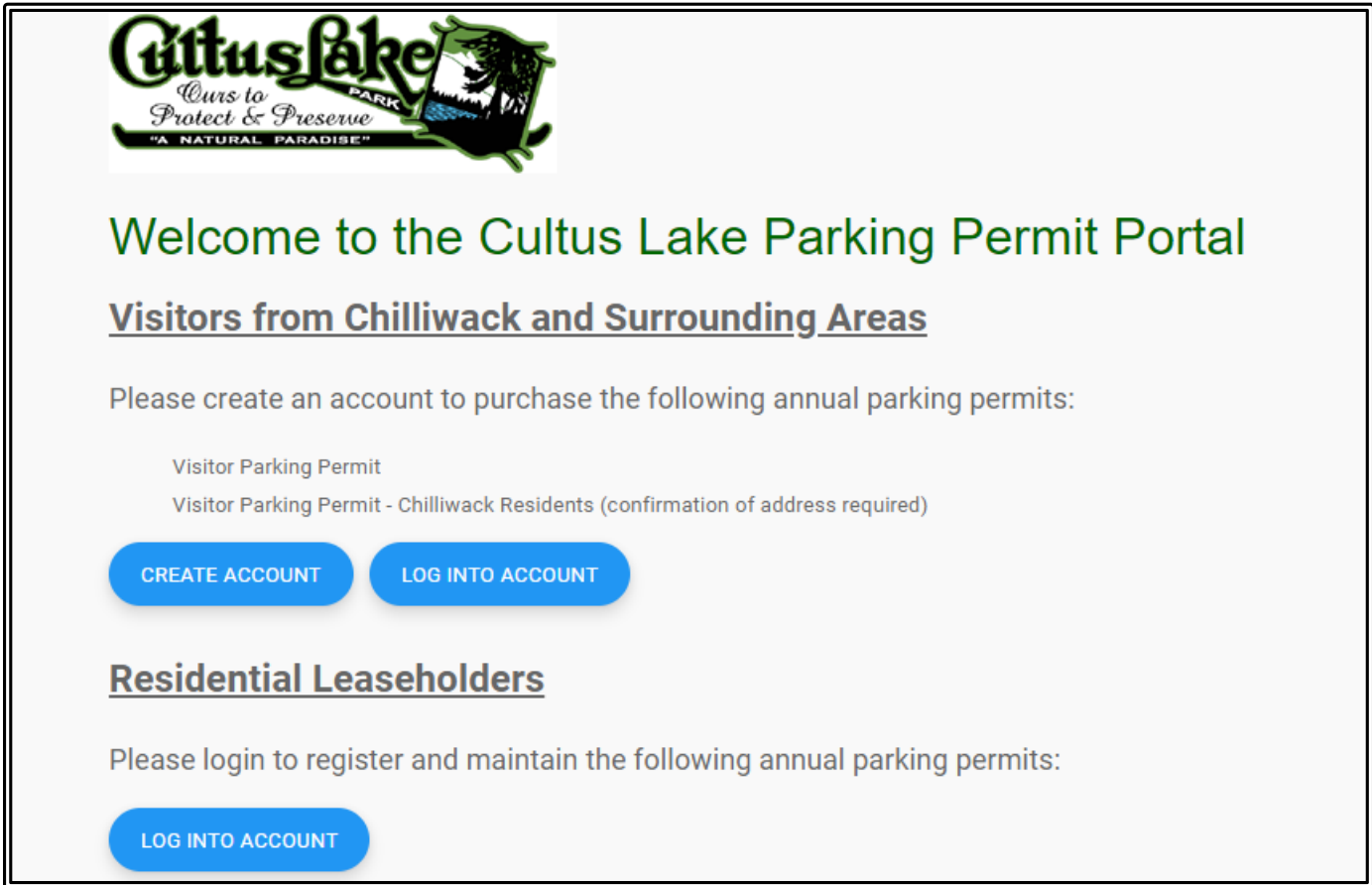


# Residential - How-To Guide for Electronic Parking Permit

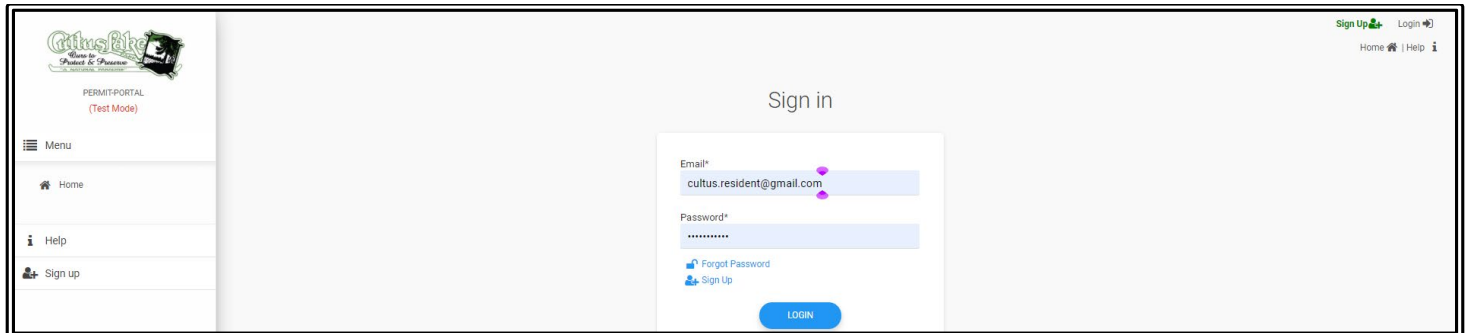
## (A) Logging Into Your Account

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 Park logo with the tagline "Cultus Lake Park Curs to Protect & Preserve 'A NATURAL PARADISE'". The main heading reads "Welcome to the Cultus Lake Parking Permit Portal". Below this is a sub-heading "Visitors from Chilliwack and Surrounding Areas". A message states: "Please create an account to purchase the following annual parking permits:". Two options are listed: "Visitor Parking Permit" and "Visitor Parking Permit - Chilliwack Residents (confirmation of address required)". Below these are two blue buttons: "CREATE ACCOUNT" and "LOG INTO ACCOUNT". A second section is titled "Residential Leaseholders" with the message: "Please login to register and maintain the following annual parking permits:". A single blue button labeled "LOG INTO ACCOUNT" is provided for this section.

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 page title is "Sign in". On the left is a navigation menu with "Menu", "Home", "Help", and "Sign up". The main content area contains a "Sign in" form with fields for "Email\*" (containing "cultus.resident@gmail.com") and "Password\*" (masked with dots). Below the password field are links for "Forgot Password" and "Sign Up". A blue "LOGIN" button is at the bottom of the form. 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

Then click "LOGIN"

*\*Note: All Residential 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.

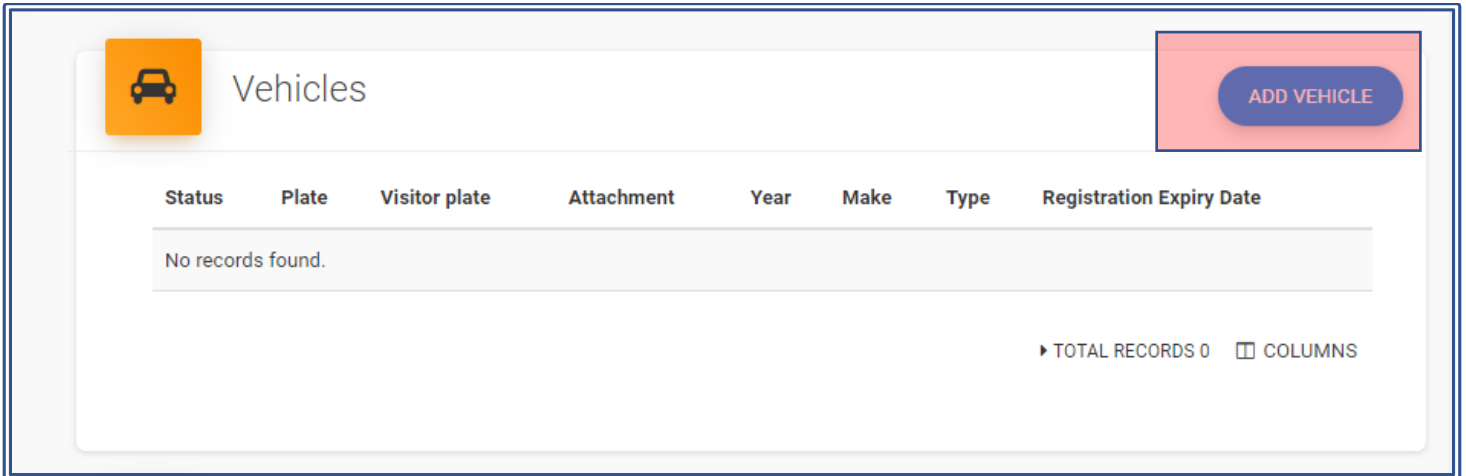
At any time if you would like to return to the Home Screen you can select “**Home**” in the menu on the left or the “**Home**” button in the top right corner (see highlighted sections below).



The screenshot shows the 'Home' page of the Cultus Lake Permit Portal. The page is titled 'HOME / Home' and includes a user profile 'CULTUS.RESIDENT@GMAIL.COM' with a 'Logout' link. A 'Home' button is highlighted in the top right corner. The left sidebar contains a 'Menu' with options: Home (highlighted), Permits, Vehicles, Proof of address, Credit Cards, Invoice History, and Account Settings. The main content area is divided into two sections: 'Active Permits' and 'Vehicles'. The 'Active Permits' section has a table with columns: #, Created, Status, Vehicles, Start Date, End Date, Zone, Permit Type, Price, Pay, Auto Renewal, and Cancel permit. It shows 'No records found.' and 'TOTAL RECORDS 0'. The 'Vehicles' section has a table with columns: Status, Plate, Visitor plate, Attachment, Year, Make, Type, and Registration Expiry Date. It shows one record: Status 'Approved', Plate 'Visitor 3, Cultus Lake - 87964(BC)', Attachment 'Click to submit proof', Year '2002', Make 'VESPA', Type '4 Door', and Registration Expiry Date 'Does not expire'. It also shows 'TOTAL RECORDS 1'.

## **(B) How to Add a Vehicle**

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

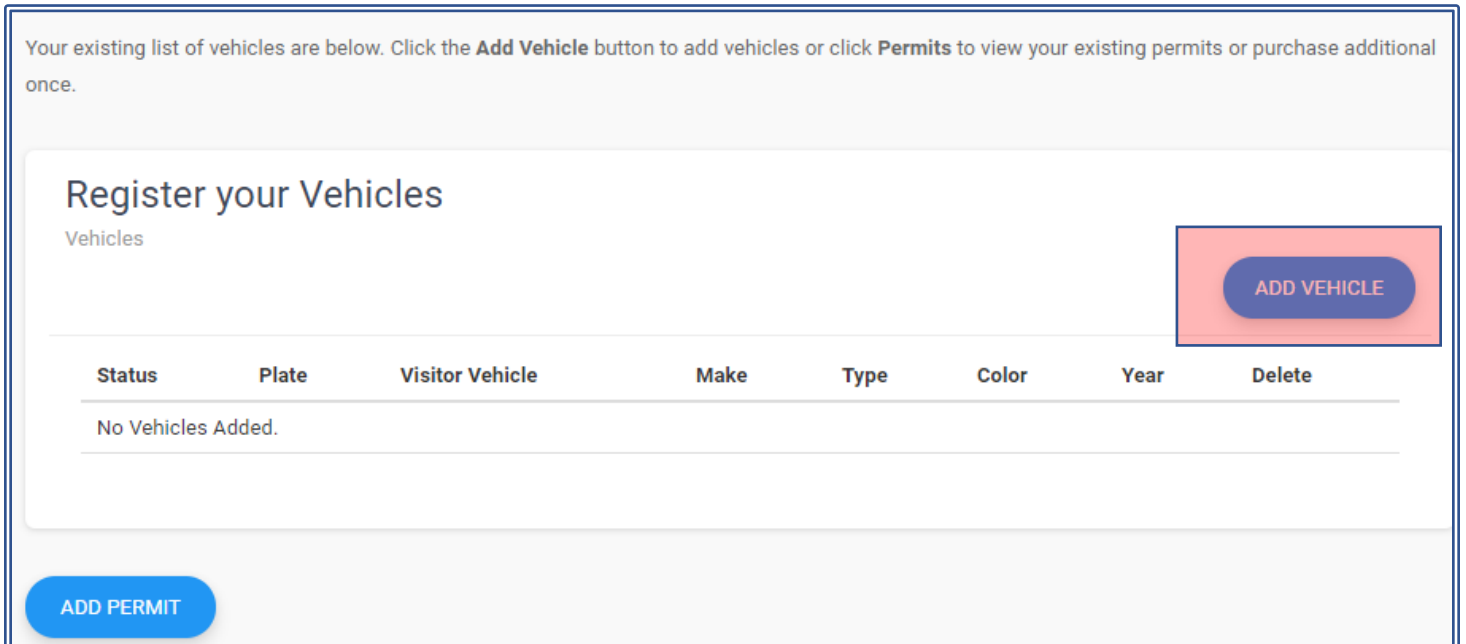


The screenshot shows a web interface for managing vehicles. At the top left, there is an orange square icon with a car symbol and the word "Vehicles" next to it. In the top right corner, there is a red rectangular button with the text "ADD VEHICLE" in white. Below this is a table with the following headers: Status, Plate, Visitor plate, Attachment, Year, Make, Type, and Registration Expiry Date. The table body is empty, displaying "No records found." in a light gray box. At the bottom right of the table area, there is a summary: "▶ 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. Repeat this action to add all vehicles to your account.

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



The screenshot shows a web interface for registering vehicles. At the top, there is a text block: "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." Below this is a section titled "Register your Vehicles" with a sub-header "Vehicles". In the top right corner of this section, there is a red rectangular button with the text "ADD VEHICLE" in white. Below this is a table with the following headers: Status, Plate, Visitor Vehicle, Make, Type, Color, Year, and Delete. The table body is empty, displaying "No Vehicles Added." in a light gray box. At the bottom left of the page, there is a blue rounded rectangular button with the text "ADD PERMIT" in white.

### 3. Adding Vehicle Information

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

#### Visitor Vehicle Requirements

1. Vehicle Owner
2. Plate
3. Province/State

#### Resident Vehicle Requirements

1. Vehicle Owner
2. Plate
3. Province/State
4. Make
5. Type
6. Colour
7. Year

The screenshot shows a form titled "Vehicles" with a close button (X) in the top right corner. The form contains the following fields and options:

- Is this a visitor vehicle?  
 Yes  No
- Vehicle owner/driver  
Resident, Cultus 1
- Plate\*  
EGG 123  
\* The plate field only accepts alphanumeric characters such as (a, b, c, 1, 2, 3)
- State\*  
British Columbia
- Make\*  
TESLA
- Type\*  
2 Door
- Color\*  
Pink
- Year\*  
2021

At the bottom of the form, there are two buttons: "SAVE" (blue) and "CLOSE" (white).

\*Note: Enforcement of permits is done by reviewing license plate information so please take care in entering this information.

Once the information is entered select “**SAVE**” at the bottom of the screen.

### 4. Submitting the Vehicle Registration

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

The screenshot shows a summary screen for vehicle registration. It features a table with the following data:

Delete	Qty	Description	Price
	1	123EGG(BC) - Car	0.00

Below the table, there is a summary of costs:

- Sub Total: 0.00
- Total: 0.00

At the bottom right, there is a checkbox for "Accept Terms\*" which is checked, and a "View" link. Below this is a large green "SUBMIT" button.

## 5. Vehicle List

Your vehicle is now entered and can be used for any Residential Permits.

HOME / Vehicles

BOB451720@GMAIL.COM 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 once.

### Register your Vehicles

Vehicles

ADD VEHICLE

Status	Plate	Visitor Vehicle	Make	Type	Color	Year	Delete
Approved	Erica - EGG789(BC)	✓	TESLA				🗑️
Approved	Visitor 1 - 123EGG(BC)	✓					🗑️

### (C) How to Add a Parking Permit

**\*\*NOTE – RESIDENTIAL ADDITIONAL – ANNUAL PERMITS MUST be purchased through the Cultus Lake Park Board office and CANNOT be purchased online.** - Once an Additional Annual Permit has been purchased through the Cultus Lake Park Board office this annual permit will become active in your online account. Purchasing of these specific permits can only be done Monday through Friday 8:30am-4:30pm.

Residential Additional – Annual permits are valid from May 2021 through April 2022.

\*Note: The cost of these permits are prorated depending on date of purchase.

All Active **Annual** Permits (This includes both Residential -Free Annual Permits and Residential - Additional Annual Permits) can then be cancelled and reissued or have the vehicle on the permit replaced as many times as needed within your online account to allow you to update your vehicle information.

#### 1. From the Home Screen select “ADD PERMIT”

HOME / Home

BOB451720@GMAIL.COM Logout

Home | Help

Active Permits

Parking permits of your vehicles.

ADD PERMIT

#	Created	Status	Vehicles	Start Date	End Date	Zone	Permit Type	Price	Pay	Auto Renewal	Cancel permit
No records found.											

TOTAL RECORDS 0 COLUMNS

## 2. Adding a permit to the vehicle

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

**Add Permit**

Permit vehicle(s)\*  
(Visitor) Visitor, Cultus 1 - 123EGG (v) **ADD VEHICLE**

Parking Location\*  
Residential Area -Sunnyside Blvd Overflow (v)

Permit\*  
Residential - Free Annual Permits - 2021 (v)  
Residential - Free Annual Permits - 2021  
Residential Additional- Daily Pass  
Residential Additional- Annual Pass

Start Date  
05/01/2021 (v) x

Remaining permits that can be issued for this period : 4

End Date  
04/30/2022

**ADD TO CART** **CLOSE**

**(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 Residential Permits the location will always be **“Residential Area And Sunnyside Blvd Overflow”**

**(iii) Permit** – There are three permit options for Residents:

**1) Residential – Free Annual Permits 2021**

Earliest Start Date – 05/01/2021

End Date – 04/30/2022

Cost – FREE

Permit Limit – 4 Active Permits

**2) Residential Additional – Daily Pass**

Earliest Start Date – 05/01/2021

Valid until midnight of purchase date

Cost – \$6.00 per Day

Permit Limit – 2 Active Permits Daily

**3) Residential Additional – Annual Pass**

Earliest Start Date – 05/01/2021

End Date – 04/30/2022

Cost – \$100 per Year

Permit Limit – 2 Active Permits

\*\* Original Purchase must be done at the Cultus Lake Park Board Office.

Once the appropriate Vehicle, Permit Type, Start Date are selected press **“ADD TO CART”**

### 3. Buying the Parking Permit

#### (i) Residential – Free Annual Permits 2021 and Residential – Additional Annual Permit

Complete a final review of the permit(s) and vehicle plate(s) and accept the terms, 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	Residential - Free Annual Permits - 2021 - (05/01/2021 - 04/30/2022) - Residential Area -Sunnyside Blvd Overflow - (Visitor) Visitor, Cultus 1 - 123EGG(BC) Date: 05/01/2021 00:00 - 04/30/2022 23:59	\$0.00

Sub Total \$0.00  
**Total: \$0.00**

Accept Terms\*  [View](#)

**BUY**

**ADD PERMIT**

#### (ii) Residential Additional – Daily Permit

1. **Credit Card Payment** - If you are buying a permit that requires a payment you will need to select the **“ADD CREDIT CARD”** button.

### 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	Residential Additional- Daily Pass - (06/05/2021 - 06/05/2021) - Residential Area - Sunnyside Blvd Overflow - (Visitor) Visitor, Cultus 2 - EGG123(BC) Date: 06/05/2021 00:00 - 06/05/2021 23:59	\$6.00

Sub Total \$6.00  
**Total: \$6.00**


Accept Terms\*  [View](#)

**BUY**

**ADD PERMIT** **ADD CREDIT CARD**

You do not have a valid credit card on file. Please add a credit card by visiting the "Credit Cards" menu and following the required steps. You will be able to purchase permits after you have a valid credit card on file.

2. **Payment Details** Enter your credit card Information and press **“Continue”**



## Payment details

### Permit Portal

Card Number:341111597241002 CSC:1111

[Cancel and return](#)

---




#### Credit Card



\* Card Number:

\* Expires End:  
04 ▼ 2024 ▼

Valid From:  
▼ ▼

Card Security Code:

   [What is this?](#)


  [What is this?](#)

[CONTINUE](#)

3. **Complete Purchase** - Complete a final review of the license plate and accept the terms by clicking the box, then select **“BUY”**.

### 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	Residential Additional- Daily Permit - \$6 per Day - (04/22/2021 - 04/22/2021) - Residential Area And Sunnyside Blvd Overflow - (Visitor) Erica - EGG789(BC) Date: 04/22/2021 00:00 - 04/22/2021 23:59	\$6.00
			Sub Total \$6.00
			<b>Total: \$6.00</b>

Accept Terms\*  [View](#)

[BUY](#)

[ADD PERMIT](#)



**4. Confirm Payment** – Review the license plate and start date in the following pop-up box and select **“YES”** to continue. \*Note: All permits are activated immediately. You will receive a confirmation email for your records. No further actions are required.

## Confirm Payment

---

You will be purchasing permits for vehicle plates

**EGG123(BC) - 05/01/2021**

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 ?

**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**.

### Active Permits

Parking permits of your vehicles.

[ADD PERMIT](#)

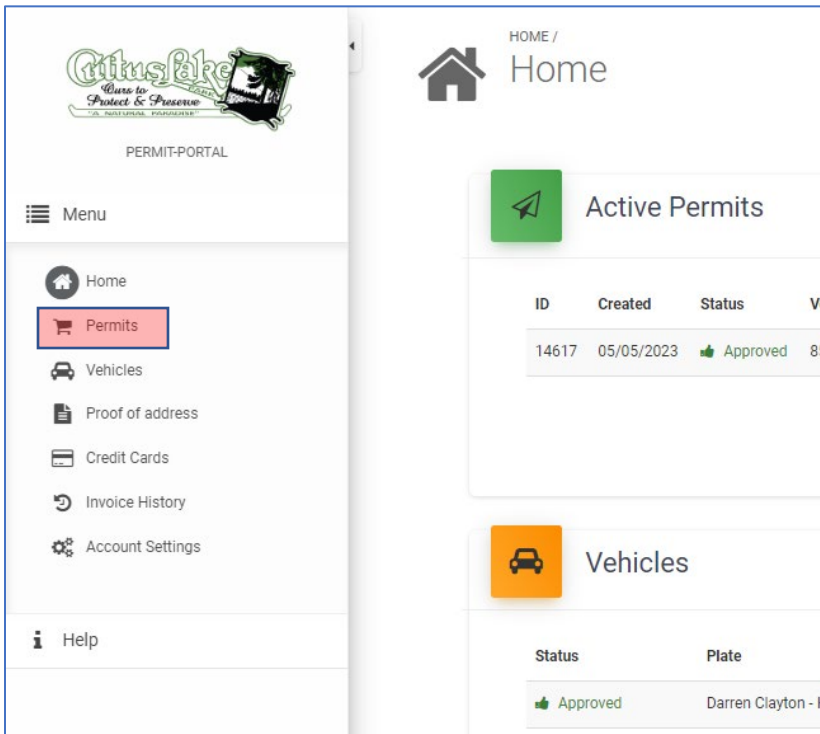
#	Created	Status	Vehicles	Start Date	End Date	Zone
97	04/06/2021	Approved	Visitor, Cultus 1 - 123EGG(BC)	05/01/2021	04/30/2022	Residential Area -Sunnyside Blvd Ove

◀ ▶ TOTAL RECORDS 1  COLUMNS

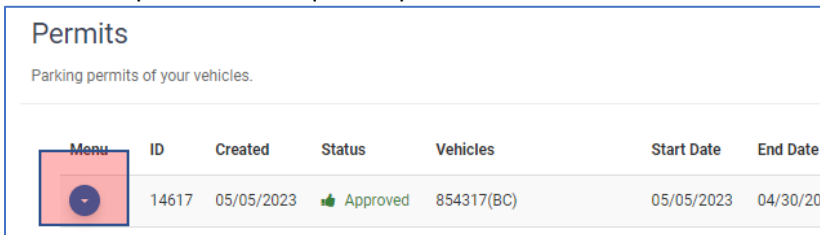
## **(D) How to Update Vehicle Information on a Permit**

**Residential - Free Annual Permits/Additional Annual Permits** - If you would like to update the vehicle information on a permit you can simply cancel the permit in question and reissue a permit using the updating vehicle information or you can use the “Replace Permit Vehicle” feature.

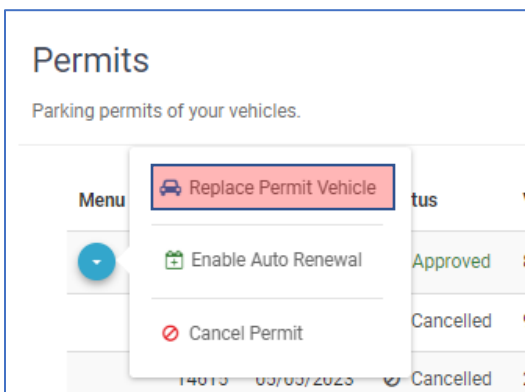
1. Select “Permits” from the Menu on the left.



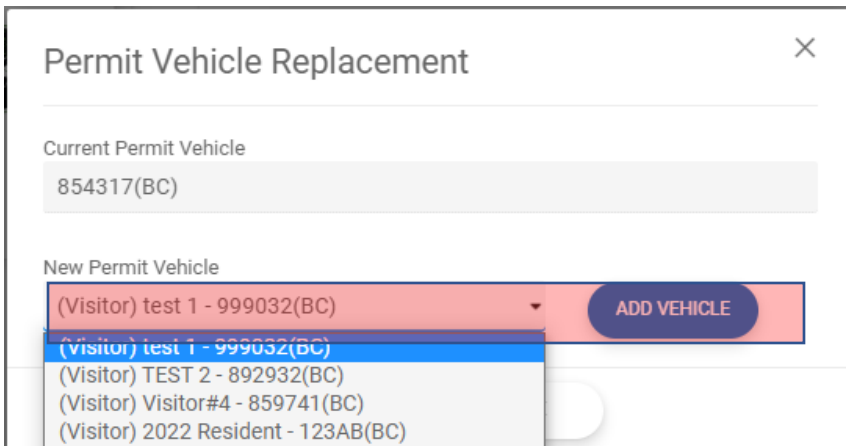
2. Find the permit that requires updated vehicle information and click the “Blue Menu Bubble”



3. This will open the permit menu. Then Choose “Replace Permit Vehicle”



3. The box shown below will pop up. This box will allow you to replace the vehicle attached to the permit. You can either choose a vehicle in your existing vehicle list by **choosing the vehicle in the drop-down list** or by **adding a new vehicle**.

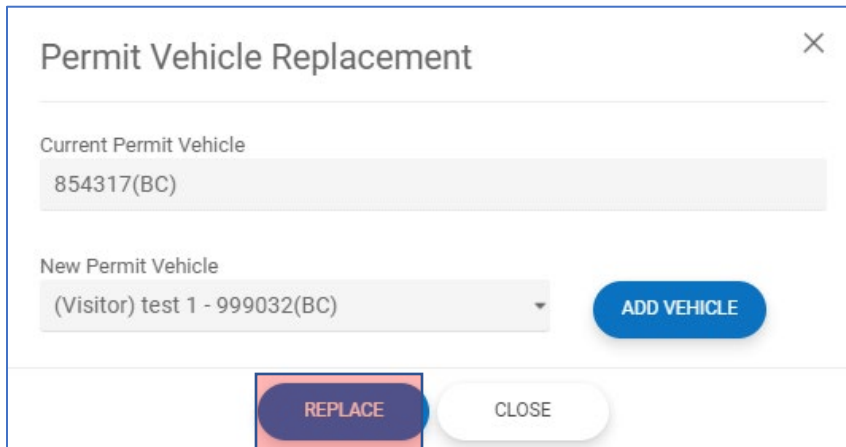


Permit Vehicle Replacement

Current Permit Vehicle  
854317(BC)

New Permit Vehicle  
(Visitor) test 1 - 999032(BC) ADD VEHICLE  
(Visitor) TEST 2 - 892932(BC)  
(Visitor) Visitor#4 - 859741(BC)  
(Visitor) 2022 Resident - 123AB(BC)

4. When you have selected the replacement vehicle, press **Replace**



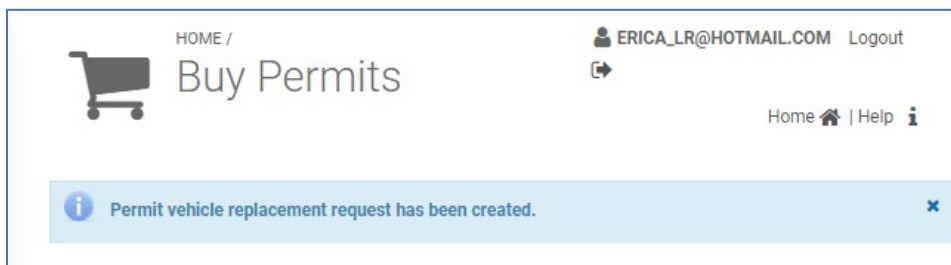
Permit Vehicle Replacement

Current Permit Vehicle  
854317(BC)

New Permit Vehicle  
(Visitor) test 1 - 999032(BC) ADD VEHICLE

REPLACE CLOSE

4. **Replaced** – Confirmation of vehicle being Replaced will be received.



HOME / Buy Permits


ERICA\_LR@HOTMAIL.COM Logout

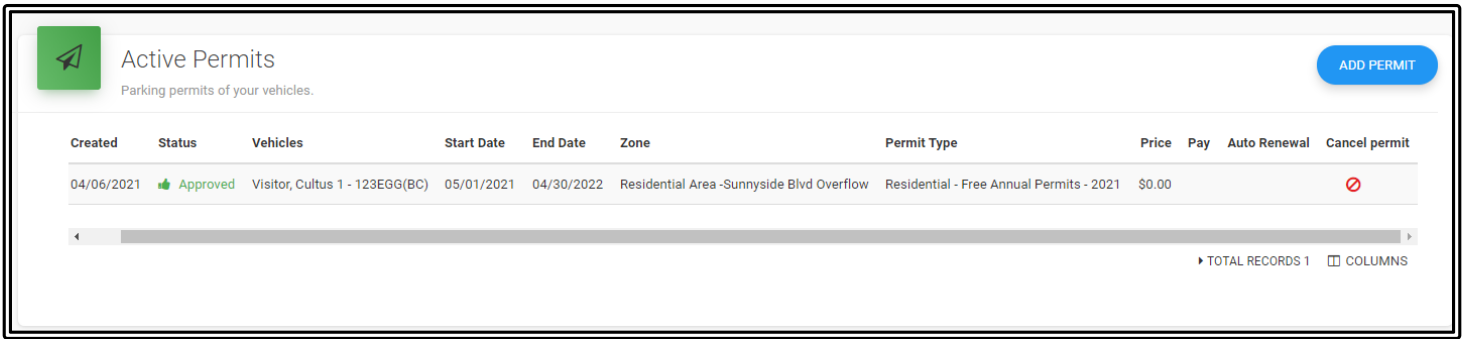
Home | Help


Permit vehicle replacement request has been created.

## **(E) How to Cancel a Permit**

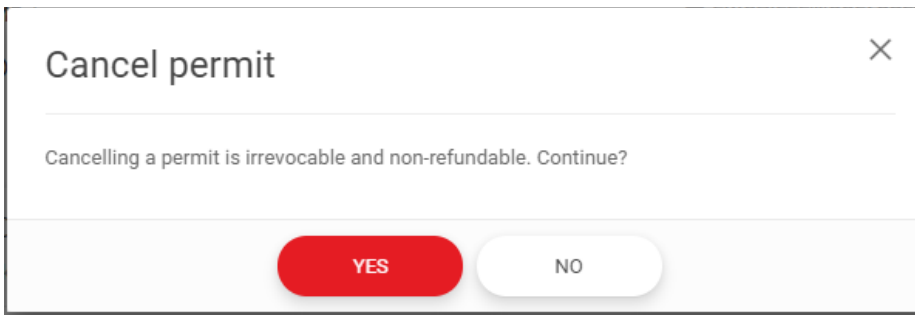
**1. List of Active Permits** – On the Home Screen the top area contains your list of Active Permits.

In order to cancel one, you just need to **scroll to the far right** and select the  icon for any of the permits you would like to cancel.



Created	Status	Vehicles	Start Date	End Date	Zone	Permit Type	Price	Pay	Auto Renewal	Cancel permit
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			

### **3. Select Yes to Cancel Permit**

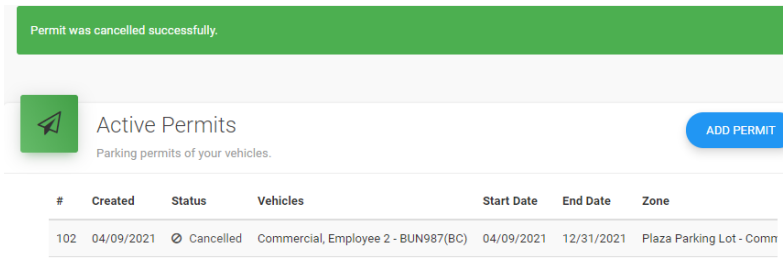


Cancel permit


Cancelling a permit is irrevocable and non-refundable. Continue?

**YES** NO

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



Permit was cancelled successfully.

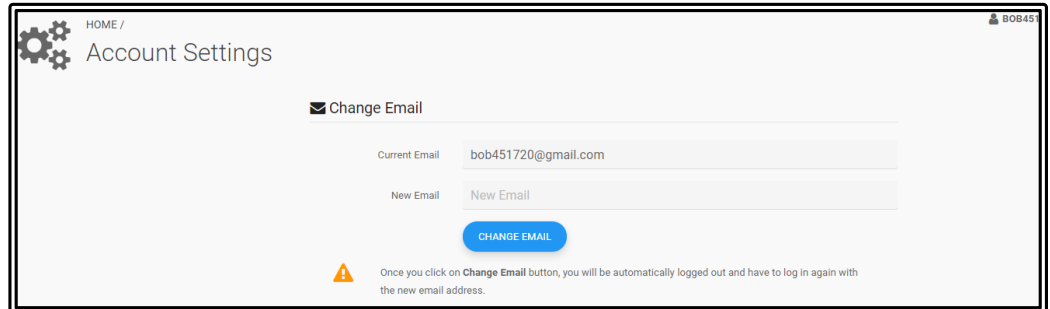
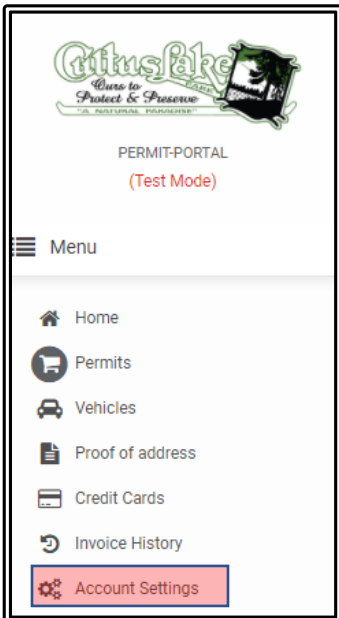
#	Created	Status	Vehicles	Start Date	End Date	Zone
102	04/09/2021	 Cancelled	Commercial, Employee 2 - BUN987(BC)	04/09/2021	12/31/2021	Plaza Parking Lot - Comm

### **5. Reissue Permit**

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

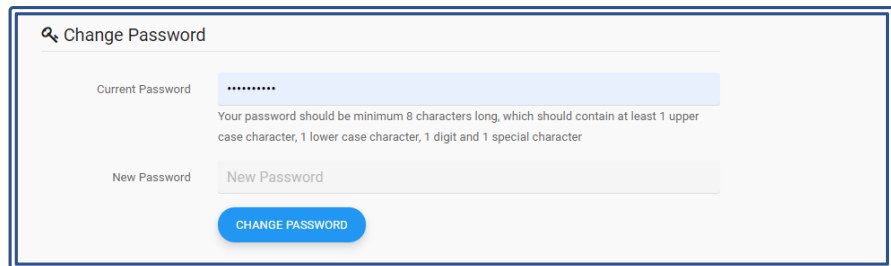
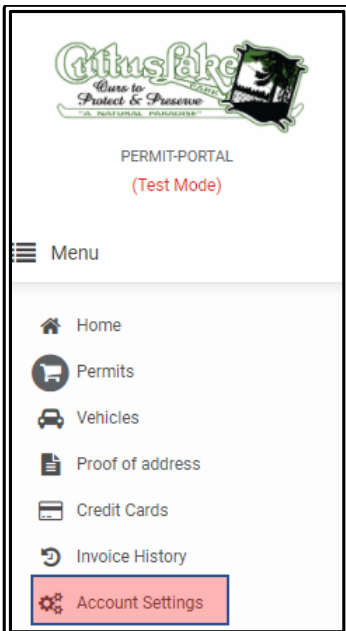
## **(F) How to Change my Email Address (Username)**

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



## **(G) How do I Change my Password**

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



## Frequently Asked Questions

**Q1:** What are the differences between the three 3 types of Residential Permits available?

**A1:**

RESIDENTIAL PERMIT SUMMARY	Residential – Free Annual Permit	Residential Additional - Annual Permit	Residential Additional – Daily Permit
Permit Limit per Residential Address	<b>4 Active Permits per Year</b>	<b>2 Active Permits per Year</b>	<b>2 Active Permits per Day</b>
Duration	<b>1 Year</b> (May 1, 2021 to April 30, 2022)	<b>1 Year</b> (May 1, 2021 to April 30, 2022)	<b>1 Day</b>
Cost	<b>FREE</b>	<b>\$100 per Year (prorated)</b>	<b>\$6 per Day</b>
Parking Location	<b>Residential Area and Sunnyside Blvd Overflow Area</b>		
Can the Original Purchased be Done Online?	<b>YES – Up to 4 Permits are Available for Free Online</b>	<b>NO – Original Purchase must be made through the Cultus Lake Park Board Office</b>	<b>YES – Up to 2 Permits are Available for Purchase Online</b>
Transferability between Vehicles	<b>YES – The vehicle attached to the permit can be replaced at anytime.</b>	<b>YES – The vehicle attached to the permit can be replaced at anytime.</b>	<b>NO – This permit cannot be transferred to another vehicle.</b>

**Q2:** Do I need to print the permits once I have registered them online?

**A2:** 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.**

The screenshot shows a user's account home page. At the top, there is a navigation bar with 'HOME /' and a user profile icon labeled 'BOB451720@GMAIL.COM'. Below the navigation bar is a 'Home' section with a house icon. The main content area features a card titled 'Active Permits' with a sub-header 'Parking permits of your vehicles.' and an 'ADD PERMIT' button. Below the card is a table listing the active permits.

#	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			

At the bottom right of the table, there is a summary: 'TOTAL RECORDS 1' and 'COLUMNS'.

**Q3:** How long does it take for my permits to become active?

**A3:** 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.

**Q4:** What happens if I do not have an email address?

**A4:** An email address is required to access and register parking permits.

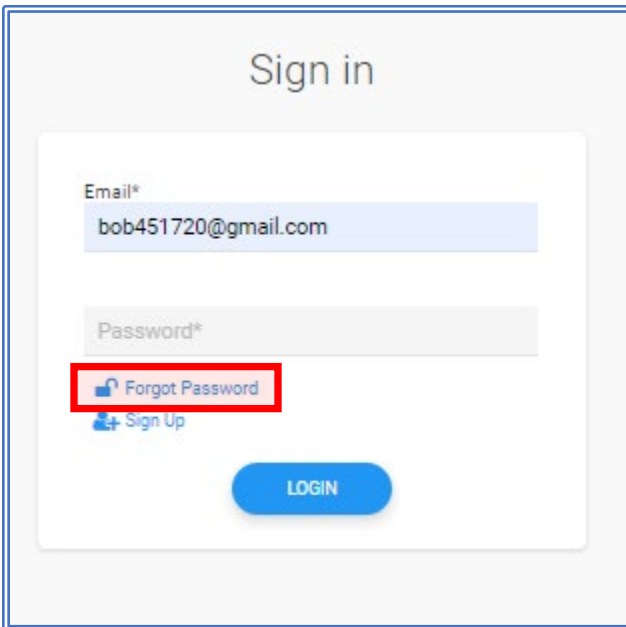
**Q5:** I forget my username (email address). How do I find out what it is?

**A5:** Please call the Cultus Lake Park Office 604-858-3334 to recover your username.

**Q6:** I forget my password. How do I reset it?

**A6:** You can recover your password via email through the login screen

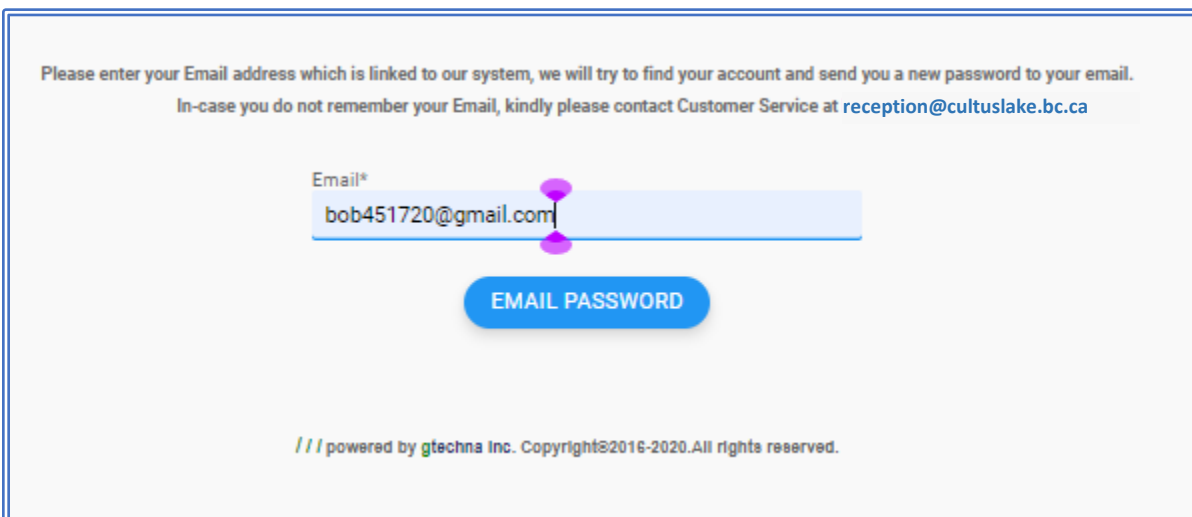
1. Go to the login screen and clicking the link **“Forgot Password”**



The screenshot shows a 'Sign in' form with the following elements:

- Header: Sign in
- Email\* input field: bob451720@gmail.com
- Password\* input field (empty)
- Forgot Password link (highlighted with a red box)
- Sign Up link
- LOGIN button

2. Enter your username (email address) and click **“Email Password”**

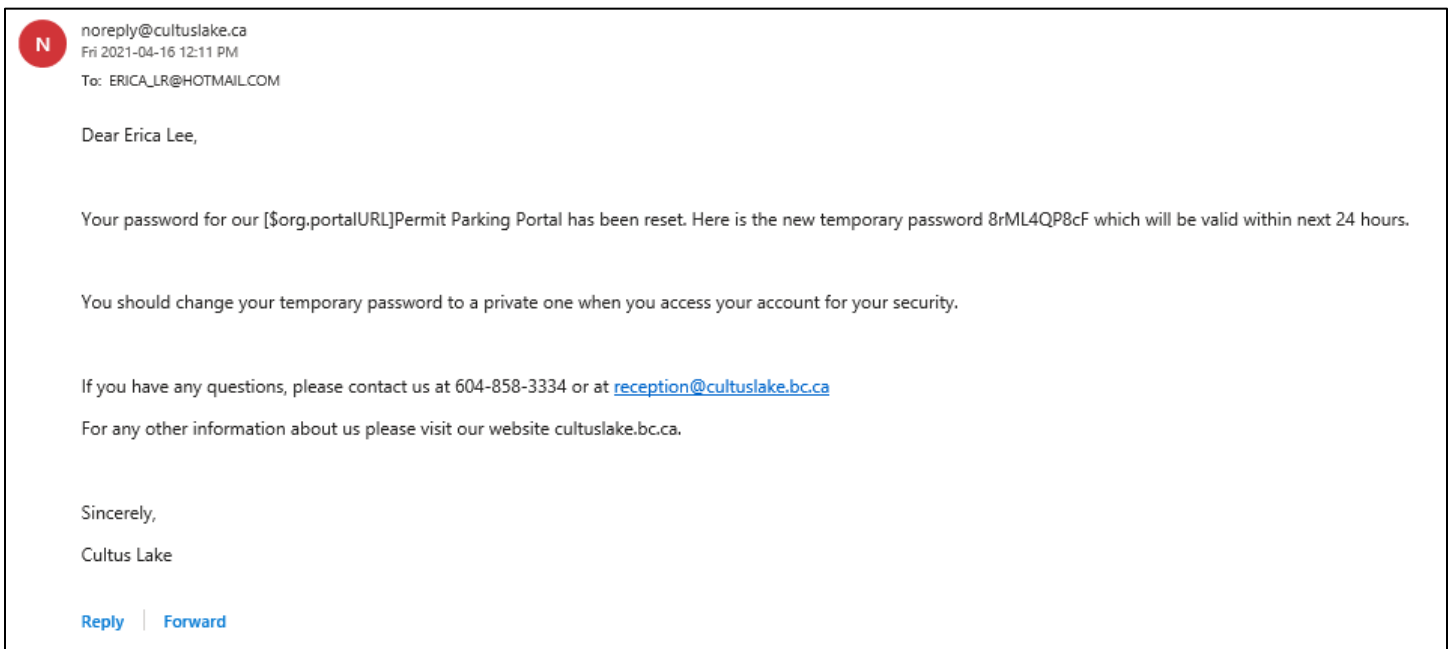
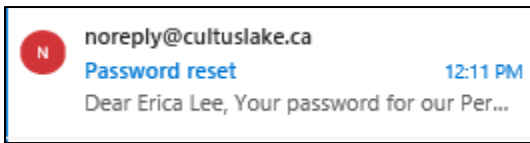


The screenshot shows the 'Email Password' screen with the following elements:

- Text: Please enter your Email address which is linked to our system, we will try to find your account and send you a new password to your email.
- Text: In-case you do not remember your Email, kindly please contact Customer Service at [reception@cultuslake.bc.ca](mailto:reception@cultuslake.bc.ca)
- Email\* input field: bob451720@gmail.com
- EMAIL PASSWORD button
- Footer: /// powered by [gtechna Inc.](#) Copyright©2016-2020.All rights reserved.

Your password for your account has been reset. An email has been sent to [erica\\_ln@hotmail.com](mailto:erica_ln@hotmail.com) with the new password. You can login with the reset password and change it later.

3. In your email you will receive a notification with a temporary password that is valid for 24 hours. Once you have logged in with your temporary password please change your temporary password to a private one (See instructions in Section **(F) How do I Change my Password**)



If you still require assistance, please call the Cultus Lake Park Office 604-858-3334 or email [reception@cultuslake.bc.ca](mailto:reception@cultuslake.bc.ca).

**Q7:** I own multiple residents at the lake, can I use the same email address for all my accounts?

**A7:** Unfortunately, you cannot. To access the permits allocated to each of your separate Cultus Lake Park Addresses, the system requires a separate account for each address. Your email address is used as your Username, so you will need to have a separate email address for each separate address.

**Q8:** Can I still purchase permits in person or over the phone at the Cultus Lake Park Office?

**A8:** No. All residents will manage their own parking permits on their account as of May 3rd.

**Q9:** What happens if I have already used all of my passes and I have more guests coming over?

**A9:** All residents will have access to the same maximum amount of passes and no temporary passes will be issued. The paid parking lots will be accessible during daytime hours however no overnight access is granted.

**Q10:** What happens if I need assistance with my account and the office is closed?

**A10:** 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](http://www.cultuslake.bc.ca) for links to all manuals and to pay any parking tickets.**