Monthly Parking Sticker Scan Error @ any parking lot:

Common causes and action: Sticker scan errors indicate something is wrong – a payment issue, info on your parking portal record, or your sticker is damaged. Occasionally, it could be caused by a simply wireless signal problem at the time and place where your vehicle was scanned. If a sticker scan problem persists Contact us (eMail link) to help resolve your parking record and make your future lot entries smoother.

Sticker wear: Occurs if you ever in past removed/re-applied the sticker; Get new sticker at Downstate Parking Office (link).

Your portal data record: login (link) to verify your vehicle details; license plate#, assigned sticker #, or any missing details.

Did you enter at your assigned lot? If you have a pending lot transfer request, YOU MUST maintain monthly payment of your current assigned lot until a successful transfer is achieved.

Payment matter that you need to resolve. If you know you have NOT made payment, you need to pay it ASAP on your online Monthly Parking Customer Portal Account, then Contact us (eMail link) to restore your monthly parking portal. Automatic Cancellations due to non-payment occur on the 15th day of the month; you no longer have monthly parking lot access. Your ACTION is needed to pay the amount due. If you did make payment, include your payment details so we can properly find it and credit your parking portal account.

- If your non-payment was intentional because you intend to CANCEL your monthly parking, be sure to follow the Parking Cancellation process (link).

At KCH LOTS (581 Clarkson and 600Albany): At lot entry/exit when scanning your KCH Access card **SCAN ONLY your KCH Access Card**. If you keep your Downstate IDCard in the same badge holder (both are 'eCards'), the lot entry scanner often reads the Downstate IDcard# causing a lot entry denial/ invalid card.