

Appealing Parking Violations

This article explains how to use the OPS-COM user portal to appeal violations.

Quick Steps:

1. Login to the **User Portal** and click on the **Appeals** tab.
2. Use the **Search my Ticket** field to find the violation.
3. Click the **Violation number**.
4. Enter your reason for appeal in the **Reason for Appeal** text box.
5. Click **Submit Appeal**.
6. Wait for email confirmation and a follow-up decision.
7. To appeal to a ticket for a vehicle owned by someone else: Click on **Lookup All Tickets** then search for the violation using the **Search Plate or Ticket** field
8. Click **Request Appeal**.
9. Confirm vehicle association by clicking **Associate**.
10. Click **Request Appeal** again to complete the process.

Note: Once associated, the vehicle will be linked to your profile.

Step-by-Step Instructions:

1. **Log into Your Profile:** Log in to your profile and click on the **Appeals** tab in the navigation bar. This will show you all parking violations linked to your account
2. **Search for a Ticket:** You can search for a specific violation using the **Search my Tickets** field to find the ticket number you want to appeal.
3. **Check the Violation's Eligibility:** If the violation is within the allowable time frame for an appeal, click the **Violation number** to open the **Violation For Ticket: #** window.
4. **Reason for appeal:** In the **Reason for Appeal** text box, type in the reason for your appeal.
5. **Submit Your Appeal:** Click **Submit Appeal** to complete the process. If you have a valid email address on file, you will receive an email confirming that your appeal has been submitted.
6. **Review the Decision:** The appeal will be reviewed, and you will receive another email with the decision from the Appeals Officer.
7. **View Appeal Information:** To view the details of your appeal after submission, click **Show Appeal Information**. This will display: The end user's reason for the appeal and the Administrator's response
8. **Appealing a Ticket for a Vehicle Owned by Someone Else:** 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**.

9. **Request the Appeal:** Click **Request Appeal** to start the process.
10. **Associate the Vehicle:** A message will appear, informing you that the vehicle will be associated with your profile during the appeal process. This means that any future violations for this vehicle will be visible to you.
11. **Complete the Appeal Process:** Click **Associate** to proceed. The violations for the associated vehicle will now be listed on the page.
12. **Viewing the Associated Vehicle:** Select **Request Appeal** again to complete the appeal process as described above.

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.

Unable to Appeal

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

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