

How to Get Your Residential Beach Parking Pass

Mobile App Guide

Overview

The City has retained HotSpot to facilitate the Residential Beach Parking Program, starting in 2024. HotSpot is a Canadian-owned and operated parking services provider and is utilized by dozens of Canadian municipalities and does not serve St. Catharines exclusively.

While HotSpot offers a wide variety of parking services, the City of St. Catharines will only be utilizing their "Special Permit" option for our Residential Beach Permits at Lakeside and Sunset Beaches.

How to use this guide

This guide offers detailed information related only to obtaining a St. Catharines residential beach permit. The guide does not provide information on additional HotSpot services.

City staff recommend following this guide step-by-step. To streamline your experience, we suggest you disregard elements of the HotSpot website and mobile app not referenced in this guide.

Customer Service

For trouble shooting or any support questions, please contact HotSpot at 1.855.712.5888 or support@htsp.ca

City staff cannot provide information on the following:

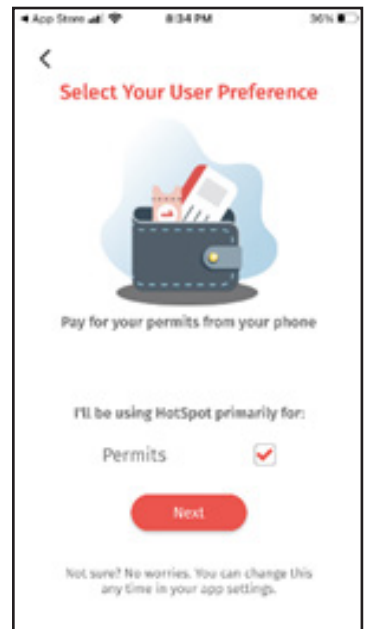
- Estimates or timelines for when an application will be reviewed.
- Why an application was denied.
- Technical issues or support with the HotSpot website or App.

Login

An account with HotSpot is required in order to obtain a beach parking permit. There is no cost to create an account with HotSpot.

Creating an Account

1. Open the HotSpot app (if you haven't yet downloaded the App, open your device's store and download the App by searching for "HotSpot Parking")
2. Scroll down and look for "Not a Member? Get Started." Click "Get Started"
3. Select "Canada" then select "Ontario" and then select "St. Catharines"
4. The App will display a user preference with "Permits" automatically selected – no action is required of you. Click the "next" button.
5. Enter your email address.
6. Create a password.
7. A pop-up window will appear regarding HotSpot's terms of service and privacy policy. Click the check box and then click "submit"
8. The App will refresh and you'll be logged-in to HotSpot.
9. An email will be sent from HotSpot to the email you provided. Log-in to your email account and click on the welcome email from HotSpot. The subject line is "Welcome to HotSpot."
10. Click on the "confirm email" button in the email. **Note: You must confirm your email address in order to get emails from HotSpot that provide updates on your application status.**
11. You will be taken the HotSpot website where you will be prompted to re-enter your email address and password. Once you've entered them, click "Sign In."
12. Open the App to continue applying for your permit.

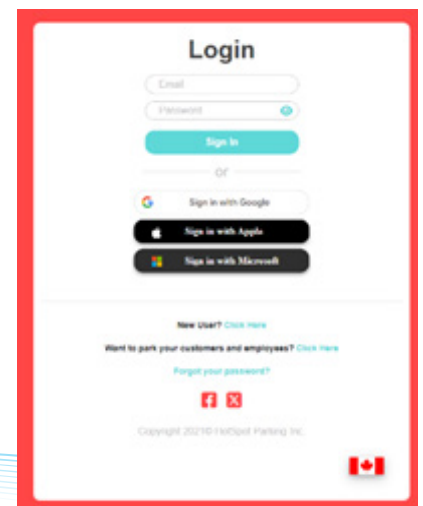


This will complete the activation process.

Logging-in to HotSpot

1. Open the HotSpot app
2. Enter your email address and password
3. Click "Sign In"

Note: if you've forgotten your password, click "Forgot Your Password"



Applying for a Residential Beach Parking Permit

What's required to be eligible

- You must upload proof of St. Catharines residency AND proof of vehicle ownership. Acceptable file formats for uploading are .jpg, .png and .pdf

Info on Vehicle Ownership

You must upload proof of vehicle ownership. Vehicle ownership is issued by the Province of Ontario.

Acceptable documents for proof of St. Catharines residency include:

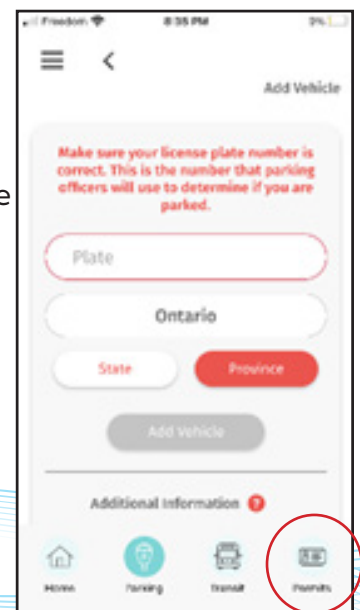
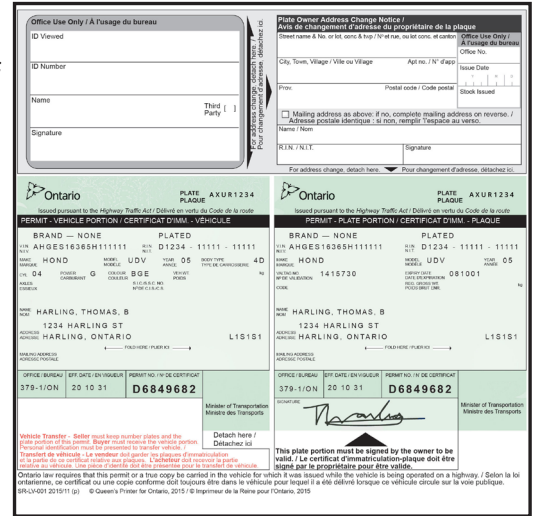
- Ontario driver's licence
- Utility bill (e.g. hydro, water, gas, phone, internet/cable TV)
- Change of address receipt from Canada Post
- Lease or rental agreement for property in St. Catharines
- Mortgage statement for property in St. Catharines
- Insurance policy or insurance statement for property in St. Catharines
- Property tax assessment
- Document showing residence at a long-term care home

Note:

- Expired documents will not be accepted as proof of Residency.
- Documents without expiry dates (e.g. phone bills, utility bills, mortgage statements, etc.) must be dated within the last 60 days of your application date or they will not be accepted.

Adding your vehicle to your account

- Click "Permits" (located in the bottom-right corner)
- Click the "Add Vehicle" button. You will be prompted to your licence plate number. Leave "Ontario" and "Province" as they are. Click "Add Vehicle"
- A pop-up message will appear asking you to confirm that your licence plate information is correct. Click "yes" if it is and "no" if you need to change it.
- Click "Save."



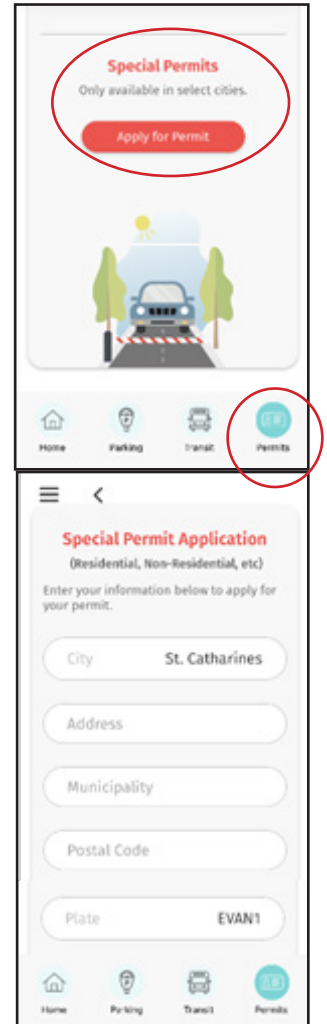
Applying for a Residential Beach Parking Permit

With your vehicle information in the system, it's now time to apply for your residential beach parking permit

1. Click "Permits" (located in the bottom-right corner). Under "Special Permits" click the button labelled, "Apply for Permit."
2. Enter your address and postal code. Beside "municipality," enter St. Catharines. Note: when adding a space, the app will not display the space when you press the space bar. However, when you type your next number or letter the space will be visible.
3. Your licence plate will automatically be inserted. Leave the field as it is.
4. Enter your full name.
5. Check the "privacy information" box
6. Click "next."
7. The app will refresh and you'll be prompted to upload your proof of St. Catharines residency and proof of vehicle ownership.

Note: The App allows you to upload files or take pictures using your camera. If you choose to upload a file, the App will look to the "Files" folder on your phone. For this reason, save your proof of ownership and residency to the "Files" folder in advance. If you 'cancel out' of the upload you will need to restart back at step 2.

8. Once both are uploaded, click "Submit." A window will appear letting you know the application has been submitted. Click the "Okay" button. The application process is now complete.

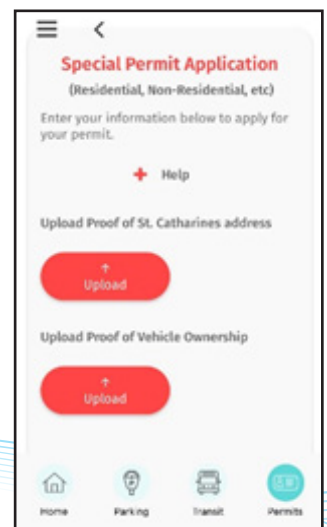


Waiting for Approval

After you've applied for your permit, you will receive an email from HotSpot confirming that your application has successfully been submitted. The subject line for the email will read, "Special Permit Application Submitted."

No action is required of you at this stage.

- Once submitted, your application will be reviewed for eligibility. This is done to ensure that only St. Catharines residents are able to obtain residential beach parking permits.
- Applications are reviewed by HotSpot, not City staff.
- City staff are not able to provide updates or estimates on the completion of applications.
- Allow three to five business days for your permit to be reviewed.



Permit Approved and Payment

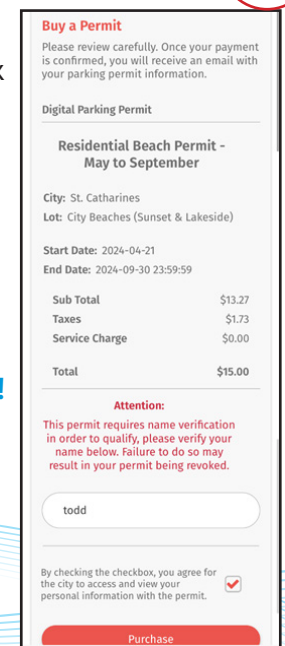
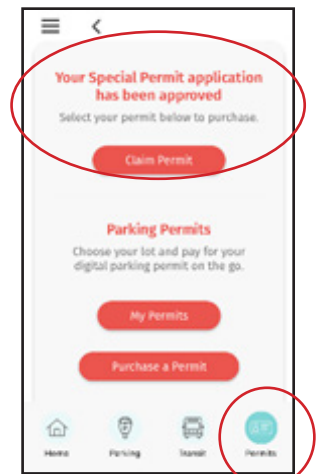
If your Beach Parking Permit application is approved you will receive an email from HotSpot with the following subject line: "Special Permit Approved."

Important

- Even though your permit has been approved **you must first pay for your permit** for it to be activated.
1. Open the HotSpot app and log-in to your account.
 2. On the home screen, click "Add Funds" (you may need to scroll down)
 3. A pop-up message will appear noting that you do not have a credit card on file. Click "Add / Manage Funds"
 4. Under "Your Credit Cards" select "Add Card". A pop-up window will appear for entering your credit card information.
 5. When you've successfully entered your credit card information a green check mark will appear at the bottom of the page and you'll automatically be taken back to the previous page. The card information you just entered will now be visible in your HotSpot Wallet.
 6. Click the "Permits" button located at the bottom-right.
 7. At the top you will see, "Your Special Permit Application Has Been Approved." Click the "Claim Permit" button located beneath the text.
 8. At the bottom of the checkout is a field for you to enter your name. If the name is not automatically showing, enter the same name you used on your application.
 9. Click the "privacy information" button then click the red "Purchase" button.
 10. A pop-up message will appear asking you to confirm your purchase. Click "confirm" to purchase or "cancel" if you do not wish to purchase. Once you click "Confirm" you will see a "thank you" pop-up message. The message states, "You will receive an email shortly with your digital parking permit." For clarity – the email will not have an actual parking permit and you do not have to display a permit. The parking permit is entirely digital.
 11. Click "My Permits" at the bottom of the "thank you" message. You will be taken to the My Permits page, which will show your Residential Beach Permit.

You are now done. You can now log-out of the HotSpot App and head to the beach!

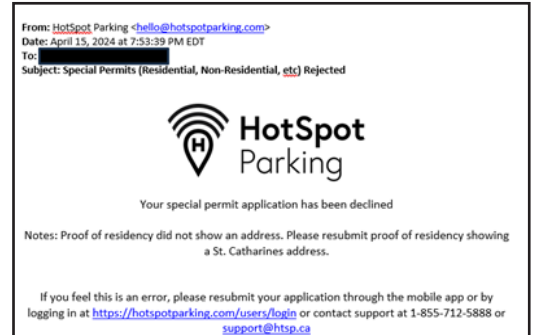
- You will also receive an email from HotSpot with the subject line "Your HotSpot Parking Inc. HST: 807246442RT0001." This is just an email receipt of your transaction. No action is needed.



Permit Denied

If your Resident Beach Parking Permit application is denied you will receive an email from HotSpot with the following subject line: "Special Permits (Residential, Non-Residential, etc.) Rejected"

- The email will outline the reason(s) why your application was denied.
- The email will contain steps to reapply for the permit.



Important – permit applications are reviewed solely by HotSpot. City staff do not review applications and cannot provide information on why an application may have been denied.

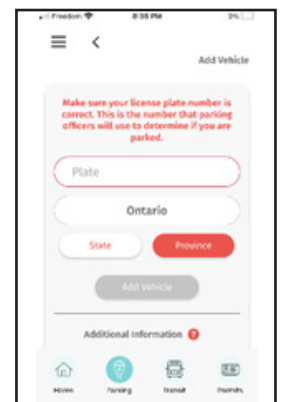
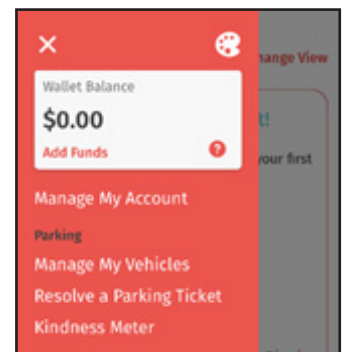
Questions regarding applications must be directed to HotSpot parking at 1.855.712.5888 or support@htsp.ca

Purchasing a Second Permit

- You must request, pay for and claim your first beach parking pass before the system will let you apply for a second beach parking pass.
- Each household is limited to two passes

Add your second licence plate and apply for your permit

1. Log into the HotSpot App
2. Using the menu in the top-left, click "Manage My Vehicles"
3. Click "Manage My Vehicles."
4. You will be prompted to and your licence plate number. Leave "Ontario" and "Province" as they are. Click "Add Vehicle"
5. A pop-up message will appear asking you to confirm that your licence plate information is correct. Click "yes" if it is and "no" if you need to change it.
6. Click "Save."



Applying for your second parking permit

1. Click "Permits" (located in the bottom-right corner). Under "Special Permits" click the button labelled, "Apply for Permit."
2. Enter your address and postal code in the appropriate fields. Beside "municipality," enter St. Catharines. Note: when adding a space, the app will not display the space when you press the space bar. However, when you type your next number or letter the space will be visible.
3. Beside "Plate," click on the licence plate that is shown. A drop-down menu will appear. Select your second licence plate.
4. Enter your full name.

5. Check the "privacy information" box
6. Click "next." The app will refresh and you'll be prompted to upload your proof of St. Catharines residency and proof of vehicle ownership.
Note: The App allows you to upload files or take pictures using your camera. If you choose to upload a file, the App will look to the "Files" folder on your phone. For this reason, save your proof of ownership and residency to the "Files" folder in advance. If you 'cancel out' of the upload you will need to restart back at step 2
7. Once both are uploaded, click "Submit"
8. A pop-up window will appear letting you know the application has been submitted. Click the "Okay" button. The application Process is now complete.

You will receive an email from HotSpot confirming that your application has successfully been submitted. The subject line for the email will read, "Special Permit Application Submitted."

No action is required of you at this stage.

Once submitted, your application will be reviewed for eligibility. Allow three to five business days for your permit to be reviewed.

Once your application is approved

1. Open the HotSpot app and log-in to your account
2. Click the "Permits" button located at the bottom-right.
3. At the top you will see, "Your Special Permit Application Has Been Approved." Click the "Claim Permit" button located beneath the text.
4. At the bottom of the checkout is a field for you to enter your name. If the name is not automatically showing, enter the same name you used on your application.
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You are now done. You can now log-out of the HotSpot website and head to the beach!

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