1. Log in to the <u>customer portal</u>.

- a. If you need assistance logging in, please refer to the log in instructions.
- 2. Click the Carpool Recert or Smart Commuter Renewal button.



3. Click the link to the appropriate form.



- 4. **Save the form** to your computer. If necessary, print the form to allow all parties to fill out their information and provide signatures.
- 5. When the form is complete, scan and save it to your computer for upload later.

Instructions for Carpool Recertification or Smart Commuter Permit Renewal

- 6. Log back in to the <u>customer portal</u> and click the **Carpool Recert or Smart Commuter Renewal** button.
- 7. Select the appropriate option from the drop-down list.

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8. Click the I agree to abide by parking rules and regulations box, then click the Next button.

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Instructions for Carpool Recertification or Smart Commuter Permit Renewal

9. Add any **Additional comments**, then click the **Choose File** (or **Browse**) button to attach the completed form you scanned and saved to your computer.



10. Confirm your **Email address** is correct, then click the **Submit** button.

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11. Check your email for confirmation that you submitted the form.