vPermit User Guide
V 1.0

Individual Users

vPermit.

Online parking permit management.

vPermit has taken Smart Parking to the next level. No need for stickers, papers and hassle - once your application is approved - your car licence plate is all you need.

Getting started:

1. Register
   Get your registration information and submit it all here

2. Apply
   The system will validate your information for the vPermit, verify payment if applied and send it for approval

3. Park
   Once your application is approved, you are done and ready to park.
Contents

Permit for the Individual User and Contractors ................................................................. 3
Payment Types ......................................................................................................................... 3
Getting Started with vPermit ................................................................................................ 3
  Initial Registration for all Users ......................................................................................... 4
Individual Users ..................................................................................................................... 4
  Registering as an Individual User ...................................................................................... 4
  Login as Registered user: ................................................................................................. 5
Applying for a New Permit – Individual User ................................................................. 5
  To apply for a new permit: ............................................................................................... 6
Managing your Vehicles ....................................................................................................... 7
  To view or edit your vehicles: ......................................................................................... 7
Editing Your Profile (including changing your password) ............................................. 8
  To edit your profile: ....................................................................................................... 8
Permit for the Individual User and Contractors

This guide will outline the basic use of the vPermit system for the individual user of the system. Individual users are students, staff members, UQ affiliated groups, UQ lease holders, and approved contractors. All users are able to manage their profile efficiently and easily as well as modify user and/or profile details as required. In addition, users can apply for permits at any time and can modify the number and registration of vehicles that are registered to any existing user. A user can also cancel an active permit.

Permit types available in this system are vehicle and bike lockers.

To register, apply and pay for your permit 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 the type of permit you have, you will have a number of options of payment.

<table>
<thead>
<tr>
<th>Payment Type</th>
<th>Description</th>
<th>Permit Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary Sacrifice</td>
<td>Automatic salary deduction</td>
<td>Immediate activation or manual confirmation</td>
</tr>
<tr>
<td>Pre-approved Salary Sacrifice</td>
<td>The Permit is approved prior to finalising payment</td>
<td>Activation once payment is completed</td>
</tr>
<tr>
<td>Pay in Person</td>
<td>Pay in Person at the PF Assist</td>
<td>Activation once payment Made at PF Assist</td>
</tr>
<tr>
<td>Credit Card (Online)</td>
<td>Pay online</td>
<td>Immediate activation</td>
</tr>
<tr>
<td>Pre-approved Credit Card</td>
<td>Receive online authorisation before paying with Credit Card</td>
<td>Active once credit card payment made</td>
</tr>
</tbody>
</table>

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, apply for permits and manage your profile.
Initial Registration for all Users

1. Go to the Parking Permit website and select Permit Applications and the vPermit Log In icon (this will take you to the vPermit homepage).
2. From the Getting Started process, click the registration link. The Registration page is displayed. Choose to register as an Individual. The second TAB is for Corporate Permits only.

Individual Users

Registering as an Individual User

1. Select the Individual tab from the registration screen. The Registration screen is displayed.
2. Enter your email address, your first name and your last name.
3. Enter and confirm your chosen personal password. The password should be at least 6 characters long.
4. Confirm you are not a robot and check the check box to accept the terms and conditions.
5. Click Register. A screen is displayed explaining that a confirmation email has been sent to the email address provided.

Registration Instructions
To complete the registration process look for an email in your inbox that provides further instructions.
If the email does not appear after several minutes, please check your junk mail folder and if it is not there, contact the parking office.

Login as Registered 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 UQ user name or your employee number and mobile number. The system will validate your ID as a staff member. If you do not have a UQ user name, leave blank. Different users are eligible for different permits.
   Note: You cannot change the user name or ID once the permit is active.
4. From the list of applicable permits, select the permit you require.
   According to the permit you select, further information is required to complete the process. 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.
5. Some permit types will need pre-approval by PF Assist or Manager Transport Systems, this includes Special Needs Permits and Executive Permits. Student Permits are limited in selection (motorcycle, special needs and bike lockers) and always require pre-approval.

Applying for a New Permit – Individual User

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. You can cancel your permit and/or apply for a new permit.
To apply for a new permit:

1. Click Apply for a new Permit. The Register your vPermit 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 made active immediately if online credit card payment is selected, or if salary sacrifice is an option. If the payment type is Pay in Person (PIP), you will need to make the payment at PF Assist, Building 42, St Lucia Campus. Once payment is made the permit is made active. Please note that PF Assist accepts credit card payments, but does not accept cash.
Managing your Vehicles
You can view all your vehicles, change the active vehicle and edit or add vehicles (up to the maximum number allowed) using the My Vehicles option. At UQ, users can add up to five vehicles to their permit.

To view or edit your vehicles:

1. Click the red ‘View Vehicles’ button at the end of your permit details.
2. The Permit’s Vehicles screen is displayed showing your vehicles. Your active vehicle is shown in Green.

Permit's Vehicles
This permit allows for 1 active vehicle out of maximum of 5 registered vehicles.
Set your active vehicle or edit vehicles below:

- 123ABC is Active
- Activate 456DEF
- Activate 789GHI

3. To change the active vehicle to a different vehicle that is already registered - click the vehicle you wish to activate. The previously 'Active' vehicle will turn Red and your new Active Vehicle will become Green.
4. To edit your vehicles or add a vehicle, click 'Edit Vehicles'. The Edit Vehicles screen is displayed.
5. 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 staff number.

To edit your profile:

1. From the Menu bar click Edit Profile. 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.