FLEX PARKING FAQ’s

The less you park, the less you pay

PARKMOBILE IS OUR VENDOR THAT ACCEPTS PAYMENTS FOR FLEX PARKING. YOU MUST CREATE AN ACCOUNT WITH PARKMOBILE TO PAY FOR PARKING. SEE BELOW FOR MORE INFORMATION.

Do I need to create an account with Parkmobile to use my Flex parking permit?
Yes. You will need to create an account with Parkmobile since they accept the payments. You will need your credit card payment information and license plate number.

How can I create an account with Parkmobile?
- **By phone:** Call Parkmobile at 1-877-727-5003. Follow the directions to create an account.
- **Online:** Visit www.parkmobile.com. Follow the online instructions.
- **Smartphone App:** Download and install the latest version of the Parkmobile smartphone app appropriate for your device. http://us.parkmobile.com/mobile-apps

How can I pay for Flex parking?
1. Arrive at your assigned lot.
2. Display your Flex parking permit with the color picture facing out through the windshield.
   1. Call Parkmobile at 877-727-5003. Follow the prompts.
3. Enter your five-digit zone code located on your permit hangtag. You can save your zone as a default favorite in your Parkmobile account settings.
4. Verify the license plate on file matches the car you are driving that day.
5. Enter the number of hours that you will park. On the web or in the mobile app, the system will prompt you to choose the number of hours to park or to select the daily maximum. If you intend to park 8 hours or more (for sessions beginning before 4:30pm on weekdays or beyond 5 hours 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. If you instead select 8 hours, you will only show in paid status for 8 hours from the time you start the session. When paying over the phone (not via the app) 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 hours or more.
6. The system will guide you with prompts. **It is extremely important that you verify that you have entered the correct zone code and license plate. Do not confirm payment if the zone code or plate is incorrect!**

Can I extend my parking time?
Yes. You must extend time before your parking session expires; otherwise it is a new transaction.

Do the parking lot gates read my permit and automatically charge me?
No, payment charges are not automatic. You must manually start your parking transaction with Parkmobile.

When do I need to pay?
You must be in paid status whenever your permit is used during hours of control for your facility. This often includes nights and weekends. More information on hours of control here: http://www.transportation.wisc.edu/parking/lotInfo_hours.aspx
What is my zone code?
Your zone code is a five-digit code printed on your hangtag permit. You must enter this code when you pay for parking. These codes do not appear on signs or stalls.

Do I pay using my license plate?
Your license plate is used for enforcement. You will be prompted to enter it when you register your account, and then prompted to confirm or change the plate each time you pay. If you always drive the same car you will only have to enter the plate once.

What if I want to park a different car?
You can park with any vehicle. Simply update your license plate information when prompted. Make sure to display your Flex permit.

Where do I park with my Flex permit?
You do not need to park in a specific stall or “zone”. You may park in any unrestricted stall in your permitted lot. Do not park in a restricted stall (i.e. reserved / disabled) with your Flex permit.

How will enforcement staff know I have paid?
Flex enforcement is based on proper display of your permit, proper entry of your zone code, and proper entry of your license plate.

What if my parking lot is completely full (there are no spaces to park)?
If you are unable to park in your permitted lot because it is full, you may park in the next closest (non-gated) lot. Do not park in restricted stalls. You must pay for your parking during enforcement hours for your assigned lot using your normal Parkmobile zone code. You also must complete and submit the lot full form location online: http://transportation.wisc.edu/home/tools_lotfull.aspx.

Please note the “lot full” signs illuminate only when visitor space is unavailable. Flex parking permit holders are NOT considered visitors therefore please enter your facility even if the “lot full” sign is illuminated.

The Parkmobile system tells me that my credit card is not valid.
Be sure that you have correctly entered your credit card information and that your credit card has not expired. Parkmobile accepts Visa and MasterCard (disregard any information on their website that says otherwise). You can change your credit card information using the smartphone app, online or phone.

Can I request a refund for a charge?
Generally, refunds are not available. Please make sure your payment information is correct before paying. However in the event there is a Parkmobile service issue (i.e. error message) and you do not agree with a charge then please call Parkmobile 877-727-5457 to request a refund.

What if Parkmobile will not allow me to begin a parking transaction with the mobile app?
Be sure you have correctly entered your information including your zone code. If the mobile app is not working, then attempt to begin a parking transaction via the phone-in method at 877-727-5003 or going to Parkmobile.com (via desktop or pc). If not successful with these attempts, then please inform Transportation Services Customer Service at 608-263-6666.

Where can I find the Flex parking policy?
http://transportation.wisc.edu/resources/policies.aspx

Other questions
Parkmobile Customer Service
www.Parkmobile.com
877-727-5457

Transportation Services
flexparking@fpm.wisc.edu
608-263-6666