Purchasing a permit this year has been made easier with the introduction of the virtual permit system and virtual permits. With a vPermit you no longer need to display a permit on your vehicle. It will be managed entirely online, saving both time and valuable resources.

To purchase a vPermit, you must log onto the virtual permit system and create an individual account. You can then apply for your permit once this has been completed.

We have included instructions in this guide on how to register an account in the vPermit system and also how to apply for permits.

**REGISTERING FOR A VPERMIT ACCOUNT**

You can purchase a permit by selecting **Purchase a vPermit** from the **Parking Permits webpage**.

**Step 1:** To create an account in the vPermit system click on the **Here** link in the “Getting started” section.
Step 2: Fill out the relevant fields below:

Create a new individual account

Enter your email address here

Confirm your email address here

Enter your full first name

Enter your last name here

Enter your password here – please see below password requirements

Confirm your password here

Step 3: Please read and agree to both the Terms and Conditions and the Privacy Statement. Click the tick box ones this step is completed.

Please tick to agree to both the T&C’s and the Privacy Statement

I have read and accept the terms and conditions and privacy statement

Click here to Register
You’ll then see the following screen. Please check your email inbox for an email with further instructions.

**Step 4:** You’ll receive an email confirmation that your account has been set up. You’ll need to finalise your account by clicking on the below link within the body of the email:
This will confirm your email address and you'll see the below screen:

**LOGGING IN**

Log into the vPermit system using the email address and password chose when you set up your vPermit account.
APPLYING FOR A vPERMIT

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 permit type from the drop down list.

![Select your Permit](image)

Once you have selected your permit, click Next

**Step 5:** Enter your registration details. You can enter up to 5 registration numbers on your permit. You’ll need to activate the registration of the car you are using on any day (instructions on how to do this are on page 10).

There is a requirement for some businesses / organisations to upload a document to complete their application. If this is required, the **Choose file** option will show on your application.

Click on **Choose File** and upload your document here. You will not be able to move forward without uploading this document.
IMPORTANT INFORMATION:

As we have moved to virtual permits, it is very important to enter the correct number plate into the vPermit system to avoid getting an infringement.

Monash University has implemented Licence Plate Recognition (LPR) cameras which will read your vehicle registration number correctly, the most common mistakes we see are:

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

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

Check the VicRoads website 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’ll receive a permit confirmation pop up with terms and conditions. Please read and agree to the Terms and Conditions and click Activate.

Note: Please remember the use of permits on Monash University roads and car parks are subject to the State traffic and parking laws, including the Road Safety Act and Road Rules and the Monash University Parking Rules.
PAYMENT DETAILS

Paying by credit card: If it is required that you pay by credit/debit card, enter your payment details as 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’ll 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.
If the payment is successful, you'll see this screen:

![Success Screen](image)

Your permit is now ready to use!

If the payment is unsuccessful you'll see this screen:

![Failure Screen](image)

Common reasons for payment failure are insufficient funds, invalid card number or a block on your bank account. Please contact your bank if you have any queries on why the payment failed.
MANAGE YOUR VEHICLE

Managing your vehicle in the vPermit Portal is really easy! You can add additional vehicles and change your active vehicle through the Manage Vehicles section of the vPermit portal.

TO ACTIVATE A VEHICLE TO PARK ON CAMPUS

All you need to do is click on Activate, and this registration will be activated for parking. It’s that easy!

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

Add remove or edit vehicles by making changes in the below fields and clicking **Save Vehicles** to save your changes.

CANCELLING YOUR PERMIT IN THE VPERMIT PORTAL

If you wish to cancel your permit select **Cancel Permit** in the **My Permits** tab. You'll see the following screen asking if you wish to continue, click **OK** and this will cancel your permit:
• An administration fee of $25 is charged for permit cancellation.
• A confirmation email will be sent confirming the amount to be refunded, which has had the administration fee already deducted.
• A refund will be processed in the same way it was paid, eg if it was paid by invoice, a credit note will be raised.

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