Create an account

To register for an account, select “Sign Up” and then follow the screen prompts to enter and verify an email address. Once verified, create a PIN and start an application.

1. Select Sign Up

To register for an account, select “Sign-up.”

2. Verify your Email

Enter a valid email address (use the email you have the best access to).

3. Submit Verification Code

Users will receive an email with a 3-digit code. You will be prompted to enter this code to validate your account on the website.

4. Create A PIN

Create a 4-Digit Pin (equivalent to a password) that you will use for future logins.
Apply for a Residential Parking Permit

**Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.**

Once registered, login to your account and select “View/Add Permits.” Please refer to the permit zone listed on your mailing notification or click on the zone map to find your permit zone.

- After finding your zone, select your permit from the list of options.
- You will then be prompted to collect all of the information required for the permit application including any documents you may have to upload.
- We will not request or charge your credit card until the permit has been approved and is ready to be active.
Fill out the Permit Parking Application

1. Permit Information

Review all of the permit information to ensure that you are applying for the correct one.

2. Vehicle Information

Enter your license plate number, make, model and color. Permit will be linked to the LPN.

3. Customer Information

Enter your first name, last name, address, phone number and email.
4. Upload supporting documents

Valid vehicle registration for each permit requested must be provided. The vehicle registration must match the applicant’s qualifying address. Upload a copy or photo of your registration.

**Proof of residency will be verified through Burbank Water and Power accounts. If you are not listed on the account, please upload a utility bill with your name here.**

5. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to “Checkout.”

6. Checkout

7. Order Summary

Review your order summary and click “Submit.”
Note: You will receive an email update after submitting your application and when your application has been approved.

We will NOT request or charge your card until after your permit is approved and you log back in to verify the transaction. The total will be your purchase price if the permit application is approved.

8. Purchase
Login to your account and select View/Add Permits. Scroll down to your approved permit and select "Purchase" and proceed to enter payment. Please note that the City accepts only Visa, Discover or MasterCard.

**Once payment is confirmed, please allow up to 10 business days to receive your Residential Permit decal(s) and/or Annual Visitor Permit by mail.**
Apply for an additional Residential Permit

1. Select VIEW/ADD PERMITS
   Choose the Add New Permit button and repeat steps 1-7.

   Note: ALL permit zones will continue to be listed as an option. Please make sure that you select your current zone.

2. Once permit is APPROVED
   Login to your account and select View/Add Permits. Scroll down to your approved permit and select “Purchase” and proceed to enter payment.

3. View current permits
   All active permit(s) will be listed on the main screen under View/Add Permits.

**Only a maximum of five (5) residential permits may be purchased per cycle, per residential dwelling.**

**Valid vehicle registration for each permit requested must be provided. The vehicle registration must match the applicant’s qualifying address.**
Apply for an Annual Visitor Permit and/or Daily Visitor Permit

**Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.**

**Note: Zone A is shown as an example**

- Login to your account and select View/Add Permits.
- Note: ALL permit zones will continue to be listed as an option. Please make sure that you select your current zone.
- After purchasing a Residential Permit, the Annual Visitor Permit and Daily Visitor Permit options will be unlocked under your permit zone.

**Only TWO (2) Annual Visitor Permits will be issued during the current permit cycle.**

**Daily Visitor Permits are valid for 1 day. Max of TEN (10) one-day permits per day. Permits will be tied to your visitor’s license plate.**
Annual Visitor Permit Application

**Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.**

Note: Zone A is shown as an example

1. Apply for an Annual Visitor Permit

   After purchasing a Residential permit, you will unlock the option to purchase an Annual Visitor Permit in your zone.

2. Permit Information

   Review all of the permit information to ensure that you are applying for the correct one.

3. Vehicle Information

   Enter NA as the License Plate Number, so the permit is transferable and not dedicated to any ONE vehicle.
4. Customer Information

Re-enter your address, city, state, and zip.

5. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to “Checkout.”

6. Checkout
Daily Visitor Permit Application

**Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.**

Note: Zone A is shown as an example

1. Apply for a Daily Visitor Permit

After purchasing a Residential permit, you will unlock the option to purchase an Annual Visitor Permit in your zone.

2. Permit Information

Review all of the permit information to ensure that you are applying for the correct one.

3. Change Start Date

Select date from calendar.

You may also select future dates in addition to the current date.
4. Vehicle Information
   Enter your visitor's vehicle information.
   Permits will be tied to your visitor's license plate.

5. Customer Information
   Re-enter your address, phone number and email.

6. Read and accept the Terms and Conditions
   Terms and Conditions must be accepted before proceeding to “Checkout.”

7. Checkout

8. Pay and print receipt/invoice.
   **Display receipt/invoice on driver's side dashboard.**