Trouble shooting PayStay parking

Why can't I start my parking session with the PayStay App?

This may be due to an expired credit card associated with your PayStay Account, or insufficient funds being available to top up your PayStay Account. Please contact the PayStay Call Centre on 1300 322 111.

Can I register multiple vehicle registrations against one PayStay account?

Yes, you can register multiple vehicles through the Pay Stay app or by logging into your PayStay account at [www.paystay.com.au.](www.paystay.com.au) If parking more than one vehicle on campus, a parking session is required for each vehicle.

How can I remove an old vehicle registration when I change vehicles?

You can do this by logging into your account at www.paystay.com.au, or by using the PayStay app, and selecting "delete vehicle" from the user menu.

How do I know that my payment for parking fees has occurred successfully?

If you use the PayStay app or PayStay guest, the service will display a message that you have successfully parked your vehicle.

If you use the PayStay Customer Service Centre (1300 322 111) the automated response system will confirm the transaction by relaying your transaction details back to you.

If you use the PayStay website www.paystay.com.au, log into your PayStay account and select "Recent Transactions" from the user menu to view your most recent transaction information.

If you use the PayStay SMS service to initiate payment for a parking session, you will receive an SMS notification confirming your parking session. Please note that fees apply for SMS notifications.

How can I close my PayStay account?

To close your PayStay account call the PayStay Call Centre on 1300 322 111.

What happens if I receive a parking fine or penalty notice?

It is your responsibility to ensure you have parked in accordance with the regulations at ANU and have paid for parking via PayStay. If you wish to query a parking infringement or penalty notice you have received, contact parking@anu.edu.au.

What should I do if I can't login to www.paystay.com.au?

If you have forgotten your username or password, or you are not able to access the website, please contact the PayStay customer service centre on 1300 322 111 or email customerservice@paystay.com.au.

What should I do if I can't download the PayStay App?

Please call the PayStay Customer Service Centre on 1300 322 111 or email customerservice@paystay.com.au.

What happens if I forget to press "stop" on the PayStay app?

If you forget to stop your PayStay parking session, you will be charged as if you had parked your vehicle for the maximum length of stay in that area. Your payment will be in accordance with the signage in the area. No refunds will be provided for the time you were not parked.

I don't know my log-in username or password?

If you have forgotten your account username or password, please contact the PayStay customer service on 1300 322 111.

Is paying with PayStay secure?

All information displayed on the PayStay website is protected by digital certificate which can be verified by viewing the certificate details in your browser. Mobile applications are secured in the same manner. PayStay is fully compliant with payment card industry data security standards. For further information, please contact the PayStay helpdesk on 1300 322 111.

Can transactions be reported or printed for audit purposes?

Yes, a history of all transactions made in the app is available at www.paystay.com.au.

I'm an ANU student or staff member. How can I access discounted parking?

To access discounted parking, you'll need to be registered PayStay user. Follow these steps to get started.

1. If you're not already a Registered PayStay user, register for a PayStay account via the PayStay app, available from the Apple App Store or the Google Play Store. Alternatively, you can register online at www.paystay.com.au, or by calling PayStay Customer Service on 1300 322 111.
2. When you're ready to pay for parking at ANU, enter or confirm the zone number you'd like to park in.
3. On the next screen click the 'Link to Account' button.

4. On the PayStay screen, enter your PayStay login details. These are the details you set up when you registered your PayStay account.
5. On the ANU Single Sign-On screen, enter your ANU login details.
6. The next screen will confirm you have successfully linked your ANU and PayStay account. This means your discounted parking rates will now be automatically applied to your PayStay parking sessions at ANU.
7. Once you start your next parking session at ANU, you'll see the words '**Promotion applied**' at the bottom of your PayStay parking session screen (highlighted here in yellow). You'll also see your discounted rate on your PayStay parking receipt. You can find your receipts under the PayStay 'History' tab, once your PayStay parking session has finished.