City of Sacramento Monthly Parking ePermit Platform Instructions for:
The Downtown Merchant Program
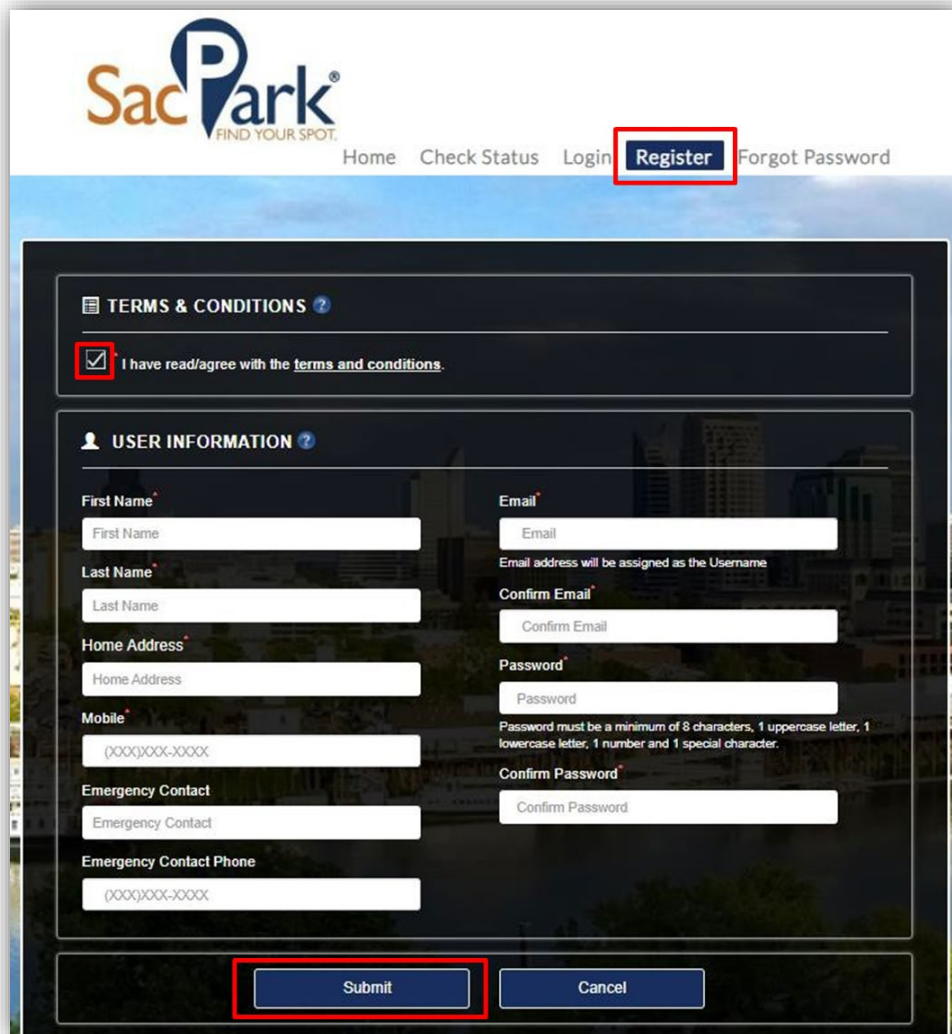
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Registration:

To register, please visit **https://sacpark.thepermitportal.com/**.

Enter your User information in the fields outlined below. After reviewing the Terms & Conditions, check the box to accept them. Continue to **Submit**. Once you submit, you will receive an email to verify your email and continue to the login step.
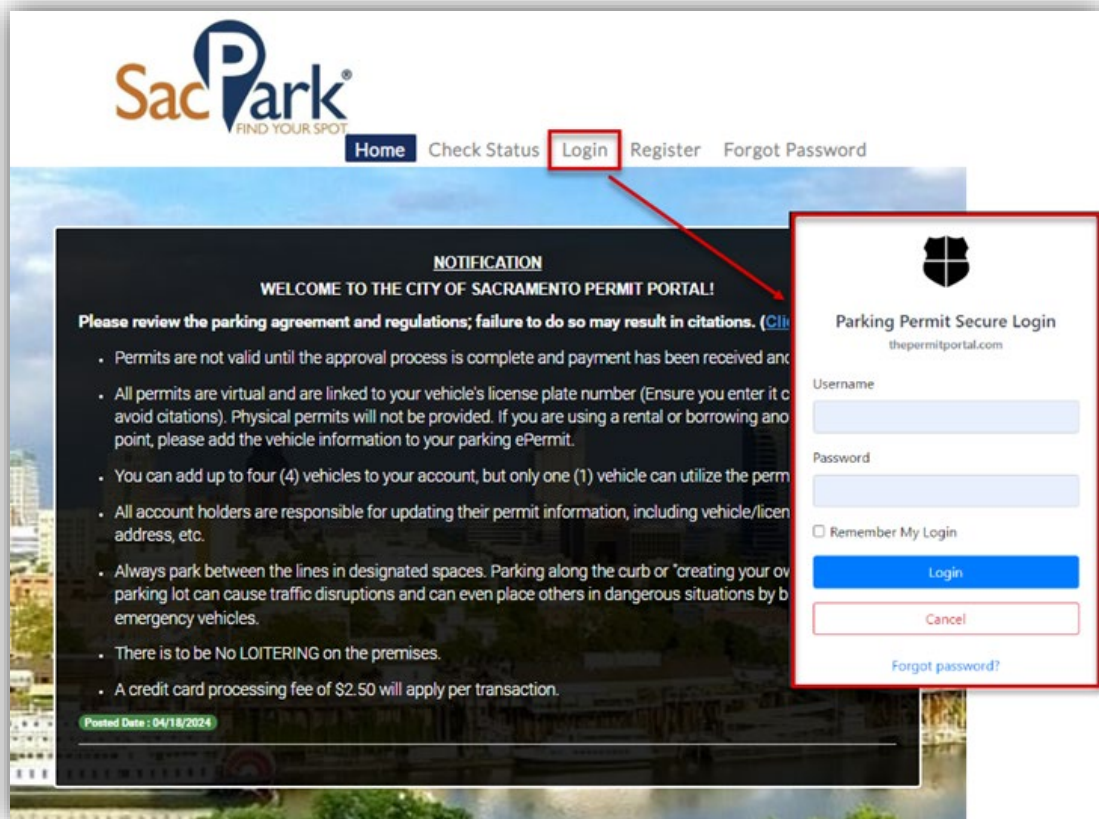

Logging into the ePermit system:

To log in, please visit **https://sacpark.thepermitportal.com/**

Log in using your email address as the Username and enter the password you created during registration.

Once logged in, please click **Buy Permit** to start the application process.
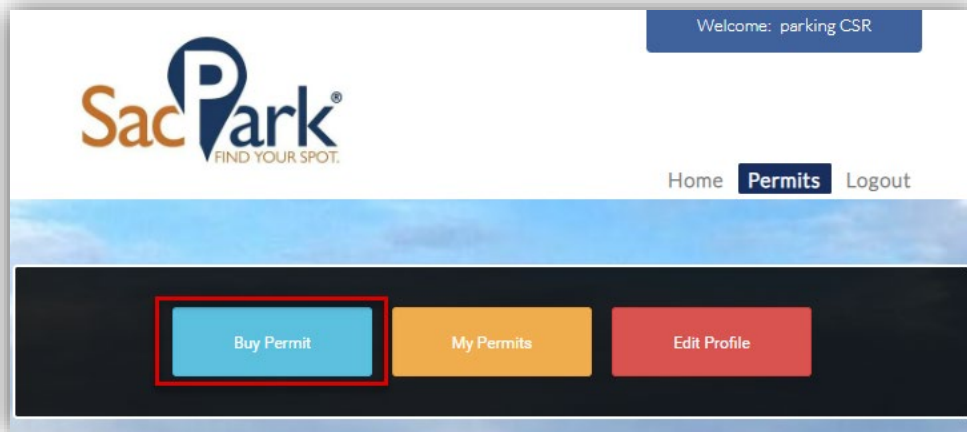
Permit Application process

On the following page, proceed to **Select your Location** from the dropdown list. Choose the Tentative Start Date you need for the permit. Select the permit type you want to purchase and click the **Buy** icon to start the application.

1. Click Buy Permit

2. From the dropdown menu, select *Downtown Merchant Program*
3. Select your tentative start date
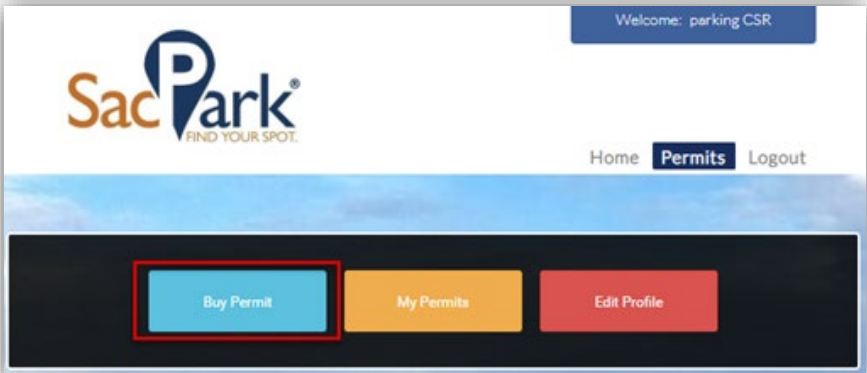4. Click on the buy icon
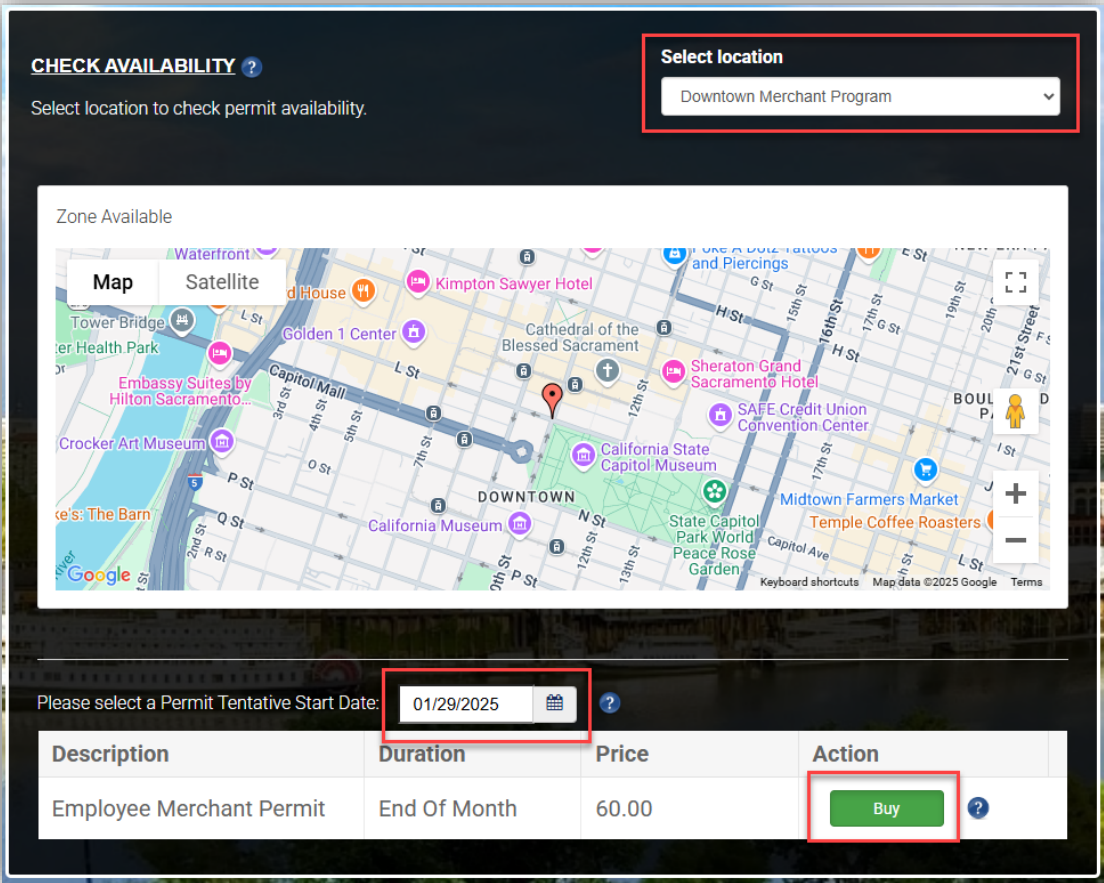
5. Please review the City of Sacramento Parking Agreement and check the box
6. On the application type, choose **Individual**
7. Click on the **Auto Renewal** box (Unchecked permits will require monthly reapplication)

PURCHASE NEW PERMIT ?

Click here to view and acknowledge the City of Sacramento Parking Agreement.

☑ By checking the box, you acknowledge that you have read the City of Sacramento Parking agreement to purchase a permit.

Permit Type Parking Permits

Location Downtown Merchant Program

Permit Sub Type Employee Merchant Permit

Tentative Start Date 01/29/2025

Actual Cost $60.00

Application Type

Individual ⌄

Auto Renewal

☑

By checking this box, the above permit will automatically renew monthly. Unchecked permits will require monthly reapplication.

8. If you do not have an address in the Address section
   - Click on **Add Address** and enter your office address
   - If you have an address, you can skip to the vehicle section

ADDRESS - Select/Add an Address

Select	Address	Phone Number	Type	Action
●	300 Richards Blvd , Sacramento, California, Sacramento 95811		Home Address	🗑

➕ **ADD ADDRESS** - select plus sign to add address

9. Click **Add vehicle**
   - Enter the vehicle license plate number, Nickname, and name
   - Enter the license plate's issuance State
   - All other info is optional
   - Click **Save**
   - Repeat step 8 to add additional vehicles to this permit

10. The Downtown Merchant Program requires Proof of Employment to be uploaded. Please click **Choose File** to upload a picture of your document.
    - **Please note:** Document format should be PDF, DOC, JPEG, JPG, GIF, or PNG.
    - Proof Type should be a letter from your current employer confirming your employment. The letter must include the following information:
        - The business's name
        - Supervisor or manager contact info
        - The business address
        - The Business phone number

11. After completing the application, click Submit.

Please Note: Application can take up to 3 business days to process. Parking Services will review the application; if approved, you will get an approval email with a link to process a payment to activate the permit.
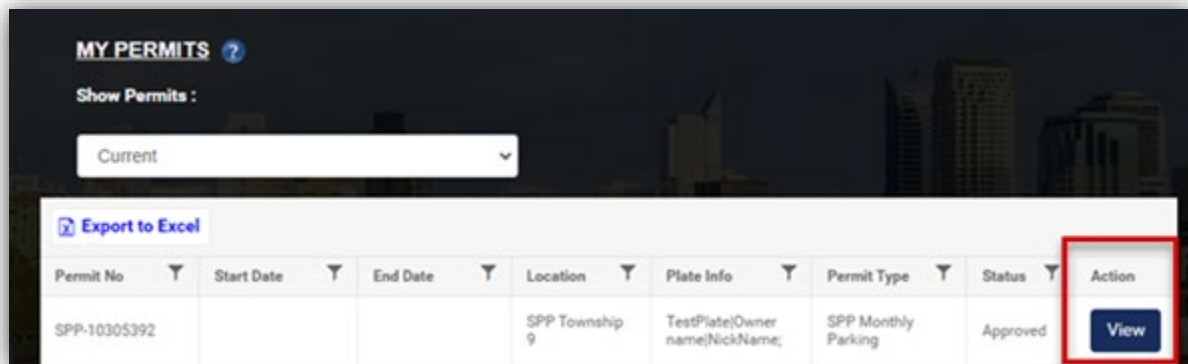
Payment

Please visit **https://sacpark.thepermitportal.com/**

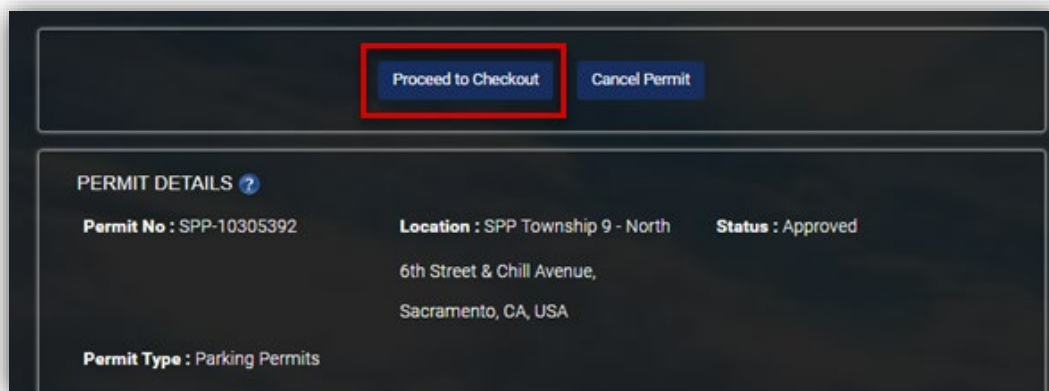Log in using your email address as the Username and enter the password you created during registration.
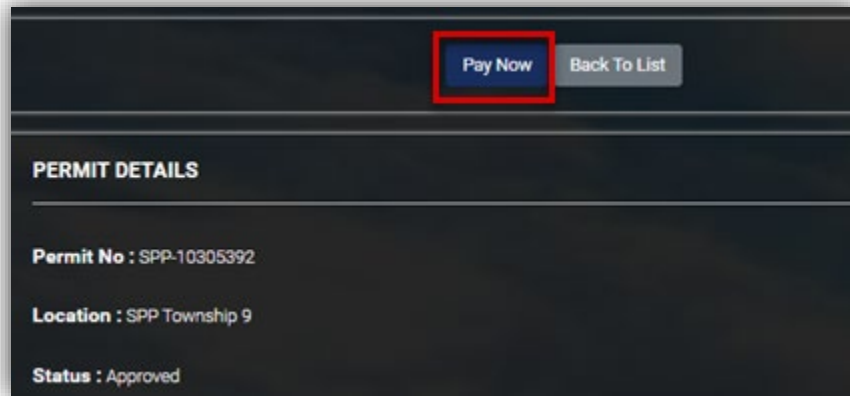
- Click the **My Permits** icon
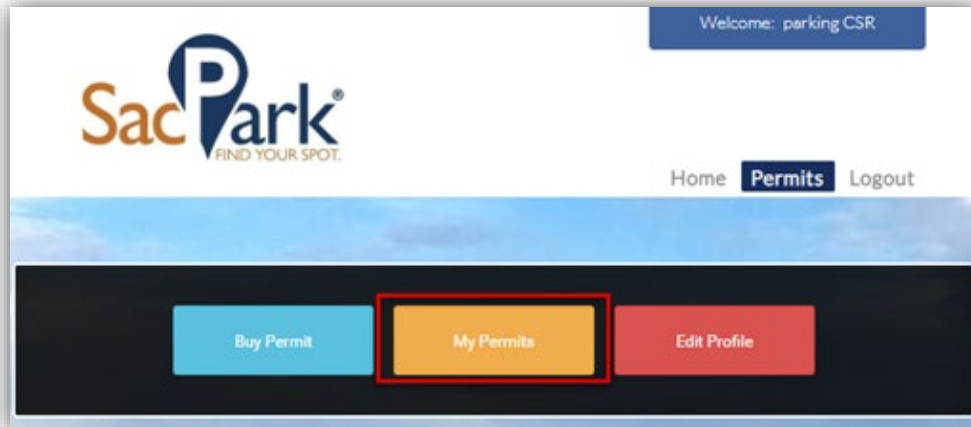
- Under Action, click **View**

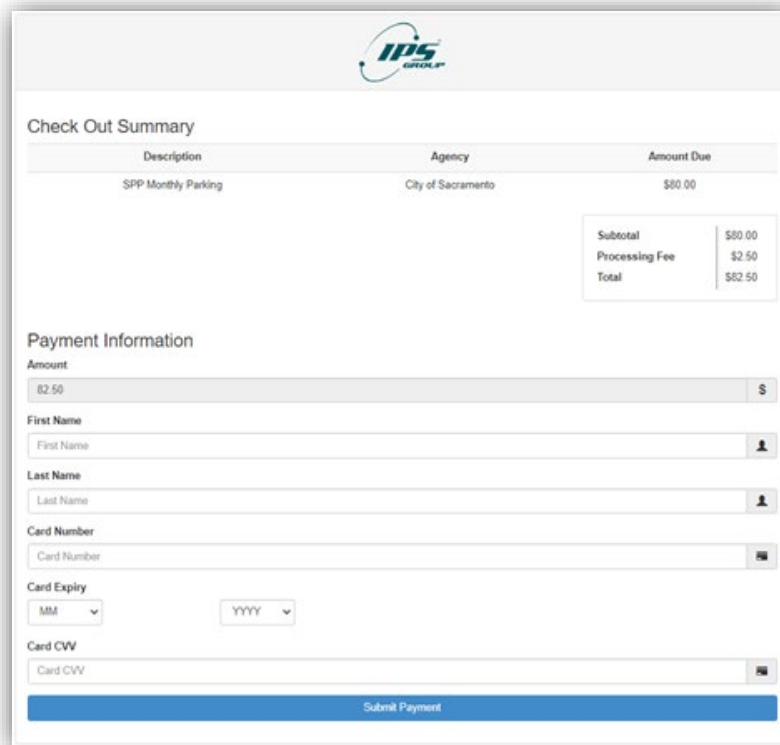- Click on **Proceed to Checkout**

- Click on *Pay Now*

- The Payment portal will come up

- Fill out the information on the portal
- Click Submit Payment.

Please note: Permits on approved status are not active. Payment is required to activate the permit.

Auto Payments

Adding a Card to your account authorizes the City To charge the card on file for permit renewals. You must add a card to your account in order to set up Auto Payments.
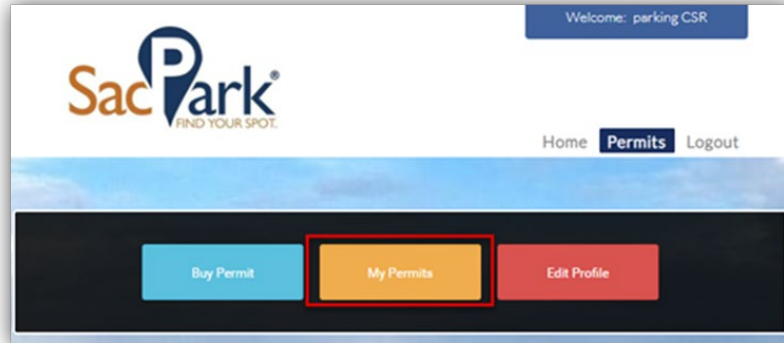
- Click on Permits
- Click on Edit Profile
- Click Add Card
- The card portal will come up
- Fill out the information on the portal
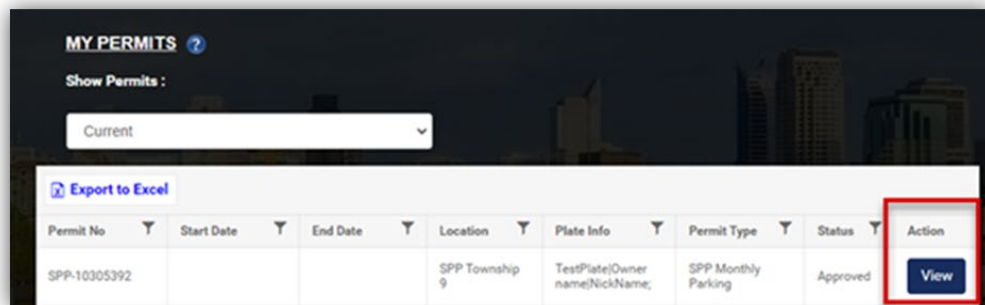- Click Register Card.

Vehicles updates

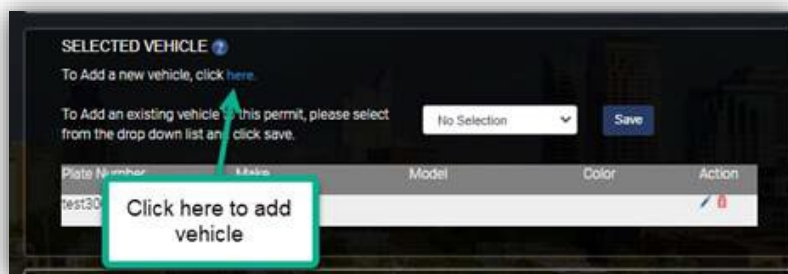## To add a new vehicle to your permit:

- Click on My Permits

- Click on View

- Scroll to the Selected Vehicle section.
- Click on the Blue here to add a vehicle.
    - The vehicle information screen will come up.
    - Add the license plate.
    - Add a nickname
        - For rentals, I suggest adding rental for the Nickname
    - Add the plate's state
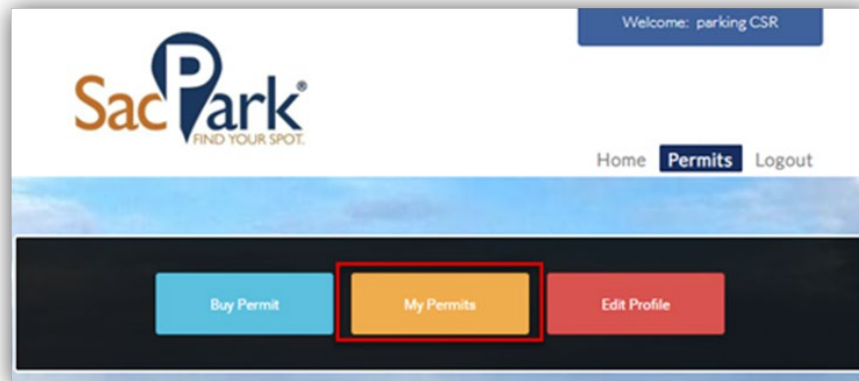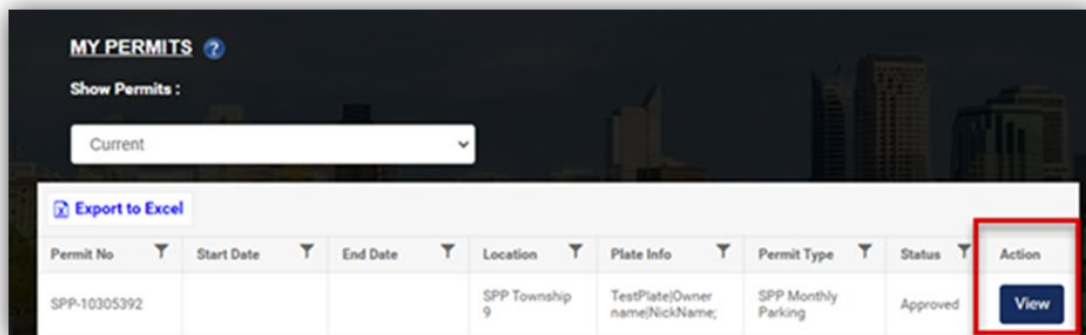   - All other vehicle info is optional

- Click Save.

To remove the vehicle from the permit:

This process will remove the vehicle from the permit; however, it will remain on the account. The vehicle can be added to the permit again.
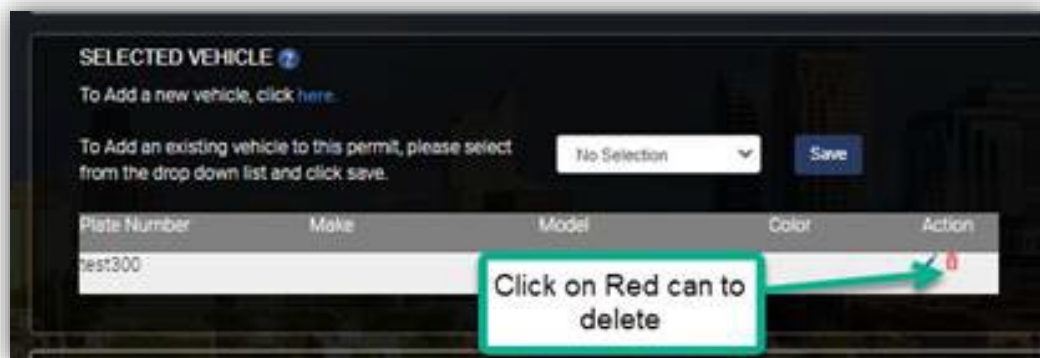
- Click on My Permits

- Click on View

- Scroll to the Selected Vehicle section.
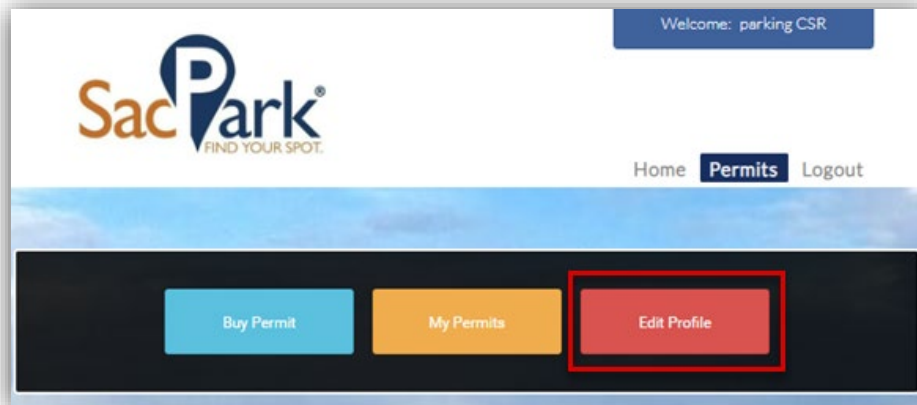- To remove the vehicle from the permit, click on the Red can.


- Click Save.

To remove the vehicle from your account:

This process will permanently remove the vehicle from your account. This process should be used when deleting a secondary vehicle from your account. Please note that this process will remove the vehicle from your permit. If you only have a single vehicle listed in your permit, please add your primary vehicle to your account.
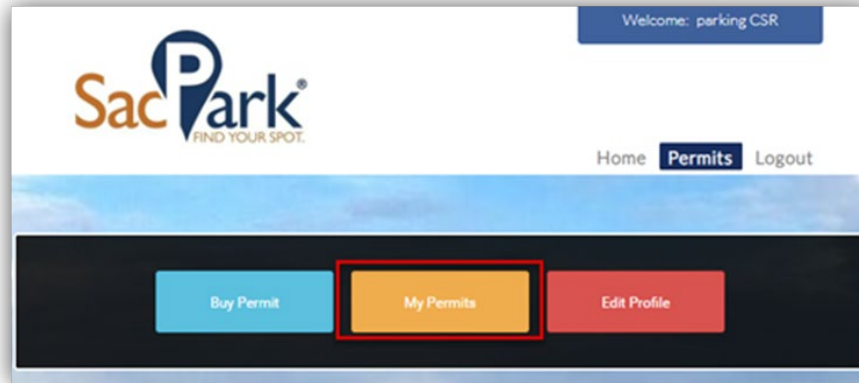
- Click on Edit Profile

- Click on View
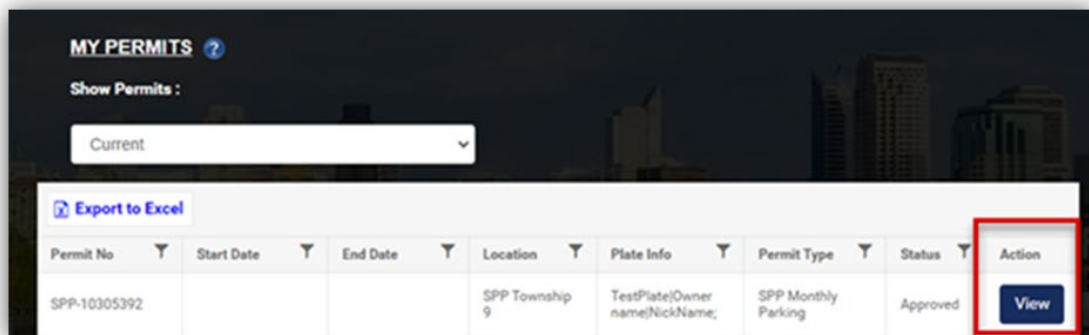
- Scroll to the Selected Vehicle section to view all of your vehicle records.
- Click the **X** on the vehicle record you want to remove from your account.
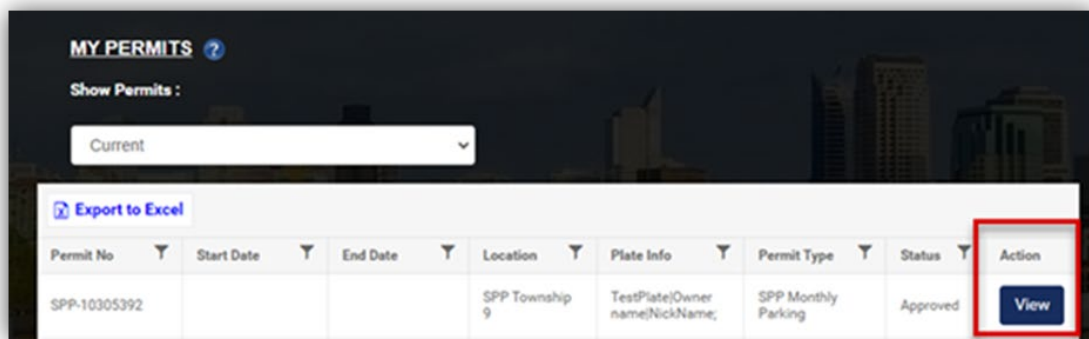
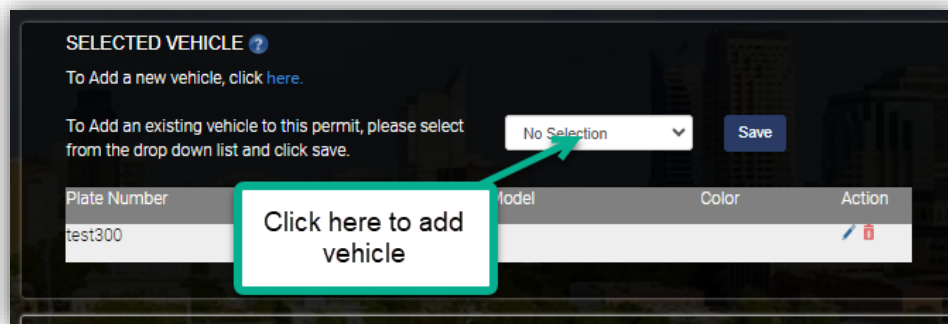## To assign an existing vehicle back to your permit:

- Click on My Permits

- Click on View

- Scroll to the Selected Vehicle section.
- Click on the dropdown list to select an existing vehicle (Nickname)

- Click Save.

Cancel account

Account holders may close or make changes to their account before the first of the month to avoid

assessment of fees for that month.

Please download and submit the Change Order Form from www.sacpark.org or provide written notification (email) to the Parking Division. Additional fees may apply if account closures are not requested correctly prior to the first of the month.

Contact Us

Phone: 916-808-8588
Email: ParkingCSR@cityofsacramento.org
Schedule: Mon – Fri 8:00 AM to 5:00 PM PST
Afterhours: 311 | 916-808-5011