



## Parma Online Portal Winter Parking Permit Application Instructions

Winter Parking Permits can now be obtained from wherever you have internet access. Here are the steps eligible applicants can take to apply for Winter Parking and other permits:

1. Go to the secure site [www.citizenserve.com/parma](http://www.citizenserve.com/parma) for your Parma permit needs.
2. Click on **Login** (See *small print Login in the upper right-hand corner*).
3. Click on **REGISTER NOW** under “New to our Portal?”

On the REGISTER screen, fill in all the required fields (*Required fields are indicated with a red vertical line*)

- a. Select a **Registration Type** in the dropdown box (*Select either Applicant, Property Owner, or Tenant*).
  - b. Enter your Email address.
  - c. Confirm Email address.
  - d. Enter your First and Last Name.
  - e. Fill in all remaining fields.
  - f. Enter a Username (*Your email address works best, but you can use whatever you want*).
  - g. Enter a Password (*Write it down temporarily so you don't forget it.*)
  - h. Confirm your Password.
  - i. Click on **SUBMIT**.
4. You will now be taken to your “My Account” page.
  5. Select the **Services** tab at the top of the web page.
  6. Select **Permits** from the dropdown selection.
  7. Select **Apply online** from list on the left side of the page.
  8. In the **Application Type** box select **Parking Permit** if you want a winter parking permit.
    - a. In the **Address or Parcel #** box, enter the address number and street name only, for example, enter *1234 Main*. (*Do not enter St., street, Ave., etc.*)
    - b. Next, select *Find Address*.
    - c. Complete **all** information as required on the application. (*Required fields are indicated with a red vertical line: |*)
    - d. Select **SUBMIT**

### Email Notifications:

1. **Confirmation Email** - You will first receive a confirmation email informing you that “*Your permit application has been received and is currently under review.*” (*You do not need to respond to it.*)
2. **Decision Email** - Once the review is completed by the Safety Director, you will be notified of his determination. If approved, you will be sent a link to pay for the permit.
3. **Permit Pick-up** - If approved, and once payment has been made online, you will be notified when your permit sticker is available for pickup at the Safety Department in City Hall.