

# Using Parkmobile to pay for parking



## Who should use Parkmobile to pay for parking?

Parkmobile is a third-party parking payment system for use by:

- UW Flex Surface permit holders for all parking sessions
- UW Flex Gated permit holders for after-hours parking in alternate lots
- Customers parking in timed (“mobile pay”) stalls

You must create a Parkmobile account before you can start a parking session.

For help creating an account, copy and paste this link into your browser for instructions:

[transportation.wisc.edu/wp-content/uploads/sites/28/2017/12/ParkmobileAccountCreation.pdf](https://transportation.wisc.edu/wp-content/uploads/sites/28/2017/12/ParkmobileAccountCreation.pdf)

## When should I start my Parkmobile session?

Anyone parking on the UW-Madison campus must be in “paid” status for the entirety of a parking session during the parking lot’s hours of enforcement.

- You can start a Parkmobile session right when your parking session begins.
- You may also start a session at home, prior to arriving on campus.

## Who should I call if I need help?

For immediate, 24-hour assistance, contact Parkmobile support at **(877) 727-5457**.

(The Parkmobile support phone number is not the same as the Parkmobile payment phone number.)

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## Start a session with the Parkmobile app

The Parkmobile mobile app is available for Apple, Google Android, Windows, Blackberry and Amazon devices.

1. Load the Parkmobile app on your device.
2. Enter your zone number in the search bar (Figure 1).

The Parkmobile zone number is a 5-digit number (i.e., 25064) located on the back of your permit hangtag, or the posted 4-digit code for motorcycles or multiple-digit code posted at timed “mobile pay” stalls. ONLY metered parking shows up as a “nearby zone.”

3. Click “CHOOSE DURATION” and “HOURS AND MINUTES” to enter the amount of time you intend to park (Figure 2).

If you are a Flex customer, only choose “MAXIMUM PARKING TIME” if you plan to park 12-plus hours (for sessions beginning before 4:30pm on weekdays) or 5-plus hours (for sessions beginning after 4:30pm on weekdays or on the weekends).

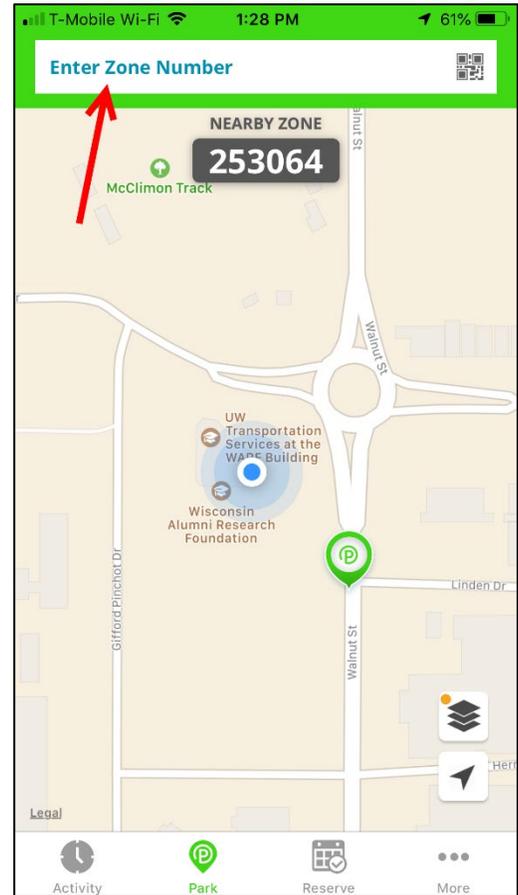


Figure 1

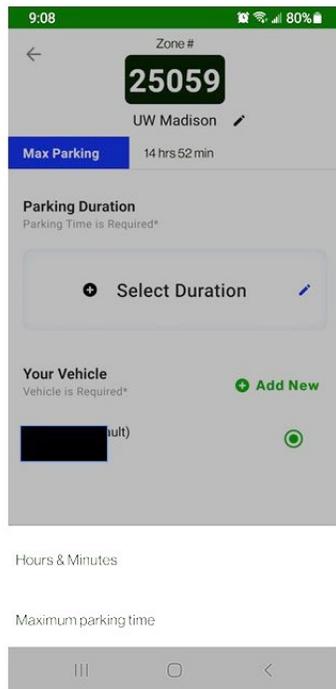
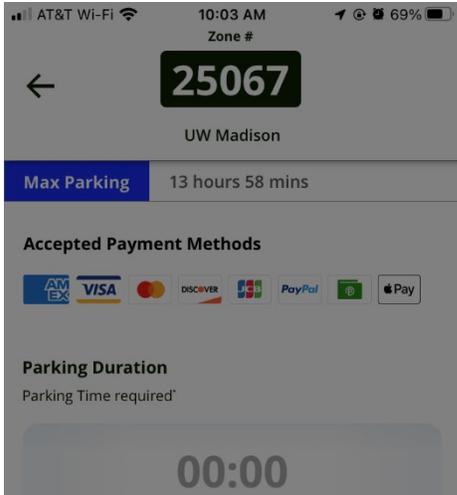


Figure 2



Set Duration



Figure 3

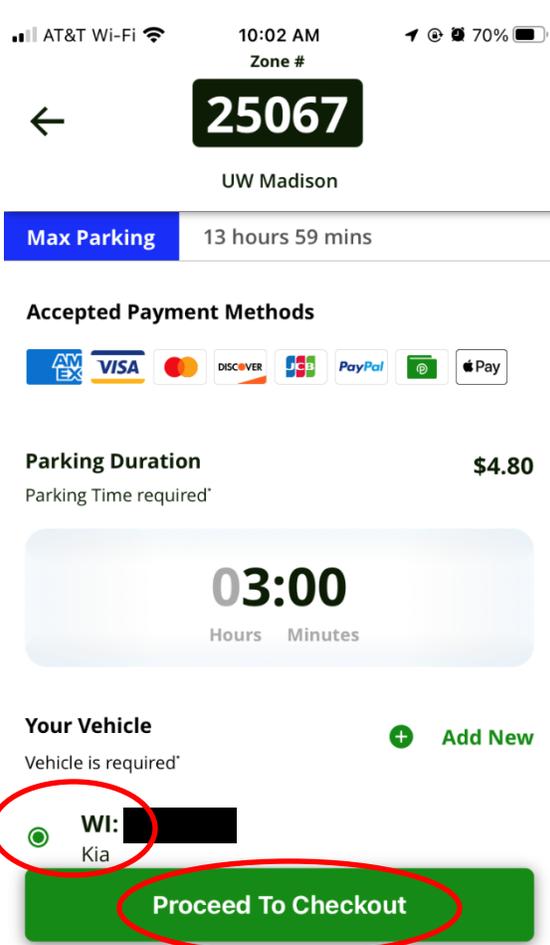


Figure 4

4. When choosing “HOURS AND MINUTES,” scroll down to select the number of hours and minutes you intend to park (Figure 3).

5. Click “SET DURATION.” If you are a motorcycle or timed meter customer, you may not stay beyond the maximum parking time.

6. Confirm your parking session information is correct, including the zone, duration, payment method, and the license plate of the vehicle you are parking (Figure 4).

7. Click “Proceed to Checkout” (Figure 4).

8. Make a final check that you are using the correct license plate. If you see an incorrect license plate, click “CHANGE” to select the correct license plate.

9. Click “START PARKING” (Figure 5).

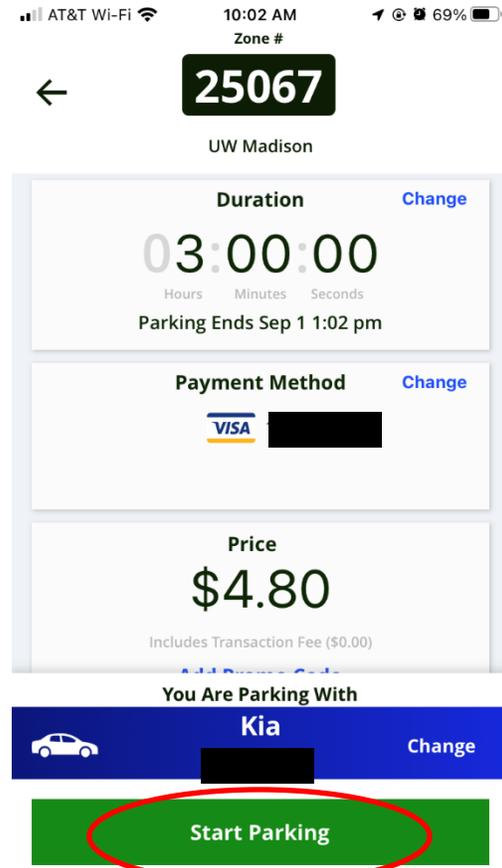
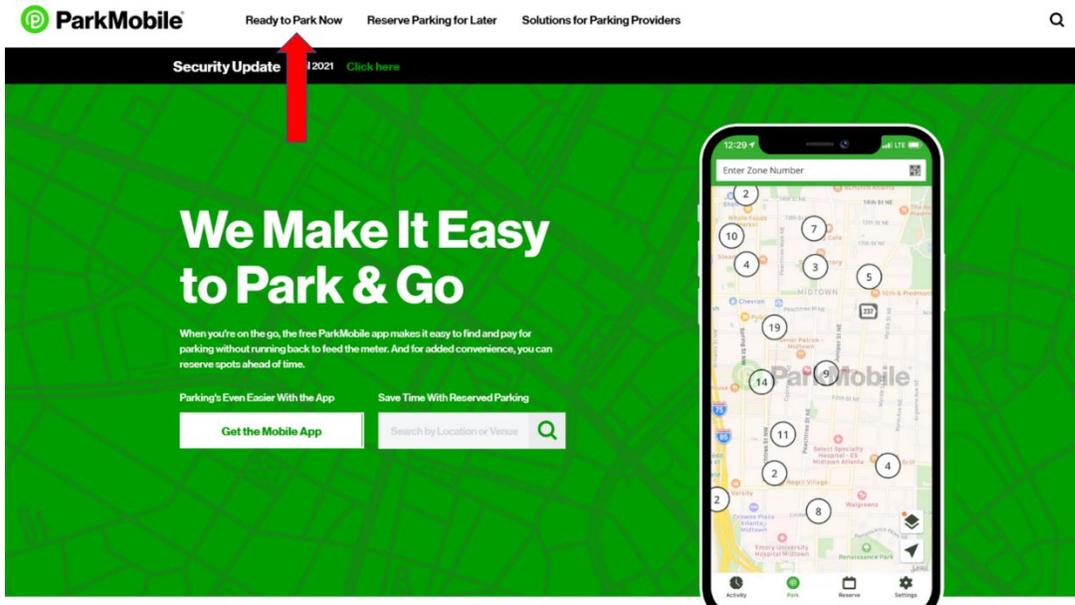


Figure 5

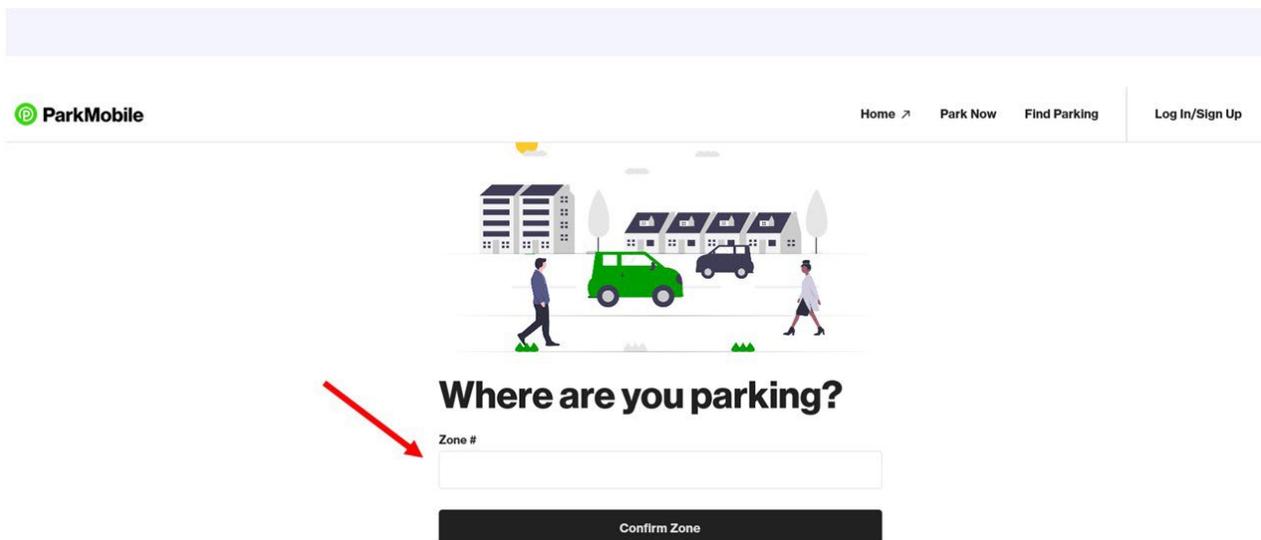
## Start a session on the Parkmobile website

1. Go to <https://parkmobile.io/>  
(Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari browsers are recommended.)
2. Click the “Ready to Park Now” menu button.



3. Confirm your zone.

The Parkmobile zone number is a 5-digit number (i.e., 25064) located on the back of your permit hangtag, or the posted 4-digit code for motorcycles or multiple-digit code at timed “mobile pay” stalls.). ONLY metered parking shows up as a “nearby zone.”



ParkMobile Home Park Now Find Parking Log In/Sign Up

**Where are you parking?**

Zone #

Confirm Zone

4. Choose your parking rate. Choose “Hours & Minutes” or “Maximum parking time.” If you are a Flex customer, only choose “MAXIMUM PARKING TIME” if you plan to park 12-plus hours (for sessions beginning before 4:30pm on weekdays) or 5-plus hours (for sessions beginning after 4:30pm on weekdays or on the weekends).

Zone > **Duration** > Vehicle > Payment > Review

### What parking rate works for you?

This parking operator currently offers multiple parking rate options.

By the hour and the minute 

Maximum Parking Time

### How long do you want to park?

3 Hours  0 Minutes

**Estimated Price: \$4.80**

Transaction fees and taxes may apply in later steps.

 **Continue**

5. Select Vehicle. If you have more than one vehicle, please be sure to select the license plate for the car you are driving.

Zone > Duration > **Vehicle** > Payment > Review

### Which Vehicle?

[+ Add Vehicle](#)

Please make sure your vehicle information is accurate. Once your parking session starts, this information **cannot be changed**.

#### Vehicle Preference

   Wisconsin

**Continue**

## 6. Choose payment method

[Home](#) ↗ [Park Now](#)

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Zone > Duration > Vehicle > **Payment** > Review

**Which Payment Method?** + Add New

**Accepted Payment Methods**



**Visa ending in**    
Expires 8/23 *(Default)*

**Continue**


## 7. Review transaction information. Click “Start parking”. (UW Transportation Services covers transaction fees for flex parking customers.)

**Zone**  
Zone # 25059  
Location: UW Madison

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**Duration**  
8 hours 26 minutes

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**Vehicle**  
 (Wisconsin)

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**Payment**  
Visa ending 

**Promo Code**

Apply

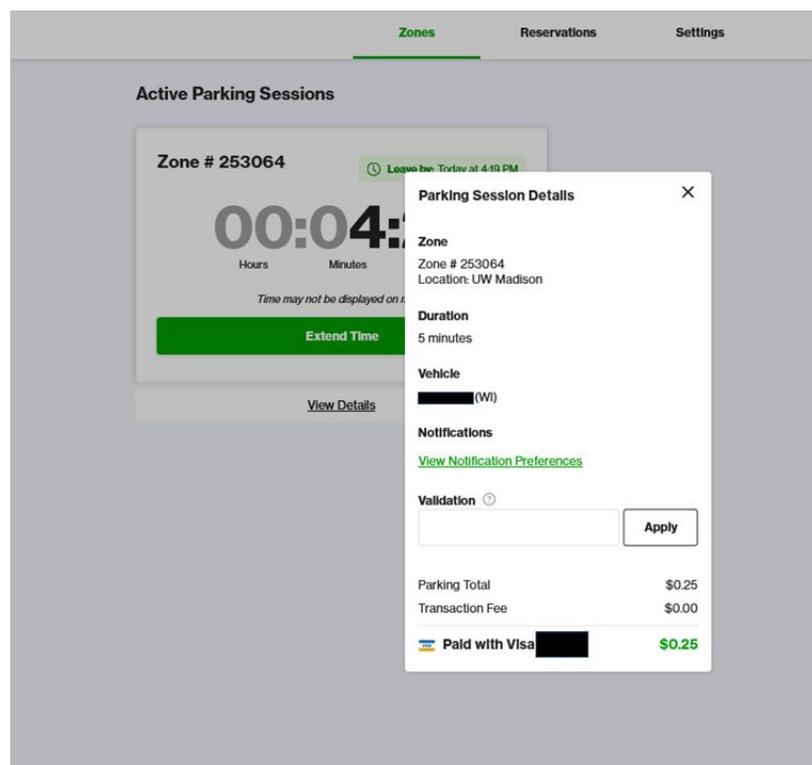
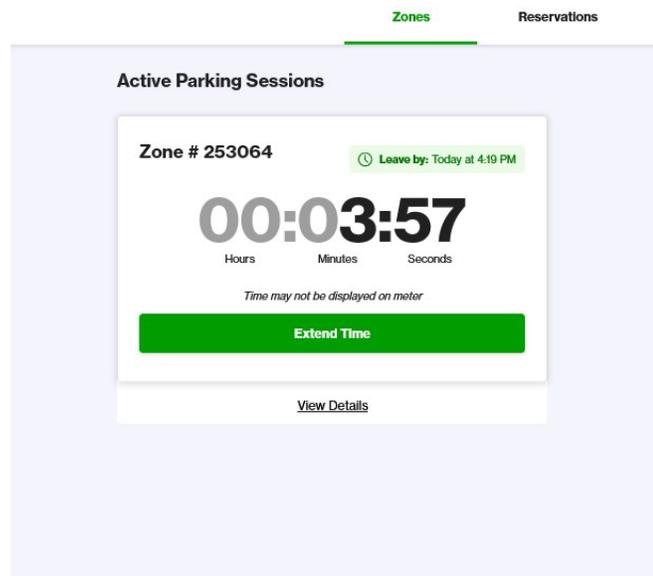
Parking Subtotal	\$7.75
Transaction Fee	\$0.00
<b>Order Total</b>	<b>\$7.75</b>

Parking taxes may be included in subtotal. This transaction is **non-refundable**.

**Start Parking**



- Your parking transaction has started and a confirmation page appears. Click on "View Details" to see details on the transaction.



## Start a Parkmobile session with 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. If you are a Flex customer, only choose “MAXIMUM PARKING TIME” if you plan to park 12-plus hours (for sessions beginning before 4:30pm on weekdays) or 5-plus hours (for sessions beginning after 4:30pm on weekdays or on the weekends).