

USING THE PASSPORT PARKING APP TO PAY FOR PARKING

SETTING UP AND USING THE PASSPORT PARKING APP FOR THE FIRST TIME

- 1 Download the free Passport Parking app from the Apple Store or Google Play Store. You can also find a secure link on our Pay Parking webpage cnv.org/payparking. Alternatively, you can go to www.passportparking.com to download the correct app.

CORRECT APP



Note: Be sure to download the navy, white and yellow Passport Parking app as shown above, and do not search for this app in browsers such as Google, Safari, etc. – download this app only from one of the locations mentioned above.

- 2 Once downloaded, change country to Canada and enter your phone number to prompt a verification code to be sent by text. Enter that code.
- 3 Create a PIN. Remember your PIN – you will need this if you are signed out of the app and need to sign back in.
- 4 Look for street signs near where you parked. Signs will display a pay parking Zone Code. The code is a 5-digit number starting with 7, and you will need to enter this in the app.

(**Note:** Even if you are only parking for 30 minutes of free time, you must still start a parking session in the app as soon as you park your vehicle.)

- 5 Enter vehicle licence plate number.
- 6 Select amount of parking time.
- 7 Enter payment information.

(**Note:** It is necessary to enter payment details to use the app, even if you are planning to only park for 30 minutes of free time.)

- 8 Confirm parking zone and licence plate are correct and confirm payment.

(**Note:** If you are booking the free 30-minute parking session, the payment amount will show as \$0.)

ADDING A PAYMENT METHOD

- 1 Select Menu in the top-right corner of the screen.
- 2 Select Payment.
- 3 Click the Plus (+) symbol in the top-right corner of the screen to add a new payment method.

Note: You can pay with Visa, Mastercard, and American Express.

- 4 Enter payment details and select Save Card.

Note: Once you have started using the app, you can change your payment method at any time by following the above steps.

ADDING VEHICLE DETAILS

To make paying for parking quick and easy, save your vehicle's licence plate details in the Passport Parking app.

- 1 Select Menu in the top-right corner of the screen.
- 2 Select Vehicles.
- 3 Click the Plus (+) symbol in the top-right corner of the screen to add new vehicle details.
- 4 Enter licence plate details and select Save Vehicle.

PARKING ZONE CODES

Use the zone code displayed on parking signage near where you have parked. Zone codes are a 5-digit number and are displayed in red, located in the centre of the pay parking signage (e.g. 70517). You can use the app to pay for parking between 9 a.m. and 9 p.m.



USING A PAY STATION TO PAY FOR PARKING

USING THE PAY STATION

- 1 Press the green Start/Confirm button to begin.
- 2 Enter licence plate number and press Start/Confirm button.
- 3 Select either "30 minutes or less" or "More than 30 minutes" (reminder that the first 30 minutes are free). Use the blue Plus (+) and Minus (-) buttons to adjust the time. When you're ready and your chosen parking time is displayed, press the green Start/Confirm button.
- 4 Insert or tap payment card.
(Note: Visa, Mastercard and Debit, including Visa Debit, are accepted at pay stations.)

Display screen
showing parking
time and cost

Use + and - keys
to select duration
of parking time

Optional receipt
provided here. No need
to display in vehicle.



Use keypad
to enter your
licence plate

Use Visa,
Mastercard or
Debit (including
Visa Debit) to
pay by tapping
or inserting card

TIME OF DAY USE

Pay stations can be accessed as early as 7 a.m. Pay parking is in effect from 9 a.m. to 9 p.m. If you park in a pay parking space before 9 a.m., you can prepay for your parking session, which will formally begin from 9 a.m.

LOCATING PAY STATIONS

There are typically 1-2 pay stations on each block where there is pay parking. Look for a blue 'Pay Here' sign. On 100 and 200 blocks, pay stations are typically located closer to Lonsdale Ave. A map of all pay stations is available at cnv.org/payparking.

