

How to Get Your Residential Beach Parking Pass

Website 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:

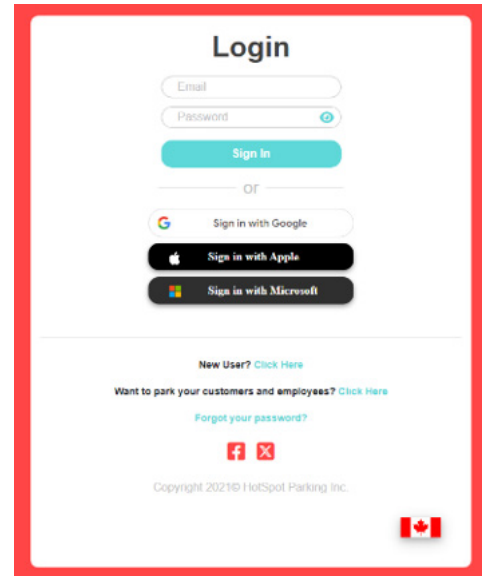
- Estimates or timelines for when an application will be reviewed.
- Why an application was denied.
- Technical issues or support with the HotSpot website or App.

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. Go to <https://www.htsp.ca/>
2. Click on the "click here" link located besides "New User"
3. A new webpage will open
4. Complete the fields on the page
5. "Select Your Location" – use the drop-down menu to select St. Catharines
6. "Your Email" – enter your email address
7. "Password" – create a password for your HotSpot account
8. "Confirm Password" – confirm your password for your HotSpot account
9. Click "Finish"
10. The webpage will refresh and you'll be logged-in to HotSpot.
11. 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."
12. 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.**
13. 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."

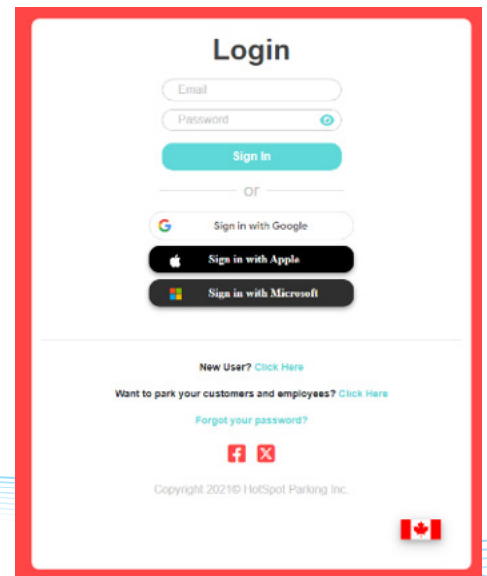
A screenshot of the HotSpot login page, enclosed in a red border. The page has a white background. At the top, the word "Login" is centered in a bold, black font. Below it are two input fields: "Email" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a teal "Sign In" button. Underneath the button is the word "OR" in a light gray font. Below "OR" are three social login options: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), and "Sign in with Microsoft" (with the Microsoft logo). Below these options are two links: "New User? Click Here" and "Want to park your customers and employees? Click Here". Below the links is a link "Forgot your password?". At the bottom of the page, there are social media icons for Facebook and X, the copyright text "Copyright 2021© HotSpot Parking Inc.", and a Canadian flag icon in the bottom right corner.

This will complete the activation process.

Logging-in to HotSpot

1. Go to <https://www.htsp.ca/>
2. Enter your email address and password
3. Click "Sign In"

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

A screenshot of the HotSpot login page, enclosed in a red border. The page has a white background. At the top, the word "Login" is centered in a bold, black font. Below it are two input fields: "Email" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a teal "Sign In" button. Underneath the button is the word "OR" in a light gray font. Below "OR" are three social login options: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), and "Sign in with Microsoft" (with the Microsoft logo). Below these options are two links: "New User? Click Here" and "Want to park your customers and employees? Click Here". Below the links is a link "Forgot your password?". At the bottom of the page, there are social media icons for Facebook and X, the copyright text "Copyright 2021© HotSpot Parking Inc.", and a Canadian flag icon in the bottom right corner.

Applying for a Residential Beach Parking Permit

What's required to be eligible

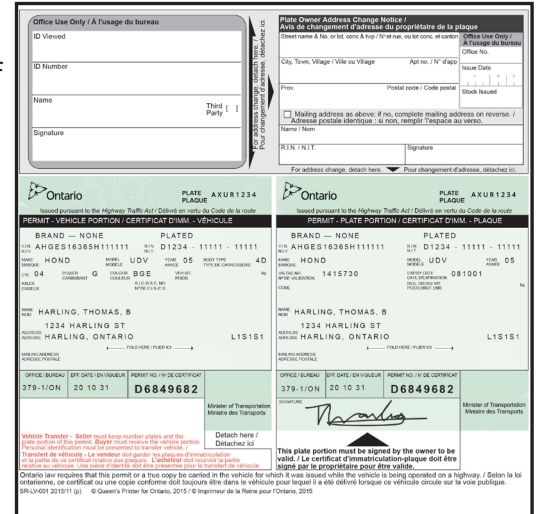
- You must upload proof of St. Catharines residency AND proof of vehicle ownership. Acceptable file formats for uploading are .jpg, .png and .pdf

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

- Using the menu on the left, click "Vehicles" (the menu is the three lines in the top-left of the screen)
- Enter information for your vehicle. Note: the licence plate number is mandatory, other fields are optional.
- Click "Save"
- The page will refresh and the information you entered will disappear. At the top, a green band will appear notifying you that the licence plate has been saved to your account.

Add a new vehicle

Year (optional)

Make (optional)

Model (optional)

Plate Number

Nickname (optional)

Location

Save

HotSpot
Parking Transit Taxis
Balance: \$0.00

- Home
- Park >
- Parking Tickets
- Wallet
- Permits >
- Vehicles**
- Transit

Vehicles

Plate Number 123TEST has been saved to your account.

Add a new vehicle

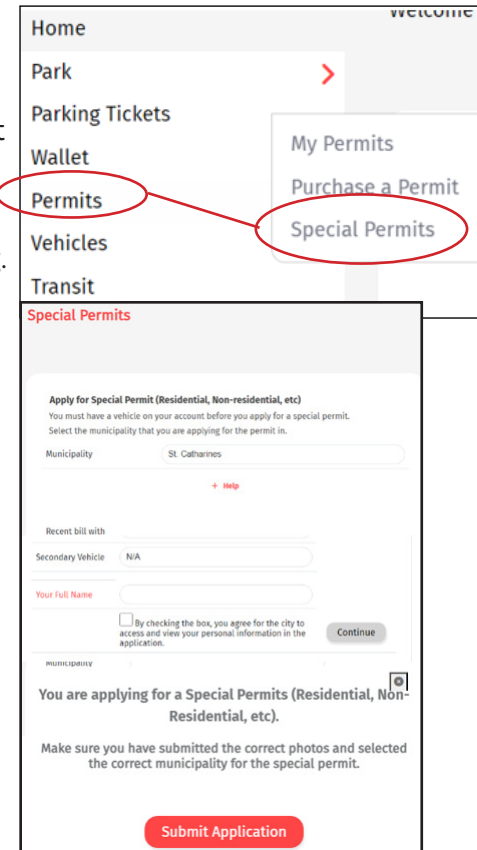
Year (optional)

Make (optional)

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

- Using the menu on the left, click "Permits" then "Special Permits"
- The field titled "municipality" will default to St. Catharines. If it does not show St. Catharines, use the drop-down menu to select St. Catharines
- Beside "Upload Proof of St. Catharines address" select "Choose File." Select the proof of St. Catharines residency that you will be uploading.
- Beside "Upload Proof of Vehicle Ownership" select "Choose File." Select the vehicle ownership file you will be uploading.
- Beside "Address," enter your address.
- Beside "Municipality," enter "St. Catharines."
- Beside "Postal Code," enter your postal code.
- Beside "Vehicle," you'll see your vehicle's licence plate. Leave this field as it is.
- Beside "Your Name" enter your name.
- Check the privacy information box.
- Click "Continue."
- Note – the "Continue" button should be red. If the "continue" button is grey, it means you haven't uploaded the necessary items or entered your name.
- A pop-up will appear asking you to confirm that the information you are submitting is correct. To change your application, click the "x" in the top-right corner. To submit your application, click "Submit Application."
- The page will refresh and a green bar will appear stating that your application has been submitted.



The screenshot shows the HotSpot app interface. On the left, a navigation menu lists: Home, Park, Parking Tickets, Wallet, Permits (circled in red), Vehicles, and Transit. A pop-up menu is open over 'Permits', showing 'My Permits', 'Purchase a Permit', and 'Special Permits' (circled in red). The main screen displays the 'Special Permits' application form. The form title is 'Apply for Special Permit (Residential, Non-residential, etc)'. Below the title, it states: 'You must have a vehicle on your account before you apply for a special permit. Select the municipality that you are applying for the permit in.' The 'Municipality' field is set to 'St. Catharines'. There is a '+ Help' link below. The 'Recent bill with' section shows 'Secondary Vehicle' as 'N/A'. The 'Your Full Name' field is empty. A checkbox is present with the text: 'By checking the box, you agree for the city to access and view your personal information in the application.' A 'Continue' button is visible. At the bottom, there is a 'Submit Application' button.

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.

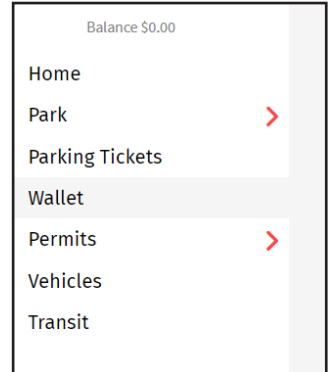
- Once submitted, your application will be reviewed for eligibility. This is done to ensure that only St. Catharines residents are able to obtain residential beach parking permits.
- Applications are reviewed by HotSpot, not City staff.
- City staff are not able to provide updates or estimates on the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

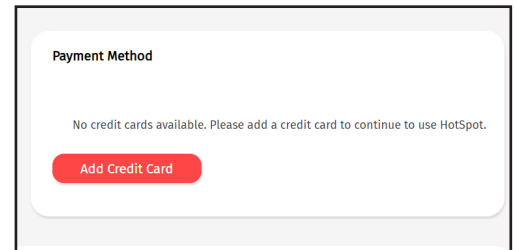
Important

- Even though your permit has been approved **you must first pay for your permit** for it to be activated.
1. Go to the HotSpot website and log-in to your account.
 2. Using the menu on the top-left, click "Wallet"
 3. Under "Payment Method" select "Add Credit Card"
 4. Under "Credit Card" select "Add Card," complete the fields on this page and click "Save Card"
 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 "Credit Card" page. The card information you just entered will now be visible in your HotSpot Wallet.
 6. Using the menu on the left, click "Permits" -> then "Purchase a Permit"
 - Municipality – select "St. Catharines"
 - Location – Select "City Beaches (Sunset and Lakeside)"
 - Vehicle – use the drop-down menu to select your licence plate
 - Issue date will default to "Today." Leave as is.
 7. A blue bar will appear that states "Residential Beach Permit - May to September." Click the blue bar. A checkout screen will now appear.
 8. Leave the "quantity" field as "1."
 9. At the bottom of the checkout is a field for you to enter your name. Enter the same name you used on your application.
 10. Check the privacy disclaimer box.
 11. When you've completed the form, click the "Purchase" button.
 12. The page will refresh and display your parking permit.



Balance \$0.00

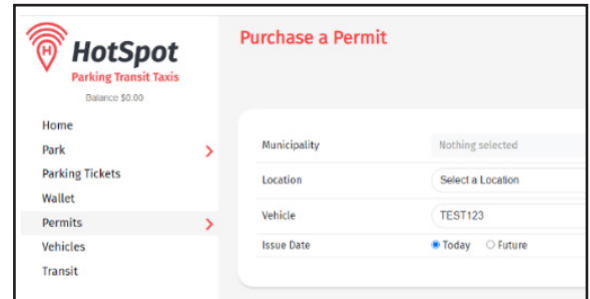
- Home
- Park >
- Parking Tickets
- Wallet
- Permits >
- Vehicles
- Transit



Payment Method

No credit cards available. Please add a credit card to continue to use HotSpot.

Add Credit Card



HotSpot Parking Transit Taxis

Balance \$0.00

- Home
- Park >
- Parking Tickets
- Wallet
- Permits >
- Vehicles
- Transit

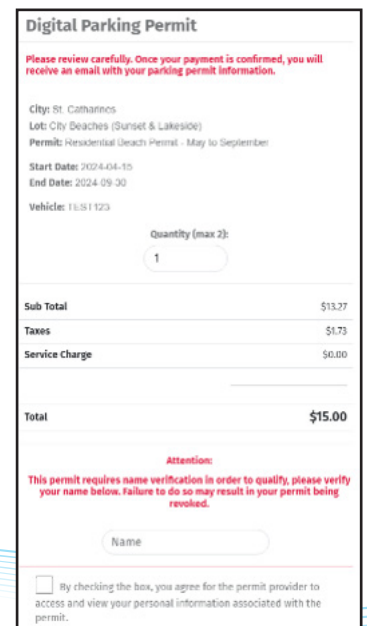
Purchase a Permit

Municipality: Nothing selected

Location: Select a Location

Vehicle: TEST123

Issue Date: Today Future



Digital Parking Permit

Please review carefully. Once your payment is confirmed, you will receive an email with your parking permit information.

City: St. Catharines

Lot: City Beaches (Sunset & Lakeside)

Permit: Residential Beach Permit - May to September

Start Date: 2024-04-15

End Date: 2024-09-30

Vehicle: 1E-S1 123

Quantity (max 2): 1

| | |
|----------------|----------------|
| Sub Total | \$13.27 |
| Taxes | \$1.73 |
| Service Charge | \$0.00 |
| Total | \$15.00 |

Attention:

This permit requires name verification in order to qualify, please verify your name below. Failure to do so may result in your permit being revoked.

Name:

By checking the box, you agree for the permit provider to access and view your personal information associated with the permit.

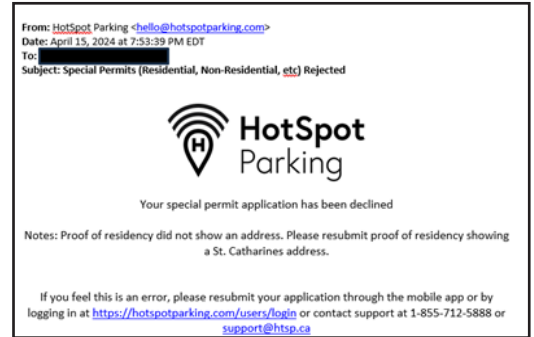
You are now done. You can now log-out of the HotSpot App and head to the beach!

- 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.

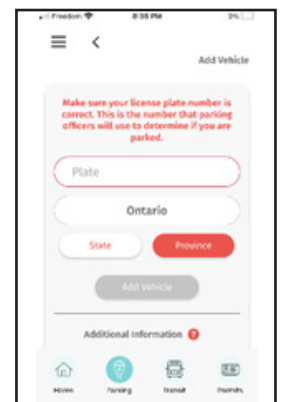
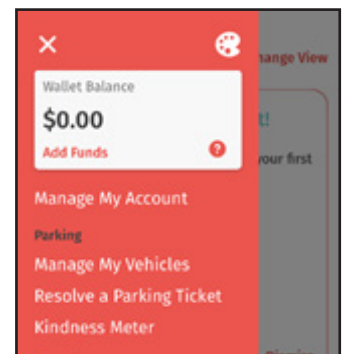
Questions regarding applications must be directed to HotSpot parking at 1.855.712.5888 or support@htsp.ca

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 permits

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. Using the menu on the left, click "Vehicles" (the menu is the three lines in the top-left of the screen)
2. Enter information for your vehicle.
3. Note: the licence plate number is mandatory. Other fields are optional.
4. Click "Save"
5. The page will refresh and the information you entered will disappear. At the top, a green band will appear notifying you that the licence plate has been saved to your account.
6. Using the menu on the left, click "Permits" then "Special Permits"

7. The field titled "municipality" will default to St. Catharines. If it does not show St. Catharines, use the drop-down menu to select St. Catharines
8. Beside "Upload Proof of St. Catharines address" select "Choose File." Select the proof of St. Catharines residency that you will be uploading.
9. Beside "Upload Proof of Vehicle Ownership" select "Choose File." Select the vehicle ownership file you will be uploading.
10. Beside "Address," enter your address.
11. Beside "Municipality," enter "St. Catharines."
12. Beside "Postal Code," enter your postal code.
13. Beside "Vehicle," click on the licence plate and then use the drop-down menu to select your second licence plate
14. Beside "Your Name" enter your name.
15. Check the privacy information box.
16. Click "Continue."
17. Note – the "Continue" button should be red. If the "continue" button is grey, it means you haven't uploaded the necessary items or entered your name.
18. A pop-up will appear asking you to confirm that the information you are submitting is correct. To change your application, click the "x" in the top-right corner. To submit your application, click "Submit Application."
19. The page will refresh and a green bar will appear on the page stating that your application has been submitted.

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: Purchasing your permit

1. Using the menu on the left, click "Permits" -> then "Purchase a Permit"
 - Municipality – select "St. Catharines"
 - Location – Select "City Beaches (Sunset and Lakeside)"
 - Vehicle – use the drop-down menu to select your licence plate
 - Issue date will default to "Today." Leave as is.
2. A blue bar will appear that states "Residential Beach Permit - May to September." Click the blue bar. A checkout screen will now appear.

3. Leave the "quantity" field as "1."
4. At the bottom of the checkout is a field for you to enter your name. Enter the same name you used on your application.
5. Check the privacy disclaimer box.
6. When you've completed the form, click the "Purchase" button.
7. The page will refresh and display your parking pass.

You are now done. You can now log-out of the HotSpot website 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.