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.
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.

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.
Press the button labelled with your Flexpass package.

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.
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.
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.
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.
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.
STEP 10: PROCEED TO CHECKOUT

Your claim process is now complete.

Once all fields are complete, press the “continue” button to proceed to checkout.
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.**
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 parking ticket (a ticket that can be issued at the entry gate for cash parkers) you may 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/

---

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.

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

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