

Parking using your smartphone

‘How to’ Guide

PLASTIC TICKET



PLASTIC FREE



mPark.co.nz

Go ticketless!



Whangarei
District Council

Welcome to mPark

Whangarei's smartphone parking payment method

What is mPark?

mPark allows customers to pay for parking via their smartphone.

How does it work?

Set up your account at mPark.co.nz and register a vehicle or multiple vehicles to the account.

Use a credit card to load funds onto your account.

When you park your car log on to mPark.co.nz from your smartphone.

Select the vehicle you want to park, the zone number you want to park in and the duration you want to park for.

Parking zone numbers will be clearly marked on the existing parking meters.

The parking fee is debited from your account and our database updated to say your parking has been paid for.

Parking wardens can then check the database for your vehicle's number plate.

No coins, no paper tickets, no waiting at the Pay and Display machines.

No running back to feed the meter. mPark will send an email to your smartphone to remind you that your parking is due to expire and allow you to top up, all without having to return to your car.



What does it cost?

There is a credit card transaction charge that varies depending on the amount you load onto your account and only applies when you load money onto your account. Please note this is not an mPark charge, it simply covers bank credit card fees.

These credit card processing fees are clearly stated when you top up your account.

Why use mPark?

Convenience

You no longer have to look for change, find a parking machine, stand in the rain to wait to use the parking machine or find another parking machine if the machine is out of order.

Avoid parking fines

Receive an email reminder to your phone 10 minutes prior to your parking running out.

Top up remotely

No running back to feed the meter. Extend your parking remotely. Great if you're running late at the doctor.

How do I start using mPark?

There are a few simple steps to setting up an mPark account.

Set up an account on your computer or smartphone.

There are step by step instructions available online to take you through setting up an account, loading funds onto your account and paying for parking.



***We recommend
that to set up your
account you use
your computer.***

How to set up an mPark account

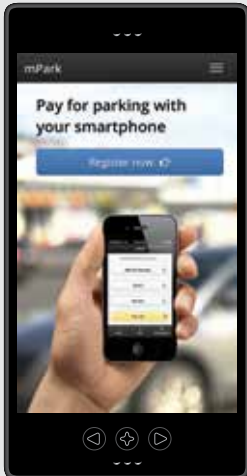
Setting up an account can be completed on your computer or smartphone.

We recommended you use a computer for the initial set up before you want to park. Possibly at home when you are not in a rush.

1

Once you visit mPark.co.nz you will be taken to the following login screen.

To set up your account select **Register now**.



2

Enter your details.

Scroll down entering all relevant information.



3

Complete your details and select **Create my account**.



You will be sent an email to confirm that you wish to open an account. Follow the link in the email to activate your account. If you don't receive an email, check your junk mail folder or our help page.

You are now registered with mPark.



**Make sure you
activate your
account!**

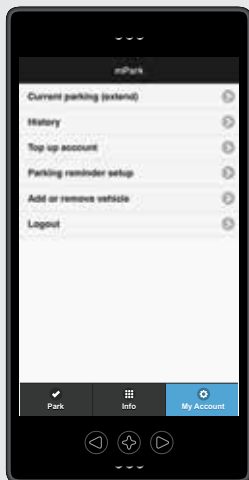
How to top up your mPark account

Once you have set up an account you will want to load some money onto your account.

When you are logged in this is just a simple three step process.

1

Under the **My Account** tab select **Top Up Account**.



2

From this screen select the amount you would like to top up, fill in your credit card details read the terms and conditions and tick to accept and select **Process Payment**.

(Credit card charge in brackets next to amount)



You will receive confirmation of your payment which will be stored under History (My Account tab) for future reference.

Please note for security your credit card details will not be stored on mPark and will have to be entered every time you wish to top up your account.

How to pay for your parking

Once you have set up your account and logged in paying for your parking is just three simple steps.

1

Go to the **Park** tab and select the vehicle you would like to park



2

Select the zone you would like to park in.

Parking zones can be found on the map under the **Info** tab, or clearly marked on existing parking meters and entrances to car parks.

(On some mobile devices you may have to select the zoomable map function to zoom in and out.)



3

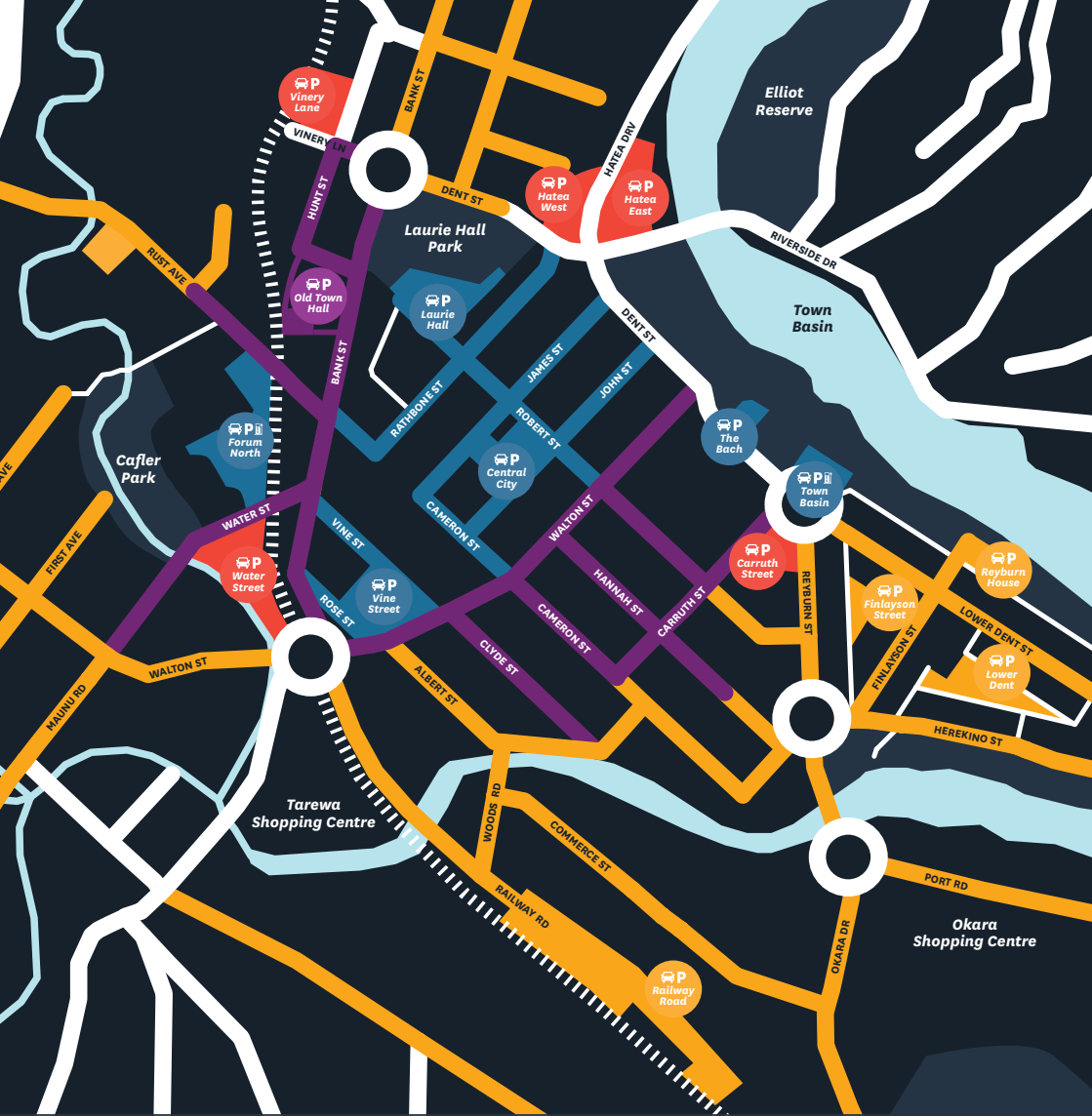
Select the length of time you would like to park for and press **Pay now**.

You will receive confirmation your parking has been paid and when it will expire.



Set up parking reminders so you'll never go over your time again!

To ensure you do not run out of parking go the **My Account** tab and choose **Parking reminder setup** – set the reminder to **on** and enter your email address – ensuring it is the email address set up to email your smartphone. This only needs to be done once, before you park.



Whangarei City Centre Parking Zone Map

ZONE
1 \$2
/HOUR
P180

MONDAY TO FRIDAY
8AM TO 6PM
SATURDAY
8AM TO 2PM

ZONE
2 \$1
/HOUR
P180

MONDAY TO FRIDAY
8AM TO 6PM

ZONE
3 \$2
/DAY
**UNLIMITED
PARKING**

MONDAY TO FRIDAY
8AM TO 6PM

FREE

**SOME TIME
RESTRICTIONS
APPLY**

PLASTIC TICKET



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mPark.co.nz