

GUEST PARKING PASSES 101



Sticker #: P47JJZM7J3 Date: 08/30/2019 Fee: \$8.00 Seller: ERIC S

EXAMPLE EXAMPLE
100 W STREET AVE UNIT 204
CHICAGO IL 60622

Keep this receipt to order more daily permits online!

Visit EZ>Buy at www.chicityclerk.com and use the following code:

Customer Code: JCLZMH4J
Last Name: EXAMPLE
Expiration Date: 08/30/2020

NOTE: This code can be used multiple times prior to expiration date. Only 3 sheets of daily permits per 30 day period.

WHAT ARE GUEST PARKING PASSES?

Guest parking passes are 24 hour stickers you put on the **lower right-hand side of the windshield of your vehicle** that allow you to park in a residential parking zone.

WHAT IS A RESIDENTIAL PARKING ZONE, AND WHAT DOES THE SIGN LOOK LIKE?

A residential parking zone is the designation of certain parking spaces for the exclusive use of nearby residents.

The residential parking zone sign looks like this:



WHAT ARE THE RESIDENTIAL ZONE NUMBERS IN OUR WARD?

74, 142, and 143

HOW DO I FIND OUT WHAT ZONE I AM IN?

You can look and see what zone you're in on the City Clerk's website [here](#).

If you look up your zone and it says 'NONE' please refer to page 7.

WHAT DO I NEED TO PURCHASE GUEST PARKING PASSES?

You'll need a **Customer Code** in order to purchase guest parking passes.

WHAT IS A CUSTOMER CODE, and HOW DO I GET ONE?

A Customer Code is similar to an account I.D number, ***you'll need that Customer Code in order to purchase online or in person.***

You can apply to get a Customer Code through the City Clerk's Office via email at ezbuy@cityofchicago.org. Continue reading on the next page to see an example. In order to receive your Customer Code ***you must provide proof of identification and proof of residency.***

For proof of identification you can use:

- Driver's License (it can be an out of state license)
- U.S Passport
- U.S Military I.D

For proof of residency you can use:

- Lease
- Mortgage Statement
- Utility Bill (ComEd, People's Gas, etc.)
- USPS Change of Address Confirmation

Below is an example email of what you'll need to provide to the City Clerk's Office:

Customer Code Request

ezbuy@cityofchicago.org

Customer Code Request

Hi there,

I would like to get a customer code so I can order guest parking passes.

I've attached a photo of my Driver's license, and a copy of my lease for proof of residence.

Best,

Margaret |

HOW LONG DOES IT TAKE TO GET A REPLY BACK WITH MY CUSTOMER CODE?

It takes around 24 to 72 hours.

WHAT DO I DO ONCE I HAVE RECEIVED MY CUSTOMER CODE?

You can now purchase guest parking passes at any of these locations:

- **City Clerk's Office in City Hall**
 - ◆ Address: 121 N LaSalle St
 - ◆ Phone Number: 312-744-6770
 - ◆ Email: ezbuy@cityofchicago.org
- **North Side Satellite Office of the City Clerk**
 - ◆ Address: 5430 W Gale St
 - ◆ Phone Number: 312-744-6770
 - ◆ Email: ezbuy@cityofchicago.org

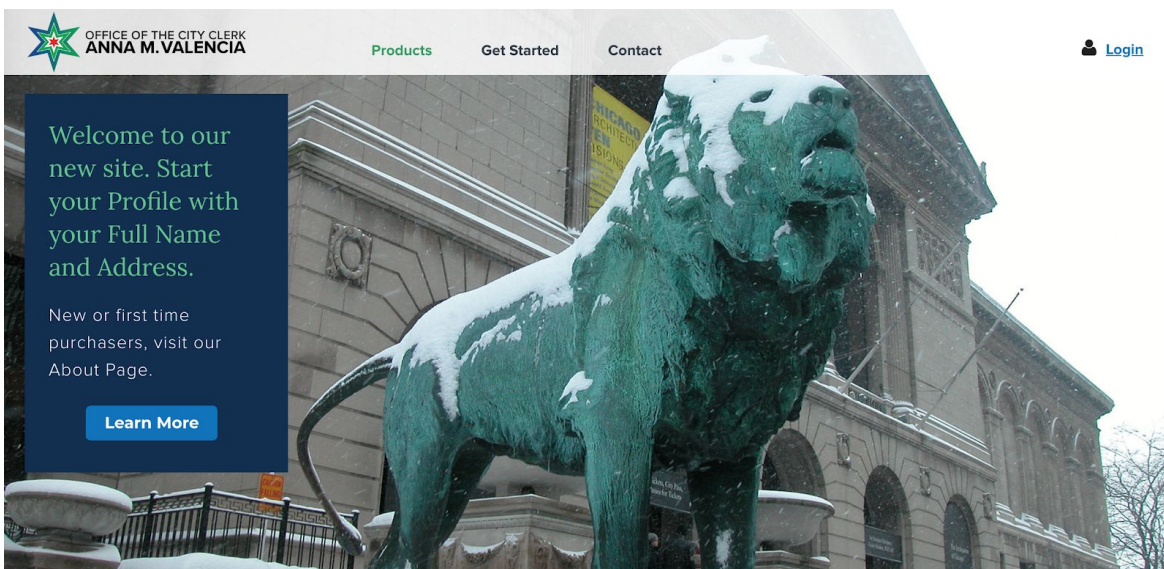
***Or online at ezbuy.chicityclerk.com**

****Please note that with the current ongoing COVID-19 pandemic we recommend that everyone purchase their guest parking passes online.***

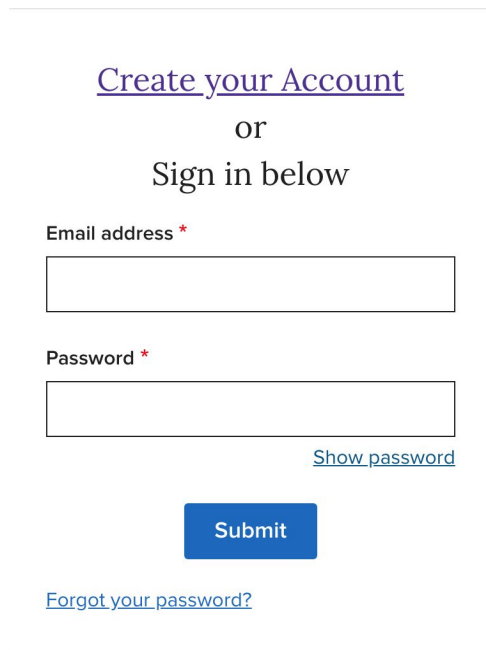
HOW DO I PURCHASE GUEST PARKING PASSES ONLINE?

First, you'll need to click on the link above, that will take you to the homepage of the City Clerk's office website.

In the top right hand corner, you'll see a button that says '**login**' **click that.**



Once you click 'login' you'll be prompted to create your own account.



The image shows a web form for account creation. At the top, it says "Create your Account" in blue, underlined text, followed by "or Sign in below" in black. Below this are two input fields: "Email address *" and "Password *". The "Email address" field is a simple rectangular box. The "Password" field is a rectangular box with a small "Show password" link to its right. Below the password field is a blue "Submit" button. At the bottom left of the form is a blue link that says "Forgot your password?".

*Please note that if you have an out of state license, **you DO NOT need to fill in your Driver's License information.**

Driver's license or state ID number

Date of birth

Next, you'll need to write in your address. **You MUST put in your apartment number, unit number, etc. (this includes if you are the garden unit or coach house).**

Why? Well there are two reasons:

1. The City Clerk's office sells guest parking passes by household, not by each individual person; each household is only allowed to purchase 3 sheets (or a total of 45 stickers every 30 days). So by not specifying where you live, you may not be able to purchase them if someone else already has.
2. USPS cannot deliver your guest parking passes if you do not specify where you live.

NOW THAT I HAVE CREATED AN ACCOUNT, WHAT DO I DO?

After you've created your account you'll be brought back to the homepage. You'll want to scroll down and stop once you see **'daily passes, view product'** [click that](#).

Daily Passes

[View Product](#)

Chicago residents living within an established Residential Parking Zone may be eligible to include a Zone Number on their City Sticker and/or purchase Chicago residential Parking Daily Permits, which are guest passes that are valid for 24 hours upon the date and time of display.

Once you [click 'View Product'](#), you'll need to scroll down again and [hit 'Purchase Daily Passes.'](#) You'll then be brought to a page where you'll need your **Customer Code**.

Add daily passes to your profile

Start with the customer code that was issued to you when you made your first daily pass purchase at a City Clerk of Chicago location.

[Review receipt example here](#)

Customer code

[If you do not have a customer code, please click here for more information.](#)

[Add to profile](#)

You'll need to type in your customer code number and then [click 'Add to profile'](#)

From there you'll be led to a checkout page where you will complete your purchase.

HOW MUCH DO GUEST PARKING PASSES COST?

Here is a quick breakdown of the costs:

- There are 15 stickers per sheet
- You can purchase 3 sheets every 30 days
- Each sheet is 8 dollars

WHEN I ORDER THEM ONLINE, HOW LONG WILL IT TAKE FOR MY PARKING PASSES TO GET TO ME?

It can take up to 10 business days for them to get mailed to you, so we also suggest planning ahead and ordering them when you have half a sheet left.

LETTERS OF EXCEPTION

WHAT IS A LETTER OF EXCEPTION AND WHY DO I NEED ONE?

A letter of exception is exactly what it sounds like, it is an exception! The letter of exception signifies that our office gives you permission to get guest parking passes for that zone.

Why do you need an exception? Well, each address that is attached to a residential parking zone is done through legislation. So if you do not have a residential parking zone attached to your address, that means that it's because your address hasn't been included in that legislation.

This can occur if you live on a high-traffic arterial street, live near or in multi-residential buildings, etc.

SO HOW DO I GET ONE?

You'll need to email our office at guestparkingpasses@ward43.org requesting a letter of exception.

WHAT INFORMATION DO I NEED TO INCLUDE IN MY EMAIL REQUESTING A LETTER OF EXCEPTION?

You'll need the following items if you ONLY want to buy guest parking passes:

- A copy/picture of your photo I.D
- Proof of residency

You need the following items if you want BOTH guest parking passes & a City Sticker:

- A copy/picture of your photo I.D
- Proof of residency
- Make/Model of your vehicle
- License Plate number

I HAVE THE LETTER, NOW WHO DO I GIVE IT TO?

You'll need to email the City Clerk's office at ezbuy@cityofchicago.org with the letter. They will let you know when your account is updated and you can purchase online or in person.

Frequently Asked Questions

IF I AM EXPERIENCING DIFFICULTIES ORDERING THEM ONLINE, WHO SHOULD I CONTACT FOR HELP?

While we are always here to help you, ***the best office to contact is the City Clerk's office.*** We recommend that you CC our office with this email address guestparkingpasses@ward43.org when emailing the City Clerk's office.

IT IS EASIER FOR ME TO PURCHASE IN PERSON AT THE CITY CLERK'S OFFICE, WHAT SHOULD I BRING?

You'll always need to bring a form of identification, and we always recommend that you (either digitally or physically) have a form of proof of residency on hand.

I HAVE MY CUSTOMER CODE BUT IT SAYS IT IS INVALID WHEN I TRY TO PURCHASE ONLINE.

Your Customer Code is most likely expired.

If you have an IL Driver's License your Customer Code will expire when you license does, but ***if you have an out of state license your Customer Code will expire every year.***