

Tipperary eParking FAQ

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Contents

Tipperary eParking FAQ.....	1
General.....	2
How to sign up to Tipperary eParking.....	2
How do I get the App	2
How do I top up?.....	2
It won't let me register	3
I can't log in.....	3
Changing account details	3
Top up fee	3
Parking	4
How do I make a Parking Payment?	4
Once off Parking Payments.....	4
My payment is about to expire, but I'm still away from the car	4
My usual method of parking isn't working, what will I do?.....	4
How does the Warden know that I have paid?	5
I paid for the wrong zone.....	5
I am driving a different car today, what do I need to do?	5
Invalid Car Registration... What does this mean?	5
Where can I find the Zone Number?	5
I Received a Parking Ticket having paid using Tipperary eParking.	6
Contact Tipperary eParking Support.....	6

General

How to sign up to Tipperary eParking

There are three different ways to sign up to Tipperary eParking

1. Download the Tipperary eParking Smartphone App
 - The Tipperary eParking App is available on Android and iOS
 - To sign up with the app, tap 'register' and follow the instructions on screen.
2. Visit www.tipperaryeparking.com
 - Using a computer, tablet or mobile browser, press the 'sign up' button and follow the onscreen instructions.
3. Call the Tipperary eParking number
 - Call 0890 800 420
 - Call from the phone number you wish to register with.
 - The phone system won't work if your caller ID is switched off, (your phone is on private).
 - If you are already registered, calling this number will give you the option to park or to top up.

How do I get the App

To download the app, visit either the Google Play store or Apple App store.

1. Search for Tipperary eParking and download it in the same way as you download any other app.
2. When prompted to allow permissions, select ok.
(this allows the app to display your location on the map within the App).
3. Open the newly installed App.
 - If you already have an account, you can log in now.
 - If you have not registered at this point, you can do so on the App.

How do I top up?

You can top up your account in a number of ways:

1. By logging into your account on www.tipperaryeparking.ie
2. Using the iOS or Android App.
3. During a parking call when your balance is low.

It won't let me register

If you are having trouble at the registration stage:

1. You may have registered your details for Tipperary eParking already.
2. You may have registered your details with ParkMagic before, which may be causing an issue with your registration.
3. One or more of your details may have been used at some point by a different customer. (The details in question is usually the car reg)

I can't log in

If you have an account but can't log in, you should click "forgot password" on the log in page.

If resetting your password didn't work, it's possible that you used a different email address when setting up the account. If you know the email address, use this to log in (you can update it once you're in).

If the problem persists, give our support team a call and they will help you to access your account.

Changing account details

You can update your personal details including phone number and email address by logging into your account on the website or in the app.

Top up fee

There is a top up fee of €0.50 applied to top ups under €20.

The small fee is applied to cover a portion of the cost of processing the transaction.

This fee can be completely avoided by topping up by €20 or more when you add credit to the account.

Your credit will not expire once added to your account.

Parking

How do I make a Parking Payment?

You have several options when it comes to processing your parking payment.

App

Using the relevant App, select the area you are parking in from the map/list, most areas then ask you to enter the duration you wish to pay for.

Website

You can process a parking payment online

- Log in to your account at www.tipperaryeparking.ie
- Select 'Park My Car' from the main menu and follow the on screen steps.

Phone Call

You can process your parking payment by calling the phone number displayed on the local signage. Don't forget that you must call from the phone number that is linked to the account.

Once off Parking Payments

It is possible to make a once off payment for parking:

If you call the parking number from a phone which is not registered, you will be given the chance to register or to make a once off* payment. You will need to enter your credit/debit card details to do so.

**Making a second payment on the same day will require you to complete the registration process and add credit to the account.*

If you have already downloaded the app and registered your details, you may still make a once off payment by logging into www.tipperaryeparking.com and processing your transaction there.

My payment is about to expire, but I'm still away from the car

You can process the parking transaction again on your app (adhering to local regulations). Note that processing a second parking transaction will overwrite any active parking session.

My usual method of parking isn't working, what will I do?

If you are unable to make a parking payment in the usual way, you can try one of the other methods available. If you still can't seem to process your payment, call our support team for further information.

Don't leave the car unpaid if this happens. If you can't pay using the Tipperary eParking system, you are still obliged to pay for your parking using the pay and display alternatives.

How does the Warden know that I have paid?

The Traffic wardens use their handheld computer to check the VRN (Vehicle Registration Number) of each car in the area.

I paid for the wrong zone

If you accidentally paid for the incorrect zone, the first thing to do is to process the parking again for the correct zone. Email or call our support team to explain the situation and the original transaction will be refunded.

I am driving a different car today, what do I need to do?

If you are in a different car, don't worry, you will have the opportunity to change the VRN (Vehicle Registration Number) when you are parking.

We recommend using the App/Website when changing the VRN (it's quicker than doing it on the phone call)

Don't forget that you need to update the VRN again when switching back to your normal vehicle.

Invalid Car Registration... What does this mean?

When entering your VRN (Vehicle Registration Number), you may see this error. Don't worry.

Usually, this error occurs because the VRN already exists on our system. This can happen a number of different ways but is easy to fix. Give our support team a call and they will help.

Where can I find the Zone Number?

Zone numbers are displayed on the eParking signs on every street and on the P&D machines on every street and in every car park.

You can also see the zone number next the zone name in the App.

I Received a Parking Ticket having paid using Tipperary eParking.

If you received a parking ticket and had paid for your parking, follow these steps:

1. Check the offense – Parking tickets can be issued for various offences including out of date tax and illegal parking. Before doing anything else, make sure that the ticket is in fact for 'non-payment'.
2. Call our support team. They will guide you through the rest of the process and provide you with documentation which shows your transactions.

Contact Tipperary eParking Support

You can contact our support team via the following methods:

support@parkmagic.net

0818 220 107

061 311 422