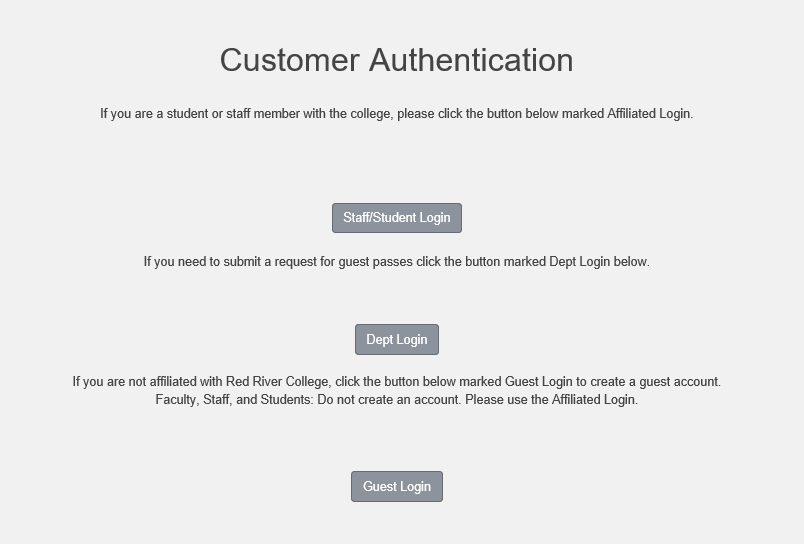
**EASY TO FOLLOW PARKING GUIDE**

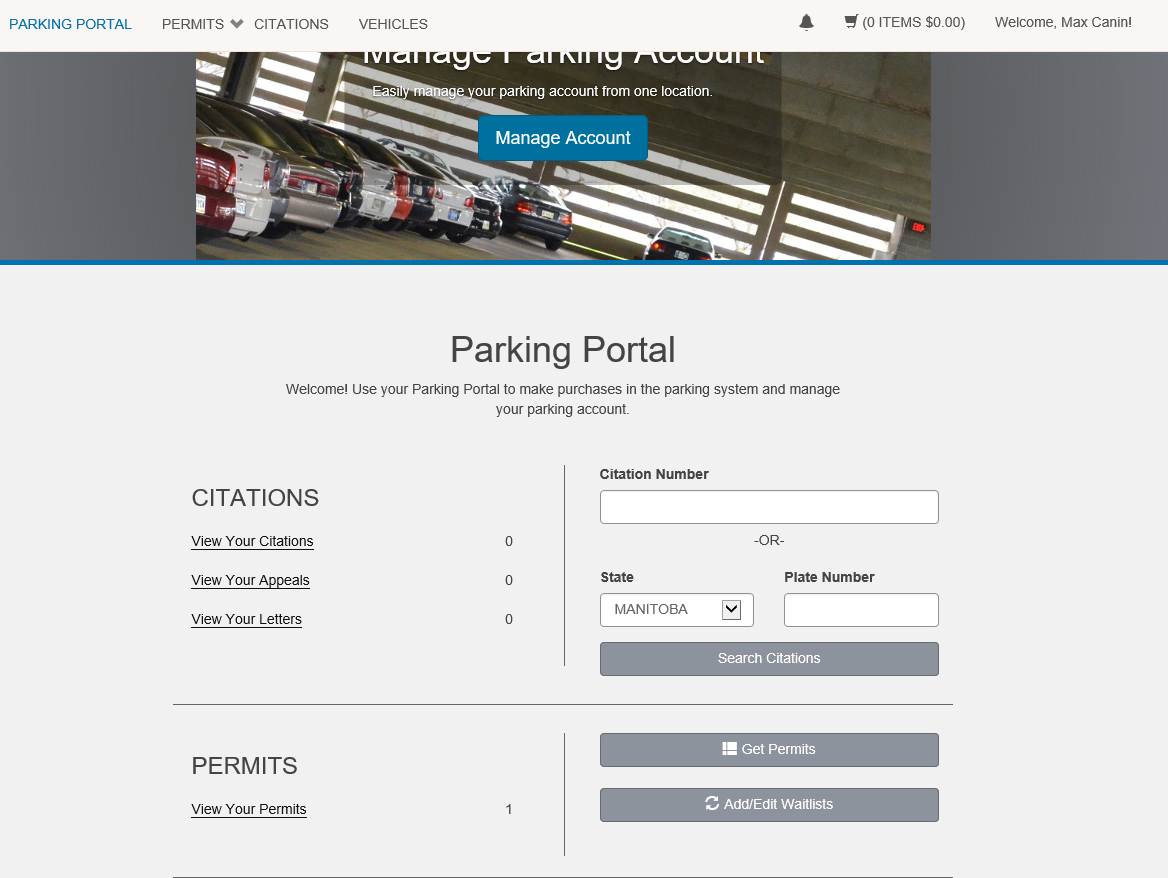
**Logging into Flexport**

* Enter URL**:** [**https://rrcparking.t2hosted.ca**](javascript:__doPostBack('ctl00$MainContent$directoryCollectionGrid$ctl358$authenticateEBusinessLnk',''))
* From the Login page select **Staff/Student Login** if you are a current **faculty/staff** or a **student**.



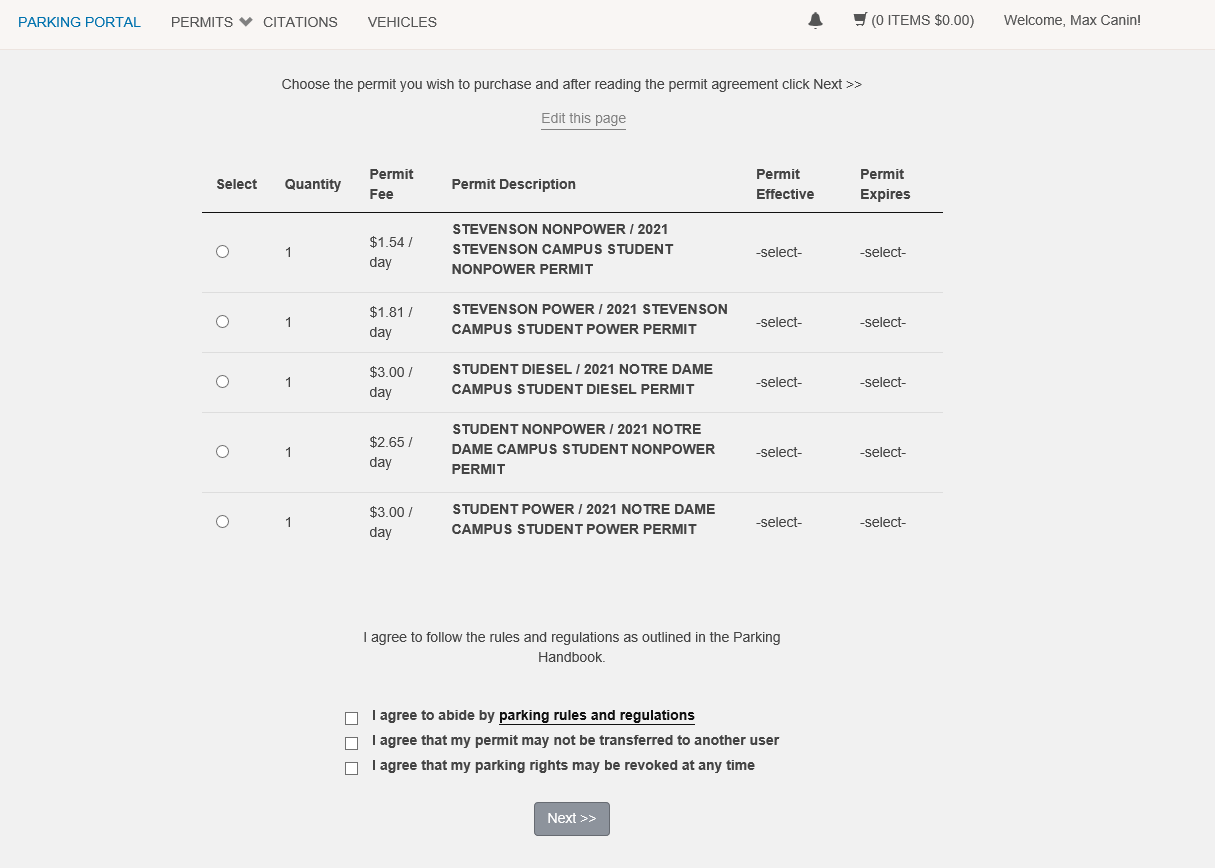
**Parking Portal**

* From the **Parking Portal** you will have the option to view permits, citations, and appeals



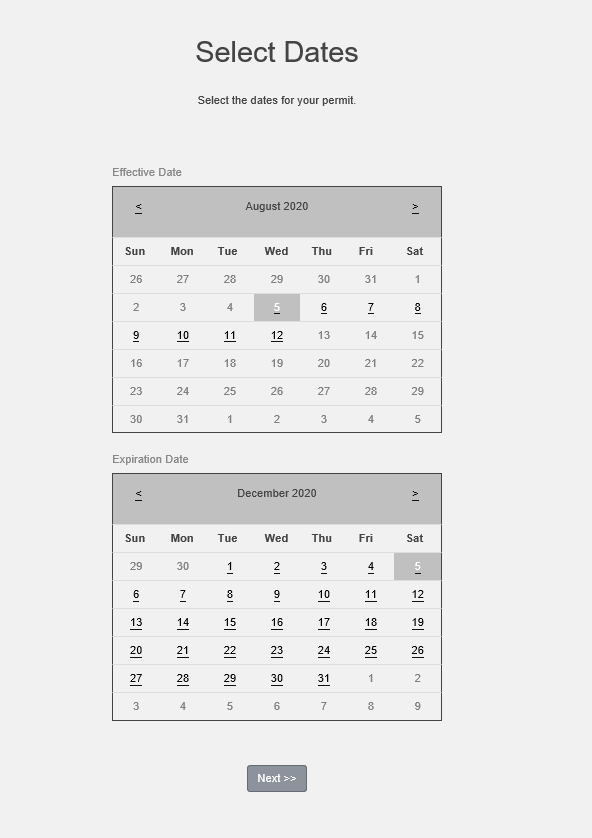
**Purchasing a Permit**

* Select **Get Permits**
* Read instructions carefully and proceed
* Select the permit you wish to purchase and agree to the terms (Please Note: Only permits you are eligible for will appear)



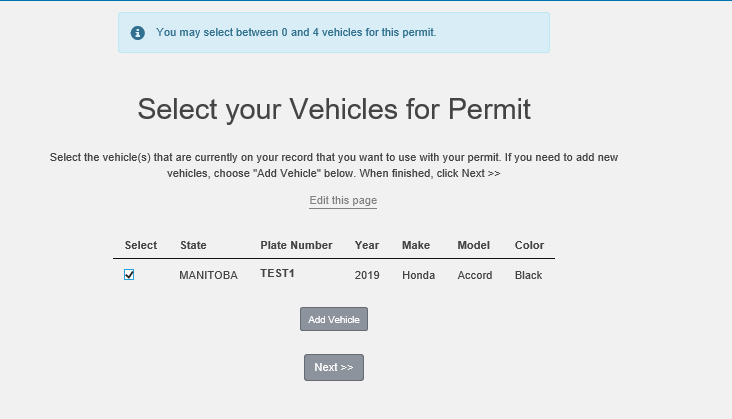
**Select permit dates**

* Select the effective start and end date for your selected permit
* You may select the start date of your permit up to 15 calendar days in advance.



**Confirm/register license plates**

* Confirm which vehicle the permit is for (If vehicle is not listed select **Add Vehicle** and enter appropriate vehicle information). You may register up to four (4) license plates.
* It is the responsibility of the permit holder to ensure registered license plates are always current. Failure to register a license plate will result in citations issued.
* The permit holder is responsible for all citations issued on all registered license plates.
* If you have a license plate on your profile that you no longer use, you may disable it. The license plate will be inactive and will stay on your profile.

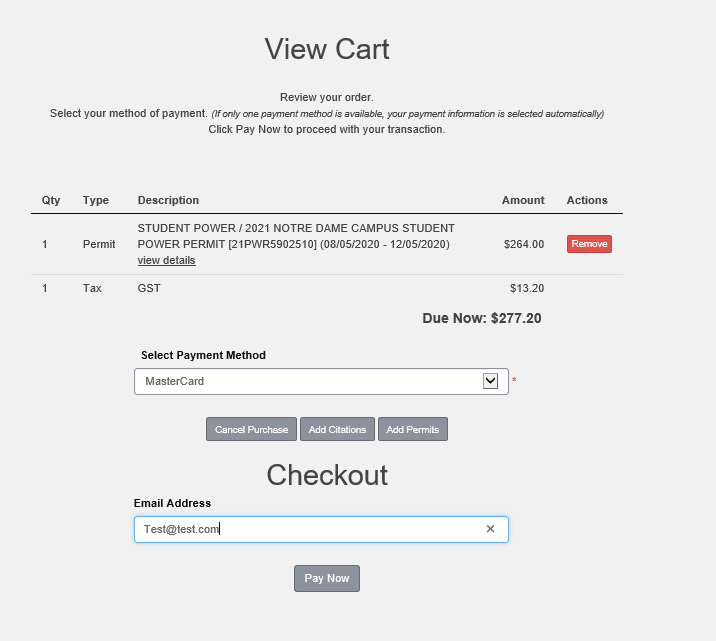


**Your cart and payment**

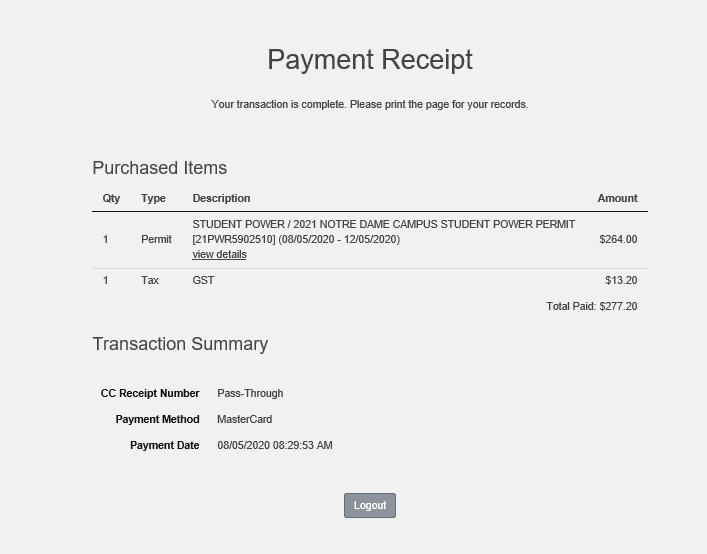
* Choose Payment Method and select Pay Now
* **Please Note:** -The permit you are purchasing is **virtual.** You will not receive a physical hangtag.

-If you require additional parking after his permit expires, it is your responsibility

to logon and purchase parking.

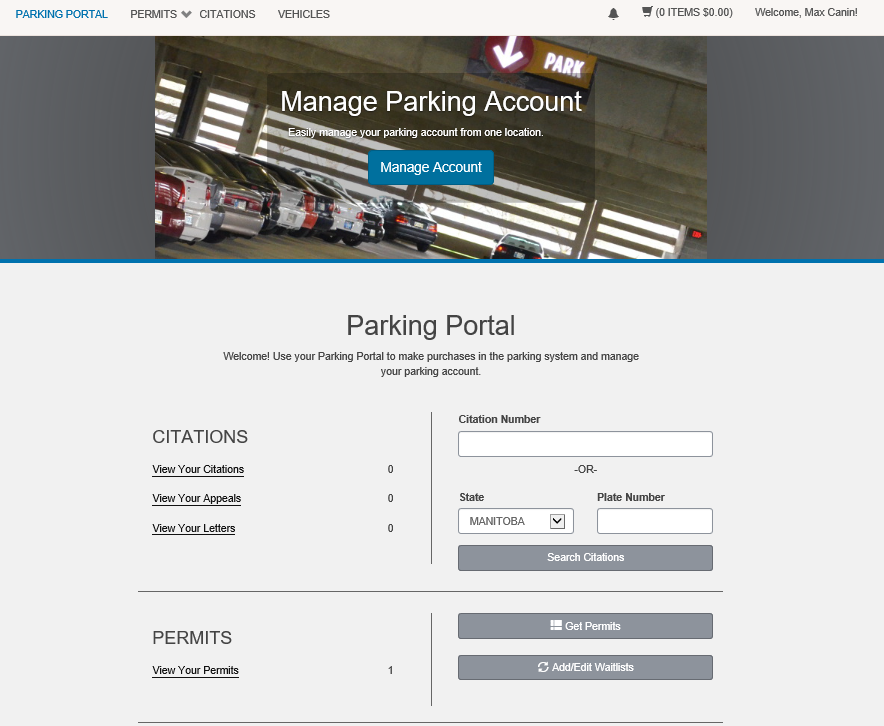


* Review **Payment Confirmation**
* Select **Pay Now**
* You will be rerouted to enter credit card information and returned to FlexPort for your receipt



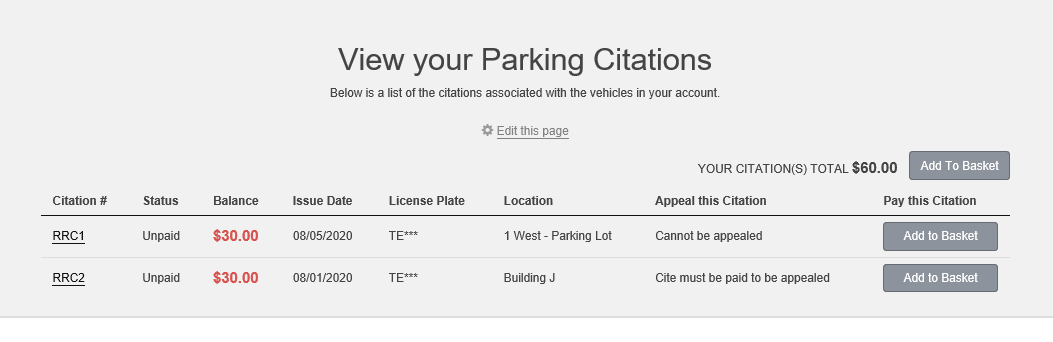
**Citations**

* From the Parking Portal select **View Your Citations**



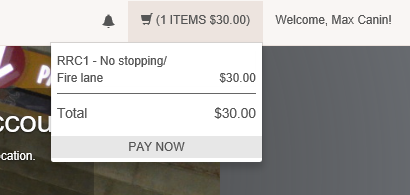
* This will show any past or present citations associated with your account and give you the option to **pay** or **appeal** your citation(s)
* Citations may only be appealed with-in **fifteen (15) days** from the date of issue.
* Citations issued for **Parking in an accessible stall without authorization** and **Parking in a Fire Lane** are not appealable.
* All citations will need to be **Paid** before they can be **Appealed**. We will cancel the citation if the appeal is successful and refund the citation fee.

**View your Citations**

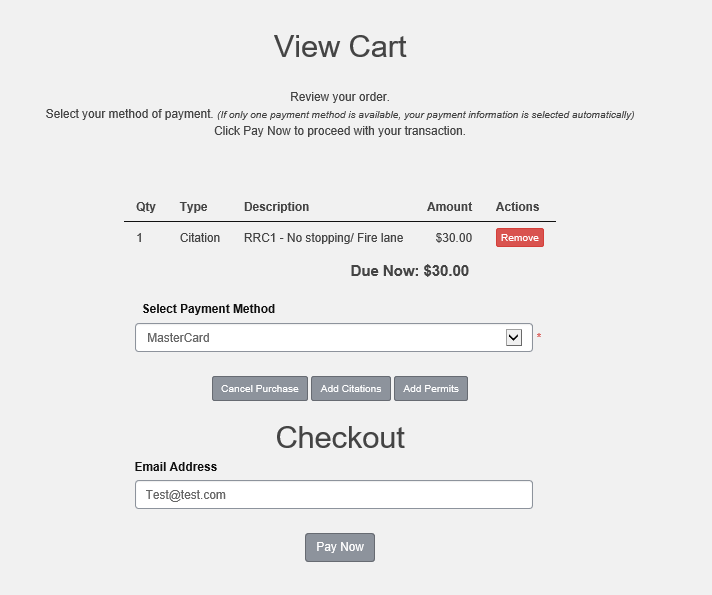


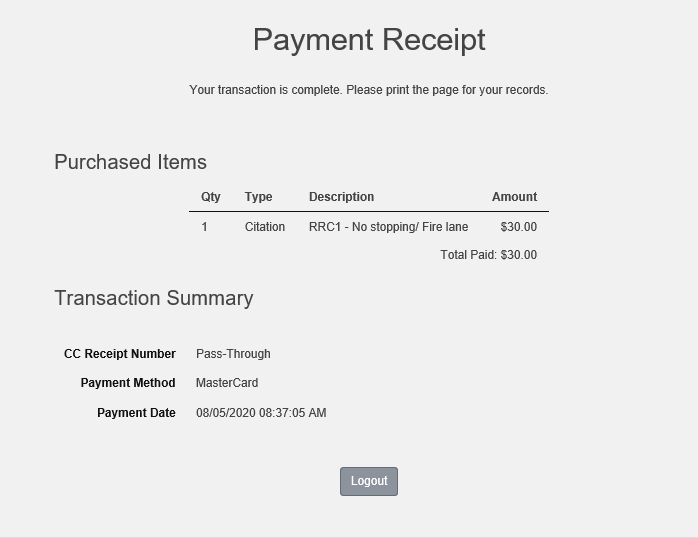
**Paying a Citation**

* To pay for a citation, select **Add to Basket** from the **Citation Menu**
* Once it has been added to basket select your **Basket** and click **Pay Now**



* You will be directed to your Cart
* Select **Payment Method** and click **Pay Now**
  + Review information in your cart (You will also have the option to **Remove** the citation from your cart).
  + You will be re-routed to enter credit card information and returned to FlexPort for your receipt.

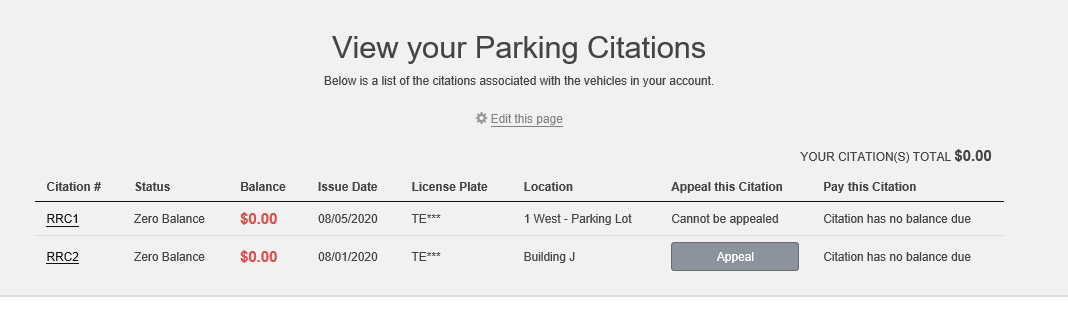




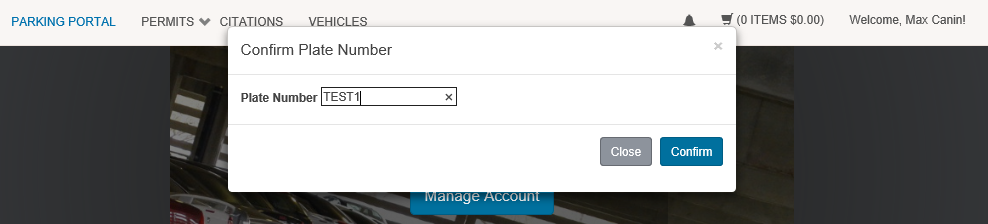
**Appealing a Citation**

**Citations must be appealed with-in fifteen (15) days from the date of issue.**

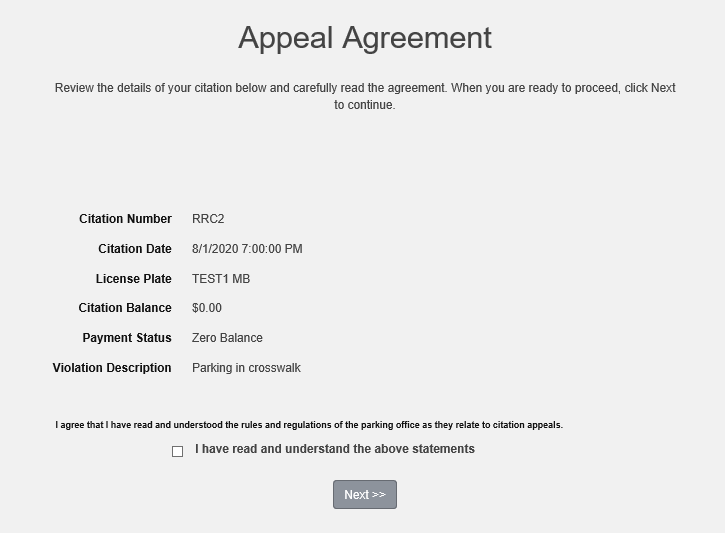
* Because all citations will need to be **Paid** before they can be **Appealed**, first pay off the citation you are looking to appeal.
* Once you have paid the citation, go back to the **Citation Menu** from the **Parking Portal** homepage.
* From the **Citation Menu** select **Appeal** on the citation



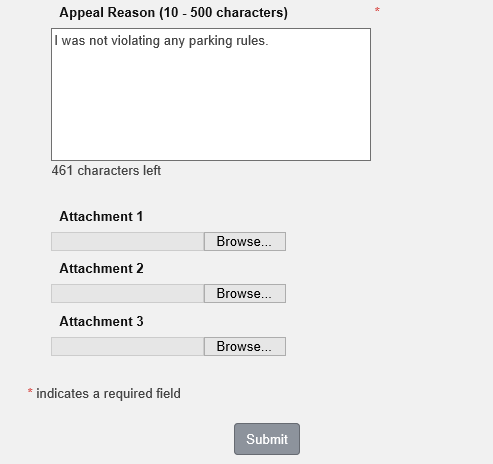
* Confirm the **plate number** of the vehicle associated with the citation
* Select **Confirm**



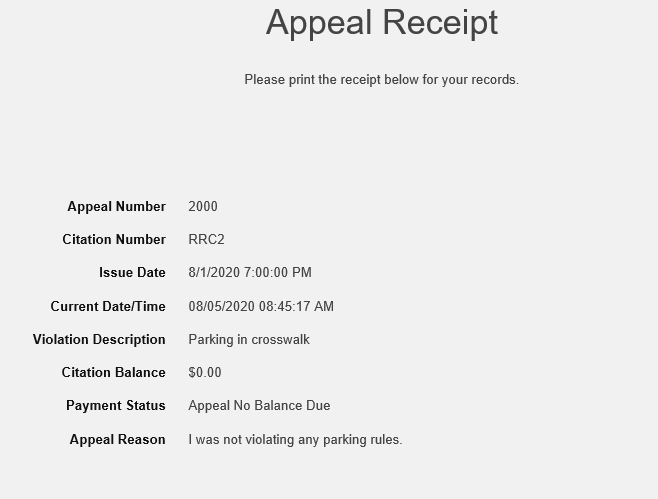
Review the citation details and select next once you have agreed with the information presented



* Select email and address (You can add an email and address if one is not already in the system)
* Type the reason for the appeal
* You may add up to three attachments before **submitting** the appeal



* You will be directed to the **appeals receipt**



* We will review your appeal and email you a decision to the email you provided on the appeal form.

Questions?

**Contact us at** [**parking@rrc.ca**](mailto:parking@rrc.ca)