



## Frequently Asked Questions

### **Do I have to be registered to use PayStay?**

Yes, you must be registered. You can register by simply downloading the **PayStay** App from AppStore (iPhone) or PlayStore (Android).

### **Are there any other methods of registering?**

You can register online at [www.paystay.com.au](http://www.paystay.com.au) then complete the registration process as prompted. You can also register through the PayStay Call Centre on 1300 322 111.

### **How are my payments collected?**

When you register for an account with PayStay you will be prompted to enter your credit card details. You will be prompted to enter a Top Up Amount and a Low Balance Threshold. When your account balance falls below the Low Balance Threshold you specified, your credit card will be debited by your nominated Top Up Amount.

### **What credit cards can I use?**

MasterCard and Visa.

### **Why can't I specify how long I would like to park using PayStay?**

The PayStay service is built around the idea that you prefer to pay for the amount of time that you actually park, rather than paying for more parking time than you need.

### **What are my options for starting a parking session?**

There are 4 options for starting a parking session.

1. The easiest method to start a session is to download the PayStay App and Start your session.
2. Logon to [www.paystay.com.au](http://www.paystay.com.au).
3. Contact the PayStay Call Centre on 1300 322 111.
4. Send an SMS message to 0419 962 119 with the following commands:

#### *Single vehicle registration*

Start Message: PARK [Zone Number]

Stop Message: STOP

#### *Multiple vehicle registration*

Start Message: PARK [Zone Number][Vehicle Registration]

Stop Message: STOP [Vehicle Registration]

### **Why can't I start my parking session?**

Usually this is due to an expired credit card associated with your PayStay Account or insufficient funds being available with the credit card associated with your PayStay Account.

### **Can I register multiple vehicle registrations against one account?**

Yes, you can do this by logging into your PayStay Account at [www.paystay.com.au](http://www.paystay.com.au)

**How can I remove an old vehicle registration when I change vehicles?**

You need to log into your account at [www.paystay.com.au](http://www.paystay.com.au) (or by using the PayStay App) and select "Delete Vehicle" from the User Menu.

**Where can I park and use PayStay?**

You can use the PayStay pay-by-phone service whenever you park in a location where a PayStay sign and PayStay Zone number appears on or nearby the Parking Facility signage.

**How do I know that my payment for parking fees has occurred successfully?**

If you use the PayStay App, the application will display a message letting you know that you have successfully parked your vehicle. If you use the PayStay Call Centre (1300 322 111) the automated response system will confirm the transaction by relaying your transaction details back to you. If you use the PayStay website [www.paystay.com.au](http://www.paystay.com.au), log into your PayStay Account and select "Recent Transactions" from the User Menu. If you use the PayStay SMS facility, you will receive an SMS notification confirming your parking session (fees apply for SMS Notifications).

**How can I close my account?**

To close your PayStay account call the PayStay Call Centre on 1300 322 111.

**Are my registration details safe?**

Yes, personal information including account details can only be accessed by securely logging in with your username and password. All personal information including account details are stored in an encrypted secure database and handled in accordance with the current industry standards.

**What happens if I receive a Parking Fine or Penalty Notice?**

It is your responsibility to ensure that you have parked in accordance with the regulations of the parking facility you are using and have paid for parking via PayStay, a ticket machine or parking meter. If you wish to query a Parking Infringement or Penalty Notice you have received, contact the issuing party or parking operator as detailed on the notice.

**What should I do if I can't download the PayStay App?**

Please call the PayStay Call Centre on 1300 322 111 or email [customerservice@paystay.com.au](mailto:customerservice@paystay.com.au).

**What happens if I don't stop my parking session?**

If you don't stop your parking session that you have started with PayStay, you will be charged for the maximum parking time that is permitted for the Zone you have parked in. Please note that you will never be charged for more than the maximum parking time permitted by the parking facility.

**I don't know my log-in username or password?**

If you have forgotten your username/password please contact the helpdesk on 1300 322 111 where our Helpdesk staff will be happy to assist.

**Is paying with PayStay secure?**

All information displayed on the PayStay website is protected by digital certificate which can be verified by viewing the certificate details in your browser. Mobile applications are secured in the same manner. For further information please contact our helpdesk on 1300 322 111.