
Frequently Asked Questions – vPermits

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

Managing your vPermit

What is a vPermit?

A vPermit is a virtual online permit, replacing physical hard copy permits.

How do I purchase a vPermit?

Open your Okta dashboard flinders.okta.com and click on the vPermit icon. This will take you directly to the vPermit site vpermit.com.au/flinders. Or you can go to flinders.edu.au/parking and follow the links to the vPermit site.

Do I have to buy a vPermit to park on campus?

You need to have a valid parking session when parking at Bedford Park campus from 9am to 5pm, Monday to Friday. There are several ways you can have a valid parking session:

- vPermit (students, staff and affiliates)
- Casual parking via CellOPark – an online parking system (hourly – with a daily cap for students and staff)
- Visitor parking via parking machines or CellOPark

How can I pay for my vPermit?

Pay for your vPermit with a credit card. Fixed term and continuing staff may choose to select salary sacrificing via payroll deductions.

How do I know if my vPermit is current? Will you email me when it expires?

You can check the status of your vPermit at any time by going to your Okta dashboard flinders.okta.com and clicking on the vPermit icon, or going to the [vPermit site](https://vpermit.com.au/flinders) or by following the links through the parking page flinders.edu.au/parking on our website. You will receive an email reminder a week prior to expiry.

Please make sure you have a current vPermit (or casual parking session) as we are unable to email you reminders. You can check your vPermit's status at any time via the [vPermit site](https://vpermit.com.au/flinders).

How do I find out more information and where will you post messages?

Our parking web page will continue to contain all the information you need to know about parking flinders.edu.au/parking

Can I use a mobile device to set up my vPermit?

You can use any internet connected device to connect to the vPermit site (including smart phones, iPads, PCs).

I'm trying to buy a vPermit online and have encountered a problem. What should I do?

In the first instance, please contact PFD's customer service team via [Service One](#) car parking query form.

Changing your active car in the vPermit system

Sometimes I drive a different car. How many car licence plates can I store in the vPermit system?

You can store up to 5 licence plates in the system – just ensure you go to the vPermit site and select your active car if you are switching between cars.

How do I swap cars in the system?

Go to the vPermit site to manage your cars. Then you can manage your cars by selecting the car you wish to make active.

What does an active car mean?

An active car simply means the car you have on campus. By selecting the active car, the online parking system will know you have a valid parking session.

What happens if I bring a different car to campus?

You can quickly and easily add up to 5 cars in the system. If you bring a different car to campus you need to change your active vehicle to make sure the licence plate of the car you're parking matches the active licence plate nominated in the vPermit system.

If I drive the same car every time I'm on campus, do I need to select the active car each time?

If you drive the same car and have already nominated that car as your active vehicle, you don't need to change the active car in the vPermit system. It will stay on the car you've selected until you manually change the active car through the vPermit site.

If I don't have a physical permit to display, how will you know if I have a vPermit?

The system uses licence plate recognition technology. That's why it's important to make sure the licence plate of the car you're parking on campus matches the active licence plate nominated in the vPermit system **at all times.**

If I have a vPermit, will I have to start and stop parking sessions like I would for casual parking using the CellOPark app?

You don't have to start and stop parking sessions with a vPermit. The CellOPark casual parking app requires you to start and stop casual parking sessions in order to only pay for what you use.

Can I have multiple cars on campus at the same time under the one vPermit?

No, a permit is required for every car on campus.

vPermit information for staff members

Does salary sacrifice apply to all parking options?

Salary sacrifice via payroll deduction is available for ongoing vPermits for fixed term contract and ongoing staff. It is not available on the half year, full year or fortnightly options. You must select the correct option when purchasing your vPermit. If you purchase via credit card, you are unable to salary sacrifice. For details, please visit the [salary sacrificing page](#).

What are my options for purchasing a staff vPermit?

There are 2 options for staff vPermits:

- Staff vPermit – credit card
- Staff salary sacrifice vPermit (fixed term and continuing staff members) – payroll deducted

What happens if I choose the staff vPermit credit card option but want to salary sacrifice?

It's important to select the right permit option up front as this will affect the payment method. If you choose the staff vPermit option you can **only** pay by credit card.

I'm a fixed term or continuing staff member. What do I need to do to salary sacrifice?

You simply need to select the staff salary sacrifice ongoing vPermit option when purchasing your vPermit. This will automatically commence the salary deduction process with payroll – there are no additional forms to complete.

I'm a part-time staff on a fixed term or continuing basis. Am I eligible to salary sacrifice?

Yes, you are still eligible to salary sacrifice.

More information and queries

Who can help?

Comprehensive information and short videos are available on the parking pages of our website flinders.edu.au/parking. For other queries please contact PFD's customer service team via [Service One](#) car parking query form.