

vPERMIT

USER GUIDE FOR STAFF AND STUDENTS



Permit Parking

Digital parking permit management system.

This guide is for University of Newcastle staff and students who wish to apply for a parking permit.

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This guide includes instructions on:

- how to log into the vPermit system for staff and students
- how to apply for a permit
- how to manage your vehicle registrations
- how to cancel a permit.

***Note: If you are not a University of Newcastle staff member or student**, please refer to 'vPermit Guide for non-staff and non-student parking permit users' as the registration process is different for these user groups eg. contractors, tenants, volunteers, visitors, Forum members.

LOGGING INTO vPERMIT

Step 1: If you are a staff member or student, go to the **myUni** [browser](#) or app to access vPermit.

Step 2: Select the **Permit Parking** tile. Using single sign-on (SSO) with your University ID and password, this takes you straight to the **My Permits** page in the vPermit system.

You can also access the vPermit system here: <https://vpermit.com.au/universityofnewcastle> and click **LOG IN**. This link is also available from the University transport website [vPermits](#).

STUDENT VIEW:

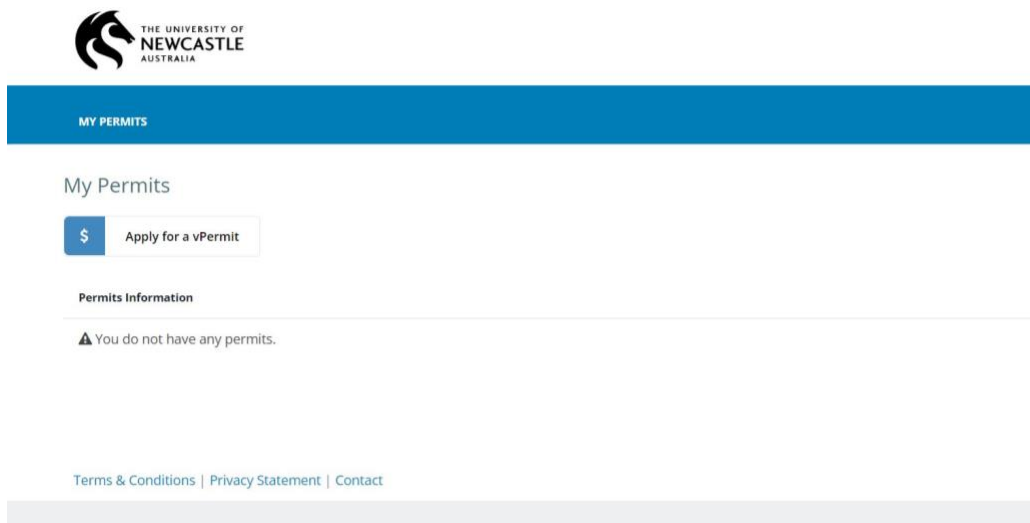


STAFF VIEW:



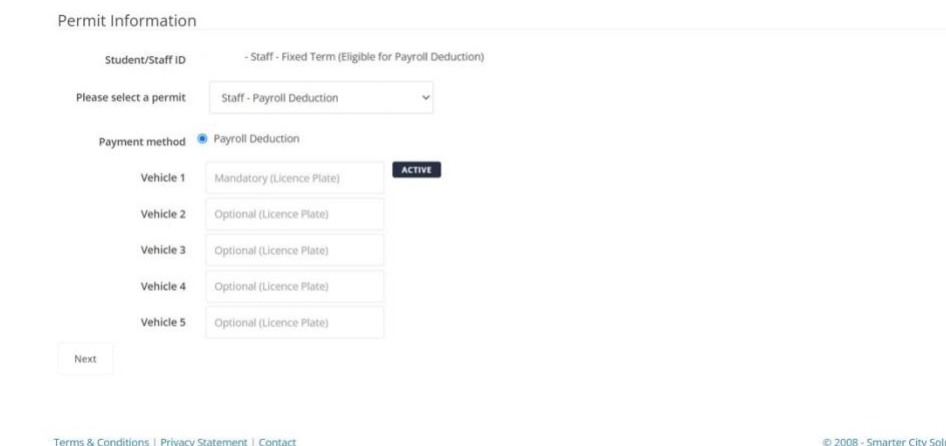
APPLYING FOR A vPERMIT

Step 1: Click on **My Permits** to navigate to the screen pictured below:



The screenshot shows the 'My Permits' page. At the top is the University of Newcastle Australia logo. Below it is a blue header bar with 'MY PERMITS' in white. The main content area is titled 'My Permits' and contains a button with a dollar sign icon and the text 'Apply for a vPermit'. Below this is a section titled 'Permits Information' with a warning icon and the text 'You do not have any permits.' At the bottom of the page are links for 'Terms & Conditions', 'Privacy Statement', and 'Contact'.

Step 2: Click on **Apply for vPermit**



The screenshot shows the 'Permit Information' form. It has a section for 'Student/Staff ID' with a dropdown menu set to 'Staff - Fixed Term (Eligible for Payroll Deduction)'. Below this is a section for 'Please select a permit' with a dropdown menu set to 'Staff - Payroll Deduction'. The 'Payment method' section has a radio button selected for 'Payroll Deduction'. There are five vehicle sections, each with a dropdown menu for 'Licence Plate' type. The first vehicle section is labeled 'Vehicle 1' and has a dropdown menu set to 'Mandatory (Licence Plate)'. The other four vehicle sections are labeled 'Vehicle 2' through 'Vehicle 5' and have dropdown menus set to 'Optional (Licence Plate)'. A 'Next' button is at the bottom left. At the bottom of the page are links for 'Terms & Conditions', 'Privacy Statement', and 'Contact', and a copyright notice '© 2008 - Smarter City Soli'.

Step 3: Select your permit type. The permits you are eligible for will pre-fill.

Step 4: Select your payment method (if applicable).

The payment method will be specified based on the permit selected. For students this will be “Pay online (Credit / Debit Card)” and for staff this will be either payroll deductions (if you’re eligible) or “Pay online (Credit / Debit Card)”.

Staff validation permits are free but must be used in conjunction with a paid casual ticket when parked at Callaghan.

Step 5: Enter your car registration number/s.

You can enter up to 5 registration numbers on your permit. Make sure you activate the registration of the car you are using on any day. vPermit grants access to parking for one user at a time so only one vehicle registration can be active at any given time for the permit to be valid.

IMPORTANT INFORMATION:

As we have moved to virtual permits, it is very important to enter the correct vehicle number plate into the vPermit system to avoid getting an infringement (fine).

The University has implemented Licence Plate Recognition (LPR) cameras which will read your vehicle registration number correctly, the most common mistakes we see are:

- The letter 'O' with the number '0'
- The letter 'I' with the number '1'
- The letter 'S' with the number '5'
- The letter 'B' with the number '8'

Step 6: Once you've entered all your vehicle details, click **Next** to continue

Step 7: Click **Register** to continue.

The screenshot displays the 'Permit Information' form in the vPermit system. The form includes fields for 'Student/Staff ID', 'Please select a permit' (with 'Staff - Payroll Deduction' selected), 'Payment method' (with 'Payroll Deduction' selected), and five vehicle registration fields labeled 'Vehicle 1' through 'Vehicle 5'. A 'Next' button is located at the bottom left of the form. Overlaid on the form is a 'Permit Confirmation' modal window. This modal displays the following information: 'Permit/Price: Staff - Payroll Deduction', 'Zones: Staff, General', 'Payment method: Payroll Deduction', and 'Licence Plate(s):'. Below the licence plate field, there is a bullet point stating: 'Vehicles can be managed from the My Vehicles tab of your online account once your permit has been activated'. At the bottom of the modal are 'Register' and 'Cancel' buttons. The footer of the page contains links for 'Terms & Conditions', 'Privacy Statement', and 'Contact', along with the copyright notice '© 2008 - Smarter City Solutions'.

Your application will now be submitted and you can proceed to payment (if eligible for instant approval).

Note: depending on your permit type, you may need to wait for up to three (3) business days for the team to review your application. Wait times may be longer during the Christmas closedown period. You will receive an email notification from vPermit advising you if your application has been approved/ denied, and instructions on how to pay if applicable for your permit type.

PAYMENT INFORMATION – CREDIT / DEBIT CARD


This section outlines how to pay by credit / debit card. If you don't have either a credit or debit card, you can use a pre-paid debit card purchased from Australia Post.


If you've selected **Pay Online (Credit/Debit card)**, you'll be taken to the payment screen. Please enter your payment details as below:


Payment Card Details


To proceed with this payment, enter your card details and click **Pay Now** or select a different payment method.


Number
Amount
Fee
Email


Cardholder Name Cardholder Name  Enter your name here

Card Number Card Number  Enter your card number here


Expiry Date Month MM Year YY  Enter the card expiry details here


Security Code (CVV) [What's this?](#) CCV  Enter your CCV here – this is the 3 digit code on the back of your card

Amount Payable 
Pay Now
Select a different payment method



Click **Pay Now** to process payments

Amount Payable \$ 
Pay Now

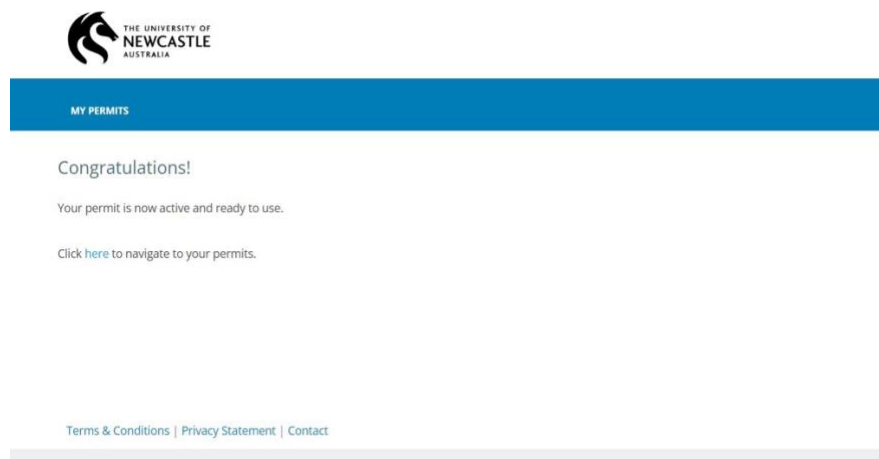
 Click here to pay

Note: Please do not press the **back** button in your browser otherwise the payment for your permit will not be processed and your permit purchase will not be successful and you'll need to start your permit purchase again.

When you purchase a permit via credit/debit card you will receive two (2) emails:

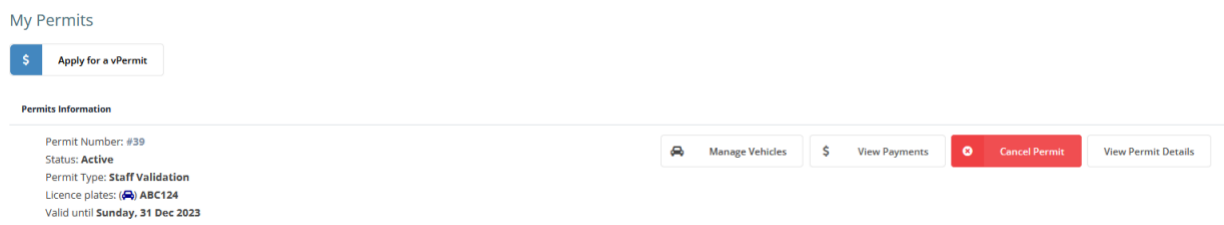
- one from vPermit confirming the purchase or your permit, and
- one from the University shop which is your payment receipt / tax invoice.

If the payment is successful, you'll see this screen:



MANAGE YOUR VEHICLE REGISTRATION

Managing your vehicle registration in the vPermit portal is really easy! You can add additional vehicles and change your active vehicle through the **Manage Vehicles** section of the vPermit portal.



My Permits

[\\$ Apply for a vPermit](#)

Permits Information

Permit Number: #39
Status: **Active**
Permit Type: **Staff Validation**
Licence plates: **ABC124**
Valid until **Sunday, 31 Dec 2023**

[Manage Vehicles](#) [\\$ View Payments](#) [Cancel Permit](#) [View Permit Details](#)

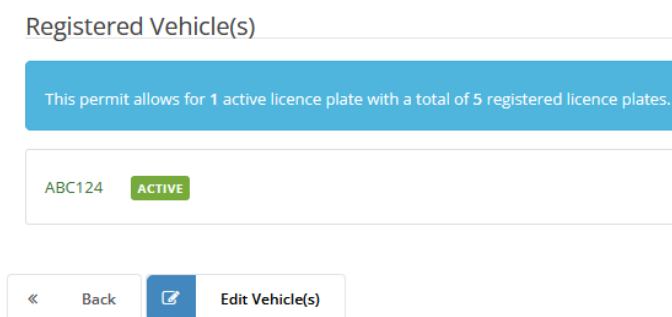
HOW TO ACTIVATE A VEHICLE TO PARK ON CAMPUS

1. Click on **Manage Vehicles** on the screen shown above.
2. Select **Edit Vehicles** and enter your other vehicle registrations (up to 5 vehicles can be stored).
3. Click **Activate** after selecting the right vehicle, and this registration will be activated for parking. It's that easy!

If you use different cars to drive to campus throughout the week, ensure the correct registration is activated each day.

HOW TO ADD, REMOVE OR EDIT A REGISTRATION NUMBER

Add, remove or edit vehicles by making changes in the below fields and clicking **Save Vehicles** to save your changes.



Registered Vehicle(s)

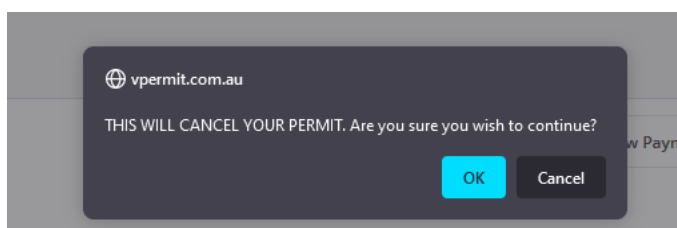
This permit allows for 1 active licence plate with a total of 5 registered licence plates.

ABC124 **ACTIVE**

[« Back](#) [Edit Vehicle\(s\)](#)

CANCELLING YOUR PERMIT IN THE vPERMIT PORTAL

If you want to cancel your permit, select **Cancel Permit** in the **My Permits** tab. You'll see the following screen asking if you want to continue, click **OK** and this will cancel your permit:



vpermit.com.au

THIS WILL CANCEL YOUR PERMIT. Are you sure you wish to continue?

[OK](#) [Cancel](#)

QUESTIONS?

If you have any questions, please don't hesitate to get in touch with Infrastructure and Facilities Services helpdesk on (02) 4921 6500 or email transport@newcastle.edu.au. You can also refer to our Transport website for more information: www.newcastle.edu/transport.