

# PURCHASING A VPERMIT FOR ON CAMPUS BUSINESSES

JMSS, MBI, MTS, Childcare and Monash Sport

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.

This guide includes instructions 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 [vPermit page](#) or by visiting [vpermit.com.au/monash](http://vpermit.com.au/monash)

**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.

The screenshot shows the Monash University vPermit website. At the top left is the Monash University logo. A blue navigation bar contains links for HOME, ABOUT, TERMS & CONDITIONS, PRIVACY STATEMENT, CONTACT, REGISTER, and LOG IN. Below the navigation bar is a large banner with the text "vPermit. Manage your parking permit online" and a sub-headline: "Monash is now providing a modern parking experience. No need for paper permits and tickets, once your application has been approved - your car registration number is all you need." Below the banner, under the heading "Getting started:", there is a list of four steps: 1. Create an account (with a sub-link "Complete the registration form here" and a call to action "Click here to register" with a red arrow), 2. Confirmation email (with a sub-note "You will receive an email confirming your registration. Click on the link provided to validate your information."), 3. Apply (with a sub-note "Complete your registration details and select the vPermit you wish to purchase, selecting the relevant payment option."), and 4. Park (with a sub-note "Once your application is approved, you are done and ready to park.")

**Step 2:** Fill out the relevant fields below:

Create a new individual account

**Email**  
Email Address ← Enter your email address here

**Confirm Email**  
Email Address ← Confirm your email address here

**First Name**  
First Name ← Enter your full first name

**Last Name**  
Last Name ← Enter your last name here

**Password**  
Password ← Enter your password here – please see below password requirements

**Passwords must be:**  
A minimum of 8 characters  
contain at least one capital letter  
contain at least one number  
contain at least one special character (e.g. @ !)

**Confirm password**  
Confirm Password ← Confirm your password here

**Register**

**Step 3:** Please read and agree to both the **Terms and Conditions** and the **Privacy Statement**. Click the tick box ones this 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](#)

**Register** ← Click here to Register

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 will need to finalise your account by clicking on the link within the body of the email and this will confirm your email.

## APPLYING FOR A VPERMIT

**Step 1:** Log into the vPermit system at [vpermit.com.au/monash](http://vpermit.com.au/monash)

Use the email address and password entered when you set up your vPermit account.

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

MONASH University

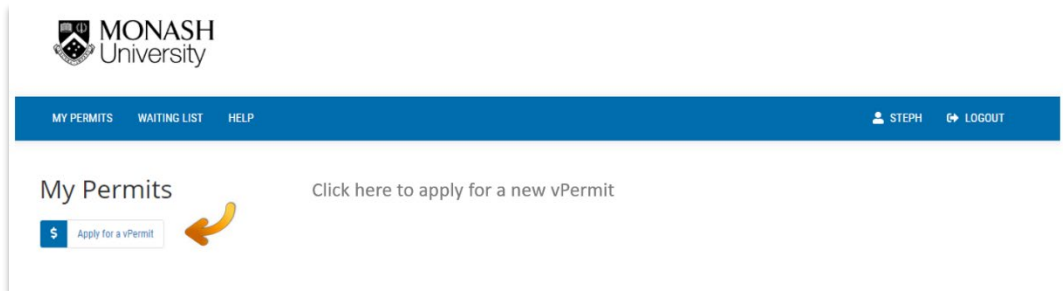
MY PERMITS WAITING LIST HELP

← Click here to apply for a new vPermit

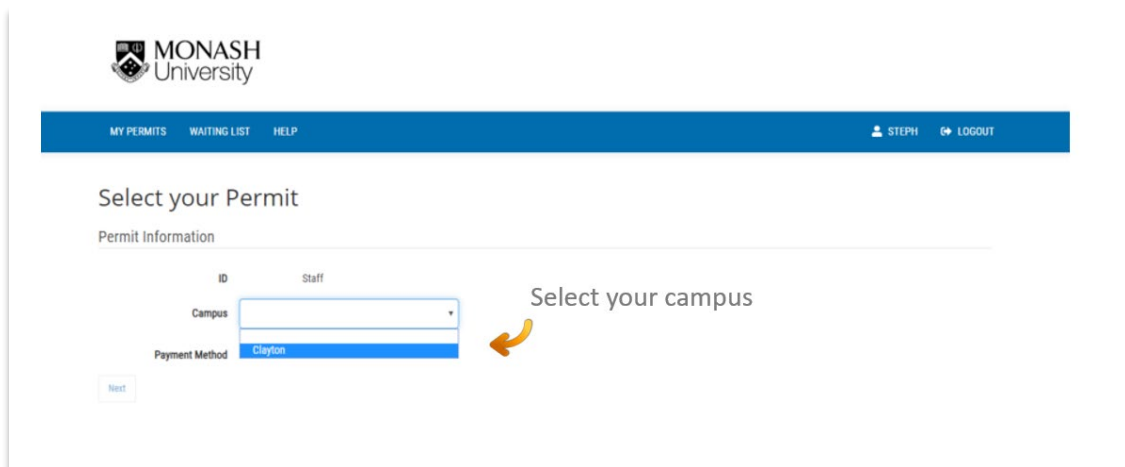
**My Permits**

**Apply for a vPermit**

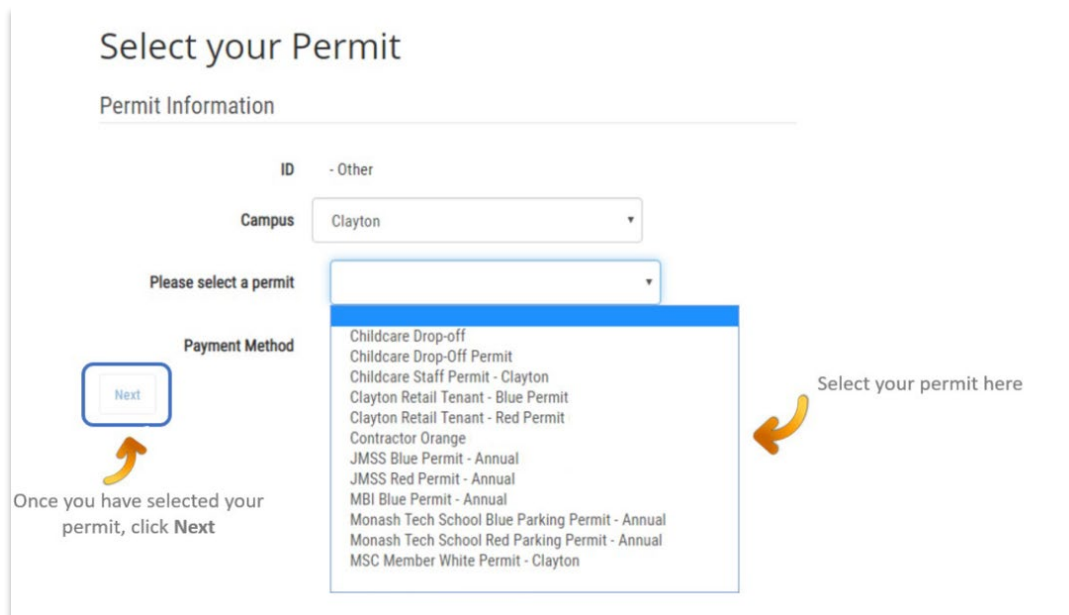
## Step 2: Click on Apply for a vPermit



## Step 3: Select your campus



## Step 4: Select your permit type from the drop down list.



**Step 5:** Enter your vehicle registration details. You can enter up to five registration numbers on your permit. You will need to activate the registration of the car you are using on any day (instructions on how to do this are on page 6).

There is a requirement for some businesses and 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.

The screenshot shows a web form titled "Select your Permit" under the heading "Permit Information". The form includes a field for "ID" with the value "01136893 - Staff". A light blue banner below the ID field contains the text: "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." The form has several sections:

- Campus:** A dropdown menu with "Clayton" selected.
- Please select a permit:** A dropdown menu with "Childcare Drop-off (Price: )" selected.
- Vehicle 1:** A text input field containing "T3ST" and a blue "Active" button to its right. An orange arrow points from the text "Enter up to 5 vehicle Registration numbers in the relevant fields" to this field.
- Vehicle 2:** A text input field containing "ABC123".
- Vehicle 3:** A text input field containing "XYZ987".
- Vehicle 4:** A text input field containing "Optional (Licence Plate)".
- Vehicle 5:** A text input field containing "Optional (Licence Plate)".
- Requested Documents:** A section with a "Choose file" button and the text "No file chosen". An orange arrow points from the text "Please upload your document-This is required to go forward with the application" to this section. Below this, it says "Please upload a proof of childcare placement." and "\* Max file size is 4MB".
- Next:** A button with the text "Next" inside a rounded rectangle. An orange arrow points from the text "Click Next to continue" to this button.

### 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 seen are:

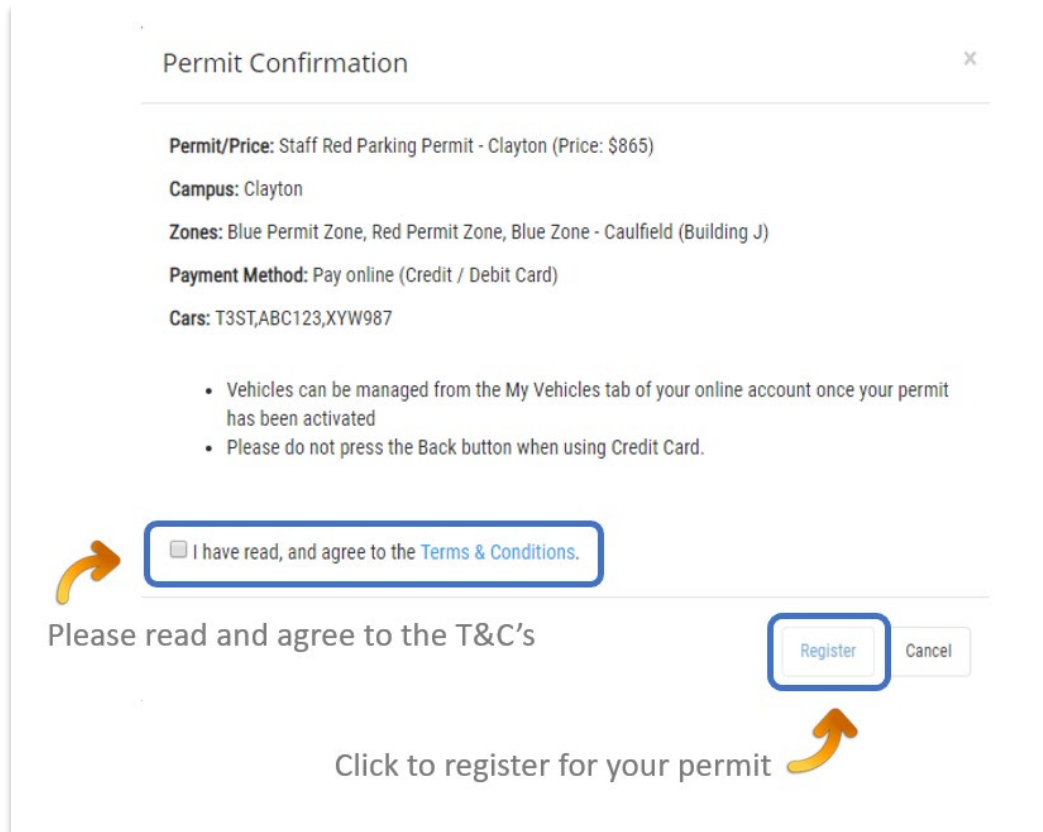
- **The letter "O" with the number "0"**
- **The letter "I" with the number "1"**
- **The letter "S" with the number "5"**

It is very important to enter the correct vehicle registration number into the vPermit system. If your registration number is incorrect you may 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 five 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**.



Permit Confirmation x

**Permit/Price:** Staff Red Parking Permit - Clayton (Price: \$865)  
**Campus:** Clayton  
**Zones:** Blue Permit Zone, Red Permit Zone, Blue Zone - Caulfield (Building J)  
**Payment Method:** Pay online (Credit / Debit Card)  
**Cars:** T3ST,ABC123,XYW987

- Vehicles can be managed from the My Vehicles tab of your online account once your permit has been activated
- Please do not press the Back button when using Credit Card.

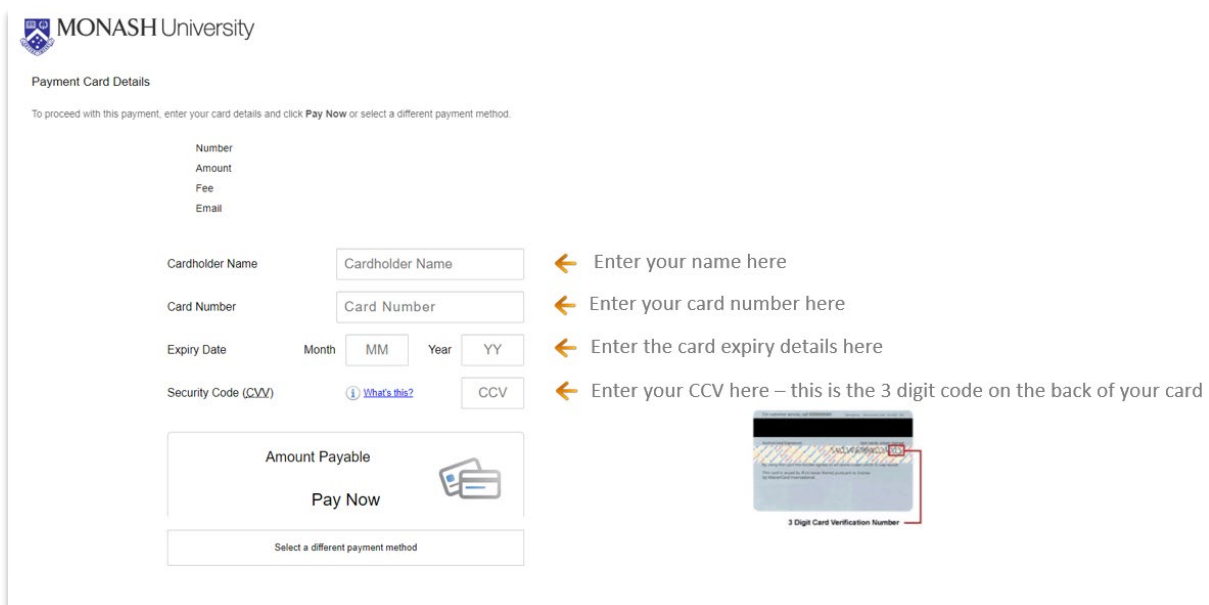
I have read, and agree to the [Terms & Conditions](#).

Please read and agree to the T&C's

Click to register for your permit

## PAYMENT DETAILS

**Paying by credit card:** If it is required that you pay by credit/debit card, enter your payment details as below:



**MONASH University**

Payment Card Details

To proceed with this payment, enter your card details and click **Pay Now** or select a different payment method.


Number  
Amount  
Fee  
Email

Cardholder Name  ← Enter your name here


Card Number  ← Enter your card number here

Expiry Date Month  Year  ← Enter the card expiry details here

Security Code (CVV) [What's this?](#)  ← Enter your CCV here – this is the 3 digit code on the back of your card

Amount Payable  

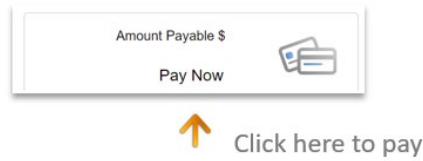
Select a different payment method



3 Digit Card Verification Number

If you don't have either a credit or debit card, you can use a pre-paid debit card purchased from Australia Post or any supermarket.

Click **Pay Now** to process payments:



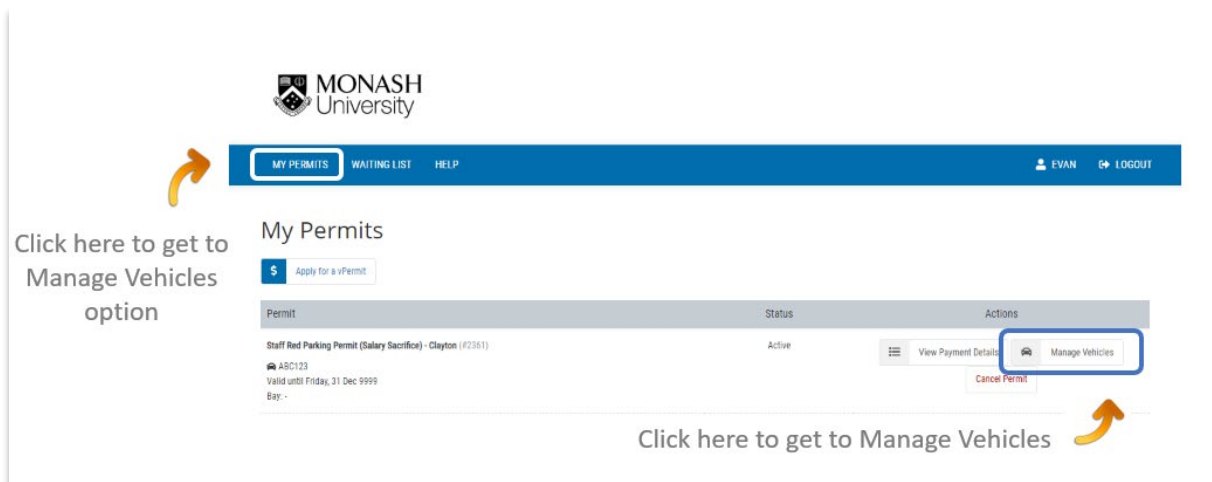
**Note:** Please **do not** press the back button in your browser otherwise the payment for your permit will not be processed and your permit purchase will not be successful and you will need to start your permit purchase again.

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.

## MANAGE YOUR VEHICLE

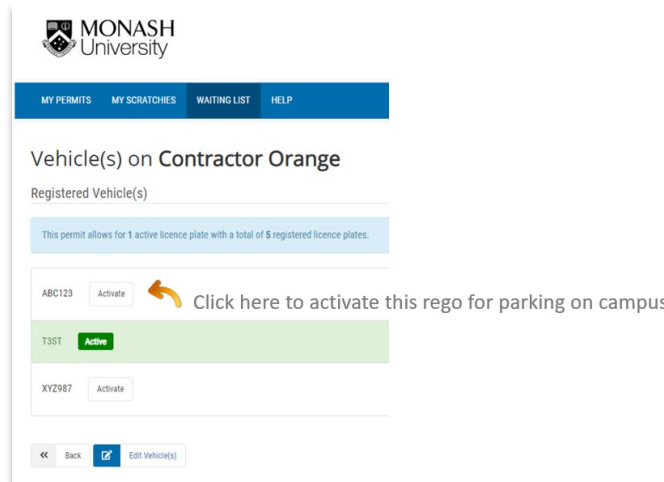
Managing your vehicle in the vPermit Portal is really easy! You can add additional vehicles and change your active vehicle through the Manage Vehicles section of the vPermit portal.



## TO ACTIVATE A VEHICLE TO PARK ON CAMPUS

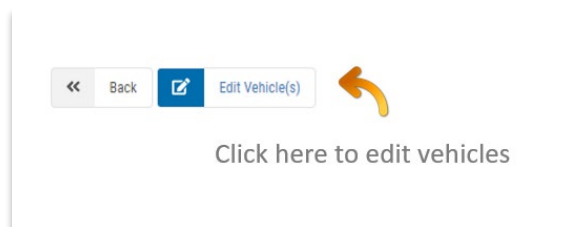
All you need to do is click on **Activate**, and this registration will be activated for parking. It is that easy!

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

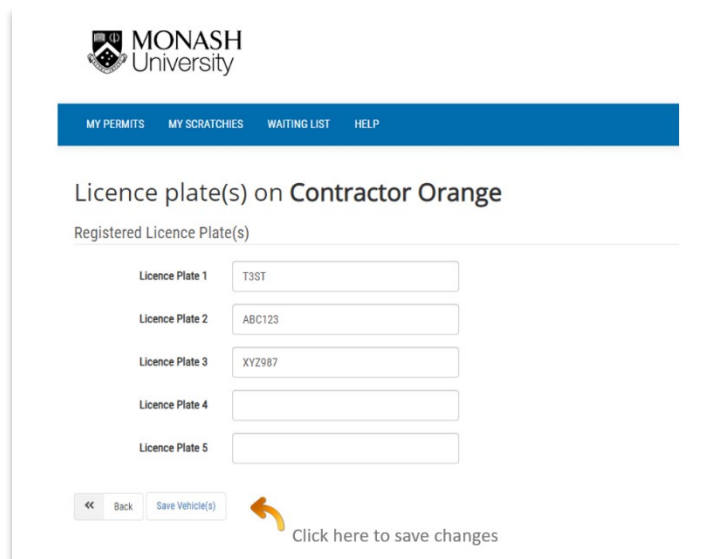


### TO ADD, REMOVE OR EDIT A REGISTRATION NUMBER

To make any changes to vehicle registration numbers, click on **Edit vehicles** when on the Manage vehicles screen.

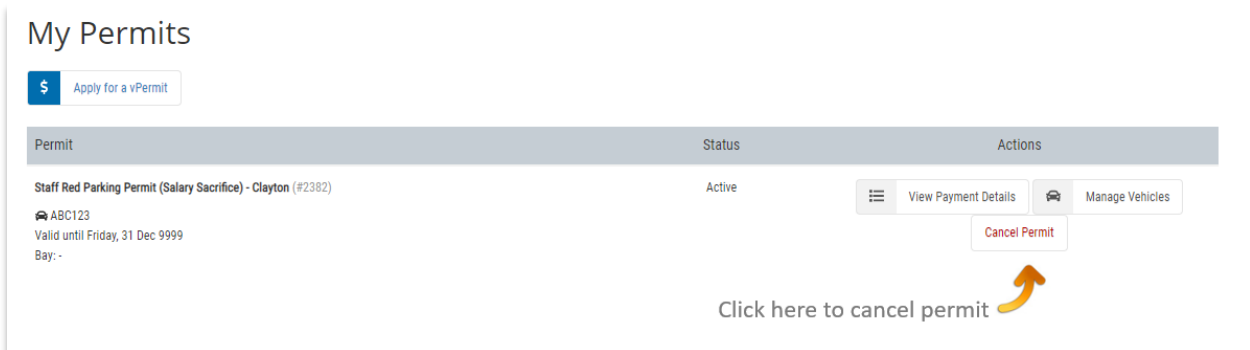


Add remove or edit vehicles by making changes in the below fields and clicking **Save vehicles** to save your changes.



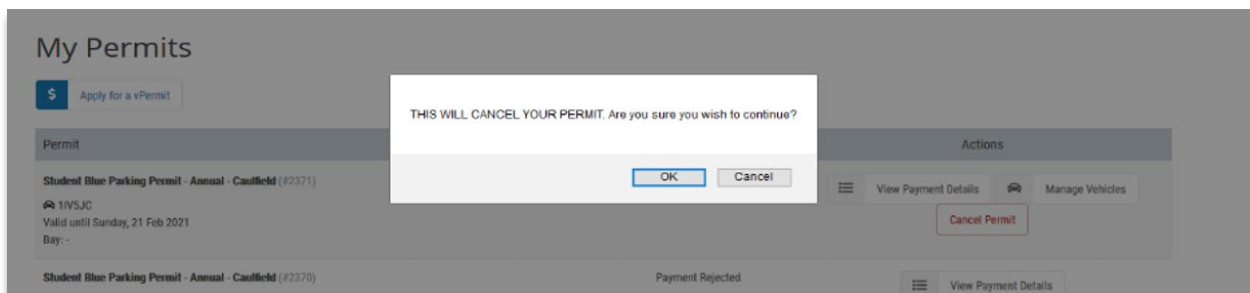
## CANCELLING YOUR PERMIT IN THE VPERMIT PORTAL

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:



The screenshot shows the 'My Permits' page with a table of permits. The first permit is 'Staff Red Parking Permit (Salary Sacrifice) - Clayton (#2382)'. It is in 'Active' status. The 'Actions' column contains buttons for 'View Payment Details' and 'Manage Vehicles'. A red 'Cancel Permit' button is visible below the 'Manage Vehicles' button. An orange arrow points to this button with the text 'Click here to cancel permit'.

Permit	Status	Actions
Staff Red Parking Permit (Salary Sacrifice) - Clayton (#2382) ABC123 Valid until Friday, 31 Dec 9999 Bay: -	Active	View Payment Details, Manage Vehicles, Cancel Permit



The screenshot shows the 'My Permits' page with a confirmation dialog box overlaid. The dialog box contains the text 'THIS WILL CANCEL YOUR PERMIT. Are you sure you wish to continue?' and two buttons: 'OK' and 'Cancel'. The background is dimmed, showing a permit with status 'Payment Rejected'.

Permit	Status	Actions
Student Blue Parking Permit - Annual - Caulfield (#2371) 1IVSJC Valid until Sunday, 21 Feb 2021 Bay: -	Payment Rejected	View Payment Details, Cancel Permit

- An administration fee of \$25 is charged if you cancel your parking permit
- A confirmation email will be sent to you confirming the amount to be refunded which has had the administration fee already deducted
- The Buildings and Property team will be emailed automatically and the refund will be processed to the credit / debit card account you used to purchase your permit
- No refund is processed if salary sacrifice was the selected payment method but deductions will cease in the next fortnightly pay cycle.

If you require any further assistance please do not hesitate to get in touch with the Buildings and Property helpdesk on (03) 9902 0222 or email [buildings.property@monash.edu](mailto:buildings.property@monash.edu)