BYU PARKING

IN A NUTSHELL



If You Receive a Citation:

Important

- Do NOT ignore a citation.
  - Citations may happen if:
    - You are parked with the wrong permit
    - Your permit is not registered correctly
    - Your license plate information is incorrect

What To Do

- Check your parking account and your vehicle information to verify that everything is registered correctly.
- Contact our office, and we will answer any questions you might have at traffic@byu.edu or (801)422-8754.

Ignoring Citations

- Unpaid citations may result in your vehicle being booted.
  - Before the boot can be removed, you will be required to pay all outstanding citations as well as the boot fee.



HOME PAGE

Register Vehicle / Get Permit

Add or Switch your vehicle

Pay or Appeal a Citation

What does the signage mean?

Disability Parking Accommodations

Motorcycle Parking

Delete a Vehicle

Cancel a Permit

Overnight parking on campus

Spring/Summer Parking

Frequently Asked Questions

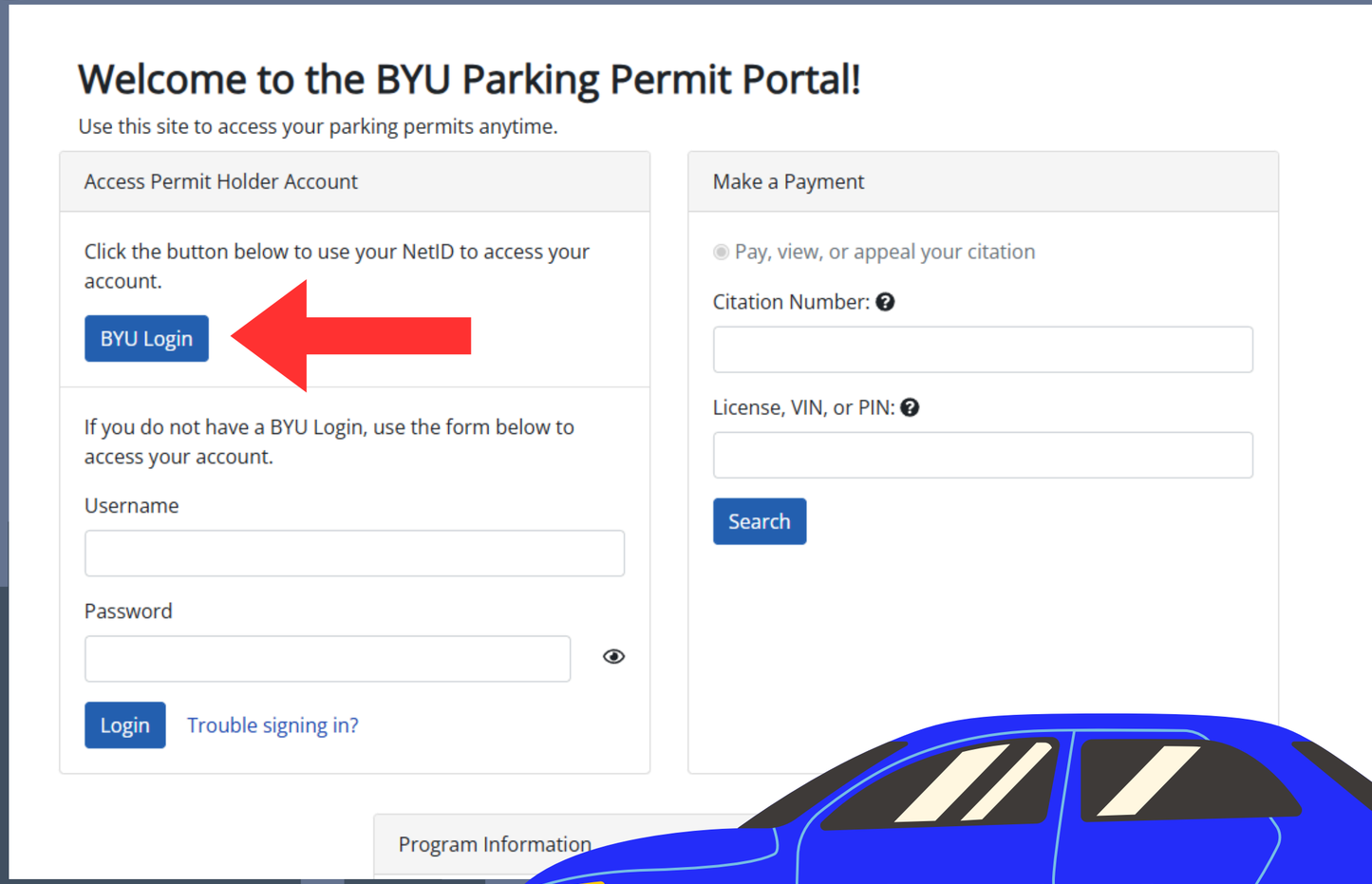
Contact the Parking Office

Click the thing you want to learn about!

HOW TO REGISTER YOUR VEHICLE:

Go to cars.byu.edu or byu.myparkinginfo.com

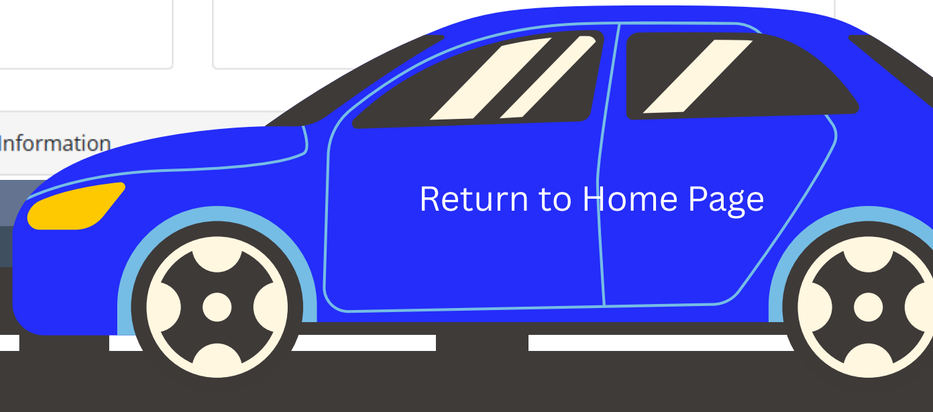
Log in to you BYU account



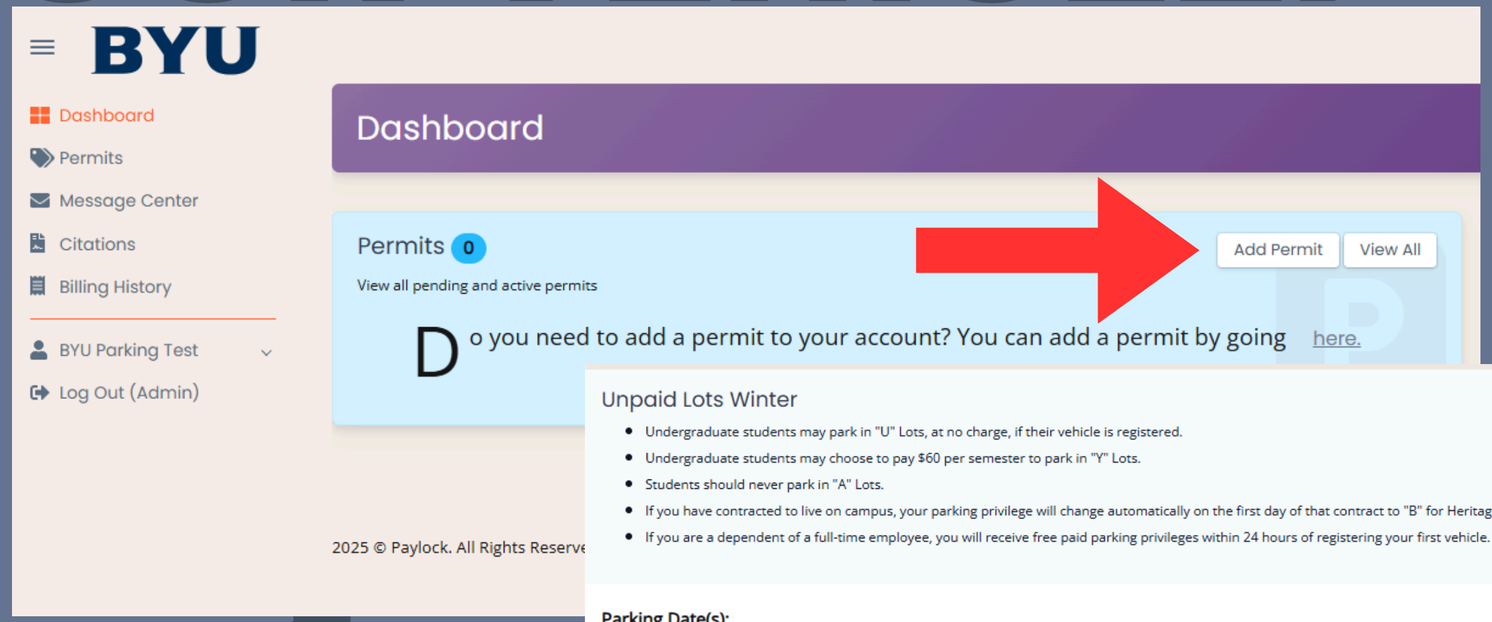
What if...
It won't let me log in?

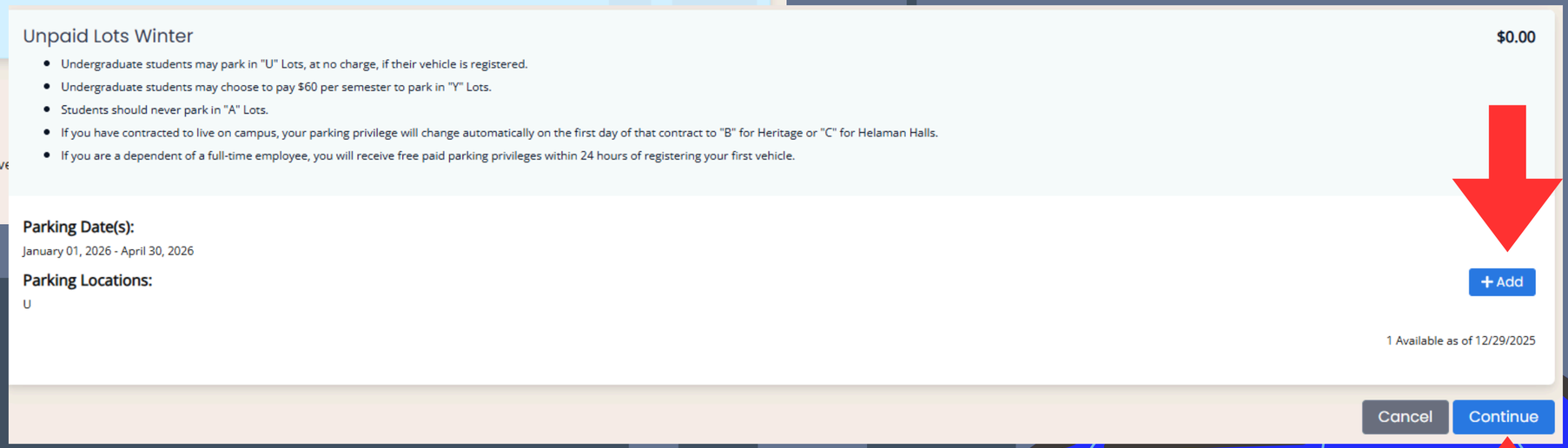
It takes the system a couple of days to recognize new hires. If you are a new hire, wait a couple of days and try again. Otherwise, contact us, and we can help figure out what's happening!

(801)422-8754



HOW TO REGISTER YOUR VEHICLE:





1. **Click add permit**
2. **Choose the permit type you want to add**
3. **Click continue**

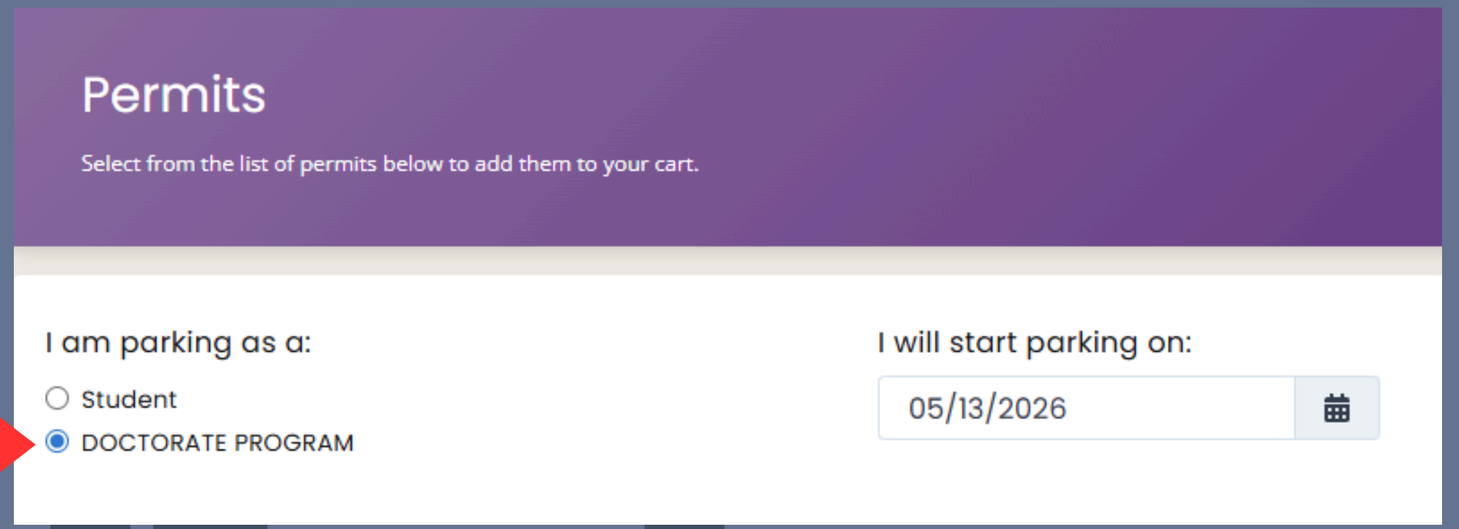
Return to Home Page

HOW TO REGISTER YOUR VEHICLE:

What if...

I can't see the permit I want to add?

If you are trying to add a "G" lot permit or a "Student Housing Monthly" permit, you will need to view the list under "I am parking as a:" and select the option under "Student."

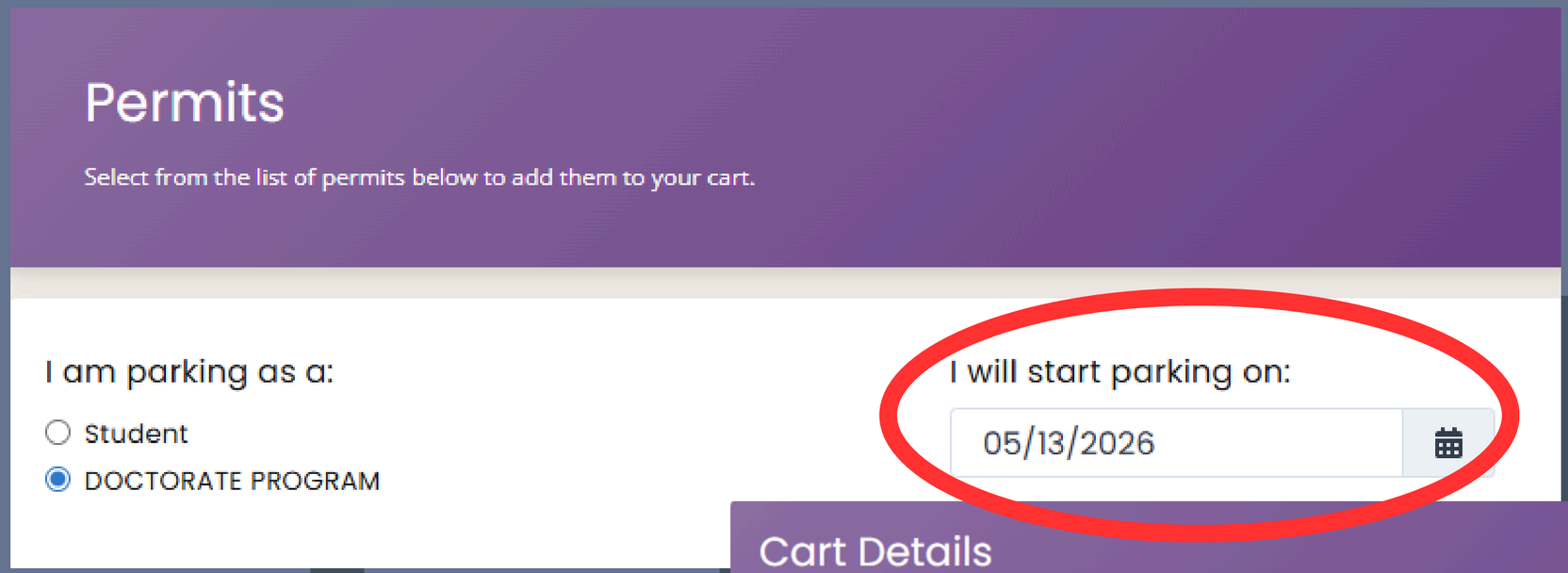


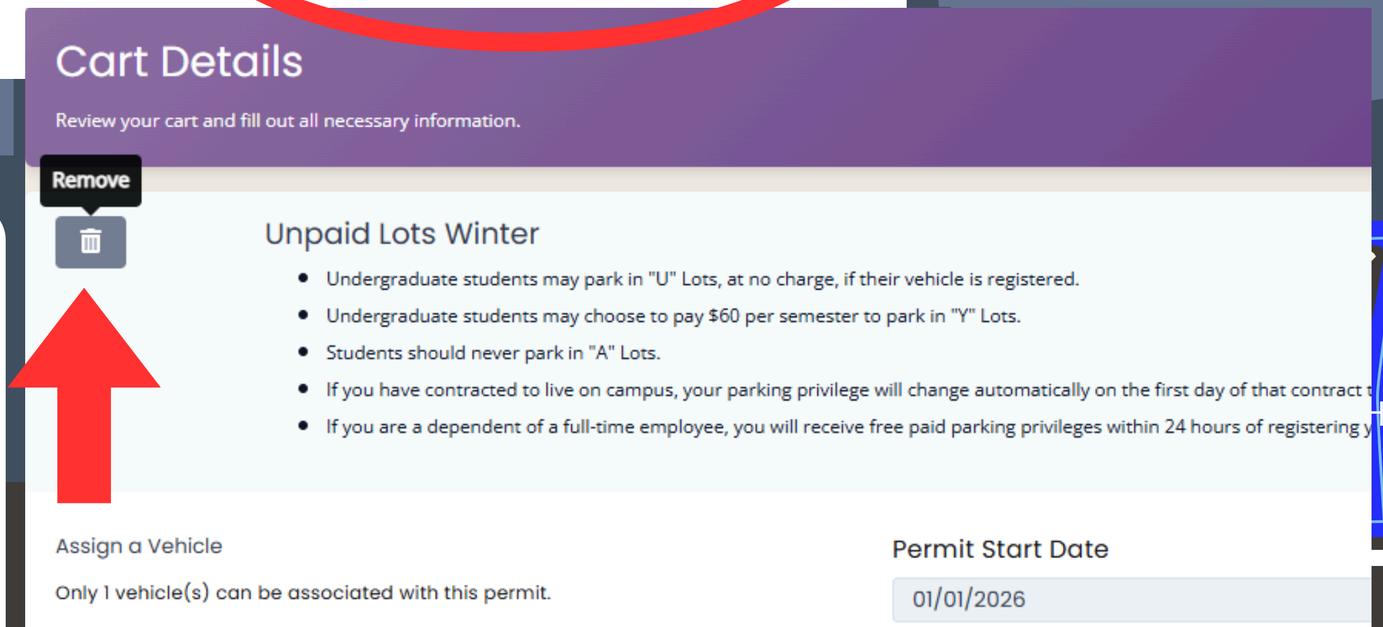
This example shows an option that might appear for a graduate student. For an on-campus resident, there will be an option for your housing complex.

Return to Home Page

HOW TO REGISTER YOUR VEHICLE:

Do NOT change the start date. If the system will not let you continue, remove the permit from your cart and add it again without changing the date.





What if...

I need help removing it from my cart to start over?

Please give us a call and we'd be happy to help you figure it out! *(801)422-8754*

IMPORTANT REMINDER:

IF YOU LIVE IN ON-CAMPUS HOUSING, DO NOT PAY FOR A $60 PERMIT!

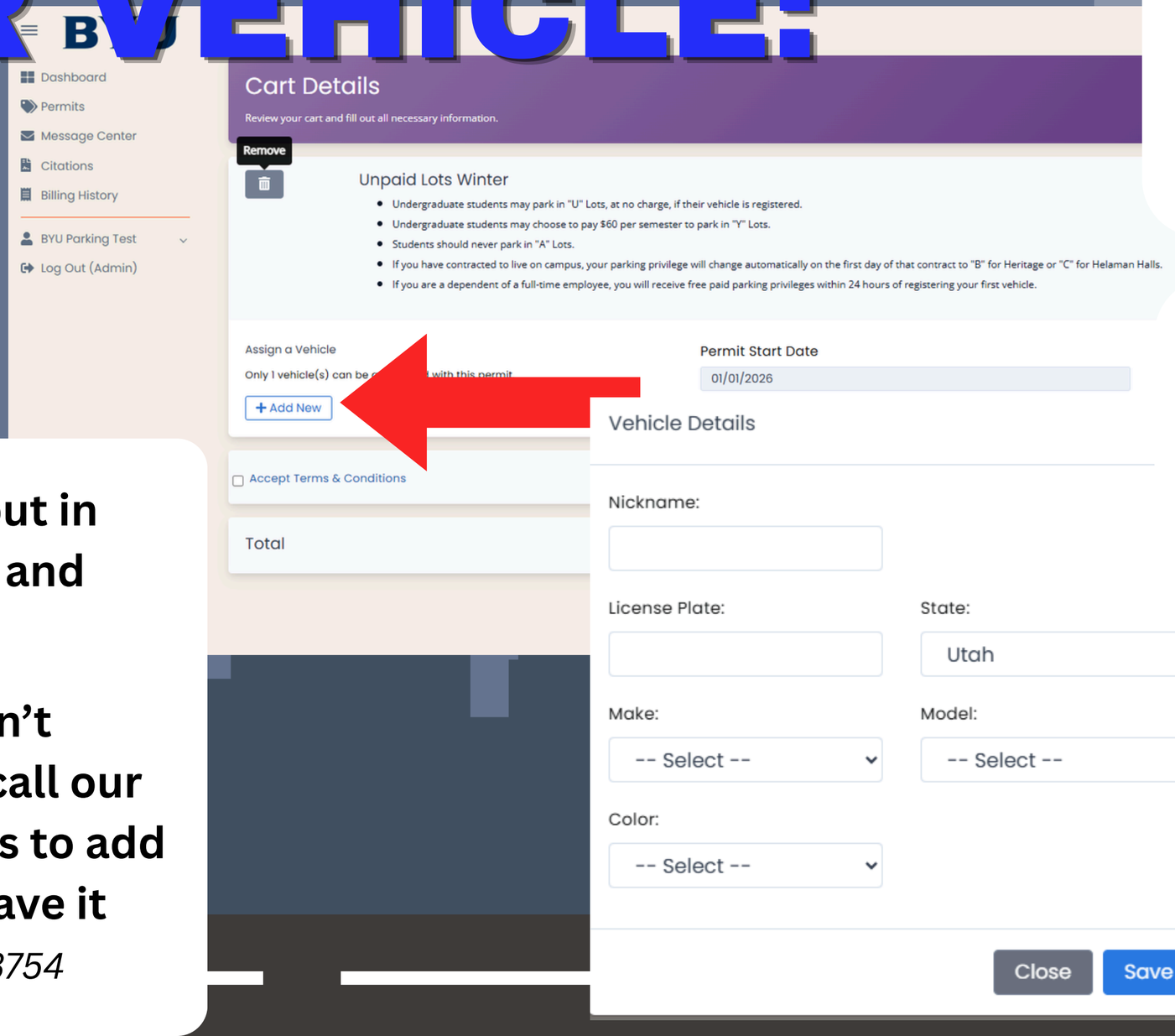
(Heritage, Helaman, Riviera, Wymount, Wyview, LISR)

What if... I accidentally did?

First, cancel that $60 permit and add the correct one to your account. Then request a refund by emailing us at traffic@byu.edu. In the email, explain the reason you think you qualify for a refund and include your name and NetID. Your request will be reviewed by a supervisor, and you will receive a response within two weeks.



HOW TO REGISTER YOUR VEHICLE:



Important information about O vs 0

Utah does **NOT** use the letter O in their license plates. It will **ALWAYS** be the number 0. If you have a plate from outside of Utah with an O or a 0 and have questions about it, contact us at traffic@byu.edu or (801)422-8754.

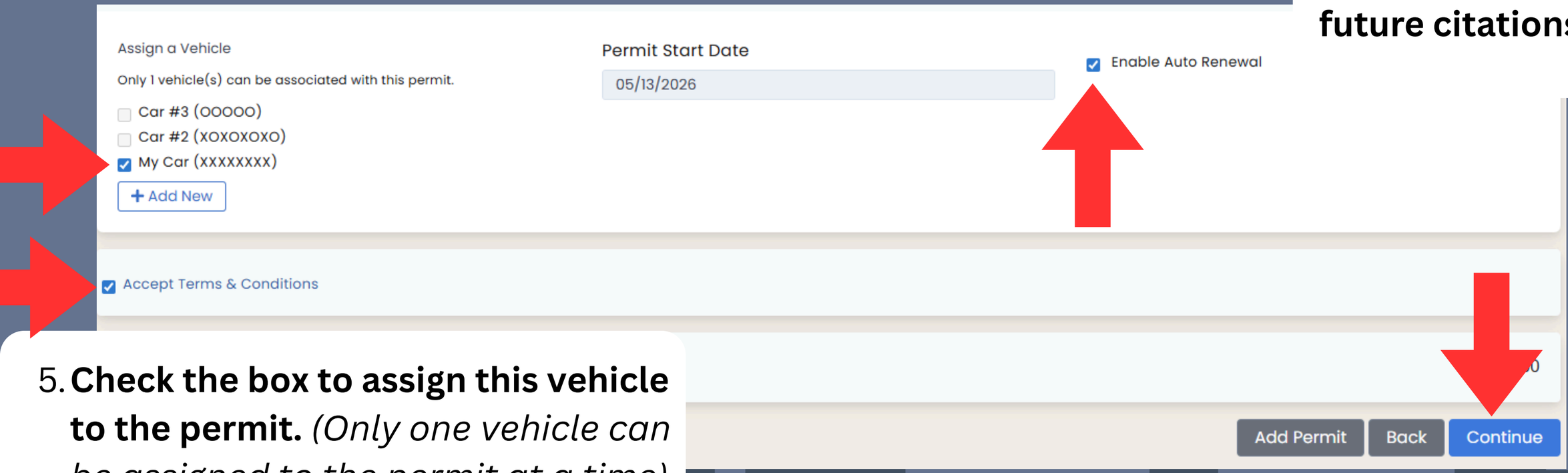
If your plate has small stacked letters on the left hand side, make sure to include them in its registration to prevent citations.

4. **Add a vehicle, put in its information, and press save.**

   If your model isn't listed, you can call our office and ask us to add it, or you can leave it blank. *(801)422-8754*

HOW TO REGISTER YOUR VEHICLE:

If there is an option to select “Enable Auto Renewal,” make sure to select it to prevent future citations.

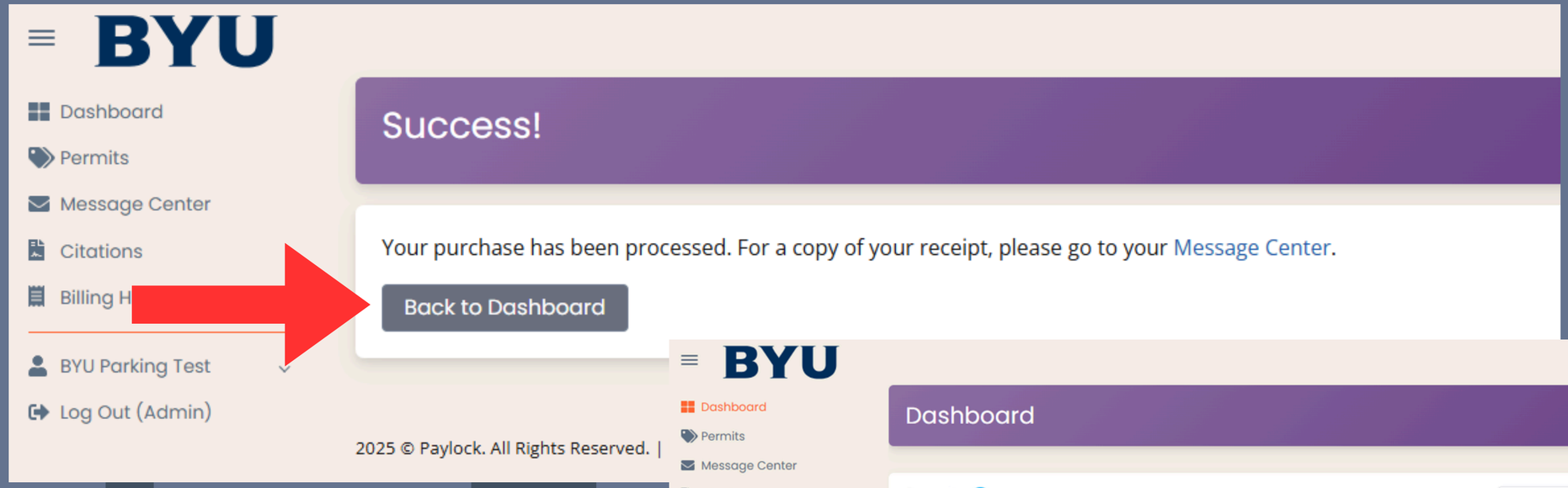


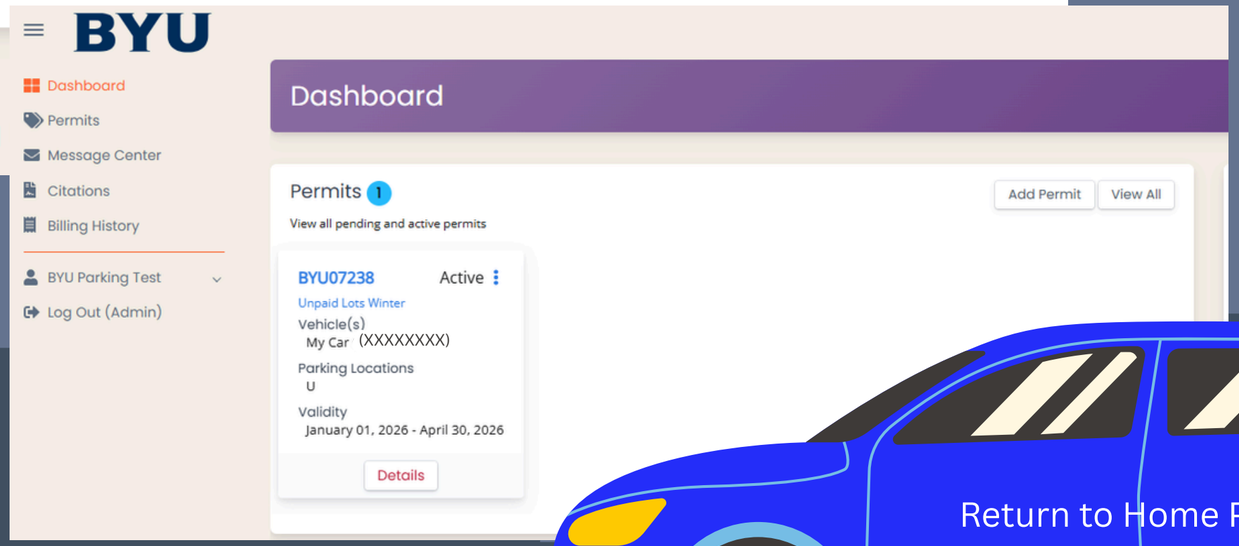
5. **Check the box to assign this vehicle to the permit.** *(Only one vehicle can be assigned to the permit at a time)*

6. **Check the “Accept Terms & Conditions” box and press continue.**



HOW TO REGISTER YOUR VEHICLE:

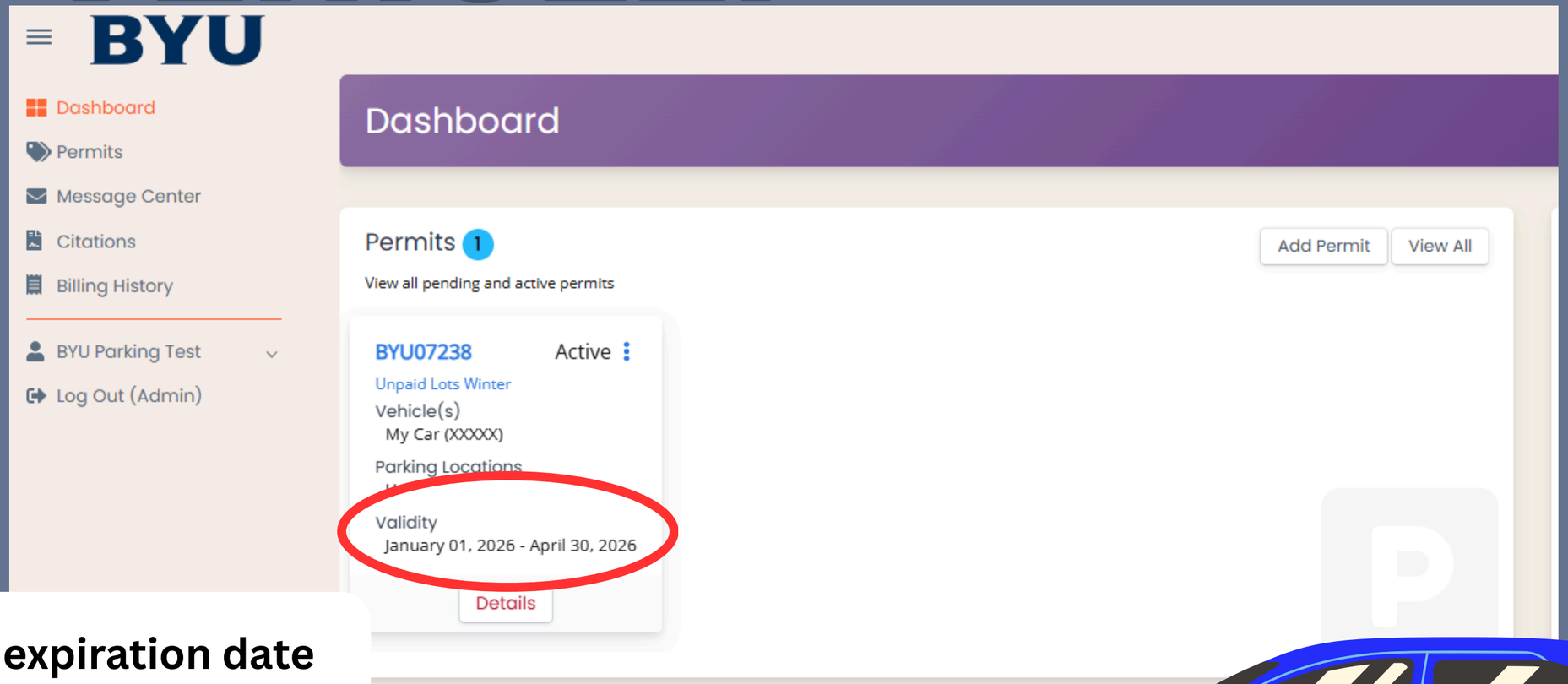




Click “Back to Dashboard” to see your permit and active vehicle.



HOW TO REGISTER YOUR VEHICLE:



Check your permit’s expiration date under “Validity,” and add it to your calendar so you’ll remember to renew or add a new permit when it expires.

Return to Home Page

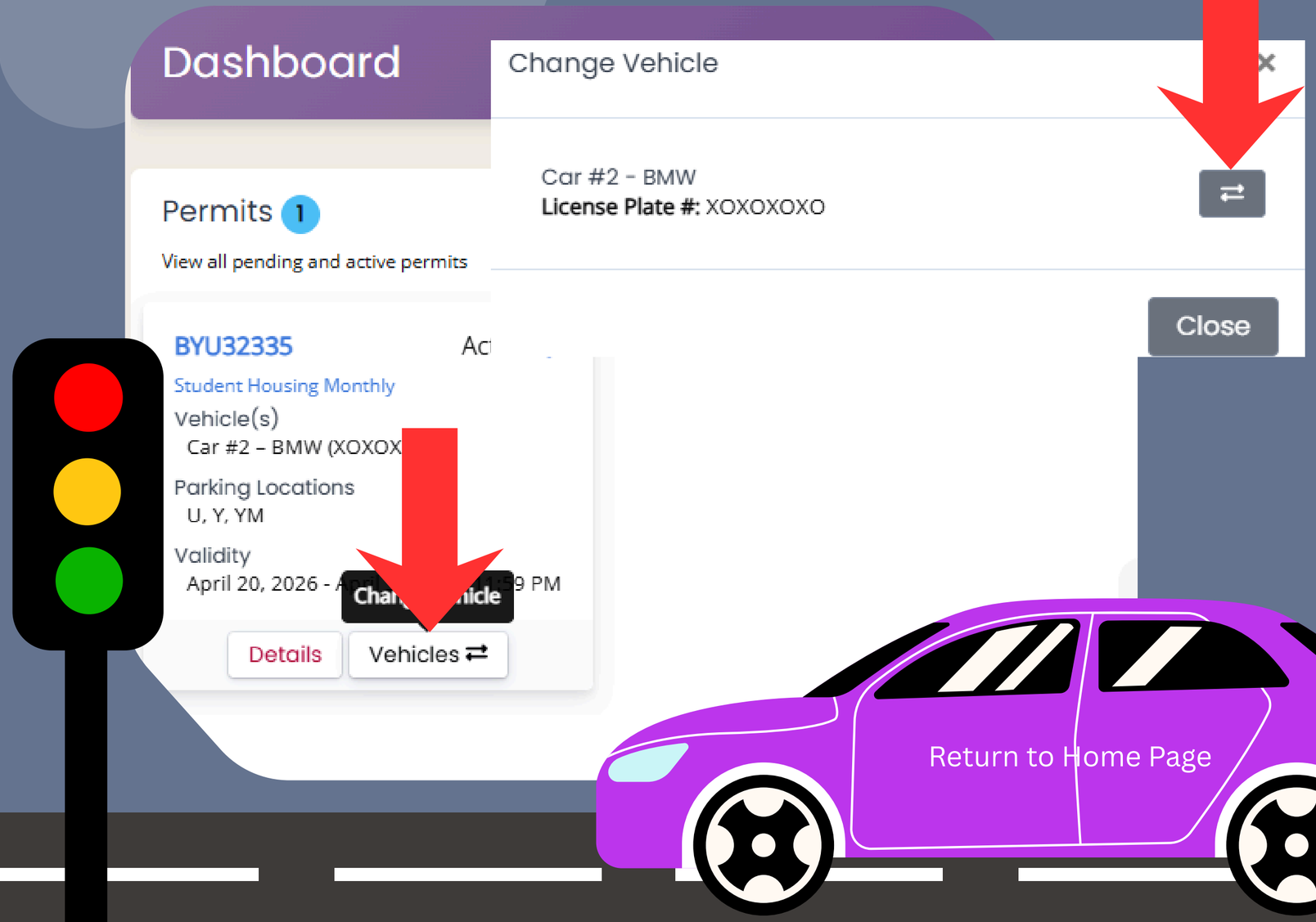
HOW TO ADD & SWITCH VEHICLES:

Start by going to your dashboard

Then select the button that says “Vehicles” and has two arrows.

A pop up will appear asking if you want to change your current active vehicle.

Click the arrows again, and another pop up will appear.

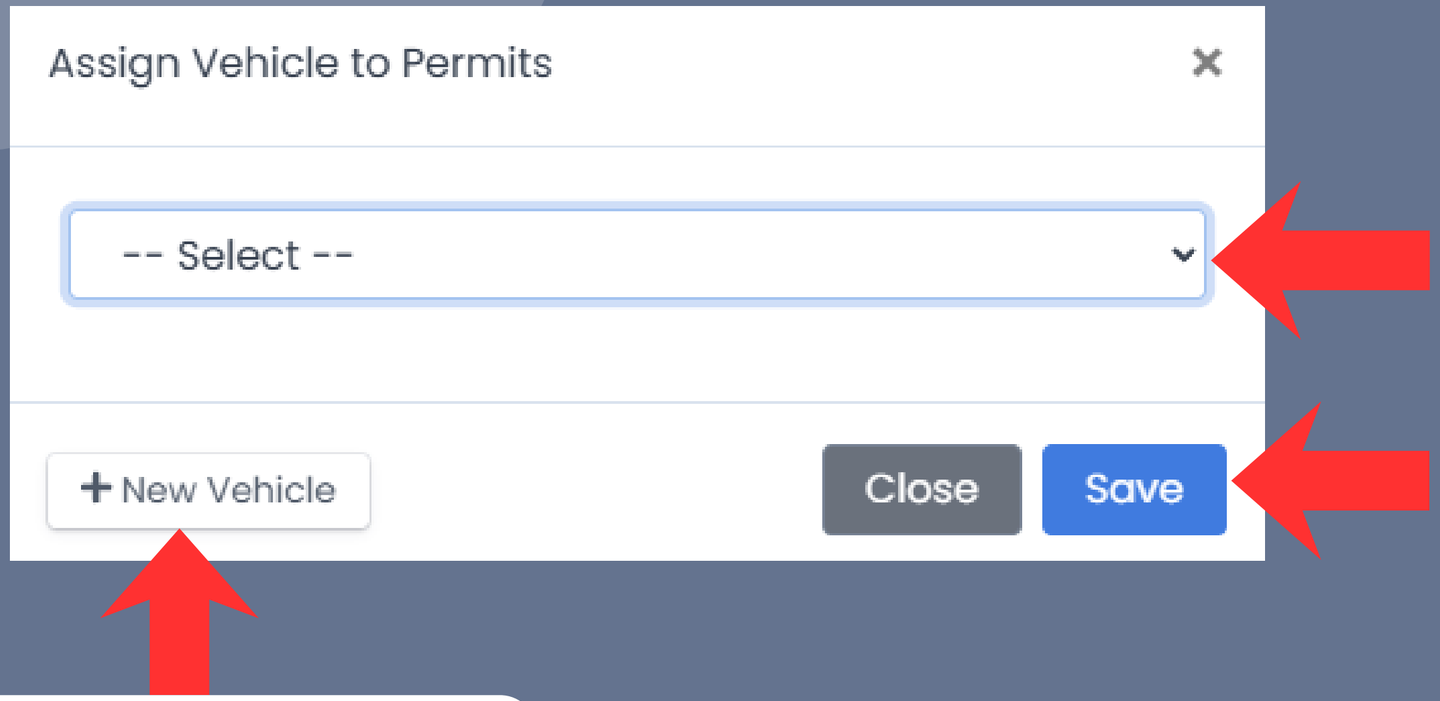


HOW TO ADD & SWITCH VEHICLES:

Click “+New Vehicle” to add a new vehicle to your vehicle list. (skip if already added the vehicle previously)

Then click the drop down menu where it says “Select” to choose the vehicle you want active.

Once you’ve made your selection, click “Save” for it to become active on your permit.



What if...

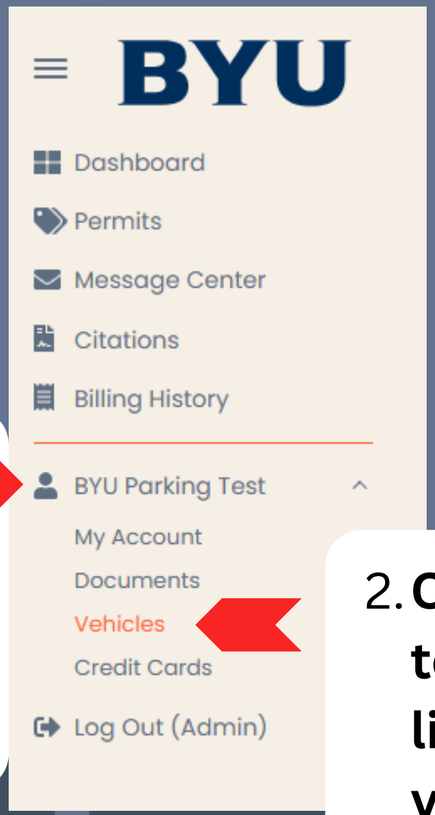
I get an error saying “This License already exists in our system. Please review and try again”?

This means the vehicle is already listed on another account. The current owner must completely delete the vehicle from their account before you can add it—removing it from a permit is not enough. Click HERE for instructions on deleting a vehicle, and contact our office with any questions. *(801)422-8754*



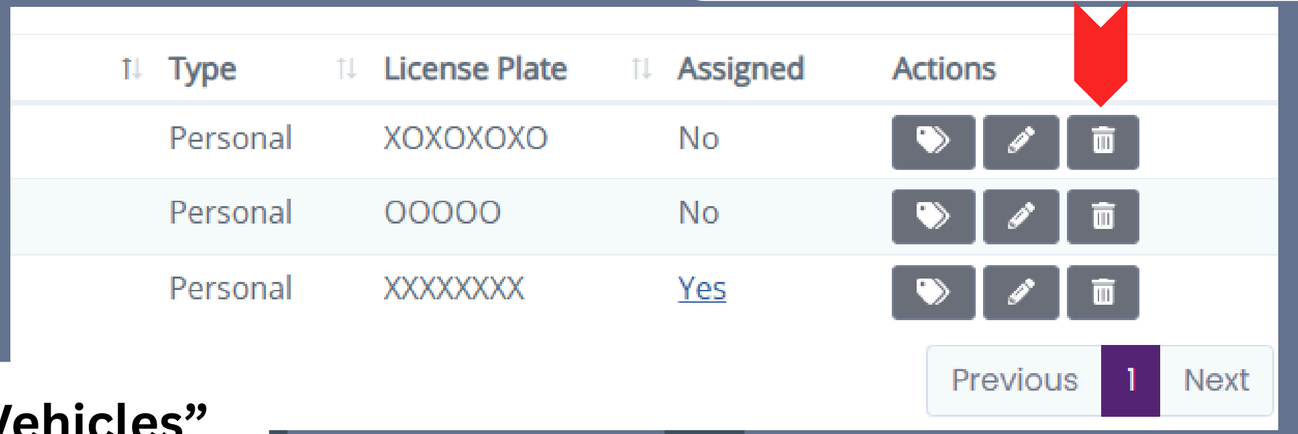
HOW TO DELETE A VEHICLE:

1. **Click your name to have a dropdown menu appear.**



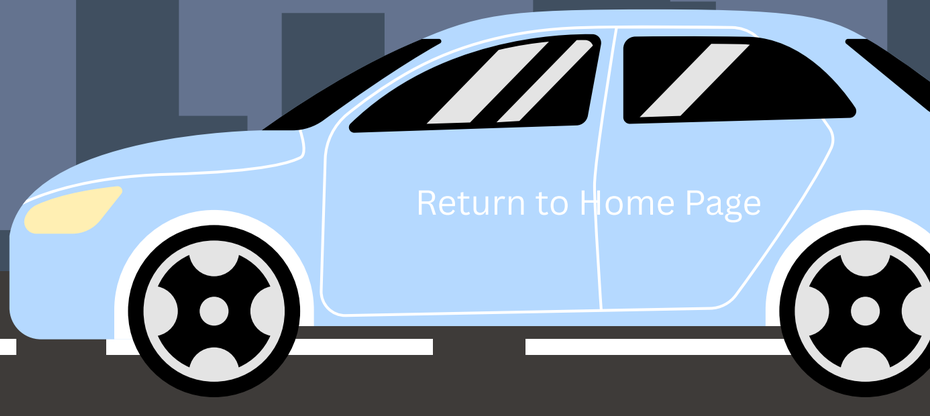
2. **Click “Vehicles” to be taken to a list of your vehicles.**

3. **Click the trash icon to completely delete a vehicle from your account.**



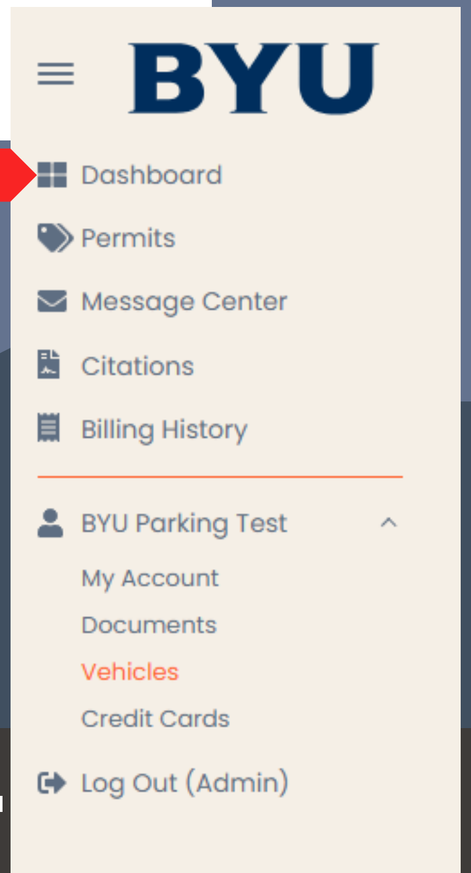
If you’re on a phone…

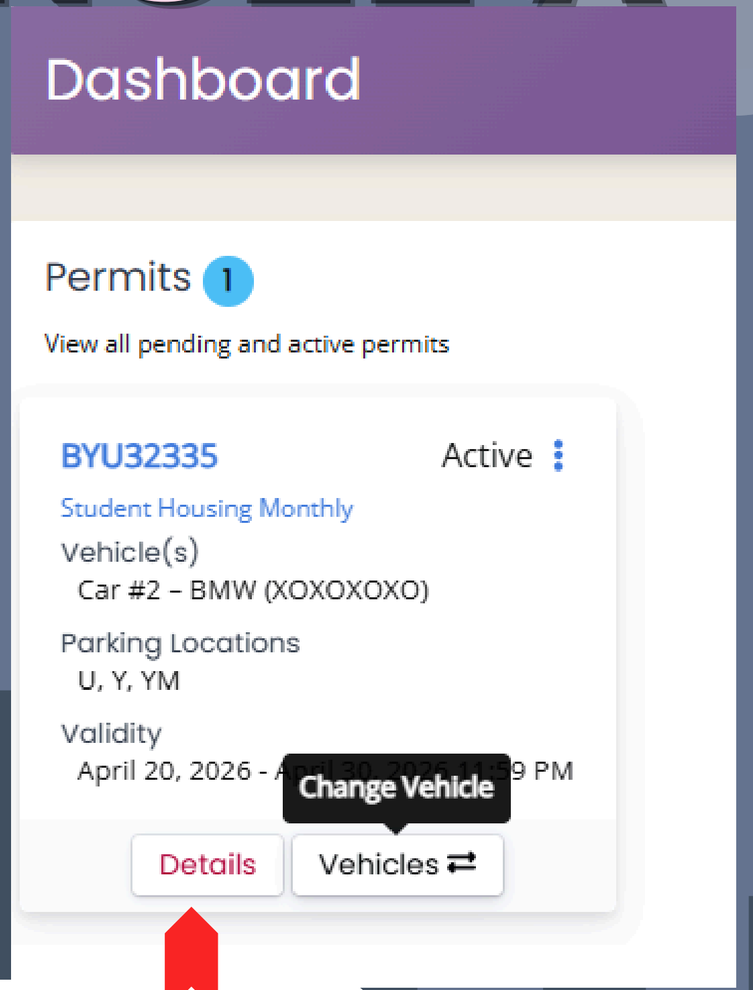
Click the 3 lines in the top right corner to find your name. Then click the green plus next to your vehicle to find the trash icon.



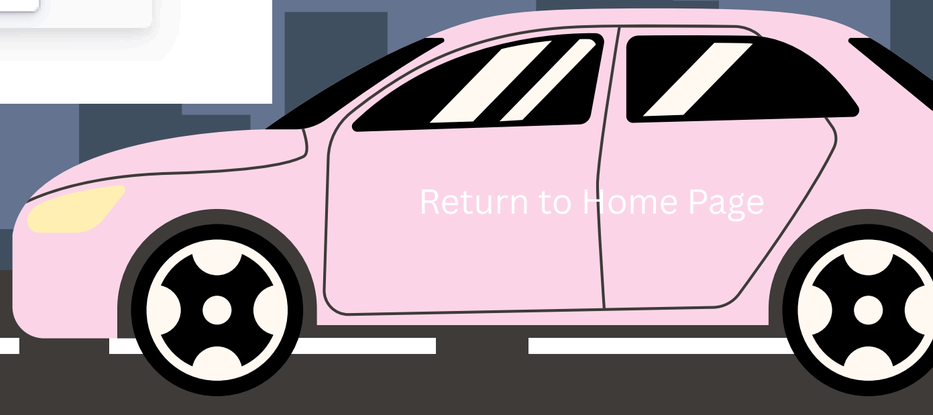
HOW TO CANCEL A PERMIT:

Click “Dashboard” to view your current permit.

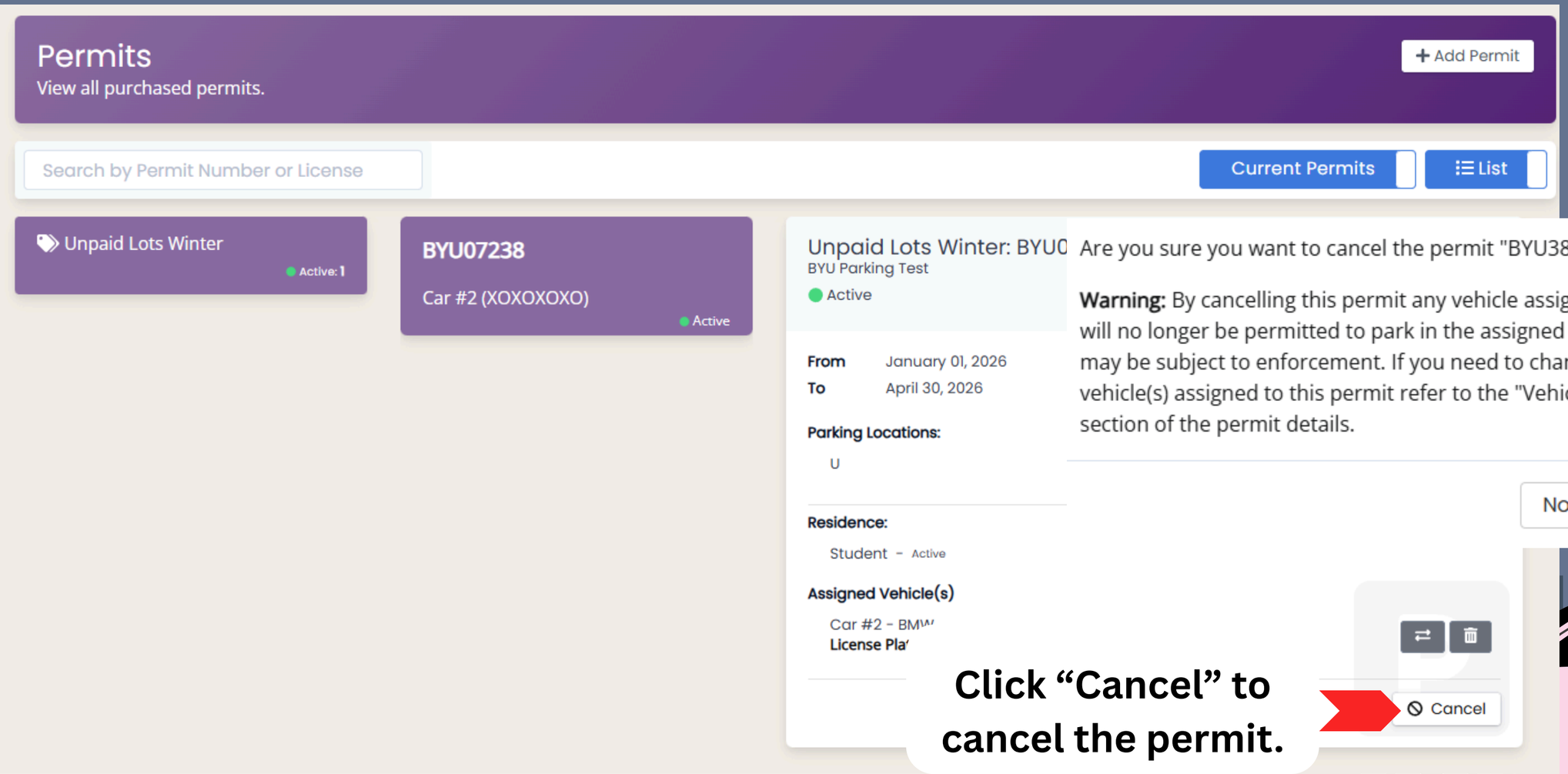




Then select “Details.”



HOW TO CANCEL A PERMIT:



Then press “Yes.”

Click “Cancel” to cancel the permit.

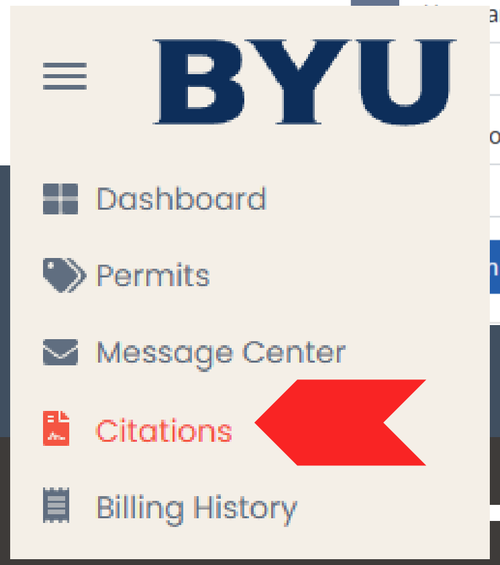
Return to Home Page

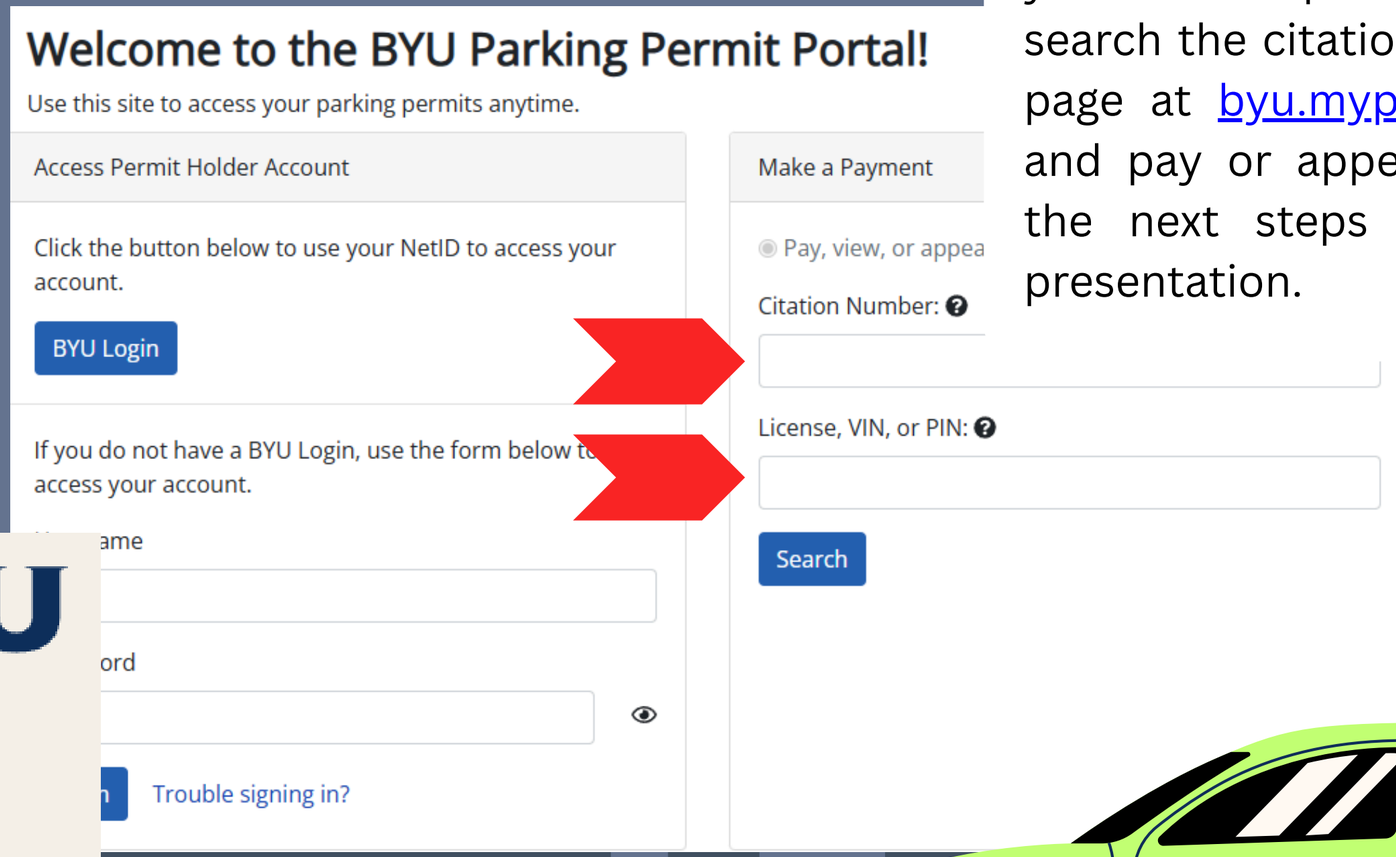
HOW TO PAY/APPEAL A CITATION:

If you are a student or faculty member...

1. **Log in to your account at byu.myparkinginfo.com.**

2. **Select the "Citations" located on the left side of your screen (or under the three lines if you're on a phone)**





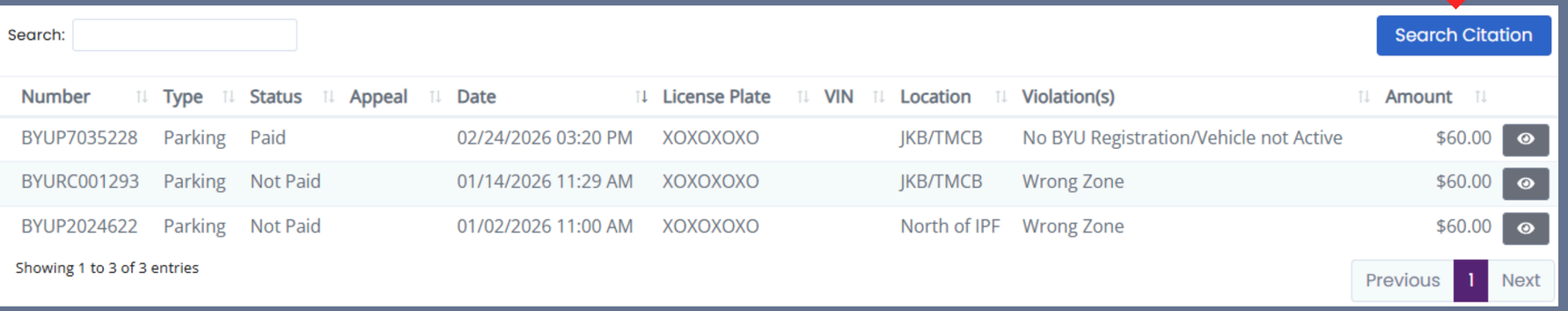
What if...

I'm not a student or faculty member?

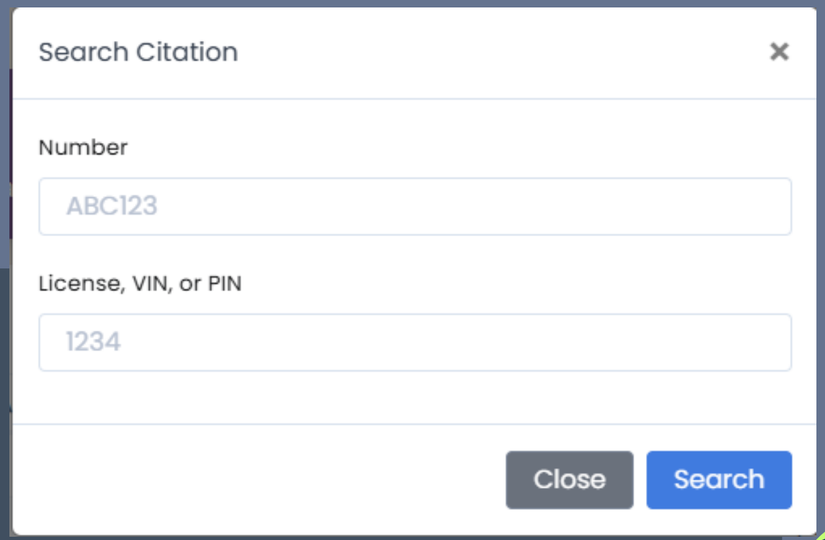
Don't worry about logging in, you can skip this step. Just search the citation on the log in page at byu.myparkinginfo.com and pay or appeal it following the next steps listed in this presentation.



HOW TO PAY/APPEAL A CITATION:



3. **If the citation isn't listed, select "Search Citation." (If it is listed click the eye icon to view it.)**
4. **Enter the citation number and license plate. The number starts with "BYU" and can be found at the top of your paper citation.**



What if...
The citation doesn't pull up?

- Enter the license plate *exactly* as it appears on the citation.
- The "BYUP" is included as part of the citation number
- Instead of the letter "O," try using the number "0" instead *(most states do not use the letter O)*.
- Citations may take up to 24 hours to appear in the system, so try again the next day.
- If the citation still cannot be located after 24 hours, please contact our office for assistance. *(801)422-8754*

Return to Home Page

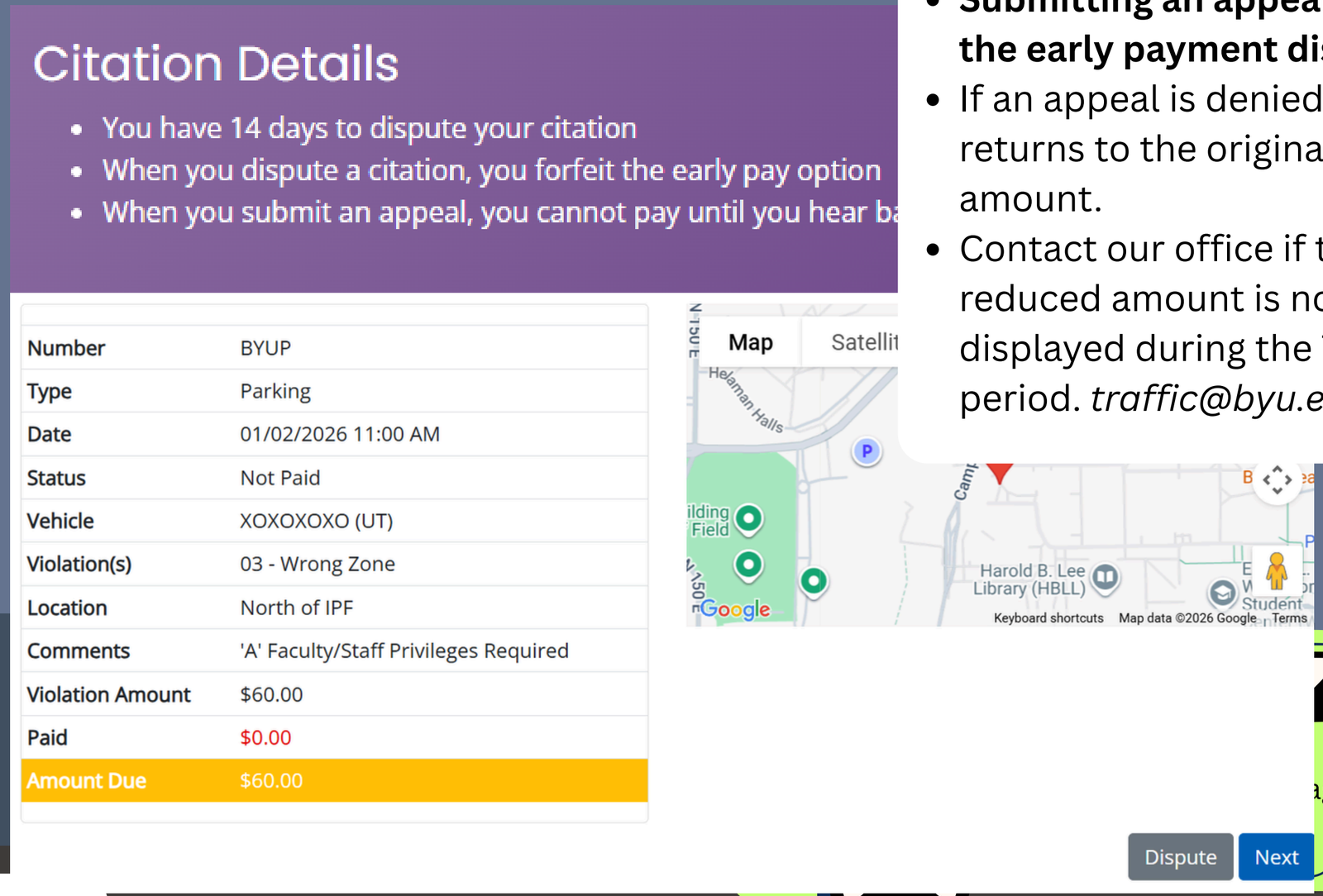
HOW TO PAY/APPEAL A CITATION:

What if...

I think the citation was given in error?

- Review the citation details, photos, and your vehicle registration information.
- **Verify that the correct license plate is listed on an active permit.**
- If the citation resulted from an officer error *(such as an incorrectly entered plate)*, contact our office instead of submitting an appeal.

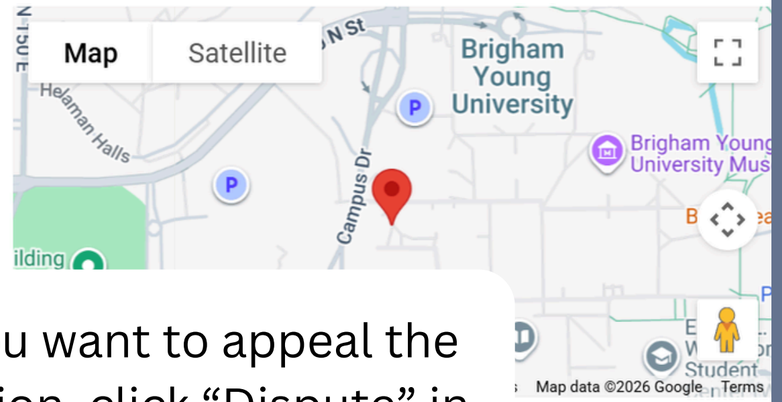
(801)422-8754



Early Payment Option

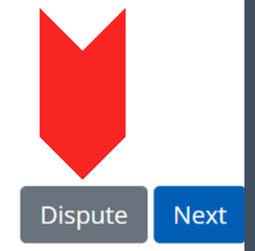
- Pay within 7 days to receive a reduced fine.
- **Submitting an appeal forfeits the early payment discount.**
- If an appeal is denied, the fine returns to the original citation amount.
- Contact our office if the reduced amount is not displayed during the 7-day period. *traffic@byu.edu*

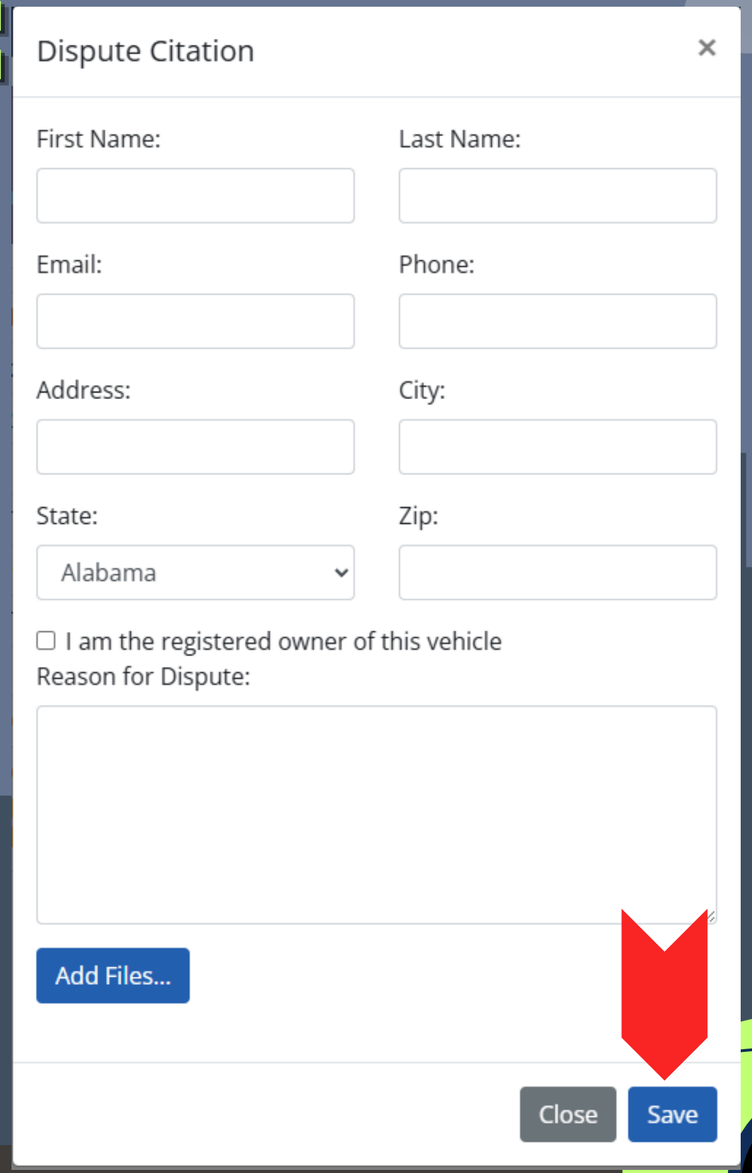
HOW TO PAY/APPEAL A CITATION:



If you want to appeal the citation, click “Dispute” in the bottom right corner of the screen and fill out the form that pops up and press “Save”.

Do NOT pay the citation until you hear back from the Hearings Officer.



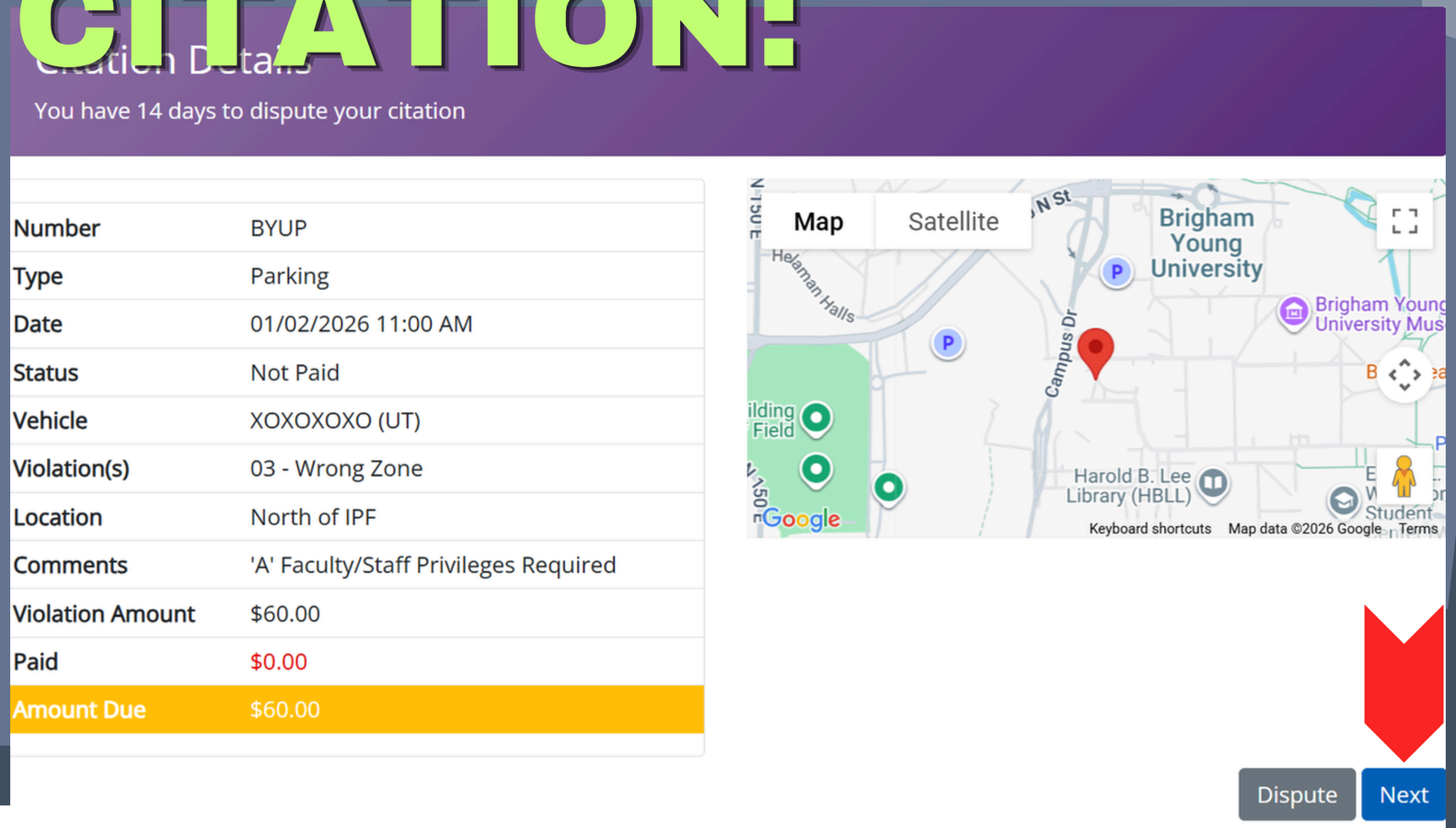


The Hearings Officer will respond *within a few weeks*, and during that time, the fee will remain <u>unchanged</u> from the paper citation. You will receive an email once a decision has been made. If you have any questions in the meantime, please contact us.

(801)422-8754

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HOW TO PAY/APPEAL A CITATION:



To pay the citation, select "Next" to be taken to the payment screen.

What if...

The Hearing Officer's reduction does not appear when I go to pay?

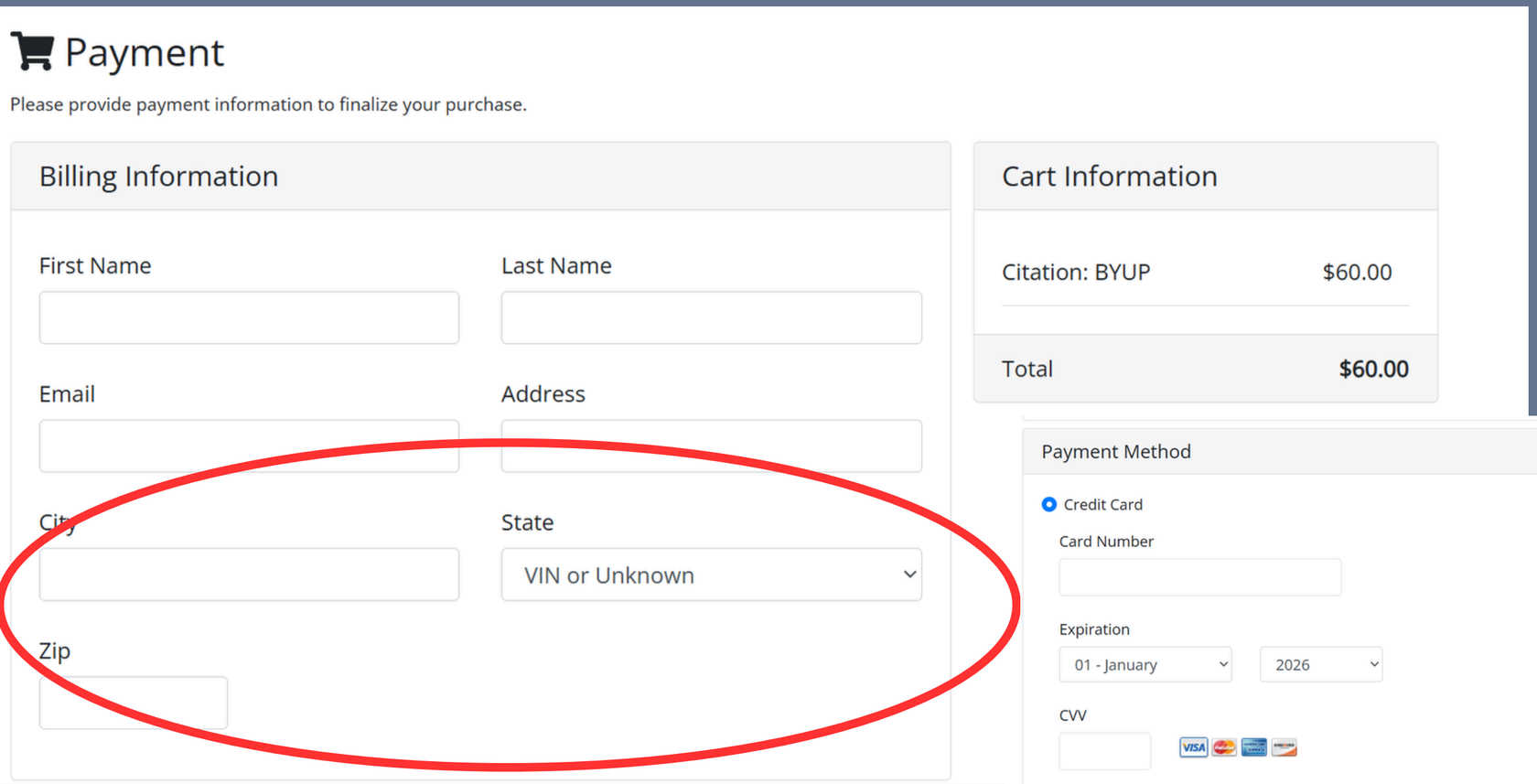
If this occurs, please contact our office and we will be happy to assist you.

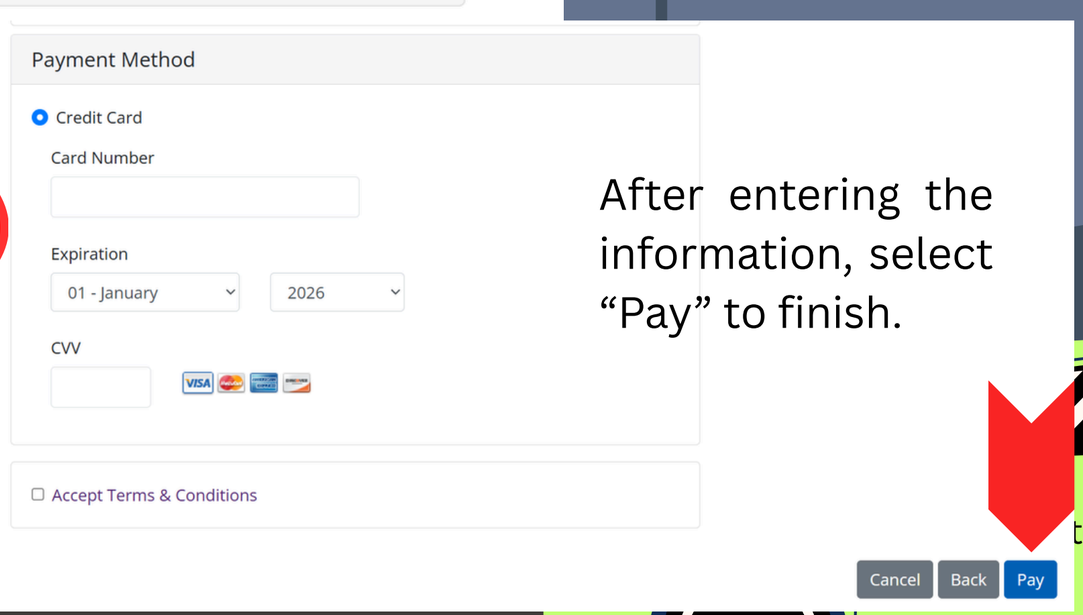
(801)422-8754

Return to Home Page

HOW TO PAY/APPEAL A CITATION:

When entering your billing information, please use the billing address associated with your card, even if it differs from your current residence.





After entering the information, select “Pay” to finish.

PERMITS/SIGNAGE

NO OVERNIGHT PARKING!



A

Faculty & Staff Only
Free With Vehicle Registered
on an Active Permit

Return to Home Page

PERMITS/SIGNAGE

NO OVERNIGHT PARKING!



G

Graduate Students
With Vehicle Registered
on an Active Permit
$60 Per Semester

Return to Home Page

PERMITS/SIGNAGE

NO OVERNIGHT PARKING!



Y

All BYU Students
With Vehicle Registered
on an Active Permit
$60 Per Semester

Return to Home Page

PERMITS/SIGNAGE

NO OVERNIGHT PARKING!



U

All Students/Employees
With Vehicle Registered on
an Active Permit
Free

Return to Home Page

PERMITS/SIGNAGE

NO OVERNIGHT PARKING!



V

Visitors to Campus Free

Return to Home Page

PERMITS/SIGNAGE



B

Heritage Halls Residents
With Vehicle Registered
on an Active Permit
$25 a Month

Return to Home Page

PERMITS/SIGNAGE



C

Helaman Halls Residents
With Vehicle Registered
on an Active Permit
$25 a Month

Return to Home Page

PERMITS/SIGNAGE



D

Riviera Residents
With Vehicle Registered
on an Active Permit
$25 a Month

Return to Home Page

PERMITS/SIGNAGE



DCB

On-Campus Housing
Overflow
With Vehicle Registered
on an Active Permit
$25 a Month

Return to Home Page

PERMITS/SIGNAGE



YM

Wymount Residents
With Vehicle Registered
on an Active Permit
Free

Return to Home Page

PERMITS/SIGNAGE



YV

Wyview Residents
With Vehicle Registered
on an Active Permit
Free

Return to Home Page

MOTORCYCLE PARKING



- Motorcycles, mopeds, and motorized scooters must park in **designated motorcycle parking areas**, not regular vehicle stalls or out of stall.
- All students and faculty must register their motorcycle on an active permit to park it on campus.
- Students living in Heritage Halls, Helaman Halls, or the Riviera must pay $25/month (September–April) for motorcycle parking.
- All other students are not required to pay to park but must register their motorcycle under a student parking permit.
- Students may only park in designated motorcycle parking areas in lots 16 and higher. Parking in lots 1–15 may result in a citation.
- Faculty may park in any designated motorcycle parking area.

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DISABILITY PARKING ACCOMMODATIONS

- Students and employees wishing to use disability parking must apply for those privileges through their State Department of Motor Vehicles (DMV).
- Any person who has a disability and who properly displays a valid disability placard (hung from rear-view mirror) or has a disability license plate issued by a state may park in any designated disability stall **as long as it is not reserved for a specific disability placard number.**



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DISABILITY PARKING ACCOMMODATIONS

- Disability placards or plates are valid in **any regular stall** including in ACGU or Y lots and in time zones with clock symbols for extended periods of time when designated disability slots are unavailable.
- A valid state placard or license plate for persons with a disability does NOT authorize parking in areas designated for emergency use (red curbs), outside marked parking stalls, nor in specially designated stalls, such as Service, Official, Police, X Stalls, Departmental Stalls, etc...



Return to Home Page

DISABILITY PARKING ACCOMMODATIONS







Here are a few examples of where you can NOT park with a valid disability placard or license plate.

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DISABILITY PARKING ACCOMMODATIONS

- Placards are valid only when the person to whom the placard is issued is either in the vehicle, being dropped off, or being picked-up. Placards misused in this manner will be seized, returned to the issuing state and result in a citation.



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OVERNIGHT PARKING

No Overnight Parking On Campus

Overnight parking is NOT permitted in any on-campus parking lot between 1am & 5am, regardless of signage, unless you are a current on-campus resident parked in your designated housing lot.

Is there a pass available to purchase to be able to park on campus overnight for non residents?

No there is not.



Return to Home Page

SPRING/SUMMER OR ACADEMIC BREAK

Students can park in any **Y** or **G** lots for free with their vehicle's registered on an active spring/summer permit.

Students can also park in specific **A** lots, as long as the lot number is NOT 1-17, 27, 28, 32, 38, 39, or 50. Parking Map

NO OVERNIGHT PARKING!

Students (and Employees) are NOT permitted to park in visitor parking **at any time**, including during the spring and summer terms when they are not enrolled in classes.



FREQUENTLY ASKED QUESTIONS

Q: Is there a physical pass to pick up?
A: No, it’s all done online. Just make sure your vehicle is registered on an active permit.



FREQUENTLY ASKED QUESTIONS

Q: What to do with a Temporary Plate or Rental Vehicle?

A: Register the temporary plate or vehicle and switch it when your permanent plate or vehicle comes. Make sure you completely remove the rental vehicle from your account when you no longer have it. Click HERE to see how.



FREQUENTLY ASKED QUESTIONS

Q: Why does the permit I’m trying to add say “Not Available”?

A: This happens when you already have a permit on your account. Because the system only allows one permit at a time, you will need to cancel your current permit to be able to add a different one. Click HERE to see how to cancel a permit.



FREQUENTLY ASKED QUESTIONS

Q: What if I get an error saying “This License already exists in our system. Please review and try again” when trying to add a vehicle?

A: A vehicle can only be associated with one person’s account at a time. To add a vehicle that is currently linked to another account, the current account holder must completely remove it from their vehicle list. Removing the vehicle from an active permit alone is not sufficient. To learn how to delete a vehicle from an account, click HERE. If the vehicle is a rental, please contact our office at (801) 422-8754.



FREQUENTLY ASKED QUESTIONS

Q: Can I get a refund for a permit that I'm not going to use?

A: You have 5 business days to request a refund after purchasing a permit. To submit this request, send us an email with your name, NetID, and reason for requesting a refund. Our email is traffic@byu.edu.



FREQUENTLY ASKED QUESTIONS

Q: What if I accidently bought an undergraduate pass, but I’m a graduate student?

A: This is a simple fix. Please call our office at (801)422-8754 and we will be happy to assist you.



FREQUENTLY ASKED QUESTIONS

Q: How long does it take an appeal to be processed?

A: It can take up to 3 weeks to get a response from the Hearings Officer. Do not worry about paying the citation before hearing back about your appeal. You will receive an email with the Hearings Officer's decision notifiying you that your appeal has been processed.

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FREQUENTLY ASKED QUESTIONS

Q: Why can’t a nonstudent spouse log onto the new parking website who lives in on-campus housing?

A: They must have a current BYU ID card to be able to log in. If they do, and it still doesn’t let them log in, please call our office. Our number is (801)422-8754.

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QUESTIONS?

CONTACT US:

(801)422-8754

TRAFFIC@BYU.EDU

8am - 5pm
Monday - Friday

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