



Accessing/Creating an Account.

Dear Residential/ Commercial Zone Permit Holder,

Parking is excited to announce that our new digital Residential/ Commercial Zone Permit Holder portal is now ready for public use. This email is an introduction to the new process of managing your account online and being able to print your permit locally instead of picking them up at our Customer Service Center on Main Street. Please note in the interim or until you set up your account and become familiar with our new system feel free to work with our Customer Service Team for any assistance at monthlyparking@norfolk.gov. We are confident that once you get used to navigating in our customer portal you will realize how easy it will be to fulfill a last-minute Residential/ Commercial Zone Permit Holder request moving forward. ***If you are an existing customer, please be advised that your current permit has been extended till 7/31/23 without any penalty. All parkers are to have updated permits by 8/1/23 to avoid any parking violations.***

Let's get started. This process will demonstrate how you can access your account.

Access an existing account.

1. Enter the UID number and password then click log in

Access Permit Holder Account

Sign in using your registered account.

Customer UID

Password

 eye icon

Login [Trouble signing in?](#)

[Don't have an account?](#) **Sign Up!**

Unable to access an existing account.

1. Click on "Trouble signing in?"

Access Permit Holder Account

Sign in using your registered account.

Customer UID

Password

 eye icon

[Login](#) [Trouble signing in?](#)

Don't have an account? [Sign Up!](#)

2. Select one of the below options.

- a. Forgot password – enter the Customer UID or email address used to set up the account, and a link will be sent to reset the password. Press Submit.
- b. Forgot Customer UID - enter the email address used to set up the account, and a link will be sent with the Customer UID. Press Submit.

[Forgot Password?](#)

If you have forgotten your password, use the form below to have your password reset.

Customer UID, or Email:

[Submit](#)

[Forgot Customer UID?](#)

If you have forgotten your customer uid, use the form below to have your customer uid sent to the email address associated with your account.

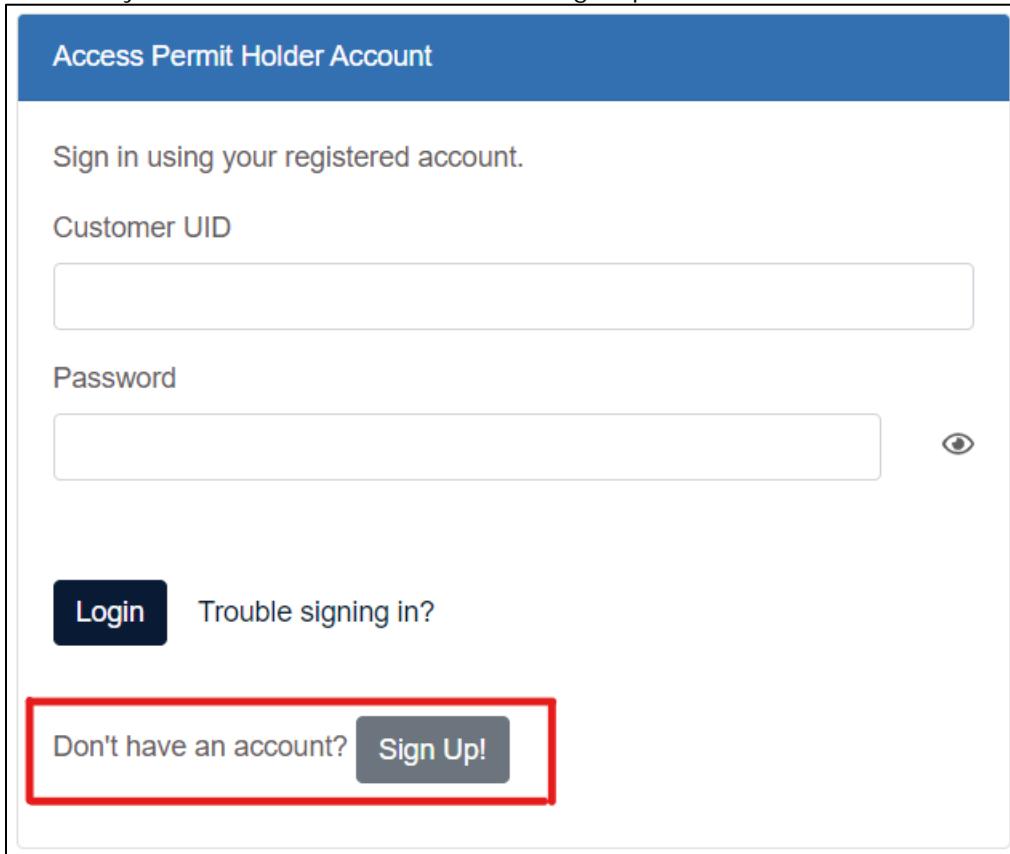
Email:

[Submit](#)

[GO TO LOGIN](#)

Creating an Account

1. If you do not have an account, click "Sign Up!"



Access Permit Holder Account

Sign in using your registered account.

Customer UID

Password

[Login](#) [Trouble signing in?](#)

Don't have an account? [Sign Up!](#)

2. On the next page, you can scroll over the icon to learn about that specific type of permit. Select the permit you want to apply for and click "Next"

Registration

Welcome to the City of NORFOLK permit program. Start here to self-register and learn what you need to use this system. Click on the icon below to learn more about the different account types you can sing-up for.


Resident
 I am a resident and need to park my vehicle and/or need visitors to park.


Business
 My employees need to park.


Commuter
 I need a monthly commuter permit


Buses
 I need a daily permit to park a bus


Semi-Truck
 I need a daily permit to park a semi-truck


Resident
 A resident account gives you access to a virtual permit that allows you and your visitors to park at your property throughout the year.

Requirements

- Proof of Residence

Cancel
Next

3. Enter all the required information to create the account

- The password field will indicate the password criteria and once completed each requirement will turn into a green check mark.

Password must:

-  Have at least one lower case letter.
-  Have at least one capital letter.
-  Have at least one number.
-  Have at least one special character (!@#\$%^&+=).
-  Be at least 8 characters.

✓


- Once all the information is entered click "Next"



English ▾

1 Create Account

2 Account Type ✓

3 Account Information

4 Permit Selection

Create Account

Please provide the following information so we can get you started.

Melba	Alvare
malvarenga@paylock.com	✓
..... ✓

Back **Next**

Note – an email will be sent to their email address to verify the email address.

4. In the field, start typing the name of the street to show the available addresses. When the address is populated, click the "+" to select it. Now, it will appear under "Selected Permit Address(es)". Click "Next".

Hi Melba!

Customer UID: 9009019750

1 Create Account ✓

2 Account Type ✓

● Permit Address ✗

3 Account Information ✗

4 Permit Selection ✗

Resident - Permit Address

Please let us know the residential address that will be associated with your permits.

john	+
1323 Johnnie Branch Street	
Zone 20	
1324 Johnnie Branch Street	+
Zone 20	
1327 Johnnie Branch Street	+
Zone 20	
1330 Johnnie Branch Street	

Selected Permit Address(es)

Zone 20	1323 Johnnie Branch Street, 23504	✖
---------	-----------------------------------	---

Back **Next**

Note: If the address is not in the system, they will get the below message referring them to call or email for further assistance.

Resident - Permit Address

Please let us know the residential address that will be associated with your permit.

Berr

Please double-check to make sure the address you entered is correct. Address example: 9001 10TH ST SE.

The address you entered is not currently in the Residential Permit Parking (RPP) database. If you believe this is an error, please call (757) 664-6222 or email monthlyparking@norfolk.gov for further assistance.

[Reset](#)

5. Choose a security question and answer. Agree to the terms and conditions, then click "Next"

Hi Melba!

Customer UID: 9009019750

- 1 Create Account ✓
- 2 Account Type ✓
● Permit Address ✓
- 3 Account Information ✕
● Document Upload ✕
- 4 Permit Selection ✕

Account Information

Please let us know a little more about yourself by filling out each section below.

Security Question

Please select a security question for your account. (You will need this if you call into our Help Center.)

Question

Answer

Resident

I agree with the terms and conditions and guidelines for Resident.

[Back](#)

[Next](#)

6. Upload all the required documents.

Hi Melba!

Customer UID: 9009019750

1 Create Account ✓

2 Account Type ✓
● Permit Address ✓

3 Account Information ✓
● Document Upload ✗

4 Permit Selection ✗

 Documents

Please click the tabs below to see which documents are needed to approve your Permit Address.

Permit Holder Documentation
Zone 20

Choose one of the document set options below

Option 1

Option 1

Please upload ALL OF THESE document(s) below:

Proof Of Residence

Please select the type of document you will be uploading

Document Type

Select

Upload

Back Next

- Upload documents – If there are multiple documents, this be displayed in the dropdown

Hi Melba!

Customer UID: 9009019750

1 Create Account ✓

2 Account Type ✓
● Permit Address ✓

3 Account Information ✓
● Document Upload ✗

4 Permit Selection ✗

 Documents

Please click the tabs below to see which documents are needed to approve your Permit Address.

Permit Holder Documentation
Zone 20

Choose one of the document set options below

Option 1

Option 1

Please upload ALL OF THESE document(s) below:

Proof Of Residence

Please select the type of document you will be uploading

Document Type

Select

Select
Proof Of Residence

Back Next

- Once the type of document is selected, the requirements are displayed to ensure they upload the correct document. Then click “Choose File” to upload a document from their computer. One the document is added, click “Upload”

✓ File has been uploaded.

Please upload ALL OF THESE document(s) below:

Proof Of Residence
Pending Review

Please select the type of document you will be uploading

Document Type: Proof Of Residence

Please make sure your document meets the following requirements:

Lease Proof Of Residence: Current lease that reflects the address the permit is requested for, signed by all parties, and clearly identifying all persons residing in the dwelling unit.

Homeowners Proof Of Residence: Closing documents or a utility bill that displays the address and customer's name.

Upload a new file
 Choose a previously uploaded file

Choose File: SEA_Imm...sy LPR.pdf

Upload

- Once the document is uploaded, there will be a message stating the file was uploaded successfully.
- There document will be pending review.
- Click "Next"

7. Congratulations! You have successfully created an account.

- The message regarding the email verification will disappear when the email with the verification link is checked.

THE CITY OF NORFOLK

English 

Dashboard Permits Message Center Citations Transactions

Melba Alvare Log Out

Your email address, malvarenga@paylock.com, has not been verified yet. Please check your email and click on the verification link. Or, [click here](#) to resend the verification email.

Dashboard

Welcome

Thank you for registering with our digital permits solution. This is your dashboard that will give you a quick view of your account.

If you need help at any time, review our tutorials or reach out to us on the "Contact Us" page.

Permits 0

View all pending and active permits [Add Permit](#) [View All](#)

Do you need to add a permit to your account? You can add a permit by going [here](#). If you need additional help, please see our tutorial videos for more information.

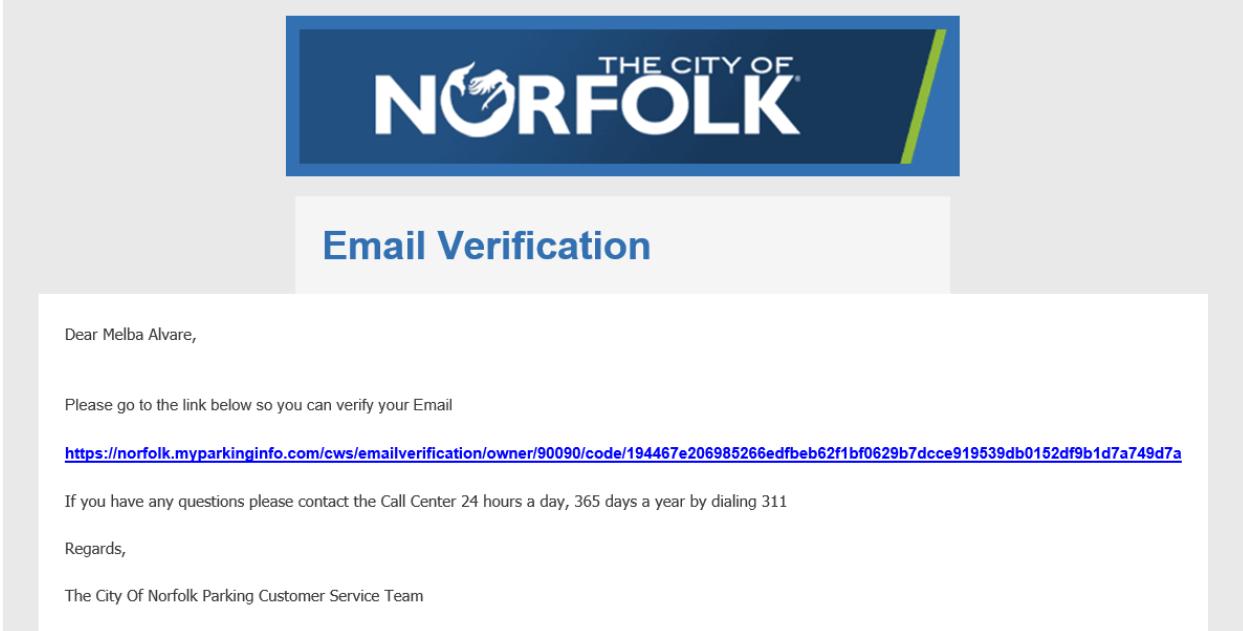
Messages 1

Your account has been created! Welcome! Dear Melba Alvare, Welcome! Now that you have an account set up you can: Apply for parking ...

Jun 22, 2023 - Viewed 

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This is the email they will receive with the link to verify the account



The email template features a blue header bar with the City of Norfolk logo, which includes a stylized hand holding a key and the text "THE CITY OF NORFOLK". Below this, a white box contains the subject line "Email Verification". The main content area is white and contains the following text:

Dear Melba Alvare,

Please go to the link below so you can verify your Email

<https://norfolk.myparkinginfo.com/cws/emailverification/owner/90090/code/194467e206985266edfbbeb62f1bf0629b7dcce919539db0152df9b1d7a749d7a>

If you have any questions please contact the Call Center 24 hours a day, 365 days a year by dialing 311

Regards,

The City Of Norfolk Parking Customer Service Team