

# CellOPark user guide

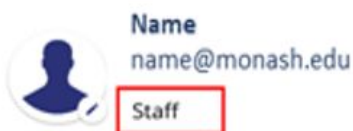
## REGISTER YOUR CELLOPARK ACCOUNT

**Step 1:** Download the CellOPark app from the App Store (on iPhone) or the Google Play Store (on Android).

**Step 2:** Open the app and enter your mobile number on the welcome screen.

**Step 3:** Fill out all sections in the registration form as shown on the screenshot pictured on right.

- Enter your student or staff ID number and select 'Monash University' in the *Institute* section.
- To access student and staff rates you must ensure your ID number is validated in your account and shows either Staff or Student (see below example)



**Step 4:** Create your password after entering the SMS verification code sent to your mobile.

**Step 5:** Log in with your registered details, save your vehicle's number plate and add your payment details.

- These details must be entered for the app to work. A credit, debit or pre-paid card can be used.
- The payment gateway will charge \$1 to validate the card. This is then immediately refunded to the account. If the \$1 cannot be processed, the card will be rejected.



← Registration

0433-336-676

\* John Smith  
Please provide first and last name

\* john.smith@university.edu.au  
Will be used to receive updates and invoices

\* 3168  
Please provide post code (4 digits)

65564834  
Please provide student/staff ID

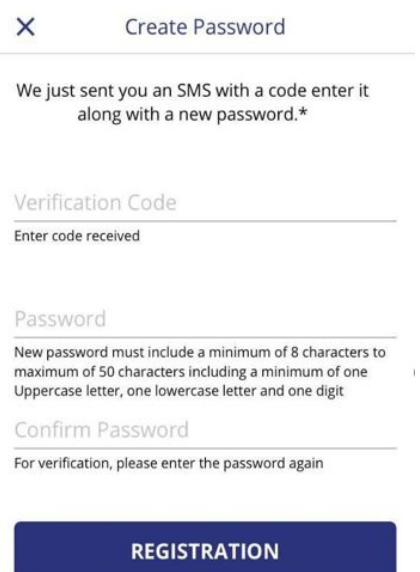
Monash University  
Please select an institute

I would like to enable premium reminders (fees may apply, see below and T&C)

I agree to CellOPark's [Terms of Service](#)

NEXT

Fees only apply when you have used CellOPark during a billing cycle, based on your plan.



× Create Password

We just sent you an SMS with a code enter it along with a new password.\*

Verification Code  
Enter code received

Password  
New password must include a minimum of 8 characters to maximum of 50 characters including a minimum of one Uppercase letter, one lowercase letter and one digit

Confirm Password  
For verification, please enter the password again

REGISTRATION

\* Your password will be used when you login to the app and to your online account to view or update your information. Please note that Email delivery may take a few minutes.

# STARTING A PARKING SESSION WITH CELLOPARK

## CHOOSE A PARKING ZONE AND VEHICLE

**Step 1:** Select your location as 'Monash University (3800)'.

**Step 2:** Select the 7-digit Zone code relevant to your campus and parking area. The codes are listed in the app or shown on signs in the car park.

**Students:** Select a 'Blue Zone'

**Staff:** Select a 'Blue Zone' or 'Red Zone'

**Step 3:** Select a vehicle from your profile or add a new vehicle.

**Step 4:** Tap 'Press to START'

## CHECK YOUR DETAILS AND CONFIRM

**Step 5:** Confirm that your details in the summary are correct, then tap 'OK'.

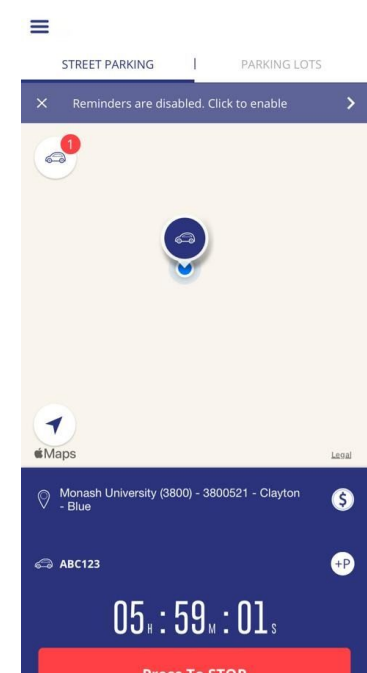
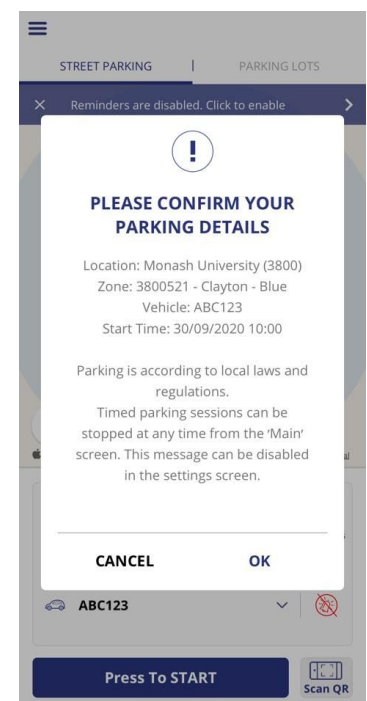
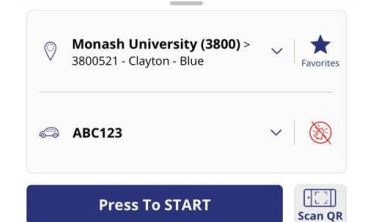
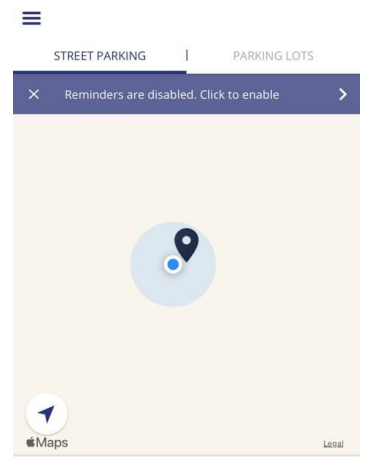
A countdown timer will confirm your session has started. The timer counts down until the end of regulated hours which you will see displayed on signage in the car park (i.e. the time when payment is no longer required).

## STOP YOUR PARKING SESSION

**Step 6:** When you finish parking, tap 'Press to STOP' to end your parking session. A parking summary screen will then be displayed.

- Parking will be charged for the duration parked and capped after 5 hours\*.
- If you park less than five hours, make sure you STOP your session when you leave so you are not charged the capped rate.
- Charges will be made to your nominated payment method on the 25th of each month.

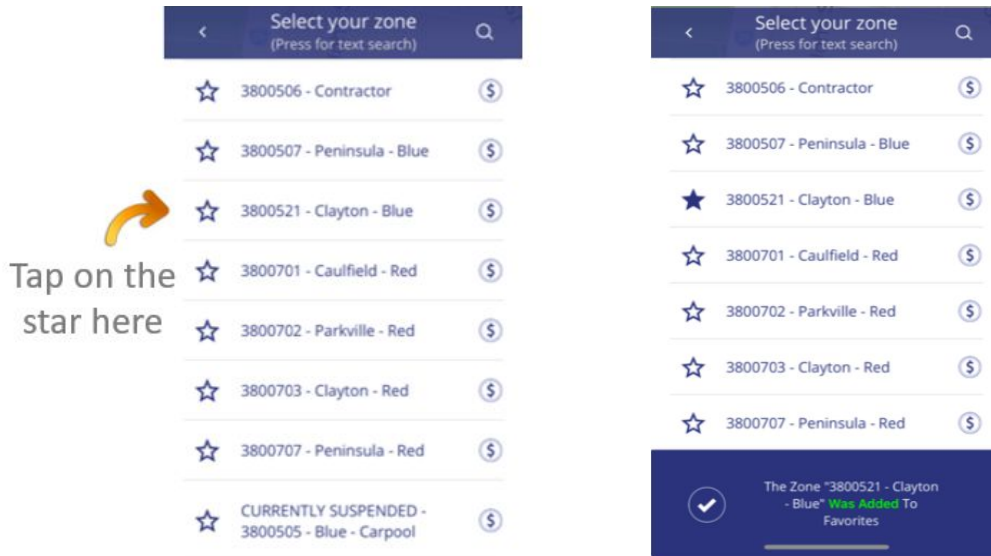
*\*Note: Visitor parking at the Caulfield campus is capped at 8 hours. If you leave before 8 hours you need to STOP your session or you will be charged the maximum daily rate.*



## ADDING TO YOUR FAVOURITES LIST

You can add a zone code to your favourites so you can easily use this each time you are on campus.

In the list of Monash University zones, tap on the star next to the code you want to add to your list. This will highlight the star blue and add the zone to your favourites list, with a confirmation at the bottom of the screen.



## USING YOUR FAVOURITES LIST

Click on the star above where it says Favourites. Anything you have added to your favourites list will appear. Select your favourite location and start your session from there.

