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/](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>Issue</th>
<th>Solution</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: “You will be unable to checkout and pay with the permit types selected. Please check out each permit item separately.”</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). 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. If you see this error, please contact the Campus Safety front desk and staff will assist you.</td>
</tr>
<tr>
<td>Unable to register for a second “R” permit</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.