

Frequently Asked Questions

Am I guaranteed a parking space?

Purchasing an ePermit provides permit holders with permission to park on campus however this does not guarantee a place to park. When arriving after 8:30am drivers may have to park on the periphery of campus and walk to their destination.

If you are unable to find an ePermit parking space you will need to pay for parking in either a 3 hour PayStay parking space or all day PayStay parking space on level 4 or 5 in Baldessin parking station (eligible ANU staff & students only).

Drivers may wish to consider purchasing a permit to park in one of the three (staff & student) parking stations on campus. A space in these stations is reserved for the parking station permit holder 24 hours a day, seven days a week. If the parking station of your choice is not available, you will automatically added to a waiting list..

Alternatively you may wish to consider [catching a bus, cycling or walking](#) to campus.

How much does parking cost?

Please refer to [Parking fees and infringement penalties](#) for fees.

Where can I park?

Please refer to [ANU designated parking areas map](#).

Where can residential students park

There is limited parking for resident students who are eligible to park in their designated resident parking zone. If you don't need a car it is suggested you don't bring one to campus as there may not be parking available at your residence.

There are a number of options to help you move around campus and Canberra. The campus has carshare vehicles, e-scooters and e-bikes. Transport Canberra provides a bus and light rail service for moving around town.

More information is available on [Parking options on Acton campus](#).

Where can visitors park?

Please refer to the [visitors parking map](#)

Where can I park with my ePermit?

Please refer to the [ANU designated parking areas map](#). More details about how to park on campus can be found in the [Information sheet – ePermit how to park on campus](#).

Where can I park with PayStay?

[PayStay](#) is valid in Paid Parking zones where the sign at the entrance to the car park. Select PayStay Zones are for ANU Staff and Students **only**. PayStay is not valid in:

- Permit only parking areas
- Resident, Authorised, Reserved or Disability parking zones

- Multi-storey car parks, unless advised otherwise on the sign at the entrance to the parking station;

and does not allow you to park in contravention of the ANU parking and Traffic Statute or Australian Road Rules.

PayStay is not valid if your session has expired, or not been started. It is the driver's responsibility to enter the correct vehicle registration number.

3 hour PayStay zones have replaced Pay & Display parking on campus. Drivers may park for a maximum of three hours per day after paying to do so.

More details about how to park on campus using PayStay can be found in the [Information sheet – PayStay users](#).

What are the hours of operation for parking on campus?

Parking restrictions apply as follows:

- 8:00am-5:00pm Monday to Friday
 - Paid Parking (permit and PayStay parking zones)
 - Time Limited parking
 - Baldessin parking station (Baldessin parking station permit holders may leave their vehicle in this parking station outside of these hours)
- 7:00am-7:00pm Monday to Friday
 - Childers Lane (corner Marcus Clarke Street and Barry Drive)
- 24 hours a day, 7 days a week all year round
 - Authorised/Reserved parking
 - Disability parking
 - Resident parking
 - Dickson, Acton Underhill and Kingsley Street parking stations
 - Loading zone (where a loading zone sign does not mention a time limit, the maximum time a vehicle may be parked in the zone is 30 minutes)
 - Motorcycle parking

Vehicles parking in contravention of the ANU Parking & Traffic Statute or Australian Road Rules may result in an [infringement notice](#) being issued.

Can I pay over the phone if I don't have time to come to the Parking Office?

Yes. Please phone (02)61250179 and payment will be processed by credit card payment using Visa and/or Mastercard.

How can I organise conference parking?

Please contact the department organising the conference you are attending.

How can I organise parking for a visiting tour or school bus?

Contact the Parking Office at parking@anu.edu.au. Please include the dates of your visit, number and type of vehicles requiring parking on campus and area of campus you are visiting.

Are Authorised official visitor permits virtual permits?

No. Authorised official visitor permits are held by Divisions, Colleges, Departments and/or Schools. Official visitor permits are issued annually and must be displayed on the dashboard of the vehicle using the appropriate official visitor bay. They are only valid in the area stated on the permit and are not for

use by ANU staff and Students. If a permit is not displayed so the writing on the front of the permit can be seen and read from outside the vehicle a parking infringement notice may be issued.

ePermit

How do I obtain a ePermit?

Go to <https://epermits-anu.orian.tech/sfp/> and follow the prompts.

Please Log In or Register with Single Sign On using your University email account i.e. u0000000@anu.edu.au, this assists ePermit to determine your eligibility to hold a permit.

For more information please refer to [parking options](#) on Acton campus.

What do I do if the permit type I want isn't available?

If the permit type you are applying for isn't available you will be automatically added to the waiting list. You will be sent an email when a space becomes available. You have 48 hours to apply and pay for the space. If you don't do so the space will be offered to the next person on the list. You are able to add your name to the waiting list again, however, it will be at the end of the list. Please only place your name on the waiting list once.

Why can't I log in to my ePermit account?

There are a number of reasons you may not be able to Log In to your account. Please contact the ePermit Call Centre on (02) 6125 0179 for assistance.

How do I reset my password?

Access to ePermit is via ANU Single Sign On (SSO). If your password does not work please contact ANU ITS on (02) 6125 4321.

What do I do if I have forgotten my password?

Access to ePermit is via ANU Single Sign On (SSO). If you have forgotten your password please contact ANU ITS on (02) 6125 4321.

How can I pay for my ePermit?

You can pay online, using a credit or debit card. Eligible Staff may also nominate payment via payroll deduction (subject to eligibility). Alternatively you may pay in person at the Parking Office using credit card, EFTPOS or cash. You may also phone the Parking Office on (02) 6125 0179 to pay using credit card.

Please note permits are not active until payment has been processed. On-line payments may take 24 hours to be approved. If you need to park on campus please email your receipt and permit number to parking@anu.edu.au.

What happens if my credit card payment isn't processed?

If you have concerns that your on-line payment has not been processed, check your ePermit account to review your permit status. Please contact the Call Centre for assistance on (02) 6125 0179.

How can I tell when my ePermit expires?

Log in to your epermit account, select My Current Permits. The expiry date for your permit is included in your permit record.

ePermit holders are sent a courtesy email seven days prior to their permit expiring reminding them to renew their permit. **Please note** it is the permit holder's responsibility to ensure they renew their permit in a timely manner.

Permits paid for by payroll deduction will continue until they are cancelled.

If you do not have an active permit a parking infringement notice may be issued.

What can I do if I have more than one car?

You may have up to three vehicles registered against your ePermit. Only one vehicle can be parked on the campus at any given time.

If you have more than one vehicle parked on campus at a time, you will need to pay for additional vehicles using PayStay.

How do I change my vehicle registration details?

You can manage your ePermit account online at <https://epermits-anu.orian.tech/ssp/> from any location at any time. To edit (add or remove) vehicles select My Current Permit on the side bar, scroll down to "Vehicles" and edit or remove vehicles as required.

Call Centre and Parking Office staff are unable to make changes to your vehicles.

If the correct vehicle is not included on your account a parking infringement notices may be issued. Please ensure you use the correct characters when entering your vehicle registration number e.g. zero(0) and the letter 'O' are not the same.

How do I cancel my permit?

Log in to your ePermit account online at <https://epermits-anu.orian.tech/ssp/> select My Current Permit in the side bar and Request Withdrawal. **Please note** cancellation is instantaneous. Do not cancel your permit prior to leaving campus for the final time.

Can I get a refund if I cancel my ePermit?

If you have paid for your permit up front you are entitled to a pro-rata refund. Refunds are made to a credit or debit card in person at the Parking Office or by phone (02)61250179. Please note your bank may take several days to debit the refund to your account.

Permits paid for by payroll deduction are paid in arrears and no refund will be processed.

How long can I buy a permit for?

The minimum period a permit may be purchased for is 90 days.

Can I suspend payment for my ePermit if I go on leave?

ePermits cannot be suspended, they are only able to be withdrawn/cancelled. If you wish to retain a space in one of the parking stations while you are on extended leave you will need to pay for it either by continuing your payroll deduction or paying for the period you will be absent up front before you leave. Parking Office approval is required before a permit can be re-instated within two weeks of withdrawal/cancellation.

I have withdrawn/cancelled my ePermit in error. How can I get it reinstated?

Please contact the Call Centre on (02)61250179 or ANUPARKINGPERMITS@ORIKAN.COM

How does ePermit work for those with an Australian Mobility Permit?

You are able to use your Australian Mobility Permit when parking on campus. Students & Staff who do not hold an Australian Mobility permit will need to obtain an [Australian mobility parking permit](#) from Access Canberra. After you have been issued with an Australian mobility parking permit, you will be able to park on campus in accordance with the Australian mobility permit conditions.

What happens if I cannot find an ePermit parking space on campus?

An ePermit is permission to park on campus, not guarantee of a space. You will need to pay for parking in either a 3hr PayStay parking space or an all day PayStay parking space on level 4 or 5 in the Baldessin parking station (eligible ANU staff & students only).