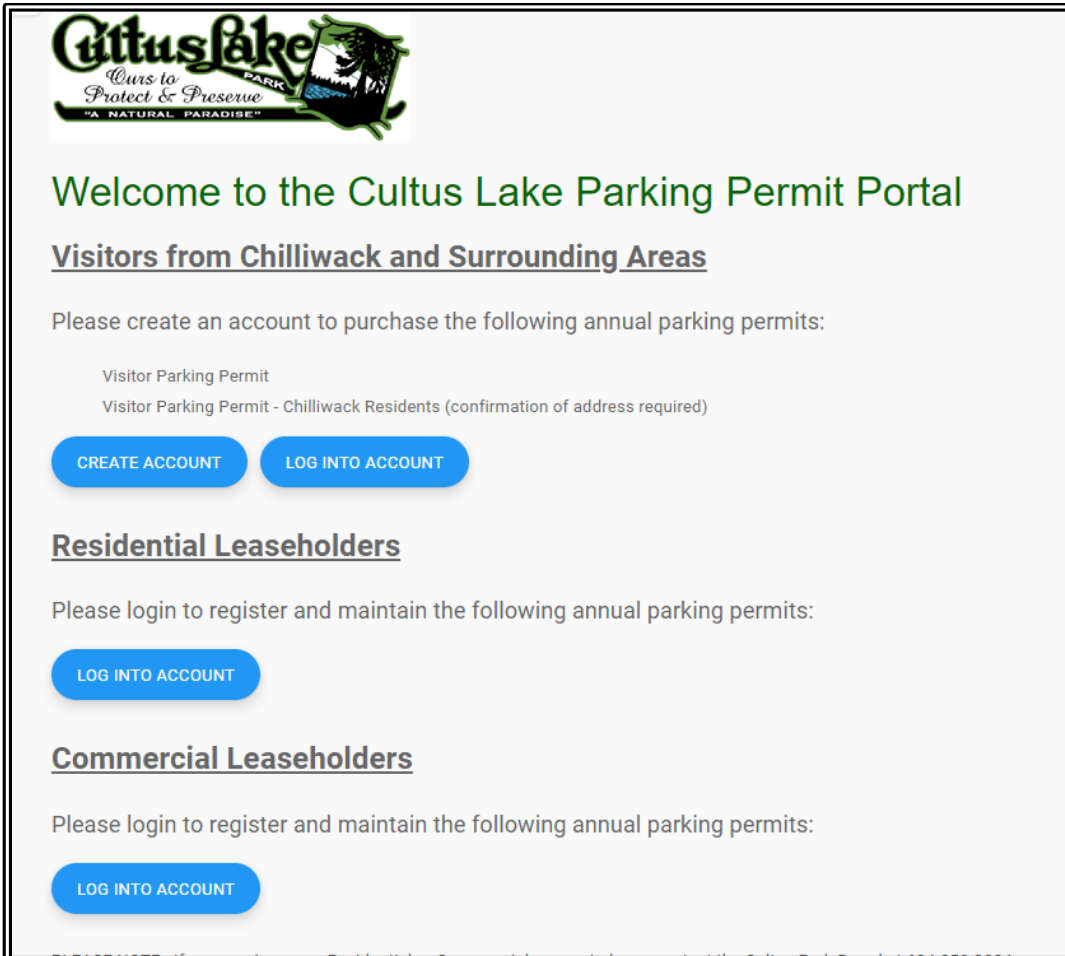


Commercial - How-To Guide for Electronic Parking Permit

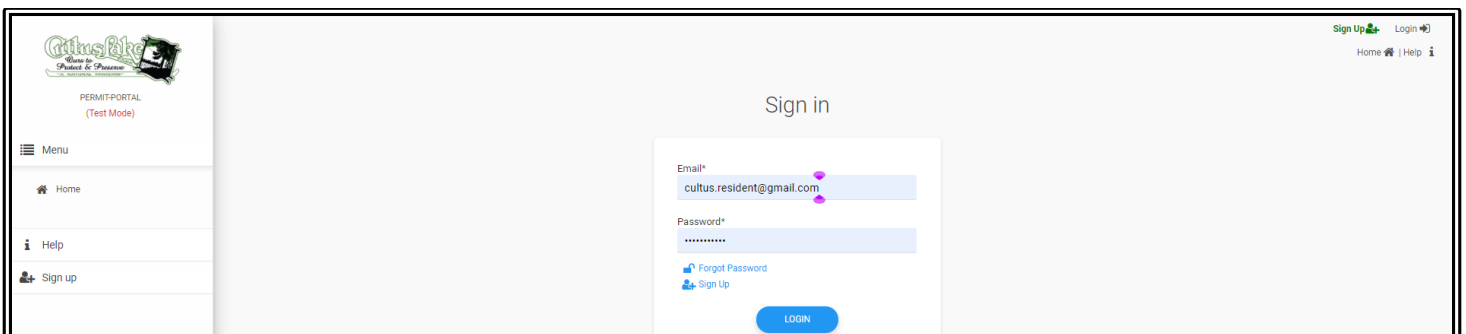
(A) Logging Into Your Account

1. Go to <https://Cultuslake.gtechna.net/permit-portal/>



The screenshot shows the homepage of the Cultus Lake Parking Permit Portal. At the top left is the Cultus Lake logo with the tagline "Ours to Protect & Preserve" and "A NATURAL PARADISE". Below the logo, the text reads "Welcome to the Cultus Lake Parking Permit Portal" and "Visitors from Chilliwack and Surrounding Areas". A message states: "Please create an account to purchase the following annual parking permits:" followed by two bullet points: "Visitor Parking Permit" and "Visitor Parking Permit - Chilliwack Residents (confirmation of address required)". There are two blue buttons: "CREATE ACCOUNT" and "LOG INTO ACCOUNT". Below this is a section for "Residential Leaseholders" with the text: "Please login to register and maintain the following annual parking permits:" and a "LOG INTO ACCOUNT" button. The final section is for "Commercial Leaseholders" with the text: "Please login to register and maintain the following annual parking permits:" and a "LOG INTO ACCOUNT" button.

2. Click on the blue button "LOG INTO ACCOUNT" to bring you to the login screen



The screenshot shows the login screen of the Cultus Lake Parking Permit Portal. The top left features the Cultus Lake logo and "PERMIT-PORTAL (Test Mode)". A navigation menu on the left includes "Home", "Help", and "Sign up". The main content area is titled "Sign in" and contains a form with "Email*" (filled with "cultus.resident@gmail.com") and "Password*" (masked with dots). Below the form are links for "Forgot Password" and "Sign Up", and a blue "LOGIN" button. The top right corner has links for "Sign Up", "Login", "Home", and "Help".

3. Enter your Username and Password

Username: Must be a valid email address.

Password: Your password should be minimum 8 characters long, which should contain at least 1 upper case character, 1 lower case character, 1 digit and 1 special character.

*Note: All Commercial accounts have been pre-loaded into the system. Your Username and Temporary Password would have been emailed to you at the email address you provided. If you have not received this email, please contact the Cultus Lake Park Board office at 604-858-3334.

4. Home Screen

Once you login you will be brought to the following Home Screen. From this screen you can add both: **New Permits** and **Vehicles** to your account.

At any time if you would like to return to the Home Screen you can select **“Home”** on the top left corner or the **“Home”** button in the top right corner (see highlighted sections below).

The screenshot shows the Home Screen of the permit portal. On the left is a navigation menu with 'Home' highlighted. The top right shows the user's email 'CULTUS.RESIDENT@GMAIL.COM' and a 'Logout' link. The main content area is divided into two sections: 'Active Permits' and 'Vehicles'. The 'Active Permits' section has an 'ADD PERMIT' button and a table with the following columns: #, Created, Status, Vehicles, Start Date, End Date, Zone, Permit Type, Price, Pay, Auto Renewal, and Cancel permit. The table is currently empty with 'No records found.' The 'Vehicles' section has an 'ADD VEHICLE' button and a table with the following columns: Status, Plate, Visitor plate, Attachment, Year, Make, Type, and Registration Expiry Date. The table contains one record: Status: Approved, Plate: Visitor 3, Cultus Lake - 87964(BC), Attachment: Click to submit proof, Year: 2002, Make: VESPA, Type: 4 Door, Registration Expiry Date: Does not expire.

(B) How to Add a Vehicle

1. From the Home Screen select **“ADD VEHICLE”**

This is a close-up view of the 'Vehicles' section. It includes a car icon, the title 'Vehicles', and a large 'ADD VEHICLE' button. Below the button is a table with the following columns: Status, Plate, Visitor plate, Attachment, Year, Make, Type, and Registration Expiry Date. The table is currently empty with 'No records found.' At the bottom right of the table area, there are options for 'TOTAL RECORDS 0' and 'COLUMNS'.

2. List of Vehicles – this action brings you to your list of vehicles for review.

*Note: Once a vehicle is added to your account it stays on the account until deleted so that it can be used for future permits by the account holder.

If the vehicle is already listed you can select **“ADD PERMIT”** and move to the instructions in section **(C) How to Add a Permit**

Your existing list of vehicles are below. Click the **Add Vehicle** button to add vehicles or click **Permits** to view your existing permits or purchase additional once.

Register your Vehicles

Vehicles

ADD VEHICLE

Status	Plate	Visitor Vehicle	Make	Type	Color	Year	Delete
No Vehicles Added.							

ADD PERMIT

3. Adding Vehicle Information

Enter all fields with “ * ” to add vehicle successfully. Validate before hitting save to ensure accuracy.

Vehicles ×

Vehicle owner/driver
Commercial, Employee 2

Plate*
BUN 987
* The plate field only accepts alphanumeric characters such as (a, b ,c, 1, 2, 3)

State*
British Columbia

Make*
HONDA

Type*
2 Door

Color*
Pink

Year*
2020



SAVE **CLOSE**

*Note: Enforcement of permits is done by reviewing license plate information on the vehicle, so please take care in entering this information accurately. Once the information is entered select **“SAVE”** at the bottom of the screen.

Vehicle Requirements

4. Submitting the Vehicle Registration

Complete a final review of the license plate, accept the terms by clicking the box, then select **“SUBMIT”**.

Delete	Qty	Description	Price
	1	BUN987(BC) - Car	0.00
Sub Total:			0.00
Total:			0.00
Accept Terms* <input checked="" type="checkbox"/>			View
			

5. View of Vehicle List

Your vehicle is now entered and can be used to create a Commercial Permit.

*Note: even if the vehicle status is **“Under Review”** the vehicle can immediately be used to add a permit.

HOME / Vehicles

ERICA.LEE@CULTUSLAKE.BC.CA Logout


Home | Help





Your registration has been successfully processed

Your existing list of vehicles are below. Click the **Add Vehicle** button to add vehicles or click **Permits** to view your existing permits or purchase additional ones.

Register your Vehicles

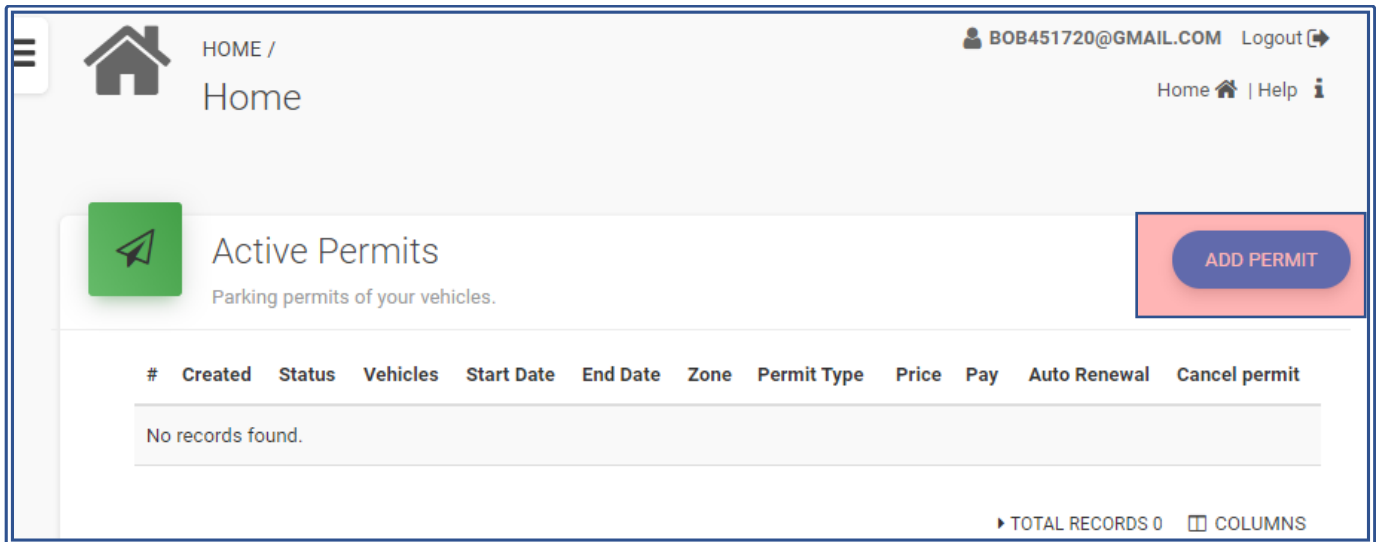
Vehicles



Status	Plate	Visitor Vehicle	Make	Type	Color	Year	Delete
 Approved	Commercial, Employee 1 - BUN123(BC)		HARLEY- DAVIDSON	2 Door	Pink	2015	
 Approved	Commercial, Employee 2 - BUN987(BC)		HONDA	2 Door	Pink	2020	

(C) How to Add a Parking Permit

1. From the Home Screen select “ADD PERMIT”



2. Adding a permit to the vehicle

The box shown below will pop up to allow you to add a Permit to your account.

The 'Add Permit' modal form contains the following fields and options:

- Permit vehicle(s)***: A dropdown menu with the selected option 'Commercial, Employee 2 - BUN987' and an 'ADD VEHICLE' button.
- Parking Location***: A dropdown menu with the selected option 'Plaza Parking Lot - Commercial'.
- Permit***: A dropdown menu with the selected option 'Commercial Plaza - Unit 9 - Beethoven's Pizza'.
- Start Date***: A date picker with the selected date '04/09/2021'.
- Remaining permits that can be issued for this period**: A text box displaying '3'.
- End Date**: A date field with the value '12/31/2021'.
- Do you want this permit to be automatically renewed?**: Radio buttons for 'Yes' (selected) and 'No'.
- Footer**: 'ADD TO CART' and 'CLOSE' buttons.

* If you have answered **Yes** it means your permit will be automatically renewed for the next month/year. You will be notified by email when any of your permit will be auto renewed. You can disable/enable this option at any time from "Home" page.
* If the options are disabled it means either auto renewal is not supported for the type of permits you selected.

(i) Permit Vehicle – From the drop down box choose a vehicle to attach to the Permit. (If the vehicle you need is not in the list you can use the “ADD VEHICLE” button on this page to add a new vehicle)

(ii) Parking Location - For Commercial the location will always be “Plaza Parking Lot – Commercial”

(iii) Permit – The Permit Type will be specific to your Commercial Property.

ie. this permit is for:

Commercial Plaza – Unit 9 – Beethoven’s Pizza

***Note: The Commercial Permits Run January to December each year and can be set up to automatically renew.**

Once the appropriate Vehicle, Permit Type, Start Date and whether the Permit should auto-renew has been chosen press “ADD TO CART”


3. Buying the Parking Permit

Once the Permit has been added to the cart, complete a final review of the permit(s) and vehicle plate(s) and accept the terms by clicking the box, then select **“BUY”**.

*Note: You will need to select **“BUY”** even though the balance owing for the free permits is \$0.00.

Permit Shopping Cart

Parking permit orders of your vehicles. Please note the cart will be emptied once you log out.

Delete	Qty	Description	Price
	1	Commercial Plaza - Unit 9 - Beethoven's Pizza - (04/09/2021 - 12/31/2021) - Plaza Parking Lot - Commercial - Commercial, Employee 2 - BUN987(BC) Date: 04/09/2021 00:00 - 12/31/2021 23:59	\$0.00

Sub Total \$0.00
Total: \$0.00

Accept Terms* [View](#)

BUY

ADD PERMIT

4. Confirm Payment – Last review of the license plate and start date in the following pop-up box and select **“YES”** to continue.

Confirm Payment

You will be purchasing permits for vehicle plates

BUN987(BC) - 04/14/2021

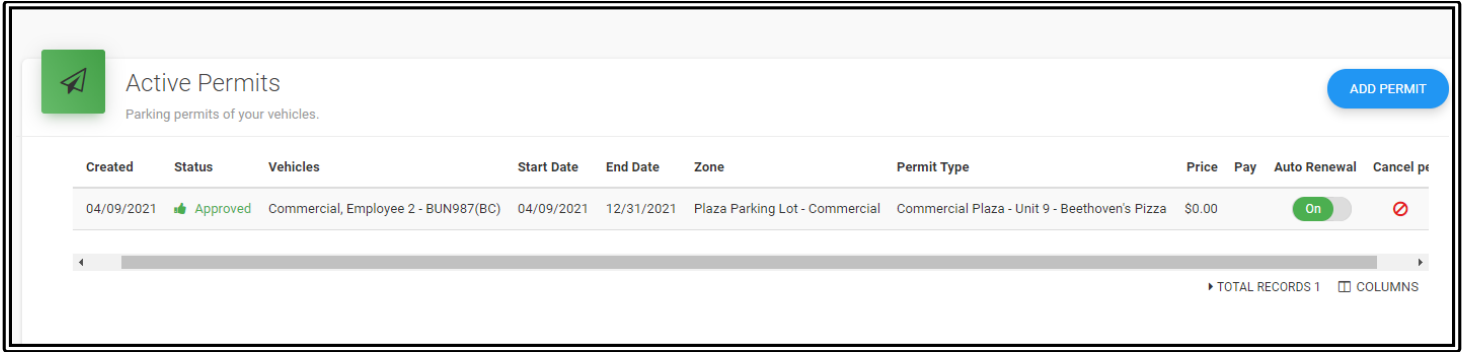
Once your permit has been approved by a staff member a confirmation e-mail will be sent to your registered email address.

By pressing the **“Yes”** button you accept the [Terms & Conditions](#)

Are you sure wants to continue ?

YES **NO**

5. Approved Permit – Once your permit has been submitted it is automatically approved. On the Home Screen you can now see this permit listed and the status is **APPROVED**.




The screenshot shows the 'Active Permits' screen with a table of permits. The table has columns for Created, Status, Vehicles, Start Date, End Date, Zone, Permit Type, Price, Pay, Auto Renewal, and Cancel. One permit is listed with a status of 'Approved' and a 'Cancel' icon.

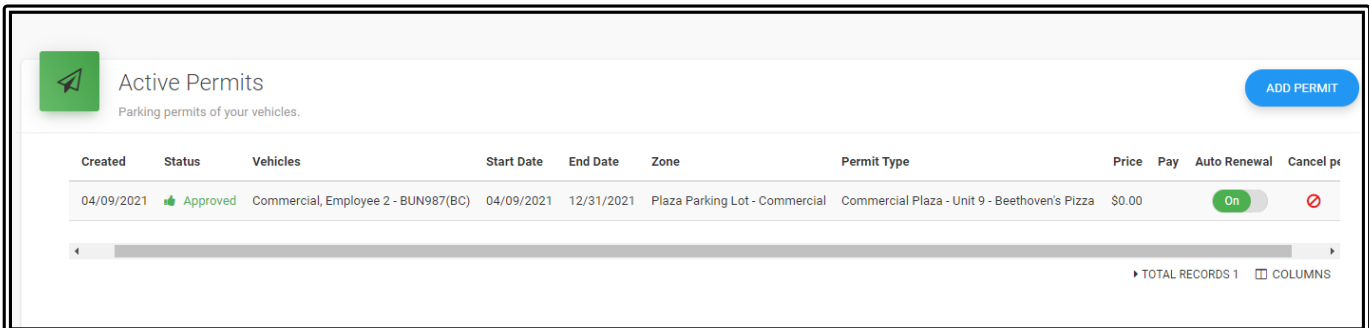
Created	Status	Vehicles	Start Date	End Date	Zone	Permit Type	Price	Pay	Auto Renewal	Cancel
04/09/2021	Approved	Commercial, Employee 2 - BUN987(BC)	04/09/2021	12/31/2021	Plaza Parking Lot - Commercial	Commercial Plaza - Unit 9 - Beethoven's Pizza	\$0.00		On	Cancel

(D) How to Update Vehicle Information on a Permit and How to Remove a Permit

1. List of Active Permits – On the Home Screen the top area contains your list of Active Permits.

If you would like to update the vehicle information on a permit you will need to cancel the permit in question and reissue a permit using the updating vehicle information.

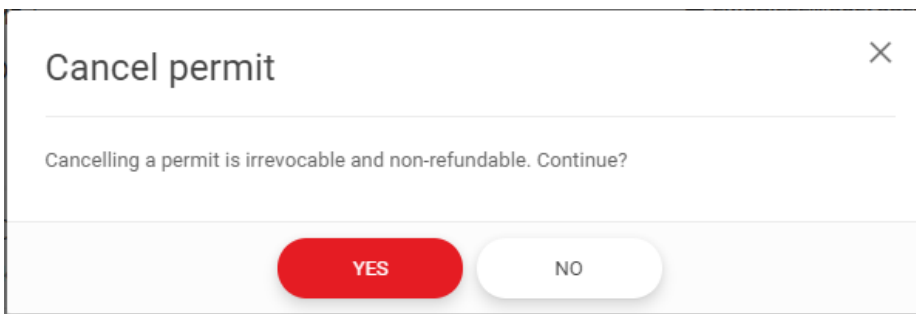
2. Cancel Permit - In order to cancel one you just need to select the  icon for any of the permits you would like to cancel.



This screenshot is identical to the one above, showing the 'Active Permits' screen with a table of permits. The table has columns for Created, Status, Vehicles, Start Date, End Date, Zone, Permit Type, Price, Pay, Auto Renewal, and Cancel. One permit is listed with a status of 'Approved' and a 'Cancel' icon.

Created	Status	Vehicles	Start Date	End Date	Zone	Permit Type	Price	Pay	Auto Renewal	Cancel
04/09/2021	Approved	Commercial, Employee 2 - BUN987(BC)	04/09/2021	12/31/2021	Plaza Parking Lot - Commercial	Commercial Plaza - Unit 9 - Beethoven's Pizza	\$0.00		On	Cancel

3. Select Yes to Cancel Permit



The screenshot shows a dialog box titled 'Cancel permit' with a close button (X) in the top right corner. The text inside the dialog box reads: 'Cancelling a permit is irrevocable and non-refundable. Continue?'. At the bottom of the dialog box, there are two buttons: a red 'YES' button and a white 'NO' button.

4. Cancelled – Confirmation of Permit being Cancelled will be received.

Permit was cancelled successfully.

Active Permits
Parking permits of your vehicles. [ADD PERMIT](#)

#	Created	Status	Vehicles	Start Date	End Date	Zone
102	04/09/2021	Cancelled	Commercial, Employee 2 - BUN987(BC)	04/09/2021	12/31/2021	Plaza Parking Lot - Comn

5. Reissue Permit

To reissue the permit with updating vehicle information please see **section (B) How to Add a Vehicle** and **(C) How to Add a Permit**

(E) How to Change my Email Address (Username)

Select **“Account Settings”** from the Menu on the left. Enter in a New Email Address and select **“CHANGE EMAIL”**

PERMIT-PORTAL
(Test Mode)

Menu

- Home
- Permits
- Vehicles
- Proof of address
- Credit Cards
- Invoice History
- Account Settings**

HOME / Account Settings

Change Email

Current Email: bob451720@gmail.com

New Email:

[CHANGE EMAIL](#)

Once you click on **Change Email** button, you will be automatically logged out and have to log in again with the new email address.

(F) How do I Change my Password

Select **“Account Settings”** from the Menu on the left. Enter in a New Password and select **“CHANGE PASSWORD”**

PERMIT-PORTAL
(Test Mode)

Menu

- Home
- Permits
- Vehicles
- Proof of address
- Credit Cards
- Invoice History
- Account Settings**

Change Password

Current Password:

Your password should be minimum 8 characters long, which should contain at least 1 upper case character, 1 lower case character, 1 digit and 1 special character

New Password:

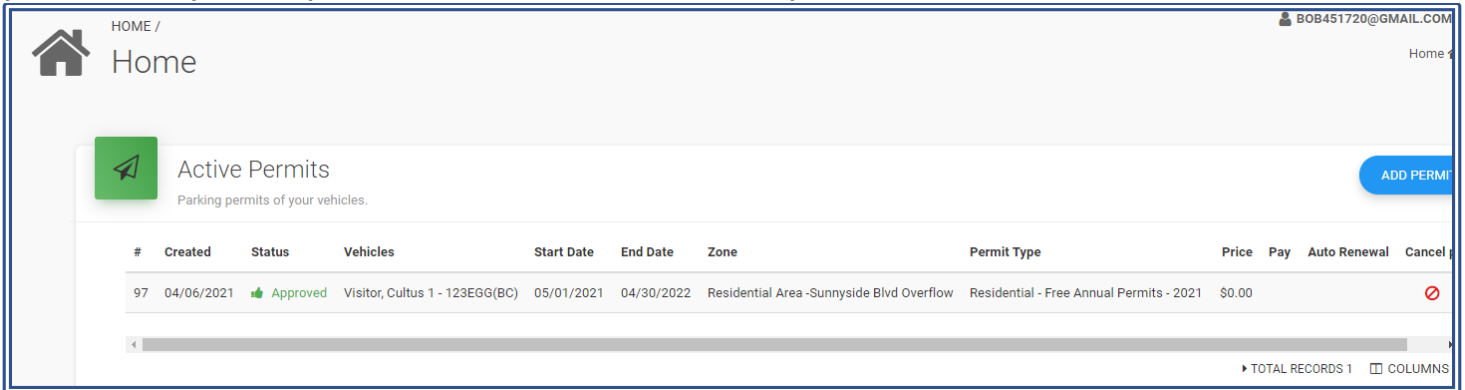
[CHANGE PASSWORD](#)

Frequently Asked Questions

Q1: Do I need to print the permits once I have registered them online?

A1: No. All your active permits on your account will now be linked electronically to your license plate. Enforcement of permits is done by reviewing license plate information, so a physical permit is no longer required.

To review your active permits see the list of all your permits on your account home page. This lists shows the type of permit, license plate the permit is attached to and the dates the permit covers.



#	Created	Status	Vehicles	Start Date	End Date	Zone	Permit Type	Price	Pay	Auto Renewal	Cancel
97	04/06/2021	Approved	Visitor, Cultus 1 - 123EGG(BC)	05/01/2021	04/30/2022	Residential Area - Sunnyside Blvd Overflow	Residential - Free Annual Permits - 2021	\$0.00			

Q2: How long does it take for my permits to become active?

A2: Once you have saved your permits on your profile, they will be active immediately. You will also receive a confirmation to the email linked to the account.

Q3: I forgot my username. How do I find out what it is?

A3: Please call the Cultus Lake Park Office 604-858-3334 to recover your username.

Q4: I forgot my password. How do I reset it?

A4: You can recover your password via email by clicking the link on the login screen "Forgot Password". If you still require assistance, please call the Cultus Lake Park Office 604-858-3334 or email reception@cultuslake.bc.ca.

Q5: Will I be alerted when my annual parking permit expires?

A5: Yes, you will be alerted by email prior to your permits expiring.

Q6: Can I still purchase permits in person or over the phone at the Cultus Lake Park Office?

A6: No. All residents and commercial leaseholders will manage their own parking permits on their account as of May 3rd.

Q7: What happens if I need assistance with my account and the office is closed?

A7: Please call reception at 604-858-3334 and select the Parking Permit Assistance prompt. You will be forwarded to an individual on site who can assist you after office hours and on weekends. If you do not connect with someone, please leave a detailed voicemail so they can return your call as soon as they are free.

Please visit our website www.cultuslake.bc.ca for links to all manuals and to pay any parking tickets.