

Logging Back Into Your Passport Account



VILLAGE OF SCHAUMBURG
TRANSPORTATION

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Go to the Login Screen

- schaumburgparkingpermits.rmcpay.com
- Click the "Login" tab at the top of the screen and then the "Log In" button
- Make sure you always login using the same method
 - Email or Phone Number
 - These are considered different accounts

The screenshot shows the top navigation bar with the Village of Schaumburg logo, 'FAQ', 'Login' (circled in red), and a shopping cart icon. Below the navigation is a blue header for 'Buy Parking Permits Online'. The main content area has the text 'Get your Parking Permits here' and two options: 'Already have an account?' with a 'Log In' button (circled in red) and 'Need an account?' with a 'Sign Up' button.

Verify Your Account

- Account verification is only needed if it has been a while since you last logged in or if you are switching between accounts
- If account verification is not needed, you will instead be directed to enter your 4-digit PIN (see last step below)

The screenshot shows a blue header for 'Verify Your Email'. Below the header, it says 'We will send a three digit verification code to your email to authenticate your address for login.' and 'Please enter your email address below.' There is a text input field for 'Email Address' with the value 'example@example.com' and a green 'Send Verification Code' button.

Enter Verification Code

- Your 3-digit verification code will be sent immediately to you as an email or text depending on your account type
- If you do not receive a verification code, you can contact Passport IT support at 980.939.0990 or help@passportinc.com

The screenshot shows a blue header for 'Enter Verification Code'. Below the header, it says 'We have emailed you the three digit numeric verification code.' and 'Please check your email and enter the verification code.' There is a text input field for 'Verification Code' with the value '800' and a green 'Verify' button.

Enter Your 4-Digit PIN

- Your 4-Digit PIN is a code that you created
- Note: If you reset your PIN, your credit cards on file will be deleted as a security precaution. You will need to add your credit cards again in order for your permit to auto-renew

The screenshot shows a blue header for 'Log In To Your Account'. Below the header, it says 'Please enter your 4 digit PIN number with your email address below to securely log into your account.' There are two text input fields: 'Email' with the value 'example@example.com' and 'PIN' with the value '....'. Below the fields are links for 'Change Account' and 'Reset PIN', and a green 'Log In' button.

Additional Village of Schaumburg Passport Parking Walkthroughs are available at <http://bit.ly/32PLvVc>