

Claiming Flexpasses (from your Account) Guide

Eligible for Faculty/ Staff and Students Only

at St. George Campus, University of Toronto

IMPORTANT:

Flexpasses are available for purchase only by faculty, staff, and students at the University of Toronto (St. George Campus). To claim your passes in your online account you will be required to login using your UTORid. No other form of authentication is authorized.

STEP 1: LOG INTO YOUR ACCOUNT

Visit: <https://utoronto.aimsparking.com/>

Click the “login” button in the upper right-hand corner of the landing page.

The screenshot shows the 'Transportation Services' website with the University of Toronto logo and a 'Login' button highlighted in a red box. Below the header is a grid of 16 service tiles, each with an icon, title, and description.

Icon	Service Title	Description
Person icon	Department Account	Purchase temporary permits and manage vehicles
Person icon	View/Manage Account	View and manage your account
Group of people icon	Purchase Event Permit	Purchase a parking permit for an event.
PDF icon	Request Flexpass	Submit a request for a Flexpass. UTORid and University email required.
Car icon	Modify Account Vehicles	Modify vehicles on your account
Document with pencil icon	Faculty/Staff Permit Cancellation Form	Submit your cancellation request via our permit portal.
Document with pencil icon	Student Permit Cancellation Form	Submit your cancellation request via our permit portal.
Document icon	Faculty/Staff Temporary & Annual Permits	For fully appointed faculty and staff. UTORid required.
Document icon	Student Permits	For registered students. UTORid required.
Document icon	Day Parking	Available to all. No UTORid required.
Document icon	OISE Garage (External)	Available to all. No login required.
Document icon	Commercial Permits	For contractors working on the St. George campus.
Document icon	After 4:00 PM Permits	Permits valid after 4pm weekdays and all day Saturday & Sunday. No UTORid required.
Document icon	Conference Permits	Available through Transportation Office only. Click for more info.
Document icon	Motorcycle Permits	Available to all. No login required.

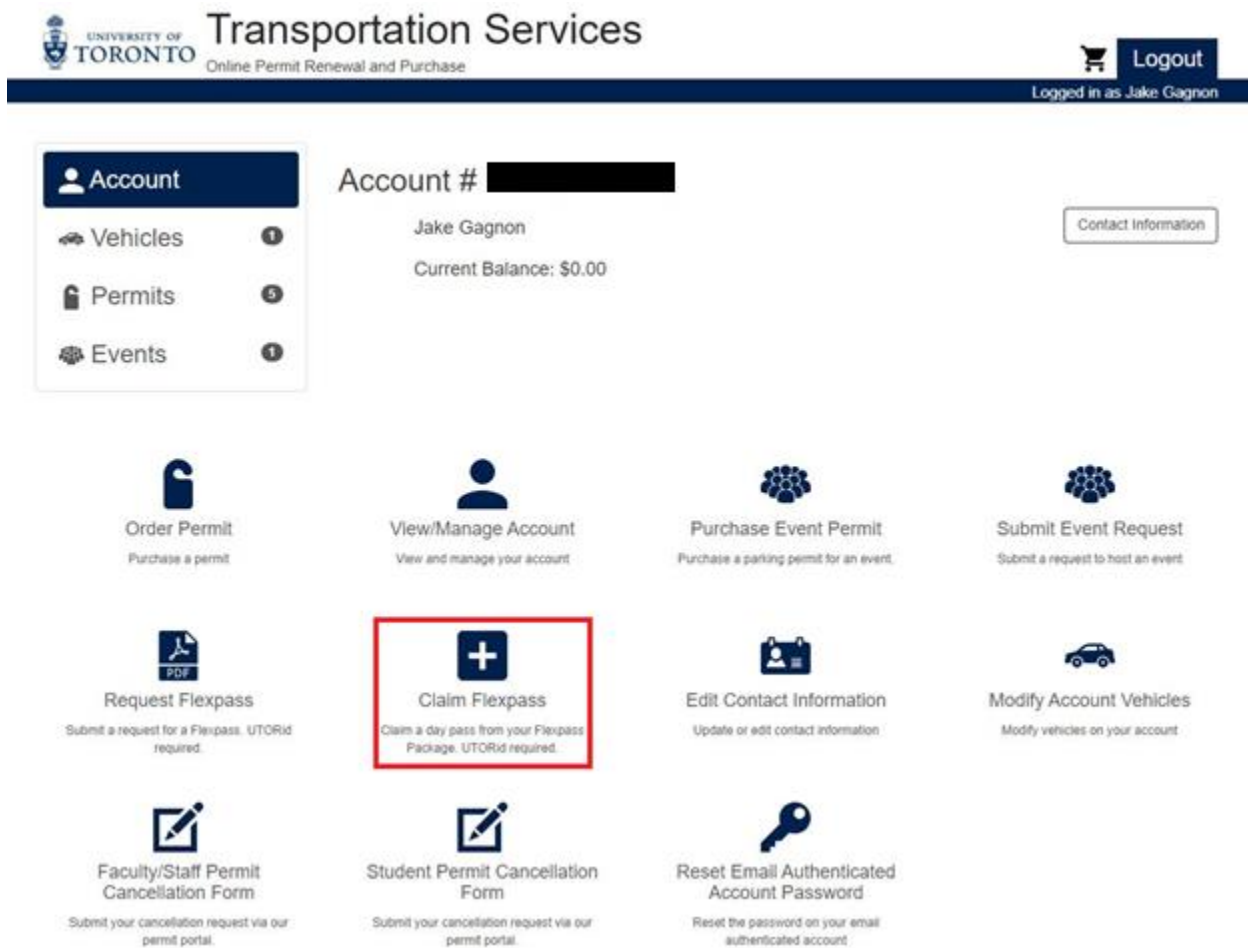
Make sure to select the “Faculty, Staff and Students” login method before pressing the login button.

You will then be prompted to input your UTORid credentials.



STEP 2: CLICK ON “CLAIM FLEXPASS” BUTTON

In your account screen, press the “Claim Flexpass” button to access the events menu.



STEP 3: CLICK ON “FLEXPASS WEEKDAY” BUTTON

From the events menu, select the “Flexpass Weekday” event type and press the button.

UNIVERSITY OF TORONTO Transportation Services
Online Permit Renewal and Purchase

Logout
Logged in as Jake Gagnon

Account
Vehicles 1
Permits 5
Events 3

Order Event Permit

Please Select an Event Type

Flexpass Weekday

Conference

Wedding

STEP 4: SELECT YOUR FLEXPASS PACKAGE

Scroll the available packages and find your package, which will be identified with your unique Flexpass package serial number provided by your Transportation Services representative at the time of your initial purchase.

To find your package more quickly, you can press Control+F. This will open a search box in the upper right-hand corner of the screen. Type your serial number in the box and it will highlight your package.

portation Services
Renewal and Purchase

Logout
Logged in as Jake Gagnon

fpc04220005 1/1

Order Event Permit

Event Type

Flexpass Weekday ✓


Please Select an Event

FPC04220006


FPC04220007

FPC04220005

Press the button labelled with your Flexpass package.



Transportation Services
 Online Permit Renewal and Purchase


[Logout](#)

Logged in as Jake Gagnon

Account
 Vehicles 1
 Permits 5
 Events 4

Order Event Permit

Event Type

Flexpass Weekday ✓

Please Select an Event

FPC04220006


FPC04220007

FPC04220005


STEP 5: ENTER YOUR UNIQUE VOUCHER CODE (PASSWORD)

Enter the unique voucher code (password) you submitted to the Transportation Services representative at the time of your initial purchase. This will grant you access to your Flexpass package to claim day passes.

Press the “confirm” button.



Transportation Services
 Online Permit Renewal and Purchase


[Logout](#)

Logged in as Jake Gagnon

Account
 Vehicles 1
 Permits 5
 Events 4

Order Event Permit

Event Type

Flexpass Weekday ✓

Event

FPC04220005 ✓


Event Voucher Code

STEP 6: SELECT THE DAY PASS TO CLAIM


Your Flexpass package will only be valid at one location. As such, there will only be one permit type to claim (in the below example the purchased package is a 4 pass pack at Lot C – Bahen Centre).

You'll notice there is no cost to claim this pass as all account holders pay for the entirety of their package up front.

IMPORTANT! You will not see four passes in your account. This is required so that account holders can choose the date their passes are valid. Once chosen, dates cannot be changed. Hence, why account holders need to “claim” a pass from their Flexpass package.


UNIVERSITY OF TORONTO

Transportation Services
 Online Permit Renewal and Purchase


Logout
 Logged in as Jake Gagnon

- Account
- Vehicles 1
- Permits 5
- Events 4

Order Event Permit

Event Type
 Flexpass Weekday ✓

Event
 FPC04220005 ✓

Event Voucher Code
 new flexpass ✓

Please Select a Permit Type

Flexpass Weekday - Lot C (4 Pack) (\$0.00)
Valid Monday to Friday, 6am to 10pm only. Does not include overnight or weekend parking.

STEP 7: DATE SELECTION

Next, choose the date for your day pass to be valid.

Passes can be purchased up to seven days in advance (from the request date) and are valid for the date chosen from 6am to 10pm. As the example below shows, the Flexpass is being claimed on November 16, 2022. Therefore, the account holder can select any date from November 16, 2022 to November 22, 2022.

Click on the desired date and press the “confirm” button.

Order Event Permit

Event Type
Flexpass Weekday ✓

Event
FPC04220005 ✓

Event Voucher Code
new flexpass ✓

Permit Type
Weekday - Lot C (4 Pack) (\$0.00) ✓

November 2022

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Start Date:

This permit will be valid for one day only

Confirm



STEP 8: LOCATION SELECTION

Again, your Flexpass package will only be valid at one location (which was chosen when you filled out the request form). As such, there will only be one location to select.



Transportation Services

Online Permit Renewal and Purchase



Logout

Logged in as Jake Gagnon

 Account

 Vehicles 1

 Permits 5

 Events 4

Order Event Permit

Event Type

Flexpass Weekday



Event

FPC04220005



Event Voucher Code

new flexpass



Permit Type

Flexpass Weekday - Lot C (4 Pack) (\$0.00)



Dates

11/17/2022 - 11/17/2022



Please Select a Location

(FLEXPASS LOT C) Flexpass Lot C : General

STEP 9: ADD VEHICLE

Input your vehicle information. If you previously had an account for parking permits, it may default to a previously registered vehicle. If this is the vehicle you'd like registered to the permit, simply press the "confirm" button.

If not, press the "add vehicle" button to input new vehicle information. Then press the "confirm" button.

IMPORTANT! Make sure to input the correct license plate. If the plate is incomplete or incorrect, your permit will not be retrievable when one of our enforcement officers scans your license plate. In which case, a ticket could be issued. Under such circumstances, tickets will not be withdrawn.

Location

(FLEXPASS LOT C) Flexpass Lot C : General ✓

Please Select 1 Vehicle

ON ABC (Red Audi A3)✕

ON ABC1234 (Red Audi A4) ✓✕

Add Vehicle

Confirm

Add Vehicle

Plate #*

State/Prov.*

▼

Make*

▼

Model*

▼

Color*

▼

Add

Cancel

Continue

STEP 10: PROCEED TO CHECKOUT

Your claim process is now complete.

Once all fields are complete, press the “continue” button to proceed to checkout.

Event Voucher Code

new flexpass

**Permit Type**

Flexpass Weekday - Lot C (4 Pack) (\$0.00)

**Dates**

11/17/2022 - 11/17/2022

**Location**

(FLEXPASS LOT C) Flexpass Lot C : General

**Vehicle**

ON ABC1234 (Red Audi A4)

[Continue](#)


STEP 11: ACTIVATE FLEXPASS (AND GENERATE RECEIPT)

To receive a receipt with details of your pass, input a valid email address in the email field.

Press the “Checkout” button to generate the receipt and activate your pass.

If you are claiming a Lot P (107 St. George Garage) pass, the email will also contain your QR code which is needed to raise the gates to enter and exit the facility. **WITHOUT YOUR QR CODE ACCESS TO LOT P WILL NOT BE POSSIBLE.**

FOR THOSE WHO ARE PURCHASING LOT P (107 ST. GEORGE GARAGE) PASSES, PLEASE CONTINUE TO STEP 12.



Transportation Services

Online Permit Renewal and Purchase

Logout

Logged in as Jake Gagnon

Account

Vehicles 1

Permits 5

Events 4

Your Shopping Cart

<input type="checkbox"/>	Item	Price	View
<input type="checkbox"/>	Event Permit - Flexpass Weekday - Lot C (4 Pack) Start Date: 11/17/2022 End Date: 11/17/2022 Vehicles: • ON ABC1234 (Red Audi A4)	\$0.00	
Remove		Total	\$0.00

Checkout

Contact Information

Email*

name@utoronto.ca

Checkout

EMAIL RECEIPT

The emailed receipt contains all relevant details of your pass as well as the transaction to claim it.

**TRANSPORTATION SERVICES****Online Parking Purchase**

Printed On: 11/16/2022 3:36 PM
 Account #: [REDACTED]
 Receipt #: W39090EG0358
 Transaction: 11/16/2022 3:35 PM
 Posted On: 11/16/2022

Items Paid

Payment (via Internet)

Permit #FC04230022	NONE	\$0.00
ABC1234 Ontario	Permit Start Date: 2022-11-17 Permit End Date: 2022-11-17	

Grand Total: \$0.00

H.S.T.# 108162330

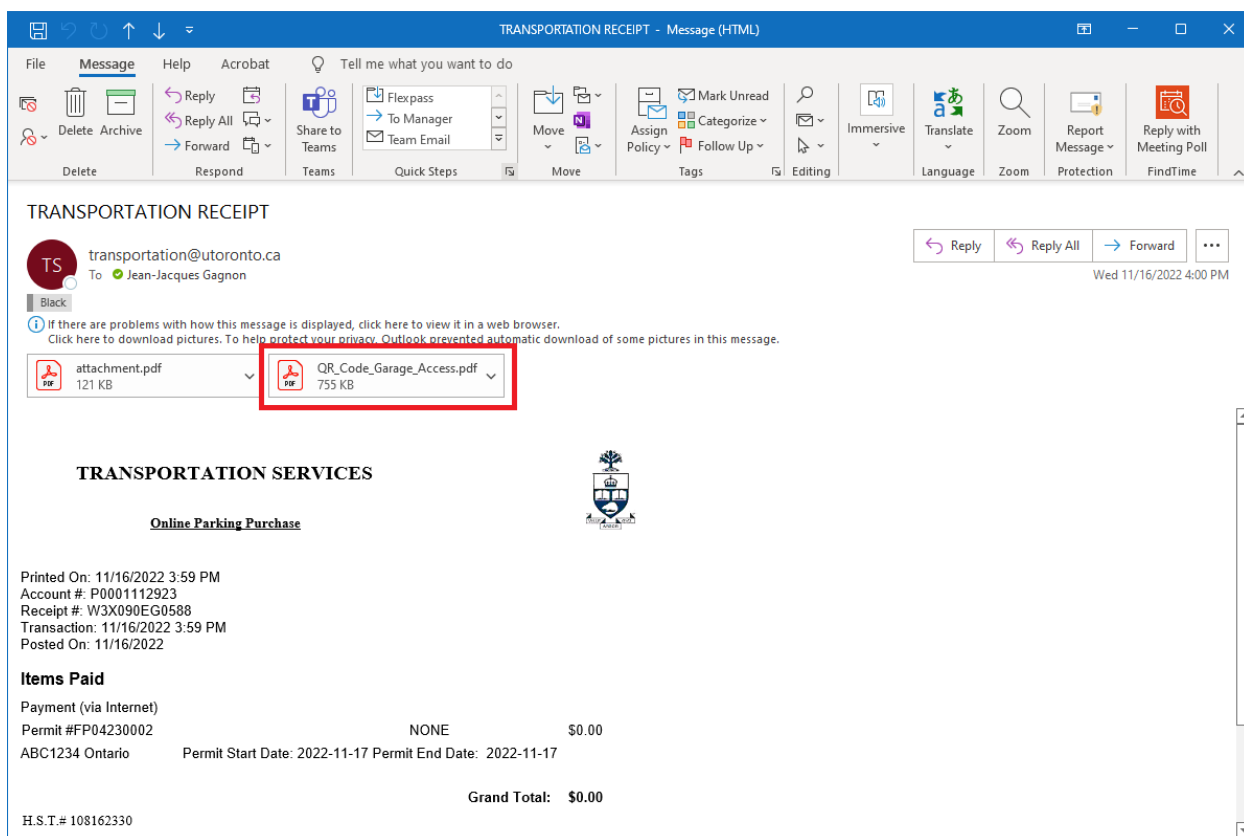
Please Note: The license plate registered to your account is your proof of payment. If an incorrect license plate number or province has been input, enforcement officers will issue a ticket which cannot be withdrawn. Please ensure the license plate number and province you have registered matches the vehicle you are parking on campus.

STEP 12: ACCESS YOUR QR CODE

The entrance and exit to the 107 St. George Garage is controlled by an automated gating system. As a result, account holders purchasing a Lot P Flexpass package will need to print, or save to their phone, the unique QR code issued with each pass so they can scan it to enter and exit the facility.

IMPORTANT! Each time you claim a pass, a new and unique QR code is generated for it and will only grant access for the day of the corresponding pass. A QR code only works for the pass for which it is generated. For example, it's not possible to use the QR code generated for the first pass you claim with any other of the passes in your package.

Your QR code is included as a PDF attachment in the email receipt sent to you.



STEP 13: PRINT/SAVE YOUR QR CODE

The PDF attachment of your QR code contains the code to be scanned as well as instructions how to do so at the entrance and exit gates.

And if you lose your QR code, see below for instructions on how to retrieve it.



This QR code will allow access to and from the 107 St. George Street parking garage. It must be used when entering and exiting the facility, if the gates do not open automatically. If you take a spitter ticket (a ticket that can be issued at the entry gate for cash parkers) you must pay upon exit. There are no exceptions or refunds.

QR codes work best when scanned from a phone with high brightness. They can be printed as well. When scanning please keep it a few inches below the scanner for it to focus/ read it properly.

This QR Code is valid for the period printed on this form. Please fold along the perforation. Scan it face-up.

THIS IS NOT A PERMIT AND WILL NOT BE RECOGNIZED AS SUCH BY ENFORCEMENT STAFF ANYWHERE ON CAMPUS.

For more information regarding parking, refer to our website at <https://transportation.utoronto.ca/>

Generated 11/18/2022 11:40:01 AM by Unknown Unknown

Instructions on how to scan the QR code

ENTRANCE



There are 2 lanes each, at the entrance & exit at 107 St. George Street.

Entrance lanes have machines that look like the image on the left. Exit lanes have machines that look like the image on the right.

Scan the QR code where the yellow arrow is (a few inches below the scanner i.e, not up close to the glass). This should open the gates. If using an electronic device, please remember to increase the brightness.

Red arrows point to the assistance button that will connect you to an external monitoring station.


EXIT



RETRIVING YOUR QR CODE


You can retrieve a permit's QR code anytime from your online account.

Login to your account and press the "permits" button.



Transportation Services

Online Permit Renewal and Purchase


[Logout](#)

Logged in as Jake Gagnon

Account

Vehicles 1

Permits 6


Events 5

Account # [REDACTED]

Jake Gagnon


Current Balance: \$0.00

Contact Information




Order Permit

Purchase a permit




View/Manage Account

View and manage your account




Purchase Event Permit

Purchase a parking permit for an event.




Submit Event Request

Submit a request to host an event




Request Flexpass

Submit a request for a Flexpass. UTORid required.




Claim Flexpass

Claim a day pass from your Flexpass Package. UTORid required.




Edit Contact Information

Update or edit contact information




Modify Account Vehicles

Modify vehicles on your account




Faculty/Staff Permit Cancellation Form

Submit your cancellation request via our permit portal.



Student Permit Cancellation Form


Submit your cancellation request via our permit portal.



Reset Email Authenticated Account Password


Reset the password on your email authenticated account

Press the “View” button for the permit whose QR code you’d like to reprint or resave.







Transportation Services

Online Permit Renewal and Purchase


[Logout](#)

Logged in as Jake Gagnon

 Account
  Vehicles 1
  **Permits 6**
 Events 5


All Active Permits:

Before you proceed to renew your permit, please verify your account contact and vehicle information. Once verified, please click "Renew"


<input checked="" type="checkbox"/>	Permit Number	Type	Expires	Balance	View
	UNRES230010	FS Unreserved	04/30/2023	\$0.00	View
	FC04230019	Flexpass Weekday - Lot C (4 Pack)	11/17/2022	\$0.00	View
	FC04230020	Flexpass Weekday - Lot C (4 Pack)	11/18/2022	\$0.00	View
	FC04230021	Flexpass Weekday - Lot C (4 Pack)	11/21/2022	\$0.00	View
	FC04230022	Flexpass Weekday - Lot C (4 Pack)	11/17/2022	\$0.00	View
	FP04230002	Flexpass Weekday - Lot P (4 Pack)	11/17/2022	\$0.00	View

Total: \$0.00


[Order Permit](#)




Order Permit
Purchase a permit




View/Manage Account
View and manage your account




Purchase Event Permit
Purchase a parking permit for an event.




Submit Event Request
Submit a request to host an event




Request Flexpass
Submit a request for a Flexpass. UTORid required.



Claim Flexpass
Claim a day pass from your Flexpass Package. UTORid required.




Edit Contact Information
Update or edit contact information




Modify Account Vehicles
Modify vehicles on your account

Press the “Print This Permit” button and your QR code will be regenerated to save or print.







Transportation Services

Online Permit Renewal and Purchase


[Logout](#)

Logged in as Jake Gagnon

 Account
  Vehicles 1
  **Permits 6**
 Events 5

Permit #FP04230002

Permit Information

Account Number: [REDACTED]

Status: Active

Permit Type: Flexpass Weekday - Lot P (4 Pack)
Valid Monday to Friday, 6am to 10pm only. Does not include overnight or weekend parking.

Active Date: 11/17/2022

Expiration Date: 11/17/2022

Location: Flexpass Lot P

Associated Vehicles

Ontario

ABC1234

Audi A4

Red

[Permanent Replacement](#)
[Remove From Permits](#)

Balance: \$0.00

[Print This Permit](#)