

PARKMOBILE PAYMENT PROCESS

Updated 06/09/2021

Customers will need to have created an account with Parkmobile to start a parking session.

Flex parking sessions may be started before arrival in your lot (before leaving home, for example). This is helpful to ensure you don't forget to pay once at work.

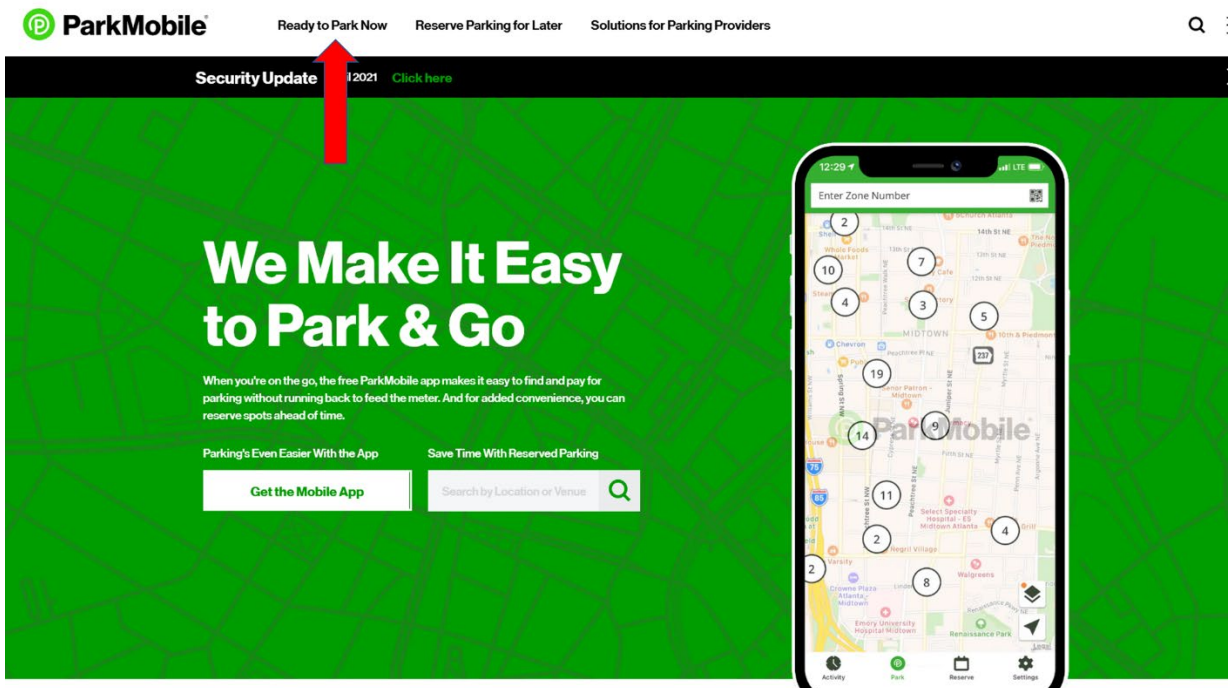
Customers are encouraged to contact Parkmobile support at 877-727-5457 for immediate assistance.

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

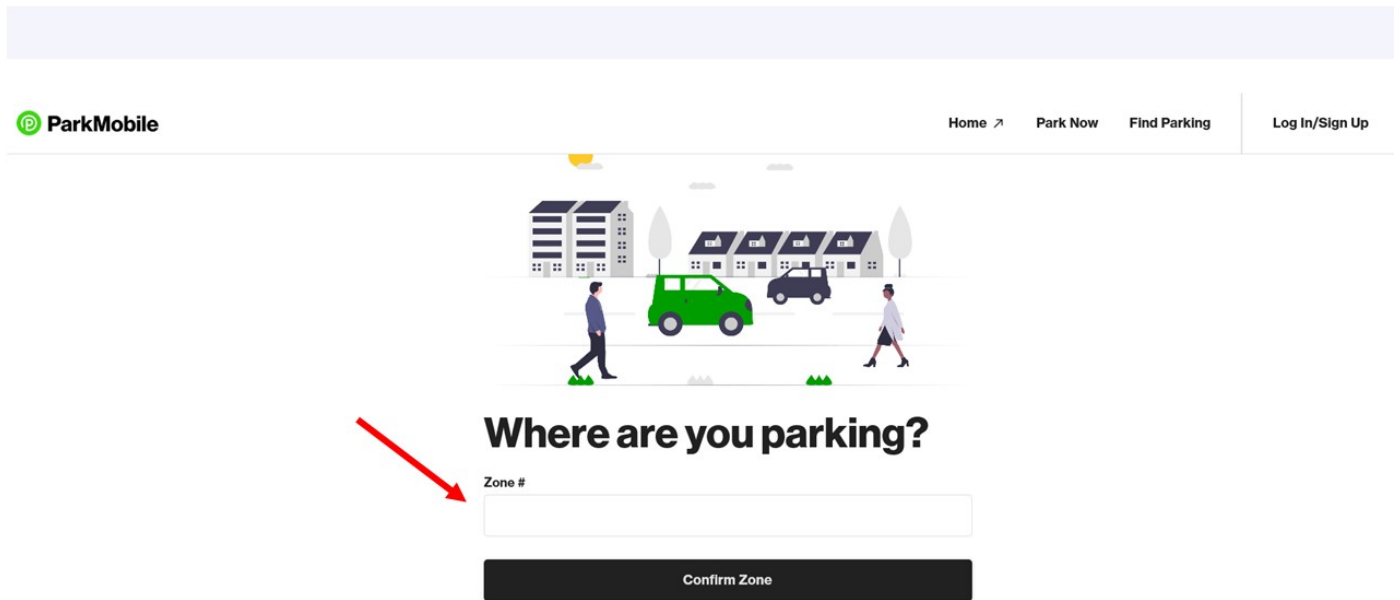
STARTING TRANSACTIONS USING PARKMOBILE WEBSITE

1. Visit <https://parkmobile.io/>
(Parkmobile recommends using Google Chrome, Microsoft Edge, Mozilla Firefox or Safari for "optimal experience.")

2. Click "Ready to Park Now" menu button.



3. Confirm your zone. *(The 5-digit code that appears on your flex permit hangtag, or 4-digit code posted at motorcycle parking or multiple digit code posted at meter locations).* **Flex parkers enter the zone number on the back of your Flex Permit.**



The screenshot shows the ParkMobile website interface. At the top left is the ParkMobile logo. On the right side of the top navigation bar are links for Home, Park Now, Find Parking, and Log In/Sign Up. The main content area features an illustration of a city street with buildings, trees, a green car, and a person walking. Below the illustration, the text "Where are you parking?" is displayed in a large, bold font. Underneath this text is a form with a label "Zone #" and an empty input field. A red arrow points from the left towards the input field. Below the input field is a black button with the text "Confirm Zone".

4. Choose your parking rate. Choose "Hours & Minutes" or "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.

ParkMobile Home ↗ Park Now

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

Review your duration
This rate (Maximum Parking Time) only allows you to park here for **9 hours and 15 minutes** until **12:06 am, June 9th**.

Estimated Price: \$8.00
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

[Redacted] Wisconsin

[Continue](#)

6. Choose payment method.

Home ↗ Park Now

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

Which Payment Method?

[+ Add New](#)

Accepted Payment Methods

Visa Mastercard American Express Apple Pay

Visa ending in [Redacted] Expires 8/23 (Default)

[Continue](#)

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

Zone Zone # 25059 Location: UW Madison
Duration 8 hours 26 minutes
Vehicle [REDACTED] (Wisconsin)
Payment Visa ending [REDACTED]

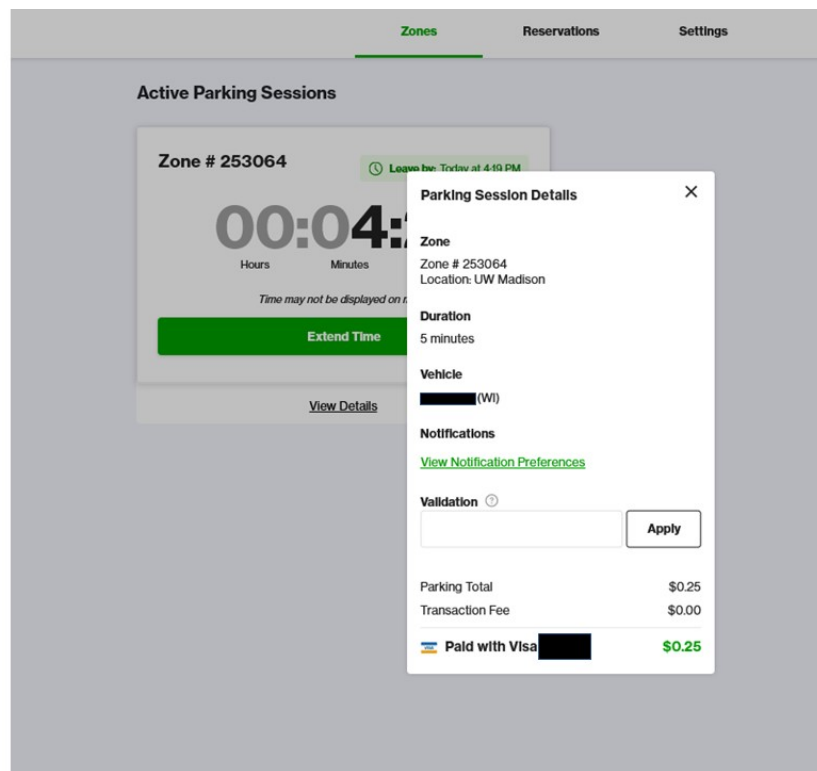
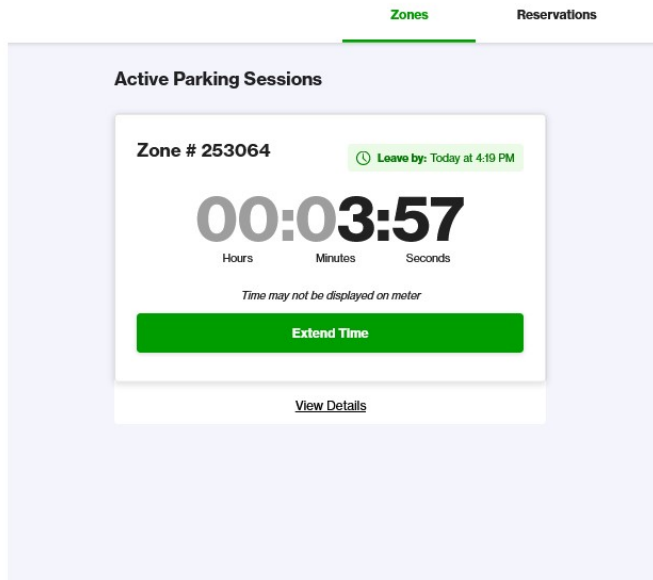
Promo Code

Parking Subtotal	\$7.75
Transaction Fee	\$0.00
Order Total	\$7.75

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



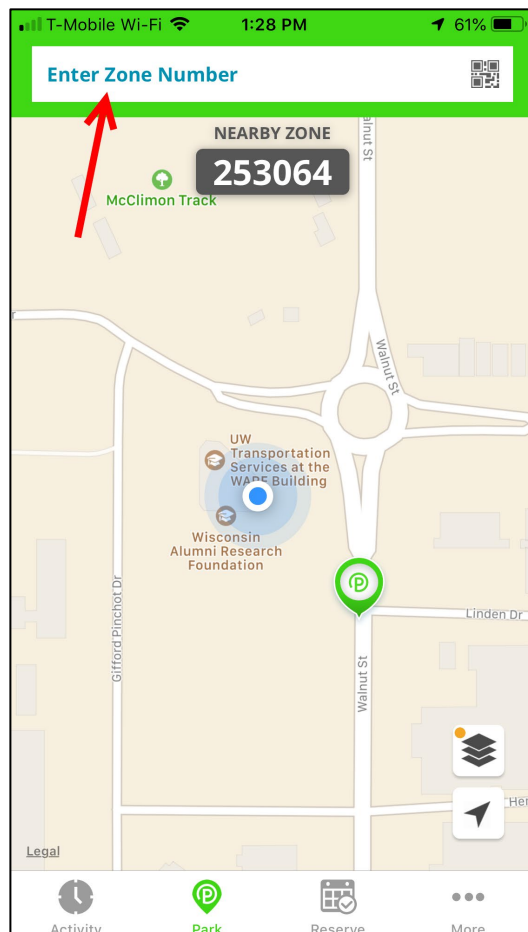
8. Your parking transaction has started and a confirmation page appears. Click on "View Details" to see details on the transaction.



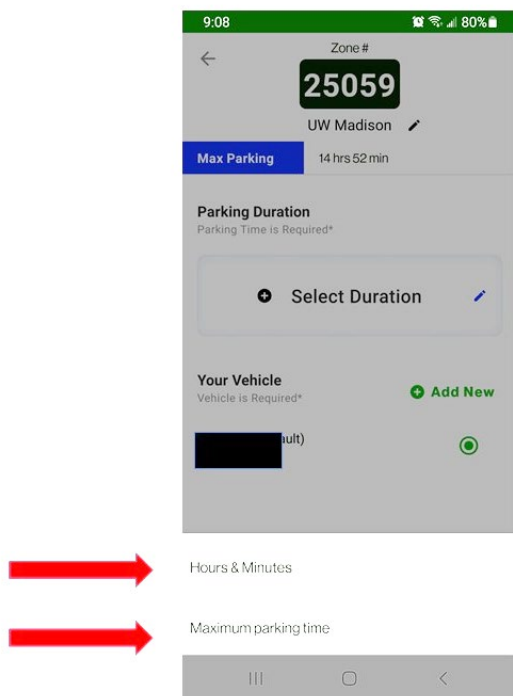
STARTING TRANSACTIONS USING APPS ON MOBILE DEVICES

Visit <https://parkmobile.io/> 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. Enter your zone number in the search bar.
This is the 5-digit number (ex. 25064) that appears on the back of the permit hangtag (or posted 4-digit code for motorcycles or posted code for meters.). **ONLY** metered parking shows up as a "nearby zone."

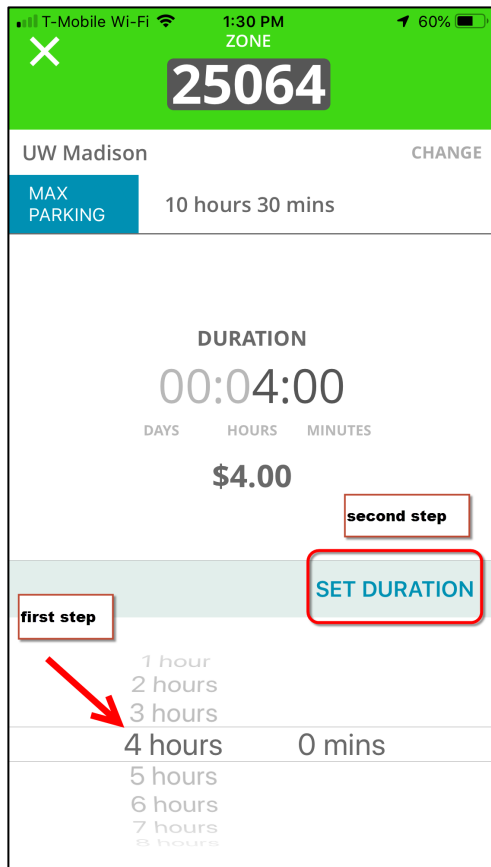


3. Click on **“CHOOSE DURATION”** to enter the amount of time you intend to park.

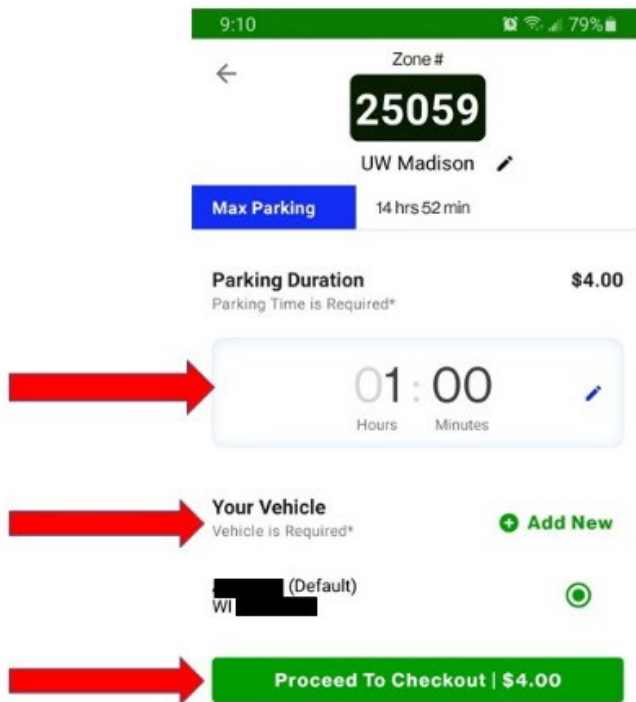


Choose “Hours & Minutes” or “Maximum parking time.” If you are a Flex customer and you intend to park 8 hours or more (for sessions beginning before 4:30pm on weekdays or 5 hours or more after 4:30pm on weekdays or on the weekends), it is important to select the daily maximum option in order to continue to show in paid status beyond 8 hours.

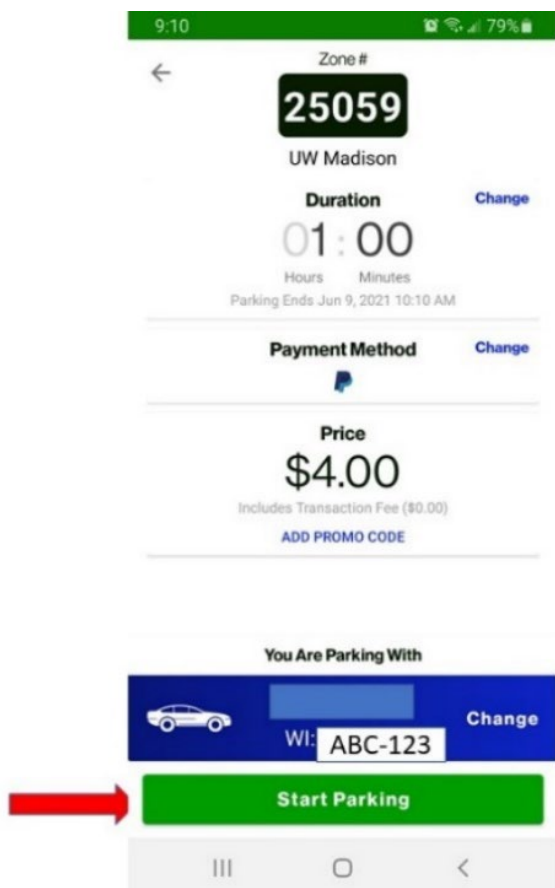
4. When choosing Hour and Minutes the first step is to scroll and select the number of hours you intend to park. Second step is to click on "SET DURATION." If you are a motorcycle or meter customer, you may not stay beyond the maximum parking time.



5. Confirm your parking session information is correct including the Zone, Duration, Payment Method, License Plate “you are parking with” and click “Proceed to Checkout.” If you need to add a new license plate, click “Add New” and add another license plate number.



6. 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. Start your parking session.



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.