

## 1. Portal Account Creation

- Customers will go to the following URL to create their account and manage their permit:  
<https://weboffice.mdc.dmz.caleaccess.com/calepermitcustomerportal/freeholdnj/Account/Login>
- First time users will need to register for an account.



Email address (Username) \*

Password

Login

[Forgot Password](#)

[Register New User](#)

- Click on Register New User
- Customers will enter their information in the following fields
  - Login Credentials:
    - Email address (Username)
    - Password
    - Confirm Password
  - Notification Settings:
    - Email (if the same as username then check the box next to Same as the username) otherwise enter a different email address
    - Check SMS and enter phone number if customer would like those notifications (this is not required)
    - First Name
    - Last Name
  - Terms and Conditions
    - Click View to review the terms and conditions
    - Mark the box that they have been read
  - Click Register



## Register New User

### Login Credentials

Email address (Username) \*

Password \*

Confirm Password \*

**Password Complexity Description** Be at least 8 characters in length, Contain at least 1 lowercase and 1 uppercase letter, Contain at least 1 special character (?@#%&\*), Contain at least 1 number (0-9)

### Notification Settings

Email  Same as the username

Enter an email address

SMS  Enter an SMS phone number

First Name

Last Name

### Terms and conditions

I have read and accept the terms and conditions \*

- The customer will receive an email to Validate and Activate their account

## Validate and Activate your User Account Inbox x



CaleWebOffice@calesystems.com

to me ▾

Your account has been created. Please click here to [confirm](#) and activate your account.



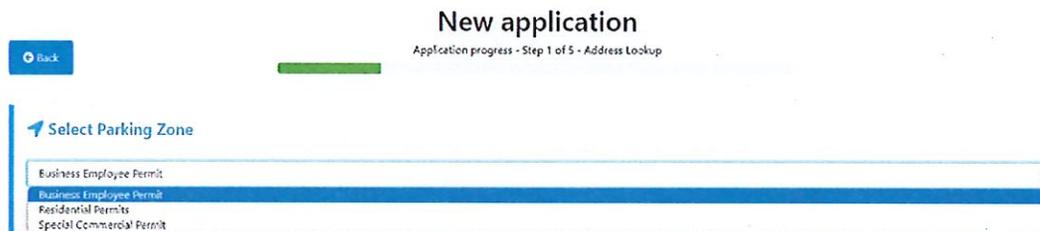
## 2. Applying for Permit

- After logging in, the customer will need to tap on "Apply for Permit"

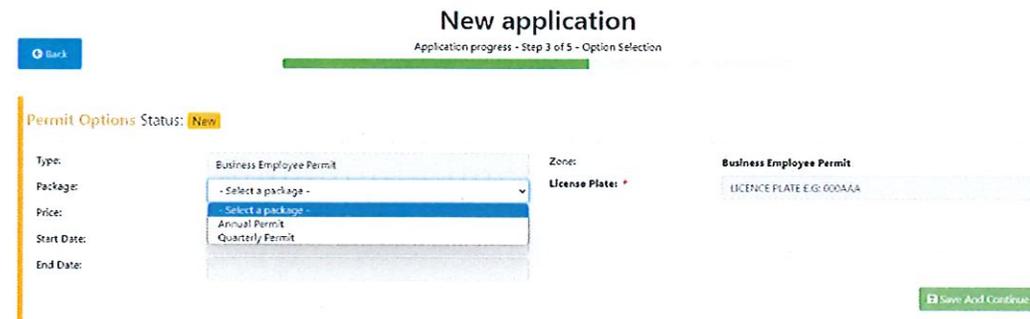


- They will need to select a parking zone from the drop down menu and click "Next" in the bottom right hand corner of the screen
  - Options:
    - Business Employee Permit
    - Resident Permits
    - Special Commercial Permit
- Depending on the Parking Zone selection, the customer may be presented with different selections on the next screen

- In this example, the Business Employee Permit was selected:



- Select an option from "Package"
  - Annual or Quarterly Permit



- Fill in the "License Plate" field
- Select "Save and Continue"

### New application

Application progress - Step 3 of 5 - Option Selection

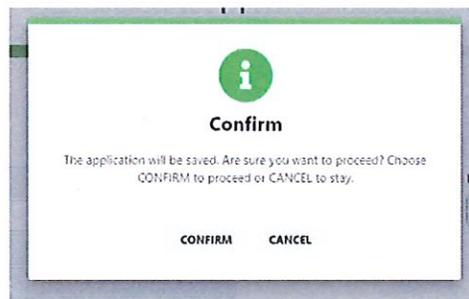
[Back](#)

Permit Options Status: **New**

Type:	Business Employee Permit	Zone:	Business Employee Permit
Package:	Quarterly Permit	License Plate: *	TEST1113
Price:	24.00		
Start Date:	1/5/2024 11:22 AM		
End Date:	4/5/2024 6:52 PM		

[Save And Continue](#)

- A confirmation will popup with the option to Confirm or Cancel



- The customer will now need to upload any mandatory documents

### Application: 173

Application progress - Step 4 of 5 - Provide Documentation

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Permit Options Status: **New**

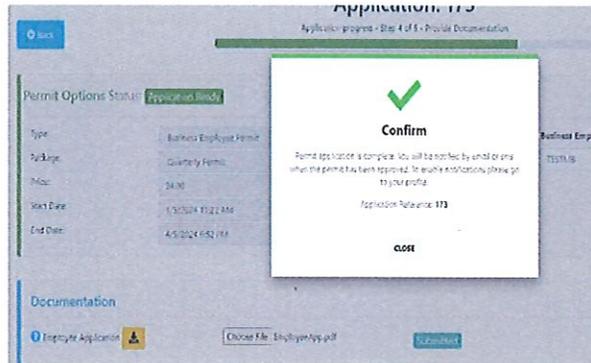
Type:	Business Employee Permit	Zone:	Business Employee Permit
Package:	Quarterly Permit	License Plate: *	TEST1113
Price:	24.00	<a href="#">Update</a>	
Start Date:	1/5/2024 11:22 AM		
End Date:	4/5/2024 6:52 PM		

**Documentation**

[Employee Application](#) [Choose File](#) No file chosen **Mandatory**



- For this example customers need to download an application and upload it.
  - Click on the Yellow download button
  - The customer will then see a fillable PDF document to complete and save
- Click "Choose File" to upload the completed PDF
- Customer will then see a confirmation popup once file has been uploaded



- After clicking Close, the customer is directed to the Application tab where they can see the status.



- The customer will receive an email that their application has been submitted

## Permit Application has been Submitted Inbox x



**CaleWebOffice@calesystems.com**

to me ▾

Hello Morgan Blue

Your Permit application [173](#) has been submitted. You will receive updates when your request is reviewed



## 4. Payment

- The customer will now see the Permit has a status of "Payment Pending" on the portal

Recent Activity

View

<b>Type:</b>	Permit	<b>Expiration Date:</b>	4/5/2024 6:52 PM
<b>ID:</b>	10169	<b>Last Update:</b>	1/5/2024 11:55 AM
<b>Status:</b>	Payment Pending	<b>Last Notification:</b>	
<b>License Plate:</b>	TESTMB	<b>Last Discussion:</b>	Hi Morgan - The application was not filled out. Please resubmit the completed application.
		<b>View Discussion:</b>	

- The customer can click on the "View" icon which will take them to the payment screen

### Permit: 10169

← Back
Application

**Information** Status: Payment Pending

<b>Start Date:</b> 1/5/2024 12:12 PM	<b>Permit Type:</b> Business Employee Permit
<b>Expiration Date:</b> 4/5/2024 7:42 PM	<b>Tariff Name:</b> Business Quarterly
<b>License Plate:</b> TESTMB	
<b>Zone:</b> Business Employee Permit	

**Payment**

Payment Option: Card

Card Name	Masked PAN	Expiration	Select Card
Direct Payment			•

\$ Payment Options
Total: 24.00

✕ click to cancel payment
Pay Now



- If they have not entered a card already they will choose "Payment Option" and select "New Credit Card"
- On the next screen they will enter their credit card information and click "Create Card"

Credit Card Management

New Credit Card

Card Name	Masked PAN	Expiration
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Urban Intelligence

Enter Card Information

Card Holder Name

Card Number

Expiration Month

Expiration Year

Create Card

Reset Information

- Their card will now be displayed under "Credit Card Management"
- They now need to click on the "Home" tab and click on the "View" icon to make the payment as their card will be displayed

Payment

Payment Option Card

Card Name	Masked PAN	Expiration	Select Card
VISA	*****4027	11 / 32	<input checked="" type="radio"/>
Direct Payment			<input type="radio"/>

Payment Options

Total: 2400

Click to cancel payment

Pay Now



- Click "Pay Now" and on the next screen they will need to enter the CVV.
- Click "Perform Payment"



## Payment Information

Amount **24.00**

Card Holder Name **Morgan Blue**

Card Number **451129\*\*\*\*\*4027**

Expiration (MM/YY) **11/32**

CVV

The CVV (Credit Card Validation Value) is a 3 or 4 digit code embossed or imprinted on the reverse side of Visa and MasterCard cards, and on the front of American Express cards.

Perform Payment

Reset



- If the payment is successful they will see that information displayed

## Permit: 10169

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Information Status: **Payment Accepted**

<b>Start Date:</b>	1/5/2024 12:18 PM	<b>Permit Type</b>	Business Employee Permit
<b>Expiration Date:</b>	4/5/2024 7:43 PM	<b>Tariff Name</b>	Business Quarterly
<b>License Plate</b>	TESTM/B		
<b>Zone</b>	Business Employee Permit		

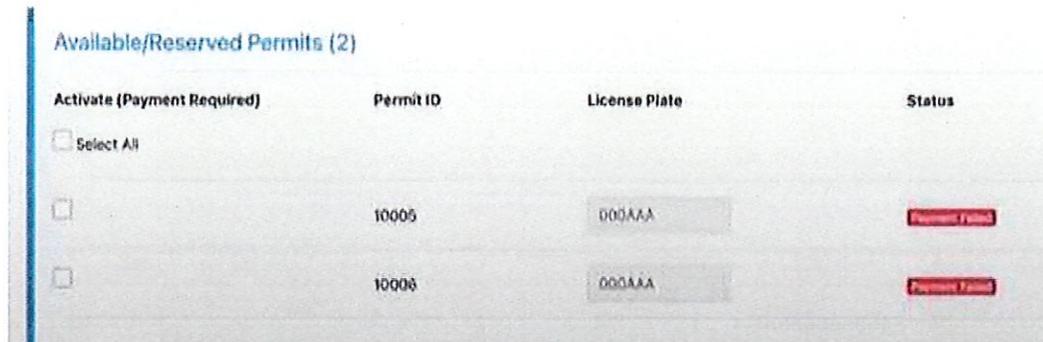
### Available Actions

### Payment History

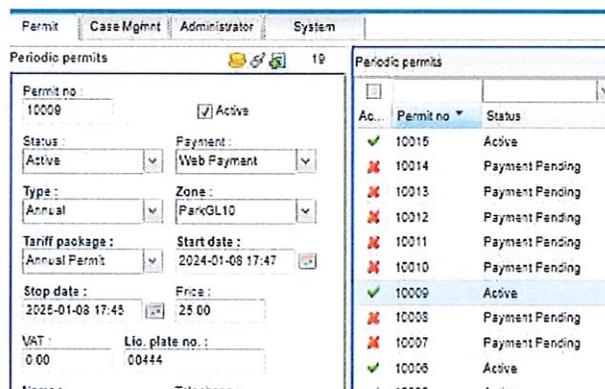
Payment Method	Purchase Date	Masked Pan	Amount	View Receipt
Card	1/5/2024 12:18 PM	451129*****4027	24.00	<a href="#">View Receipt</a>



- They can click "View Receipt" to download a copy of the receipt.
- An email will also be sent notifying the customer if the payment whether the payment was accepted or if the payment failed
- If the payment failed the customer would see that information after clicking "Perform Payment"

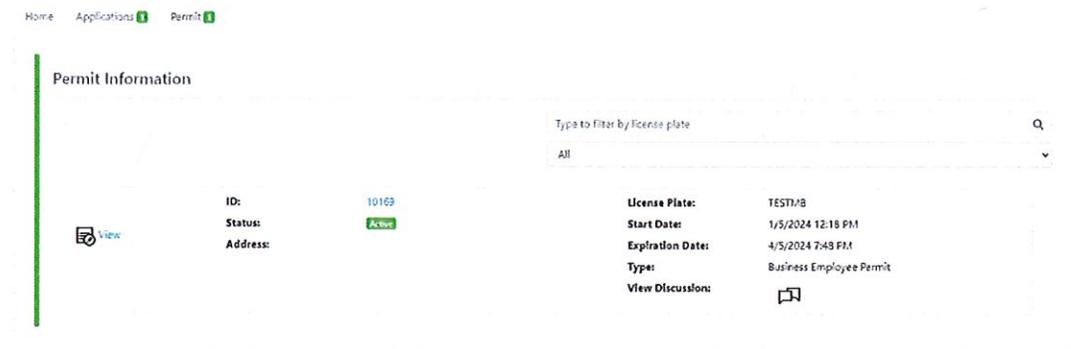


- They would need to enter a different credit card and try again
- In the back office, click on the "Permit" tab in the upper left corner to see that the permit is now active and has been paid for



## 5. Updating License Plate

- If the customer needs to update which license plate is associated with the permit they can do that through the portal.
- On the Permit Tab they can click on View to update the license plate



- They simply enter a new plate number and click update



- If the update was successful, the customer will see the following message at the very top of the portal

