

WE'VE GONE PAPERLESS!

YOUR LICENSE PLATE =
YOUR PERMISSION TO PARK

Say bye-bye to standing in line,
buy your student parking permit online.



**BUY
ONLINE**



**VERIFY
VEHICLE RECORD
IN YOUR ACCOUNT**



**LINK
VEHICLE RECORD TO
YOUR PERMIT**

USC Transportation “Going Paperless!” FAQs (v.05)

Overview:

USC Transportation is going paperless with respect to parking permits; starting in FY26 (July 1, 2025), employees, students, and campus visitors will no longer need to display anything on their windshield or rear-view mirror – all parking permissions will be linked to the license plate of the vehicle parking on campus. We use LPR (License Plate Recognition) camera-enabled vehicles to patrol campus and identify vehicles that are not in their permitted area/do not have permits, and issue citations accordingly.

We realize this is a big change; below are some Frequently Asked Questions and their corresponding answers. Please email us at auxtrans@usc.edu if you have any additional questions.

Q1: If I don't need a permit anymore, does that mean parking is free?

A: No. We are **NOT** going permitless; we are going paperless – the license plate of the vehicle coming to campus is your permission to park. USC employees and students will continue to purchase monthly or semesterly permits as normal through our permit portal online, and guests will use a mobile device to purchase daily or hourly parking.

Q2: How can I check the vehicle(s) listed in my parking account?

A: Visit our website (www.usc.edu/parking), click on the “Parking” header, and then click on “Access my Account.” Log into the following page using your login credentials and USC shibboleth, and then click on the “Vehicles” tab at the top. All the vehicles in your account will be listed.

Q3: My vehicle isn't listed online, how do I add it?

A: Click on the “Add Vehicle” button at the bottom of that same screen.

Q4: There are some old vehicles I no longer drive listed there; how do I remove them?

A: Through June 30, users can delete vehicles in their account using the same portal referenced in Q2 above. Simply click on the “Delete Vehicle” button at the bottom of the screen. **NOTE:** For unknown reasons, the “delete” button is not showing up for all users; if it is not available, or the date is after June 30, please email us at auxtrans@usc.edu, and request specific vehicles be removed from your account, we're happy to assist. Please always 1) include your ten-digit USCID on any emails to us, and 2) refer to each vehicle by its license plate.

Q5: My vehicle record looks correct, is that all I need to do?

A: No; the most important thing is that the vehicle record listed in your account is linked to your active permit. You can click on the hyperlinked “Plate Number” of any vehicle listed to open a complete vehicle record, and see whether or not it is associated to your active permit.

Q6: My vehicle is listed in my account, but NOT linked to my active permit. What do I do?

A: Email us at auxtrans@usc.edu, and request a specific vehicle be linked to your active permit. Please always 1) include your ten-digit USCID on any emails to us, and 2) refer to each vehicle by its license plate.

***NOTE:** There are restrictions on the number of vehicles you can have linked to a single permit.*

Q7: My vehicle is listed in my account, but I was still issued a citation. Why?

A: It depends on what you were cited for, but assuming you were parked where you were supposed to be parked (e.g., in the McCarthy Structure if you have a McCarthy permit), it’s likely that your vehicle is not yet linked to your active permit. See FAQs 2-6 above to determine how to check for that, and how to proceed if it is not linked.

Q8: I’m an employee who purchased a 1x/2x/3x week value permit, AND my vehicle is linked to it; why do I have to enter the license plate every time using OffStreet?

A: These very specific value permit types are not valid 24/7 like normal permits are; you still have to use the OffStreet link/directions sent to you via email to register your visit to campus every single time you come. If you need additional information, please email us at auxtrans@usc.edu.

Q9: I just purchased a 1x/2x/3x week permit and tried to enter campus, but the access code is not being accepted in OffStreet. Why not?

A: As detailed in the instructions, adding access codes is unfortunately a manual process; we need 24 hours between the purchase date and your first visit to campus to make sure our team has enough time to get your access code loaded into OffStreet.

Q10: I used to be able to park at the other campus/in different locations after hours using my permit, is that still available?

A: Yes; nothing regarding individual permit permissions is changing, only the use of your vehicle license plate as a permit instead of a paper object like a hang-tag or a sticker. To see where/when your active permit can be used, please refer to the “Where Can I Park?” document online here: <https://transnet.usc.edu/index.php/rules-regulations-citations/>

Q11: I like backing into parking spaces, but don’t have a front license plate; what do I do?

A: Unfortunately, you will need to either a) get a front license plate from DMV, or b) park your vehicle head-in, so that your rear license plate is visible. We must be able to read your license plate from the drive aisle.

Q12: I like having a hang-tag permit, it's really convenient because my spouse and I switch vehicles frequently. Can I still have one?

A: Unfortunately, no – we're going completely paperless! As indicated in FAQs 2-6 above, all you need to do is make sure that both your vehicle and your spouse's are both linked to your active permit. You can then use one or the other to come to campus, and you'll be fine. Even if you have multiple vehicles linked to your permit, however, they cannot be on campus simultaneously, or you risk them BOTH being immobilized/cited.

Q13: What if my spouse comes to visit me on campus? Will it be OK as long as both vehicles are linked to my permit?

A: **NO**; this is an important distinction – your permit allows ONE vehicle that is linked to it to be on campus at any given time. Even if you have multiple vehicles linked to your permit, they cannot be on campus simultaneously, or you risk them BOTH being immobilized/cited. If one vehicle in your account is already on campus, the second vehicle coming to campus is effectively permitless, and will have to pay for daily or hourly parking to avoid being cited.

Q14: I have a carpool permit, and my carpool partner and I use different vehicles on occasion. Is this still allowed?

A: Yes; see FAQs 12-13 above, the process is the same for carpool partners as it is for spouses. You can have multiple vehicles linked to the active carpool permit, and you can then use one or the other to come to campus. If your carpool partner needs to bring their own vehicle for whatever reason, they can redeem one of their three free parking passes/month. Please contact our Rideshare Coordinator at tsubsidy@usc.edu for additional information/complete details.

Q15: I just got a new vehicle and don't have a permanent license plate yet, what do I do?

A: You should create a new vehicle record as indicated in FAQs 2-6 above, and enter the vehicle information with the temporary license plate. Once your permanent license plates arrive, simply email us at auxtrans@usc.edu, and request that the license plate information be updated. Please always 1) include your ten-digit USCID on any emails to us, and 2) reference both the old and new license plate details.

Q16: My car is in the shop/unavailable for some reason and I will be using a rental/borrowed vehicle. What do I do?

A: See FAQs 2-6 above; you will need to add the rental/borrowed vehicle to your online account, and then email us at auxtrans@usc.edu to make sure the vehicle is linked to your active permit. Please always 1) include your ten-digit USCID on any emails to us, and 2) reference the vehicle by license plate. **NOTE:** Please be sure to email us back at that same address when you are done using that vehicle, so it doesn't stay on your account/you are not liable for others in the future.

Q17: I no longer want/need a parking permit, how do I cancel it completely?

A: Please complete the cancellation form online here: <https://transnet.usc.edu/index.php/how-to-purchase-a-permit-2/>. Forms are processed daily; please only complete the form when you actually want to cancel a permit. Cancellation requests cannot be pre-scheduled.

Q18: I work at HSC, and I followed the instructions here, but your system says I don't even have an account. I've had a permit for years, what's going on?

A: Many HSC/Keck employees are issued permits directly from our partners in Keck Parking Services. This is a wholly independent group from USC Transportation, with different rules, procedures, etc. The main thing you can do is log into your Pied Parker account (their equivalent of our software), and make sure your record is complete/up to date there – which includes your vehicle license plate and contact details (email and phone number). There is no action required in our system at this time. If you have additional questions, please contact Keck Parking Services directly at KeckParkingServices@med.usc.edu.

Q19: I don't see my question listed here, how can I get assistance?

A: The best way to reach us is via email at auxtrans@usc.edu. We're here to help!