't have a front plant and back into a parking space?
A17: To confirm the vehicle has an active permit, our License Plate Reading (LPR) system will need to have the plate visible from the drive lane. If the plate is not visible from the drive lane or readable via the LPR system, a citation may be issued for "license plate obscured." Vanity plates are for sale in the parking office. Please visit our site or the parking office to go over your options. https://www.csuohio.edu/parking/vehicle-registration.

Q18: What should I do if the gates are up when I am entering or exiting the garage?

A18: You should always scan your Viking Card when you are entering and exiting the garages. By not scanning the Viking Card, on entry or exit, your ability to enter or exit the garage on your next attempt will be affected.

Q19: I park in MG and UG, but don't see any access equipment installed.
A19: At this time, access equipment will not be installed in these locations. The lots will be enforced and remain available to only those with a valid corresponding permit.

Q20: I have my parking permit, but I don't have my CSU Viking Card.
A20: Park in a non-gated facility that your permit type allows. We are unable to grant entry into gated facilities without a Viking Card. If you are in the garage ready to leave and forgot or lost your Viking Card, please return to get your card or visit the Viking Card Office to get a new Viking Card. If you don't have your Viking Card, then you will not be able to enter the gated facilities. If you choose not to replace a lost card or not to return to get your Viking Card, you will need to press the lost ticket button for a $20.00 fee.

Q21: Will I be restricted from accessing the gated garages at certain times?
A21: Automated garage access via your Viking Card will be available based on your permit type. Green and White permits are valid from 5:00am – 11:59pm in designated garages. Evening (valid 3:30pm-11:59pm) and Night (valid 5:30pm-11:59pm) permits will have Viking Card access based on their permit time allowance. Permit holders that have purchased overnight parking will have 24/7 garage access via their Viking Cards.

Q22: If the garage has reached capacity, will my Viking Card still allow me to enter and check for a space?
A22: No, the system is designed to restrict access when the spaces allocated for permits have reached capacity. Please note that sometimes the garage may have spaces reserved for guests or events and therefore those spaces will be unavailable to permit holders. Green and White permit holders with state-issued placards may complete the Gated Facility Access Request Form.

Q23: I'm an adjunct/part-time faculty member. I cannot get a Viking Card until my contract is signed. How can I access the gated garages?
A23: Unfortunately, without a signed contract you will not be in PeopleSoft which feeds the parking system. You will not be able to use a gated facility. If you purchase a parking permit, you will be able to use non-gated facilities based on your permit type, until you are in PeopleSoft. **Semester based Adjunct and Part-Time Faculty that do not have a signed contract should bring a letter of intent, on departmental letterhead, signed by their Chair/Dean to the Parking Department office to purchase a permit.**

Q24: My vehicle needs service, and someone is coming to assist me. What should I do?
A24: Please contact the CSU Police Department, which has some services related to vehicles (216-687-2020). Please contact CSU Parking Services if you need help with a towing company accessing the garage. Make sure you call or email Parking Services if the vehicle is going to be left overnight. (216-687-2023 / parking@csuohio.edu)

Q25: I have a Blue/Yellow voucher (OTM), how do I use it?
A25: If you have the voucher on entry use the bar scanner, located before the ticket spitter or on the entrance machine. When exiting, scan the same voucher at the arm before the ticket acceptor or on the exit pay machine. If you do not have the voucher on entry, pull a ticket at the spitter. When exiting insert your ticket and then insert/or scan the voucher. Yellow vouchers will be returned if not expired.

Q26: I have a Red voucher (OTM), how do I use it?
A26: A ticket must be pulled on entry. The red voucher is a discount voucher only and needs a ticket to calculate the cost. When exiting, scan the same voucher at the arm before the ticket acceptor. This will calculate your discount, process payment if an amount is still due.

Other things to consider:
Passback: Passback is a security feature that prevents multiple vehicles from parking under one permit. The passback feature only allows one exit for every one entry. The system will not allow two vehicles to park under one permit at the same time. Passback violators will not be allowed out of the garage and will be required to pay the lost ticket fee ($20.00).

FACILITY / LOT INFORMATION: Click on each links.

General Facility Information	**Central Garage (CG)**
West Garage (WG)	**East Garage (EG)**
South Garage (SG)	**Prospect Garage (PG)**

Lot 13
- CSU Permits/Visitors are not permitted to park inside the garage before 4:00pm on weekdays. After 4:00pm weekdays and anytime on weekends, parking is permitted with a valid CSU parking permit.
- CSU Alley Parking Spaces are available on the East side of the Middough Garage. Parking is available 24/7 by displaying any valid CSU parking permit.

Visitor Parking
- Visitor parking is first-come. Hours and rates vary by location.
- NEW 2021* Visitors are required to display their parking ticket or parking receipt.
- Visit the link above or map to view options.

White Permit Access
- The white permit is valid at Lot 51 and Lot 52 behind the Langston buildings.
- Visit the link above or map to view options.
- Overnight add-on purchase is required to park between 12:00 a.m. and 5:00 a.m.

Green Permit Access
- Visit the link above or map to view options.
- Overnight add-on purchase is required to park between 12:00 a.m. and 5:00 a.m.

Night/Evening Permit Access
- Night permit access 5:30 p.m. – 11:59 p.m.
- Evening permit access 3:30 p.m. – 11:59 p.m.
- Both have access from 5:00 a.m. – 11:59 p.m. Saturdays and Sundays.
- Access to White/Green Parking locations during their permit perimeters (not valid in South Garage).
- Overnight parking is not permitted with an evening or night permit.

Prospect Permit Access
- Faculty/Staff and resident only.
- Permit is also valid at South Garage.
- Overnight add-on purchase is required to park between 12:00 a.m. and 5:00 a.m.

EDGE Garage Access
- EDGE parking permits are valid for the EDGE garage and South Garage Only.
- EDGE permits are only valid for active EDGE residents.

Disabled Parking
- To access gated facilities when they reach capacity, Green and White permit holders with state-issued placards may complete the [Gated Facility Access Request Form.](#)