

# Residential Parking Application Process

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

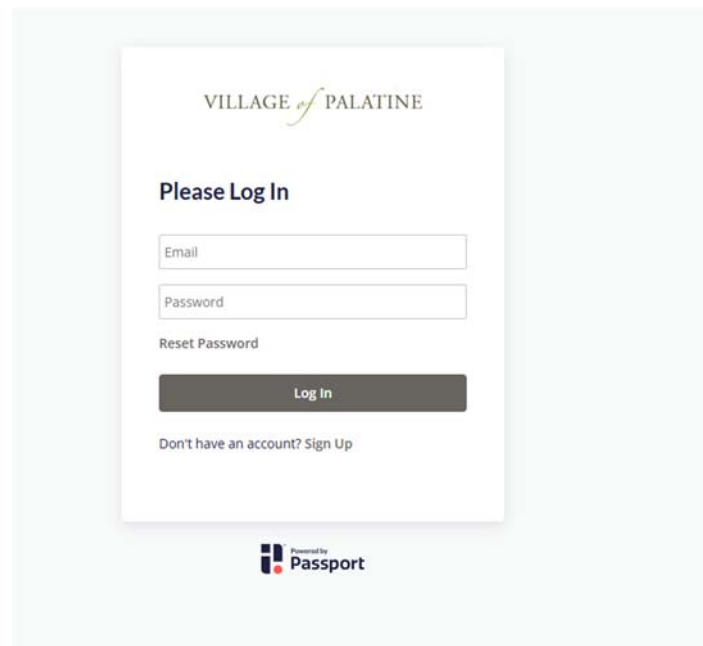
## Welcome to Customer Portal!

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

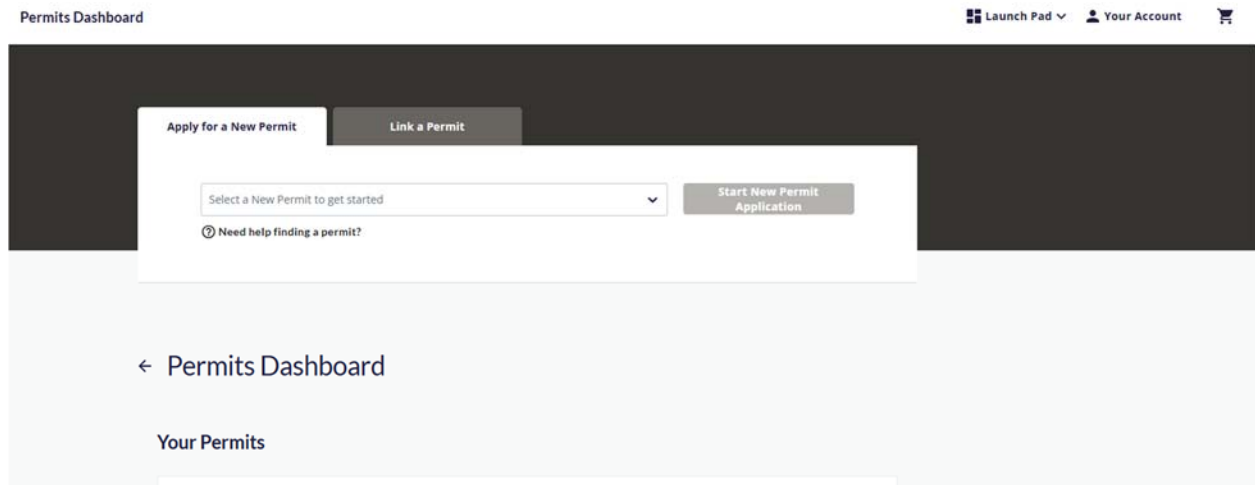
Sign Up Or Log In



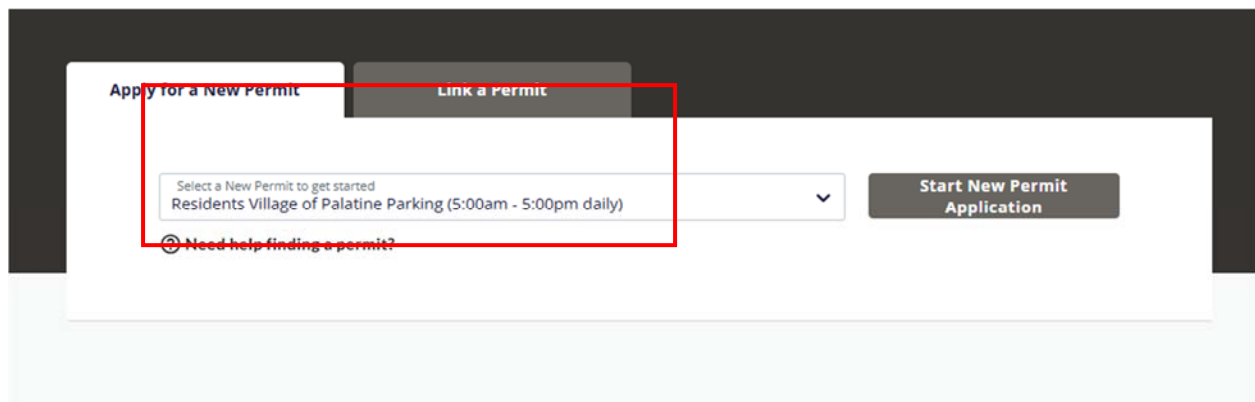
Choose Sign Up or Log In. If you have an account enter your login credentials on the next page. If you do not already have an account set up, click the Sign-Up option and follow the prompts to create an account.

A screenshot of the login page for the Village of Palatine. The page has a light blue background. In the center is a white rectangular box containing the login form. At the top of the box is the 'VILLAGE of PALATINE' logo. Below the logo is the heading 'Please Log In'. There are two input fields: 'Email' and 'Password'. Below these fields is a link that says 'Reset Password'. At the bottom of the input section is a dark grey button with the text 'Log In'. Below the button is a link that says 'Don't have an account? Sign Up'. At the bottom of the white box is the 'Powered by Passport' logo.

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



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



Once selected click Start New Permit Application.

Apply for a New Permit      Link a Permit

Select a New Permit to get started  
Residents Village of Palatine Parking (5:00am - 5:00pm daily) ▼

? Need help finding a permit?

**Start New Permit Application**

Next page is a confirmation page, click Start Applying.

**We'll guide you through completing your Residents Village of Palatine Parking (5:00am - 5:00pm daily) application.**

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

Parking Permits For Palatine Residents. 5:00am - 5:00pm daily.

**Back      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](http://www.palatine.il.us)*

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

### Select a Permit

#### 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

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                            |
|---------------------------------------|---|
| <b>Vehicle Info</b>                   | Price<br><b>\$40.00</b>                   |
| <b>Permit Holder Details</b>          | Valid Dates<br>Jul 1, 2025 - Jul 31, 2025 |
| First Name<br>Parking                 | Permit<br>Palatine Parking                |
| Last Name<br>Department               |   |
| Phone Number<br>847-202-6671          |   |
| Email<br>publicparking@palatine.il.us |   |
| <b>Address</b>                        |   |
| Address Line 1<br>200 E Wood Street   |   |
| Address Line 2                        |   |
| City<br>Palatine                      |   |
| State<br>Illinois                     |   |
| Zip Code<br>60067                     |   |
| <a href="#">Back</a>                  |   |
| <a href="#">Review</a>                |   |

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.



## Your Cart

### Items Charged Upon Approval

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

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/YYYY

Credit card transactions will incur a temporary \$1 authorization at the time of checkout. 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 #      | WSAP1UGI                 |
| Payment Method |                          |

|                     |                |
|---------------------|----------------|
| Permit Cost         | \$40.00        |
| Taxes               | \$0.00         |
| <b>Total Amount</b> | <b>\$40.00</b> |

*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.

### Manage Permits

[Permit Details](#)  
[Permit Holder and Vehicle Information](#)  
[Payment History](#)

#### Permit Details

**Status : Pending Approval**

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                                 |

Cancel Application

## 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

**Congratulations, your Residents Village of Palatine Parking (5:00am - 5:00pm daily) application has been approved.**

We have reviewed your Residents Village of Palatine Parking (5:00am - 5:00pm daily) application, and at this time your application has been approved.

**What happens next?**

Your permit will be active Jul 1, 2025.

[Go to Your Portal](#)

— Village of Palatine IL Finance Department

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

|             |   |
|-------------|---|
| Permit #    | VOLPTXSN  |
| Permit Type | Residents Village of Palatine Parking (5:00am - 5:00pm daily) |
| Permit      | Palatine Parking Deck   |
| 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.

**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 #      | RQ8EWQ8B                 |
| Payment Method |                          |

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|                     |                |
|---------------------|----------------|
| Permit Cost         | \$40.00        |
| Taxes               | \$0.00         |
| <b>Total Amount</b> | <b>\$40.00</b> |

**Permit # V0LPTXSN**

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

**Vehicle Details:**

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

**Order Summary**

|                    |                |
|--------------------|----------------|
| Permit Cost        | \$40.00        |
| <b>Order Total</b> | <b>\$40.00</b> |

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

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

Permit Details

Permit Holder and Vehicle Information

Payment History

**Permit Details**

**Status : Issued**

Submitted — Approved — Active

**Permit**

|             |   |
|-------------|---|
| Permit #    | V0LPTXSN  |
| 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](mailto:publicparking@palatine.il.us).