Mackay Parking FAQ

Contents

Utilisation of the Mackay Parking App

1. How do I download the app?

Android User

       Open Google Play Store, Search > Mackay Parking

Apple App Store

       Open App Store, Search > Mackay Parking

2. How do I register to begin using the App?

Open the Mackay Parking App, swipe through the Welcome introduction screens,

Click Get Started > Tap either **Zone** or **Profile** > Select Register

    OR go to Tap **Profile** > Click Register

Enter First name, Last name, Phone Number and Email address

Verify your email address and Enter your Credit Card details.

3. How do I sign into the app?

Once you have completed the registration.

Open the Mackay Parking App > Tap **Zone** or **Profile** > Sign In – enter your Username and Password

Note: 1st time Users will be logged in automatically once they register and confirm their email address, then prompted to enter Credit Card details.

4. How do I reset my password?

On the Sign In page click on Forgot Password, enter the registered Email Address, check your email, and follow the instructions.

5. How do I start a parking session?

Open the Mackay Parking App   > Select the Car Park from Find a Park Map

OR Click **Zone** and enter Zone number

> Tap **Pay** > Select Vehicle and Payment > Start Session

6. How to I enter a vehicle Licence plate?

When you are ready to park select Pay, you will be promoted to select a vehicle. If you have not yet entered a vehicle

Profile > My Account > Manage Vehicles

7. Can I enter another vehicle to my account?

Yes, in fact you can enter up to 5 Vehicles per profile or account.

8. How do I find my current parking session?

Tap **Zone** tab at the bottom of the Mackay Parking App.

9. How do I end my current parking session?

Tap **Zone** tab > Stop Session.

10. How do I find the zone number?

The Mackay Parking App will detect your location and when you park your car you can simply Zoom in and select the carpark at your location

Alternatively, there is signage with the Zone details in each car park.

Mackay has 4 Off Street Parking Zones.

Zone Number	Name	Address
474001	Riverside Car Park	1 Gregory Street, Mackay, QLD, 4740
474002	Wharf Car Park	4 Brisbane Street, Mackay, QLD, 4740
474003	Cinema Car Park	36 Gordon Street, Mackay, QLD, 4740
474004	Mid-City Car Park	30 Gordon Street, Mackay, QLD, 4740
	4P is the Max time limit at the Cinema Car Park	

11. Will my credit card be charged when I register?

No, your credit card will only be charged at the conclusion of your parking session.

12. How do I input the zone number?

The zone number can be inputted by tapping **Zone** > Enter parking zone number e.g. 474001

Your closest Zone numbers to you will also show up in a list that you can pick from as well.

13. How do I purchase a long-term ticket?

Select the Car Park for which you need a long-term ticket for, Tap Long Term

Accept the prompt to open your Phones web browser, and you will be securely logged in. You will be able to purchase a long-term ticket from this webpage.

14. Where can I use my Long-term ticket?

When purchasing your long-term ticket from either Riverside, Wharf or Mid-City, your long-term ticket is valid. However no long-term tickets are valid within the Cinema carpark

15. How do I renew my long-term ticket?

Your long-term ticket will stop-on your monthly anniversary date. If you begin your long-term ticket on the 15th your session will stop on the 15th of the following month. Another monthly ticket must be purchased manually.

16. How do I use the app to find parking in the city?

In the Find a Park menu you can search for names of car parks or addresses. The app will then show you parking in the area.

You can click on a coloured line or a car park pin to see further details of the car park such as rates or opening times

17. How do I view my parking history?

Profile > My Account > Recent Transactions

18. How do I find the parking rates?

Parking is $0.70 per hour, $5.00 Daily Max

Registration, Payment and Credit Card

19. Is the Payment Gateway Secure?

Yes, The Mackay Parking App utilises a Payment Gateway that has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.

20. How will the charges appear on my Credit card statement?

UBIPARK* MACKAY

21. Will my credit card be charged when I register?

No, you will only be charged at the end of your parking session.

22. What is the minimum parking charge?

$0.70

23. What phone number can be accepted to create the account?

Any normal mobile number or landline can be accepted.

24. What credit cards can I register with my account?

We accept VISA, Mastercard.

25. How do I remove my credit card?

Profile > My Account > Payment Options > Remove

26. What do I do if my credit card is expired?

Profile > My Account > Payment Options > Remove

From here you can add in your updated Credit Card

Basic troubleshooting

In order to use the Mackay Parking App there are a few core requirements that are needed:

Your phone will need to allow for location settings. In order to generate a list of closest car parks, we generate the list based off your phone's location.

Your mobile phone data will need to be turned on or you will need to be connected to WiFi with an internet connection.

Please refer to your phone's specific instructions on how to activate these settings.

If you are having difficulties with starting a session, these options are the first to check:

- Check your mobile data
- How do I turn on location services?

Please note: Your location settings may be turned on for your phone, but each app has its own internal settings that can be turned on and off. Please check your app list for Mackay Parking to ensure location is active for the App.

Support

27. How do I contact support?

Mackayparking@mackay.qld.gov.au

Profile > Support > Report an issue.

This will also record the details of your phone, so we are able to more accurately and quickly provide assistance.

28. What if I can't end my parking session?

Mackayparking@mackay.qld.gov.au

Reach out to support to obtain further assistance

Profile > Support > Report an issue.

Any additional information about your parking session that you can supply to the support team will help you get support faster.

29. How do I get further support?

You can reach out to support at any time by going to:

Profile > Support > Report an issue

Alternatively, you can go to:
Profile > Support > FAQs to get access to a list of frequently asked questions.

30. How do I initiate a dispute?

Send an appeal form, appeal letter or statutory declaration with any additional information or evidence to Mackay Regional Council.

You must submit your appeal form or letter to council within 28 days from when the Infringement Notice or a Reminder Notice was issued.

Council will investigate the matter and send a written decision to the customer to let them know if the penalty remains or if it has been waived.