

Seal Beach Parking Portal Frequently Asked Questions

1. **Q:** I need to request a guest parking permit for my son's car. He's visiting from college and his car will only be parked for a short while?

A: You are the account holder for this address, please access the portal and select ACCOUNT LOGIN to proceed. Please login to your account and we added a guest permit. Please purchase the guest permit and you can edit the vehicle information as needed. Here is link on how to manage your account:

https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216_Seal_Beach_User_Documentation.pdf

2. **Q:** I recently applied for a parking permit because I am moving to Seal Beach. I attached a copy of registration and for some reason it was not verified. It shows my car registration is valid from 01/01/2021-01/01/2022.

A: You need to submit paperwork which shows you reside in Seal Beach. Your vehicle registration is for another city, please select manual approval and submit a utility bill, lease agreement or anything that shows a matching address to the SB address.

3. **Q:** I am a recent resident in Seal Beach, and I have received a parking ticket outside my home. How can I get a parking pass if my car registration doesn't match my new address?

A: Please access the parking portal here: <https://sealbeach.permitinfo.net/> Here is a link to navigate the portal:

https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216_Seal_Beach_User_Documentation.pdf Additionally, if you are a new resident, please send us a copy of the lease agreement or proof of residency so we can deactivate the previous account.

4. **Q:** My guest received a parking ticket.

A: Please refer to this link for editing guest

passes: https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216_Seal_Beach_User_Documentation.pdf

5. **Q:** I am looking for the parking rules for Seal Beach. I have a permit but want to know where I can park, how long, are some streets different, etc. Where can I find that information?

A: Some of the parking regulations can be found on the city web page. <https://www.sealbeachca.gov/Departments/Finance/Parking-Permits> The

residential and guest permits allow residents/guests to parked past the posted time limits on the city streets, EXCEPT for Main Street, Beach Lots, and Meter Lots. They do not allow for people to ignore the street sweeper or other official city posted signs.

6. **Q:** Hi I recently moved to seal beach and am looking to purchase a parking permit. My address isn't found on the website.

A: As a new resident please provide your lease agreement. Once verified we will deactivate the previous tenants account so you can access the address.

7. **Q:** I'm a seal beach resident wanting a beach parking pass.

A: If you are new tenant, please provide a copy of the lease agreement. Once confirmed we will deactivate the previous account, which will give you access to the address. Also, please check with any roommates in the same unit as there is only one account per address.

8. **Q:** I'm trying to get a residential parking pass for my son's truck. Every time I enter our home address it comes up as "NO RESULTS FOUND".

A: Please make sure you are selecting ACCOUNT LOGIN on the Home Screen of the portal. Once you are in your account simple select Add Permit and proceed.

9. **Q:** I live on a one hour only street, what happens if I want to have more than one guest parking permit? I'm hoping to have a small holiday gathering, but where would the guests park?

A: You can purchase 1 additional guest permit. If you are going to have more than 2 guests you will have to locate additional parking either paid parking in the beach lots, or no timed parking on Central Ave. We do not offer temporary parking. If you are having an event and received a city permit, which included parking then you will be notified and provided with the 1-day parking passes. This is rule for all residents within Seal Beach.

10. **Q:** I purchased a residential parking permit, but I didn't see any information on where to pick up the permit. Does it come through mail, or do I have to go somewhere to pick it up?

A: All permits are virtual, meaning there are no physical passes. Resident permits are based off the license plate entered into the portal.

11. Q: I tried to add a guest pass to my existing account and was unable.

A: Here is link on how to manage your guest pass; [https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216 Seal Beach User Documentation.pdf](https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216%20Seal%20Beach%20User%20Documentation.pdf)

12. Q: I have a new car and I'm trying to remove my old vehicle from the permit and update it with my new vehicle information. When I hit remove, nothing happens. I've tried refreshing logging out and logging back in. Not sure what I'm missing. Is it possible for me to come to police station and just have somebody take care of it? In addition, I have a parking ticket that I need to pay, assuming I can do both at once?

A: Resident passes are nontransferable as it is explained on the portal. You are always welcome to come in person and purchase a new permit and pay for your parking ticket at the same time.

13. Q: I have a couple resident parking permits for old town seal beach. I recently changed the vehicle info for one of them since we got a new car a couple weeks ago. I went to the parking portal to check it out and not only is the old car info back in there, but I also can't change anything to update to the new car again. Is there something wrong with the portal?

A: Resident passes are not transferable, only guest permits can change.

14. Q: I'm trying to get a parking guest pass.

A: Simply login and complete the payment and it will be active. Here is the link on how to manage and edit the guest pass.

[https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216 Seal Beach User Documentation.pdf](https://sealbeach.permitinfo.net/Template/sealbeach/Forms/20201216%20Seal%20Beach%20User%20Documentation.pdf)

15. Q: I have just gotten a parking permit approved, since it's my first time I have a few questions. Is there anything I need to display in my car? Can I park on any street regardless of the time limit on street signs? (except for street sweeping days).

A: All permits are virtual, so there are no passes. The permit is good for timed parking on city streets. It will not allow you to ignore the posted street sweeper, not valid in the beach or meter lots and not accepted on Main Street.

16. Q: We were just issued Disabled plates; do we need to get a parking permit or is there an exemption?

A: With disabled plates you are good to park with no permit in timed parking.

17. Q: I was approved for a resident parking permit. I log in to my account to pay the 20 dollars and it won't recognize my address.

A: Please login to your account, by selecting ACCOUNT LOGIN on the main page. Then place the permit in the shopping cart, to complete the payment. If are still having issues you can pay in person at the Police Department by Credit card or cash (exact change).

18. Q: I'm contacting you from Property Management, we have a new tenant needing a permit and it will not let him.

A: Thank you for the information. Please contact us on the start of the lease, we can then make the address accessible for the new tenant, as the current tenant still has legal rights to the address and permit(s). As posted on the portal, there is only one account per address. In the matter of roommates, they need to pick the account holder who will manage the portal. Most have a universal username and password so all roommates can manage the passes as needed. However, that is up to each group. In some cases, the property owner or landlord have become the parking managers for their tenants, again that is up to each individual. Please remember to have the tenant contact us at the start of the lease at Parking@sealbeachca.gov

19. Q: I recently renewed my parking pass and have since replaced the registered vehicle. How can I transfer that pass to my new vehicle?

A: Please provide the old vehicle license plate and the new vehicle license plate, make, model, year and color. We can complete the transfer for you.

20. Q: My wife and I reside at 123 Main St. She applied for a resident parking permit for her car, paid and received account #999999. I would like a permit for my car. The website cannot find the address. How do I get a permit?

A: There is only one account permitted per address. Please log in to your wife's account first, then select request a permit.

21. Q: What is a Residential Parking Permit for? What parking does it allow? On Senior, Beach Parking for the prescribed lots are there hour limitations?

A: Residential Parking Permits allow for parking in the "1 Hour Only" zones of the city, beyond the 1 hour period. Senior Beach Resident Parking Permits allow for parking in the 1st, 8th and 10th street beach parking lots between the hours of 6am and 10pm.