CITY OF COLLEGE STATION

City of College Station Parking Portal

Customer Registration & Parking Contract Guide

Welcome

This professional guide walks you through registering an account, activating it, purchasing a parking contract, and using your QR or AVI credential for garage access.

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1. Registering for a Parking Account

Step 1: Visit the Portal

Go to https://cityofcs-ipcp.designausa.com/iPCP/login and select **Register new account**.

Step 2: Complete the Registration Form

Provide the required information:

- First & Last Name
- Username
- Email Address
- Password & Password Confirmation
- Security Question & Answer
- Street Address, City, State, Zip Code
- Click and read the General Terms and Conditions. After this, check the box next to "I accept the General Terms and Conditions* and click Register →

Important: You **must activate** your account via email before you can log in.

Step 3: Activate Your Account

You will receive an email from **CSTX_Parking@designausa.com** within 2–5 minutes.

- Do **not** re-register — this creates duplicate accounts.
- Check your spam folder if the email doesn't appear.
- If still missing, call the Parking Office at (979) 764-6313 or (979) 764-2621.

Click **Activate your account** in the email to enable login. You **must** do this or you will not be able to log in.

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2. Purchasing a Parking Contract

After activating your account, which can be accomplished by one of two ways: (1) click on "**Home Click here to get back to the beginning**" or (2) return to the login page and sign in using your username and password.

Step 1: Start a New Contract

From the **My Account** page, select **My Parking Contracts → + New Parking Contract**.

Step 2: Select Start Date

Choose the desired contract start date.

Step 3: Find Parking

Click **Find Parking**.

Step 4: Select a Parking Product

Browse available contracts and select the appropriate product. Click **Book Now**.

***Recurring Contract Notice:** Your contract renews automatically (monthly or annually) and charges your credit card until you cancel. Renewal charges or pricing may change reflect the pricing in effect at the time of renewal, which is subject to change.*

Northgate District / Employee Monthly Contract

Northgate Employee Monthly 24/7 contracts **must be approved** by City Administration before becoming active. You cannot use the permit until approval is complete.

Step 5: Enter Vehicle and Toll Tag Details

Vehicle Information (Required): In the Vehicle Information box select **+New**, then enter your License Plate, Make, and Model.

Toll Tag (Optional): The toll tag feature is currently **disabled**. It normally supports EZ Tag (HCTRA), TxTag (TxDOT), TollTag (NTTA), and SunPass.

Step 6: Review Your Order

Confirm:

- Contract type & start date
- Monthly/annual cost
- Fees & taxes
- Billing address

Select **Checkout** when ready.

Step 7: Enter Payment Details

Check the box next to **I accept the General Terms and Conditions***, then input your credit card information to complete the purchase.

Confirmation Email

You will receive an email with:

- PDF contract confirmation (includes printable QR code)
- Downloadable QR code file for Apple/Google Wallet
- PDF invoice

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3. <u>Using Your Parking Credential</u>

Preferred Method: QR Code

Fast, reliable, and does not require a physical tag.

Your credential is for your use only and for the vehicle registered with your parking license. Do NOT share your QR code. Sharing may result in cancellation or revocation.

Tip: Save the QR file to your Apple or Google Wallet.

Optional Method: AVI Tag (RFID)

Note: AVI tags are **currently not available**, and the AVI/toll tag system is not yet active.

These tags will not function for garage access at this time. Availability will be announced once the system is fully operational.

- Pick-up location (when available): **College Main Parking Garage, 309 College Main, College Station, TX 77840**
- Cost (when enabled): **$30.00 additional fee**
- AVI tags will **not** be mailed once the program is active.**.

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4. <u>Cancelling Your Contract</u>

Important: Cancellation is <u>your</u> responsibility. There are no refunds.

How to Cancel

1. Log into your account.
2. Click your name → **My Account**.
3. Go to **Parking Contracts** and select your contract.
4. Choose **X Cancel** and select your cancellation date.
5. Confirm with ✓ **Cancel**.
6. A confirmation screen will appear.
7. You will receive a confirmation email — save for your records.

Cancellation takes effect on the selected date. Charges already incurred are not refunded.

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5. <u>Managing Your Account</u>

In **My Account**, you can manage:

- **Default Address:** Update mailing address.
- **Payment Method:** Update credit card information.

- **Parking Credentials:** View or update vehicle details. Note: You can only update a toll tag # if you get a replacement.*
- **Parking Contracts:** Review contract info and access your QR code.
- **Invoices:** View or download monthly/annual charges.

*Toll tag updates are unavailable until the feature is active.

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6. <u>Support</u>

Need assistance?

- Email: ngparking@cstx.gov
- Phone: (979) 764-6313 or (979) 764-2621
- Website: cstx.gov/parking