

PARKMOBILE PAYMENT PROCESS

Updated 1/31/2017

NOTE: Customers will need to have already created an account with Parkmobile (see account creation doc.).

Customers are encouraged to contact Parkmobile support at www.parkmobile.com or 877-727-5457.

Note that the payment phone number is different than the customer service phone number
(customer service is 24/7)

STARTING TRANSACTIONS USING PARKMOBILE WEBSITE

1. Visit www.parkmobile.com

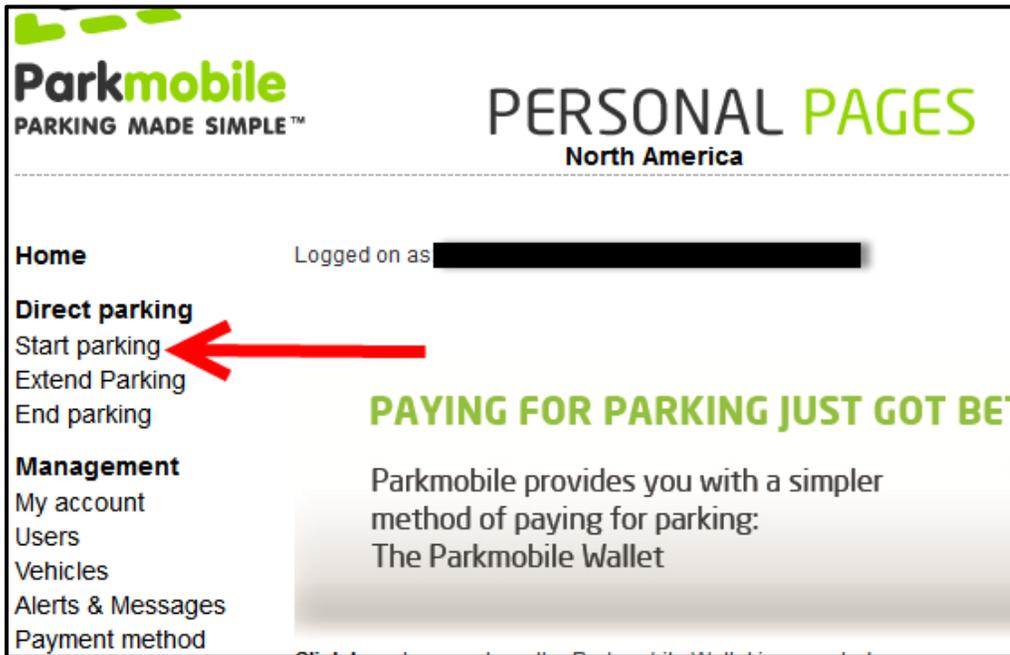
2. Click “SIGN IN” button



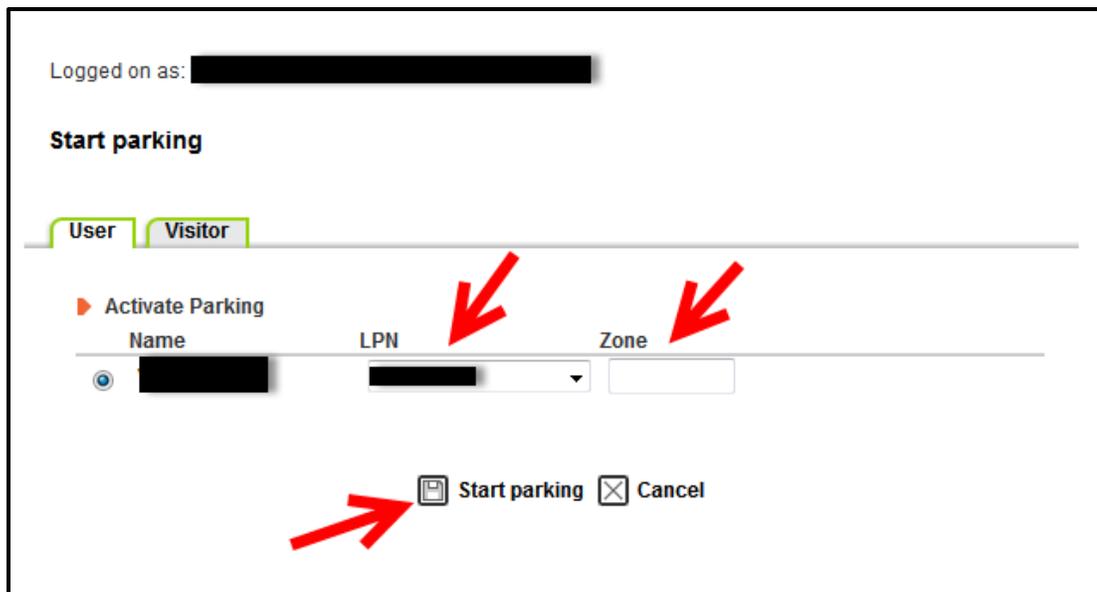
3. Enter email/phone number and password. Click “Log on”.

A screenshot of the Parkmobile login page. At the top right is a green 'Sign Up Now!' button. Below it is the heading 'Log on'. There are two input fields: 'Email address or mobile number:' and 'Password:'. Both input fields are pointed to by red arrows. Below the password field is a checkbox labeled 'Remember me'. At the bottom left is a green 'Log on' button, also pointed to by a red arrow. At the bottom right is a link that says 'Can't login? Continue >'. The entire login form area is enclosed in a black border.

4. Click “Start parking”.

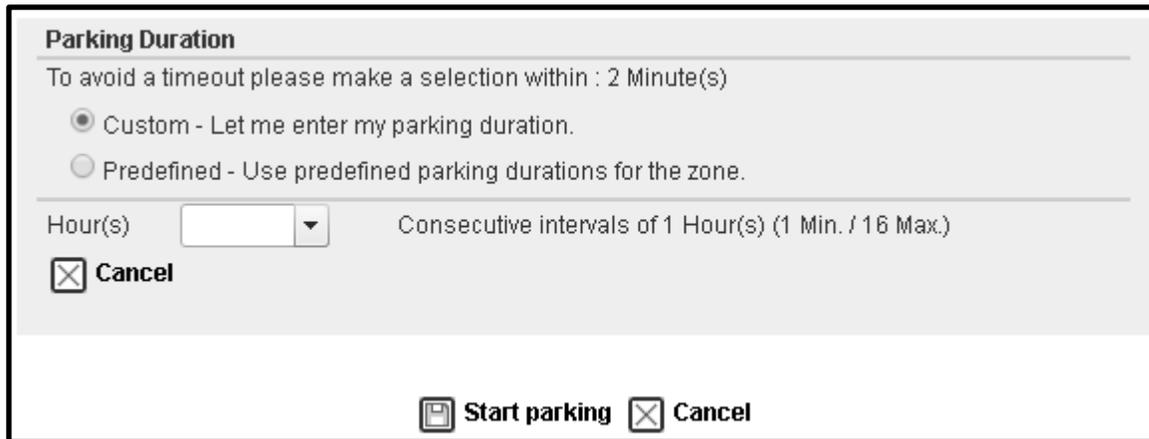


5. Select correct license plate (LPN) and enter your zone code. *(the 5 digit code that appears on your flex permit hangtag, or 4 digit code posted at motorcycle parking or 3 digit code posted at meter locations).* Confirm that the plate listed is for the car you are parking that day. Click “Start parking”.



6. Select the paid time desired and click **“Start parking”**.

The “Custom” selection allows you to enter the exact number of hours that you will be parked.



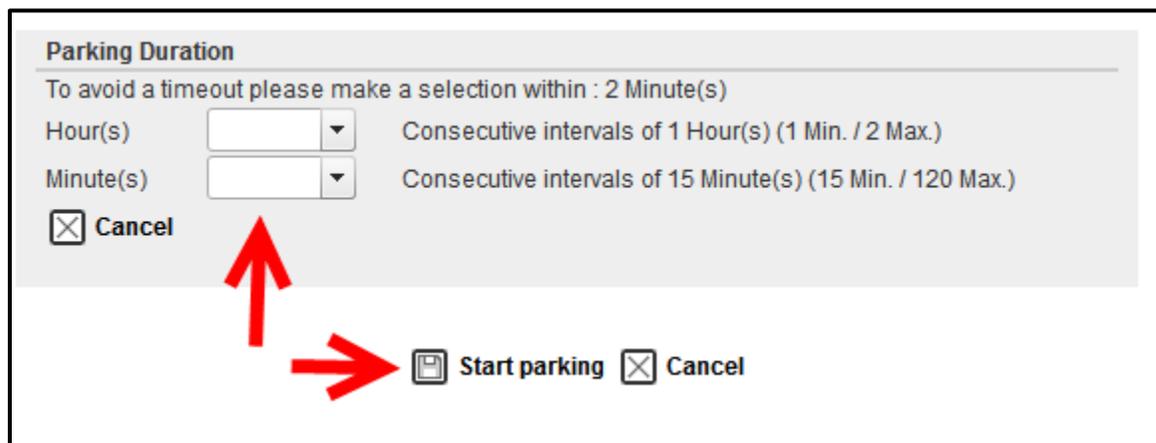
Parking Duration
To avoid a timeout please make a selection within : 2 Minute(s)

Custom - Let me enter my parking duration.
 Predefined - Use predefined parking durations for the zone.

Hour(s) Consecutive intervals of 1 Hour(s) (1 Min. / 16 Max.)

Cancel

Start parking Cancel



Parking Duration
To avoid a timeout please make a selection within : 2 Minute(s)

Hour(s) Consecutive intervals of 1 Hour(s) (1 Min. / 2 Max.)
Minute(s) Consecutive intervals of 15 Minute(s) (15 Min. / 120 Max.)

Cancel

Start parking Cancel

The “Predefined” option allows you to select the maximum parking time. If you are a motorcycle or meter customer, you may not stay beyond the maximum parking time. If you are a flex customer and you intend to park 8 hours or more (for sessions beginning before 4:30pm on weekdays or 5 hours or more after 4:30pm on weekdays or on the weekends), it is important to select the daily maximum option in order to continue to show in paid status beyond 8 hours.

Parking Duration

To avoid a timeout please make a selection within : 2 Minute(s)

Custom - Let me enter my parking duration.

Predefined - Use predefined parking durations for the zone.

Time Block Please make a selection... ▼

Cancel

Please make a selection...

Maximum parking time; stops at 11:59:59 PM

Start parking **Cancel**

7. Review transaction information. Agree to the terms. Click **“Start parking”**. Note that UW Transportation Services covers transaction fees for flex parking customers.

Parking Duration

To avoid a timeout please make a selection within : 2 Minute(s)

Hour(s) Consecutive intervals of 1 Hour(s) (1 Min. / 2 Max.)

Minute(s) Consecutive intervals of 15 Minute(s) (15 Min. / 120 Max.)

Parking Cost

Before your session can be activated, please agree to the following terms:
You selected a duration of 2 hours. Your session will deactivate on 3/2/2016 at 1:05:51 PM Eastern Time. Total parking cost of: \$2.00

(If the session duration is less than the duration you selected, it is due to parking restrictions put in place by your parking operator in this zone at this time. Refer to local signage for your area if needed.)

Do you agree to these terms? 

Pricing

Parking cost	\$2.00
Transaction Fee	
Total costs	\$2.00
Payment method	Credit Card



8. Your parking transaction has started and a confirmation page appears.

User Visitor

Parking result

Activation 

Current Parking Status: **Activated**

Information

User

License Plate Number  GA

Zone

Start time 3/2/2016 11:09:09 AM (Eastern Time)

Automatic stop time: 3/2/2016 1:09:09 PM (Eastern Time)

Parking Duration 02:00:00

Time will not appear on the meter, but will be visible to the enforcement officers.

Pricing

Parking cost \$2.00

Transaction Fee

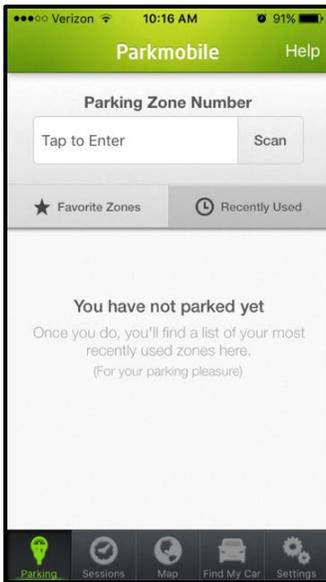
Total costs \$2.00

Payment method Credit Card

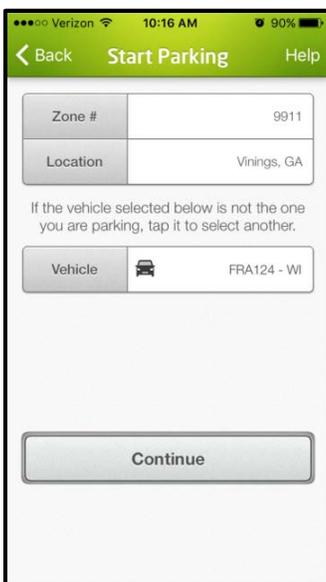
 Return to previous screen

STARTING TRANSACTIONS USING APPS ON MOBILE DEVICES

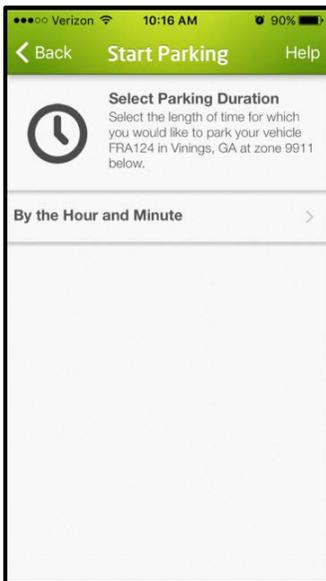
Apple iOS Parkmobile app shown here as example. Visit <http://us.parkmobile.com/mobile-apps> for more information. Parkmobile applications available for Apple, Google Android, Windows, Blackberry and Amazon devices.



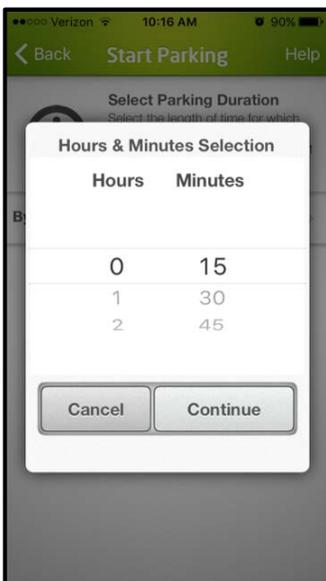
1. Load the Parkmobile mobile app on your device.
2. Select the “parking” tab.
3. Enter your zone number. This is the 5 digit code that appears on your permit hangtag (or posted 4 digit code for motorcycles or posted 3 digit code for meters.)



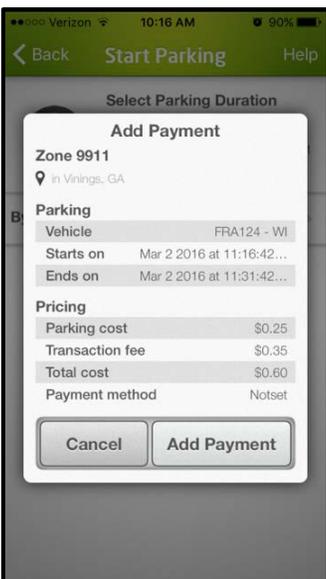
4. Confirm the zone # and location is correct. You can save your zone as a preferred default in your account if you would like. Confirm the license plate is for the car that you are parking that day. Click “continue”.



5. Click **“By the Hour and Minute”** or **“Maximum Parking Time.”** If you are a motorcycle or meter customer, you may not stay beyond the maximum parking time. If you are a flex customer and you intend to park 8 hours or more (for sessions beginning before 4:30pm on weekdays or 5 hours or more after 4:30pm on weekdays or on the weekends), it is important to select the daily maximum option in order to continue to show in paid status beyond 8 hours.



6. Select the time desired and click **“continue”**.



7. Confirm your payment information and click **“Add Payment”**. A confirmation page appears.

STARTING TRANSACTION USING IVR (automated phone)

1. Call Parkmobile at 877-727-5003.
2. Follow prompts to enter information and pay for parking. You will need to confirm zone, plate, and the details of your session. When paying over the phone the system will tell you the maximum number of hours available to park. You should select this maximum number of hours if you intend to park 8 or more hours in order to continue to show in paid status beyond 8 hours.