



HOW TO USE THE MOBILE APP

The PermitConnect mobile application is used by Baltimore, MD RPP area residents to apply for virtual residential parking permits to exempt their vehicle(s) from posted parking restrictions in their neighborhood.

Search and download the app “PermitConnect Baltimore”, which is available on the Google Play Store for android devices, and the Apple App Store for iOS devices.

- To start, if you already have an account, enter your username and password, and then click “Log In”. Click on “Create Account” if you are signing up for an account for the first time.



[Create Account](#)

[Forgot Username/Password?](#)

V 1.4.1
Powered by PayLock

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Create an account

If you selected “Create Account”, continue with the following steps:

- Enter the required information in each field, First and last name, email address, phone number, username, and password; and then click “Next” at the bottom of the screen.

< Back Create an Account

Step 1 of 4 English ▾

Please provide the following information so we can get you started.

First Name *

John

Last Name *

Doe

Email *

test@test.com


Mobile Phone

8008880000

Username *

John1950

Password *

..... 

- ✔ Have at least one lower case letter.
- ✔ Have at least one capital letter.
- ✔ Have at least one number.
- ✔ Have at least one special character (!@#\$\$%&+=)

Continues on next page...

- Confirm the account type (Resident) and click “Next”.

Cancel Account Type

Step 2 of 4 English

Please let us know who you are. (Select all that apply)

RESIDENT

I need to have people visit me and I may visit other residents.

Next

- Enter the residential address that will be associated with the permit, and “click” on it.

Permit Holder Type

English

Please let us know the residential address that will be associated with your permits.

337 s fremo

Step 2 of 4 (Permit Address)

Select an address from the list below:

337 S FREMONT AVE, 21230

Continues on next page...

- Click on your Permit Holder Type (Resident, Contractor, Business owner).

Permit Holder Type

English

Please let us know the residential address that will be associated with your permits.

337 s fremo

Step 2 of 4 (Permit Address)

I am Ridgely's Delight Resident RPP Area 05

I am a contractor doing work in Ridgely's Delight

I am a Ridgely's Delight Business Owner RPP Area 5

- Select a security question and enter the response to it. Click "Next".

Account Information

Step 3 of 4

English

Please let us know more about yourself

Security Question

Please select a security question for your account. (You will need this if you call into our Help Center.)

Security Question *

What was the make and model of your first ...


Honda

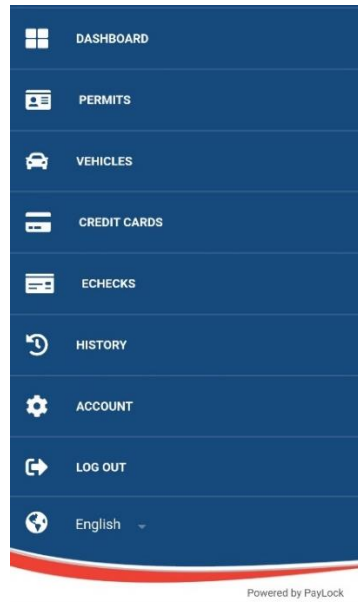
Next

- Congratulations! You have successfully created your account.

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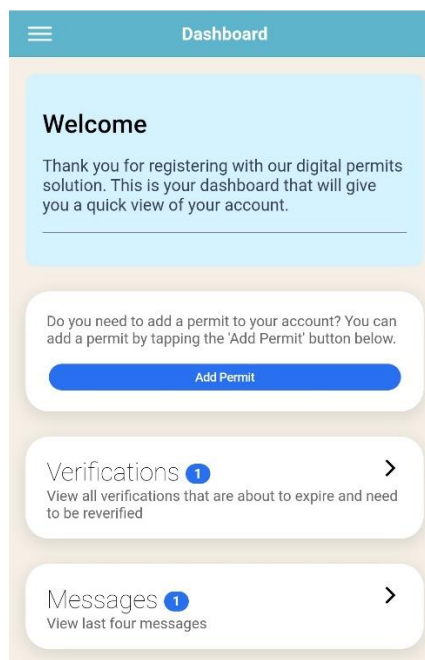
Menu Options

Click on the  icon at the top left corner of the page to access the menu.



1. **Dashboard** on this section you will be able to:

- Add a permit to your account.
- View pending verifications.
- View notifications that have been sent to your account.



Continues on next page...

2. Permits

on this section you can view and add additional permits to your account.

- Click “Add Permit” on the top right-hand corner of the page.



- Confirm the permit start date or adjust if needed and click on the permit that you would like to add.

Available Permits

Permit Start Date
11/17/2021

I want to park at:
I am Ridgely's Delight Resident RPP Area...

Ridgely's Delight 60 Day Temporary...
\$20.00
This is available while the resident finishes providing all required documents. It is valid for no more than 60 days.
Parking Locations:
Area 05 - Ridgelys Delight
4 Available as of 11/17/2021

Ridgely's Delight Residential Vehicl...
\$20.00
Each Household is Eligible for up to four resident vehicle permits as part of the VPP (Virtual Permit Parking Pilot). Permits will be issued until 8/31/22
Dec 10, 2020 - Aug 31, 2022
Parking Locations:
Area 05 - Ridgelys Delight
4 Available as of 11/17/2021

Ridgely's Delight Visitor Permit
\$20.00

DASHBOARD PERMITS ACCOUNT

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- Click “Add Vehicle”, to add a vehicle that will be associated with the permit.

Permit

Ridgely's Delight Residential Vehicle Permit

Each Household is Eligible for up to four resident vehicle permits as part of the VPP (Virtual Permit Parking Pilot). Permits will be issued until 8/31/22

\$ 20.00

Permit Date:

Select Permit Start Date

11/17/2021

+ Add Vehicle

- Add the required vehicle information (nickname, plate, state, make, color, and the registration details). Click “Save Vehicle”.

Back Add Vehicle

Nickname

My Car

Plate

Test123

State

Maryland

Make

ACURA

Color

Beige

Registration Details:

First Name

App

Save Vehicle

Continues on next page...

- Upload the any missing required documents. (If the option is red and does not have a “checkmark” in the box, you need to upload the required documents) Click on the red option to proceed.

< Back
Verification Required

In order to approve your permit the following information must be approved by uploading supporting documents, Click on each item not marked in green to upload the required documents. Once you are finished, click the 'Continue' button.

Ridgely's Delight Residential Vehicl...
>


Missing required documents

My Car

status: Pending

I am Ridgely's Delight Resident RPP Ar...

status: Pending

- Click on the document listed to take a picture or upload from your device. (Follow the instructions on your mobile device) Once a document has been uploaded you will see the icon: 

< Back
Required Documents

Please select a set of documents to upload from the list below in order to validate. If there is a check next to a document, then it has been accepted if there is an 'X', the document was not accepted and should be uploaded again

Option 1
▼

Please upload ALL OF THESE document(s) below:

Vehicle Registration

Upload valid Vehicle Registration

⚠

We have received your document and will be reviewed shortly.

Status: New

Uploaded: Nov 17, 2021

>

Proof of Residence (A document from the list attached that reflects the address you are requesting a permit for.)

Proof of Residence includes: Maryland Vehicle Registration or Driver's license, State ID, signed lease (resident and landlord signatures are required), notarized letter from landlord, BGE bill (30 days or less), Cable bill (30 days or

State ID, signed lease (resident and landlord signatures are required), notarized letter from landlord, BGE bill (30 days or less), Cable bill (30 days or

>

DONE

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- Enter your billing information to purchase the permit and then click “Next”.

A screenshot of a mobile application form titled "Permit Purchase - Payment". The form contains several input fields: "App" (text), "Last Name" (text, value: "Test"), "Email" (text, value: "apptest@testing.com"), "Address" (text, value: "123 Test St"), "City" (text, value: "baltimore"), "State" (dropdown menu, value: "Alabama"), and "Zip" (text, value: "12345"). At the bottom, there are two buttons: "Back" (grey) and "Next" (blue).

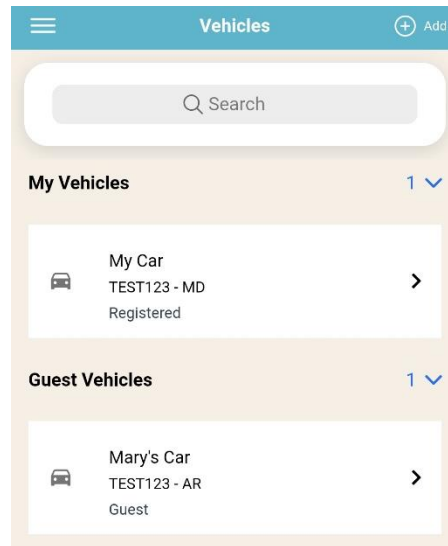
- Enter your payment method and information required and then click “Pay”.

A screenshot of a mobile application form titled "Payment". It features two main sections: "Payment Method" and "Credit Card Information". The "Payment Method" section has four options: "Credit Card" (selected with a blue checkmark), "Saved Credit Card", "Check", and "Saved eCheck". The "Credit Card Information" section includes: "Card Number" (text, value: "4111111111111111"), "Expiration" (two dropdown menus, values: "01 - January" and "2022"), and "Security Code" (text, value: "123"). At the bottom, there are three buttons: "Cancel" (red), "Back" (grey), and "Pay" (blue).

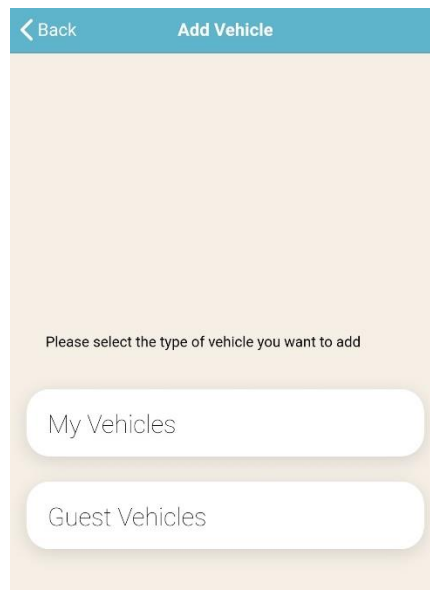
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3. Vehicles On this section you can see the vehicles that are currently associated with your account (Your Vehicles and Guest Vehicles)

- To add a vehicle, click “Add” on the top right-hand corner



- Select the type of vehicle you want to add, “Guest Vehicles” or “My Vehicles”.



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- Fill out the required vehicle information and click “Save Vehicle”.

The screenshot shows a mobile application interface for adding a vehicle. At the top, there is a blue header with a back arrow and the text "Add Vehicle". Below the header is a white rounded rectangle containing several input fields: "Nickname" with the value "My Car", "Plate" with "Test123", "State" with a dropdown menu showing "Maryland", "Make" with a dropdown menu showing "ACURA", and "Color" with a dropdown menu showing "Beige". Below these is a section titled "Registration Details:" containing "First Name" and "App" fields. At the bottom of the white box is a blue button labeled "Save Vehicle".

4. Credit Cards On this screen you can store a card on your account for future use.

- To add a card to your account, click “Add” on the top right-hand corner



- Enter the required information, and then click “Save”.

The screenshot shows a mobile application interface for adding a credit card. At the top, there is a blue header with a back arrow and the text "Add Credit Card". Below the header is a white rounded rectangle containing several input fields: "Alias" with the value "My Card", "First Name" with "App", and "Last Name" with "Test". Below these is a section for card details: "Card Number" with "4111111111111111", "Expiration" with a dropdown menu showing "02 - February" and "2025", and "Security Code" with "123". At the bottom of the white box are two buttons: a red "Cancel" button and a blue "Save" button.

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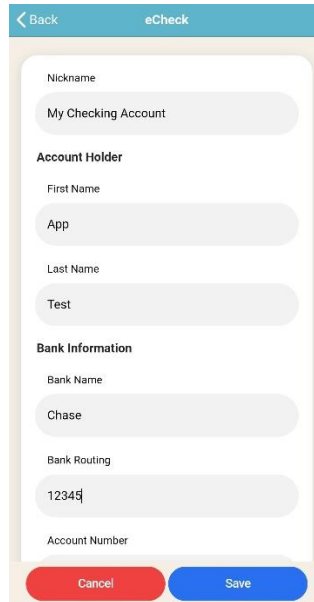
5. eChecks

On this screen you can store an electronic checking account for future use.

- To add an electronic checking account, click “Add” on the top right-hand corner



- Enter the required information, and then click “Save”.



Back eCheck

Nickname
My Checking Account

Account Holder
First Name
App
Last Name
Test

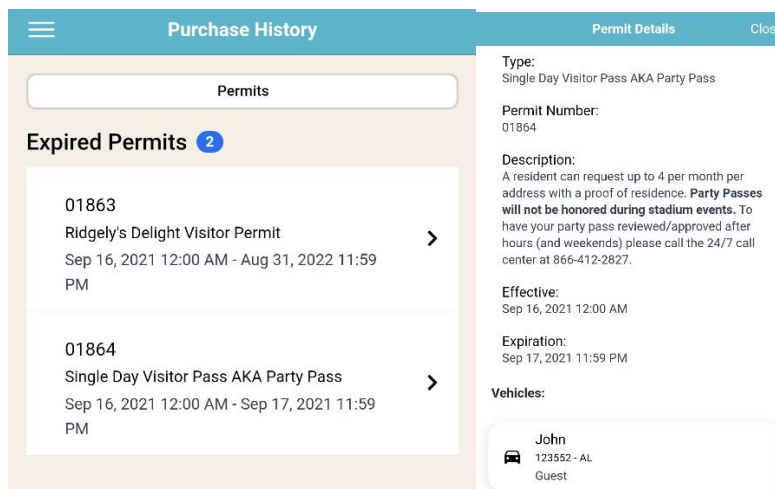
Bank Information
Bank Name
Chase
Bank Routing
12345
Account Number

Cancel Save

6. History

On this screen you will see your permit purchase history

- “Click” on a permit to see the details (permit type, validity dates, permit number, vehicle associated with the permit).



Purchase History Permit Details Close

Permits

Expired Permits 2

01863
Ridgely's Delight Visitor Permit
Sep 16, 2021 12:00 AM - Aug 31, 2022 11:59 PM

01864
Single Day Visitor Pass AKA Party Pass
Sep 16, 2021 12:00 AM - Sep 17, 2021 11:59 PM

Type:
Single Day Visitor Pass AKA Party Pass

Permit Number:
01864

Description:
A resident can request up to 4 per month per address with a proof of residence. **Party Passes will not be honored during stadium events.** To have your party pass reviewed/approved after hours (and weekends) please call the 24/7 call center at 866-412-2827.

Effective:
Sep 16, 2021 12:00 AM

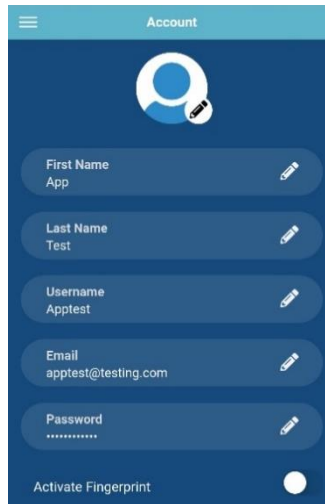
Expiration:
Sep 17, 2021 11:59 PM

Vehicles:
John
123552 - AL
Guest

Continues on next page...

7. Account On this screen you can edit your information

- Change your profile picture
- First and last name
- Username and password
- Email
- Activate Fingerprint unlock (Available for smartphones with the proper capability)



8. Log out Click to log out of your account



9. “World Globe” Icon Click on this option to select a different language available for the App.

