



## CellOPark Pay-by-app FAQ's

**Q1.** How does the app know that I am a staff member?

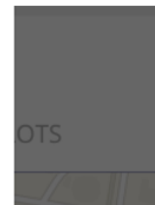
**A1.** While using the app, open the 'side menu' (by pressing the three horizontal lines at the top left of screen) and check the information at the top of the menu.

It should display:

Name

Email

Staff or Visitor



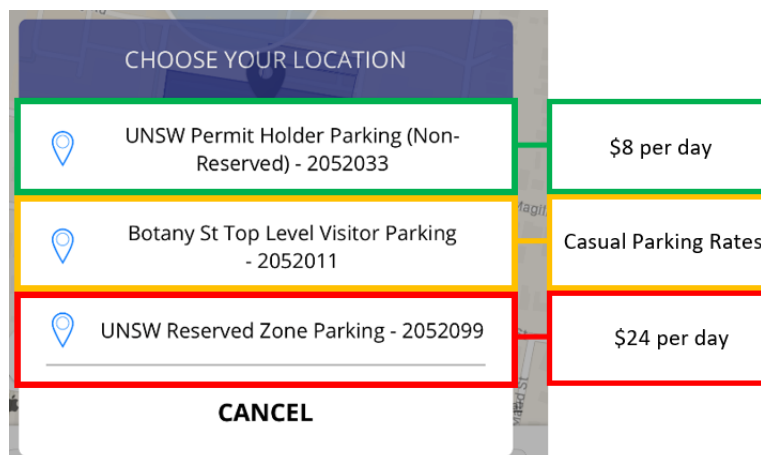
**Q2.** The menu on my app says 'Visitor' instead of staff, what can I do?

**A2.** You will need to add your zID into your profile. Go to Menu > My Account > My Profile and add your zID into the field marked 'Student/Staff ID'. If you already have your zID in your profile, remove it, save the changes and re-add it. Also remember to include the 'z' in front of the numerals.

If the app still doesn't recognise you as a staff member, please contact [parking@unsw.edu.au](mailto:parking@unsw.edu.au)

**Q3.** I'm a staff member and the app recognises me as a staff member. When I open the app in the multi-storey carparks, I am given the choice of three zones to park in. How do I know which one is the right one for me?

**A3.** For staff wanting to take advantage of the \$8 daily rate, they should choose the zone named '2052033 – UNSW Permit Holder Parking (Non-Reserved)'.



**Q4.** I am a student and when I put my zID into the app, it says I have an invalid zID, why is that?

**A4.** At this time, the app is only set up to recognise staff zID's. Students are not offered a concessional rate, so no need to have your zID in the profile.

**Q5.** As a staff member, using the zone named '2052033 – UNSW Permit Holder Parking (Non-Reserved)', where can I park my vehicle?

**A5.** You can park in any marked bay which is signposted 'UNSW Permit Holder'. If you park outside of a marked bay, or in a 2P/4P/Accessible or Loading Zone, then you may be issued a Penalty Notice.

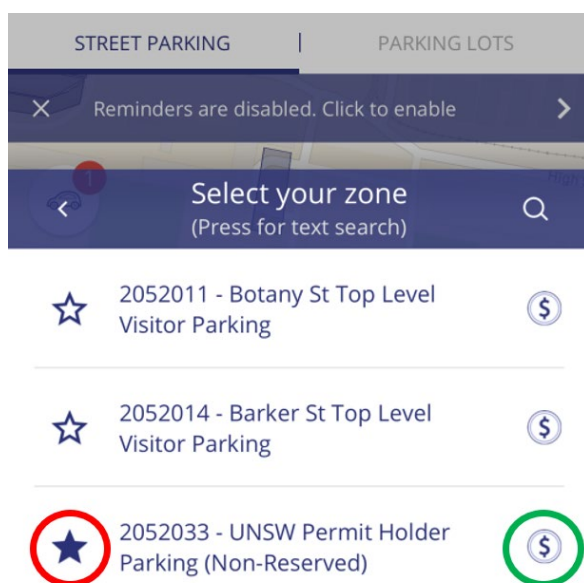
**Q6.** I have selected the zone named '2052033 – UNSW Permit Holder Parking (Non-Reserved)' and parked my car in a UNSW Permit Holder bay. A countdown timer has appeared on my screen, what is it counting down to and what happens when it reaches 0?

**A6.** Parking at UNSW is charged between 7:30am and 7:30pm, Monday-Friday. Outside of these hours, parking is free. The countdown timer, which appears once you've started a session, is counting down to 7:30pm when parking becomes free. When the timer reaches 0, your session will end. You will not be charged additional fees.



**Q7.** Can I choose a favourite zone so I don't need to scroll through the whole list of zones every time?

**A7.** Yes – when you've located the zone you're likely to use more often than not, press the little star (shown in red) to add it to your 'favourites' list. The favourites list is accessible from your home screen in the app. Also, if you want to check what the parking price for each zone is, press on the \$ symbol (shown in green) for a breakdown of the rates applied for that zone.



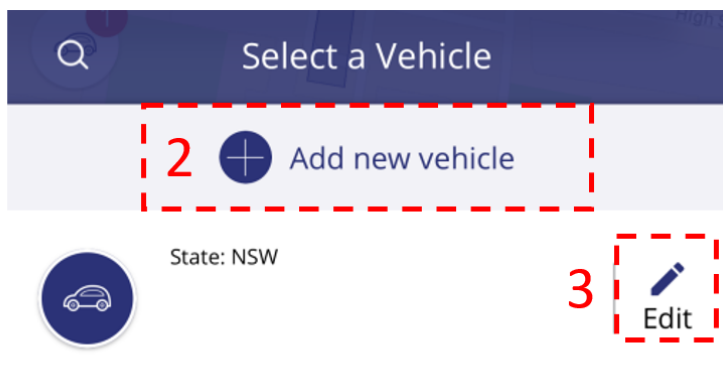
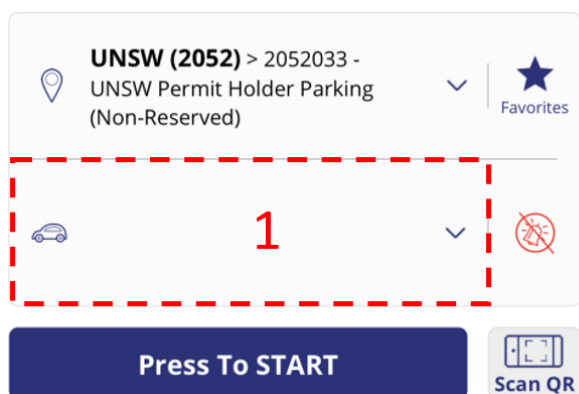
**Q8.** I have been parking onsite for several days now, but have not seen any charges on my credit card. When will I get billed?

**A8.** The billing cycle for CellOPark ends on the 24<sup>th</sup> of each month. You can expect to be charged via your preferred payment method on the 25<sup>th</sup> or 26<sup>th</sup> of each month.

**Q9.** I'm driving a different vehicle to Campus today, how can I change the registration within the app?

**A9.** From the main page of the app:

1. Press this area to open the registrations listed against your profile.
2. Press this area to add in a new vehicle.
3. Press this area to edit an existing vehicle.

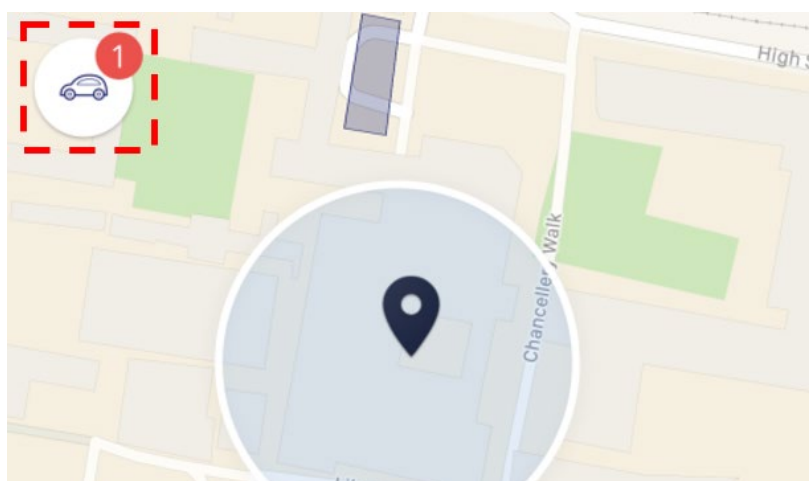


**Q10.** I've selected the wrong zone and been overcharged, who should I contact?

**A10.** From the Menu, select My Account > Parking History > Send. Send the parking history to yourself and forward both your parking history and an explanation of when you've been overcharged to [parking@unsw.edu.au](mailto:parking@unsw.edu.au)

**Q11.** I'm not sure if my parking session has started, how can I tell if it is active?

**A11.** From the main page of the app, look for the little car symbol on the top left of screen. Press on the car icon and it will show if you have an active parking session as well as which registration is active at the time.



**Q12.** I am going off-campus for lunch. If I leave Campus, do I need to stop my session and restart another when I get back?

**A12.** No – you should keep the session active so you only get billed once. This also applies if you need to move your car for any other reason. So long as you park in a UNSW Permit Holder bay and have an active session in the zone named '2052033 – UNSW Permit Holder Parking (Non-Reserved)' you will not receive a Penalty Notice.