

## Frequently Asked Questions – casual parking

*Please note: use (Command + F) to search for keywords in this document*

### Important information

To park at Bedford Park you must have a valid parking session through one of the following options:

- A vPermit (students, staff and affiliates), OR
- A valid casual parking session running through CellOPark, OR
- A valid casual parking session running through the visitor parking machines (see more information in the parking machines section)

**Important note:** Whether you have a vPermit or you're using the CellOPark online parking system, ensure you have a valid parking session by making sure the licence plate of the car you have on campus matches the active/ live car in the parking system at all times.

- If you have a vPermit you do **not** need to purchase casual parking unless you wish to park in car parks 6 or 13 (2 hour maximum parks only).

### About casual parking

#### What are my options for casual parking at Bedford Park?

There are two options for casual parking on campus:

#### Students and staff

Use the CellOPark online system for hourly and hourly capped (daily).

If you are a student or staff member and casual parking does not suit your individual circumstances, you may consider purchasing a vPermit. Go to [flinders.edu.au/parking](https://flinders.edu.au/parking) to find out more about vPermits.

#### Visitors

- Use the CellOPark online parking system for hourly parking **OR**
- Use the visitor parking machines in car parks 2, 4, 5, 6, 7, 9, 13 and University Drive (eastern side adjacent to Sturt Oval)

#### Visitor parking machine locations

Car park 2 – near the Education building

Car park 4 – western side of the car park in front of the Social Sciences South building

Car park 5 - western end of the lower section under the stairs

Car park 6 - western end of the low section(2 hour parking)

Car park 7 – western end

Car park 9 - northern end of the upper level adjacent to the entry path to level 3 Physical Sciences building

Car park 13 - eastern end of car park at pedestrian entry to Sturt Campus (2 hour parking)

University Drive – eastern side of the road adjacent to Sturt Oval

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## What is CellOPark?

CellOPark is an online parking system that enables you to use your mobile phone (or any internet connected device) to start and stop a parking session. You can transact casual parking through the CellOPark app, a PC or any internet connected device through the [CellOPark website](#). The primary benefit of this system is to allow you to pay only for the parking you use.

## How do I use CellOPark?

Go to [flinders.edu.au/parking](http://flinders.edu.au/parking) and follow the instructions or watch the videos on:

- How to register to use CellOPark, and
- How to start and stop a parking session.

First you need to complete a free, one-off registration, then you can use CellOPark straight away to start and stop short term parking sessions.

## What do I do if I'm having trouble with CellOPark?

Contact CellOPark:

Phone: (08) 6145 3333 or 1300 467 275 (1300 GO PARK) to register with the CellOPark call centre.

Email: [support@cellopark.com.au](mailto:support@cellopark.com.au)

For all other parking queries raise a [Service One request](#) or call the customer service team on 8201 2733.

## Where can I park at Bedford Park using CellOPark?

See the 'Where can I park' fact sheet at [flinders.edu.au/parking](http://flinders.edu.au/parking).

**\*Please note** – if you move your car to a different park within the same zone, there's no need to stop your parking session and restart it again. If you do, it may impact what you have to pay (particularly the capped maximum rates for students and staff) as it will reset when stopped.

If you move car parks from one zone to a different zone you must stop your parking session and start another session in the new zone.

# Parking zones for CellOPark

## What are the parking zones?

Use the map when you are booking your car park to navigate – this will automatically select the right zone.

- General parking (staff and students) – all car parks except 6, 13, 17, 19
- General parking (visitors) – all car parks except 1, 17, 19, 21
- Student 30 day session 1500230 – all car parks except 6,13, 17, 19
- Staff 30 day session – 1500430 – all car parks except 6,13, 17, 19
- 2 hour maximum parking areas – car parks 6, 13 two hour only parks or designated two hour bays in 4, 5, 7, 15

## Why is it important to enter the right parking zone?

It's important to select the right zone to avoid a fine. For example, if you select a general parking zone you can't park in a 2 hour zone. You can also use the map in the CellOPark app to determine which zone you're in.

## What happens if I have to move my car on campus?

You can move between the same zones. For example, if you start a general parking session in car park 1 and have to move to a general park in car park 3, you can.

Similarly you can start a 2 hour session in car park 6 and move to car park 13 without stopping your session and starting a new one (within the total 2 hour time limit).

Please note – if you move your car to a different park within the same zone, there's no need to stop you parking session and restart it again. If you do, it may impact what you have to pay (particularly the capped maximum rates for students and staff) as it will reset when you stop.

However you can't move between different zones on the same parking session. For example, if you start in car park 6 (two hour only), you can't use the same parking session to move to a general zone like car park

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1. In this instance you would need to stop your parking session in car park 6 and restart a new session selecting the general zone in car park 1.

### **What is the iMoved / premium CellOPark service?**

This is a CellOPark service where you can access reminder push notifications if you leave your parking space and forget to end your parking session. It will also send text messages when your parking session is coming to an end. For more information about this service go to the CellOPark website.

### **Do have to use iMoved / premium?**

No, you don't have to use iMoved/premium services. These services incur additional fees and you can choose not to use them.

### **How much does it cost me to call and start/stop my parking session?**

Standard call and data charges apply according to your mobile service provider.

## **Using CellOPark**

### **What if I don't have a mobile phone?**

You can still use CellOPark via your PC or any internet connected device via the [CellOPark website](#). Alternatively call the CellOPark call centre to register, start and stop your parking sessions.

### **How do I pay?**

You can use Visa, MasterCard Credit and Debit cards. American Express (AMEX) and Diners Club are **not** accepted.

### **Can I still access day parking options?**

Staff and students can access day parking options through CellOPark.

- Day parking is pay by the hour, capped at a maximum daily rate for students and staff.

All visitor parking is charged by the hour. Visitors can park in all parks except 1 and 21 using CellOPark or the parking machines in car parks 2, 4, 5, 6, 9, 13 and University Drive, adjacent to Sturt Oval.

### **Is there a salary sacrifice option for staff for short term parking?**

No, there is no ability to salary sacrifice short term parking.

### **Do I still have to use CellOPark in the semester breaks?**

Yes. At the moment you need to have a valid parking session from 9am and 5pm, Monday to Friday. Parking sessions are not required on weekends and nationally recognised public holidays. If you have a vPermit you do not need to be using CellOPark as well.

### **How will the parking officers know if I have a valid short term parking session running?**

Our parking officers use licence plate recognition software to determine if you have either a vPermit, a valid short term parking session with CellOPark or via a parking machine. Please make sure you have selected an active car in both the CellOPark and the vPermit systems otherwise you may be fined.

### **I'm here after hours. When do I need to start and stop parking sessions?**

You need to have a valid parking session 9am – 5pm, Monday to Friday. If you are outside of these times you do not need to start or stop short term parking sessions.

If you are a student or staff member there's a daily cap on the hourly price you pay through CellOPark – even if you forget to stop a parking session.

## **Registering to use CellOPark**

### **How do I register to use CellOPark?**

Download the app from the App store for IOS or Android.

There is a free, one-off registration. On registration you must provide the following:

- Contact details
- A current local mobile phone number. If you don't have a mobile number call CellOPark on 1300 467 275 (1300 GO PARK)
- Vehicle registration number (plate number)

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- A valid payment method (can be a valid Visa or MasterCard credit/debit card)
  - Your valid student/ staff ID (to access student and staff parking zones)

After this one-off registration, you can use the system straight away.

- Click the '[Sign-up](#)' button and complete the registration form.
- Download the CellOPark parking app and follow the steps.
- Call 1300 467 275 (1300 GO PARK) to register with the CellOPark call centre.

## How do I start and stop a CellOPark parking session?

### How do I start a parking session?

Use one of the 3 options below:

1. Use the CellOPark app on your smartphone. Simply select the vehicle, location and zone and click "Start".
2. Call CellOPark on 03-91111799 and follow the prompts.
3. Go to your online account, go to "Live Parking", select the vehicle, location and zone and click 'Start'.

### How do I stop a parking session?

Use one of the 3 options below:

1. Use the CellOPark app on your smart phone - simply click "STOP"
2. Call CellOPark on 03-91111799 - the session will end automatically.
3. Go to your online account, go to "Live Parking" and click "Stop Parking".

## Managing your CellOPark account

### Are my details safe with CellOPark?

Please view CellOPark's [Privacy Policy](#).

### How do I add more vehicles to my account?

Log on to your online account (using the same credentials you use for the app) and update your profile. You can also update vehicles through the app.

### How do I add a picture of my car(s)?

1. Click on the vehicle so it opens the selection view
2. Click on the 'Edit vehicle/take a picture'
3. Click on the circle with the car icon
4. In the 'Select action' menu that pops up - select 'Take a picture' (or 'Select a picture from your gallery' if you have one there)
5. Take a picture of your car (or select a photo from your gallery) and click 'Use photo' (or 'Save' in Android devices)
6. Click the 'v' (the check icon) and you are done.

### Can I use a landline to activate or terminate my parking sessions?

Yes, simply add the landline to your registered phone numbers and make sure it has caller ID enabled. If you would like to register only with a landline, please contact CellOPark's customer support 1300 467 275 (1300 GO PARK) so they can provide you with further details.

### Can I use someone else's mobile to activate the parking?

As your mobile phone is connected to your account, the system will not recognise you if you are not calling from your registered mobile phone. Also, the system needs to know which phone is permitted to end the transaction once its started (for example, if you use the "Live Parking" in your online account to start a session but would like to end it by calling the system when you reach your car).

### Why doesn't the system recognise me as a registered user? And what do I do?

If you are calling the system and it does not recognise you as a user this could be a result of one of the following:

- Your phone is not caller ID enabled. Check by calling a friend and seeing if your number appears on their screen.
- Go online to your personal account and verify your number is entered correctly on your profile page.

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If the mobile number isn't correct on your personal page, you can simply update it.

- Your account has been suspended since you do not have a valid payment method or have an outstanding amount. This can be because your credit card expired or is no longer valid. You can update your payment method in the Payment details page of your personal account.

Call 1300 467 275 (1300 GO PARK) for further assistance.

### **I forgot / lost my phone, what do I do now?**

You can log in to your online personal account and activate or terminate your parking sessions in the Live Parking page from any internet connected device (PC, iPad etc).

### **What happens if I forget to end my parking session?**

All parking sessions are automatically limited by time. The time limit is determined by the zone you selected and the time you started your parking session.

As there is a daily cap for students and staff in place, you will not be charged more than the cost of daily parking – even if you forget (refer to the 'How much does casual parking cost' section).

The system will take your vehicle automatically out of parking mode when the paid parking hours are over. When activating a parking session the system will inform you of the time in which it will automatically end that session if you do not end it sooner.

Once a parking session has automatically ended, there is no need for you to do anything.

## **Visitor parking machines**

### **As a visitor, where can I park?**

Visitors can park in all parks except 1 and 21 using CellOPark or the visitor parking machines in car parks 2, 4, 5, 6, 7, 9, 13 and University Drive adjacent to Sturt Oval (refer to the 'Where can I park' fact sheet at [flinders.edu.au/parking](http://flinders.edu.au/parking) for more information).

### **Where exactly are the parking machines located?**

- Car park 2 – near the Education building
- Car park 4 – western side of the car park in front of the Social Sciences South building
- Car park 5 - western end of the lower section under the stairs
- Car park 6 - western end of the lower section
- Car park 7 – western end
- Car park 9 - northern end of the upper level adjacent to the entry path to level 3 Physical Sciences building
- Car park 13 - eastern end of car park at pedestrian entry to Sturt Campus
- University Drive – adjacent to Sturt Oval

### **How do I use the parking machines?**

Follow the prompts on the parking machine to enter your car licence plate details, then use your credit card (or credit card with debit function) to pay. The parking machines are ticketless, so there's no need to return to your car after you have paid.

### **Can I obtain a receipt?**

Yes, you can have a receipt emailed to you. Take a photo or write down the URL and the receipt number displayed on the parking machine, then obtain your receipt online at [www.my-receipt.com](http://www.my-receipt.com). There is a free, once only registration for the receipt system.

## **More information**

### **CellOPark queries**

Phone: (08) 6145 3333 or 1300 467 275 (1300 GO PARK)

Email: [support@cellopark.com.au](mailto:support@cellopark.com.au)

### **Other queries?**

Contact the customer service team by raising a [Service One request](#) or calling 8201 2733.