Parking Permit Sales Queue-It Page (Waiting Room Lobby)

Employee and Student parking permit sales are high demand days for the parking portal. This guide is designed to help you navigate the Waiting Room Lobby from Queue-It. Customers will be placed into a pre-queue page to help manage traffic flow on our site. The pre-queue page will look like this:

UTEP Parking and Transportation Services utilizes Queue-It to manage the web traffic during these high demand permit sales. As a result, customers will likely see that they have been placed in a waiting room lobby and assigned a number in line. This is normal. Pictured below is an example of the waiting room lobby.

We encourage customers NOT to log into the Parking portal early to avoid being purged out of the system when the Queue system goes live. Do NOT log into the system on multiple devices. This slows down the system and produces inaccurate wait line quantity and time. Customers will be notified on the portal when it is their assigned time. If the customer does not act within 5 minutes of their assigned time, then the Queue-It system will prompt them to get back in the line to begin the process again.

Please contact us 915-747-5724 or parking@utep.edu for any questions.