vPermit User Guide

This guide will outline the basic use of the vPermit system for the end user of the system. Individual users are certain types of students, staff members, tenants, and contract workers. All users can manage their profile efficiently and easily as well as modify their profile details as required. In addition, users can apply for permits at any time and can modify the registration details of their vehicles as well as cancel an active permit.

To use the vPermit system, you need to complete three steps:

1.   Register with the system.

2.   Apply for a permit as a registered user.

3.   Pay for your permit and park.

Payment Types

Depending on your status (external, student, staff member) and the type of permit you have, you have two payment options:

Payment Type	Description	Permit Status
Salary Sacrifice	Automatic salary deduction	Immediate activation or manual confirmation
Pay in Person	Pay in Person at the parking office	Activation once payment made at parking office

Getting Started with vPermit

Before you apply for a permit you need to register with the system. Once you are registered, you are able to login to the system and apply for permits and to manage your profile.

Initial Registration for all Users

1. Type the vPermit address - https://vpermit.com.au/UNSW/ - into the address line of your browser. The vPermit home screen is displayed.
2. From the Getting Started process, click the registration link. The Registration page is displayed. You can register either as an;
   - Individual User – Suitable for persons who only need 1 permit, OR
   - Service Contractor (Multiple Vehicles) – Suitable for persons who require 2+ permits

Individual Users

Registering as an Individual User

1. Select the Individual User tab from the registration screen. The Registration screen is displayed.
2. Enter your email address, your first name and your last name. Nb: You cannot change the user name or ID once the permit is active.
3. Enter and confirm your chosen password.
4. Read and understand the terms and conditions as with the privacy statement.
5. Click Register. A screen is displayed explaining that a confirmation email has been sent to the email address provided.

Logging in as an Individual User

1. Click the link in the confirmation email. The vPermit registration screen is displayed.
2. Login with your user name and password.
3. Enter your zID and mobile number.
4. From the list of permits, select the permit you require.

You will be required to enter the payment type and the registration number of the car, or cars you will be using. The permit type for which you have applied sets the maximum number of cars you can use and the optional payment types. Once payment has been made, your permit will be made active and you are ready to go.

Applying for a Permit

Once you are registered with the system you can login with your user name (email address) and password and can apply for a new permit in the case that a permit has expired or been cancelled.

As a registered user, when you click My Permits, your account history is displayed, showing all your past permits and their details, as well as the current active permit if you have one.

To apply for a new permit:

1. Click Apply for a new Permit. The Select your Permit screen is displayed.
2. From the drop-down list select the permit type you require. The screen will open a form. According to the permit type you select, you will need to enter the information to allow for your permit to be approved.
3. Enter the relevant information and click Register. Depending on the payment type, the permit will be sent to the Parking Office to confirm if you're eligible for salary sacrifice or if the payment type is Pay in Person (PIP), you will need to make the payment at the Parking Office at Gate 2. Once payment is made the permit is made active.

Managing your Vehicles

You can view and manage the vehicles against an active permit by clicking the 'Manage Vehicles' button on the My Permits screen.

To view or edit your vehicles:

1. Click Manage Vehicles. The My Vehicles screen is displayed showing your active vehicles.
2. To change the active vehicle to a different vehicle that is already registered - click the vehicle you wish to activate. Your new Active will highlight green.
3. To edit your vehicles or add a vehicle, click 'Edit Vehicles'. The Edit Vehicles screen is displayed.
4. Edit the vehicle you want to change. If you have an unallocated vehicle, add a new vehicle. Click 'Save' to ensure your changes are saved.

Editing Your Profile (including changing your password)

You can edit your personal profile in the case that you need to change information such as your mobile phone number, or you would like to update your password. You cannot change your email address or your student number.

To edit your profile:

1. From the Menu bar click on your username. The Edit Profile screen is displayed.
2. To change your First Name, Last name, Mobile number or address, enter the new information into the relevant text box.
3. If you would like to change your password, click the Change Password button. The change password screen is displayed.
4. Enter your old password, your new password and repeat the new password.
5. Click change password.

Service Contractors (Multiple Vehicles)

Registering as a Service Contractor with multiple vehicles:

1. Select the Service Contractors (Multiple Vehicles) tab from the registration screen.
2. Enter your email address, your first name and your last name.
3. Enter your password.
4. Read and understand the terms and conditions as with the privacy statement.
5. Check the check box to accept the terms and conditions.
6. Click Register. A screen is displayed explaining that a confirmation email has been sent to the email address provided and to complete the registration process you need to click a link in the email.

Login as a Service Contractor with multiple vehicles:

1. Click the link in the confirmation email. The vPermit registration screen is displayed.
2. Login with your user name and password.
3. To apply for a permit, click the My Requests tab. The My Requests screen is displayed.
4. Click the Request vPermit button. The Request vPermit screen is displayed.

5. Enter the Permit name and description.
6. Select the parking zones you require.
7. Enter the validity of the requested permit.
8. Enter the number of cars for which you will need parking.
9. Select the payment type – currently only pay-in-person at Gate 2 is available.
10. Click Send.
11. Once you have requested the permit, head to the Gate 2 Parking Office to organise payment.

Managing your Vehicles

You can view and manage the vehicles against an active permit by clicking the 'Manage Vehicles' button on the My Permits screen.

To view or edit your vehicles:

5. Click Manage Vehicles. The My Vehicles screen is displayed showing your active vehicles.
6. To change the active vehicle to a different vehicle that is already registered - click the vehicle you wish to activate. Your new Active will highlight green.
7. To edit your vehicles or add a vehicle, click 'Edit Vehicles'. The Edit Vehicles screen is displayed.
8. Edit the vehicle you want to change. If you have an unallocated vehicle, add a new vehicle. Click 'Save' to ensure your changes are saved.

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