

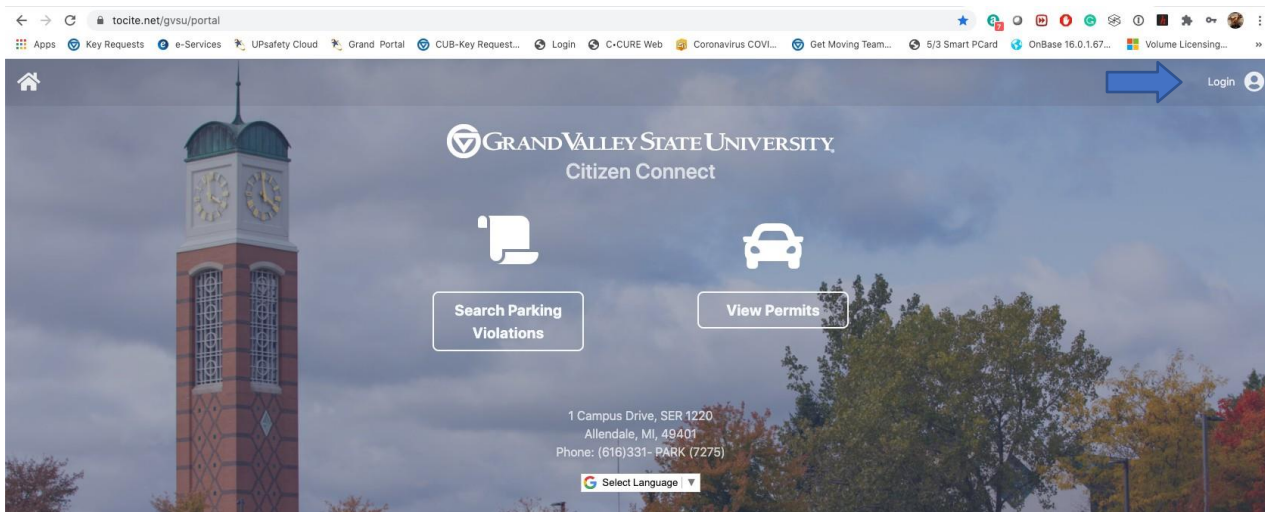
How to Use Citizen Connect

A.1 How to Create an account?

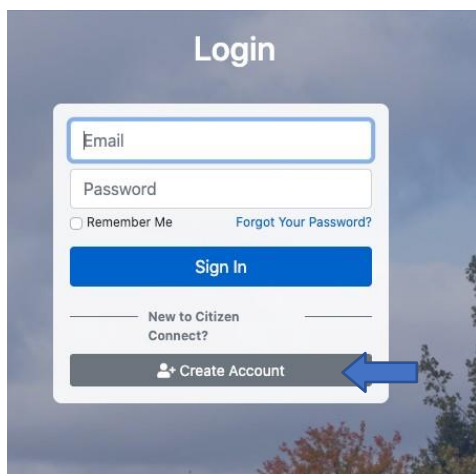
Step 1: To create an account please visit <https://www.tocite.net/gvsu/portal>

Note: Please use Chrome browser for better connectivity.

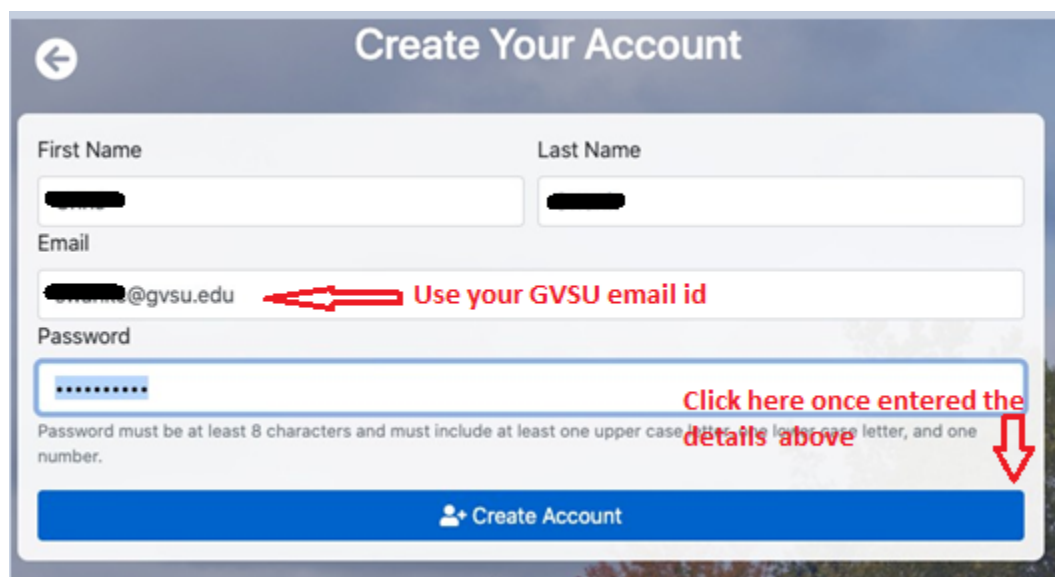
Step 2: This will take you to the GVSU Citizen Connect Home Page. Select the 'Login' icon in the upper right corner.



Step 3: please select 'Create Account'.



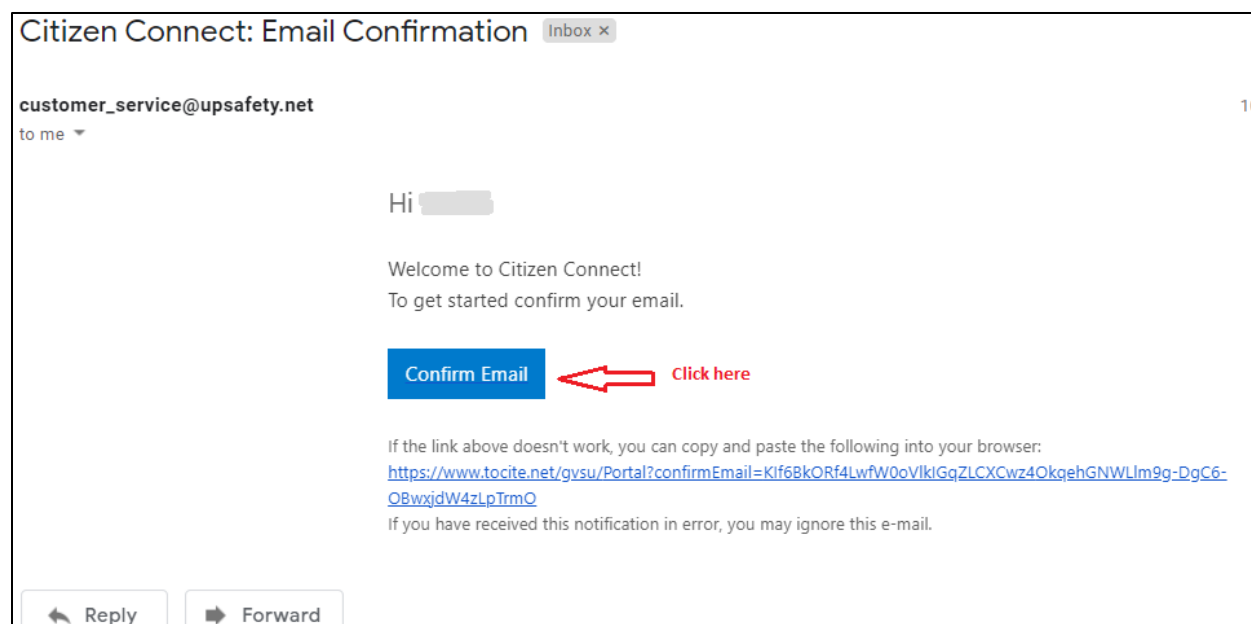
Step 4: Fill out the requested information and select **'Create Account'**. When creating an account, we recommend using your **GVSU email id**.



The screenshot shows a 'Create Your Account' form with the following fields and annotations:

- First Name** and **Last Name**: Text input fields with redacted content.
- Email**: Text input field containing 'username@gvsu.edu'. A red arrow points to it with the text 'Use your GVSU email id'.
- Password**: Password input field with masked characters. A red arrow points to it with the text 'Click here once entered the details above'.
- Password Requirements**: Text below the password field stating: 'Password must be at least 8 characters and must include at least one upper case letter, one lower case letter, and one number.'
- Create Account Button**: A blue button with a user icon and the text 'Create Account'.

Step 5: After selecting **'Create Account'**, you will receive an email confirmation in the email account you provided when registering.



The screenshot shows an email confirmation message from 'Citizen Connect: Email Confirmation' (Inbox x). The email is from 'customer_service@upsafety.net' to 'me'.

The email content includes:

- Greeting: 'Hi [redacted]'.
- Welcome message: 'Welcome to Citizen Connect! To get started confirm your email.'
- Confirm Email Button**: A blue button with the text 'Confirm Email'. A red arrow points to it with the text 'Click here'.
- Alternative link: 'If the link above doesn't work, you can copy and paste the following into your browser: <https://www.tocite.net/gvsu/Portal?confirmEmail=Klf68kORf4LwfW0oVlklGqZLCXCwz4OkqehGNWLlm9g-DgC6-QBwxjdW4zLpTrmQ>'.
- Disclaimer: 'If you have received this notification in error, you may ignore this e-mail.'

At the bottom, there are 'Reply' and 'Forward' buttons.

Step 6: Once you select ‘**Confirm Email**’, you will automatically be logged in to your account, where you will enter your information on ‘**Your Info**’ page.

Your Account

Your Info

First Name

Last Name

Email

Mobile Phone

☒ Automatically Save Information ⓘ

Do NOT forget to enter your Vehicle & Address details below before you hit the Save button

Save

Your Activity

View Your Parking Violations

View Your Permits

Your Vehicles

XYZABC California

Primary

Enter all the vehicles details that you plan to park On campus

Add Vehicle

Your Addresses

home

Primary

anyplace anywhere, Michigan 55555

Enter your correct address

Add Address

Your Payment Methods

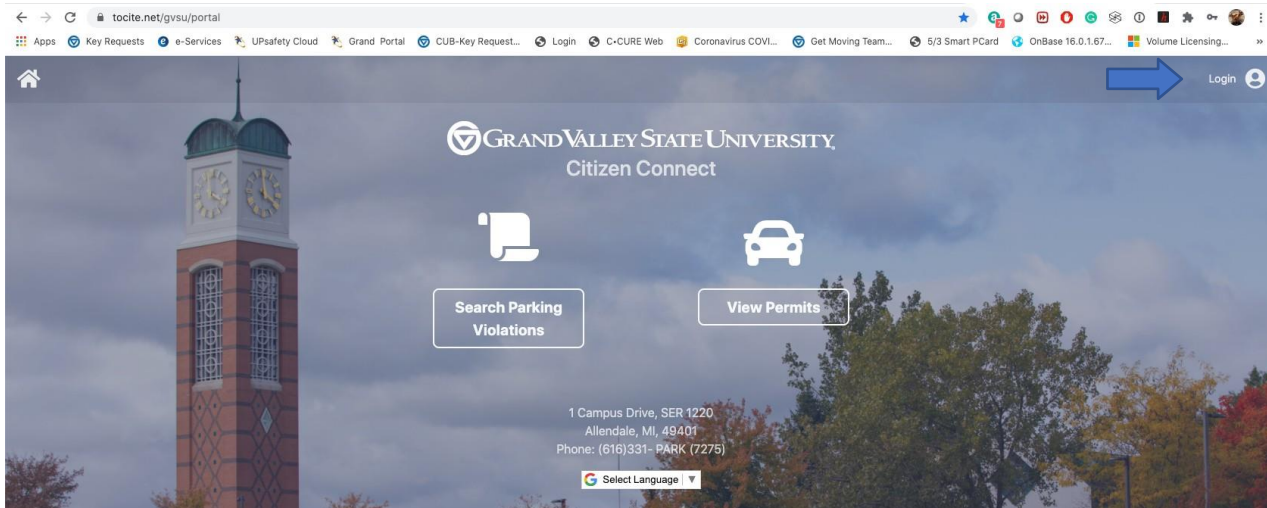
Disregard entering any payment method here !

Add Payment Method

Step 7: Once you have entered all required information, select ‘Save’ and you will get a confirmation stating ‘**Profile Saved Successfully**’.

A.2 Forgot your password? Here's how to reset your password

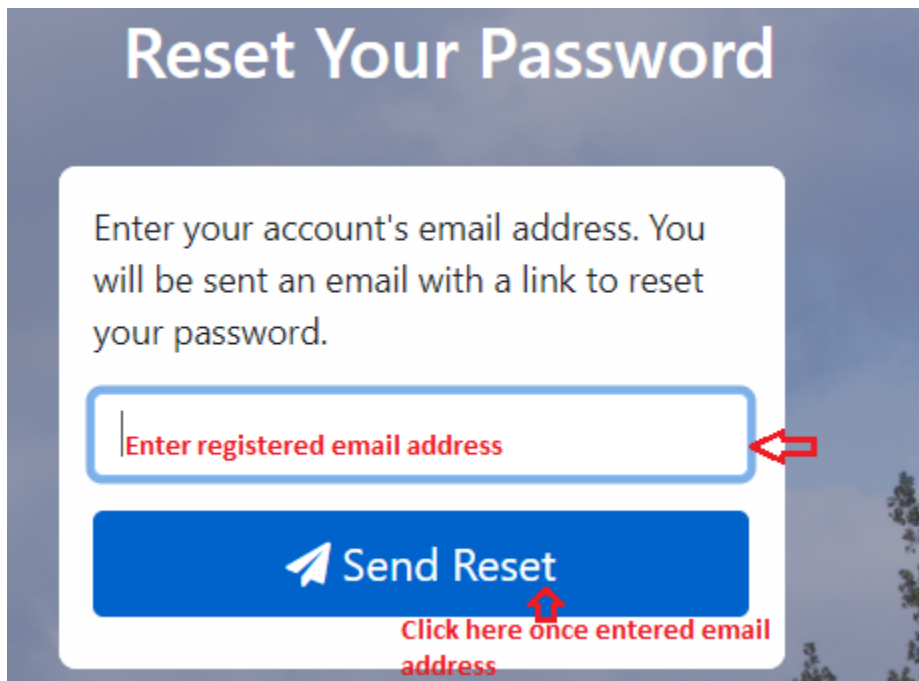
Step 1: Please visit <https://www.tocite.net/gvsu/portal> and select the 'Login' icon in the upper right corner.



Step 2: Select 'Forgot Your Password'


A screenshot of the login form on the portal. The form has fields for 'Email' and 'Password'. Below the password field is a 'Remember Me' checkbox and a 'Forgot Your Password?' link. The 'Forgot Your Password?' link is highlighted in yellow, and a red arrow points to it with the text 'Click here' below it. There is a blue 'Sign In' button below the form. At the bottom, there is a link for 'New to Citizen Connect?' and a 'Create Account' button.

Step 3: Enter your registered email address to which an email with a link to reset your password will be sent



Reset Your Password

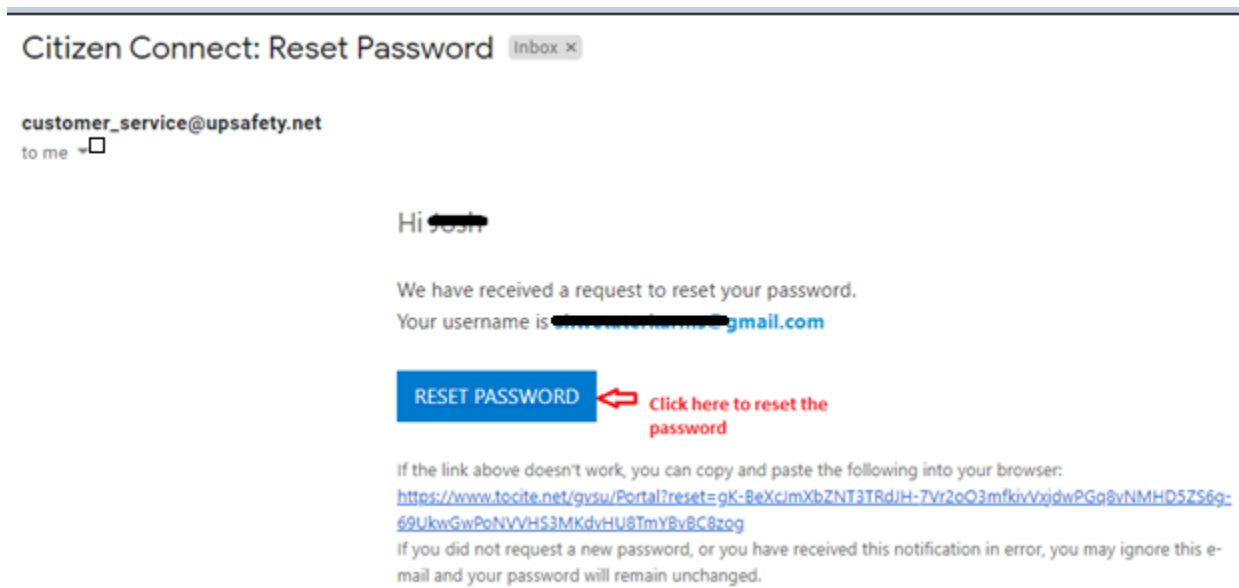
Enter your account's email address. You will be sent an email with a link to reset your password.

 Send Reset

Click here once entered email address

The image shows a web form titled "Reset Your Password". It contains a text input field with the placeholder "Enter registered email address" and a blue button labeled "Send Reset" with a paper plane icon. Red arrows point to the input field and the button, with a label "Click here once entered email address" pointing to the button.

Step 4: You will receive an email with a link to reset your password. Click the link and reset your new password.



Citizen Connect: Reset Password Inbox x

customer_service@upsafety.net
to me

Hi [redacted]

We have received a request to reset your password.
Your username is [redacted]@gmail.com

[RESET PASSWORD](#) Click here to reset the password

If the link above doesn't work, you can copy and paste the following into your browser:
<https://www.tocite.net/gvysu/Portal?reset=gK-BeXcjmXbZNT3TRdJH-7Vr2eQ3mfkivVxjdwPGg8vNMHD5ZS6g-69UkwGwPoNVVH53MKdvHU8TmYBvRC8zqg>

If you did not request a new password, or you have received this notification in error, you may ignore this e-mail and your password will remain unchanged.

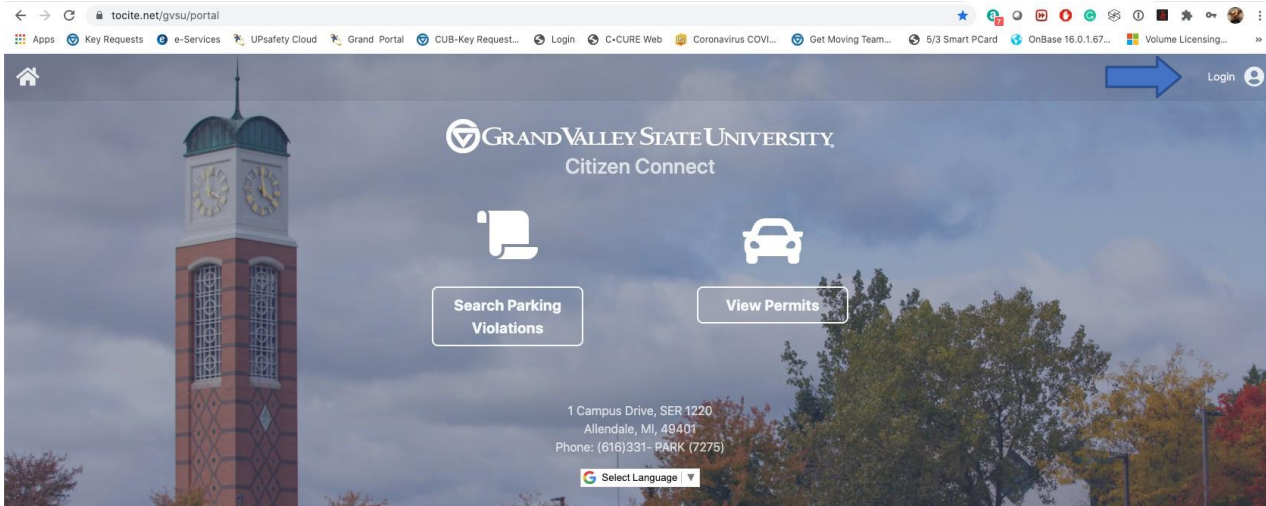
The image shows an email titled "Citizen Connect: Reset Password". The sender is "customer_service@upsafety.net". The email content includes a greeting "Hi [redacted]", a message "We have received a request to reset your password. Your username is [redacted]@gmail.com", a blue button labeled "RESET PASSWORD", and a long URL. A red arrow points to the button with the text "Click here to reset the password". At the bottom, there is a note about what to do if the link doesn't work and a disclaimer.

B. How to register for a permit?

Step 1: To register please visit <https://www.tocite.net/gvsu/portal>

Note: Please use Chrome browser for better connectivity.

Step 2: This will take you to the GVSU Citizen Connect Home Page. Select the 'Login' icon in the upper right corner.



Step 3: If you have already created an account, please Sign In with the credentials you previously used. If you do not have an existing account, please follow the [procedure A.1](#) in order to create a new account.

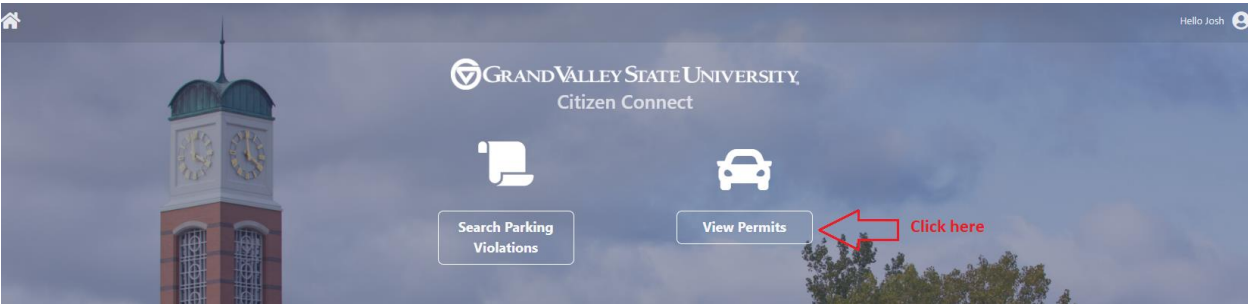
A screenshot of the login form. The form is titled 'Login' and contains fields for 'Email' and 'Password'. The 'Email' field has a red error message 'Enter registered email address'. The 'Password' field has a red error message 'Enter correct password'. Below the password field, there is a checkbox for 'Remember Me' and a link for 'Forgot Your Password?'. A large blue 'Sign In' button is prominently displayed. A red arrow points to the 'Sign In' button with the text 'Click here to sign in'. Below the 'Sign In' button, there is a section for 'New to Citizen Connect?' with a 'Create Account' button.

Once you sign in, **'Your Info'** page will be displayed as stated below. Make sure all the highlighted details are entered at the time of account creation. If not complete the details. **Disregard entering any payment method here!**

The screenshot shows the 'Your Account' page with a back arrow in the top left. The 'Your Info' section is highlighted in yellow and contains input fields for First Name, Last Name, Email, and Mobile Phone. A checkbox for 'Automatically Save Information' is checked. A 'Save' button is at the bottom right of this section. Below is the 'Your Activity' section with buttons for 'View Your Parking Violations' and 'View Your Permits'. The 'Your Vehicles' section is also highlighted in yellow and shows a vehicle entry with a license plate 'XYZABC California', a 'Primary' status, and edit/delete icons. An 'Add Vehicle' button is at the bottom. The 'Your Addresses' section is highlighted in yellow and shows an address entry labeled 'home' with the address 'anyplace anywhere, Michigan 55555', a 'Primary' status, and edit/delete icons. An 'Add Address' button is at the bottom. A partially visible 'Your Payment Methods' section is at the very bottom.

Once you have entered all required information, select 'Save' and you will get a confirmation stating Profile Saved Successfully.

Step 4: Next, return to the Home Page by selecting the 'Home' icon in the upper left corner. Then select **'View Permits'**.



Step 5: This will take you to the available permits page. Select the **'Register'** tab for the permit you are eligible and wish to register for.

The screenshot shows a mobile application interface titled "Permits". At the top, there is a search bar with the placeholder text "Enter Permit Name" and a "Search" button. Below the search bar, there is a list of six permit categories, each with a "Register" button. A blue arrow points to the "Register" button for the "Allendale Resident" permit.

Permit Name	Price	On sale until	Action
Allendale Resident	\$ 420.00	On sale until 4/30/2021	Register
Calder Resident	\$ 420.00	On sale until 4/30/2021	Register
Faculty and Staff	Benefit	On sale until 8/31/2021	Register
Lot J Remote Commuter	\$ 210.00	On sale until 4/30/2021	Register
Pew Resident	\$ 420.00	On sale until 4/30/2021	Register
Seward Ramp Remote Resident	\$ 210.00	On sale until 4/30/2021	Register

Step 6: This will take you to the Permit Approval page. You must provide your G# and your last name to verify you are eligible for the permit you selected. When complete, select **'Submit'**.

Note: Make sure you enter 'G' while typing your G-number.

The screenshot shows a "Permit Approval" dialog box. It contains a message: "Please provide the following information to acquire a permit. The G number box below must include the G in your G number." Below the message, there are two input fields: "G #" and "Last Name". The "Last Name" field contains the text "Hayes". At the bottom of the dialog box, there are two buttons: "Close" and "Submit". A blue arrow points to the "Submit" button.

Permit Approval

Please provide the following information to acquire a permit. The G number box below must include the G in your G number.

G #

Last Name

Close Submit

Step 7: This will take you to the registration page. Please complete the **'Your Info'** page by choosing the appropriate address and vehicle details.

Address: Select the correct address from the drop down as shown below. Once you choose the address from drop down, all the details will be auto-filled.

the Citizen Portal and enter the vehicle information for the vehicle you are driving and parking on campus.

Your Info

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email	Phone
<input type="text"/>	<input type="text"/>
G#	Preferred First Name
<input type="text"/>	<input type="text"/>

Address 1

Choose from your addresses ▾

home

City

Click here and select correct address from drop down e.g. home here

Vehicle: Click on **'Add Vehicle To Permit'**

Your Info

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email	Phone
<input type="text"/>	<input type="text"/>
G#	Preferred First Name
<input type="text"/>	<input type="text"/>

Address 1

Choose from your addresses ▾

Address	City
anyplace	anywhere
State	Zip
Michigan	55555

Vehicles

+ Add Vehicle To Permit

The box below will pop up once you hit the 'Add Vehicle To permit'. Select **'Choose from your vehicles'** and select the vehicle from the drop down which you wish to plan to park in the campus. Once you choose the correct vehicle, all the details will be auto-filled. Lastly, select **'Add Vehicle to Permit'**.

Your Info

First Name Last Name

Address 1

Address 2

City State Zip

Vehicle Make Vehicle Model (optional) Vehicle Color Vehicle Type

Vehicle Plate State

Add Vehicle

Click 'Choose from your vehicles' and select the vehicle from drop down which you wish to plan to park on the campus

Choose from your vehicles

1960 VW bug (XYZABC, California)

Drop down

Click here once the vehicle is selected

Close + Add Vehicle to Permit

Step 8: Once you confirm that all the details are correct, please accept the Terms and Conditions and then select **'Register for Permit'** at the bottom of the page.

\$0.00 Permit Cost

\$0.00 Total Due Today

☒ I have read, accepted, and am responsible for the **Terms and Conditions**

+ Register For Permit

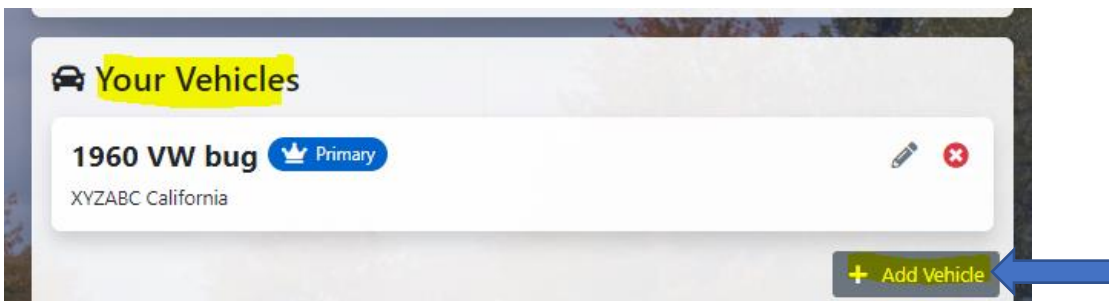
You will receive a confirmation email that your permit request has been received. You do not need to display anything in your vehicle. Your license plate is your permit! If you want to know where you can park your vehicle, please read the **'terms and conditions'** carefully in the Permit Receipt attached to the email.

C. Driving a different car and need to switch the vehicle associated with your permit?

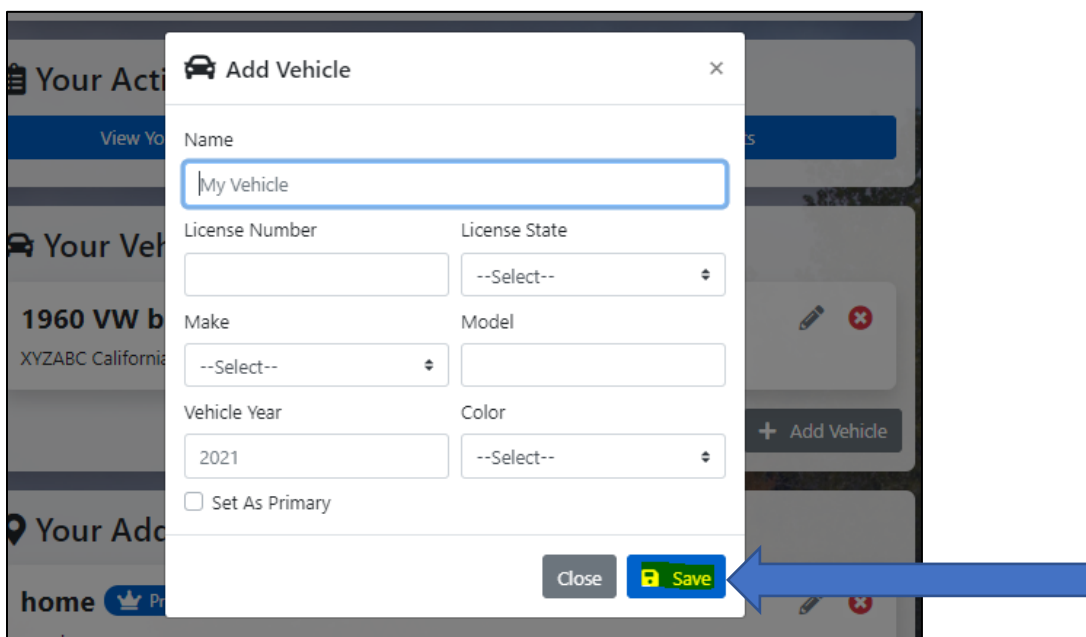
Step 1: First, select the '**Login**' icon in the upper right corner. Sign in with your previously created email/password. Once you sign in, select the '**person**' icon and then select '**Manage Account**'.



Step 2: Next, you can add additional vehicles to your portal account in '**Your Vehicles**' section by selecting '**Add Vehicle**' (lower right).



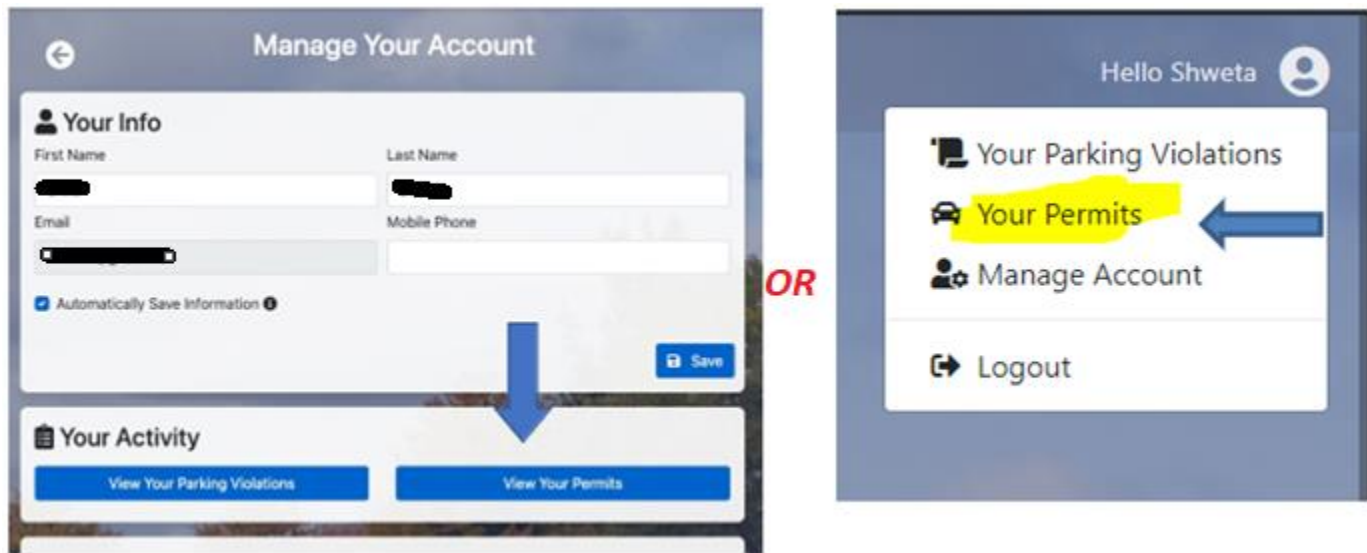
Step 3: Once you have chosen '**Add Vehicle**', complete the vehicle details and select '**Save**'.



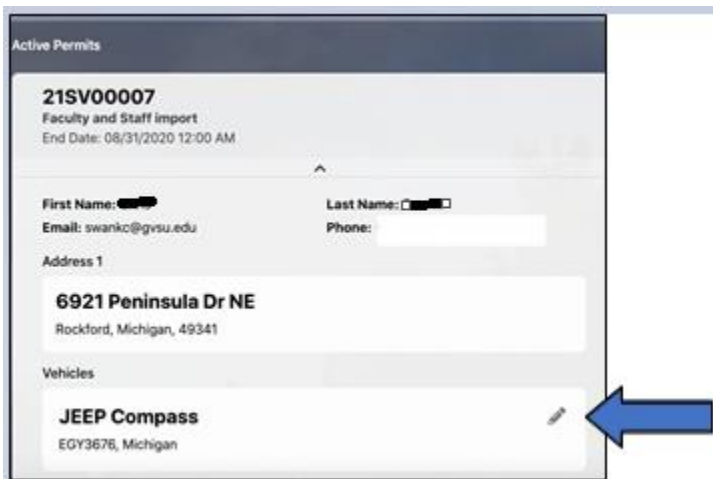
There is still a FINAL STEP! You must link this newly added vehicle to your permit.

Important note: Please **refresh** the portal once you add the vehicle in **'Manage Account'** section or else you would not be able to see the newly added vehicle in your permit.

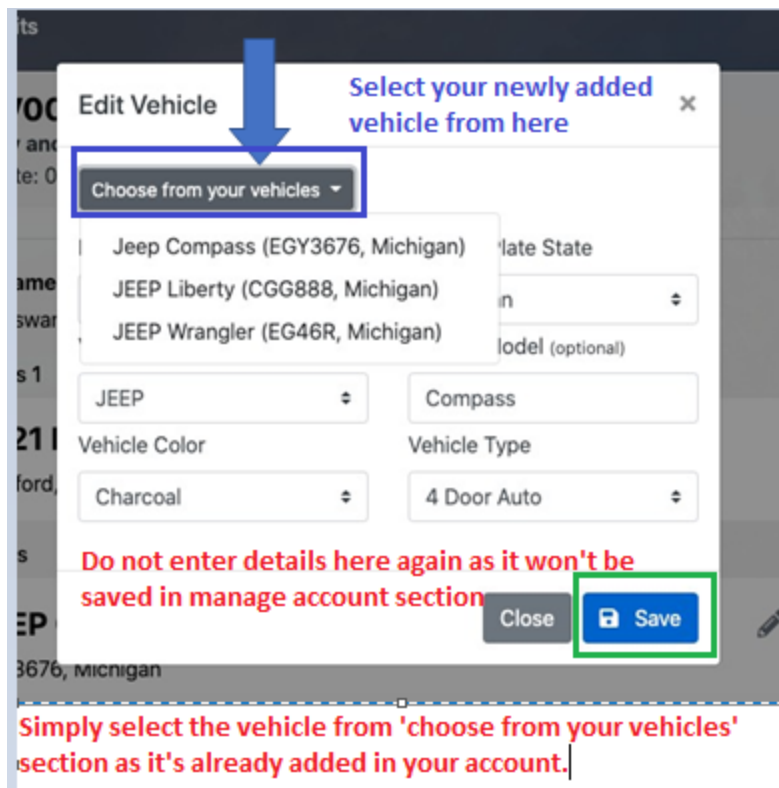
Step 4: To associate a new vehicle with your permit, select **'View Your Permits'** button in Manage your Account section or click on the 'person' icon in the extreme right section and click **'Your Permits'** tab.



Step 5: Choose the permit to which you want to link the vehicle. Click on the **'pencil'** icon next to the vehicle that is currently associated with the permit.



Step 6: Click on **'Choose from your vehicles'**. Then from the drop-down menu, select the vehicle you want to link with the permit. Then click the **'Save'** button. Please note that you don't have to fill in the details here as it will be auto filled upon the vehicle selection.



The screenshot shows a web form titled "Edit Vehicle" with a close button (X) in the top right corner. A blue arrow points to a dropdown menu labeled "Choose from your vehicles". The dropdown menu is open, showing three options: "Jeep Compass (EGY3676, Michigan)", "JEEP Liberty (CGG888, Michigan)", and "JEEP Wrangler (EG46R, Michigan)". Below the dropdown, there are two columns of input fields. The left column has "Vehicle Color" with a dropdown showing "Charcoal". The right column has "Vehicle Type" with a dropdown showing "4 Door Auto". Below these fields, there is a red text warning: "Do not enter details here again as it won't be saved in manage account section". At the bottom right, there are two buttons: "Close" and "Save". The "Save" button is highlighted with a green border. Below the form, there is a red text instruction: "Simply select the vehicle from 'choose from your vehicles' section as it's already added in your account."

Note: Don't forget to switch this to the vehicle you've driven for the day if you change often.

Thank you for registering for your parking permit. We hope you find the process smooth and seamless!!

Parking Services
Grand Valley State University

