PARKMOBILE PAYMENT PROCESS
Updated 2/21/2019

NOTE: Customers will need to have already created an account with Parkmobile (see account creation doc.). 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/ (Parkmobile recommends using Google Chrome, Microsoft Edge, Mozilla Firefox or Safari for “optimal experience.”)

2. Click “ENTER ZONE NUMBER” menu button.
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 3-digit code posted at meter locations). Confirm that the plate listed is for the car you are parking that day. Click “Start parking”
6. Select the paid time desired and click **“Start parking”**

The **“Custom”** selection allows you to enter the exact number of hours.

![Custom Option]

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.
Parking Duration
To avoid a timeout please make a selection within : 2 Minute(s)

- Custom - Let me enter my parking duration.
- Predefined - Use predefined parking durations for the zone.

Time Block

Please make a selection...
Please make a selection...
Maximum parking time; stops at 11:59:59 PM

Start parking  Cancel
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.
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 3-digit code for meters.). Please note, the only “nearby zones” that show up are metered parking.

3. Confirm you entered the correct zone. Select “Go.”
4. To help remember your zone, you can favorite your zone by selecting the “star” at the bottom. Please note, your favorite zone will not show up as “nearby zones.”

5. Confirm you have the correct license plate for the car that you are parking that day. Then select “choose duration.”
6. Select “By the Hour and Minute” or “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. For “By the Hour and Minute”, select time desired and click “okay.”
8. Confirm duration, license plate, and payment information is correct. Click “continue.”

9. Confirm your parking session information is correct and click “continue.”
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.