

vPERMIT

SELF-REGISTRATION USER GUIDE FOR PARKING PERMIT USERS (NON-STAFF OR STUDENTS)



Permit Parking

Digital parking permit management system.

This guide is for parking permit applicants who are NOT University staff or students eg. tenants, contractors, volunteers, TAFE NSW affiliates, partners, Forum members.

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This guide includes instructions on how to register an account in the vPermit system for parking permit applicants who are NOT a University staff or student eg. tenants, contractors, partners, The Forum, TAFE NSW affiliates, visitors, volunteers,

This guide includes instructions on how to apply for a permit, how to manage your vehicle registrations and how to cancel a permit.

To purchase a vPermit, you must log onto the virtual permit system:

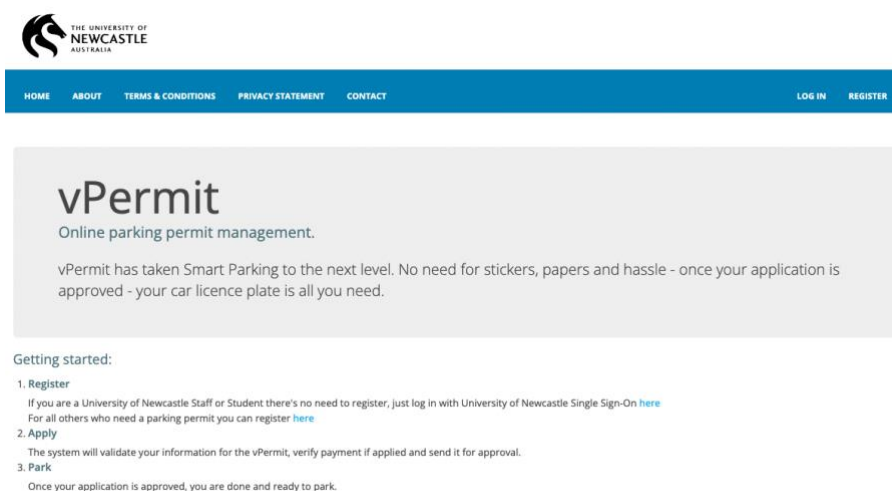
<https://vpermit.com.au/universityofnewcastle/> and register an individual account*. You can then apply for your permit once this has been completed.

***Note: If you are a University of Newcastle staff member or student there is no need to register on vPermit, simply click LOG IN. Please refer to the user guide ‘vPermit Guide for staff and students’ for more information.**

REGISTERING FOR A vPERMIT ACCOUNT

Step 1: Go to: <https://vpermit.com.au/universityofnewcastle>

To create an account in the vPermit system click on the **Here** link in the “Getting started” section, or click on the **Register** button in the top right hand corner.



**THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA**

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vPermit

Online parking permit management.

vPermit has taken Smart Parking to the next level. No need for stickers, papers and hassle - once your application is approved - your car licence plate is all you need.

Getting started:

- 1. Register**
If you are a University of Newcastle Staff or Student there's no need to register, just log in with University of Newcastle Single Sign-On [here](#)
For all others who need a parking permit you can register [here](#)
- 2. Apply**
The system will validate your information for the vPermit, verify payment if applied and send it for approval.
- 3. Park**
Once your application is approved, you are done and ready to park.

Eligibility and permit options available for each role:

- TAFE NSW – those applicants with an active TAFE NSW email address
- CONTRACTOR – a person who is completing works for the University wishing to purchase a University staff parking permit upfront or a staff validation permit. Contractors may also be eligible for a Service permit if they are working under an operational maintenance contract with Infrastructure and Facilitate Services.
- TENANT – a business operating from a University campus wishing to purchase a Tenant staff parking permit or apply for a staff validation permit

- UNIVERSITY PARTNER – University Visitors and Volunteers
- FORUM MEMBER – Members attending the Forum gym with an active Forum membership, who are not active University Staff or Students.

Step 2: Fill out the relevant fields below.

Note: If you are a TAFE NSW affiliate, please register using your TAFE email address.

Create a new individual account

Role

Tenant ▼

Email

Email

Confirm Email

Confirm Email

First Name

First Name

Last Name

Last Name

Password

Password

Passwords must be:
 A minimum of 8 characters
 contain at least one capital letter
 contain at least one number
 contain at least one special character (e.g. @ !)

Confirm Password


Confirm Password

I have read and accept the [Terms & Conditions](#) and [Privacy Statement](#)

 Register

Step 3: Please read and agree to both the **Terms and Conditions** and the **Privacy Statement**. Click the tick box ones this is completed.

I have read and accept the [Terms & Conditions](#) and [Privacy Statement](#)

 Register

Step 4: Please check your email inbox for an email with further instructions from vPermit to complete the registration process. You may need to check your junk folder.

Step 5: Click on the link provided in the email from vPermit to complete the registration process. You will be redirected to vPermit to log in using the email address and password you signed up with.

Step 6: Fill in your personal information. In the address field, please enter your residential address.

***TAFE NSW applicants: Leave the Student/Staff ID field blank – do not enter your TAFE details**

Personal Information

Student/Staff ID

Leave blank if you do not have one

Note: Leave this field blank if you do not have a University ID.

*TAFE NSW applicants please leave this field blank, **do not** enter your TAFE ID.*

Mobile

Address



Next



Select your Permit

Permit Information

Student/Staff ID

Staff Affiliate Tenant (SR) (no ID)

Please select a permit



Tenant - University Staff
Permit (Price: \$425)

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Step 7: Select your Permit from the dropdown menu. The permit list will vary depending on your eligibility. The permits you are eligible for will pre-fill.

If you can't see the permit you would normally apply for, email transport@newcastle.edu.au.

Step 8: The payment method will be specified based on the permit selected. You will not be prompted to pay until your application has been submitted and approved.

Payment method

Pay online - Credit Card (Approval Required)

Vehicle 1

Mandatory (Licence Plate)

ACTIVE

Vehicle 2

Optional (Licence Plate)

Vehicle 3

Optional (Licence Plate)

Vehicle 4

Optional (Licence Plate)

Vehicle 5

Optional (Licence Plate)

Next

Step 9: Enter your vehicle 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.

 vpermit.com.au

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 ready your vehicle registration number correctly, the most common mistakes we see are:

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

Step 10: Once you've entered all your vehicle details, click **Next** to continue.

Your application will now be submitted. Depending on your permit type, you may receive instant approval. Otherwise, please wait 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 advising you if your application has been approved/denied, and instructions on how to pay if applicable for your permit type.



Application received

You have completed the application process.

The Parking Operator will first approve your application so that you may continue with the Online Payment.

Please wait for the approval/denial notification or check [here](#) to see your permit status.

Once the application is approved you will be able to proceed with online payment.

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PAYMENT INFORMATION – CREDIT / DEBIT

This section outlines how to pay by Credit / Debit card.

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 ← Enter your name here

Card Number ← Enter your card number here

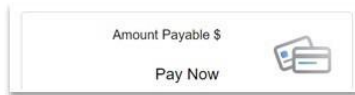
Expiry Date Month Year ← Enter the card expiry details here

Security Code (CCV) [What's this?](#) ← 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



 [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.

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



If you don't have either a credit or debit card, you can use a pre-paid debit card purchased from Australia Post.

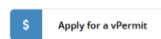
When you purchase a permit via credit/debit card you will receive two (2) emails:

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


MANAGE YOUR VEHICLE REGISTRATION

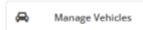
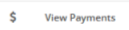
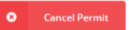
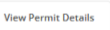
Managing your vehicle registration in the vPermit portal is really easy! You can add additional vehicles and change your active vehicle through the **Manage Vehicles** section of the vPermit portal.

My Permits



Permits Information

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

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)

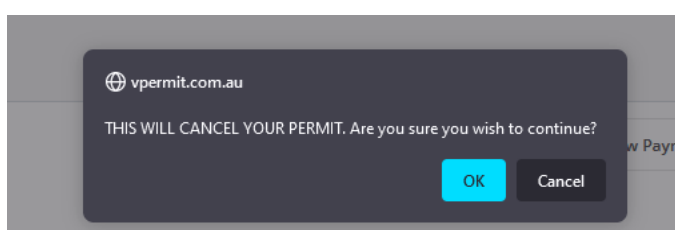
This permit allows for 1 active licence plate with a total of 5 registered licence plates.

ABC124 

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:



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.