

Frequently Asked Questions

Impark Wireless - Verrus Customer Support

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Managing my account

1. How does the Impark Wireless system work?

Impark offers the Impark Wireless system as through our business partner, Verrus Wireless Technologies, Inc. This partnership allows parking customers to arrange for interim parking validation (payment) at Impark managed parking locations across North America using Verrus' pay-by-cell technology.

2. I'm trying to create an account online but it keeps saying user exists. I've never signed up before, help!

If you get a message that 'user already exists' it means you may have attempted to sign up over the phone before and were not successful or the previous owner of your telephone number had created an account and failed to delete it. To rectify the situation please call the Verrus Customer Care line at 1-877-987-3648 or email support@verrus.com.

3. How do I remove the text message reminder feature from my account?

If you no longer wish to receive parking reminders, please log in with your 10 digit mobile number and PIN. Once logged in to your account, change the Wireless Carrier to 'No Text Reminders'.

Through the automated service line, press * for more options and select "Change text messaging settings".

Please remember, the key feature of our Impark Wireless service are these free* text message "Parking about to expire" reminders are put in place so as to avoid risk of receiving a parking notice. (* Your cell carrier may charge fee, but Impark Wireless does not on these reminder messages).

4. I have more than 1 vehicle plate number on my account. How can I make sure the correct vehicle is being parked each time?

The vehicle license plate you last parked with will automatically default as your current license plate. If you wish to change it, after the Verrus System repeats your parking information and asks you to 'confirm by pressing 1', wait for the prompt that says 'to change, press 2'.

You will then have the option to change the vehicle being parked.

5. How can I change my cellular phone number that is registered as my account?

For security purposes, users are unable to change the mobile number for a customers account online. Please send your request by email to support@verrus.com, or call in to the Verrus Customer Care line at 1-877-987-3648 to request a change of cellular phone numbers.

6. How can I change the PIN for my account?

Please log-in to your account with your current PIN. Once logged in you have the option to change the PIN for your account.

7. Can I add another phone number to my account?

The phone number you registered with is your account number and therefore can't be duplicated or linked to another phone number. However, you are able to create other accounts under different mobile phone numbers and use the same credit card and license plate information.

8. How do I delete my account?

Please send your request by email to support@verrus.com, or call our Customer Care line at 1-877-987-3648 to have your information removed from our database.

9. How do I obtain a parking receipt?

To view and print off parking receipts, please log in to your Verrus account. Upon logging in, you will be directed to your transaction history report. Select the date or dates you wish to view and either print off the page or export it to an excel spreadsheet.

10. What do I do if I have a Blackberry or another device with a QWERTY keyboard?

We advise customers who use a Blackberry or other smart phone device with a QWERTY keyboard to set up their account online in advance wherever possible. However, if you have a Blackberry or other device with a QWERTY keyboard and need to set up an account on-street, you can call the Pay by Phone number and press * to speak to a customer service advisor who will help you set up an account.

Using the service

11. I parked using the wrong location code, how do I change it?

Users are unable to change the location code once the parking transaction is confirmed. If you have parked under the wrong location, please start a new parking transaction with the correct location code. After you have made a payment with the correct information, you are able to call Customer Care at 1-877-987-3648 to have the initial transaction possibly reversed.

12. I have more than 1 vehicle plate number on my account. How can I select a different one each day?

The vehicle license plate you last parked with will automatically default as your current license plate. If you wish to change it, after the Verrus System repeats your parking information and asks you to 'confirm by pressing 1', wait for the prompt that says 'to change, press 2'.

You will then have the option to change the vehicle being parked.

13. If I don't have my cellular phone on me can I use another phone to call in to pay for parking?

You are able to use any phone to call in to pay for your parking. Just call in to the automated service as usual, where you will be prompted for your 10 digit account number (mobile number) and 4 digit PIN. If you are not asked for this information, then press * for more options and select the option to choose another account, as this means the phone you are calling from is already associated with a Pay by Phone account.

14. What phone number do I call to start a parking transaction?

The automated service line that you call in to is dependant on region. Most cities in Canada will have a local number that is posted at the parking lot or meter. If you are unsure of the local phone number please use our toll free line provided below.

Our Impark Wireless toll free line 1-866-234-PARK (7275) will connect you to our automated service line for North America parking lots that require a 4 digit location code.

The following areas have their own dedicated number:

- For the City of Miami FL, please call 1-866-990-PARK (7275)
- For the City of Vancouver BC, please call 604-909-PARK (7275)
- For the City of San Francisco CA, please call 1-866-490-PARK (7275)
- For the City of Redwood CA, please call 1-866-283-8397
- For the City of White Rock BC, please call 604-676-1750
- For BC Ferries, please call 1-866-277-5446

15. How do I know if Impark Wireless is offered at a particular lot or meter?

If Impark Wireless is offered, you will see the Impark Wireless / Verrus sign stating that you are able to pay for parking using your cellular phone. You can also check out our 'Where it Works' page that will list all of the parking lots by city and street address.



16. How can I find out if my parking was processed?

A payment is successfully processed if after confirming the transaction by 'pressing 1', you hear 'Payment Successful'. If you failed to hear this confirmation, just call back in to the automated service line. If you have a live parking session started then the system will tell you when your parking expires.

If not, then assume your parking session has not started.

17. I left the parking meter before it expired and now I want to park at another meter, however the Verrus System won't let me, what can I do?

If the meter you were parked at still has time left on it, you can start another parking session by calling back into the automated service. Wait for the prompt that asks you to press * for more options.

The next prompt will be "To purchase other parking press 1".

18. I can't add more time to my parking, why?

Chances are you are trying to exceed the maximum parking restrictions for the meter or lot that you are parked at. Impark Wireless / Verrus customers are subjected to the

same parking restrictions as customers who pay through the meter. For more information on parking restrictions or by laws, please contact your local Impark office.

19. The rate Impark Wireless / Verrus is charging me is different from the posted rate at the parking lot, what can I do?

The parking rates for Verrus are the same as the rates posted at the parking lot or meter, aside from the Verrus service fee. Impark adjusts the rates on the Verrus system as the rates at the parking lot change. For rate discrepancies, please contact Impark as we will investigate so as to ensure the proper adjustments made and the correct payment is processed.

20. What is the service fee for using Impark Wireless?

In general the service fee you will pay is \$0.35, depending on the services you use (i.e. text message reminders, receipts etc.) The system will confirm back the total cost upon each transaction.

21. The parking meter is out of order/ate my coins/ did not print out a receipt:

Our partner, Verrus, only supports Pay-by-cell transactions, as such they can not issue refunds or credits for payments made through the meter, and you will need to contact the local Impark office to seek reimbursement or inform them of the broken meter.

22. I received a parking notice but I paid by phone. What happened?

Verrus does not handle parking notice disputes in our office. However, we can confirm that payment was successful as well as help you out with any errors that may have occurred. A wrong location number, a payment not confirmed properly, a wrong license plate or a stall number entered in incorrectly are all variables that may warrant a parking notice being issued.

If all of the information on your parking payment was correct, then you will need to address any dispute of the parking notice with Impark directly. The contact information for parking notice dispute inquiries are clearly presented on the notice itself.

Impark will be able to pull up your pay-by-cell parking payment just by querying your license plate or mobile phone number in the system.

23. I didn't receive my SMS reminder text, why not?

The delivery of SMS texts is dependent on your mobile phone network. Impark Wireless, through Verrus sends a text reminder to your Wireless Carrier's gateway, who in turn send it to your cellular phone approximately 7 minutes before you parking is due to expire. Delayed delivery times or non-delivery can occur when your network is experiencing problems. If you are not receiving these reminders, first verify that the Wireless Carrier set on your account is correct by logging in. If the information is correct, then we ask you to contact your phone company.

Other

24. Is it safe to make payments like this via a mobile phone?

Yes! You only have to enter your credit or card details when you first set up an account. These details are encrypted and do not have to be entered, displayed, or spoken during a transaction. Your Pay by Phone parking account can also be protected by a PIN of your choice.

25. The instructions on the meter at the parking lot say I need to display a paper receipt on my dashboard. Does that still apply when I pay by phone?

These instructions apply to coin or card payments into a meter only. When you pay by phone you no longer need to look for a machine as you can simply pay from your vehicle or while you're on the move.

26. My phone battery has run out? I can't pay for or top up my parking?

In the event that your battery runs out before you manage to pay for or extend your parking session, you can try calling from a nearby landline and manually entering your 10 digit mobile phone/account number, otherwise you must pay by coins in a meter or coins or by card in a Pay and Display machine where available.

If your battery runs out mid-transaction, your payment will not have been confirmed and you will need to pay for your parking by alternative means, as above.

Corporate Accounts

27. I have a personal account as well as a business account attached to my mobile phone number, how do I know which account is going to be charged for parking?

The Impark Wireless / Verrus system will always inform you what account is being charged before you confirm the transaction. You will either hear, "[...on your business account](#)" or "[...on your personal account](#)".

If you need to change the account being charged, rather than confirming the transaction press "[2 to change](#)"; at this point you will then have the option to change vehicles.

28. I have a new license plate &/or phone number, what do I do?

Please contact your Account Administrator for any account changes or updates.

29. I am being prompted for a credit card number, why?

There are 2 reasons why you may be prompted for a credit card number:

- a) You chose to park under a Personal Account, and if you don't have a personal account set up you do not have a credit card attached to your account. You will need to call back in and park under a Business Vehicle.
- b) The credit card attached to the Business Account is invalid. In this instance you will need to contact your Administrator as soon as possible so that they may update the credit card information for the account.