



HOW TO PURCHASE AND RENEW YOUR PARKING PERMIT

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.



BUY PARKING PERMITS ONLINE

Get your Parking Permits here

Already have an account? [Log In](#) Need an account? [Sign Up](#)

Why do I have to create an account to buy a parking permit?

The first time you use the online permit system you are required to create and verify your account because you are eligible to purchase or apply for parking permits. We follow the industry standard of account creation which requires an email address or phone number along with two step authentication. We take information security seriously and ensure that your personal, vehicle and billing information are protected.

By creating an account in our system you get access to:

- Email Reminders
- Faster Renewals
- Permit/Vehicle Management
- Recurring Billing
- Application Status Viewing
- Secure Information Storage

If you have any additional questions, please go to our [Help](#) page to view FAQs and contact information.

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1

VERIFY YOUR EMAIL

We will send a three digit verification code to your email to authenticate your address for login.

Please enter your email address below.

Email Address

[Send Verification Code](#)

[Go Back](#)

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2

ENTER VERIFICATION CODE

We have emailed you the three digit numeric verification code.

Please check your email and enter the verification code.

Verification Code

[Verify](#)

[Go Back](#)

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3

LOG IN TO YOUR ACCOUNT

Please enter your 4 digit PIN number with your email address below to securely log into your account.

Email

PIN

[Change Account](#) [Reset PIN](#)

[Log In](#)

[Go Back](#)

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4



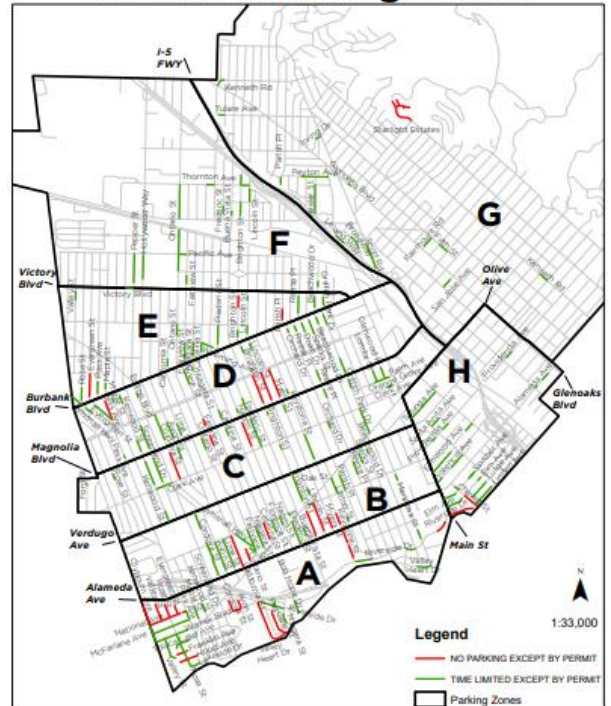
Apply for a Residential Parking Permit

****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.**



Burbank Parking Zones



VIEW/ADD PERMITS

PROFILE

PAYMENT

FAQ

LOGOUT



PURCHASE PARKING PERMITS

Please select your permit from the list of options below. 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 ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our informational page.

Please select a permit

Residential Zone A Permit

View

Residential Zone B Permit

View

Residential Zone C Permit

View

Residential Zone D Permit

View

Residential Zone E Permit

View

Residential Zone F Permit

View

Residential Zone G Permit

View

Residential Zone H Permit

View

Landlords and Building Managers Permit

View

- 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.

1

Permit Information
Type Residential Zone A
Zone Zone A
Cycle Annual
Valid From 07/21/2021 thru 09/30/2022
Price \$10.25
Availability Available

2. Vehicle Information

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

2

Vehicle Information
License Plate State California
License Plate Number (?) <input type="text"/>
Make Select a make
Model Select a model
Color Select a color

3. Customer Information

Enter your first name, last name, address, phone number and email.

3

Customer Information
First Name <input type="text"/>
Last Name <input type="text"/>
Address <input type="text"/>
Address 2 <input type="text"/>
City <input type="text"/>
State California
Zip Code <input type="text"/>
Phone Number <input type="text"/>
Email <input type="text"/>



HOW TO PURCHASE AND RENEW YOUR PARKING PERMIT

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.****

4



Vehicle Registration

To purchase an annual permit, a valid vehicle registration for each permit is required. The vehicle's registered address must match the applicant's qualifying address. Please upload a scanned image of the vehicle's current registration below.

Uploaded 0 of 1 required documents

- Drop files to upload
(or click)



Proof of Residency

Please upload a utility bill with your name and the corresponding residential address here.

Uploaded 0 documents

- Drop files to upload
(or click)

5. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to "Checkout."

5

Terms

I agree to the Terms and Conditions

Add Another Permit

Checkout

Back

6



6. Checkout

7. Order Summary

Review your order summary and click "Submit."

7

PLEASE REVIEW YOUR ORDER

Order Summary

Residential Zone A Permit
Valid - 07/22/2021 to 09/30/2022
Zone: Zone A
Vehicles: (CA) 1ABC234
\$10.25
Remove from cart

Total: \$10.25

We will NOT 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.

Clicking the submit button will finalize your order

Submit



HOW TO PURCHASE AND RENEW YOUR PARKING PERMIT

PERMIT ORDER SUCCESSFUL

✓
Success!
Your permit(s) have been successfully ordered

Thank you for your order, you will receive an email including your permit details and a receipt shortly.

Order Summary	
Residential Zone A Permit	
Valid - 07/22/2021 to 09/30/2022	
Zone	Zone A
Vehicles:	(CA) 1ABC234
Total:	\$10.25

We did NOT charge your card. You will receive an email to finalize your purchase when your permit application is processed. The total above will be your purchase price if the permit application is approved.

Note: You will receive an email update after submitting your application and when your application has been approved.



donotreply@rmcpay.com
 City of Burbank, CA - Parking Permit Application Confirmation
 CAUTION: This email originated from outside of the

Inactive Permits

Residential Zone A

Pending Approval

Permit # 90498898
 Zone Zone A
 License Plate (CA) 1ABC234

[Manage Permit](#)

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.

8

Inactive Permits

Residential Zone A

Approval Accepted

Permit # 90498898
 Zone Zone A
 License Plate (CA) 1ABC234

[Purchase](#)

[Manage Permit](#)

****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.****

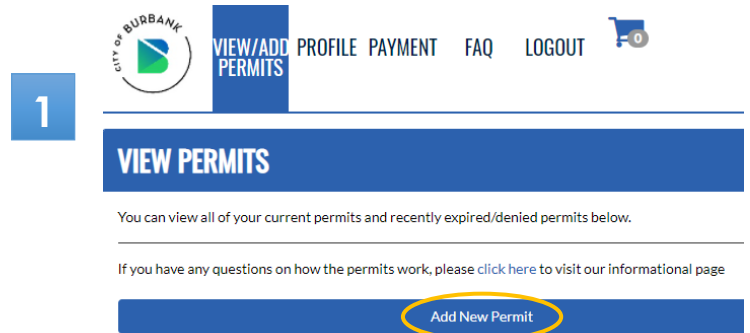


Apply for an additional Residential Permit

1. Select VIEW/ADD PERMITS

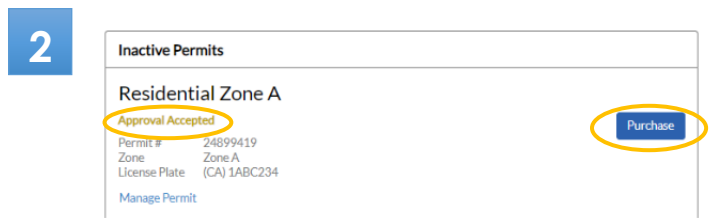
Choose the Add New Permit button and **repeat steps 1-7.**

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



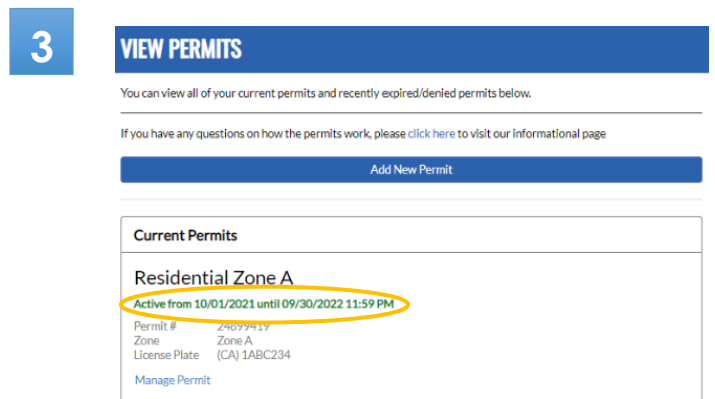
2. Once permit is APPROVED

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

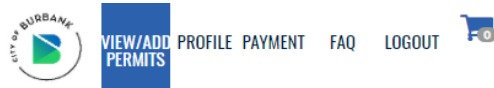
****Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.****

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.****



PURCHASE PARKING PERMITS

Please select your permit from the list of options below. 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 ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our informational page.

Please select a permit	
Residential Zone A Permit	View
Annual Visitor Zone A Permit	View
Daily Visitor Zone A Permit	View
Residential Zone B Permit	View
Annual Visitor Zone B Permit	View
Daily Visitor Zone B Permit	View
Residential Zone C Permit	View
Residential Zone D Permit	View
Residential Zone E Permit	View
Residential Zone F Permit	View
Residential Zone G Permit	View
Residential Zone H Permit	View
Landlords and Building Managers Permit	View



Annual Visitor Permit Application

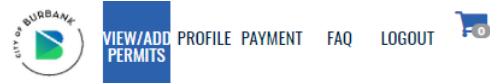
****Please note, you must purchase a Residential Parking Permit in order to purchase an Annual Visitor Permit and/or Daily Visitor Permit.****

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.

1



PURCHASE PARKING PERMITS

Please select your permit from the list of options below. 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 ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our informational page.

Please select a permit	
Residential Zone A Permit	View
Annual Visitor Zone A Permit	View
Daily Visitor Zone A Permit	View

2. Permit Information

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

2

Permit Information
Type Annual Visitor Zone A
Zone Zone A
Cycle Annual
Valid From 10/01/2020 thru 09/30/2021
Price \$10.25
Availability Available

3. Vehicle Information

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

3

Vehicle Information
License Plate State California
License Plate Number (?) NA



HOW TO PURCHASE AND RENEW YOUR PARKING PERMIT

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

The screenshot shows a web form for purchasing and renewing a parking permit. It is divided into three main sections, each marked with a blue square containing a white number:

- Step 4:** A form titled "Customer Information" with fields for "Address", "Address 2", "City", "State" (a dropdown menu currently showing "California"), and "Zip Code".
- Step 5:** A "Terms" section with a checkbox labeled "I agree to the Terms and Conditions".
- Step 6:** Two blue buttons: "Add Another Permit" and "Checkout". A yellow arrow points from the "Checkout" button to the left, and a yellow circle highlights the "Checkout" text.



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.

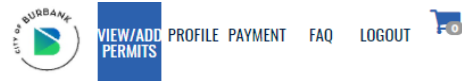
2. Permit Information

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.



1

PURCHASE PARKING PERMITS

Please select your permit from the list of options below. 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 ask for or charge your credit card until the permit has been approved and is ready to be active.

If you do not know your permit zone or you have any questions on how the permits work, please [click here](#) to visit our Informational page.

Please select a permit	
Residential Zone A Permit	View
Annual Visitor Zone A Permit	View
Daily Visitor Zone A Permit	View

2

Permit Information	
Type	Daily Visitor Zone A
Zone	Zone A
Cycle	Daily Visitor
Valid From	07/26/2021 thru 07/26/2021
	Change Start Date
Price	\$1.00
Availability	Available

3

Permit Information

Type: Daily Visitor Zone A

Zone: Zone A

Cycle: Daily Visitor

Valid From: 07/26/2021 thru 07/26/2021

Price: \$1.00

Availability: Available

Change Start Date

July 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today × Close



HOW TO PURCHASE AND RENEW YOUR PARKING PERMIT

4. Vehicle Information

Enter your visitor's vehicle information.

Permits will be tied to your visitor's license plate.

4

Vehicle Information

License Plate State
California

License Plate Number (?)
1XYZ234

5. Customer Information

Re-enter your address, phone number and email.

5

Customer Information

Address
|

Address 2

City

State
California

Zip Code

Phone Number

Email

6. Read and accept the Terms and Conditions

Terms and Conditions must be accepted before proceeding to "Checkout."

6

Terms

I agree to the Terms and Conditions

7. Checkout

7

Add Another Permit

Checkout

8. Pay and print receipt/invoice.

****Display receipt/invoice on driver's side dashboard.****

8

City of Burbank, CA
275 East Olive Avenue
Burbank, CA 91502

Permit Invoice

City of Burbank, CA

Date Printed: 07/26/21 Date Invoiced: 07/26/21 Purchase #: 91839307

Permits:							
Name	Permit #	Permit Type	Start Date	End Date	Zone Name	Vehicle	Amount
	27120392	Daily Visitor Zone A	07/26/2021	07/26/2021	Zone A	(CA) 1XYZ234	\$1.00
						Totals:	\$1.00

Please login at burbankpermits.rmcpcay.com on your desktop or mobile phone to view permit details.