



Canyon Ridge

Homeowners Association

Parking and Vehicle Management Program Instructions for Use

What's New & Features Added

- Multiple online accounts can be linked to the same owner or renter record at an address
- Ability to display passwords before entering
- Vehicles can be assigned separately to owner and renter records at the same address
Parking limits remain tied to the address, so adding a renter or additional login does not increase the property's allowed vehicles or guest passes
- Account approvals now allow management to either a) link a new login to an existing resident or b) approve the person as a new renter
- The Residents page has filters and shows which residents have linked user accounts
- Resident edit pages now show other residents at the same address below the main edit form
- For Admin and Board users, the Users page has improved search and direct links from user accounts to resident records The Vehicles page has improved filters, including resident/address, resident type, verification status, color, sticker, make/model, and archived vehicles
- Adding or editing vehicles now includes a searchable resident selector (you can search by address or name)
- Vehicles with a verification date on file show a green checkmark. The checkmark does not indicate that the verification occurred within the last two years.
- The Requests page now paginates processed requests and displays clearer owner/renter details for account requests

Overview

Parking spaces on Canyon Ridge are fixed and there are a limited number of guest and permit spaces. Guest spaces are for visitors that periodically visit the facility. Outside permit spaces are designated for 3rd/4th vehicles or for vehicles that are too large to fit in the garage. The Canyon Ridge HOA parking and vehicle management program is designed around vehicles and the unit/address associated with the owner and/or the current resident.

Each unit/address has a fixed permanent record. When ownership changes, edit the departing owner's resident record and enter a **Move-Out Date**. This removes the resident from the active resident list and retires any permits associated with that resident's vehicles, but it **does not archive the vehicles**. Next, use **Manage Residents** to create the new owner as a separate resident record at the same address. Reassign any vehicles that remain with the property to the appropriate current resident, and archive vehicles that are no longer active. If the property is rented, create the renter as a separate resident record with **Resident Type** set to **Renter**. An

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owner and one or more renters may be associated with the same address. Vehicle and guest-pass limits remain shared across the address.

To protect resident privacy and maintain the integrity of the database, patrol staff work primarily from the **Manage Vehicles** screen. Patrol can look up, add, edit, archive, and restore vehicles; manage a vehicle's sticker information; and create vehicle or general resident logs. Patrol can see the resident and address associated with a vehicle, but cannot access Manage Residents, View Reports, Manage Requests, Manage Permits, Manage Users, or Admin Logs. Management and Admin/Board users can manage resident records. Admin/Board, Management, and Patrol users can edit vehicle records

How to Access the Parking Program

Open your browser and type the following URL.

<https://www.canyonridgehoa.com/parking>

There is also a development system that can be used to learn about the application. The development application can be accessed at the following URL.

<https://testing.canyonridgehoa.com/parking>

Day to Day Use

With regular patrolling to keep residents honest there should be little day to day effort in maintaining the database that management needs to do. However, that said, in order for this database to be useful and so that mistakes by patrol staff are not made, keeping it as accurate and up to date as possible is critical. There needs to be good communication between the patrol staff and the management company because vehicles are under timelines to comply with our HOA parking rules and the patrol staff needs to keep to those timelines. Each needs to know what the other has done or is doing. The patrol staff will log what they observed and the action they took. They advise management of violations/problems as per the association rules that need to be addressed and typically will ask questions prior to deciding if a vehicle should be towed. The log screen has ample space for comments.

Management needs to respond in a timely way to inquiries by patrol staff by doing follow up log entries that will then show up on that vehicle's record and can be seen by patrol. If follow up letters, emails or telephone calls are made to homeowners advising them of a violation or requesting further information, then the fact that a communication was made with the owner and the form of the communication (email, mail, telephone call, etc.) needs to be logged. If a temporary exemption is issued, it needs to be logged. New vehicles need to be entered as soon as known so they do not end up with violation warnings by the patrol on their windshields. Whenever possible, email or telephone calls should be used as the preferred forms of communications with the resident to quickly resolve problems, ask questions and get resolution to inquiries.

A Nightly Parking Report is scheduled to run at 5:00 a.m. Pacific time. Its **Parking Log** section includes entries created during the preceding rolling 24 hours; it is not a fixed 4:00 a.m.-to-4:00 a.m. report. The report is emailed to the user accounts for which an administrator has enabled the

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Nightly Report notification. Management should review the report each day and respond to log entries in a timely manner. The emailed report is in a fixed format. To filter or sort logs differently, open **View Reports**, select **Parking Logs**, choose the desired date range, and click a column heading to sort the displayed results.

Maintenance

To keep the vehicle inventory current, the Nightly Parking Report lists non-archived vehicles whose verification date is missing or more than two years old, excluding vehicles with retired permits. Management should contact the owner of the vehicle to confirm whether each vehicle is still associated with the property. Log general correspondence from the resident's information page by selecting **Log general communication with resident**. Management may enter the **Last Verified On** date while editing the vehicle. If a resident uploads a registration document or photo, the upload creates a verification request that Management must review and approve. Automatic vehicle-verification reminder emails are not currently scheduled. Vehicles requiring verification continue to appear on the Nightly Parking Report until they are verified.

Key Features of the Parking Program

The previous release of the parking program had expanded capabilities:

- Homeowners can request an account so they can enter new or updated information about their vehicles.
- Homeowners can review the logs associated with their vehicles.
- Homeowners can request guest passes.
- The program can automatically detect if a unit is not parking at least two vehicles in the garage.
- We have added a text color field to the sticker number so we can issue new stickers each year.
- Management and system administrators can review summaries of the home owner log entries.
- User roles determine the functions and permissions available to a user. The roles are: **Admin/Board Member, Management, Patrol, and Resident**. Each role is provided appropriate access/permissions to the application. Each role has specific available menu options which guide the user.
- System administrators can now "impersonate" other users of the system and then all associated permissions are assigned to the "impersonated" account for problem solving.
- When Management attempts to add a fifth active vehicle to an address, the application requires an existing vehicle to be archived first. Residents who request another vehicle are shown that the address is limited to four active vehicles, but their request can still be submitted for Management review. When a resident requests a third or fourth vehicle, approval remains subject to outside-parking availability. The application tracks permits already assigned beyond the first two vehicles at each address, and displays a warning to Admin/Board and Management users when the total is within five of the configured 40-space limits. This warning assists Management in avoiding over-allocation but does not automatically reserve or prevent the issuance of permits. As you approach within 5 of the maximum amounts of available outside parking permits, a message will appear indicating that warning.

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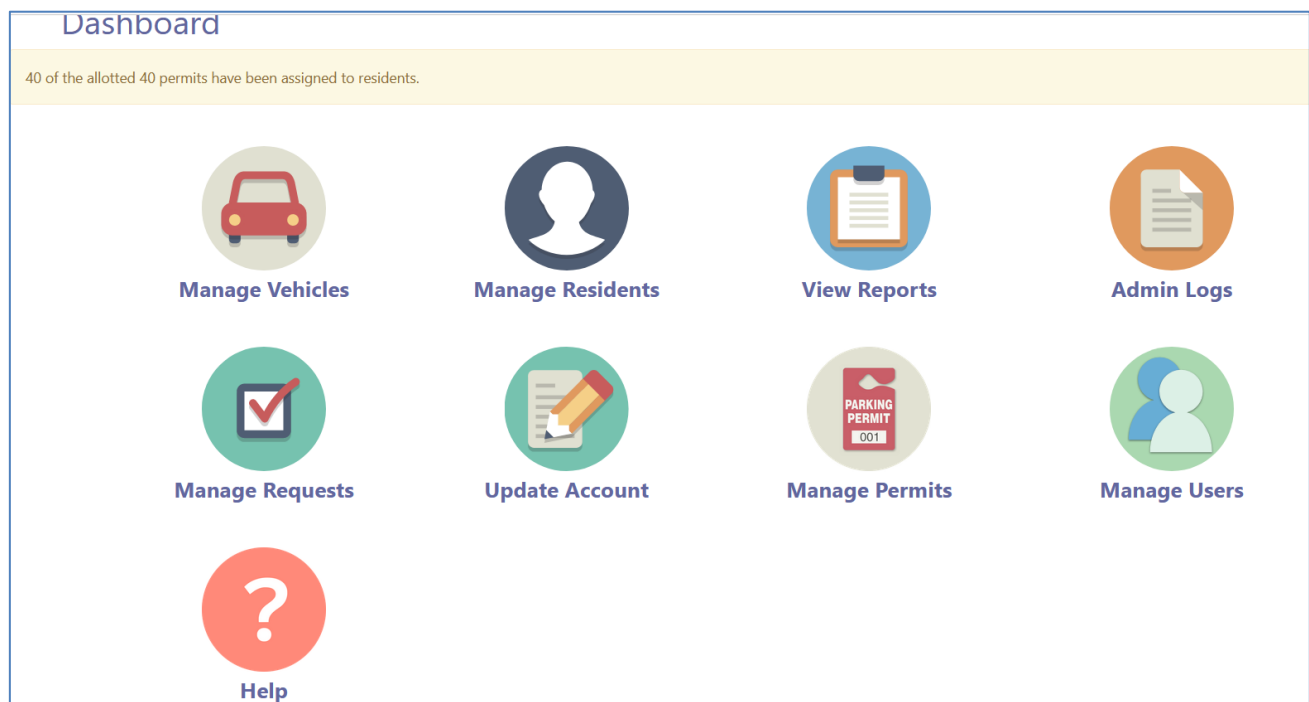
The latest release of the parking program has several new and expanded capabilities:

- Residents can submit requests to add or update their vehicles and can upload supporting verification documents. Vehicle additions and updates remain pending until Management reviews them. Residents cannot archive vehicles themselves. Admin, Board, Management, and Patrol users can archive vehicles. Owners will be notified that their vehicle needs verification via email if they have an account on the system. These messages will continue one week apart until a total of four messages are sent or until verification is made.
- Owners can attach supporting documentation as part of the verification process. This can be a photo or registration form. Documents must either be in JPG, PNG or PDF formats.
- The underlying framework for the parking application was built using a PHP web application called Laravel. The parking application was upgraded to Release 13.

Permissions/Roles of the Parking Program

Each role assigned when an account is created is given certain permissions to the activities that they can do with the application.

Admin/board member: This user has full access to view printable reports and admin logs, and manage: vehicle logs, resident logs, residents, vehicles, requests, permits (guest passes and resident stickers), and user accounts. An **Admin/board member** user sees the following menu.



Management:

This user can view printable reports; manage vehicles, vehicle logs, general resident logs, residents, requests, guest passes, and resident permits; and approve or reject account, vehicle, guest-pass, and verification requests. Management can link an approved login to an existing owner or renter, or approve the requester as a new renter. Management cannot access Manage Users, edit user-account settings, impersonate users, or view Admin Logs.

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A **Management** user sees the following menu:

40 of the allotted 40 permits have been assigned to residents.

You have been logged in as lleibenson@waltersmanagement.com-unused.


Manage Vehicles


Manage Residents


View Reports


Manage Requests


Update Account


Manage Permits


Help

Patrol: This user can look up, add, edit, archive, and restore vehicles; assign or retire sticker information on a vehicle; and create vehicle or general resident logs. Patrol cannot access resident management, reports, requests, the permits dashboard, user administration, or Admin Logs.

A **Patrol** user sees the following menu.

Dashboard

You have been logged in as apex.area2@gmail.com.


Manage Vehicles

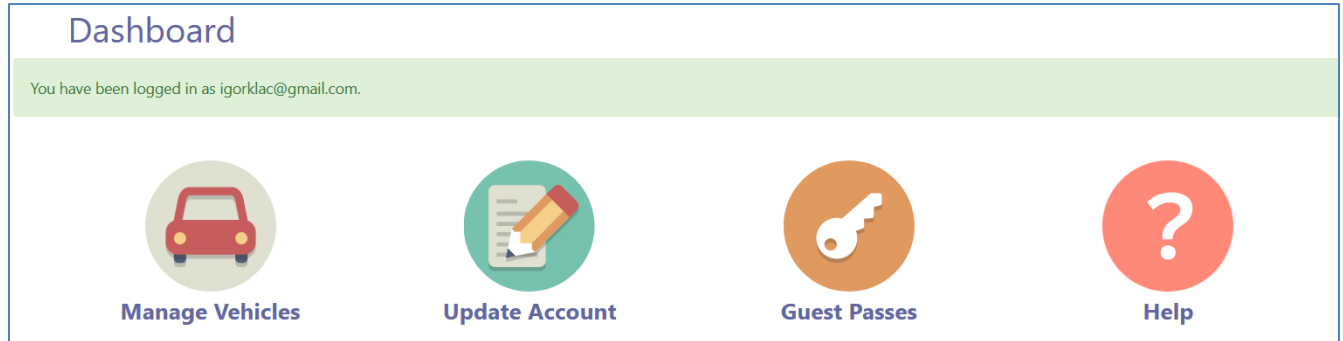

Update Account


Help

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Resident: This user can request and print guest passes; submit requests to add or update vehicles; view partial parking logs for vehicles associated with the resident record; view the number of guest-space logs for those vehicles during the last 30 days; and update the resident's account information, including email, name, phone, and password. A resident can upload JPG, PNG, or PDF verification documents, but Management or another authorized staff user must review and approve the verification. Residents cannot directly archive vehicles

A **Resident** user sees the following menu.



Navigating the Program

The navigation is easy to use. Click the browser back arrow to return to the previous screen and click the Canyon Ridge Logo to return to the main menu. Navigation aids (bread crumbs) are on the top right of the page and can quickly backtrack to a given screen.

The home page menu is a series of icons that identify what features are available based on the permission scheme of a user role.

If a change is made, but is not saved, the change will be lost.

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Requesting an Account

Anyone requesting an account must complete the following form.

Create an Account

The form is titled 'Register' and has a 'Help' icon in the top right corner. It contains the following fields:

- First Name: Text input field.
- Last Name: Text input field.
- E-Mail Address: Text input field.
- Phone Number: Text input field.
- Password: Text input field with a visibility icon (eye) on the right.
- Confirm Password: Text input field with a visibility icon (eye) on the right.
- Address: Dropdown menu with the text '- Select an Address -' and a downward arrow.

A 'Register' button is located at the bottom right of the form.

The password field must be at least 8 characters long. The address field shows the requester a list of the addresses used in the complex. A notice is given to the user that the request was sent and that it may take up to three business days to process the request.

This request is sent to the Management Company who processes the request by selecting the icon for “Managing Requests”. The Management Company either approves or rejects the request.

Open Requests

Request Time	Request Type	Requested By	Data	Actions
08/17/2026 10:18 AM	Validate account	birmj+zachary@gmail.com	First Name: Zachary Last Name: Shernapolsky Email: birmj+zachary@gmail.com Phone: 333-333-3333 Address: 12972 C. Bautizo Renter: Sam Shernapolski (birmj+samantha@gmail.com, birmj+dylan@gmail.com) Owner: Sandra James (No linked users)	✓ Link to Renter - Sam Shernapolski ✓ Link to Owner - Sandra James ✓ Approve as New Renter ✗ Reject Request

When a new account request is reviewed, Management may choose one of the following actions:

- Link to an existing owner or renter - attaches the new login to the selected resident record. More than one login may be linked to the same resident.
- Approve as New Renter - creates a separate renter resident record at the selected address and links the new login to that renter.
- Reject the Request - rejects the account request when Management cannot verify or approve the requester.

An email is sent to the requester indicating either approval or rejection.

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Entering a New Owner

Before entering a new owner, select **Manage Residents** and search for the departing owner by name or address. Open the departing owner's record, select Edit resident's information, enter the Move-Out Date, and save. This removes the departing owner from the active resident list and retires permits associated with that resident's vehicles. It does not archive the vehicles.

Find residents or add new resident

Name

Address

Type

Online Account

Sandra

All

All

Search

Clear

+ Add new resident

Address	Name	Type	Online Accounts	Move-In	# Vehicles	Comments
12972 C. Bautizo	Sandra Jones	Owner	None	08/17/2026	0	

Selecting the address shows the following screen.

Resident Info

12972 C. Bautizo

Resident overview

Address: 12972 C. Bautizo

Resident Name: Sandra Jones

Resident Type: Owner

Email: birnmj+sandra@gmail.com

Online Accounts: None

Comments: None

1. Edit resident's information

2. Add new vehicle

3. View all resident's vehicles

4. Log general communication with resident

General logs not specified to a vehicle for this resident

No general logs for this residence.

1. Return to Manage Residents and select **Add new resident**. Enter the new owner's information, select Owner as the Resident Type, select the same property address, and save. Do not replace the departing owner's name and contact information with the new owner's information.

If the property is rented, create the renter as a separate resident record at the same address and select Renter as the Resident Type. Do not enter the renter as tenant information on the owner's record. After creating the current residents, reassign vehicles that remain at the property to the appropriate owner or renter and manually archive vehicles that are no longer active.

Occasionally, an exemption may be needed for a specific vehicle.

Examples of exemptions include:

- The vehicle might be located outside for a short period of time while work is being done in the garage.

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- A person has a medical or disability condition that requires the vehicle to be stored outside.
 - The vehicle is too long to fit in the garage.
 - Our Parking rules provide for a 60-day exemption when moving into the community.
2. Exemptions are entered on the **Add/Edit Vehicle** screen, not on the resident record. Open or add the affected vehicle, select Parking Exemption?, enter a future Exemption Expiration date, and enter an Exemption Comment. Save the vehicle. After the expiration date, the application no longer treats the exemption as active and the vehicle returns to the regular parking rules. Exemption information is included in the Nightly Parking Report, and Management should monitor temporary exemptions. Search for each vehicle prior to adding as vehicles are often added by patrol staff because they overstay a Guest Space or turn up in a Permit Space without a sticker. If a vehicle is found, select **Edit this Vehicle** and using the dropdown box, change ownership to reflect the current owner. Enter the sticker number being assigned to the vehicle and any comments as necessary. If the vehicle make/model/color are not on the drop-down lists, add that information in the blank box to the right of the drop-down list and it will be added to the drop-down list for future use. If the vehicle make/model/color are not on the drop-down lists, add that information in the blank box to the right of the drop-down list where it will be available for future use. Save the record by selecting one of the buttons at the bottom.
 3. If the vehicle was not found, select **Add New Vehicle** and enter the vehicle. If the vehicle make/model/color are not on the drop-down lists, add that information in the blank box to the right of the drop-down list where it will be available for future use. Save the record by selecting one of the buttons at the bottom.

Editing a Vehicle

A vehicle usually needs to be edited because it was picked up by regular patrol as overstaying Guest Spaces or parking in a Permit Only space without a sticker and we now know which resident owns the vehicle. Other reasons for editing may be correcting the vehicle information, adding a license plate number when a new vehicle receives its actual plates, verification of a vehicle or a resident has sold the vehicle or has moved.

We do not remove items from the database. If a vehicle is no longer owned by the resident or is no longer on the property, you can Archive the vehicle.

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To Archive a vehicle, first edit the vehicle and then select the Archive option at the bottom of the screen.

40 of the allotted 40 permits have been assigned to residents.

Edit Vehicle

License HMA44AH	State Arizona
Sticker Letter - Select -	Sticker Number 9999
Year Unknown	Sticker Color - Select a Color -
Make BMW	Sticker Retired On
Vehicle Owner - Select a Homeowner -	Color Black or
Last Verified On 05/22/2022	Model Unknown or
☐ Parking Exemption?	
Added By APEX PATROL on 05/22/2022	
Garage Notes No notes	
Comments 	

Archive... Save...

Archived vehicles appear as strike-throughs shown in this example where the bottom five vehicles are no longer active. All current vehicles will appear at the top of the list.

All vehicles owned by this resident

- » Silver Honda Civic (CA #8XHB987) (Sticker: A-433 Red) (0 log entries)
- » White Mazda 6 (CA #8CEH176) (Sticker: A-163 Red) (25 log entries)
- » Bronze Jeep Wrangler (CA #7TTU818) (Sticker: A-028 Red) (379 log entries)
- » ~~White Mazda 6 (CA #7MPG534) (Sticker: A-251 Red) (9 log entries)~~ ARCHIVED
- » ~~White Mercury Cougar (CA #ZMW164) (Sticker: G-1057 B/W) (7 log entries)~~ ARCHIVED
- » ~~Burgandy Mazda Mazda 6 (CA #5JZB029) (Sticker: G-1034 B/W) (0 log entries)~~ ARCHIVED
- » ~~Tan Jeep Wrangler (CA #6ROF350) (Sticker: G-1158 B/W) (24 log entries)~~ ARCHIVED
- » ~~White Mazda 6 (CA #VIN 56166) (Sticker: Z-163 Red) (5 log entries)~~ ARCHIVED

Editing an Owner/Resident

An owner/renter may require editing because of name changes or adding date of move-in changes.

To edit a Resident go to the **Resident** screen and search by name or address to find the correct record and make your changes.

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Manage Residents

[Home](#) / [Manage R](#)

Find residents or add new resident

Name

Address

Type

Online Account

[+ Add new resident](#)

Address	Name	Type	Online Accounts	Move-In	# Vehicles	Comments
13046 C. Bautizo	Jin young Yoon (Wife)	Renter	None	06/14/2021	0	
4762 C. Evangelico	Wan Cheng Yang & Hui Chin Lu	Owner	None	09/18/2017	1	
4763 C. Canor	Anna Achmatowicz	Owner	None	08/01/2020	3	
13035 C. Bautizo	Maryam Aftahi	Owner	None	05/29/1997	3	

The search criteria under Type include:

- All – get all Owners and Renters
- Owners – find all Owners
- Renter – find all Renters

The search criteria under Online Account include:

- All – get all Online and No Online Accounts
- Has Online Account
- Has No Online Account

Along the Address, Name, etc. you will notice up and down arrows. Any field that has these arrows may be sorted in ascending or descending order.

Entering a Log Directly Related to an Individual Vehicle (most log entries)

Management will need to enter a log record when they do any of the following:

- Mail a violation or warning letter to a resident.
- Send an email follow up/request or discuss the issue via the telephone.
- Follow up to a question by patrol.
- Need to advise patrol regarding a previous log.
- Follow up to problem(s) related to a vehicle.
- Issue a temporary exemption, add a parking permit, or approval of a guest pass.

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Everything is logged by vehicle. To create a log entry, go to the **Vehicle** screen and search for the vehicle in question.

Look Up, Edit or Add Vehicle

[Home](#) / [Manage Vehicle](#)

40 of the allotted 40 permits have been assigned to residents.

Search for existing vehicle or add new vehicle

License

Sticker

Make / Model

Color

Resident / Address

Resident Type

All

Verification

All

☐ Include archived vehicles

Search

Clear

+ Add New Vehicle

License	Permit	Make	Model	Color	Address	Resident Type	Date Added
AL 999999999 ✓	G-7877 B/W	Ioniq5		purplish	12972 C. Bautizo	Renter	08/15/2026
CA 678B15 ✓	A-342 Red	CADILLIC	128i	Cream	12972 C. Bautizo	Renter	08/14/2026

The Resident Type box provides for one of the following:

- All – includes Owners and Renters
- Owner – Just search for Owners
- Renter – Just search for Renters

The Verification box provides for one of the following:

- All – includes all verified and unverified vehicles
- Verified – search for only verified vehicles
- Unverified – search for only unverified vehicles

The green checkmark means that the vehicle has a verification date on file. It does not confirm that the verification occurred within the last two years. An overdue vehicle may still show the green checkmark. Use the vehicle detail screen or the Nightly Parking Report to determine whether the verification is more than two years old.

There is also a checkbox to include the search for all Archived vehicles.

The search criteria are flexible enough so that you do not need to include an entire license number. Typically, the first 3 or four numbers and letters will return all cars that match the search criteria. The same is true for an address.

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Adding a Log Entry

Manage Vehicles

Home / Manage Vehicles / CA #678B15 - Cream CADILLIC 128i (Sticker: A-342 Red)

40 of the allotted 40 permits have been assigned to residents.

CA #678B15 - Cream CADILLIC 128i (Sticker: A-342 Red)

Sticker: A-342 Red

Resident: Sam Shernapolski

Address: 12972 C. Bautizo

Vehicle comments: None

Resident comments: None

Exemption: N/A

Guest space logs in last 30 days: 0

Verification status: Verified

+ Add log for this vehicle

Edit vehicle

Parking logs

No vehicle logs were found for this criteria.

General logs not specific to this vehicle for this resident

No general logs for this residence.

Select the + Add a log for this vehicle.

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A screen appears that automatically populates the current time and date, and the identity of the person making the log entry.

Select an item from the **Violation** section (if appropriate) and an item from the **Action Taken** section (if appropriate). Add a comment to clarify why the log entry is being made.

File Edit View History Bookmarks Tools Help

13 Google Calendar Canyon Ridge HOA Parking A... HOA Parking Administration Snagit 12 Advanced Scrolli... +

dev.canyonridgehoa.com/parking/parking-log/1700 Search

Logged in as mjames@ucsd.edu (Log out)

 **Canyon Ridge** HOMEOWNERS ASSOCIATION
PARKING AND VEHICLE MANAGEMENT SYSTEM

Log a Vehicle

Home / Edit Vehicle / Log Vehicle

Add Log for White VW Jetta (CA #7VEH020)

Sticker: None
Owner Name: Unknown
Resident of: Unknown
Vehicle Comments: None
Resident Comments: None
Guest space logs in last 30 days: 0

Create Log

Patrol Time
04/13/2017 7:14 PM

Parking Space Type
Guest

Parking Zone
6

Logged By:
Mark James

Violation

☐ None: Notation only	☐ Guest over 7 days
☒ Needs Mgm followup or investigation	☐ No sticker - Vehicle in permit only space
☐ Follow up to previous log	☐ Resident in a guest space
☒ Noted in guest space	☐ Parking sideways in a driveway
☐ Permit issued but not displayed	☐ Vehicle does not match sticker number
☐ In a Red Zone	☐ Sticker on vehicle retired
☐ Speeding	☐ Not utilizing garage for 2 vehicles

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Action Taken

☒ None

☐ Left Warning - Guest Space Rules

☐ Left Warning - Permit Required for Permit Spaces

☐ Left Warning - No sideways Parking

☐ Notice Left - Warning Resident in Guest Space

☐ Notice Left - In a Red Zone

☐ Notice Left - Sticker issued for vehicle but not displayed

☐ Notice Left - Invalid or incorrect sticker

☐ Notice Left - Vehicle Not In Garage

☐ Warning letter mailed by mgmt. explaining violation and rules

☐ Corrected Log

☐ See Comments

Comments

Save Log

Save the log. Once saved, the log cannot be edited. If a correction needs to be made, create a new log and select the **Corrected Log**. If needed, click the back arrow on your browser to exit without saving.

Entering a General Log

Occasionally you will need communication with a resident regarding their vehicles in general such as the annual vehicle verification or when a new resident moves in. For a log that is not directly connected to an individual vehicle you will need to create a **General Log** using item #4 from the **Resident Info** menu selection.

Resident Info

Home / Manage Residents / Edit Resident

12900 C. Bautizo

Resident overview

Address: 12900 C. Bautizo

Owner Name: John & Mary Smith

Email: None

Comments: None

1. Edit resident's information

2. Add new vehicle

3. View all resident's vehicles

4. Log general communication with resident

General logs not specified to a vehicle for this resident

Address	Logged by	Log time	Messages	Comments
12900 C. Bautizo	WM	11/27/2012 02:54:47 PM	Other	THIS HOME HAS AN APPROVED GUEST IN A BLACK LEXUS (6LBZ210) WITH A GUEST PARKING PERMIT THROUGH 11/30/12
12900 C. Bautizo	WM	12/11/2012 03:59:23 PM	Other	THIS HOME HAS AN APPROVED GUEST IN A BLACK LEXUS (6LBZ210) WITH A GUEST PARKING PERMIT THROUGH 1/2/13
12900 C. Bautizo	WM	01/02/2013 10:31:37 AM	Other	THIS HOME HAS AN APPROVED GUEST IN A BLACK LEXUS (6LBZ210) WITH A GUEST PARKING PERMIT THROUGH 2/1/13
12900 C. Bautizo	WM	01/29/2013 08:53:50 AM	Other	APPROVED 2002 TOYOTA CORROLA GUEST PASS THROUGH 2/28/2013

Guest Passes

Residents may request a guest pass if they know the information about the vehicle in advance of its arrival. Guest passes are not required for short stays - e.g. a long weekend. Reasons for requesting a guest pass may include an extended visitor (beyond 7 days within a moving 30-day time period), temporary vehicle loan, or the garage is temporarily being used for another purpose. Rules regarding guest passes:

- You must include the start and end date for the visitor
- A guest pass cannot exceed 30 days
- All guest passes are approved by the Management Company
- It may take up to 3 days for review by the Management Company
- Acceptance or rejection will be provided by email

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**Canyon Ridge** HOMEOWNERS ASSOCIATION
PARKING AND VEHICLE MANAGEMENT SYSTEM
Request New Guest Parking Pass

Home / Guest Passes / Request New

Guest pass rules:

1. Guest passes may not exceed 30 days.
2. Please allow up to 3 business days for management approval.
3. All fields in the form are required. If you do not see the make/model of your guest's car in the dropdown list, please enter it in the field to the right.

Request new guest parking pass

License Plate

State

California

Make

- Select a Make -

 or

Model

Unknown

 or

Start Date

End Date

Reports

A reports section is provided to generate reports by Resident, Vehicle and Logs. Click the labels of the column headings to sort these reports. All the reports can be printed or saved to a CSV file that can be opened in Excel. The Resident report can be displayed with or without vehicles by checking the box at the top.

Reports

**Resident Reports**

**Vehicle Reports**

**Resident Logs**

**Parking Logs**

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The Nightly Parking Report is scheduled to run at 5:00 a.m. Pacific time. Its parking-log section includes entries created during the preceding rolling 24 hours. Administrators control the recipients by enabling or disabling the Nightly Report notification on each user account. The emailed report is in a fixed format.

[Edit User](#)

[Home](#) / [Manage Users](#) / [birmj+samantha@gmail.com](#)

User Information

Email Address

birmj+samantha@gmail.com

Linked Homeowner

Shernapolski, Sam

User Type

Resident

First Name

Samantha

Last Name

Shernapolsky

New Password

Confirm New Password

Notifications

☒ Nightly Report

☒ Vehicle Requests

☐ Account Requests

Save

To sort the report differently, go to the **Reports-Logs** and use the filter to display a section of days and click on the column headings to sort in different orders. See below.

Parking logs between 02/18/2026 and 07/29/2026

[Print this page](#)

[Export as CSV](#)

Start Date: 02/18/2026

End Date: 07/29/2026

[Filter](#)

License	State	Sticker	Resident	Logged On	Logger	SP	ZN	Comments	Violation
9876	Foreign	G-345 Red - RETIRED	12972 C. Bautizo	07/29/2026 8:23 AM	MJ	Permit	3	Comments during test	Follow up to previous log. Noted in guest spa
ASEDFGK	AK	A-7777 Red	4784 C. Impersado	03/04/2026 10:19 AM	MJ	N/A	N/A	Test of a log entry - To patrol - Request for a Guest Pass	None: Notation only, Guest over 7 days, Vehic
B676869	CA	A-786 Black	4763 C. Canor	02/26/2026 6:49 PM	JS	N/A	2	TEST	None: Notation only, Follow up to previous lo

John & Sally	Smith	12972 C. Bautizo	• Silver Honda Accord (CA #6AFG912) (Sticker: G-0970 B/W) • White Honda Accord (CA #7KKU370) (Sticker: 1511 B/W)	858-777-1288 (H)	858-350-4277 (W)	12/17/1999	No
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Residents

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☐ Include vehicles

First	Last	Address	Phone 1	Phone 2	Email	Move-In	Resident Type	Comm
Vivek	Wig	12980 C. Angelico	6197543384		vikwig@yahoo.com	04/24/2013	Owner	

Canyon Ridge HOA Parking Management Program

Vehicles

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License	State	Make	Model	Resident	Resident Type	Sticker
01697B1	CA	Toyota	Tacoma	--		Guest Pass 11/14/2025 - 11/19/2025
039LVV	CA	Chevrolet	Silverado	--		

Vehicles that have a line drawn through them are archived.

Printable Reports

Resident logs between 08/08/2012 and 11/13/2015

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Date: 08/08/2012 - 11/13/2015 [Filter](#)

Address	Logged By	Log Time	Messages	Comments
12994 C. Bautizo	WM	11/13/2015 5:03 PM	Other	temp guest permit issued while owner sells 3rd vehicle. 12994 Caminito Bautizo - 2016 Toyota Tundra - Metallic Grey

Printable Reports

Parking logs between 10/26/2010 and 03/24/2017

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Date: 10/26/2010 - 03/24/2017 [Filter](#)

License	State	Sticker	Resident	Logged On	Logger	SP	ZN	Comments
7KKU370	CA	1511 B/W	12972 C. Bautizo	03/24/2017 6:15 AM	ODO	Permit	1	Test of exemption logic

Administrative Functions

The administrators of the system can edit, delete or impersonate any account. Selections are provided for each of these functions. The Impersonate option allows the administrator to take on the role and permissions of that user. This is useful in attempting to simulate any issues or problems that might be reported. These attributes stay in effect until the impersonated user logs off. Then they can sign back on with their regular administrative account.

Under Account Type you can sort by any of the following:

- All
- Admin
- Resident
- Patrol
- Management
- Board Members

Canyon Ridge HOA Parking Management Program

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Search for users

Email

Name

Account Type

Resident / Address

Management

Search

Clear

Email	Name	Account Type	Resident	Notifications	Actions
monica.calderon@waltersmanagement.com	Monica Calderon	Management	N/A		Edit Delete Impersonate
bcortez@waltersmanagement.com	Briana Cortez	Management	N/A	Nightly Report, Vehicles, Users	Edit Delete Impersonate