

How To Appeal A Citation Online

Please visit <https://www.nvcc.edu/parking> to begin.

**Note: Citations that are more than 15 days old are not eligible to be appealed online. If the citation is more than 15 days old please contact parking@nvcc.edu.*

Step 1: Scroll down and select the 'Start Appeal' link under 'Appeal Citation'

The image shows a grid of six navigation cards. The first row contains 'Parking Forms' and 'Fees & Fines'. The second row contains 'Appeal Citation' and 'FAQ'. The third row contains 'Contact Us'. A green arrow points to the 'START APPEAL' button in the 'Appeal Citation' card.

<p>Need to submit a form? Download any/all of the necessary parking forms from one convenient place.</p> <p>SEE FORMS</p>	<p>Are you curious about our parking fees and fines? Find out more information here!</p> <p>READ MORE</p>
<p>Appeal Citation</p> <p>Received a parking citation in error? NOVA makes it easy for you to appeal parking citations.</p> <p>START APPEAL</p>	<p>FAQ</p> <p>Check to see if the questions you're looking for are answered in our frequently asked questions.</p> <p>READ MORE</p>
<p>Contact Us</p> <p>For more information, please contact NOVA Parking Customer Support.</p> <p>CONTACT US</p>	

Step 2: Select 'myNOVA Login' if you are a student or faculty/staff member

Log in with your myNOVA credentials

Select 'Guest Login' if you are not a student or faculty/staff member.

Customer Authentication

Attention Students!
Student Parking Free in 'B' Lots After 3:45PM.

December 14, 2020
Permits available for purchase for Spring 2021

If you are a student or faculty/staff member with the college, please click the button below marked myNOVA Login.

[myNOVA Login](#) ←

If you are not affiliated with the college, click the button below marked Guest Login to create a guest account or log in to an existing account.

[Guest Login](#) ←

**Note: If you select 'Guest Login' and you have not created a Guest Account previously, select the 'create one' link. If you have created a Guest Account but cannot remember your password, select the 'retrieve your lost information' link.*

Guest Login

Do not create a guest account if you are a current NOVA student or employee.

Guest accounts are used by visitors to appeal citations. You may not purchase a permit with a guest account.

If you do not have a Guest ID and password you may [create one](#).

If you have already created a guest account, please enter your ID and Password or you may [retrieve your lost information](#).

DRIVER'S LICENSE

Password

* indicates a required field

[Log In](#)

Step 3: Enter the Citation Number on the ticket or the license plate of the vehicle that received the citation
Do not use both — only use one or the other
Select 'Search Citations'

NOVA Parking Portal

Welcome! Use the NOVA Parking Portal to order permits, appeal or pay citations, and manage your parking account.

CITATIONS

Citation Number

-OR-

State Plate Number

Step 4: Select the 'Appeal' link under 'Appeal this Citation'

View your Parking Citations

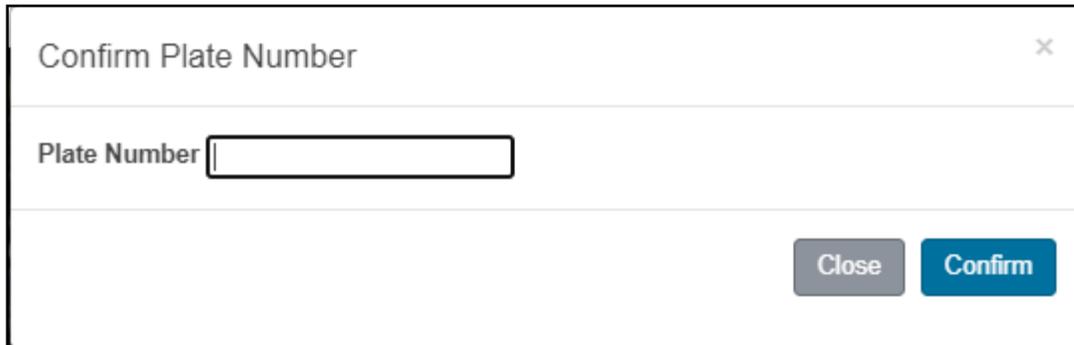
Below is a list of the citations associated with the vehicles in your account.

YOUR CITATION(S) TOTAL **\$75.00**

Citation #	Status	Balance	Issue Date	License Plate	Location	Appeal this Citation	Pay this Citation
HTGTEST	Unpaid	\$75.00	01/13/2021	TE***	AN B-1 STUDENT PARKING	<input type="button" value="Appeal"/>	<input type="button" value="Add to Basket"/>

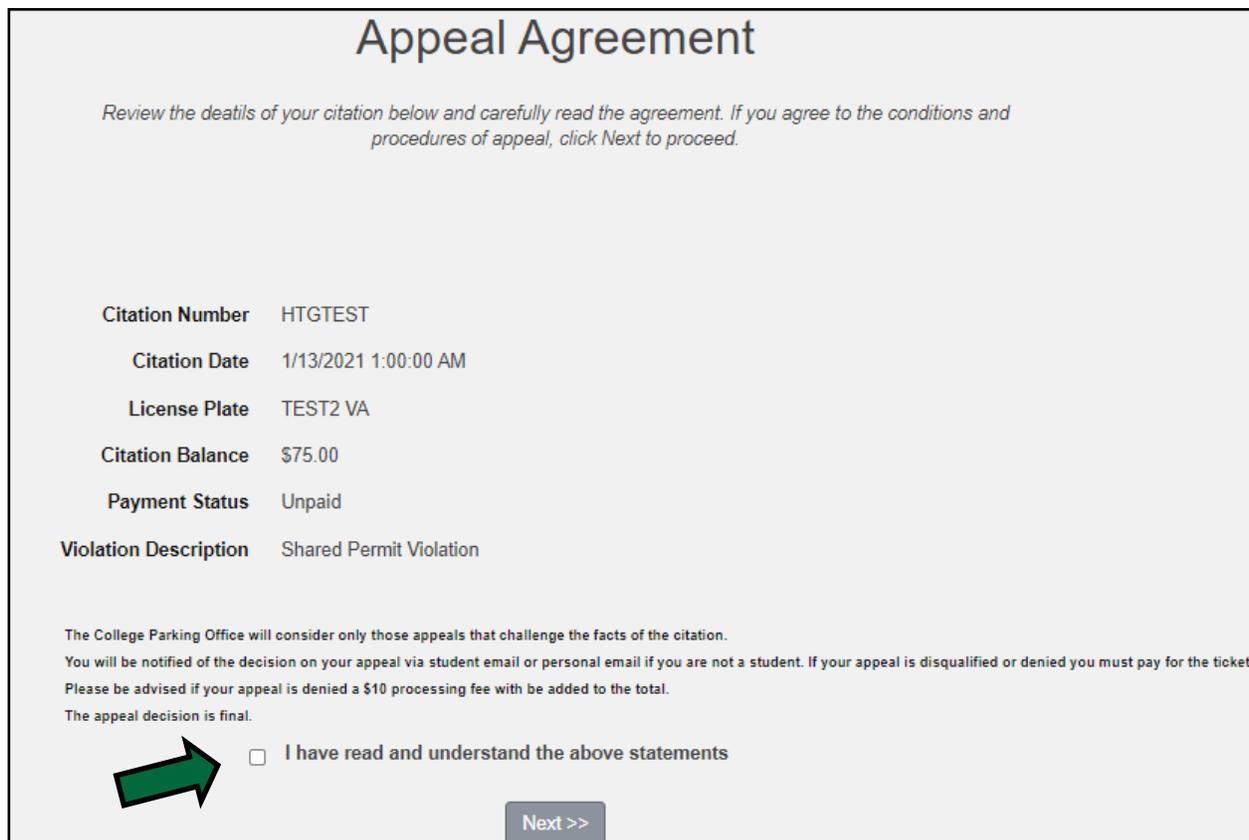
For assistance, please contact NOVA Parking Customer Support @ 703-323-3123 or parking@nvcc.edu

Step 5: A prompt will appear asking you to confirm the plate number of the vehicle that received the citation
Type in the plate number and select 'Confirm'



A dialog box titled "Confirm Plate Number" with a close button (X) in the top right corner. Below the title is a label "Plate Number" followed by an empty text input field. At the bottom right of the dialog are two buttons: "Close" (grey) and "Confirm" (blue).

Step 6: Review the details of your citation and the terms of the Appeal Agreement
Select the checkmark box next to 'I have read and understand the above statements'
Select 'Next >>'



Appeal Agreement

Review the details of your citation below and carefully read the agreement. If you agree to the conditions and procedures of appeal, click Next to proceed.

Citation Number	HTGTEST
Citation Date	1/13/2021 1:00:00 AM
License Plate	TEST2 VA
Citation Balance	\$75.00
Payment Status	Unpaid
Violation Description	Shared Permit Violation

The College Parking Office will consider only those appeals that challenge the facts of the citation.
You will be notified of the decision on your appeal via student email or personal email if you are not a student. If your appeal is disqualified or denied you must pay for the ticket.
Please be advised if your appeal is denied a \$10 processing fee will be added to the total.
The appeal decision is final.

I have read and understand the above statements

Next >>

Step 7: Select the dropdown menus under 'Email' and 'Mailing Address'

Select from the emails and mailing addresses already tied to your account to use for the appeal
If you do not have an email or mailing address on account, select the 'Add' link next to those fields
The phone number fields are optional

**Note: The appeal decision will be emailed to the email address specified on this page, not through the mail.*

Appeal Details

Please complete the form below and click submit to submit your appeal.

Appeal reason cannot exceed 1000 characters - or, approximately, 300 words.
Please note that a \$10.00 processing fee will be added to all denied appeals. Thank you.

Email

▼ =

Mailing Address

▼ =

Appeal Type

▼ =

Home Phone

Business Phone

Cell Phone



Step 8: Type in your reasoning for your appeal

You must have a minimum of 25 characters but no more than 1,000 characters (roughly 300 words)

The appeal must dispute the facts of the citation

You may attach up to 3 files as supporting documentation for your appeal (such as proof of payment, pictures, email correspondences, etc.)

Select the 'Choose File' link to select the file(s) you would like to upload

Once finished, select 'Submit'

Appeal Reason (25 - 1000 characters) *

1000 characters left

Attachment 1

No file chosen

Attachment 2

No file chosen

Attachment 3

No file chosen

* indicates a required field

Step 9: You will be taken to the 'Appeal Receipt' page if your submission was successful

An email confirmation with this information will be sent for your records to the email address you specified during the appeal process

**Note: Please allow 1 to 2 weeks for processing. An email with the official decision will be sent to your email once the appeal is processed. All appeal results are final. If the appeal is denied, a \$10 processing fee will be added to the citation balance.*

Appeal Receipt

A confirmation of your appeal will be sent to you via e-mail.

Appeal Number	31130
Citation Number	HTGTEST
Issue Date	1/13/2021 1:00:00 AM
Current Date/Time	01/19/2021 11:42:47 AM
Violation Description	Shared Permit Violation
Citation Balance	\$75.00
Payment Status	Appeal Balance Due
Appeal Reason	Test appeal for how to guides.