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.

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.”

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

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

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

3. Enter your email address and create a password.

4. Re-enter your password to “Confirm Password.”
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).
6. Enter in your home address.

7. Select “Confirm.”
8. Confirm your data entry.

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

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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 - 09

- Location
  - (MRG) Morgan/Rigsbee Garage - Total Capacity

Please Select 1 to 5 Vehicles

- GA RLH6997 (White Ford Explorer)
4. Optional – Save the payment method in your AIMS 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: P06428
Payment Type: Master Card
Payment Date: 07/27/2021 03:49 PM
Card Number: 3330
Authorization Number: 59455
A copy of this receipt will be sent to
** This above credit card has been saved for reoccurring payments. **

Receipt Items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit - Morgan-Rigbee Garage - General Monthly</td>
<td>$190.00</td>
<td>Monthly</td>
</tr>
<tr>
<td>Start Date: 07/27/2021</td>
<td></td>
<td></td>
</tr>
<tr>
<td>End Date:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$100.00</td>
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</tr>
</tbody>
</table>

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