

CELLOPARK

USER

GUIDE



Casual Parking

Digital payment
system

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HOW TO ACCESS CELLOPARK

Staff and students of the University can access the app through the myUni tile:

Download the **myUni: University of Newcastle** mobile app available on iOS and Android from the app stores OR access via a web browser at <https://myuni.newcastle.edu.au>

Visitors can get started by downloading the CellOPark Australia app from the App Store or Google Play, or scan the CellOPark QR code on signage in Callaghan carparks.

STEP-BY-STEP INSTRUCTIONS

← Registration

XXXX-XXX-XXX

* Full name
Please provide first and last name

* Email address
Will be used to receive updates and invoices

* Post code
Please provide post code (4 digits)

Student/staff ID (optional)
Please provide student/staff ID

Institute (optional)
Please select an institute

1 2 3

4 5 6 Next

7 8 9 .-

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1. REGISTER YOUR DETAILS

Enter your details in each field.

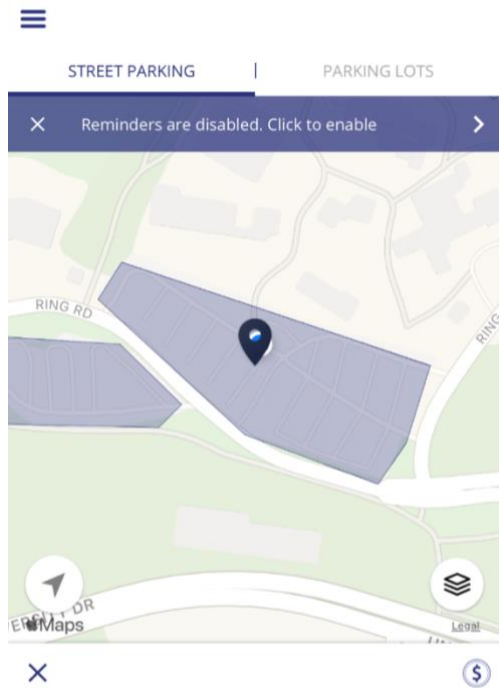
Hint: Register using your personal email address so you can use the app at other CellOPark locations if you like.

Student/staff ID field:

If you are a student, please enter your Student ID e.g. **C1234567**. If you are a staff member, enter your University ID e.g. **abc123**. If you are a visitor, you can leave this field blank.

Institute: Select **University of Newcastle**

2. SELECT YOUR ZONE



★ **Carpark P6 - 2308006**
Flagfall

SELECT THIS ZONE

3. START YOUR SESSION

Before starting a session, you must register a payment method in the *Account* section of the app (accessible via the three lines at top left corner).

The University of Newcastle will appear as your location and the registration of your default vehicle will be listed. If you need to add more cars, or switch to a different car, go to the menu, and select *Manage Vehicles*.

An all-day ticket purchased on campus is portable to other all-day zones, or can be used for up to 2 hours in a timed zone. If you have purchased all-day parking and would like to move your car to a different all-day zone, do not stop your session or start a new session— your session will remain valid so there is no need to purchase a new session.

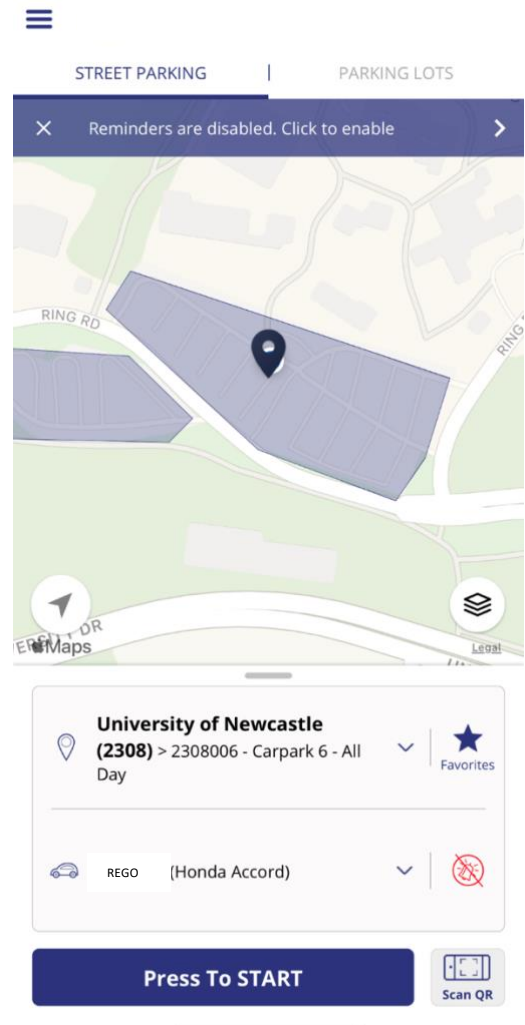
To start your session, press the blue button: **Press to START**.

The app will automatically locate you within a carpark when you arrive on campus*. Once you have pressed “**SELECT THIS ZONE**” you will start a session in this carpark.

**For this feature to work, your location services will need to be turned on, at least whilst using the app.*

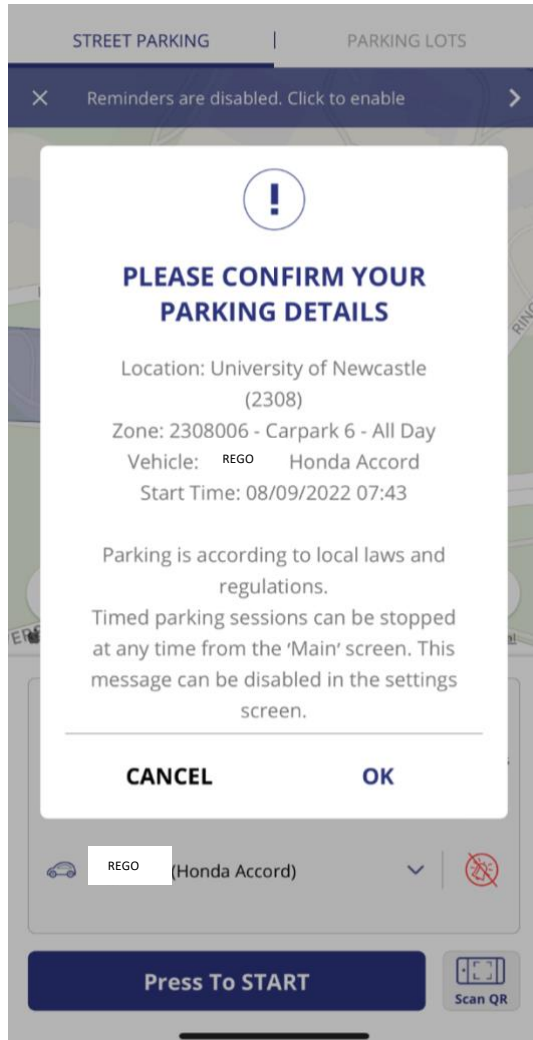
You will notice the “Reminders are disabled. Click to enable” field shown above. Reminders include a notification of when your timed zone session will end. This is relevant for areas such as The Forum carpark, which is not all-day parking.

NOTE: Reminders are considered premium services and cost extra each month.



4. CONFIRM YOUR DETAILS

Once you have pressed Start, you will be prompted to confirm your details. Check them (make sure you have selected the right car!) and press **OK**.

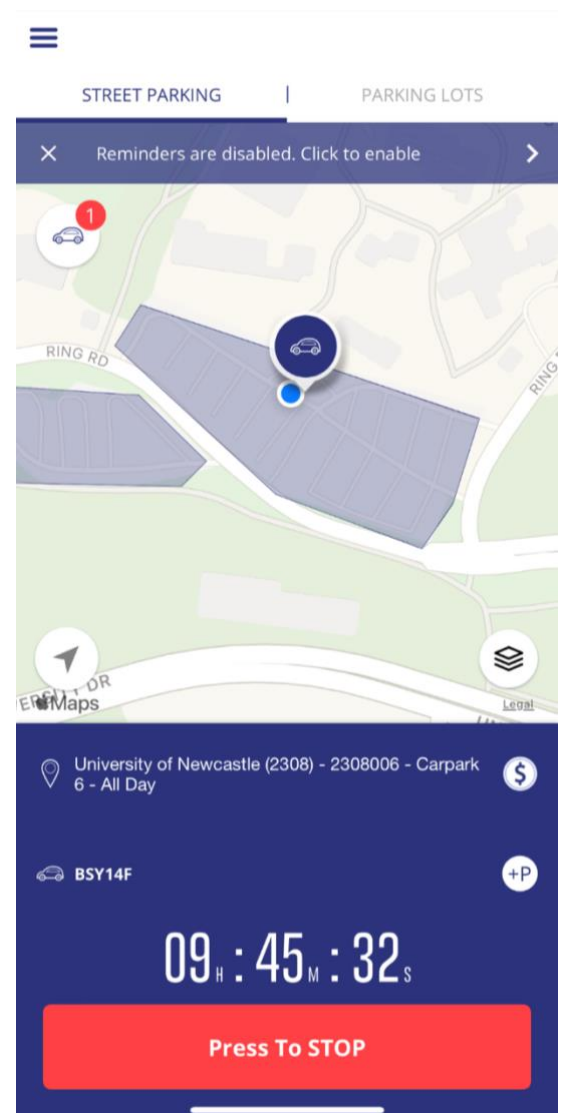


5. STOPPING A SESSION

In an all-day parking zone, the session time will extend to the end of the charged parking period (5.30pm).

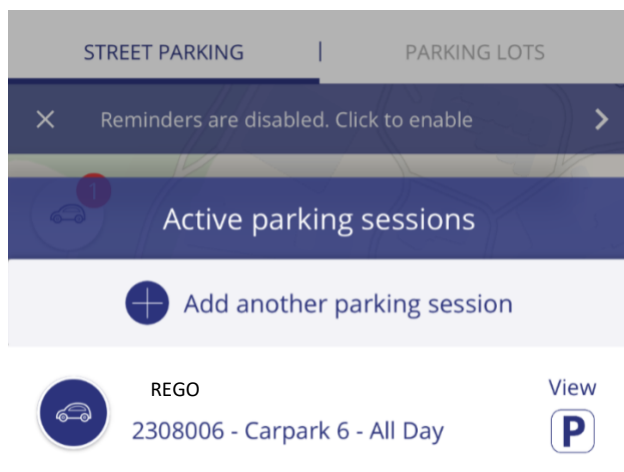
In a timed zone, like the 2-hour area in The Forum, a countdown time will appear to show when your session will expire.

An all-day ticket purchased on campus is portable to other all-day zones, or can be used for up to 2 hours in a timed zone. If you have purchased all-day parking and would like to move your car to a different all-day zone or leave campus and return later that day, do not stop your session or start a new session— your session will remain valid so there is no need to purchase a new session.



6. ADDING ANOTHER SESSION

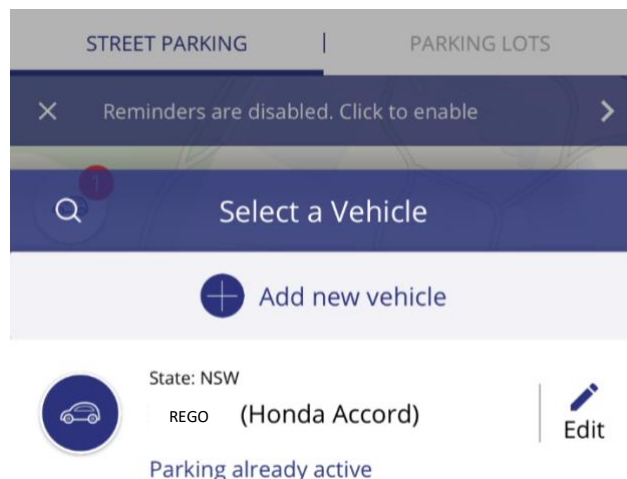
While you have an active session, a red session count will appear over your car icon on the top left of the session window. Click on this icon if you want to pay for another registration with your payment method (for example, if a family member is also parking at Callaghan).



7. ADDING NEW VEHICLES TO YOUR PROFILE

Go to the menu and select *My Account*. Select *Manage Vehicles* and then the plus icon near the top of the page to add more vehicles.

Once you have more than one vehicle in your profile, make sure you check your registration matches the vehicle you are using that day to avoid an infringement.

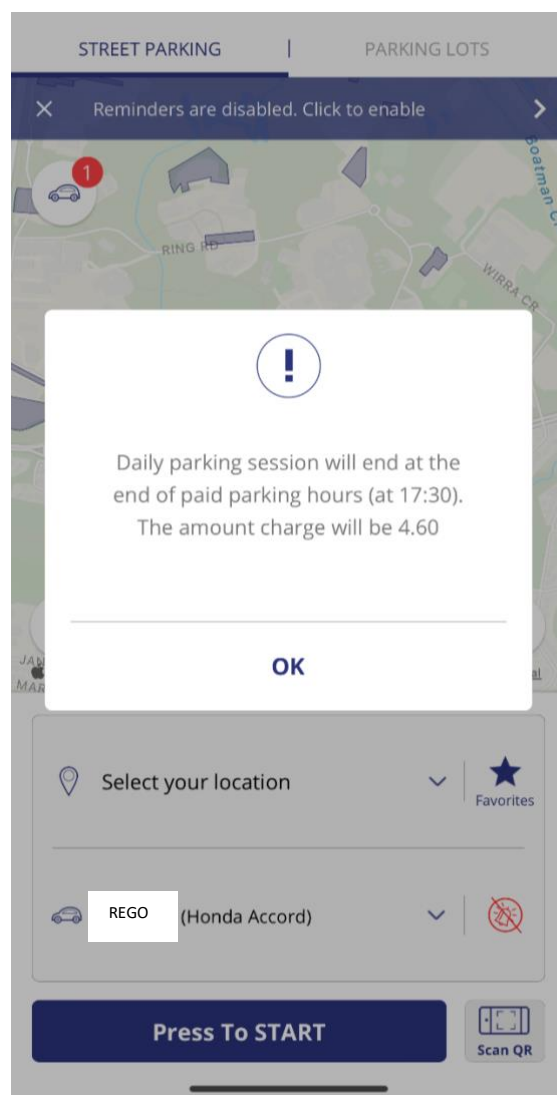
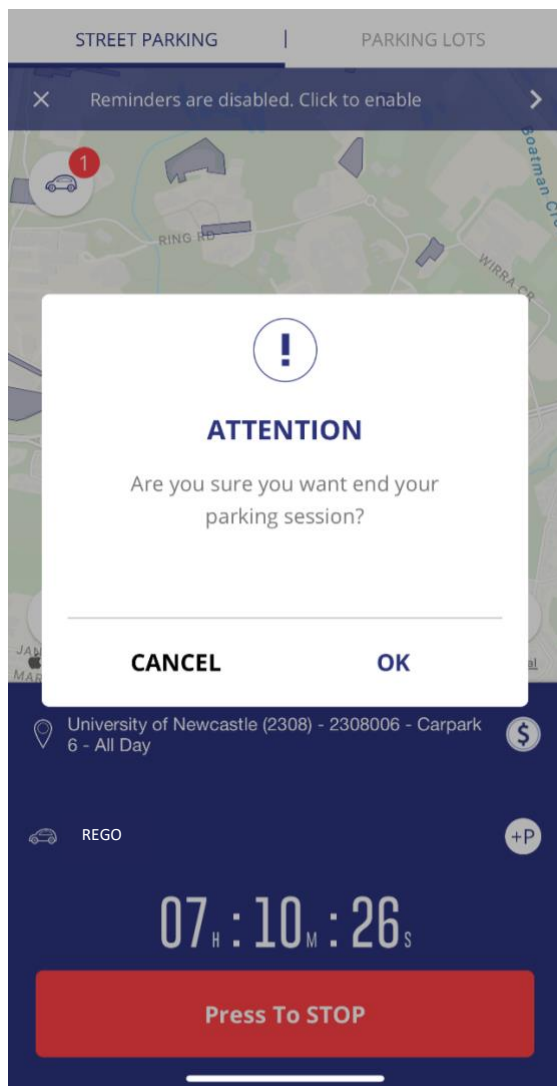


8. ENDING YOUR PARKING SESSION

When you are ready to stop your parking session, click **Press to STOP**.

You will be prompted to confirm that you wish to end your parking session.

If you forget to end an all-day parking session, the timer will automatically lapse and you will not be charged for another session.



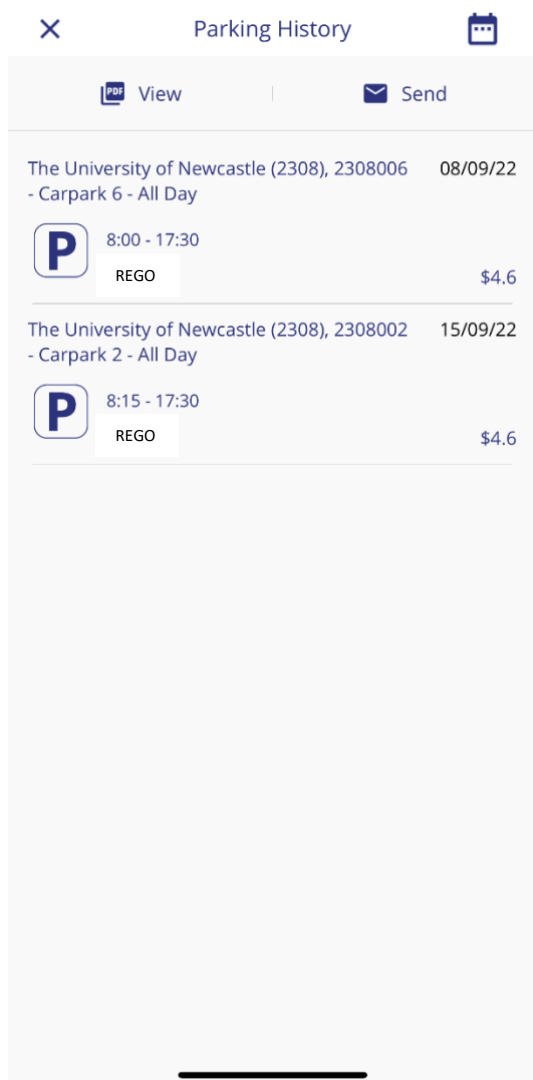
9. PARKING SESSION SUMMARY

A parking summary, including the amount you will be charged for the day's session, will appear. Press **OK** to dismiss.

10. HOW TO VIEW YOUR PARKING HISTORY

Go to the menu and select *Parking History* under *My Profile* to see the active parking history sessions.

NOTE: Charges will be deducted from your payment method once a month (the billing cycle ends on the 24th of each month). Or, if you have loaded your account with prepaid funds, your balance will be deducted in real time.



QUESTIONS?

For technical issues or question about the App, please contact CellOPark on 1300 467 275 or refer to their [FAQs](#).

For general questions and billing information, please go to www.newcastle.edu.au/our-uni/campuses-and-locations/transport/ticketed-parking.