

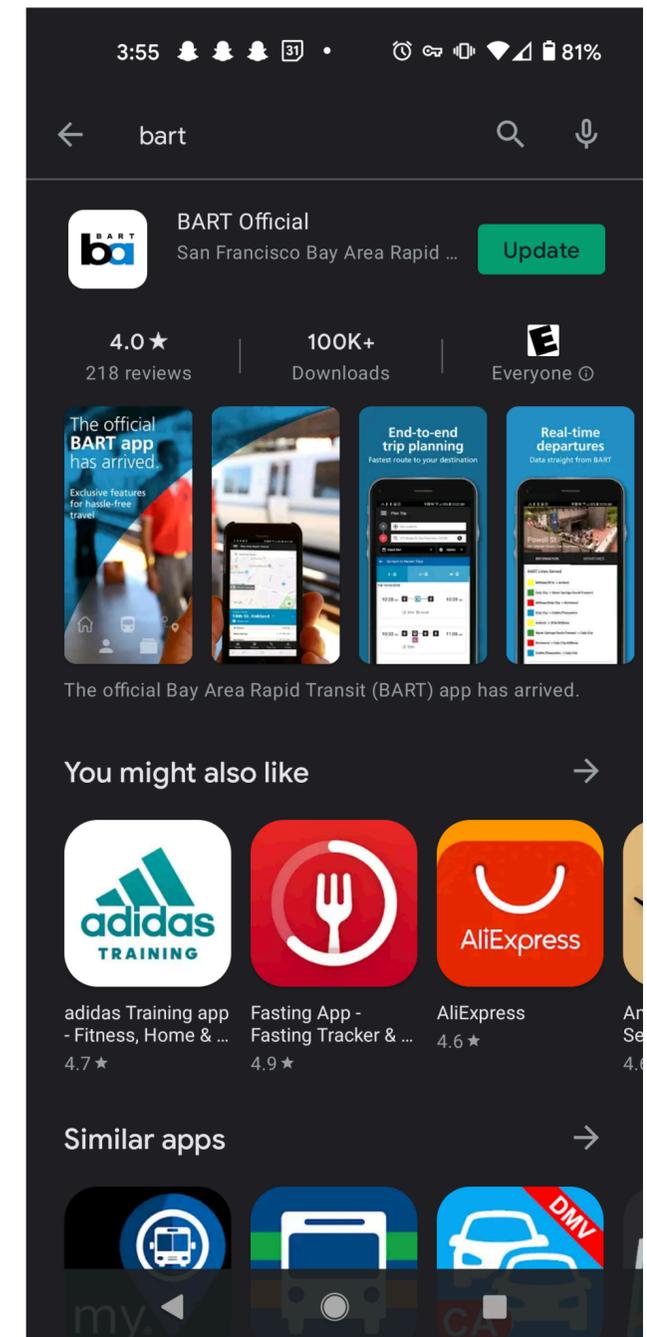
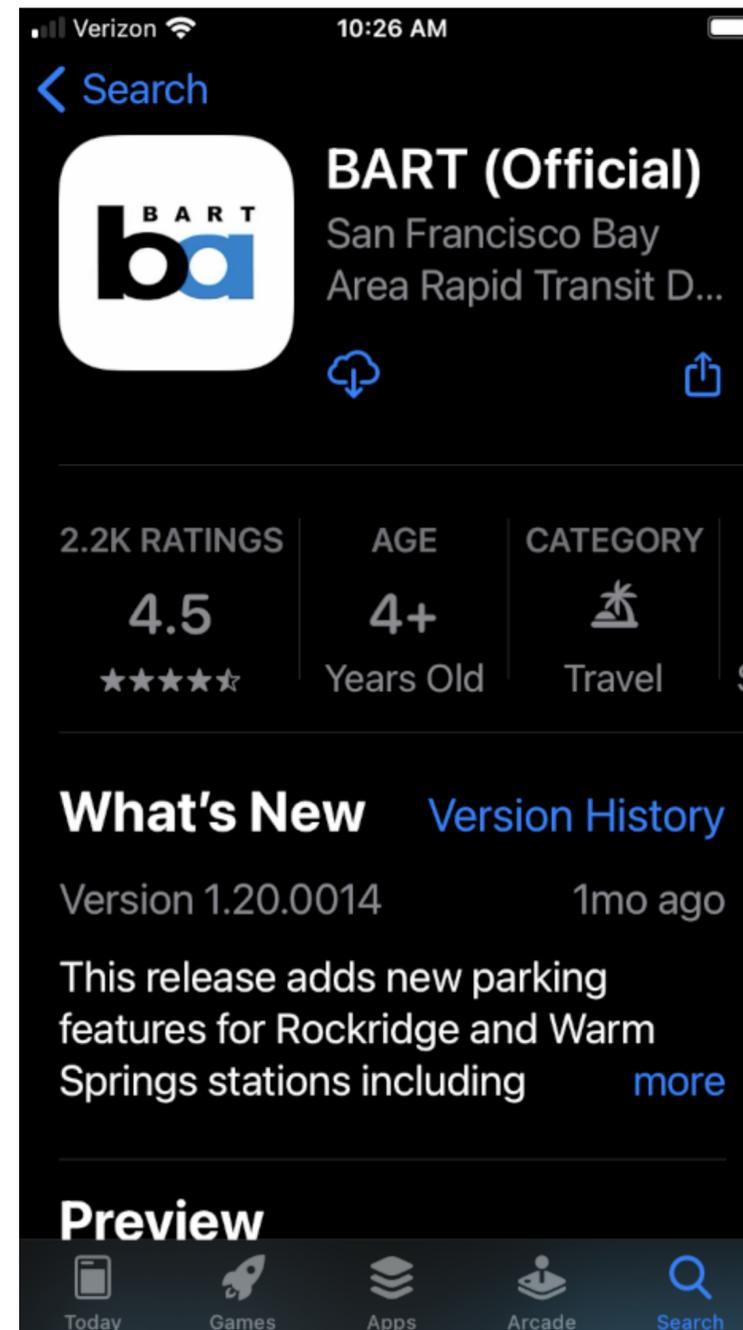


How to transfer your Monthly Parking from Select-a-Spot to the BART Official App:

A step-by-step guide

A. Get Ready

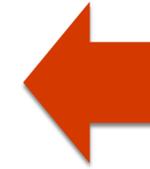
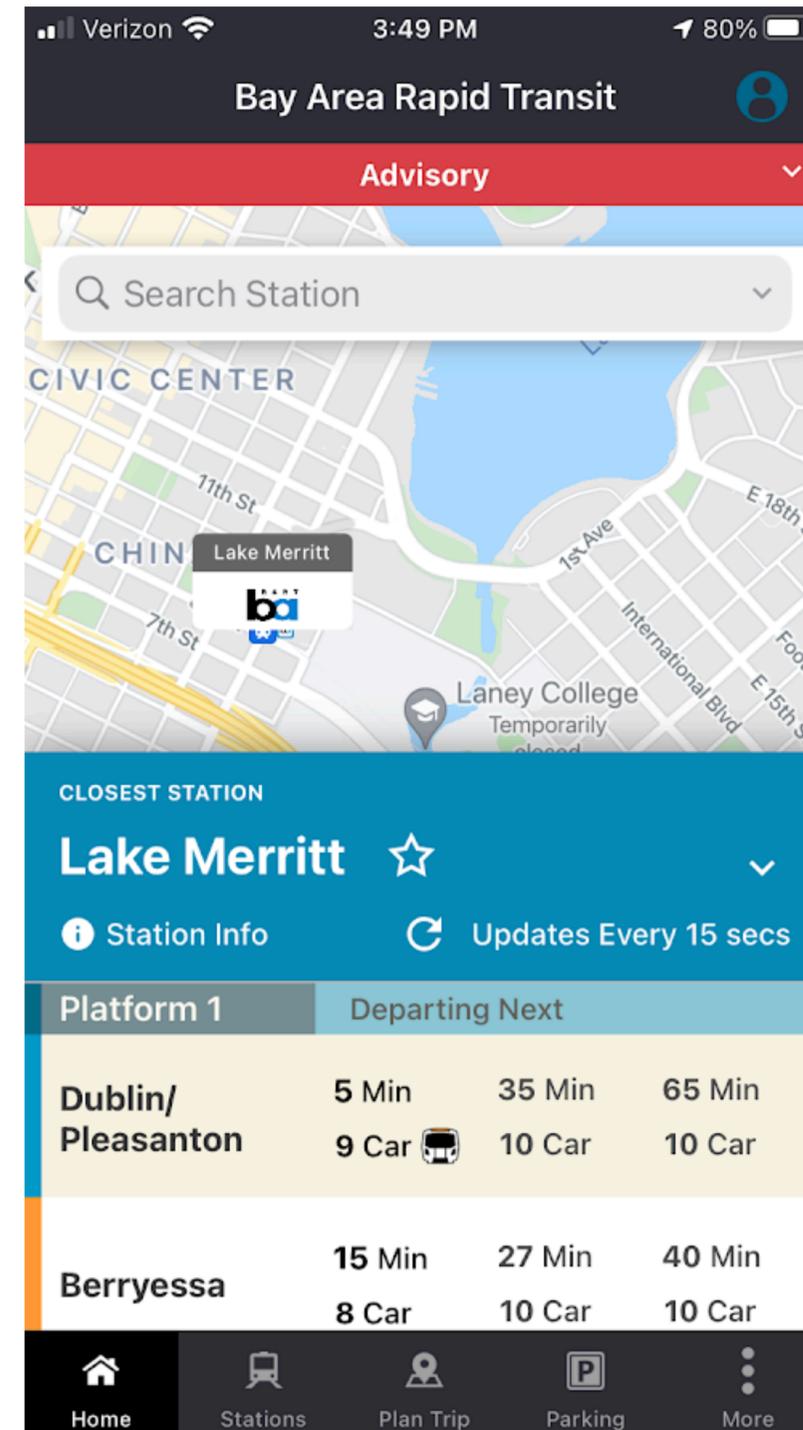
1. Download the BART Official App from the [Apple App Store](#) or [Google Play Store](#)



A. Get Ready

2. Open the BART Official app. Click on the “Profile” icon in the top right corner.

Create an account if you don't already have one, using the same email address you use with Select-a-Spot so the system will recognize you.

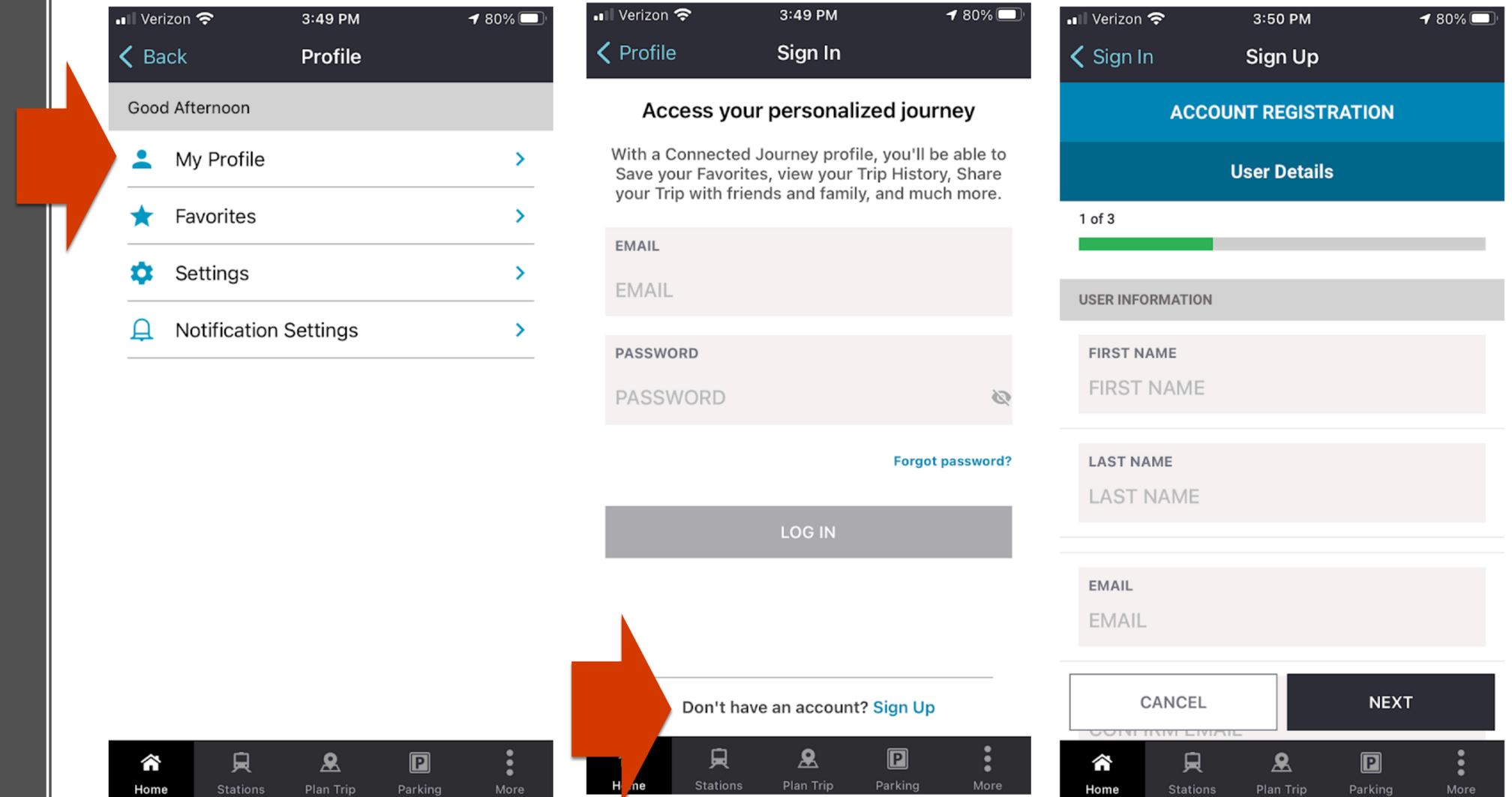


A. Get Ready

3. Walk through account registration.

Click on “My Profile”, then “Don’t have an account? Sign Up”. Fill out user details to register.

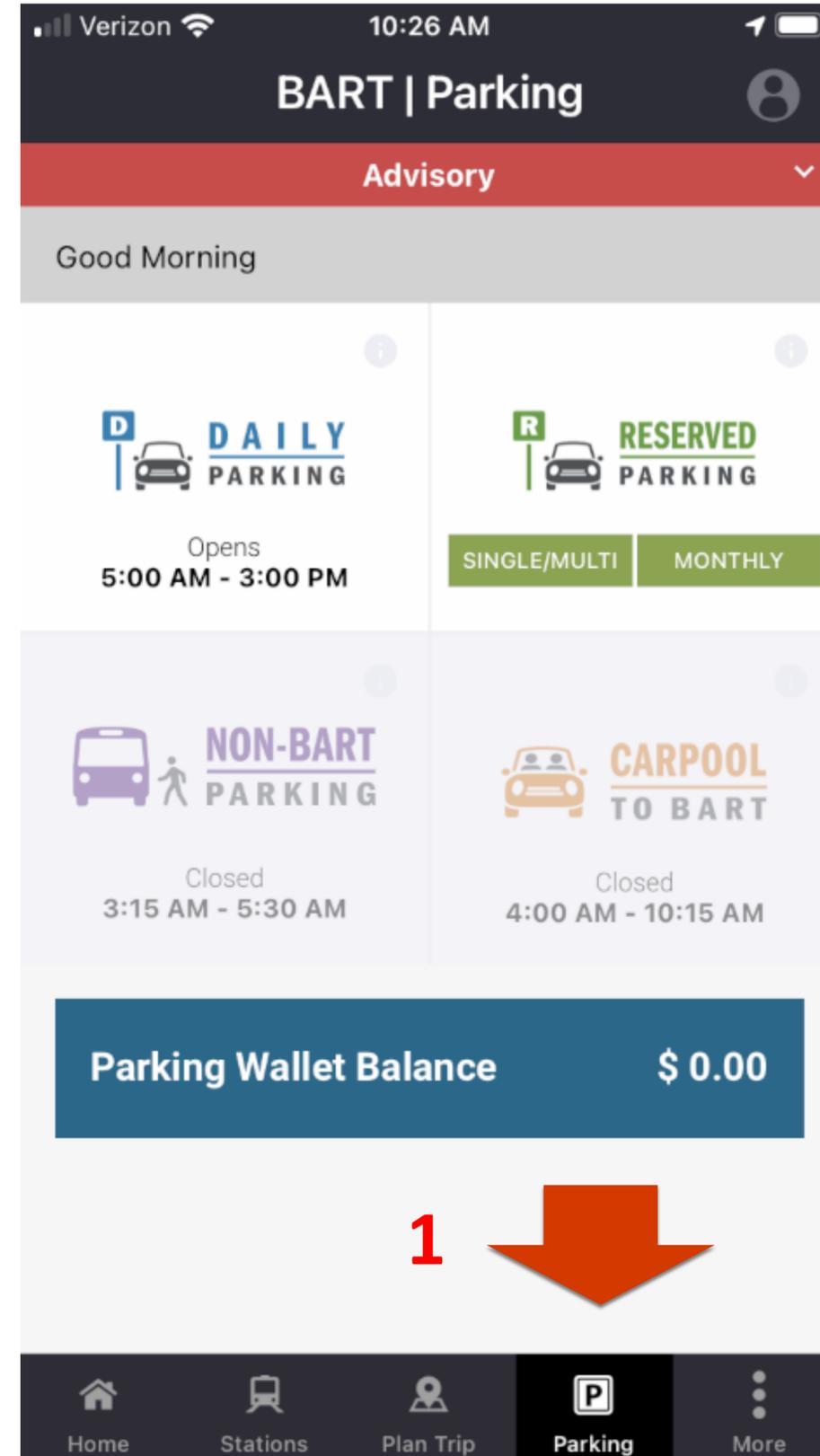
Verify your email address, and login to start the transfer process.



You must setup a new account. You cannot login directly with your Select-a-Spot email and password without first setting up a new account.

B. Transfer your monthly parking

Click on the
(1) "Parking" tab and the
(2) "Monthly" button
under Reserved Parking.

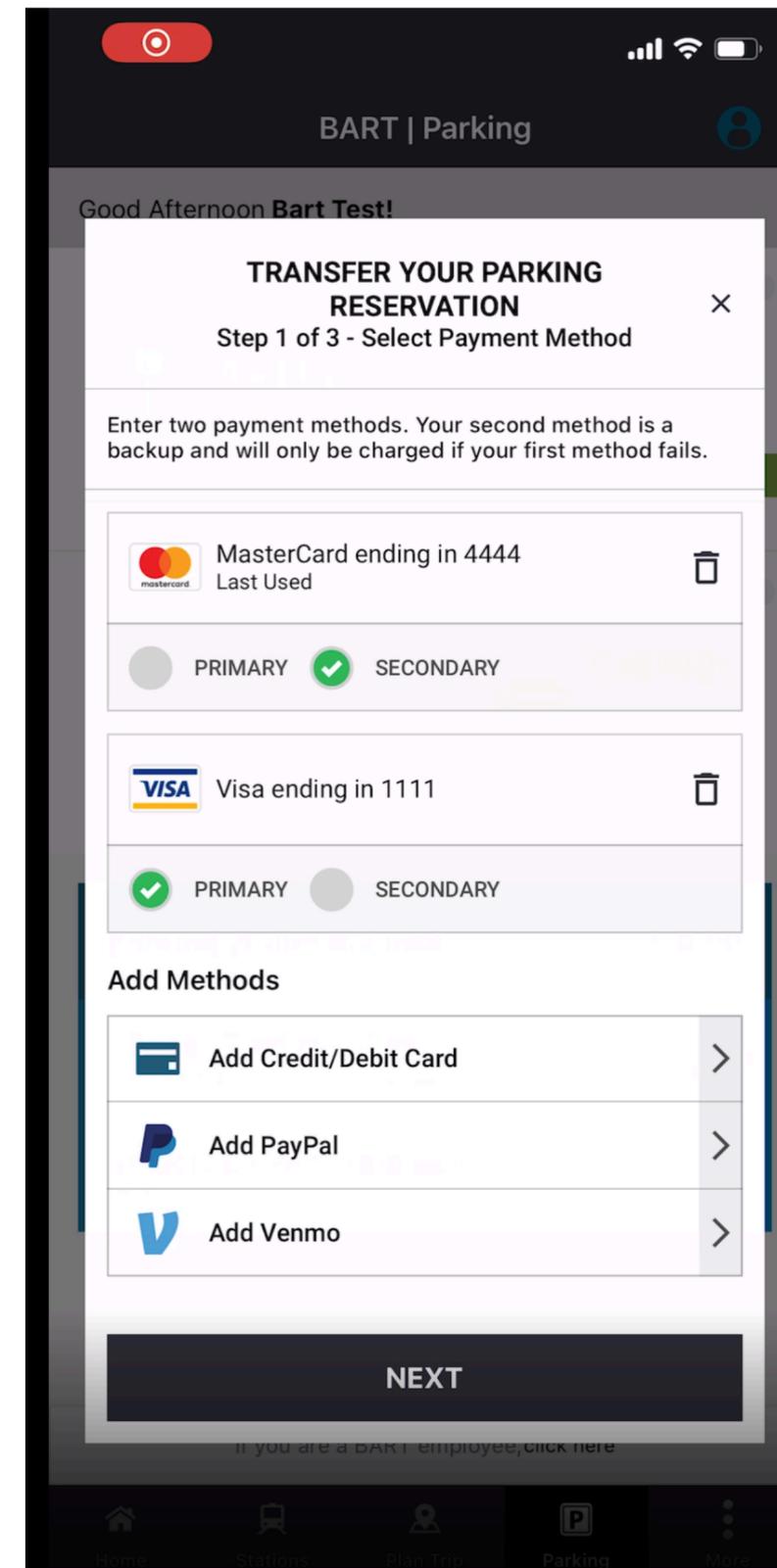


B. Transfer your monthly parking

Step 1:

Add Payment Methods and assign Primary and Secondary.

Two payment methods are required – your secondary method will only be used if your primary method fails.



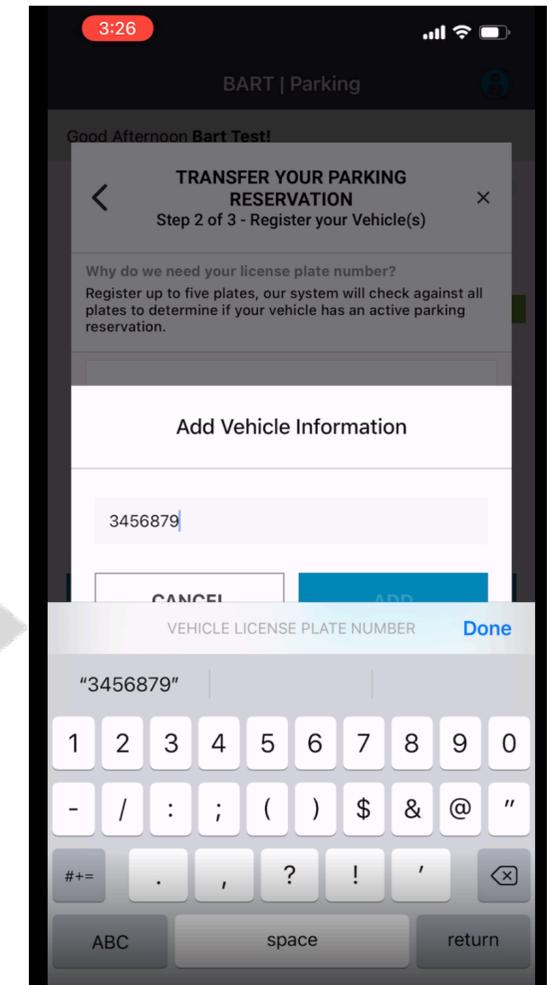
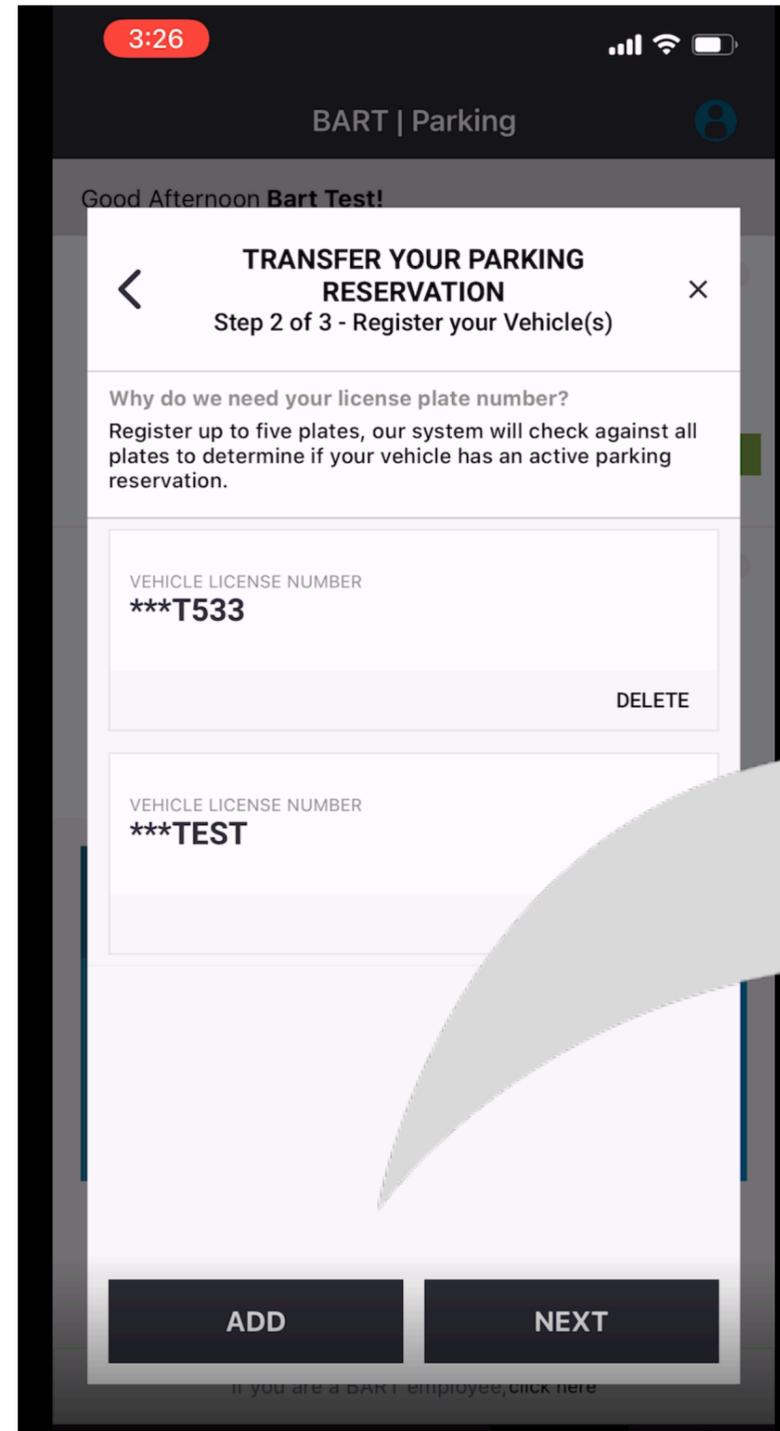
B. Transfer your monthly parking

Step 2:

Add/Delete License Plate

Your existing license plate from our system may be shown. Please verify. You may enter up to 5 license plates for all your vehicles.

There is no need for a hangtag in the future. Payment will be verified by license plate.

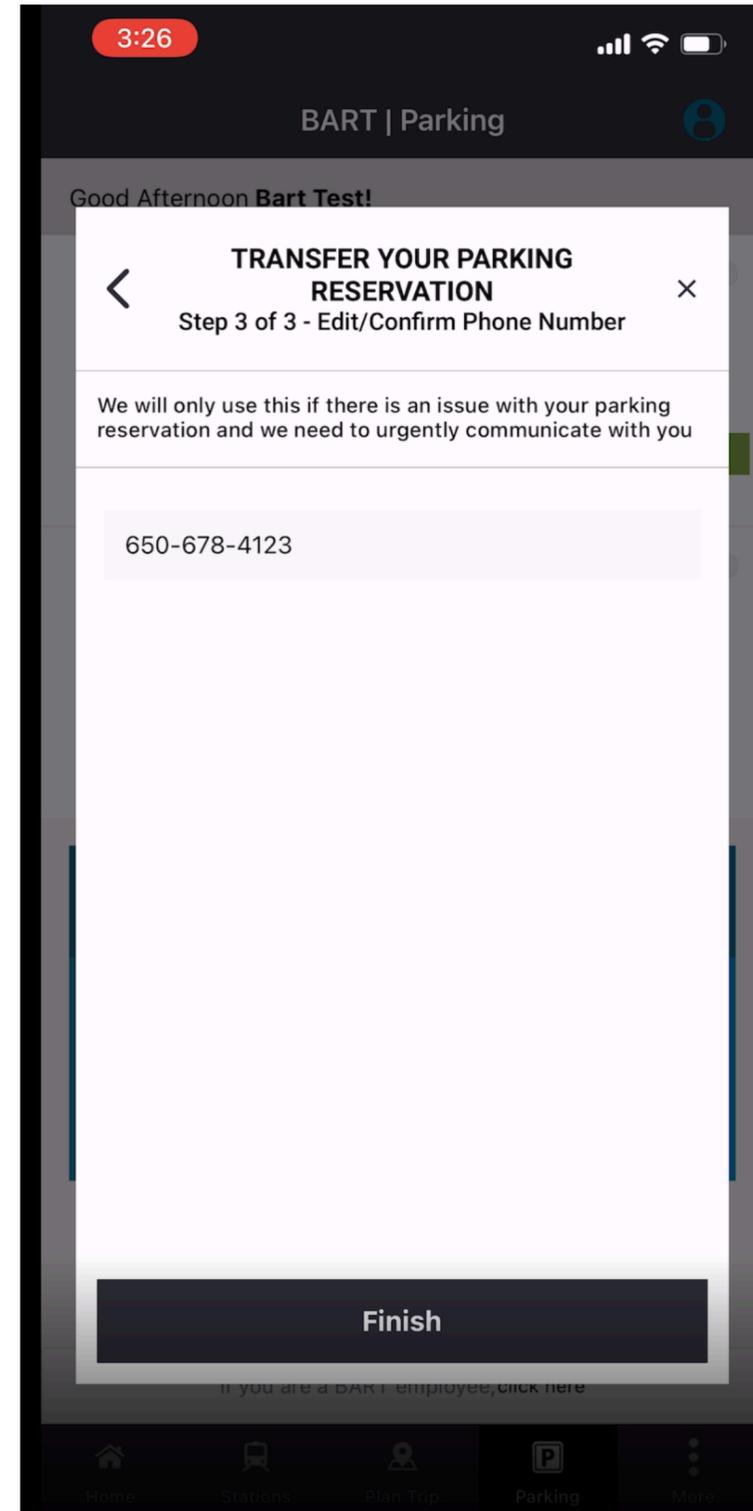


Be sure to enter license plates accurately, or you may get a parking ticket

B. Transfer your monthly parking

Step 3:

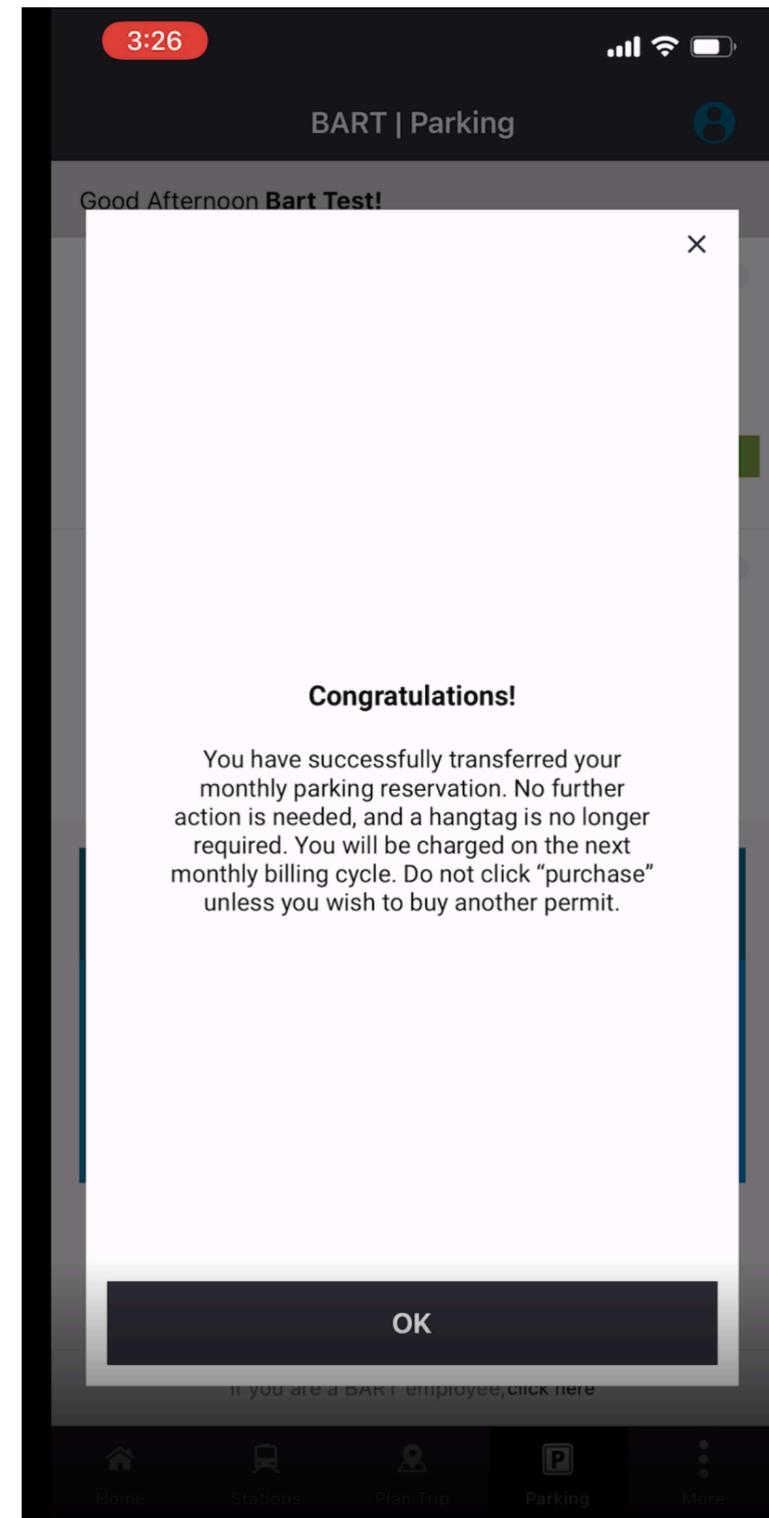
Confirm your phone number.



C. Successful Transfer

Congratulations!

No further action is required and you no longer need to display a hangtag.

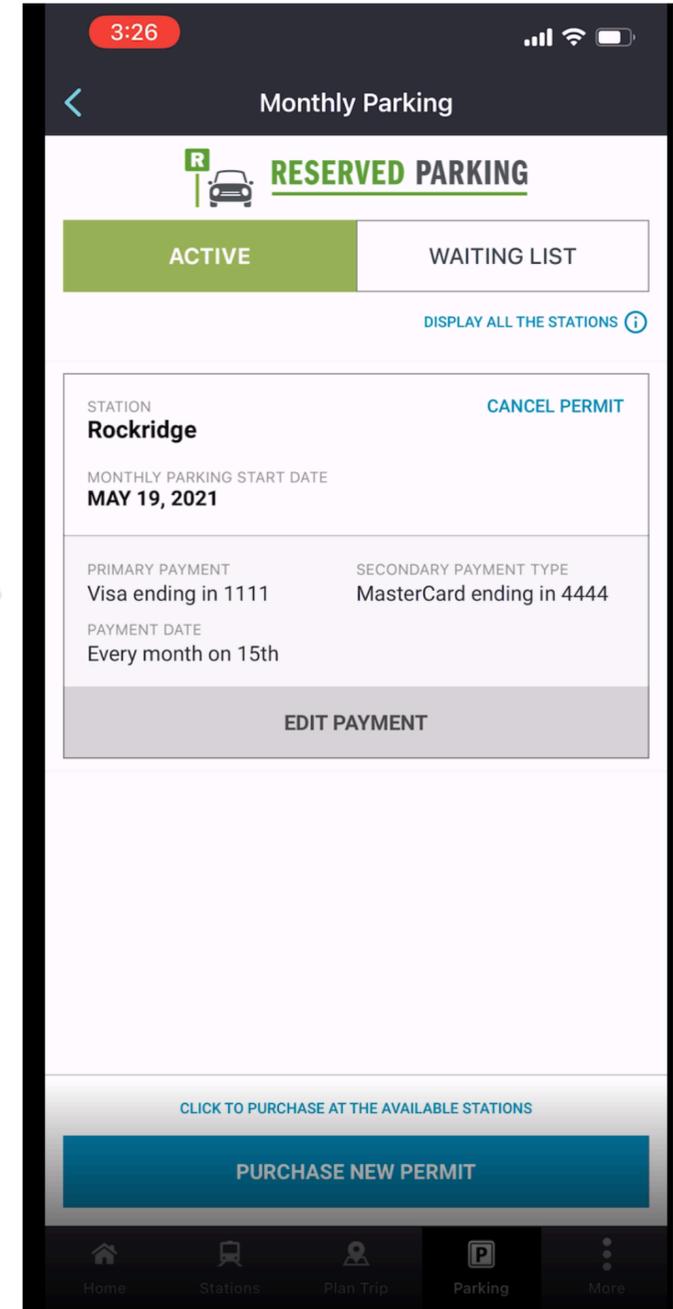


C. Successful Transfer

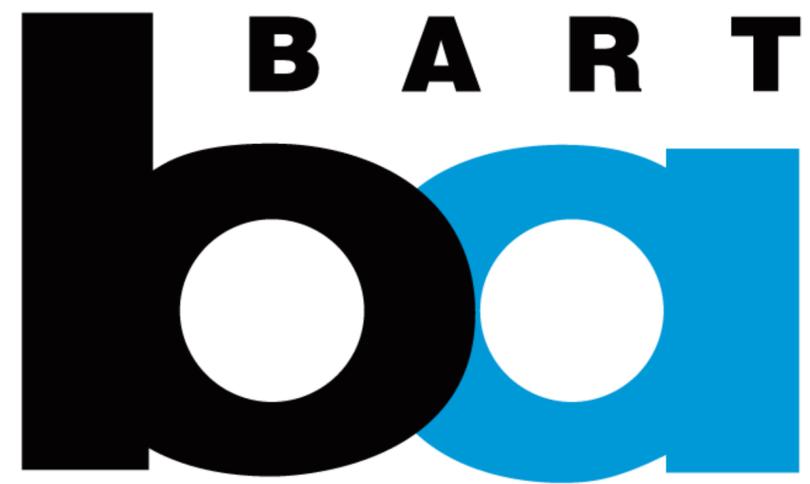
You will see your successfully migrated Permit in the Active Tab.

You'll be charged on the next monthly billing cycle.

This is your new, successfully transferred permit.



Do not click purchase a new permit unless you want to buy another permit at a new station.



Frequently Asked Questions

FAQs

- 1. Why is BART ending Select-a-Spot?** Select-a-Spot is run by a third-party provider and BART's contract with them is ending. BART is moving customers to a new system that will allow them to use one login/password for all parking purchases through the BART Official app. In addition to giving you all your BART information and parking options in one place, the new system offers several benefits including improved security for personal and credit card information, the ability to park without printing or displaying a paper permit, and the ability to list five license plates on an account.
- 2. Can I enter more than one license plate?** Yes, you can have up to five license plates listed in your account. If you share cars with other people, each person should have their own account with each vehicle listed in both accounts. Each parked vehicle needs to have a payment in the system. If the system detects more than one vehicle parked, and only one payment was made, any additional vehicles will be marked as unpaid and will be cited.
- 3. Do I need to display a hangtag or paper permit?** No, you do not need to display a hangtag with the app-based program. You do need to register one or more license plates on your account so BART knows that your vehicle has paid for Reserved parking. Once you have purchased Reserved parking on the BART Official app, you can throw away your monthly parking hangtag as it will not be used for enforcement.
- 4. Why are you requiring two payment methods for monthly parking?** The second method is required as a backup so you don't lose your monthly parking if your first method fails.
- 5. How can I use my commuter benefits on the app?** To use commuter benefits on the app you will need to have your benefits provided on a debit card that you can enter as your payment method. We do not accept paper commuter benefits checks with the app-based system. You may be able to switch from paper check to debit card through your commuter benefits portal, or you may need to ask your employer for assistance. Not all employers offer the option to receive benefits on a debit card. In this case, you would need to pay out of pocket and submit receipts for reimbursement.
- 6. When will I be charged for monthly parking?** You will be charged on the 15th of each month. If the payment attempt fails, you will receive an email asking for you to correct this issue, and another attempt will be made on the 25th. If that fails, you will not have a valid permit for the next month.
- 7. Can I put my permit on hold?** We do not offer the ability to put monthly parking on hold nor do we provide refunds for unused monthly parking. You may cancel monthly parking at anytime and will automatically receive a pro-rated refund for the remainder of the month.
- 8. How can I cancel my permit?** You may cancel your monthly parking at anytime on the BART official app by navigating to Monthly Parking where you can view your current parking reservations, and selecting "Cancel". You may cancel at anytime and will automatically receive a pro-rated refund for the remainder of the month within 72 hours. Please note that the transaction cannot be cancelled until it has been processed, which can take up to 24 hours.