Frequently asked questions – vPermits for staff

Do I place a sticker on my windscreen?
The University no longer uses physical permits, instead a vPermit (virtual permit) is purchased online via a personal, self-managed parking account.

Does purchasing a vPermit guarantee me a car space?
The majority of carparks/permit types including all PAYG parking do not guarantee a parking space. The exception is for permits in Staff Premium (East 2 and 3) and Reserved (East 3 and West 3) carparks. A finite number of Staff Premium permits will be issued. To apply for a Staff Premium vPermit (East 2 and 3 carparks) see the website for instructions.

How can I purchase a vPermit?
Head online: https://vpermit.com.au/mq/ and enter your details to register or access an existing account.

- *First time users* select 'Register' from the top RH menu bar then:
  - o Follow prompts and register as an individual to create an account
  - o Select 'staff' from the drop-down menu, fill out your details – use your @mq.edu.au email
  - o Create a password – the portal is not linked to other MQ logins
  - o Wait for a confirmation to your work inbox containing a link. Click the link to complete your registration.

- *Returning users* select 'Login' from the top RH menu bar then:
  - o Select 'My Permits' followed by, 'Apply for a Permit' once in your account.
- Do not abandon the registration or purchase process mid-session to avoid being locked out
- Be sure to include 'MQ' prefix when entering your staff OneID.

How do I pay for a vPermit?
Choose carefully – there are many variations in the drop-down menus, be sure to select a vPermit with the words 'salary sacrifice' to achieve this option. If you do not wish to salary sacrifice or it is not an option, a credit card payment will be required to pay for the parking in full, in advance. Casual staff are not eligible to purchase salary sacrifice parking permits.

Are there other pay-for-parking options?
Staff can use pay-as-you-go and access discounted hourly rates after registering with www.Cellopark.com.au, entering a valid MQ OneID and other details. A staff email address is not mandatory for this account. Payment is via credit card only and billed monthly. See website for rates.

How can I tell where the vacant car spaces are in campus carparks?
The dynamic signage on campus shows which carparks have availability and live carpark bay availability is online: https://vpermit.com.au/parkavail/mq

Does licence plate recognition technology (LPRT) automatically recognise which car I have driven to campus?

No and you are at risk of receiving a parking fine ($82) for parking a vehicle that does not match your online account's selected 'active' vehicle registration. It's easy to change by logging into your account and switching the 'active' vehicle registration number. The system can list up to three vehicles on an account but it does not automatically detect which car you are driving. Only one active vehicle can be selected at a time.

Our LPRT is used for infringements to identify if a parked vehicle has a valid permit connected to the car's registration number. If the 'active' vehicle in the driver's account and the parked car do not match, a fine may be issued. It's the driver's responsibility to make sure the active vehicle is correct and infringements will not be refunded in this instance. For instructions on how to manage active vehicles, see below:

https://www.mq.edu.au/about/contacts-and-maps/getting-to-macquarie/parking/documents/staff-switch-rego-online.pdf

Can I register for vPermit and PAYG?

You can only use one method at a time when paying for parking on campus. Visit the website to compare rates in order to decide which will work best.

When can I purchase a vPermit?

Staff can purchase a vPermit online at any time and select the most appropriate option available with the exception of the 2020 Staff Premium vPermit (East 2 and 3 carparks) available for pre-purchase on 4 and 18 November at 9:00am. See website for instructions.

When will 2019 vPermits expire?

30 and 90-day vPermits expire at the end of the period purchased. Longer-term permits expire on 31 December 2019. After one vPermit expires, another can be purchased with the exception of the pre-purchase Staff Premium vPermits (East 2 and 3 carparks).

Can I salary sacrifice my vPermit?

Yes, salary sacrifice is an option for permanent employees. Follow the prompts online when registering, select 'salary sacrifice' in payment options and have your details ready. Deductions will be made on a fortnightly basis.

Do you have a question that has not been answered here?

Email parking@mq.edu.au and depending on the volume of enquiries, you will receive a response within 24-48 hours. Please re-read the information and instructions available at www.mq.edu.au/parking, especially the FAQs to see if your question or issue has been addressed already.

Other information

- A $50.00 administration fee may be deducted from any refund owed when processing staff vPermit cancellations (non-salary-sacrifice permits).
- Online sessions time out so it's important to have all information available when registering.

Read staff questions and comments from THIS WEEK here:

https://www.mq.edu.au/thisweek/2019/03/25/your-parking-queries-answered/#.XJhhiS1L1Bw

mq.edu.au/parking