To purchase a contractor permit, you need to log onto the virtual permit (vPermit) system and create an individual account. You can then apply for your permit using your new account.

The system enables you to either purchase individual permits or, where a contracting company purchases bulk permits for their staff, an account for purchasing multiple group-managed permits can be set up.

This guide includes instructions on how to register an account in the vPermit system and also how to apply for vPermits.

1. REGISTERING FOR A VPERMIT ACCOUNT

You can purchase a permit either by selecting Purchase a virtual permit from the Contractors page or directly at vpermit.com.au/monash.

- If you require an individual permit you will need to set up an Individual Account.
- If you wish to purchase multiple group managed parking permits, you would need to set up a Departmental/Contractor Account with your organisation email.

Step 1: To create an account in the vPermit system click on the Here link in the “Getting started” section, or click on the Register button in the top right hand corner.
Step 2: Fill out the relevant fields below

Step 3: Please read and agree to both the Terms and Conditions and the Privacy Statement. Click the tick box once and then click Register. You will receive an email confirming that your account has been set up. You will need to finalise your account by clicking on the link within the body of the email. This will complete the confirmation process.

LOGGING IN

Log into the vPermit system using the email address and password you chose when you set up your vPermit account.
2. APPLYING FOR AN INDIVIDUAL VPERMIT

If you are applying for an individual permit you will need to upload a document as proof that you are a contractor for the University. Please have this ready to upload prior to commencing the application process in the vPermit system.

Once you have logged in for the first time you will see the following screen. Leave this blank and press Next.

**Step 1:** Click on **My Permits** to get to the application screen for a vPermit.

**Step 2:** Click on **Apply for permit**

**Step 3:** Select your campus

**Step 4:** Select your **Contractor** permit from the drop-down list.
Step 5: Enter your vehicle registration details, attach your document of proof and click next. You can enter up to 5 registration numbers, however only one car can be active at any time. You will need to activate the registration of the car you are using on any day.

**Select your Permit**

 permant information

If the permit you would like to purchase is not in the drop-down list below, please check the permit availability on the Waiting List here.

- Campus: Clayton

  - Please select a permit: 
    - Vehicle 1: TEST
    - Vehicle 2: ABC123
    - Vehicle 3: XYZ987
    - Vehicle 4: Optional Licence Plate
    - Vehicle 5: Optional Licence Plate

  - Select Contractor Orange Permit here
  - Enter you vehicle registration here

  You can enter the registration of different vehicles you drive onto campus but only one vehicle can be active at a time.

- Requested Documents: Choose file: No file chosen

  Please upload your document here. This is required to go forward with the application.

Once completed click Next to continue.

**IMPORTANT INFORMATION:**

It is very important to enter the correct number plate into the vPermit system to avoid getting an infringement.

Monash University uses Licence Plate Recognition (LPR) cameras to confirm a permit is active, which will read your vehicle registration number correctly. The most common mistakes are:

- The letter “O” with the number “0”
- The letter “I” with the number “1”
- The letter “S” with the number “5”
- The letter “B” with the number “8”

It is very important to enter the correct vehicle registration number into the vPermit system. If your registration number is incorrect you may receive an infringement notice.

Check the [VicRoads website](https://www.vicroads.vic.gov.au) to make sure you have the correct registration number.

If you have access to several vehicles, or use a hire or courtesy car when your car is being serviced, you can list up to 5 different vehicles in your vPermit account.
Step 6: Once you’ve clicked Next, you will receive a permit confirmation pop up with terms and conditions.

Please read and agree to the Terms and Conditions and click Activate.

Your application will be sent to Buildings and Property and you will receive a confirmation of approval from them shortly. If there are any issues with the application, they will contact you directly.

Once this has been approved, you can pay for your permit and it will be ready to use from the permit start date (if purchased at the start of the year). Permits purchased throughout the year will be charged at the pro-rata amount and will be valid upon payment until the end of the permit period (i.e. the day before Orientation Week commences in the new academic year).
PAYMENT PROCESS FOR INDIVIDUAL PERMITS

Paying by credit/debit card

Once you have selected **Pay Online (Credit/Debit card)**, you will be taken to the payment screen. Please enter your payment details as outlined below.

If you do not have either a credit or debit card, you can use a pre-paid debit card purchased from Australia Post.

Click **Pay Now** to process payments

**Note:** Please do not press the back button in your browser otherwise the payment for your permit will not be processed and your permit purchase will not be successful and you will need to start your permit purchase again.

When you purchase a permit via credit/debit card you will receive two (2) emails:

- one from CellOPark confirming the purchase or your permit, and
- one from shop.monash which is your payment receipt.
3. PURCHASING MULTIPLE PERMITS

Step 1: From the My Permit screen select My Requests.

On this next screen select Request a Permit and complete the information.

Step 2: (a) Select the Blue permit Zone and the Yellow Permit Zone

(b) Insert the valid from and valid to dates for the time you require the permits. The maximum time you can select is a year.

(c) Then insert the number of permits you require for your staff

If you select to pay by Credit/Debit card, once your permit application has been approved you will receive an email with a link to pay for the permits.

If you select to Pay in Person this will result in an invoice being raised for the company by Buildings and Property. Once approved you will receive an email advising the permits have been approved. The invoice will be sent separately via Coupa.

You will then see confirmation that your request for bulk permits has been submitted to Buildings and Property. A record of your request in your Request History is recorded on your My Requests screen.
Step 3: Buildings and Property will confirm the allocation of permits and raise an invoice for the cost of the permits.

4. MANAGE YOUR VEHICLE

You can update your vehicle licence plates and change your active vehicle through the Manage Vehicles section in the vPermit Portal. Go to My Permits then select Manage vehicles.

TO ACTIVATE A VEHICLE TO PARK ON CAMPUS

Update your vehicle registration number and click on activate. This registration will be activated for parking. Those who have registered for an individual permit can have only one vehicle active at a time. Where a company has registered for a departmental account, the number of vehicles active at a time will correspond to the number of parking permits purchased.

If you use different cars to drive to campus throughout the week, ensure the correct registration is activated each day.

TO ADD, REMOVE OR EDIT A REGISTRATION NUMBER

To make any changes to vehicle registration numbers, click on Edit vehicles when on the Manage vehicles screen.
Add remove or edit vehicles by making changes in the below fields and clicking **Save Vehicles** to save your changes.

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5. **CANCELING YOUR PERMIT IN THE VPERMIT PORTAL**

If you wish to cancel your permit select Cancel Permit in the My Permits tab. You will see the following screen asking if you wish to continue, click OK and this will cancel your permit:

- A confirmation email will be sent to you confirming the amount to be refunded
- Buildings and Property will be emailed automatically and the refund will be processed to the credit / debit card account you used to purchase your permit.

If you require any further assistance please don’t hesitate to get in touch with the Buildings and Property helpdesk on (03) 9902 0222 or email buildings.property@monash.edu