Passport parking app
Frequently Asked Questions

What is the Passport parking app?

Passport parking app is an easy and convenient way to pay for parking in Salem using a mobile phone or web browser.

What are the benefits of the Passport parking app?

- Pay for parking using your phone without having to go to a meter.
- Receive mobile alerts prior to your time expiring.
- Extend your parking time remotely, up to the maximum time allowed per posted signage.

Is there a fee to use the Passport Parking app?

When parking time is purchased through the Passport parking app, a 15-cent convenience fee applies to each transaction. The app will inform you of the convenience fee and you will be asked to confirm a transaction before you are charged.

Where is Passport parking app offered?

The Passport parking app is offered on all metered spaces and will shortly be available at the Church Street parking lots and the City's lot near the MBTA garage. Just look for the Passport decal on the meters or kiosks to confirm where it is offered.

How do I get started?

Easy! All you need is a credit or debit card. Choose one of the below methods for getting started:
- Smartphone users: Download the free Passport Parking app to your device.
- Use your mobile device or other web-accessible device to visit ppprk.com.
- Your wireless carrier's message and data rates may apply.

How do I get the app?

The free Passport Parking app is available for download in the App Store and at Google Play.

Is there an app for Blackberry or Windows phones users?

At this time, there is no app for Blackberry or Windows phones, but users can access the tool from a mobile web browser.

Can I download the app on my tablet?

IOS users can download the Passport Parking app on their iPad, but a valid mobile phone number is still required to create an account and use the app. Android users cannot download the app on a tablet at this time due to limitations within the Android platform.

How do I extend my parking with Passport?

One of the benefits of Passport is the freedom to extend your parking session from a remote location, like a restaurant, office, or residence, up to the maximum time allowed. If you're using the app and your phone has service, you will receive an alert when you have 10 minutes left on your parking session. You can monitor how much time is left on your session at any time by opening up the app. (For more information, see Why is it that sometimes I can extend parking and sometimes I can't?)

Can I still use the meters?

Yes. If you choose, you can still pay by using the meters like you have done traditionally.

Without paying at the meter, how do parking enforcement officers know that I have paid for parking?

Each time you use the Passport Parking app, you will enter your license plate number that identifies your parking session. Enforcement personnel determine if you have paid by looking up your license plate number and payment status.

How can I deactivate my account?

Deactivate your account at any time by visiting ppprk.com. Once you log in, select the Menu (upper left corner icon with three horizontal bars), click on Profile and then click the Deactivate Account button. Complete the short process to deactivate your account. The remaining parking funds in your account will be refunded to you, less any amounts used to pay your parking transactions, if any. Be aware that once you deactivate your account, it can't be reactivated. If you wish to use the app again, you will need to create a new account.

What are the hourly parking rates?
Regardless of whether you use the Passport Parking app or the meters, hourly parking rates are the same (between $0.25 and $1.00 per hour depending on the street).

Are there additional charges besides the parking rate?

When parking time is purchased through Passport parking app, a convenience fee of 15 cents is charged for each and every transaction. Passport parking app will inform you of the convenience fee and you will be asked to confirm a transaction before you are charged.

Do other cities offer mobile payment for metered parking? How much do they charge?

Many U.S. cities are adopting mobile payment systems for metered parking, including Boston, Chicago, San Jose, Louisville, Omaha, and Salt Lake City. Typical convenience fees range from 15 to 45 cents.

How does Passport parking app bill me?

You can pay for your parking sessions in the app by funding the Passport Parking Prefunded Account, also called a digital wallet.

Transactions completed using an individual Credit/Debit card will show up on your card statements as individual line items and will be deducted from your account once the parking session is completed.

If you fund the Passport Parking Prefunded Account, you have the option to fund, using a Credit/Debit card, a minimum $10.00 or a maximum of $100.00. Each time you use the Passport Parking Prefunded Account to pay for parking, the cost of your parking session is deducted from your prepaid account.

Does the Passport Parking app require a minimum purchase amount for a transaction?

Yes. The Passport Parking app requires a minimum purchase of 1 hour, except in spaces that are 15 minutes maximum time, where the only time that can be purchased is 15 minutes.

How do I know if the Passport Parking app is available where I parked?

The Passport Parking app is in effect at all parking meters and, shortly, City surface lots in Salem. Look for the Passport Parking app logo on signs or meter or kiosk decals to confirm it is in use. The app is not useable in private lots or the MBTA's Salem station garage.

Can I use the Passport Parking app at metered parking outside of the City of Salem?

Passport Parking is available in Springfield Massachusetts and in several other cities outside Massachusetts. If you have the Passport Parking app, you can use your account in any of these locations. Visit ppprk.com for more information.

What's a zone number? How do I locate my zone number?

The zone number displayed on the Passport parking app-logo street signs identifies where you are parked. The zone number is listed on the parking sign on the block and same side of the street where your vehicle is located and on the decal on each meter. The zone number on one side of the street is generally different from the other side. Entering the wrong zone number may result in a ticket.

Why is it important to use the correct zone number?

Each block and even each side of the street may have different parking restrictions and hours of operation or length of stay.

<u>If I don't have my mobile phone with me, can I use a different phone to pay for parking?</u>

No. Your phone number, thus your phone, is linked to Passport Parking for security and verification reasons. If you don't have your mobile phone with you, make a payment at the nearest meter nearest to your vehicle. Additionally, if you're with someone who has a Passport parking app account, they can pay for your parking by simply adding your license plate number to their account. You can return the favor someday.

<u>I drive multiple vehicles. Can I add more than one license plate to my Passport parking app account?</u>

Sure. Passport parking app allows you to add as many license plate numbers as you like, and multiple users can add the same license plate number (say for a shared family car or company car). For your convenience, Passport parking app allows you to input multiple license plate numbers to choose from when paying for your parking session.

<u>What if I have a specialty or vanity license plate?</u>

People with specialty or vanity license plates issued by any state may use the Passport Parking app. Simply enter the full license plate number, including any stacked letters from top to bottom, as it appears on the license plate. Make sure to correctly enter every letter or number on the license plate in order to avoid a ticket.

<u>Why is it that sometimes I can extend parking and sometimes I can't?</u>

You may be unable to extend parking if you are outside the zone's hours of operation or due to a parking restriction (such as rush hour or residential permit restrictions). When you purchase parking, you are not permitted to purchase more time than the allowed length of stay. Make sure you check for rates, parking restrictions on the meters, and permanent or temporary signage in order to avoid a ticket.

Like many apps or mobile services, Passport parking app requires a good cellular or Wi-Fi signal. The connectivity of your personal devices is not under our control and if you experience failure in wireless service you will be unable to extend your parking session remotely. In such circumstances, please pay for parking at the meter.

<u>Can I change my notification alert to something other than 10 minutes?</u>

No. At this time, the time period for the notification alert feature cannot be changed.

<u>I parked using the wrong zone number; can I change it?</u>

You cannot change a zone number once your parking session has started, so remember to review screens before confirming your sessions. Make sure you check for rates, parking restrictions on the meter, and permanent or temporary signage in order to avoid a ticket.

How do I know if my parking time was processed?

The Passport Parking app or mobile web session screen shows the start and end times of your parking session. Additionally, a countdown timer will show the remaining amount of time to your current parking session at any point in time.

How do I pay for parking using Passport parking app?

You can pay for your parking sessions with the app by either an individual Credit/Debit card or by funding the Passport Parking Prefunded Account.

Transactions completed using an individual Credit/Debit card will show up on your card statements as individual line items and will be deducted from your account once the parking session is completed.

If you fund the Passport Parking Prefunded Account, you have the option to fund, using a Credit/Debit card, a minimum $10.00 or a maximum of $100.00. Each time you use the Passport Parking Prefunded Account to pay for parking, the cost of your parking session is deducted from your prepaid account. When your account balance reaches $0.00, your account will be automatically replenished, using your selected method of payment, with at least $10.00 or increments of $10.00, up to $100.00, in the amount needed to cover your parking transaction.

What forms of payment can I use to pre-fund my account?

You can use any Visa and Mastercard card to initiate a single parking session or fund the Passport Parking Prefunded Account.

Can I use the Passport Parking app without having to set up an account?

No. In order to use the Passport Parking app, you must set up an account first.

Can I use the Passport Parking app without having to link my credit or debit card?

No. In order to use the Passport Parking app, you must link a credit or debit card to your account.

My account is running low; how do I add more funds?

When your account balance reaches or drops to $0.00, your account will be automatically replenished, using your selected method of payment, with at least $10.00 or increments of $10.00 in the amount needed to cover your parking transaction and to maintain an above $0.00 balance on your account.

Can I access my parking history? How do I get receipts?

Your Passport parking app transactions are saved and can be accessed two ways:

1. To email a receipt of a parking session directly from the app, go to Settings and select My Parking History. The app keeps a history of your last 20 parking sessions. Choose a recent

session and select Email Receipt. This will send a receipt to the email address associated with the Passport parking app account.

2. To view the entire parking history of your account, you may log in to ppprk.com from a computer and run reports as necessary.

Is it safe to make payments via Passport parking app?

Passport parking app is committed to protecting your customer information. Your credit card number is encrypted and your information is handled as specified in our privacy policy available here.

How does Passport parking app use my email?

We use your email address only to send you important information regarding your Passport parking app account.

How can I deactivate my account?

Deactivate your account at any time by visiting ppprk.com. Once you log in, select the Menu (upper left corner icon with three horizontal bars), click on Profile and then click the Deactivate Account button. Be aware that once you deactivate your account, it can't be reactivated. If you wish to use the Passport Parking app again, you will need to create a new account.

Without the meter showing paid or a dashboard receipt, how do parking enforcers know that I have paid for parking?

Each time you use the Passport Parking app, you will enter your license plate number, which identifies your parking session. Enforcement personnel will look up your license plate number to determine if you have paid. Do not place your phone in the windshield as proof of payment.

How can I avoid getting a parking ticket when using Passport parking app?

If you're using the app and have a signal, Passport parking app will send a notification alert to your mobile device when you have 10 minutes left on your parking session. At that point, you can extend your session from your phone, subject to restrictions (see Why is it that sometimes I can extend parking and sometimes I can't?). However, we cannot be responsible for any failure to receive a notification alert or extend your parking session because of any failures in wireless service or malfunctions with your wireless carrier.

I paid with Passport parking app and received a violation. What can I do to contest my ticket?

Regardless of payment method, you can always contest a parking violation. Click here to learn more about how to contest a violation. If you receive a violation when you have parked using Passport parking app, you can access your parking history to show verification of payment.

The app doesn't work; I'm not getting notification alerts; it's slow?

Like many apps or mobile services, Passport parking app requires a good cellular or Wi-Fi signal. If you experience any issues with the app, check your phone's coverage status and/or Wi-Fi signal first. The connectivity of your personal devices is not under our control, and we cannot be responsible for any failure to get a notification alert or inability to extend a parking session because of failures in wireless service or malfunction with your wireless carrier.

Also, please be aware that sessions originated from the app, whether on iPhone, iPad or an Android device, receive notifications on the app and on that specific device.

If you continue to experience problems, let us know by visiting the Menu > Send Bug Report on your app or on ppprk.com and then restart the app. We'll look into it as soon as possible. Please remember that if you're unable to pay for parking through Passport parking app for any reason, you're still required to pay for metered parking and should do so at the meter nearest to your car and place a receipt on your dashboard as proof of payment.

How do I reset my PIN?

You create your PIN when you sign up for an account. If you wish to reset your PIN, click on the Reset PIN button on the Login page. You will be required to re-enter your payment card currently on file to verify your identity (we provide the last four digits to help you remember which card you used). After successfully verifying your payment card details, you will be taken to the Create PIN page, at which point you can reset your PIN.

Why do I get a "Locked Parking" error message?

If you received a "Locked Parking" error message, be aware that we have manually suspended your account due to payment discrepancies. In such cases, please contact us at 978-745-8120 for more information.

Why can't I add more time to my parking session?

If you are unable to add additional time to your parking stay, it is likely that:
1. You have reached the maximum parking time allowed for that space. (see Why is it that sometimes I can extend and sometimes I can't?)
2. You do not have to pay as no payment is required (check posted signs for hours of operation).
3. You have parked in a restricted space (check posted signs for special restrictions like parking during rush hour).

Why am I receiving a time out error?

Passport parking app allows 90 seconds to complete a transaction before the system times out. If a time out occurs, simply begin your transaction again.

Why didn't I receive a notification alerting me that my time is about to expire?

Like many apps or mobile services, Passport parking app requires a good cellular or Wi-Fi signal. Check your phone's coverage status and/or Wi-Fi signal. We cannot be responsible for any failure to

get a notification alert or extend parking because of failures in wireless service or due to failure or malfunctions with your wireless carrier.

Also, go to Menu > Preferences and make sure that the "Remind me when my time is expiring (app notification)" option is selected. Check your phone's Push Notification settings and make sure that your phone has service. If you are experiencing any problems, let us know by visiting Menu > Send Bug Report on your app or on ppprk.com. We'll look into as soon as possible.

<u>My phone battery has run out and I can't pay for my parking with Passport parking app. How can I pay for my parking?</u>

Return to the block where your vehicle is parked and pay at the meter.

<u>My name and/or account information has changed. How can I change it?</u>

No problem. Using the app or website, visit the Menu and access the options under Settings to change your Profile and/or Payment Details.

<u>I have a new license plate. What do I do?</u>

If you are parking with a new or different license plate number, enter the new license plate number when prompted. The system automatically saves recently used license plate numbers for your convenience.

<u>I have a new phone number. What do I do?</u>

If you have a new phone number, you will need to register a new account for that phone number. Deactivate your current account online at ppprk.com and then sign up for a new account.

<u>Can I add another phone number to my account?</u>

No. Each account is connected to a single phone number.

<u>I have received multiple charges on my bank account after I used the app. I believe I am a victim of fraud. What can you do?</u>

Contact the bank associated with your credit/debit card immediately if you believe you may be a victim of fraud. In addition, please call us immediately at 978-745-8120 and we can help you determine if the charges are legitimate.

<u>I'm trying to create an account but it keeps saying "User Exists." I've never signed up before. Help!</u>

Call us at 978-745-8120 and we can help you sort out the situation.

<u>May I get a refund for any unused time?</u>

No. Refunds for unused time are not available. Make sure you check for parking restrictions on the pay box and for permanent or temporary signage in order to avoid a ticket.

Am I charged for text messages that I receive from Passport parking app?

Passport parking app does not charge for text messages we send to you, but text messages are subject to standard message and data rates charged by your wireless service provider.

How can I change my text message preferences?

You can manage your text message preferences in the Preferences section on your online account.

How do I stop text messages?

You can stop text message notifications by visiting the Preferences section on your online account and disabling text messages. Following a request to unsubscribe, you will receive a confirmation message from Passport parking app confirming that you have been inactivated in our system. Be aware, however, that if you choose not to receive text message alerts, we cannot remind you of when your parking expires.

Do I have to sign up for text messages to park?

If you purchase parking with ppprk.com either on a desktop or mobile web browser, you can manage your text message preferences for expiration alerts by visiting the Preferences section on your online account. If you choose not to receive text message expiration alerts, we cannot remind you of when your parking expires.

You do not need to sign up for text messages to use the Passport Parking app. However, you will need to receive your account verification code by text message when you sign up for ppprk.com.

What else should I know about text messages I may receive from Passport parking app?

Text messages are subject to your wireless carrier's standard message and data rates. To stop text messages, visit the Preferences section on your online account and disable text messages. Depending on the method you use to purchase parking you may get up to eight text messages in relation to your transaction.

How do I get support?

Using the app or website, go to Menu > Report a Problem and send us the details of your issue. If you need immediate assistance, please call the Salem Parking Department at 978-745-8120.