PARKMOBILE PAYMENT PROCESS
Updated 4/24/2019

Customers will need to have created an account with Parkmobile in order to start a parking session. Customers are encouraged to contact Parkmobile support at 877-727-5457 for immediate assistance.

Note that 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/](https://parkmobile.io/)
   (Parkmobile recommends using Google Chrome, Microsoft Edge, Mozilla Firefox or Safari for “optimal experience.”)

2. Click “ENTER ZONE NUMBER” menu button.

![ParkMobile Website Screenshot](image-url)
3. Enter email OR mobile number and password. Click “Log on.”

4. Click “Start parking.”
5. Select correct license plate ("LPN") and enter your zone number. (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). Confirm that the plate listed is for the car you are parking that day. Click “Start parking.”

<table>
<thead>
<tr>
<th>Name</th>
<th>LPN</th>
<th>Zone</th>
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<tbody>
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Logged on as: [Redacted]

Start parking

[Start parking]  [Cancel]
6. Select the paid time desired and click “Start parking”
The “Custom” selection allows you to enter the exact number of hours.

The “Predefined” option allows you to select the maximum parking time. If you are a motorcycle or meter customer, you may not stay beyond the 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.
7. Review transaction information. Agree to the terms. Click “Start parking”. Note that UW Transportation Services covers transaction fees for flex parking customers.
8. Your parking transaction has started and a confirmation page appears.
STARTING TRANSACTIONS USING APPS ON MOBILE DEVICES

Apple (OS) Parkmobile app shown here as example. Visit [https://parkmobile.io/](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. Confirm you entered the correct zone. Select “PARK.”
4. Click on “CHOOSE DURATION” to enter your parking duration.
4. Select “By the Hour and Minute” 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.
5. First step is to scroll and select the amount 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.
6. Confirm duration is correct. Click “CONTINUE.”
7. Confirm your parking session information is correct including the Zone, Duration, Payment method, License plate “you are parking with” and click “START PARKING.” If you see the incorrect license plate, click “CHANGE” to select the correct license plate. If you need to add a new license plate, go to the Profile screen, click “Vehicle” and add another license plate number.
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.