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Director

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

City of Columbus Parking Permit Portal FAQ

1. **How do I verify I am eligible to receive a City of Columbus Parking Permit?**
   a. Visit our website at parkcolumbus.com and enter your address on the Permit Eligibility Map.

2. **What do I do if my address is eligible but I cannot locate it in the system?**
   a. Email your proof of residency document to parkingservices@columbus.gov.

3. **What are acceptable forms for proof of residency?**
   a. Current mortgage statement, tax bill or purchase paperwork; current electric, gas or water bill; or signed lease.

4. **What if my address is not eligible for permits but I live on a permitted street?**
   a. Some properties built after Dec. 31, 2008, are not eligible for permits because they were designed for those choosing to live car-free. If your address is not eligible, please reach out to your property manager to inquire about off-street parking options.

5. **How do I access the City of Columbus Parking Permit Portal?**
   a. Visit parkcolumbus.com and select Permit Parking Portal.

6. **How do I register for a new Parking Permit Portal account?**
   a. Select "Request a Permit" from the City of Columbus Permit Parking Portal homepage.

7. **How do I login to my account?**
   a. From the Permit Parking Portal, click on Account Login and sign in with your email address and password.

8. **How do I reset my password?**
   a. On the Account Login page, select Forgot Password? Enter your email address to receive information on how to reset your password.

9. **What information will I need to apply for a new City of Columbus Parking Permit?**
   a. You need the name, phone number, email address, vehicle plate number, proof of residency document and current government issued photo I.D. of the permit applicant.

10. **How do I respond to a denied Parking Permit email?**
    a. Log into your Permit Portal account, click on the denied permit and upload the missing documentation indicated in the comments of the denial email received. Once complete, click on Update Permit in order to resubmit your application.

11. **How do I pay for a Parking Permit?**
    a. Log in to your Permit Portal account and click on the shopping cart icon at the top right of the page. From there you will be asked to enter your payment information to complete your purchase.

12. **How do I apply for a new parking permit in my current Parking Permit Portal account?**
    a. After you have logged in to your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. From there, choose which permit type you require from the dropdown and request your new permit.

13. **How do I add a new favorite plate to my Parking Permit?**
    a. In your Permit Dashboard, click on the permit you wish to update and select the green button to Add a Vehicle. From there you will be able to store up to 20 vehicles you wish to assign to that permit. **Please be advised that only one vehicle plate may be active on a permit at a time.** Once complete, select Update Permit.

14. **How do I change the plate assigned to my Parking Permit or Guest Permit?**
    a. In your Permit Dashboard, click on the permit you wish to update. De-select the current active plate number and then select the plate you wish to be active. Once complete, select Update Permit. The assigned plate will stay active until you select a new plate to be active.

15. **How do I request a Guest Permit?**
    a. After you have logged into your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. If your zone is eligible to receive a guest permit, you will be able to choose "Residential Guest" from the dropdown menu and click on "Request Permit."

16. **How do I request a 24 hour Guest Pass?**
    a. After you have logged into your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. If your zone is eligible to receive a guest permit and you have purchased one, you will be able to choose "24-hour guest pass" from the dropdown. Click on "Request Permit." These passes can be purchased up to 7 days in advance and will require your guest's license plate number and the date and start time your guest will be arriving.

17. **If I move addresses, how do I update my current Parking Permit?**
    a. Parking Permits are non-transferable between zones. If you have moved to a new zone, you will need to apply for a new permit at your new address. If you have moved to an address within your zone, please contact us at parkingservices@columbus.gov with your proof of residency.

18. **How do I renew my current Parking Permit?**
    a. If you have received an email stating you may renew your permit, log in to your account and select the permit you wish to renew by clicking the "renew permit" icon on your permit dashboard and adding it to your cart for payment. For low income permit renewals, updated documentation will be required for review and approval. Permit holders in UDB and UDC are not eligible to renew a permit and are required to apply annually.

19. **How do I cancel my Parking Permit?**
    a. If you would like to cancel your Parking Permit, please contact us at parkingservices@columbus.gov.

20. **What if my address needs more permits than are allowed?**
    a. You will need to file an appeal by completing the [Permit Appeals Form](#) and emailing the completed form to parkingservices@columbus.gov.

21. **Where can I find information specific to the permit zone I live in?**
    a. For more information about permit parking and eligibility requirements specific to your permit zone, visit www.parkcolumbus.com and see Parking Management Plans and Permit Parking.