

NEW CUSTOMER PORTAL OVERVIEW

WE LISTENED

Effective Monday, August 2, 2021, PARK DURHAM launched a new customer-friendly online portal. By using the new portal, parking customers will be able to:

1. Manage accounts online
2. Request parking permits
3. Pay for monthly parking permits without processing fees
4. Update vehicle information associated with monthly parking permits
5. Register for Controlled Parking Residential Area Permits (Regular, Special, and Visitor)
6. Update address/personal information
7. Pay or appeal parking citations

HOW TO ACCESS ONLINE PORTAL

Open the Internet browser of your choice.

Internet Explorer



Microsoft Edge



Google Chrome



Mozilla Firefox



Safari



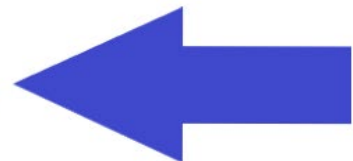
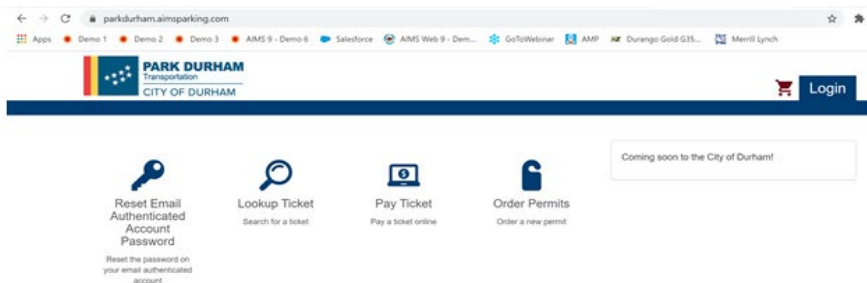
ONLINE PORTAL WEBSITE ADDRESS

Navigate to the following page in your web browser.

<https://parkdurhamnc.aimsparking.com/>

HOW TO SET UP AN ONLINE CUSTOMER ACCOUNT – EXISTING CUSTOMERS

1. To set up a parking account, select “Login.”



2. For existing accounts, select “Register.”

Select a login method:

Email Authentication

Test Authentication


Email Authentication

Email Address*

Password*

Register Login

Forgot password?



For existing accounts, you may need to use the “Forgot Password” option and a link will be emailed to you to reset your password.

Create a new account ×

Email Address*

Password*

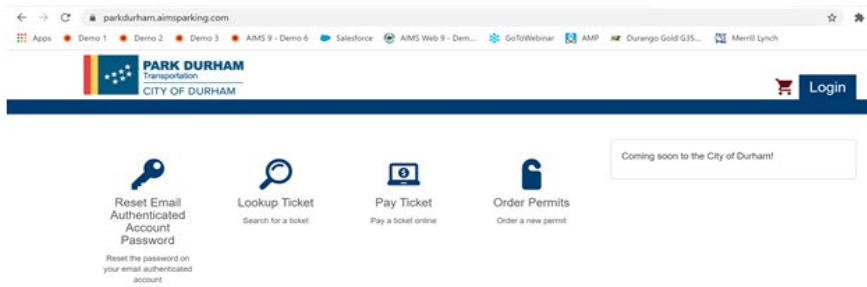
Confirm Password*

Create a new account

3. Enter your email address and hit “Forgot Password” to create a password.
4. Re-enter your password to “Confirm Password.”
5. During the conversion, some customers’ accounts may not have transferred successfully. If your account was not recognized when you entered your email address, please contact the PARKDurham Customer Service Center at (919) 560-4157 for assistance.

HOW TO SET UP AN ONLINE CUSTOMER ACCOUNT – NEW CUSTOMERS

1. To set up a parking account, select “Login.”



2. For new accounts, select “Create New Account.”



Select a login method:

Email Authentication

Test Authentication


Email Authentication

Email Address*

Password*

Register Login

Forgot password?



Create a new account ×

Email Address*

Password*

Confirm Password*

Create a new account

3. Enter your email address and create a password.

4. Re-enter your password to “Confirm Password.”

Create a new account



Email Address*

test@aimsparking.com

Password*

.....

Confirm Password*

.....|

Create a new account

5. Tell us about yourself:

- a. Enter your first name, middle name (optional), and last name.
- b. Enter your email address (required).
- c. Enter your mobile number (required).



Login

Collect Contact Information

Edit Contact

First Name

First Name:

Middle Name:

Last Name: *

Emails

Email*

Phones

Cell*

Collect Contact Information

Edit Contact

First Name:

Middle Name:

Last Name: *

Emails

Email*

Phones

Cell*

6. Enter in your home address.

Addresses

Home Street Address*

Home City*

Home State/Prov.*

Home Zip/Postal*

Addresses

Home Street Address*

Home City*

Home State/Prov.*

Home Zip/Postal*

7. Select "Confirm."

8. Confirm your data entry.



Collect Contact Information

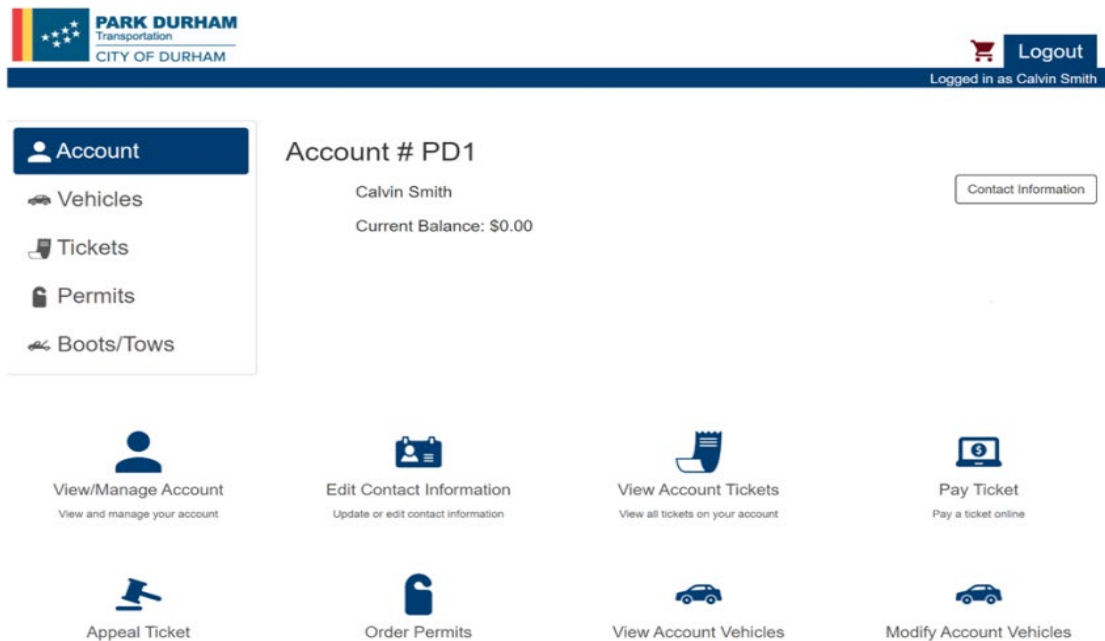
Edit Contact

Calvin A Smith 555 West Main Street Durham 27701

Submit

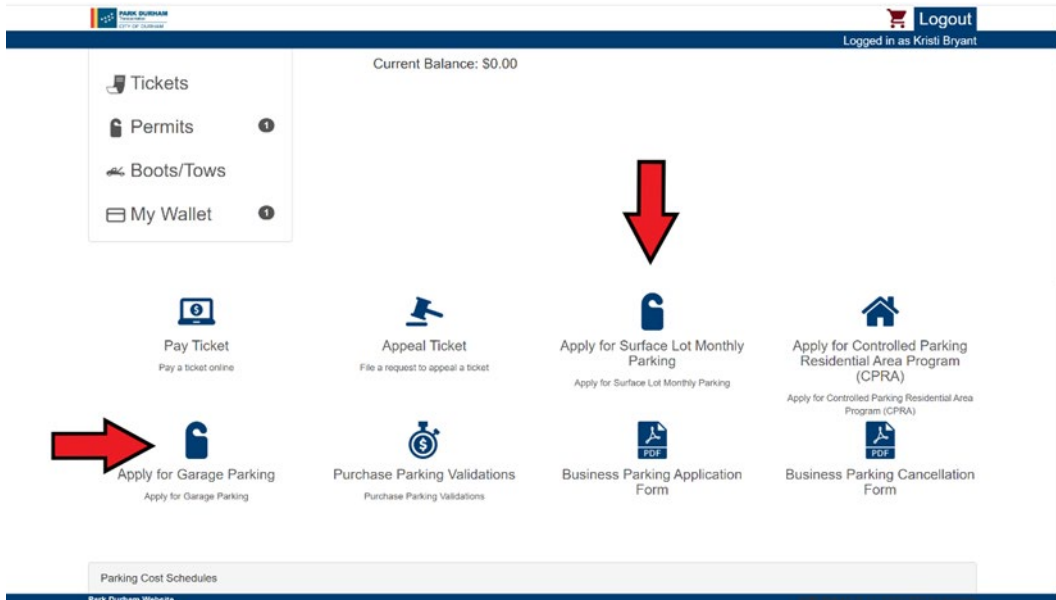
9. Select "Submit."

Upon submitting, you will be redirected to the main page of your new Parking Account. From here you can navigate accordingly.



HOW TO APPLY FOR A MONTHLY PARKING PERMIT IN A GARAGE OR SURFACE PARKING LOT

1. Set up/Register for account (see previous instructions)
2. Select which monthly parking location is appropriate



3. Complete the application process.

Location

Morgan-Rigsbee Garage ✓

Permit Type

Morgan-Rigsbee Garage - General Monthly ✓

Dates

07/27/2021 - ∞ ✓

Location

(MRG) Morgan/Rigsbee Garage : Total Capacity ✓

Please Select 1 to 5 Vehicles

GA RLH4997 (White Ford Explorer) ✓

Add Vehicle

Confirm

4. Optional – Save the payment method in your AIMS Wallet.

Billing Address

First Name* Bill

Last Name* Smith

Street Address* 105 Wyoming Street

Suite 300

City* Syracuse

State/Prov.* New York

Zip/Postal* 13204


Credit Card Information

Credit Card #* 5472-0633-3333-3330

Expiration Date* July 21

Security Code* 123

Save Payment to My Wallet



5. A copy of your receipt will be displayed and a copy of your receipt will be sent to the email address provided.

Receipt # W22403YW1090

Payment Information:

Account Number: PD56428

Payment Type: Master Card

Payment Date: 07/27/2021 03:49 PM

Card Number: 3330

Authorization Number: 594955

A copy of this receipt will be sent to

** This above credit card has been saved for reoccurring payments. **

Receipt Items:

Item	Price	View
Permit - Morgan-Rigsbee Garage - General Monthly Start Date: 07/27/2021 End Date: ∞ Vehicles: • GA RLH4997 (White Ford Explorer)	\$100.00 Monthly	<input type="button" value="View"/>
Total	\$100.00	

If you have questions or need assistance, contact the PARKDurham Customer Service Center at parkdurham@durhamnc.gov or at (919) 560-4157. Also, please visit our website at www.parkdurham.org