

Burbank CAP Is Here

The City of Burbank is pleased to announce our new online permitting system named CAP. CAP (or Community Access Portal) is a web-based program that allows you to purchase permits from the convenience of your own home, while on the road, or anywhere you have an internet connection. When finished, CAP will allow you to apply for and purchase a number of different permit types with the City of Burbank.

We have completed our first LNCV CAP module and you can now purchase your Large Non Commercial Vehicle permits online by visiting the link in step 1 below. Since you are currently registered in the City's LNCV program we need you to take the following actions in order to transition to the new system as smoothly as possible. Of course, please call us for any assistance or questions you may have at 818-238-3915.

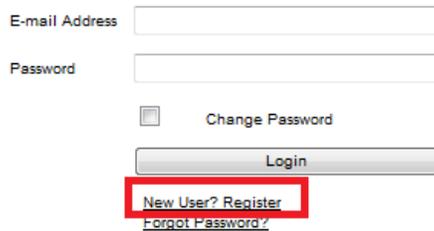
Instructions for CAP registration for existing LNCV permit holders

- 1) The next time you need an LNCV Permit Access CAP by clicking the link below:

[CAP LINK](#)

or enter <https://permit.burbankca.gov/CAP> in your internet browser.

- 2) Select the *NEW USER? REGISTER* link



E-mail Address

Password

Change Password

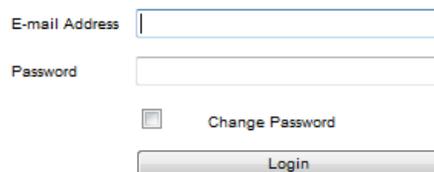
Login

New User? Register

[Forgot Password?](#)

- 3) Complete the first Account Registration screen by entering all pertinent data then selecting *NEXT*. **NOTE:** All items with an asterisk in front are mandatory and must be completed in order to continue.
- 4) Complete the registration process by answering the 2 questions on the next screen and selecting *FINISH*. At this time you should receive a system-generated email confirming your successful registration.
- 5) Next, enter your email address and password then select *LOGIN* to enter the system.

User Registered Successfully



E-mail Address

Password

Change Password

Login

6) You're almost done. Select *MY PROFILE* then *MODIFY* to configure your account for LNCV permits.



7) Update your profile by entering your Drivers License Number and your Vehicle License Plate.
NOTE: Use care when entering your Vehicle License Plate. You will have only ONE attempt at entering the Vehicle License Plate so make sure it is correct before continuing. If you make a mistake you will not be able to use CAP to purchase any LNCV permits until you call 818-238-3915 at which time city staff will work with you to fix the error.

8) Select *UPDATE* to save your account information.

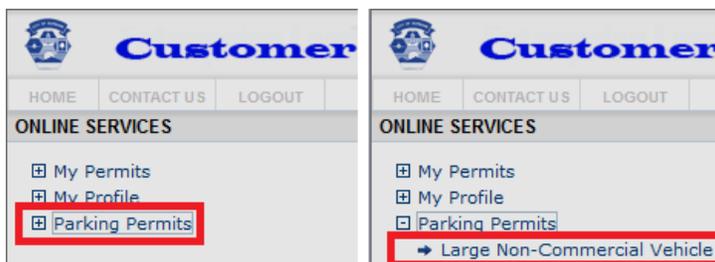
Annual LNCV Permits

At this time you have a one-time option to purchase an annual LNCV permit for \$160.00. Once paid, annual LNCV permit holders can obtain additional LNCV permits (up to 96 permit days) without making additional payments for that calendar year. This option is not available after a permit has been purchased using CAP.

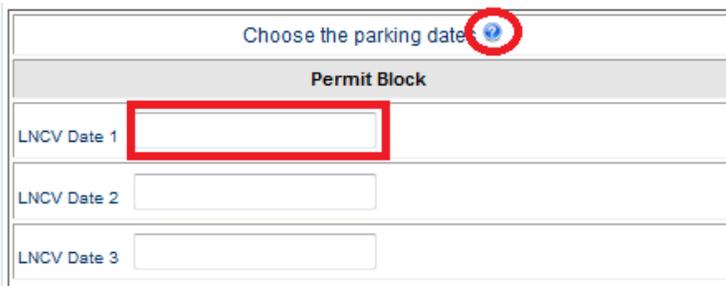
Since you have an existing LNCV account we understand that you have already paid for some LNCV permits. If you choose the annual option now you will be refunded all LNCV permit amounts previously made this calendar year. We will contact you with refund details after your annual purchase has been made.

Instructions for Purchasing an LNCV Permit

1) To purchase an LNCV permit select *PARKING PERMITS* then *LARGE NON-COMMERCIAL VEHICLE*

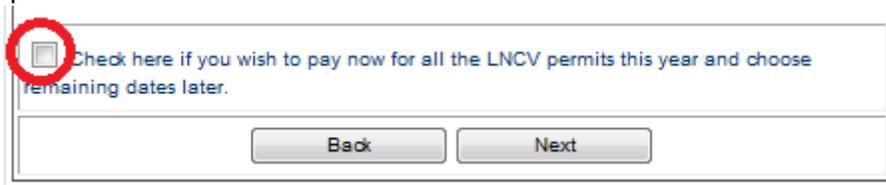


2) Select inside the *LNCV DATE 1* box to display the calendar and choose your LNCV dates.
NOTE: Select the ? icon for more information on selecting LNCV dates.



Choose the parking date ?	
Permit Block	
LNCV Date 1	<input type="text"/>
LNCV Date 2	<input type="text"/>
LNCV Date 3	<input type="text"/>

- 3) If you want to purchase an annual LNCV permit as described above place a check in the appropriate spot to indicate so.



A screenshot of a web form. At the top, there is a checkbox with a red circle around it. To the right of the checkbox is the text: "Check here if you wish to pay now for all the LNCV permits this year and choose remaining dates later." Below this text are two buttons: "Back" and "Next".

- 4) Complete the Payment Information screen, agree to the terms and conditions, and select *SUBMIT*.
- 5) Select *CONFIRM* on the Payment Details screen to complete the transaction.

Important Note

At this time the system has not been updated with the LNCV dates you have previously purchased. These "legacy" dates will be added to your account by city staff at which time the system will reflect the correct number of LNCV dates for your account.

Thank you for using the City of Burbank's LNCV program and thank you for being one of the first users of CAP!