

Target: All Permit Holders
Date: 9/4/2019
Subject: [UPDATE] Permit Software Issue
From: Passport

Dear Park Vallejo Customer,

At Passport, our mission is to provide you with an effortless parking permit experience and last week a software issue prevented that from happening.

What Occurred

On August 31, numerous Park Vallejo permit holders were unable to renew their online parking permits for the month of September due to a software issue in Passport's permit management software. Passport aspires to provide an efficient online permit experience and know that the software transition has resulted in service disruptions that don't live up to that goal. We sincerely apologize for the inconvenience. Rest assured, we are working tirelessly with the City of Vallejo to resolve the immediate issue and develop solutions that better serve Park Vallejo customers.

Our Response & Next Steps

The issue was resolved yesterday, September 3rd. All permit holders with permits expired as of August 31, can login to their accounts by visiting parkvallejo.net and clicking "[Monthly Parking Permits Portal](#)" to renew existing permits. All existing permits are valid until **September 6** to ensure that all customers have an adequate amount of time to renew their permits.

To ensure that the updates are available, please perform a hard refresh of your browser. If you're using a Mac computer, select *Command + Shift + R* to refresh. If you're using a Windows computer, select *Control + F5*. If you're using a mobile device, you will need to go to your browser's settings to clear your browsing history.

Please follow the below steps to renew expired permits:

1. Log into the permit portal by visiting parkvallejo.net and clicking "[Monthly Parking Permits Portal](#)".
2. Select the "Manage" button to the right of the permit that is eligible for renewal.
3. Select "Renew" on the Permit Detail page.
4. Select "Check Out" in the drawer on the right-hand side of the page.
5. Add Payment Information and select "Place Order".

If you would like to setup auto-renewal, please follow the below steps:

1. Log into the permit portal by visiting parkvallejo.net and clicking "[Monthly Parking Permits Portal](#)".
2. Select the "Manage" button to the right of the permit that is eligible for renewal.
3. Select "Auto Renew" from the list on the left-hand side.
4. Add Payment Information or select the previously saved credit card.
5. Select "Start Auto-Renewal".

Should you have additional questions about the permit renewal process or setting up auto-renewal, contact Passport's customer support at support@passportinc.com. You can also find additional permit information on the Passport [FAQ](#) page. The Park Vallejo Parking Division can be contacted at (707) 648-5407 or via email at parkvallejo@cityofvallejo.net.

Sincerely,
Passport