PARKMOBILE PAYMENT PROCESS
Updated 5/16/2017

NOTE: Customers will need to have already created an account with Parkmobile (see account creation doc.).
Customers are encouraged to contact Parkmobile support at 877-727-5457 for immediate assistance.
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

![Parkmobile Sign in Button](image)

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

![Parkmobile Log on Form](image)
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.
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.

<table>
<thead>
<tr>
<th>Parking Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>To avoid a timeout please make a selection within : 2 Minute(s)</td>
</tr>
<tr>
<td>☐ Custom - Let me enter my parking duration.</td>
</tr>
<tr>
<td>☐ Predefined - Use predefined parking durations for the zone.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time Block</th>
<th>Please make a selection...</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Cancel</td>
<td>Please make a selection...</td>
</tr>
<tr>
<td></td>
<td>Maximum parking time stops at 11:59:59 PM</td>
</tr>
</tbody>
</table>

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.
8. Your parking transaction has started and a confirmation page appears.
Starting Transactions Using Apps on Mobile 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.
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.