

Flexpass Request (Account Setup) Guide

Eligible for Faculty/ Staff and Students Only

at St. George Campus, University of Toronto

IMPORTANT:

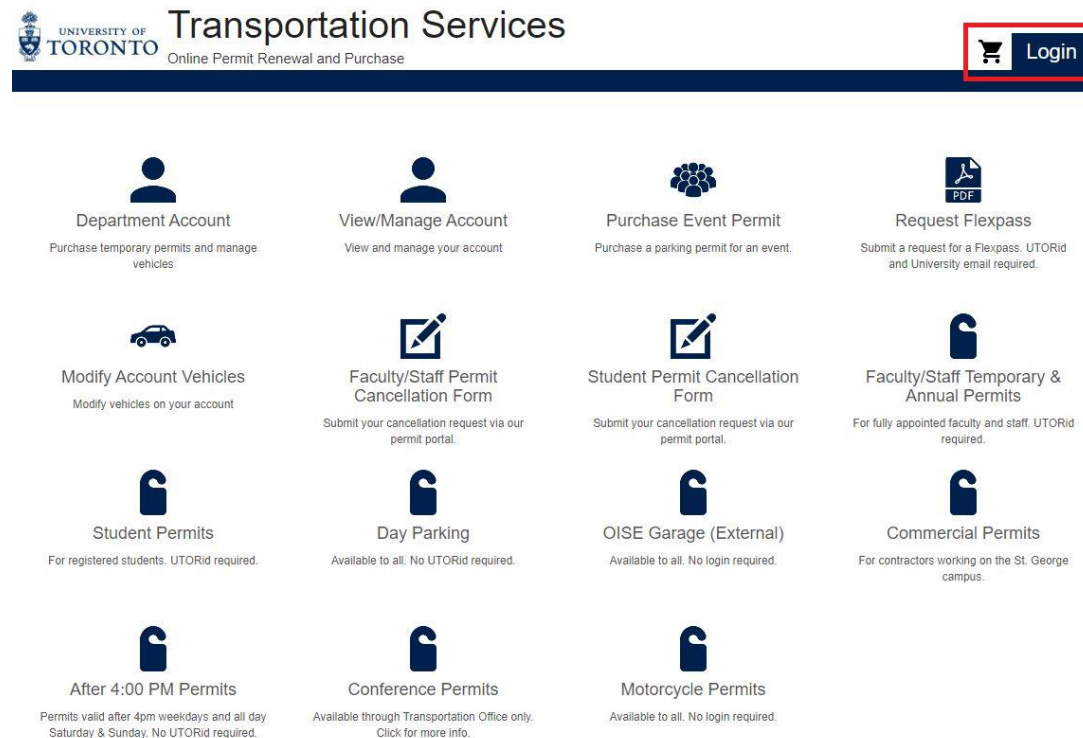
Flexpasses are available for purchase only by faculty, staff and students at the University of Toronto (St. George Campus). To both request a Flexpass account and have access to claim your passes online, the following is required:

- Valid [UTORid credentials](#).
- You must submit your “[utoronto.ca](#)” e-mail in the request form.
- You must provide a valid, active employee personnel number **OR** student number.

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.



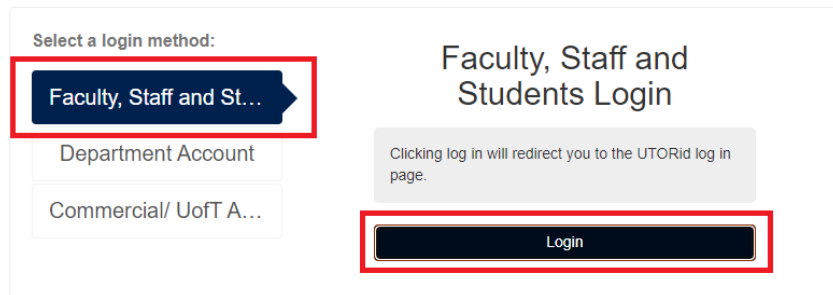
UNIVERSITY OF TORONTO Transportation Services
Online Permit Renewal and Purchase

Login

 Department Account Purchase temporary permits and manage vehicles	 View/Manage Account View and manage your account	 Purchase Event Permit Purchase a parking permit for an event.	 Request Flexpass Submit a request for a Flexpass. UTORid and University email required.
 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.	 Faculty/Staff Temporary & Annual Permits For fully appointed faculty and staff. UTORid required.
 Student Permits For registered students. UTORid required.	 Day Parking Available to all. No UTORid required.	 OISE Garage (External) Available to all. No login required.	 Commercial Permits For contractors working on the St. George campus.
 After 4:00 PM Permits Permits valid after 4pm weekdays and all day Saturday & Sunday. No UTORid required.	 Conference Permits Available through Transportation Office only. Click for more info.	 Motorcycle Permits Available to all. No login required.	

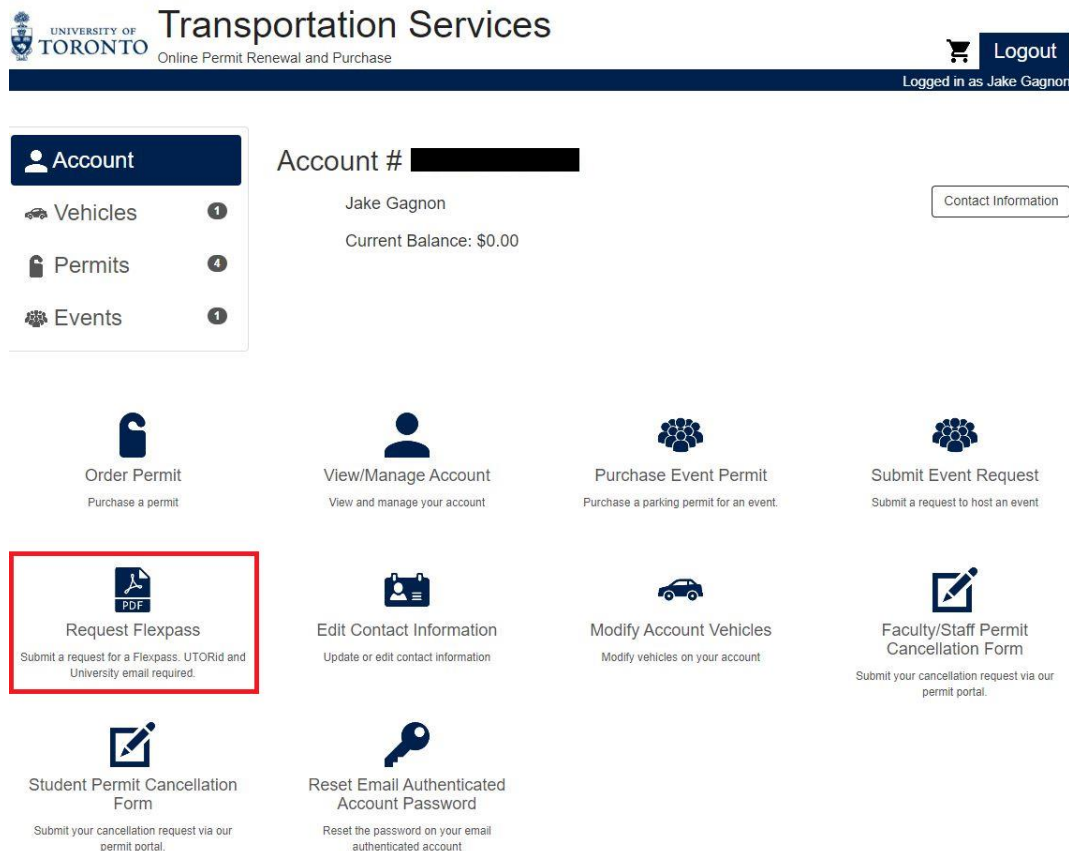
Make sure to select the “Faculty, Staff and Students” login method before pressing the login button.

You will then be prompted to input your [UTORid credentials](#).



STEP 2: PRESS THE “REQUEST FLEXPASS” BUTTON

The “Request Flexpass” button can be found within your account display (after you login in).



STEP 3: COMPLETE THE FORM. ALL FIELDS ARE MANDATORY.

Clicking the “Request Flexpass” button will take you to the electronic form required to make your request.

IMPORTANT! Flexpass requests must be submitted during business hours (Monday to Friday, 8:15am to 5pm) and no later than one business day before they are intended for use.

To ensure your Flexpass package is activated in a timely manner, please make sure to do the following:

Provide an accurate personnel or student number. Without this number, your account cannot be created.

3. Personnel or Student Number (without a correct ID number an account cannot be created) *

Provide a University of Toronto email address ending in “@utoronto.ca” (if faculty or staff) or “@mail.utoronto.ca” (if a student).

4. University Email (UTORid is required to login. Only University email addresses are valid). For faculty/staff use your address ending in “@utoronto.ca”. For students use your address ending in “@mail.utoronto.ca”. *

Choose a designated location for your Flexpass. Only one location can be chosen. It is not possible to select multiple locations for a single Flexpass package.

6. Requested Location *

- Lot C (Bahen Centre - 213 Huron St.)
- Lot I (OISE Garage - 71 Prince Arthur Ave.)
- Lot N (Graduate House Garage - 17 Glen Morris St.)
- Lot P (107 St. George Garage)

Choose your package type (i.e. how many passes you'd like to purchase). The greater the number of passes bought, the greater the discount rate. Please note, each parking facility has its own rate. Discounts will vary from area to area. Consult the rate table on the Flexpass webpage for more details.

7. Requested Flexpass Package (please refer to the table on our Flexpass webpage - transportation.utoronto.ca/flexpass - for specific rates) *

- 4 Passes (10% discount on the daily max rate)
- 8 Passes (15% discount on the daily max rate)
- 12 Passes (25% discount on the daily max rate)

STEP 4: SUBMIT YOUR REQUEST

Click on the "Submit" button to submit your request.

7. Requested Flexpass Package (please refer to the table on our Flexpass webpage - transportation.utoronto.ca/flexpass - for specific rates) *

- 4 Passes (10% discount on the daily max rate)
- 8 Passes (15% discount on the daily max rate)
- 12 Passes (25% discount on the daily max rate)

A rectangular button with a blue background and the word "Submit" in white text. The button is enclosed in a red rectangular border.

STEP 5: CHOOSING A VOUCHER CODE (PASSWORD)

Upon receipt of your request form, a Transportation Services representative will contact you via email to arrange payment online, confirm your choice of voucher code (password) and provide you with your Flexpass package serial number.

Clients can choose a password of their own making. However, please keep in mind your password is what prevents other individuals from accessing your Flexpass package. Please take care to create a password that is not easy to guess (i.e. 1234, your name, etc.).

The account holder is solely responsible for password management.

Furthermore, if the account holder chooses to share their password with another individual(s), the account holder is solely responsible for any passes used by said individual(s). Transportation Services will not provide refunds or additional passes in the case of disputes among two or more persons sharing a Flexpass package.

STEP 6: RECEIVING YOUR FLEXPASS PACKAGE SERIAL NUMBER

Your Transportation Services representative, at the time of setting up payment and your voucher code (password), will also provide you with your Flexpass package serial number.

Account holders will use this number to identify their package in the Transportation Services permit portal website. From which they can claim their day passes (see our [Claim Flexpasses tutorial](#) for more details).

Serial number labels are used in the place of names to ensure the anonymity of account holders online.

STEP 7: MAKING PAYMENT

Your Flexpass package will only be activated once your account is setup and payment is made.

Payment can only be made via your online account in our permit portal.

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

See “STEP 1” for details on how to log into your account.

In your account display there will be a “Pay Now” button in the upper right-hand corner. Press this button.

UNIVERSITY OF TORONTO Transportation Services
Online Permit Renewal and Purchase

Logout
Logged in as Jake Gagnon

Account

- Vehicles 1
- Permits 5
- Events 1

Account # [REDACTED]

Jake Gagnon
Current Balance: \$225.00

Contact Information
Pay Now

Attention
Your account has 1 unpaid permits, with a total balance of \$225.00
Details Pay Now

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

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

In the payment screen, you will be able to review the cost of your permit (with a breakdown of sub-total, HST and grand total).

IMPORTANT! Make sure to input an accurate email address which you can access. Your electronic receipt will be emailed to this address. If the wrong address, or one that doesn't work or is inaccessible, is input, you will not receive your receipt.

In such cases, clients will need to contact Transportation Services to recover their receipt. Proof of identity, University status and purchase will be required.

Input your billing address and credit card information.

Once all fields are complete, press the "Checkout" button to execute your purchase.

IMPORTANT! Contact the Transportation Services representative you've been interacting with to confirm payment has been made. Once done, your Flexpass Package will be active and ready for use.

For a step-by-step guide detailing how to claim Flexpasses from your package, please see our [Claim Flexpasses tutorial](#).

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Logout
Logged in as Jake Gagnon

- Account
- Vehicles 1
- Permits 5
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Your Shopping Cart

Item	Price	View
<input type="checkbox"/> Permit #FPC04220005	\$225.00	View
Sub-Total	\$225.00	
HST	\$0.00	
Total	\$225.00	

Checkout

Contact Information

Email*

Billing Information

Billing Address

Cardholder Name*

Street Address*

City*

State/Prov.*

Zip/Postal*

Credit Card Information

Card Number

Expiry Date (mmyy)

Security Code