



## Frequently Asked Questions – vPermits

### Managing your vPermit

**What is a vPermit?** vPermit is a virtual online permit which has replaced the physical hard copy permits.

#### How do I purchase a vPermit?

Go to <https://sydney.edu.au/campus-life/getting-to-campus/parking.html>, click on the link “**Parking Permit**” or <https://vpermit.com.au/uos>.

**If you have A UniKey:** click “**Log In**”, then click on “**Login with Unikey**”.

**If you do not have a UniKey:** click on “**Register**” and create an account with a non-University of Sydney email address and confirm your account via email. You will then be able to log in and apply for a parking permit (this option requires supporting documentation for your permit to be approved.)

Once logged in successfully click on: “**Apply for a vPermit**” and complete the personal and vehicle details into the fields and click “**Next**”. You will then be prompted to make payment for your permit via credit card.

If you have a UniKey your permit will be available for use after payment has been approved. If you do not have a UniKey your application will need to be approved by security after viewing your supporting documentation.

#### What’s changed since last time I purchased a vPermit?

You can now log in online and pay for your permit, rather than the manual process previously implemented through CIS.

#### When can I purchase my vPermit?

You can purchase a vPermit at any time throughout the year through <https://vpermit.com.au/uos>

#### Pay for parking options?

- vPermit (staff, students and affiliates); or
- Casual parking via parking machines or CellOPark app

#### How can I pay for my vPermit?

Pay for your vPermit with a credit card online. Currently phase 2 of vPermits is being completed to include Salary sacrifice via payroll deduction.

#### How do I know if my vPermit is current? Will you email me when it expires?

You can check the status of your vPermit at any time by going to <https://vpermit.com.au/uos> and logging in to view the status of your permit.

Please make sure you have a current vPermit or casual parking session as we are unable to email you reminders. You can check your vPermit’s status at any time via the vPermit site.

#### How do I find out more information and where will you post messages?

Our parking web page <https://sydney.edu.au/campus-life/getting-to-campus/parking.html> will continue to contain all the information you need to know about parking, including important updates. We will also keep the community updated through University staff and student communications.



### **vPermit problems?**

In the first instance, depending on your issue please contact the following:

**PHONE**

9351 2000 Option 2 - ICT - Unikey and Payment Issues

9351 2000 Option 4 - CIS - Other General Enquiries

**EMAIL**

Campus.assist@sydney.edu.au

## **Changing your active car in the vPermit system**

### **What happens if I bring a different car to campus?**

You can quickly and easily add up to 3 cars in the vPermit system, but you need to ensure the vehicle that you are driving on the date is listed as active. If you bring a different car to campus you need to change that vehicle to the active vehicle on your vPermit account to ensure the license plate of the car you're parking matches the active license plate nominated in the vPermit system.

### **How do I swap cars in the system?**

Go to the vPermit site <https://vpermit.com.au/uos> to manage your cars, ensuring the vehicle used is listed as active. You can only have one vehicle active at a time.

### **What does an active car mean?**

An active car simply means the car you have parked on campus. By selecting the active car, the online parking system will know you have a valid parking session.

### **If I don't have a physical permit to display, how will you know if I have a vPermit?**

The new system uses license plate recognition technology. That's why its important to make sure the license plate of the car you're parking on campus always matches the active license plate nominated on your vPermit account.