# How to Get Started

How to Get it

You can download the ParkMate NZ App by visiting www.myaccount.parkmate.co.nz or by searching for "ParkMate NZ" for non-Wilson sites in your phones app store.

How to Register

Now you've installed ParkMate, what do you do next?

1) Start the App
2) If you haven't used ParkMate before, click on Sign Up,
   and enter your details. You will need to provide you car registration number
   and credit/debit card details.
3) If you have registered for ParkMate (or TxtPay) before, you're pretty much
   ready to go. Simply start the App and login using your existing ParkMate
   login. If you have forgotten your login or password, enter your mobile
   number into the 'email address' field, and click on Forgot Password. A SMS
   will be sent you with your login details.
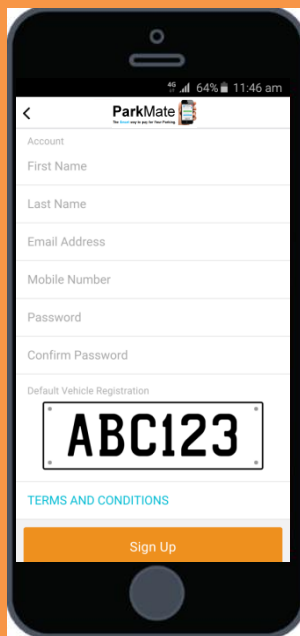
Tip: You can change how often you receive notifications in
the Settings menu.

Registering your Debit / Credit Card

After you've entered your details and clicked on 'Sign Up', you'll arrive at the secure Debit Card / Credit Card page. The App charges your Debit or Credit Card at the end of each parking session. FYI - our secure credit card payment system is PCI DSS compliant offering the highest level of security for your card information. Furthermore your credit card details are not stored – instead an encrypted payments token is created providing the safest ways to pay for your parking.

Tip: The App is cloud based – if ever you have an issue with your phone, simply restart the App and it shall refresh itself from our cloud server.

How to Start Parking

You're now in our Start Screen. Ensure your Rego # is correct or tap it to change for this parking session. Select your car park by searching by region (car parks are listed alphabetically), or click on the Map link to allow your phone's GPS to select which car parks are closest to you (you can confirm the name of the Car Park on top of the Rates Board by the pay machines).
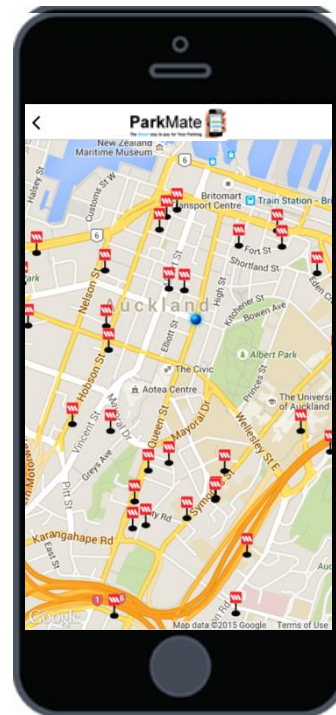
Tip: You can select a site in Map View by clicking on the site marker icon.

Settings:
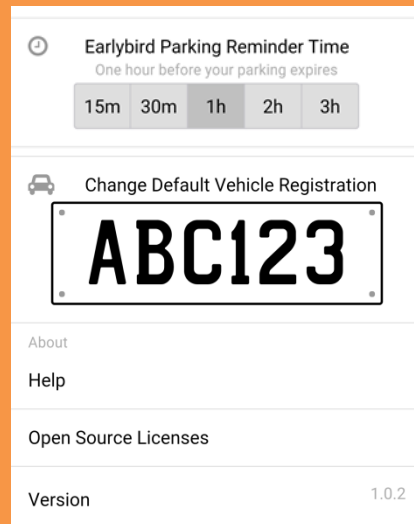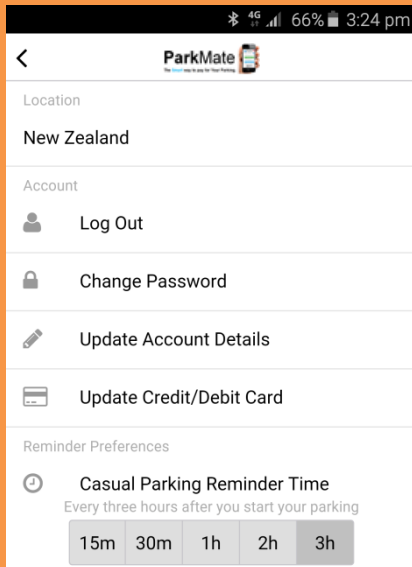
If the SETTINGS button is pushed, you may:
1) Change your password or update your account details
2) Update your credit/debit card account details
3) Change your default License Plate #
4) Change how often the Casual Parking reminders are sent or how long before an Earlybird parking session shall end you wish to be reminded. By Default this is 15 minutes.
5) View the mobile help screen page

Tip: You will automatically be sent a SMS after you have been parking for 18 hours just in case you have forgotten to stop your parking session

Transaction History & Invoices

For your full transaction history and to print invoices, go to www.myaccount.parkmate.co.nz and login using your ParkMate Login and Password.

You can then select the date range, hit search, and you can then print invoices or export your transactions to Excel for reporting purposes or expense claims.

You can also change your user details by utilising the menu on the right.

FYI: ADVAM owns the ParkMate app – they process our transactions for Wilson Parking and ParkMate NZ are PCI Compliant

Failed Payments

If you credit card has expired or perhaps you did a spot too much shopping on your credit card, your parking session or payment may decline.

The below pop-up box shall appear each time you try and restart a new session allowing you to retry your existing credit card or to update your account with a new credit card.'.

If you update your credit card, you'll then be given the opportunity to retry your transaction. Upon successful payment, your account is automatically reactivated.
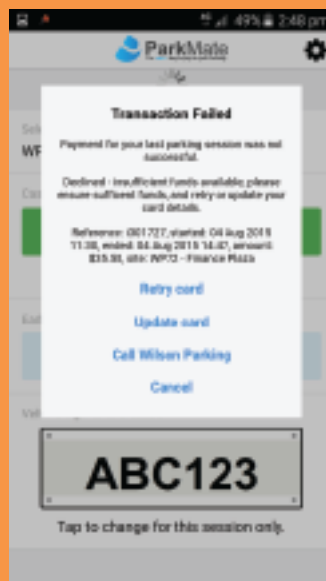
FYI: Our 'Matrix-like' credit card payment system does not send your credit card number, but an encrypted payment token for maximum security

FAQ's

How does the Parking Officer know I have an active parking session on ParkMate?
As soon as you hit start, our officer's monitoring devices are instantly sent your license plate details, what car park you are in and whether your parking session is active. It's not only more efficient, but being paperless you're helping us save the planet! Should you ever have any issues, please let us know and we can confirm your active parking session through our real-time Transaction Cloud.

Is the credit card system secure?
Our secure credit card payment system operated by Advam is a Tier 1 payment processor which provides the most stringent industry accreditations including PCI compliance and EMV certification.

Is my Login the same as my BookABay Login?
No, you'll need to create a new Login for ParkMate as it operates from a separate secure server designed specifically for Smartphones and tablets.

What happens if the App says I have an active session but the Start Screen is showing?
Your phone needs to be refreshed. Simply close the App (through your phone's Task Manager) and restart and the Timer Screen shall again show you active session. Restarting your device shall also solve this issue.

What if I can't find the Stop button?
Again, you phone just needs to be refreshed – restart the App.

How do I view my Transaction History or get a GST Invoice?
Click on the My Account link on the ParkMate front page or visit
www.myaccount.parkmate.co.nz for your account details. Here you can view
your transaction history, print invoices etc. You can use your ParkMate App login
to access this information.

What happens if I accidentally exit the App or my phone goes dead?
The App shall keep your session active as it is Cloud based. When you reopen the
App, if you have an active session the Timer screen shall appear and your parking
shall still be active.

Can I use multiple vehicles with ParkMate?
Yes. You can only run one active session at once, but should you change cars, you
simply click on the License Plate in the START or SETTINGS screens to change it.

Why am I not receiving the Push Notifications?
Push notifications require the Application Manager's notification settings to be
turned on. In Android, go to the Apps Icon, Settings, scroll down to Application
Manager, select ParkMate, then ensure the Notifications box is checked. For iOS,
tap Settings, tap Notifications, scroll down to ParkMate and select, then slide
across Allow Notifications. Note - Push notifications are dependent on your
network provider. If you are receiving data by Wifi, you shall also need to ensure
that the Push Notifications are not being stopped by a firewall.

FAQ's

Can I use ParkMate at Barrier Arm car parks?
Currently you can only use ParkMate at Pay & Display sites - but watch this space!

Why ParkMate?
Imagine never having to walk through the rain only to line up to then put coins or your credit card in a pay & display machine only to have to walk back through the rain again to put the display ticket on your dashboard. Then at the end of the day you find you have to work late, so you have to walk all the back to the car (in the rain to repeat the process all over). And then, instead of staying for the 2 hours you just paid for, you end up staying only 20 minutes and have wasted your money. ParkMate allows you to pay for your parking on your Smartphone for as long as you want, and you only pay for what you use.

It sounds too good to be true. What is the catch?
There is a catch. We want you to love our ParkMate App so much that it's the only way that you pay for your parking. So when you go out for dinner or perhaps do a spot of shopping on the weekend, you use the App to find your nearest Wilson site. And it really is that easy, you'll keep using it and will probably even show your friends and colleagues.