

Residential Parking Application Process

Go to the Passport Customer Portal – <https://palatine.cmrpay.com/dashboard/landing>

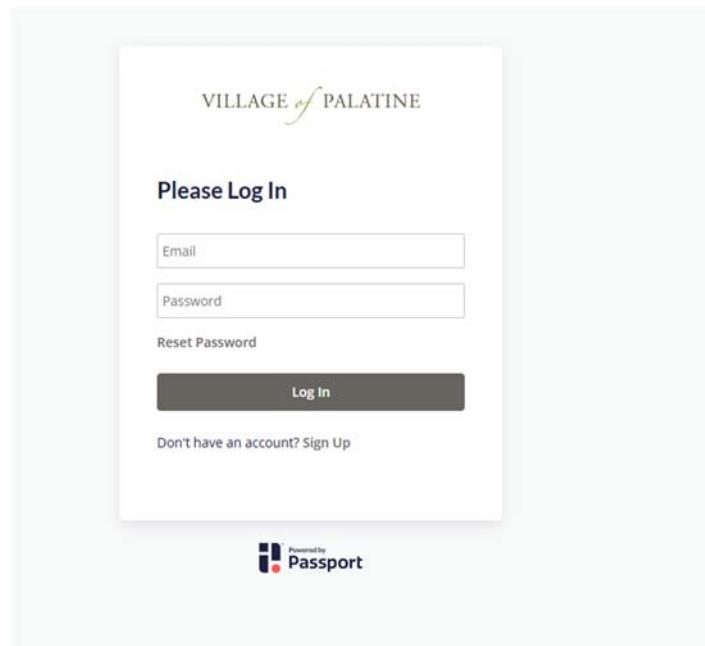
Welcome to Customer Portal!

Obtain and manage a parking permit by creating an account or signing in below.

[Sign Up Or Log In](#)

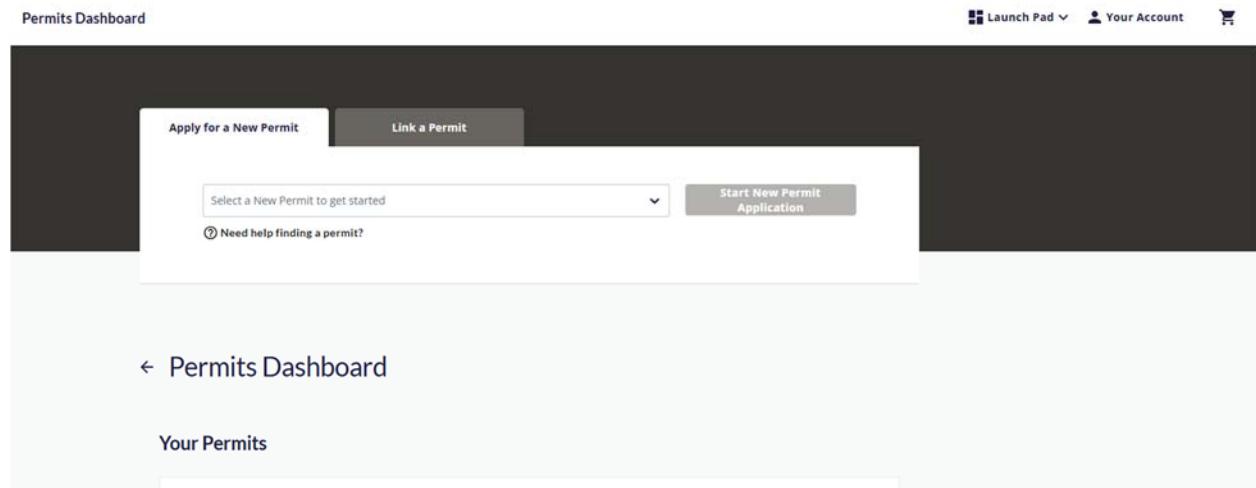



Choose Sign Up or Log In. If you have an account enter your login credentials on the next page. If you do not already have an account set up, click the Sign-Up option and follow the prompts to create an account.



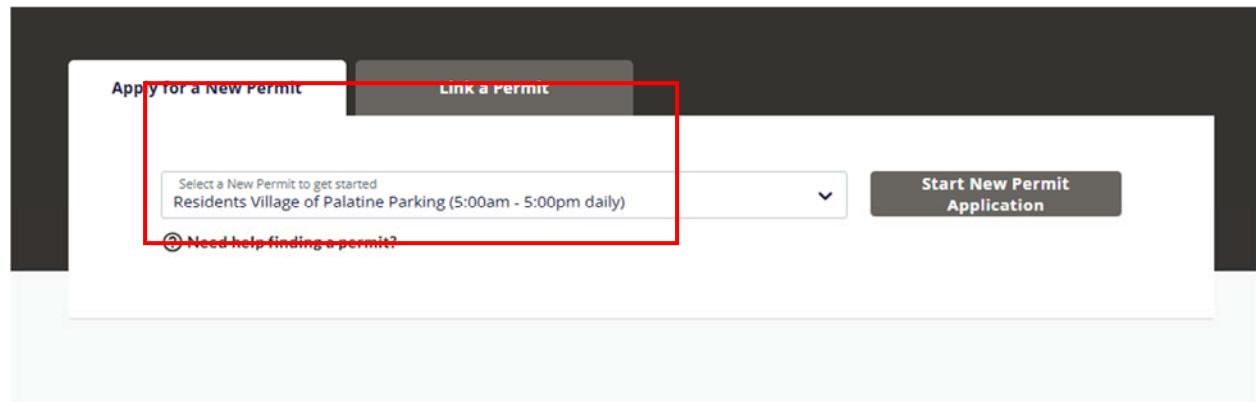
The screenshot shows the login interface for the Village of Palatine. At the top, the text "VILLAGE of PALATINE" is displayed. Below it, the heading "Please Log In" is centered. There are two input fields: "Email" and "Password". Underneath the password field is a "Reset Password" link. A large "Log In" button is positioned below the password field. At the bottom of the form, there is a link "Don't have an account? Sign Up". The "Powered by Passport" logo is located at the bottom center of the page.

Once logged in, you will be taken to the Permits Dashboard.



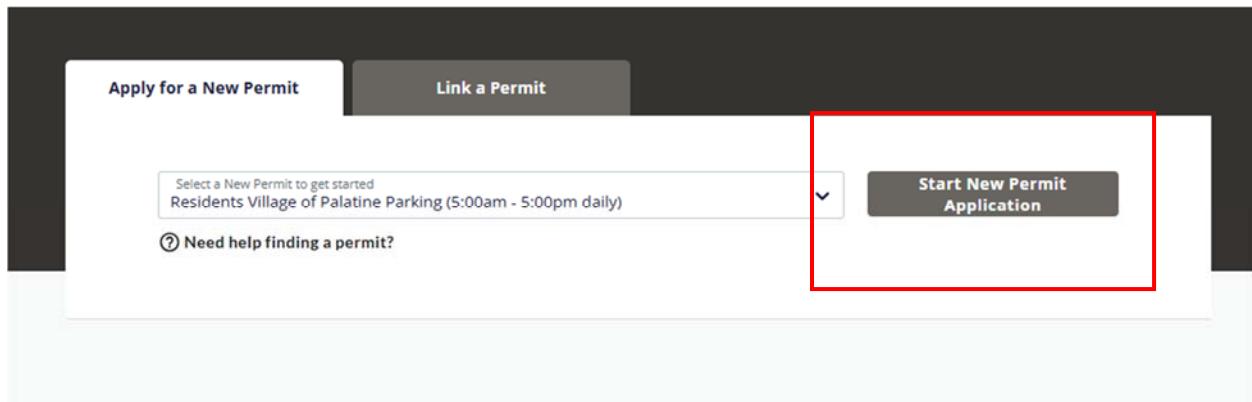
The screenshot shows the Permits Dashboard. At the top, there are two buttons: "Apply for a New Permit" and "Link a Permit". Below these buttons is a dropdown menu with the placeholder "Select a New Permit to get started". To the right of the dropdown is a "Start New Permit Application" button. Below the dropdown, there is a link "Need help finding a permit?". The main content area is currently empty. At the bottom left, there is a back arrow and the text "Permits Dashboard". On the left side of the main content area, there is a sidebar with the heading "Your Permits".

The APPLY FOR NEW PERMIT tab will default. To start a new permit application, use the dropdown menu to select a Resident Village Permit.

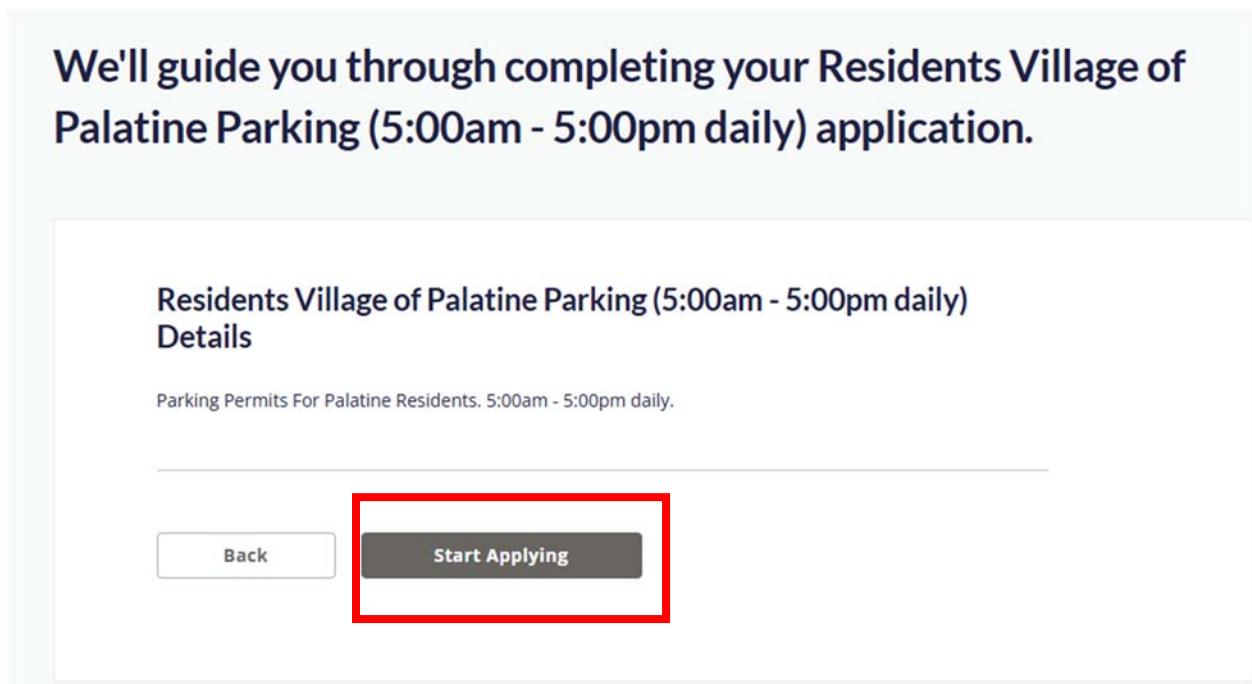


The screenshot shows the Permits Dashboard with a specific permit selected. The dropdown menu now displays "Residents Village of Palatine Parking (5:00am - 5:00pm daily)". The "Start New Permit Application" button is visible to the right of the dropdown. The rest of the interface is identical to the first screenshot, including the "Your Permits" sidebar.

Once selected click Start New Permit Application.



Next page is a confirmation page, click Start Applying.



On the next page – Select the Parking Lot you want to apply for.

Please note the Village of Palatine currently offers two options for permit parking: Lot K and The Palatine Parking Deck. For more information regarding parking lots and location, please visit our website at www.palatine.il.us

Residents Village of Palatine Parking (5:00am - 5:00pm daily) Application

Select a Permit

 Search Permits

Palatine Lot k

Locations

Palatine Lot k

Hours

Valid Hours (MON-SUN/5AM-5PM)

Palatine Parking Deck

Locations

Palatine Parking Deck

Hours

Valid Hours (MON-SUN/5AM-5PM)

Next, you will enter your Vehicle Information. You will need your Plate Number.

If the permit will be utilized by multiple cars, you can use the "Add Additional Vehicle" option to add the Vehicle Plate information.

Residents Village of Palatine Parking (5:00am - 5:00pm daily) Application

Provide Information

Vehicle Info

Vehicle Plate
Parking

Vehicle State
Illinois

Add Additional Vehicle

Permit Details

Price

\$40.00

Valid Dates

Jul 1, 2025 - Jul 31, 2025

Permit

Palatine Parking Deck

Choose Next. You will then provide your information as the permit holder.

| Provide Information | | Permit Details |
|--|--------------------------------|---|
| Vehicle Info | | Price \$40.00 |
| Permit Holder Details | | Valid Dates Jul 1, 2025 - Jul 3 |
| First Name Parking | Last Name Department | Permit Palatine Parking |
| Phone Number 847-202-6671 | | |
| Email publicparking@palatine.il.us | | |
| Address | | |
| Address Line 1 200 E Wood Street | | |
| Address Line 2 | | |
| City Palatine | | |
| State Illinois | | ▼ |
| Zip Code 60067 | | |
| Back | Review | |

Click Review when finished.

If all information is accurate – Click Add to Cart.

Application Summary

Permit Details

| | |
|-------------|---|
| Permit Type | Residents Village of Palatine Parking (5:00am - 5:00pm daily) |
| Permit | Palatine Parking Deck |
| Location | Palatine Parking Deck |
| Valid Dates | Jul 1, 2025 - Jul 31, 2025 |

Price

| | |
|-------------|----------------|
| Permit Cost | \$40.00 |
| Total Cost | \$40.00 |

See pricing policy for more info.

Vehicle Info

| | |
|---------------|---------|
| Vehicle Plate | Parking |
| Vehicle State | IL |

Permit Holder Details

| | |
|----------------|------------------------------|
| First Name | Parking |
| Last Name | Department |
| Phone Number | 847-202-6671 |
| Email | publicparking@palatine.il.us |
| Address Line 1 | 200 E Wood Street |
| City | Palatine |
| State | IL |
| Zip Code | 60067 |

[Back](#)

[Add To Cart](#)

Item will be sent to your cart, and Cart will be opened.

X

Your Cart

Items Charged Upon Approval

Residents Village of Palatine Parking (5:00am - 5:00pm daily) X

Palatine Parking Deck

\$40.00

Permit Cost

\$40.00

Total Due

\$40.00

Check Out

Add Payment Method

Payment Method

Billing Address

Street Address
200 E Wood Street

City
Palatine

State
Illinois

Zip
60067

Order Summary

Permits Cost \$40.00

Total Due \$40.00

PLEASE NOTE: Your credit/debit card will NOT be charged until after you are approved for the permit and/or removed from the waiting list, if applicable.

Payment

Name On Card
Parking Department

Card Number



Expiration

Security Code

MM/YY

Credit card transactions will incur a temporary \$1 authorization at the time of check-out. This temporary authorization will fall off in 3-5 business days and once your application has been approved, the total amount due will be charged to your card.

Back

Place Order

Click Place Order. You will be brought to the next page.

Your payment was submitted

We'll be in touch soon and contact you through email with next steps and what to expect. Additionally, you can view your permit status and details from your dashboard.

[Go To Dashboard](#)



You will receive the Email below. At this time our Parking team is reviewing the application submission. Once your application has been approved you will receive an email notice with further instructions.

Thank you for your order.

Your order has been confirmed and we'll be in touch with any status updates. See attachment for details.

— Village of Palatine IL Finance Department

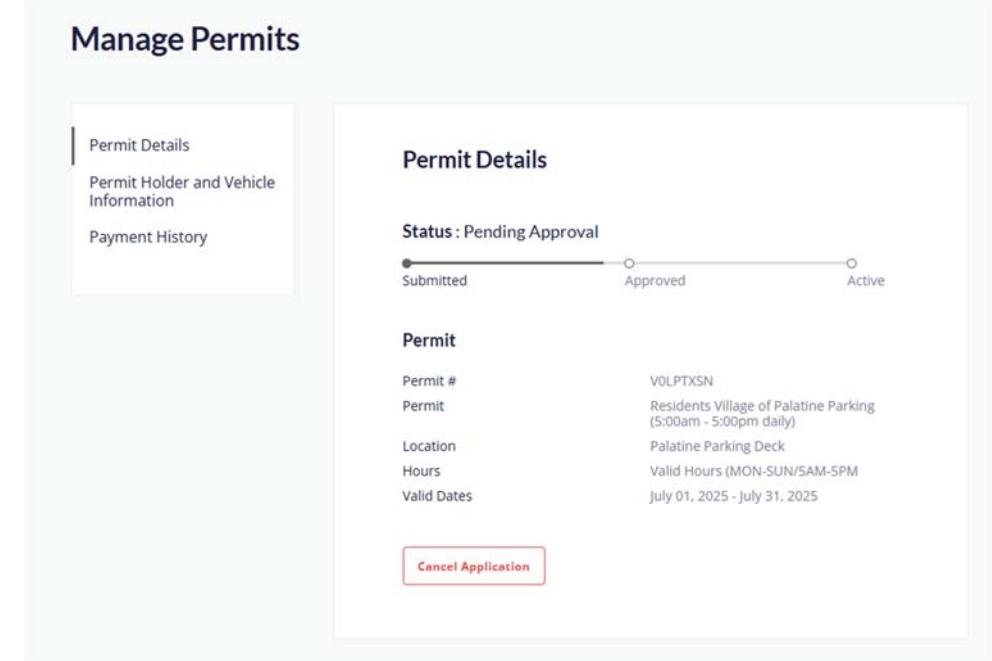
Order Summary

| | |
|---------------------|--------------------------|
| Ordered By | Parking Department |
| Order Date | Jun 20, 2025 at 11:08 AM |
| Invoice # | W5AP1U61 |
| Payment Method | [REDACTED] |
| | |
| Permit Cost | \$40.00 |
| Taxes | \$0.00 |
| Total Amount | \$40.00 |

1

Please keep in mind that the Order Number in the email above is an Invoice number, this is not a receipt of payment. Your card will not be charged until the application has been approved. At which time you will receive a receipt of payment.

You can also review your permit status from your Permit Dashboard by clicking “Manage” on your pending parking application.



The screenshot shows a “Manage Permits” dashboard. On the left, a sidebar lists “Permit Details”, “Permit Holder and Vehicle Information”, and “Payment History”. The main area is titled “Permit Details” and shows a status of “Pending Approval” with a progress bar. The permit information includes: Permit # VOLPTXSN, Permit Residents Village of Palatine Parking (5:00am - 5:00pm daily), Location Palatine Parking Deck, Hours Valid Hours (MON-SUN/5AM-5PM), and Valid Dates July 01, 2025 - July 31, 2025. A “Cancel Application” button is at the bottom.

Residential Parking Application Approval

Once your application has been approved by our Parking Team, you will receive two email notices.

First – Email Notice that Application has been Approved



The email notice subject is “Congratulations, your Residents Village of Palatine Parking (5:00am - 5:00pm daily) application has been approved.” The body of the email states: “We have reviewed your Residents Village of Palatine Parking (5:00am - 5:00pm daily) application, and at this time your application has been approved.” It then asks “What happens next?”, noting that the permit will be active Jul 1, 2025. A “Go to Your Portal” link is provided, leading to the Village of Palatine IL Finance Department. The email also includes a summary of the permit details: “Residents Village of Palatine Parking (5:00am - 5:00pm daily) permit” with Permit # VOLPTXSN, Permit Type Residents Village of Palatine Parking (5:00am - 5:00pm daily), Permit Palatine Parking Deck, and Valid Dates Jul 1, 2025 - Jul 31, 2025.

Second – Email Notice that your permit payment has been processed. This email will include an attachment of your payment receipt.

The image shows an email receipt with the following details:

Thank you for your order.

Your order has been confirmed and we'll be in touch with any status updates. See attachment for details.

— Village of Palatine IL Finance Department

Order Summary

| Ordered By | Parking Department |
|----------------|--------------------------|
| Order Date | Jun 20, 2025 at 11:13 AM |
| Invoice # | RQ58WCQB |
| Payment Method | [REDACTED] |

Permit Cost: \$40.00
Taxes: \$0.00
Total Amount: \$40.00

Permit # VOLPTXSN

| Permit Type | Residents Village of Palatine Parking (5:00am - 5:00pm daily) | Permit Cost | \$40.00 |
|------------------|---|--------------|---------|
| Permission Cycle | Palatine Parking Deck | Permit Total | \$40.00 |
| Valid Dates | Monthly | | |
| Link Code | Jul 1, 2025 - Aug 1, 2025 | | |
| Permit Holder | RFRN-HFD8-POBY | | |
| Address | Parking Department | | |
| | 200 E Wood Street Palatine IL 60067 | | |

Vehicle Details:

| Vehicle Plate | Vehicle State |
|---------------|---------------|
| Parking | IL |

Order Summary

** Manage your permit on CMR Pay via the link code

| Permit Cost | \$40.00 |
|-------------|---------|
| Order Total | \$40.00 |

If you review your Permit Dashboard by clicking “Manage” the status of your permit will now reflect as Issued. When the permit becomes active the status will change again to Active.

Manage Permits

The dashboard shows the following information:

Permit Details

Permit Holder and Vehicle Information
Payment History

Permit Details

Status : Issued

Submitted Approved Active

Permit

| Permit # | VOLPTXSN |
|-------------|---|
| Permit | Residents Village of Palatine Parking (5:00am - 5:00pm daily) |
| Location | Palatine Parking Deck |
| Hours | Valid Hours (MON-SUN/5AM-5PM) |
| Valid Dates | July 01, 2025 - July 31, 2025 |

Please be aware that your permit application is not active until the month it was purchased for.

If you have any additional questions regarding your permit application, payment, or status please contact our Parking team by phone at 847-202-6671 or by email at publicparking@palatine.il.us.