Welcome to Cal Lutheran!

iParq Registration Guide for Parking Permits

Step 1
- Open your browser (Google Chrome works best with iParq)
- Go to https://clu.thepermitstore.com/
- Click “Order a Permit” on the left side

Step 2
- Click “Sign In” on the left side
- Sign in using your MyCLU credentials
- Enter the following information:
  - Name
  - Email address
  - Phone number
  - Mailing address
  - Vehicle information
    * (VIN is not needed unless you do not have a license plate yet)
  - Security question

Step 3
- Under “Pre-Approval Search,” enter your CLU Affiliation into the drop-down menu.
  - CLU Student – Commuter: for students living off-campus or living in 148 or 172 Faculty Street
  - CLU Student – Resident: for students living on-campus in a residence hall (including Kramer Court)
- Click “Search” & available permit types will appear on the lower half of the page
- Click the “Add Item” button under the permit type you would like to apply for
- Order Details:
  - Verify that the number of permits in your cart is correct.
  - If so, click “Proceed to Checkout”

Step 4
- Permit information & additional information:
  - Under “Permit Information,” select your previously entered vehicle information from the drop-down menu.
  - Under “Additional Information...,” verify that your CLU Affiliation is correct
  - Click “Continue”
- Delivery Options:
  - All permits can be picked up after you submit your application.
  - Click “Continue”
- Review:
  - Review your order, the CLU Vehicle Code, and the Terms and Conditions
  - Click “I Agree” in the lower right corner of the page
- Sign out and close the browser
- Pick up your permit at the Campus Safety front desk. Please show your CLU ID card.

If you encounter any problems with iParq during the application process, please see the iParq Troubleshooting Guide on the back of this page.
### iParq Troubleshooting Guide

<table>
<thead>
<tr>
<th>Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to sign into MyCLU</td>
<td>Please contact the ISS Help Desk at 805-493-3698.</td>
</tr>
<tr>
<td>Receiving the following error message:</td>
<td>This error usually occurs when you are switching permit types (for example, if you had an “R” permit previously and now will use a “C” permit).</td>
</tr>
<tr>
<td>YOU WILL BE UNABLE TO CHECKOUT AND PAY WITH</td>
<td>It can also occur if you accidentally add two different permit types in your cart (for example a “C” and an “S” permit). Click “Open Orders” at the top of the page and check your cart to ensure you have added the correct permits. If you need to cancel a permit in your order, check the “Remove” box next to the permit.</td>
</tr>
<tr>
<td>THE PERMIT TYPES SELECTED. PLEASE CHECK OUT</td>
<td>If you see this error, please contact the Campus Safety front desk and staff will assist you.</td>
</tr>
<tr>
<td>EACH PERMIT ITEM SEPARATELY.</td>
<td>Residential students may have 1 vehicle on campus. If you are switching to a new vehicle, please contact the Campus Safety front desk so that we can cancel your previous permit.</td>
</tr>
</tbody>
</table>

If the problem you encounter is not listed here, or if you need further assistance, please do not hesitate to contact our office at 805-493-3208.