

## EasyPark App

Customers using the EasyPark Service

- Register Once
- Can extend or stop their parking on the go
- Only pay for the parking time used
- Pay for parking with the press of a button

Paying for parking by the app is quick and simple, saving you both time and money. Once you have parked, enter the parking area code (which will be visible on signs and parking ticket machines) or select it from the map on the EasyPark app. Enter your vehicle registration number, select an end time and start parking. You will receive a reminder on your phone 15 minutes before your parking time is up and if you need longer you can choose to extend your session. When leaving the parking area simply click on stop parking and only pay for the time actually used.

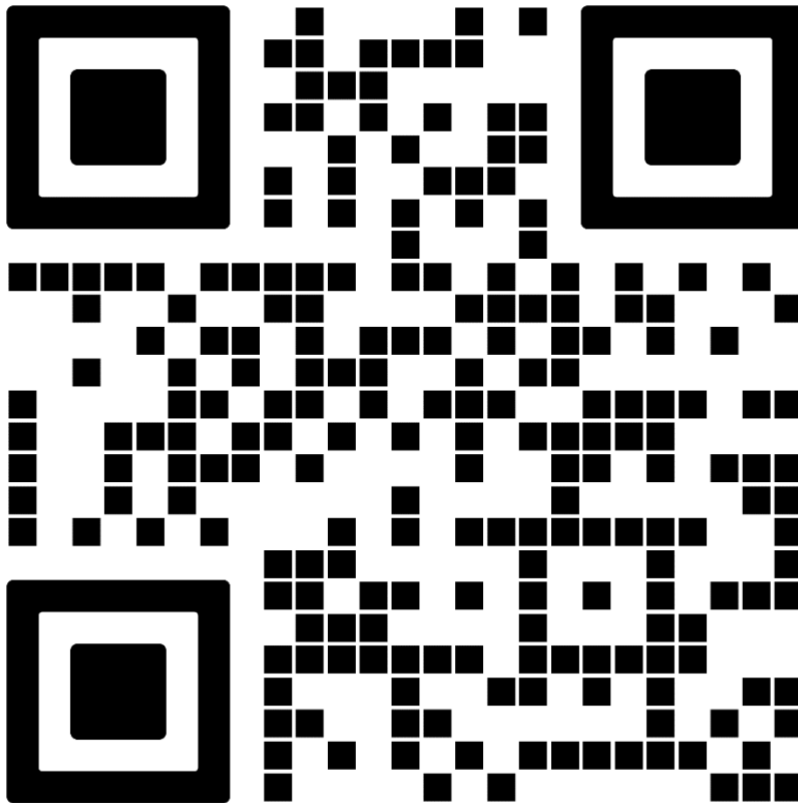
What is EasyPark?

EasyPark is a free app available for Android, Apple and Windows that allows staff/students and visitors to pay for their parking. This allows you to pay without having to go to the ticket machine to top up parking to the maximum time allowed on the go and will send a notification to advise the parking session is about to expire.

- Convenience of use
- Only pay for the time you use
- Ability to top up to the maximum time allowed.
- You receive a reminder 15 minutes before your parking session is due to expire

How to use the EasyPark app

Download the app by scanning the QR code below



Login: Follow the instructions on the screen

Start parking: Select a parking time by spinning the wheel. Make sure you check you have selected the correct amount of time

Ongoing parking: Stop or extend the parking time as you need

Following your registration, you can start parking immediately. You can start a parking session with EasyPark before the paid parking time starts, and only pay for the time that the parking is for a fee. For example, you may start a parking session at 7am, but if the paid parking time only begins at 8am you will only pay for your parking time from 8am. EasyPark automatically stop charging you for your parking when the parking is for free. For example, you may start a parking session at 4pm until 6pm but if the parking in the parking area is free of charge from 5pm EasyPark will limit your parking session and your payments until 5pm

Watch the how to video here <https://www.youtube.com/watch?v=Zv89R4yyowA>

After completing your parking, you receive an email receipt containing all details of that parking session. This receipt has the same functionality and content as a physical parking receipt.

Frequently Asked Questions

Q. I use several cars – can I still use EasyPark?

A. Yes you can register an unlimited number of cars in one EasyPark account. When parking you simply select the registration number of the car you want to park. Please ensure you select the correct registration number, so you don't receive a fine.

Q. How does the parking officer know that I have paid?

A. Parking officers use a PDA to check the number plate of your car against the EasyPark database in real-time to check for paid parking. Because the registration number is checked when issuing a fine, the software ensures that you will not get a parking fine if you are legally parked and have set the EasyPark app to pay for parking

Q. How can I change my account information?

A. By logging into your account on the web, phone app or by calling EasyPark customer Service on 1300 734070

Q. What if I forget to end the parking session?

A. A parking session will never go on longer than the time you initially set for the session, or the max possible parking time in a given area. In addition, you will receive a parking reminder fifteen minutes before the parking before the end-time so that you have the chance to extend your parking

Q. What is my responsibility as the user of the system?

A. You are responsible for starting and stopping your own parking transaction and ensuring that the parking area code and registration number you input is correct. If you lose your phone, please let EasyPark customer service know so they can ensure the safety of your account.

Q. What methods of payment does EasyPark accept?

A. You can pay by Visa or Mastercard credit and debit cards

Q: When will the money be debited from my account/credit card balance?

A: EasyPark is a post pay service, allowing you to only pay for the parking time that you actually use, so payments are commonly debited the next business day.