



## PayByPhone: How to Use PayByPhone and Frequently Asked Questions

### How to use PayByPhone

1. Create a PayByPhone account at <https://www.paybyphone.com> or call 1-877-885-8899. You will need to provide an email address, mobile phone number, vehicle's license plate, and a credit card.
2. Using a smartphone, download **PayByPhone** app from the Blackberry, Google Play, or iOS App Store.
3. Enter the location code posted in the parking area signage.
4. Enter parking duration.
5. Extend parking time from your smart phone, visit <https://www.paybyphone.com>, or call 1-877-885-8899.

### Frequently Asked Questions

Q: What is the website to download the PayByPhone App?

- [Android/Google Play](#)
- [Apple App Store](#)
- [Blackberry App Store](#)
- [Microsoft](#)

Q: What type of mobile phone can be used with PayByPhone?

A: To use the PayByPhone App, a smartphone (Apple, Android or Blackberry) is needed. Or, a non-smartphone may be used to call 1-877-885-8899 and start your parking session.

Q: Is there a fee to use PayByPhone?

A: There is no member fee to use PayByPhone. The only cost is the hourly parking rate plus a .27 cents transaction fee.

Q: What credit cards may be used with PayByPhone?

A: Visa, MasterCard, American Express, and Discover are accepted. The credit card information is encrypted when creating an account in order to keep it secured.

Q: What is the hourly parking rate?

A: It is .75 cents per 30-minutes/\$1.50 per hour, plus a 27 cents transaction fee; 5-hours or more converts to all day parking at \$8, plus .27 cents transaction fee.

Q: Is there a required minimum of time?

A: Parking charges are based on 30-minute increments.

Q: Can a parking session be extended?

A: Smartphone users receive a text message prior to the parking session expiring, which includes the option to add parking time. You may also visit <https://www.paybyphone.com> or call 1-877-885-8899.

Q: How do the enforcement officers know if a vehicle paid for parking?

A: Officers electronically scan all vehicle license plates. By using PayByPhone, the vehicle's license plate is automatically registered with the University's parking system, which avoids receiving a citation.