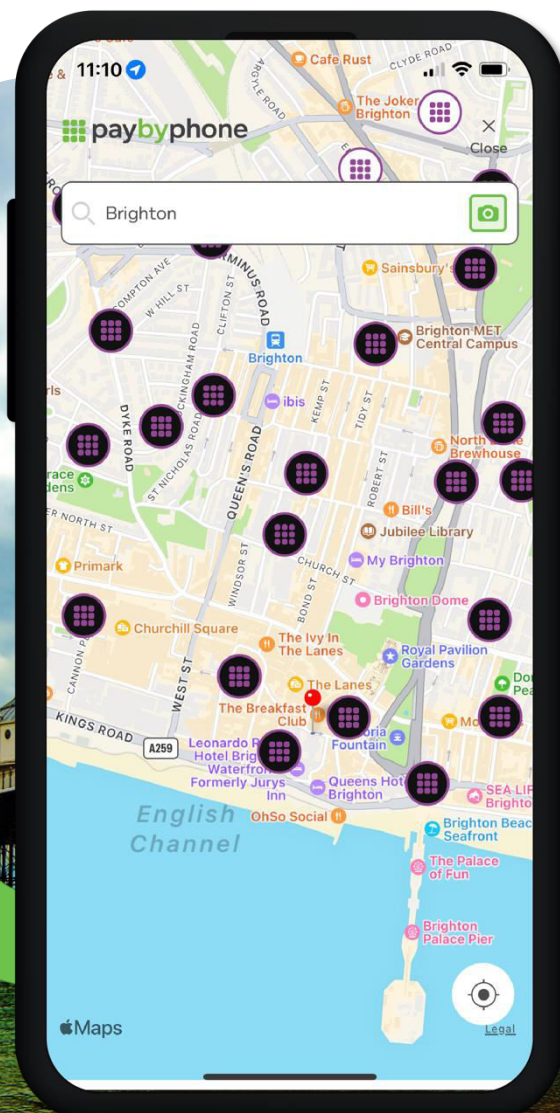




Simplifying your journey

PayByPhone

User Guide



PayByPhone Help Guide

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Section 1: Keeping safe whilst using PayByPhone services

Beware of fraudulent sites masquerading as PayByPhone

We are aware that fraudulent companies have been masquerading as PayByPhone on Google.

These companies are using advertising to trick people into visiting a website that pretends to be the PayByPhone site. It is not.

These sites then require you to register, then ask you for your credit or debit card details and charge you a subscription. PayByPhone does not provide any subscription service and they will never charge your card without your authorisation.

PayByPhone are working with the relevant authorities to have these sites removed, however, in the meantime we would urge you to exercise caution when providing your credit or debit card details online in case the site is fraudulent.

Rest assured the authentic PayByPhone site remains a secure platform, which is PCI level 1 compliant - the highest level of security for processing payments. All cardholder data is heavily encrypted. PayByPhone is audited yearly to ensure their compliance with the security standards.

To avoid these scams, the safest and most secure way to use PayByPhone remains:

- Download the PayByPhone app directly from the App Store or Google Play Store
- Visit the PayByPhone website by entering paybyphone.co.uk directly into the search bar.
- Dial 0330 400 7275 to use the PayByPhone automated phone line.

Section 2: How to pay for parking with a guest account using an app or the web [Parking with a Guest Account – PayByPhone Support UK](#)

PayByPhone allows customers to pay for parking without creating an account.

1. On the home screen of the PayByPhone app, you are given options to sign up, register or **Continue without an Account**. Click this option
2. You can now enter a location number or use our map/nearby parking feature to identify your location
3. You will then be prompted to enter your vehicle registration number.
4. Click on the following icon and enter your details followed by **Add Vehicle**
5. You will then be asked to enter your desired length of stay
6. You will be asked to enter your mobile phone number so we can send you any relevant reminders or receipts. To **Park without Reminders** click the option at the bottom of the screen
7. You will then need to add your payment details. Click this icon and add your details as required
8. Your email address is required for email receipts and service notifications
9. Click **Add Card**
10. You will then be shown a summary of your parking transaction
11. To confirm and start your session press **Pay & Park**

Receipts

The system will generate a guest receipt. Users will need to rely on emailed receipts for anything relating to ticket dispute and end-of-year tax submissions.

Note You cannot convert or move guest transactions to an existing PayByPhone account (mobile phone) number. Only customers with a registered account can access historical receipts online.

Duplicate payments

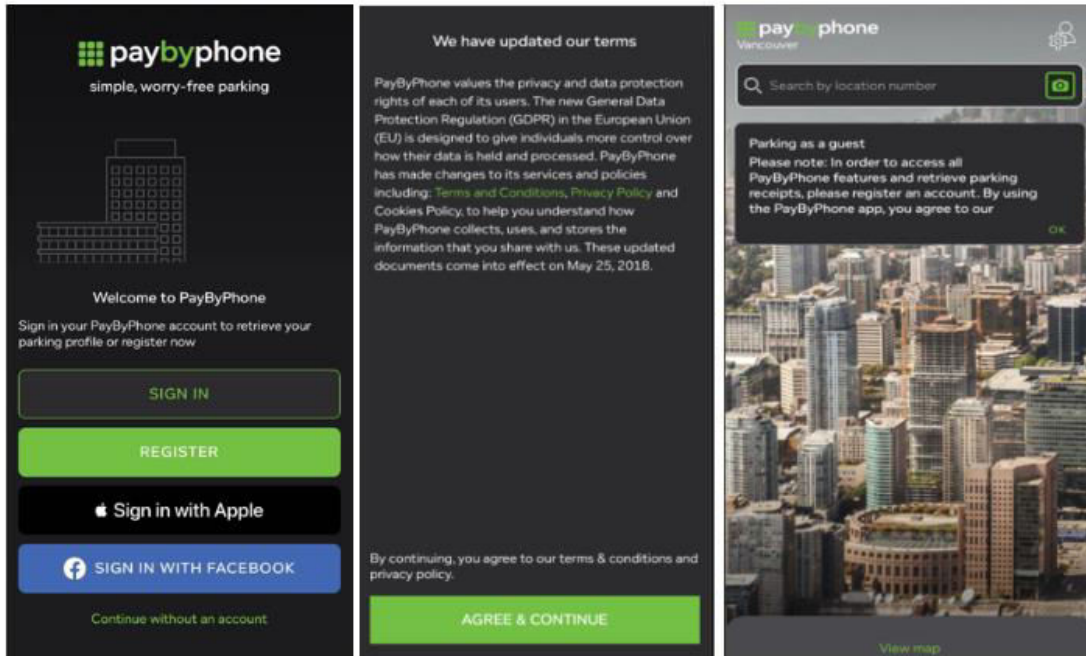
If you transact in Guest mode and close the app, you may not see the countdown clock when you relaunch the app (this is device specific). **Be careful:** this doesn't mean the session didn't start! We are advising customers to pay close attention to the following transaction confirmation screen. If you sign into your regular registered account after transacting as a guest, the session will not be displayed. You can also review your guest receipt to check if the payment was processed.

In the case of duplications, refund policies will vary by parking provider. Please click [here](#) for further information on refund policies

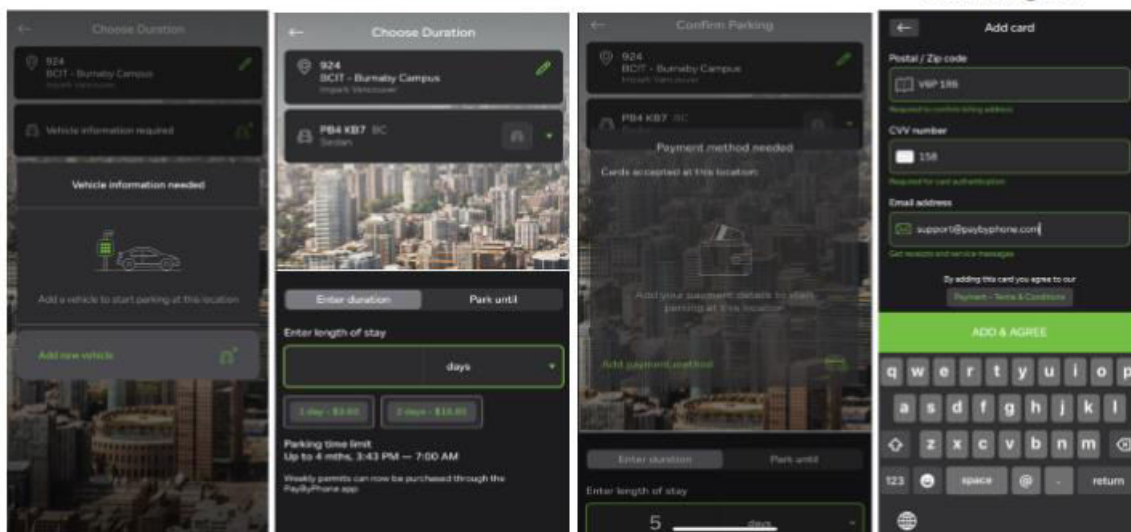
Each platform will give you the option to **Sign in, Register,** or **Continue without an Account.** A notification appears alerting customers when they are in Guest mode.

iOS & Android

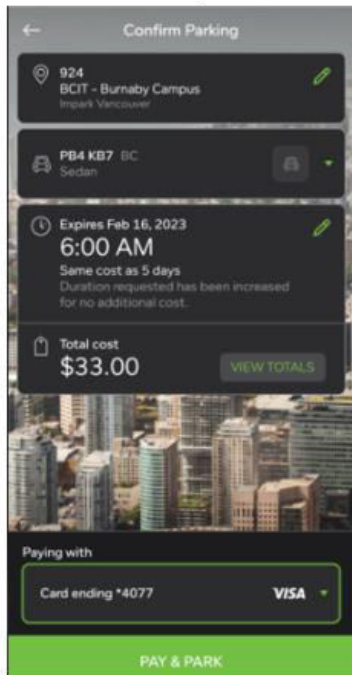
1. Launch app, click **Continue without an account**
2. Review Terms & Conditions, Privacy Policy and Cookie Policy. To proceed, click **Agree & Continue**.
3. Input the location code.



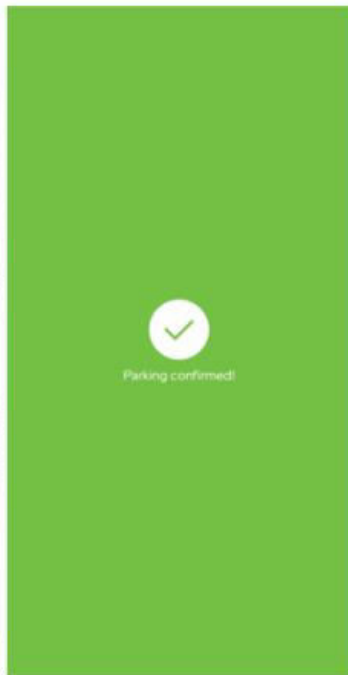
4. Add a vehicle.
5. Input duration.
6. Add Payment details.
7. Input all mandatory fields and then click **Add & Agree**.



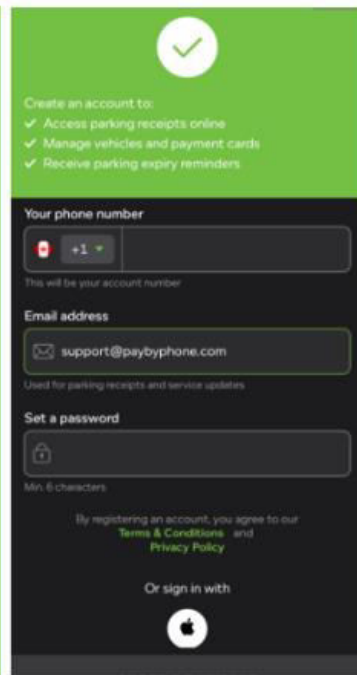
8. Carefully review all of the transaction details. Edit if necessary. Click **Pay & Park** when ready.



9. Wait for the final confirmation screen to appear.



10. Convert the guest account into a registered account, or close the app.

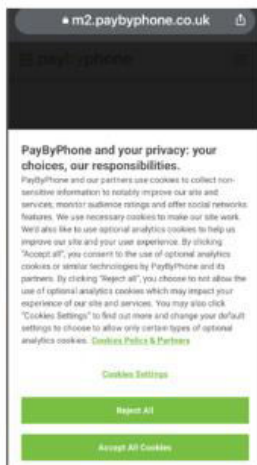


Web

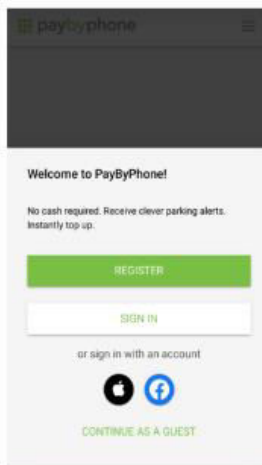
Load www.paybyphone.com from your device.



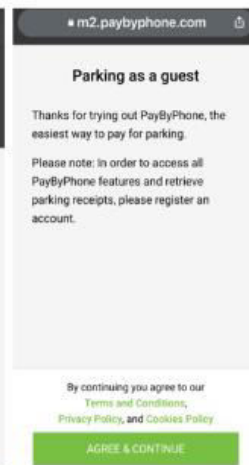
Review policies, and Reject or accept.



Click **Continue as Guest**



Review the Guest account limitations.



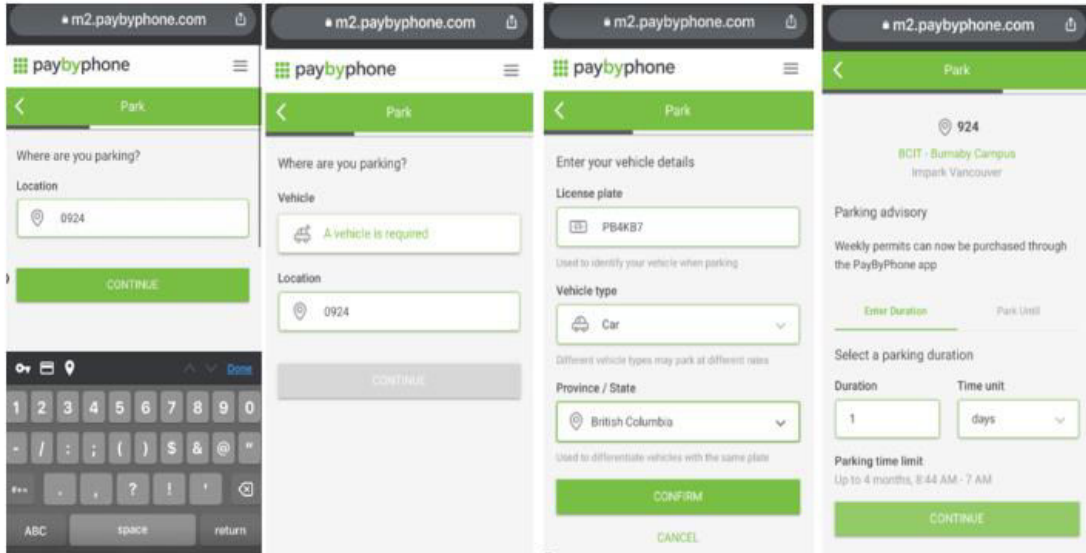
Input location code.

Click in the Vehicle box. If location is pay by space, you will only need the spot number.

Input License Plate, Vehicle type and Province/State.

Click **Confirm**.

Input the duration of time, and if in Canada, you will be parking until.



Add your payment details.

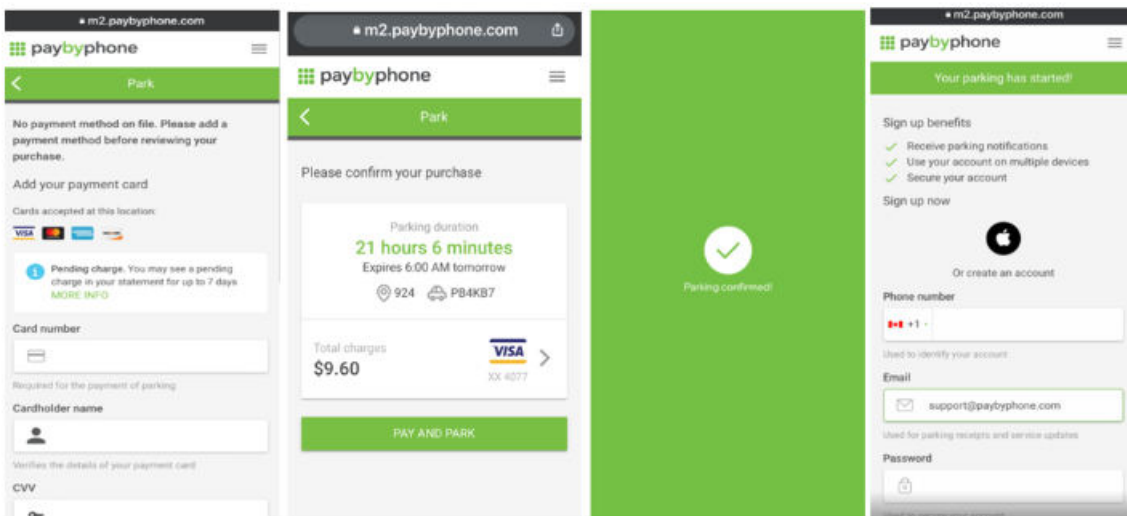
Review the transaction details and click the back button to edit location, plate, or payment details.

OR

Click **Pay and Park**.

Wait for the 'Parking Confirmed' message to appear.

You will have the option to convert the guest entry into a registered account by adding a phone number and password.



Section 3: How to create a PayByPhone account via the PayByPhone website
[Creating an Account via the PayByPhone Website – PayByPhone Support UK](#)

Creating a PayByPhone account allows you to store your account details along with your vehicle registration number and payment information, making it quick and simple to park. An account also gives you access to other features such as setting Favourite Locations, accessing your Parking History and registering for Auto Payments.

Registration is simple and takes less than 30 seconds. This video will take you through how to register or follow the steps below:

<https://www.youtube.com/watch?v=tNR6sVQQhog&feature=youtu.be>

Go to:

www.paybyphone.co.uk

Select “Park now”

Select “Register”

4. You will be asked to provide the following information

1. **Your mobile phone number** – This will become your account number
2. **Your email address** – This is required so we can send you parking receipts and service updates
3. **Password** - This is required to secure your account

5. **Receive SMS notifications*** – This allows you to select whether or not you would like to opt-in to receive SMS Receipts and Reminders.

Click **Agree** and **Register**

7. You will be asked to accept our Updated Terms and Conditions.
8. You now have a PayByPhone account

Section 4: How to download the app on iOS/iPhone

[Creating a PayByPhone Account for iOS – PayByPhone Support UK](#)

Creating a PayByPhone account allows you to store your account details along with your vehicle registration number and payment information, making it quick and simple to park. An account also gives you access to other features such as setting Favourite Locations, accessing your Parking History and registering for Auto Payments.

Registration is simple and takes less than 30 seconds. This video will take you through how to register or follow the steps below.

[How to Create an Account | iOS - YouTube](#)

1. Go to the App Store and download the PayByPhone app



2. Open the PayByPhone app
3. You have four options:

- Sign in
- Register
- Sign in with Apple
- Sign in with Facebook
- Continue without an account

Section 4a: How to create an account on iOS/iPhone

4. Click **Register**
5. You will be asked to provide the following information
 - **Your mobile phone number** – This will become your account number
 - **Your email address** – This is required so we can send you parking receipts and service updates
 - **Password** - This is required to secure your account
6. **Receive SMS notifications** – This allows you to select whether or not you would like to opt-in to receive SMS Receipts and Reminders.
7. Click **Agree** and **Register**
8. You now have a PayByPhone account

Note Additional charges may apply to receive SMS reminders

Section 5: How to download the app for Android
[Creating an Account for Android – PayByPhone Support UK](#)

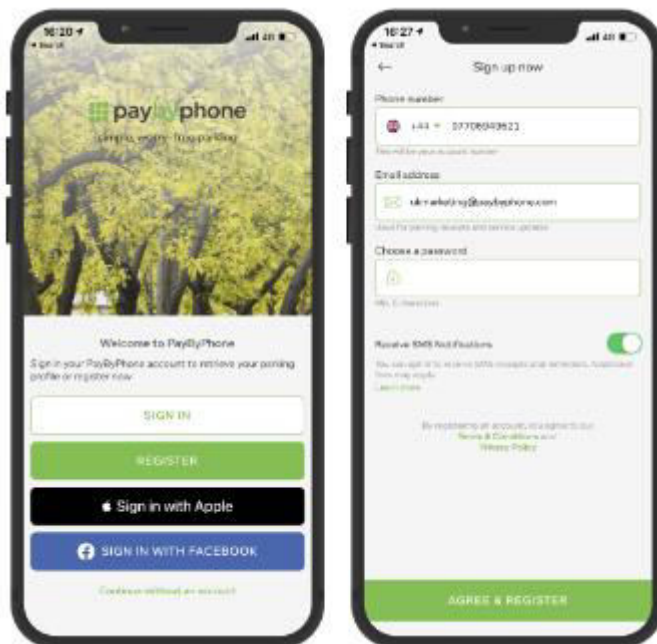
Creating a PayByPhone account allows you to store your account details along with your vehicle registration number and payment information, making it quick and simple to park. An account also gives you access to other features such as setting Favourite Locations, accessing your Parking History and registering for Auto Payments.

Registration is simple and takes less than 30 seconds. This video will take you through how to register or follow the steps below:

[How to Create an Account with PayByPhone | Android OS - YouTube](#)

1. Go to the **Google Play Store** and download the PayByPhone app
2. Open the **PayByPhone app**
3. You have four Options:

- Sign in
- Register
- Sign in with Facebook
- Continue without an account



4. Click **Register**

5. You will be asked to provide the following information

- **Your mobile phone number** – This will become your account number
- **Your email address** – This is required so we can send you parking receipts and service updates
- **Password** - This is required to secure your account

6. **Receive SMS notifications** – This allows you to select whether or not you would like to opt-in to receive SMS Receipts and Reminders.

7. Click **Agree** and **Register**

8. You now have a PayByPhone account

Note Additional charges may apply to receive SMS reminders

Section 6. How to create a parking session via the automated phone service
[Creating a Parking Session Via Our Automated Phone Service – PayByPhone Support UK](#)

Creating a PayByPhone account allows you to store your account details along with your vehicle registration number and payment information, making it quick and simple to park. An account also gives you access to other features such as setting Favourite Locations, accessing your Parking History and registering for Auto Payments.

To register via our automated phone service, please ensure you have a valid credit or debit card to hand and your vehicle registration number. Then:

1. Call **0330 400 7275** or the telephone number on the PayByPhone sign nearest to you
2. If this your first time using the service, you will be asked to press *
3. Please then select either
 - 1 to setup an account
 - 2 to hear the PayByPhone Terms and Conditions
4. Press 1 to set up an account and you will be asked to create a four-digit **PIN** (personal identification number)
5. Enter your four-digit PIN by press the corresponding numbers on your phone's keypad
6. You will be asked to enter your 16-digit card number using your phone's keypad
7. You will be promoted to enter the **two-digit expiry month**
8. You will be promoted to enter the **two-digit expiry year**
9. You will be promoted to enter your **Vehicle Registration Number**

Note If you are using a Blackberry please press *

10. You can enter your Vehicle Registration Number using your phone's keypad. For each letter or number, press the corresponding key and you will then be asked to confirm it with a second key press.

Example: For A press 2 followed by 1

For E press 3 followed by 2

For 8 press 8 followed by 4

The interactive voice system will guide you through this step.

10. Once you have entered your Vehicle Registration Number press #
11. The interactive voice system will repeat the Vehicle Registration Number you have entered back to you
12. If it is correct press 1 to confirm or press 2 to re-enter
13. You will then be asked if you would like to receive text message reminders. Press 1 to confirm yes or 2 to amend
14. If you choose to amend your text options, you will be given two further options:
 1. To receive SMS Reminders, press 1 to Confirm or 2 to Turn Off
 2. To receive SMS Receipts press 1 to Confirm or 2 to Turn Off

Your PayByPhone account is now created. You have the option to create a parking session - press 1 - otherwise end the call.

Note The system automatically recognises the phone number you are calling from each time you dial in, and this will be your account number.

I am having problems using the phone service with a Blackberry or another device with a QWERTY keyboard.

We advise customers who use a Blackberry or other device with a QWERTY keyboard to set up their account online at paybyphone.co.uk/registration.

If you have a Blackberry or other device with a QWERTY keyboard and need to set up an account on-street, you can call the PayByPhone number and press * to speak to a customer service advisor who will help you set up the basic account information (vehicle registration number, name, some functionality, email), you will be instructed to log in yourself to add the credit card information.

To note*

In order to receive a prompt to register a new account, it is required to call from a number which the PayByPhone system does not recognise. Therefore, a number which is not already registered with PayByPhone.

For new customers, they will receive the following call flow:

- Welcome to PayByPhone message.
- For continued service please use 0330 400 7275 message.
- The number you are calling from does not have a registered account.
- 1 - To register an account, please press 1. *
- 2 - To select different account, please press 2.

(when pressing 1)

- 1 - To pay over the phone, please press 1.*
- 2 - To pay over the app, please press 2.
- 3 - To listen to our T&Cs, please press 3.

(When selecting 1)

- To agree to T&C -press 1. Press any key to stop listening to T&Cs.

(once selected a key)

- By proceeding, you are agreeing to our T&Cs.

Please hold while we set up your account.

Please enter your phone number, vehicle registration number and payment card in the following steps.

Enter details following prompts

Section 7: How to pay for parking by text/sms

[Creating and Extending a Parking Session via SMS – PayByPhone Support UK](#)

You can watch the following video to find out how you can pay for parking via text/sms:

https://youtu.be/eYjK_W6sbVg

Note: To pay for parking via SMS it is necessary for you to already have a PayByPhone account.

👉 Simply send a text message to 65565 with :

- your PayByPhone Location Code
- the duration you would like to park for, and the 3-digit security code (CVV) on the back of your payment card to park the last used vehicle on your account

To park a different vehicle already on your account, add the required number plate after the CVV2

Example: 12345 1h 111 TEST123

Duration format for SMS messages:

1m = 1 minute

1h = 1 hour

1d = 24 hours

Wait for your parking session to be confirmed

You will receive a text back confirming your parking has started, please do not leave your vehicle until you have received this confirmation message.

Extend your Parking

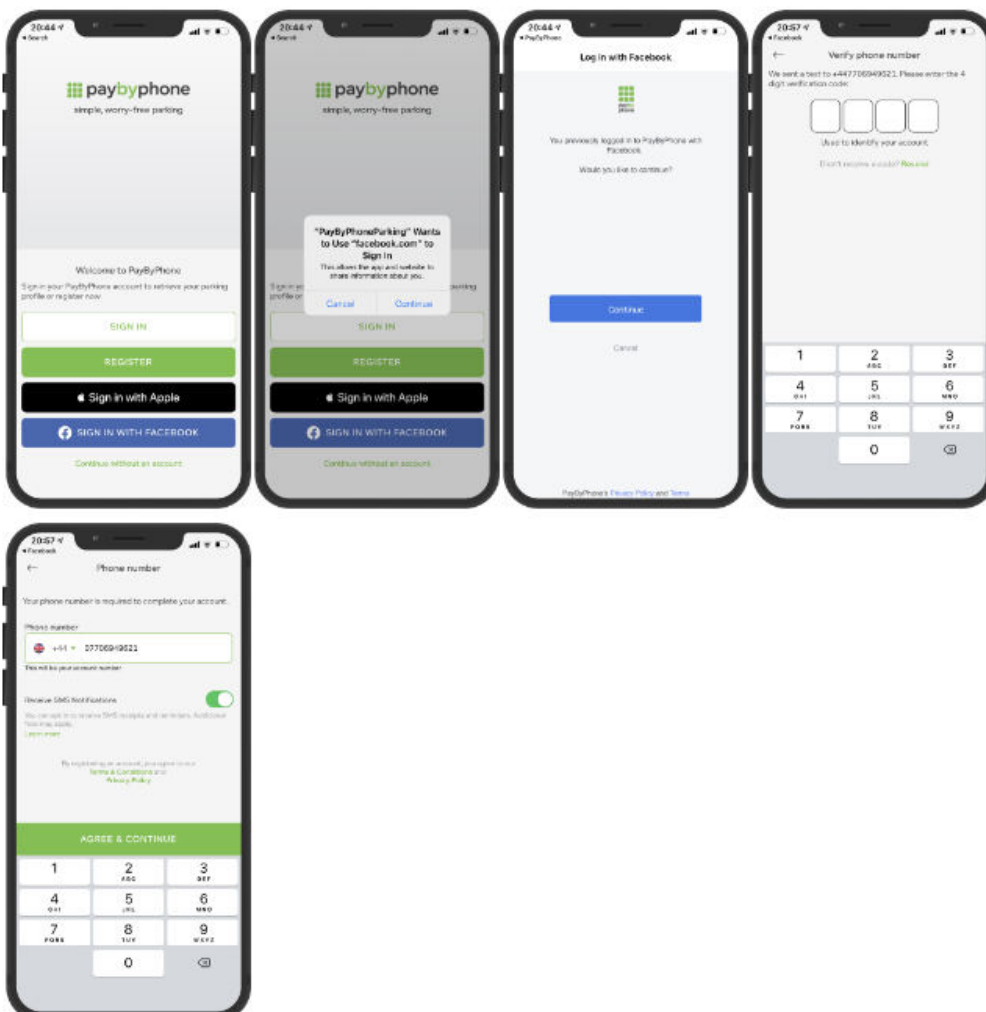
To extend your parking session via SMS please following the process above.

Section 7: How to create an account with Facebook login [Creating an Account with Facebook Login – PayByPhone Support UK](#)

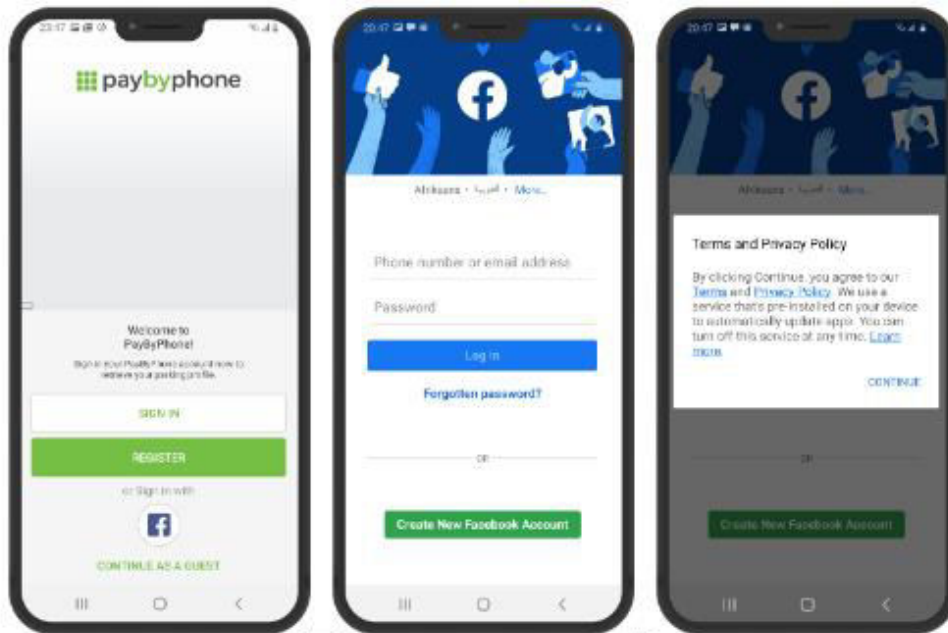
Facebook Login lets you quickly and simply create your PayByPhone account and log into it without the need to create a new password.

1. Open the PayByPhone app and select **Sign in with Facebook**
2. You may see a message informing you that PayByPhone wants to use Facebook.com to sign in.
3. Press **Continue**
4. If your Facebook account is not logged in, you may be redirected to Facebook to login
5. You will be informed that by connecting your Facebook account to PayByPhone, we will receive your name, profile picture and email address
6. Press **Continue**
7. You will be asked to enter a mobile phone number, which will become your account number
8. Receive SMS notifications – This allows you to select whether or not you would like to opt-in to receive SMS Receipts and Reminders
9. You will be sent a four-digit verification code via SMS. Enter this into the following app screen when you receive it.
10. Your PayByPhone account is now linked to your Facebook account and you can login using your Facebook credentials.

iOS Screenshots



Android Screenshots



Section 8: How to pay for parking using PayPoint
[Creating and Extending a Parking Session via PayPoint – PayByPhone Support UK](#)

You can pay for parking with cash at any shop in the city with the PayPoint sign.

To pay at a PayPoint shop you will need:

- the parking location shown on the sign where your car is parked
- your vehicle registration number

You don't need exact change, with PayPoint you can pay with notes and get change. There are over 150 shops with PayPoint in Brighton & Hove.

Use the PayPoint website to [find your nearest PayPoint shop](#).

<https://paypoint.com/>

PayPoint offers in-store payment services, you can pay for your parking at certain PayByPhone locations at one of PayPoint's 28,000 stores across the UK.

To find your nearest PayPoint store, you can:

- View a map of all PayPoint stores by [clicking here](#)
-
- Send the word **CASH** via SMS to **60075** along with the PayByPhone location of where you are parked. We will reply with details of your two nearest PayPoint stores

OR Look out for stores bearing the following signage



To pay for parking at a PayPoint store, you need the following information

- PayByPhone Location Code
- Vehicle registration number.

Simply ask at the counter of a PayPoint store to pay for your PayByPhone parking. They will ask for the above information and then process your transaction on your behalf.

The store will then take your cash payment and provide you with a receipt.

Extending your Parking with Cash at a PayPoint Store

To extend your parking session please return to any PayPoint store and repeat the above process