

# Appealing Your Parking Violation

Think a parking ticket might have landed on your windshield unfairly? No worries, we're here to help! This page will guide you through the easy steps to submit an appeal for a parking violation right here in OPS-COM. Let's get that looked into! ☐

## Quick Steps:

Make sure to submit your appeal within the allowable timeframe for the violation or you won't be able to see it.

1. Log in to the **User Portal** and click on the **Appeals** tab.
2. The **Appeals** page displays any violations.
3. Click **Details** on the **Ticket number** you wish to appeal and then click **More Info**.
4. After clicking **Request Appeal**, enter your reason for appeal in the **Reason for Appeal** text box.
5. If your parking office allows it, **upload your appeal evidence**. You can upload multiple PDF, JPG or PNG files. The max file size is 12MB per file. You will be able to see your files as thumbnails.
6. Click **Submit Appeal**.
7. Keep an eye on your email for confirmation and the appeal decision.

## Appeal a ticket for a vehicle owned by someone else

1. Click on **Lookup All Tickets** then search for the violation using the **Search Plate or Ticket** field.
2. Click **Request Appeal**.
3. Confirm vehicle association by clicking **Associate**.
4. Click **Request Appeal** again to finish.

When you associate the vehicle with your profile, it will show up under your profile as the vehicle being linked to you. For example, if Patricia Birch submits an appeal, the vehicle will be associated with her profile after the appeal is made.

## Step-by-Step Instructions:

1. First things first, log in to your OPS-COM user profile. Once you're in, click on the **Appeals** tab located in the navigation bar. This page will display all the parking violations currently linked to your account.
2. If you're looking for a specific violation, you can use the **Search my Tickets** field. Just enter the ticket number you want to appeal, and it will pop right up.
3. If the violation is still within the allowed appeal period, click on the **More Info** button on the ticket you wish to appeal. This will open the ticket information window.
4. After clicking **Request Appeal**, in the **Reason for Appeal** text box, carefully type out the reasons why you believe the violation should be reconsidered. Be clear and provide any relevant details.
5. If your Parking office allows this, look for the **Select Files to Upload** option.
  - o Click this button to browse and select the image or text files you want to attach from your device or take a photo.
  - o You can upload multiple files.
  - o Supported file types include JPG, PNG, and PDF.
  - o The maximum file size is 12MB per file.
6. **Review Uploaded Files:** Once selected, your files will be displayed in the appeal form, often as thumbnails for images or icons for documents. If you need to remove a file before submitting, there is an option to do so.
7. Once you've explained your reasoning, click the **Submit Appeal** button. If you have a valid email address associated with your account, you'll receive an email confirming that your appeal has been successfully submitted.
8. Your Parking Office will review your submission. You'll receive another email notification with their decision.
9. To check the status and details of your appeal after you've submitted it, simply click on **More Info** and then **Show Appeal Information**. This will display the reason you provided for the appeal and the Administrator's response once a decision has been made.

## Appeal a Ticket for a Vehicle Owned by Someone Else

1. Click on **Lookup All Tickets** then use the **Search Plate or Ticket** field to find the ticket you want to appeal by entering the **Ticket Number**.
2. Click **Request Appeal** to start the process.
3. A message will appear to let you know that the vehicle will be associated with your profile temporarily during the appeal. This allows you to manage the appeal and see any future violations for that vehicle. Click **Associate** to confirm.
4. With the vehicle now associated, the violation will be listed on the page. Click **Request Appeal** again to complete the appeal process as described in steps 4 and 5 above.

## Unable to Appeal

- If you are past the appeal deadline or the violation is overdue, you will not be able to submit an appeal.