HOW TO USE THE TELEPARK SYSTEM

Telepark is a system that enables customers to pay for parking in real time using a mobile phone.

After quick online registration, the registered phone number is recognized every time it calls the Telepark system to Start and Stop parking. To fully use the system, create an ONLINE PROFILE to manage your account, giving you the ability to modify account details and view parking history.

**Note!** Make sure to always STOP your parking transaction when you are terminated parking.

Sign up for Telepark Services by going to www.telepark.ca and click on “Register for Telepark Services.”

To register for Telepark Service, you will need to provide your Mobile Phone Number; License Plate; Credit Card and Maximum Charge per Transaction. Upon completing your registration, you will receive a text message and email with your Telepark Account Number (Parkcard) and you may start parking by using your mobile phone. In order to add more than one vehicle or phone number to the account, you will require online access to manage your account.

**To start parking:** Call the telephone number found on parking sign and follow prompt to activate parking.

**To stop parking:** Call the telephone number found on parking sign and type in the pound # sign to end parking.

Note: You can also start and stop parking using SMS Text Message.

**To start parking using SMS:** send text message ‘P XXXX’ to number 60999 where XXXX is the lot number.

**To stop parking using SMS:** send text message ‘P STOP’ to number 60999.

Create Online Profile by going to www.telepark.com and click on “Create an Online Profile.” You will need to know your Telepark Account Number (Parkcard) (you received via text message and email after registering).

To add additional license plates to the account, go to “Plate Registration” and to add a phone numbers, go to “Manage Telephone Numbers” while logged into your account.

To start / stop parking using TELEPARKS’s APPS:

1. Sign up for the Telepark Service
2. Create an Online Profile which is done on the Telepark website: www.telepark.com

After creating an Online Profile: From your Smart Phone go to your web browser on the device

1. Type in the URL for Telepark APP : www.telepark.com
2. Contact Customer service for any issues with this process at: 1-855-767-7275
Type in the Profile Access login credentials you setup and press the Login buttons

Once in the apps: Select a license plate and parking area to start parking and press start button

Terminate parking by pressing stop button

When parking is terminated, screen will be shown indicating parking charge

PLEASE NOTE: The APP must be used for University Of Calgary when there is an attendant on site in Lot 32 and 11 and 10. This will expedite entry onto these lots.

Purchasing of parking must be done no more than 30 minutes before entering the lot and is always subject to space availability. Note! Make sure to Stop your transaction when leaving the lot.

Payment for Lot 10 is for single entry only.

Lot 32 Code 3932  Lot 11 Code 3911  Lot 10 Code 3910

Before entering lot, start your parking using App. After parking starts, the App will show that parking fee has been paid. Show attendant your smart phone screen displaying the paid stamp to gain entry to the lot.

If no attendant, you can use APPS or your cell phone to Start/Stop parking just as you would at any other Telepark lot

Note! Make sure to Stop your transaction when leaving the lot.
**Terminology:**

**Parkcard:** Otherwise known as Telepark Account Number

**Maximum Charge Amount (PAYOUT):** The maximum amount you want to be charged for parking. If you forget to call the End Parking phone number, your parking will be cancelled when your parking reaches the Maximum Charge Amount set on your account and you will not be charged more than the maximum. In order to continue parking, you would need to start a new Parking session. The Maximum Charge Amount can be changed at any time (before activating parking).

**Convenience Fee:** A 35 cent fee will be charged every time parking is started.

For customer service, call 1-855-767-7275 Monday-Friday 8:30 a.m. to 8:00 p.m. E.S.T

**Note!** New Visa/Debit card is not supported in the Telepark System