

## 1. Portal Account Creation

- Customers will go to the following URL to create their account and manage their permit:  
<https://weboffice.mdc.dmz.caleaccess.com/calepermitcustomerportal/freeholdnj/Account/Login>
- First time users will need to register for an account.



Email address (Username) \*

User Name



Password



Login

[Forgot Password](#)

[Register New User](#)

- Click on Register New User
- Customers will enter their information in the following fields
  - Login Credentials:
    - Email address (Username)
    - Password
    - Confirm Password
  - Notification Settings:
    - Email (if the same as username then check the box next to Same as the username) otherwise enter a different email address
    - Check SMS and enter phone number if customer would like those notifications (this is not required)
    - First Name
    - Last Name
  - Terms and Conditions
    - Click View to review the terms and conditions
    - Mark the box that they have been read
  - Click Register



## Register New User

### Login Credentials

Email address (Username) \*

Password \*

Confirm Password \*

**Password Complexity Description:** Be at least 8 characters in length, Contain at least 1 lowercase and 1 uppercase letter, Contain at least 1 special character (!@#%&\*), Contain at least 1 number (0-9)

### Notification Settings

Email ☐ Same as the username

Enter email address

SMS ☐ Enter an SMS phone number

First Name

Last Name

### Terms and conditions

☐ I have read and accept the terms and conditions \*

- The customer will receive an email to Validate and Activate their account

## Validate and Activate your User Account Inbox x



CaleWebOffice@calesystems.com

to me ▼

Your account has been created. Please click here to [confirm](#) and activate your account.



## 2. Applying for Permit

- After logging in, the customer will need to tap on "Apply for Permit"

The screenshot shows the user interface after login. At the top, there's a navigation bar with 'Home', 'Applications', and 'Bulk Permits'. Below it, a welcome message 'Welcome Lauren Villanueva' is visible. A prominent green button labeled 'Apply for Permit' is centered, with the text 'Need a permit? Click here to start the process' below it. A 'Recent Activity' section is partially visible at the bottom.

- They will need to select a parking zone from the drop down menu and click "Next" in the bottom right hand corner of the screen
  - Options:
    - Business Employee Permit
    - Resident Permits
    - Special Commercial Permit
- Depending on the Parking Zone selection, the customer may be presented with different selections on the next screen
- In this example, the Business Employee Permit was selected:

This screenshot shows the 'New application' screen at Step 1 of 5, 'Address Lookup'. A progress bar is at the top. The main section is titled 'Select Parking Zone' and features a dropdown menu. The dropdown is open, showing three options: 'Business Employee Permit' (highlighted in blue), 'Residential Permits', and 'Special Commercial Permit'. A 'Back' button is in the top left corner.

- Select an option from "Package"
  - Annual or Quarterly Permit

This screenshot shows the 'New application' screen at Step 3 of 5, 'Option Selection'. The progress bar indicates the current step. The screen is divided into two main sections. On the left, under 'Permit Options', there are fields for 'Type' (set to 'Business Employee Permit'), 'Package' (a dropdown menu with 'Select a package' and options for 'Annual Permit' and 'Quarterly Permit'), 'Price', 'Start Date', and 'End Date'. On the right, under 'Zone', there's a 'License Plate' field with the example 'LICENCE PLATE E.G: 000AAA'. A 'Save And Continue' button is at the bottom right.





- Fill in the "License Plate" field
- Select "Save and Continue"

**New application**  
Application progress - Step 3 of 5 - Option Selection

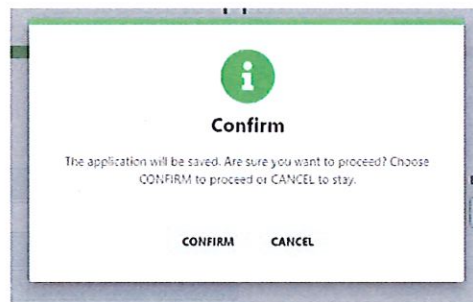
[Back](#)

Permit Options Status: **New**

Type:	Business Employee Permit	Zone:	Business Employee Permit
Package:	Quarterly Permit	License Plate:	TEST1113
Price:	24.00		
Start Date:	1/5/2024 11:22 AM		
End Date:	4/5/2024 6:52 PM		

[Save And Continue](#)

- A confirmation will popup with the option to Confirm or Cancel



- The customer will now need to upload any mandatory documents

**Application: 173**  
Application progress - Step 4 of 5 - Provide Documentation

[Back](#)

Permit Options Status: **New**

Type:	Business Employee Permit	Zone:	Business Employee Permit
Package:	Quarterly Permit	License Plate:	TEST1113
Price:	24.00		
Start Date:	1/5/2024 11:22 AM		
End Date:	4/5/2024 6:52 PM		

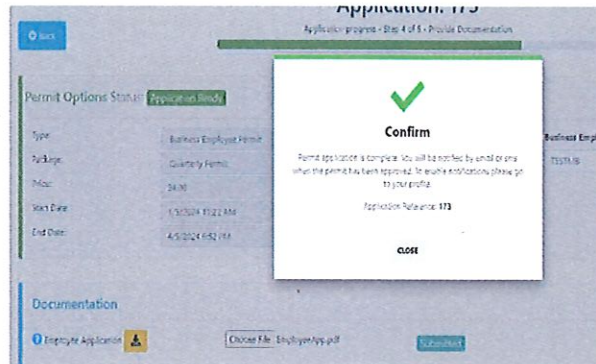
[Update](#)

**Documentation**

Employee Application [Choose File](#) No file chosen Mandatory



- For this example customers need to download an application and upload it.
  - Click on the Yellow download button
  - The customer will then see a fillable PDF document to complete and save
- Click "Choose File" to upload the completed PDF
- Customer will then see a confirmation popup once file has been uploaded



- After clicking Close, the customer is directed to the Application tab where they can see the status.



- The customer will receive an email that their application has been submitted

## Permit Application has been Submitted Inbox x



CaleWebOffice@calesystems.com

to me ▾

Hello Morgan Blue


Your Permit application [173](#) has been submitted. You will receive updates when your request is reviewed




## 4. Payment

- The customer will now see the Permit has a status of "Payment Pending" on the portal

Recent Activity

 View

Type:	Permit	Expiration Date:	4/5/2024 6:52 PM
ID:	10169	Last Update:	1/5/2024 11:55 AM
Status:	Payment Pending	Last Notification:	
License Plate:	TESTMB	Last Discussion:	Hi Morgan - The application was not filled out. Please resubmit the completed application.
		View Discussion:	

- The customer can click on the "View" icon which will take them to the payment screen

### Permit: 10169



[Back](#)
[Application](#)

**Information** Status: **Payment Pending**

Start Date:	1/5/2024 12:12 PM	Permit Type	Business Employee Permit
Expiration Date:	4/5/2024 7:42 PM	Tariff Name	Business Quarterly
License Plate	TESTMB		
Zone	Business Employee Permit		

**Payment**

Payment Option: Card

Card Name	Masked PAN	Expiration	Select Card
 Direct Payment			

[Payment Options](#)

Total: 24.00

[Click to cancel payment](#)
[Pay Now](#)





- If they have not entered a card already they will choose "Payment Option" and select "New Credit Card"
- On the next screen they will enter their credit card information and click "Create Card"

Credit Card Management

New Credit Card

Card Name	Masked PAN	Expiration	Select Card

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Enter Card Information

Card Holder Name




Card Number

Expiration Month

Expiration Year

Create Card

Reset Information

- Their card will now be displayed under "Credit Card Management"
- They now need to click on the "Home" tab and click on the "View" icon to make the payment as their card will be displayed

Payment

Payment Option Card

Card Name	Masked PAN	Expiration	Select Card
VISA	*****4027	11 / 32	
Direct Payment			

Payment Options

Total: 24.00

Click to cancel payment

Pay Now



- Click "Pay Now" and on the next screen they will need to enter the CVV.
- Click "Perform Payment"



## Payment Information

Amount	24.00
Card Holder Name	Morgan Blue
Card Number	451129*****4027
Expiration (MM/YY)	11/32
CVV	<input type="text"/>

The CVV (Card Validation Value) is a 3 or 4 digit code embossed or imprinted on the reverse side of Visa and MasterCard cards, and on the front of American Express cards.

[Perform Payment](#)

[Reset](#)



- If the payment is successful they will see that information displayed

Permit: 10169

[Back](#) [Application](#)

**Information Status:** Payment Accepted

<b>Start Date:</b>	1/5/2024 12:18 PM	<b>Permit Type</b>	Business Employee Permit
<b>Expiration Date:</b>	4/5/2024 7:49 PM	<b>Tariff Name</b>	Business Quarterly
<b>License Plate</b>	TEST123		
<b>Zone</b>	Business Employee Permit		

**Available Actions**

**Payment History**

Payment Method	Purchase Date	Masked Pan	Amount	View Receipt
Card	1/5/2024 12:18 PM	451129*****4027	24.00	<a href="#">View Receipt</a>





- They can click "View Receipt" to download a copy of the receipt.
- An email will also be sent notifying the customer if the payment whether the payment was accepted or if the payment failed
- If the payment failed the customer would see that information after clicking "Perform Payment"

Available/Reserved Permits (2)

Activate (Payment Required)	Permit ID	License Plate	Status
<input type="checkbox"/> Select All			
<input type="checkbox"/>	10005	000AAA	Payment Failed
<input type="checkbox"/>	10008	000AAA	Payment Failed

- They would need to enter a different credit card and try again
- In the back office, click on the "Permit" tab in the upper left corner to see that the permit is now active and has been paid for

Permit Case Mgmt Administrator System

Periodic permits 19

Permit no: 10009 ☒ Active

Status: Active Payment: Web Payment

Type: Annual Zone: ParkGL10

Tariff package: Annual Permit Start date: 2024-01-08 17:47

Stop date: 2025-01-08 17:45 Price: 25.00

VAT: 0.00 Lic. plate no.: 00444

Periodic permits

Ac...	Permit no	Status
✓	10015	Active
✗	10014	Payment Pending
✗	10013	Payment Pending
✗	10012	Payment Pending
✗	10011	Payment Pending
✗	10010	Payment Pending
✓	10009	Active
✗	10008	Payment Pending
✗	10007	Payment Pending
✓	10006	Active



## 5. Updating License Plate

- If the customer needs to update which license plate is associated with the permit they can do that through the portal.
- On the Permit Tab they can click on View to update the license plate

Home Applications Permit

Permit Information

Type to filter by license plate

All

View

ID: 10109

Status: Active

Address:

License Plate: TEST101

Start Date: 1/5/2024 12:18 PM

Expiration Date: 4/5/2024 7:48 PM

Type: Business Employee Permit

View Discussions

- They simply enter a new plate number and click update

Back Application

Information Status: Active

Start Date: 1/5/2024 12:18 PM

Expiration Date: 4/5/2024 7:48 PM

License Plate: TEST101

Update

Zone: Business Employee Permit

Permit Type: Business Employee Permit

Tariff Name: Business Quarterly

Available Actions

- If the update was successful, the customer will see the following message at the very top of the portal

