



T2 Online How to Guide

Creating an Account on Citizen's Connect

1. Select "Create Account"

A screenshot of the "Sign In to Continue" form. It features two input fields for "Email" and "Password". Below the password field are two links: "Remember Me" (with an unchecked radio button) and "Forgot Your Password?". A blue "Sign In" button is positioned below the links. At the bottom, there is a link "New to Citizen Connect?" followed by a dark grey button with a person icon and the text "Create Account".

2. Enter requested information

A screenshot of the "Create Account" form. It includes input fields for "First Name", "Last Name", "Email", and "Password". Below the password field is a note: "Password must be at least 8 characters and must include at least one upper case letter, one lower case letter, and one number." There is an unchecked checkbox for "Send me an email alert when a Ticket is issued to one of my saved vehicles." and a link to "privacy policy". A blue "Create Account" button is at the bottom.

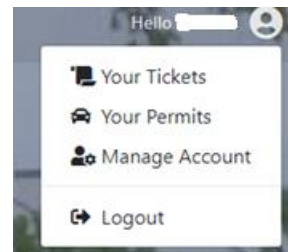
3. Check Email for "Citizen Connect: Email Confirmation"

Logging in & Managing your account/ Your Info

1. Logging In: Going to the icon in the top right-hand corner

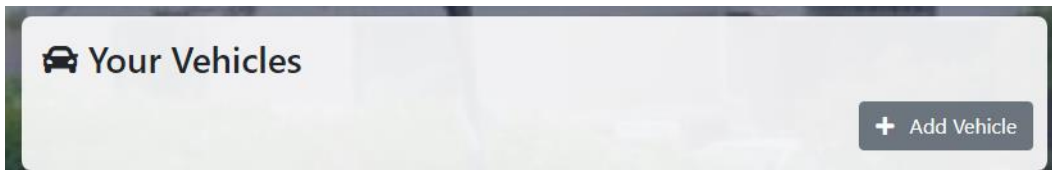


2. Select "Manage Account" from the list as seen here



Adding Vehicles to your account

1. Select "Add Vehicle"



2. Enter Vehicle Info

Add Vehicle ×

Name

License Plate Number
License State

Make Model

Vehicle Year Color

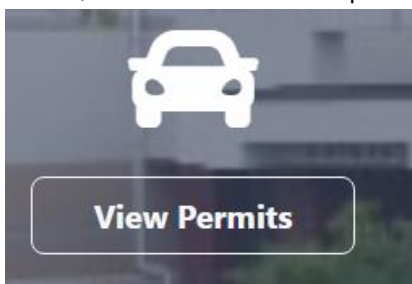
Vehicle Type

3. Additional Vehicles: To add additional vehicles repeat steps 1-2

Applying for a Parking Permit

EACH VEHICLE NEEDS TO BE REGISTERED FOR A PARKING PERMIT

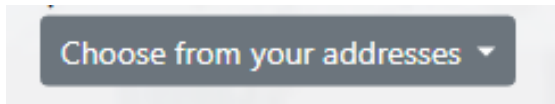
1. Scan QR Code if one has been provided to you or select the permit you would like to register for.



2. Enter required information:

*** Tax Parcel: Entered as shown here: 24-__-__-__-__-__**

3. If you saved your address(s) from your account you may select "Choose from your addresses."

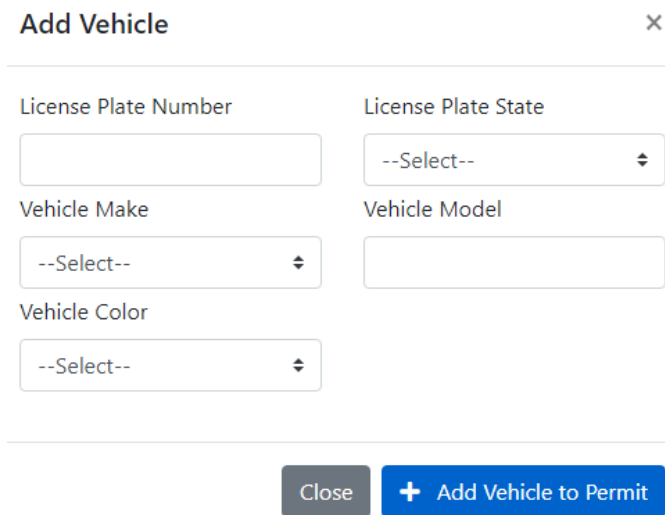


Entering Vehicles for a Permit

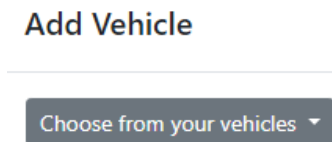
1. Select "Add Vehicle to Permit"



2. Enter Vehicle Information

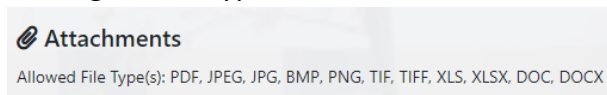


3. If you saved vehicles to your account you may select from the drop down "Choose from your vehicles"



Required Attachments/Documentation

4. Each Permit requires specific attachments to be uploaded in order to register for that Parking Permit Type.



Homeowners: Copy of utility bill, tax receipt, etc. to prove Homeownership

Tenants: Copy of lease agreement showing Name and Address.

Citizens Connect Accessibility

Citizens Connect offers a widget for those that need additional navigation and readability features.

1. To access the widgets select this icon at the top of the page



2. The following pop-up will display

