User Guide On How To Pay For Parking At Oxford Brookes

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As part of Oxford Brookes' new Car Parking Management System and the automatic number plate recognition (ANPR) cameras installed on University sites, the Trust Parking app has been designed to recognise a vehicle on entry to a car park, calculate the duration of the stay, and automatically deduct payment from a chosen payment method on exit via the auto-pay function.

The Trust Parking app works in conjunction with Brookes parking permits (operated by Nexus Platform) to ensure motorists are charged the relevant tariff for their stay, based on their permit type.

Registration

- Firstly, to apply for a Nexus Parking Permit please ensure you have registered on Nexus Platform and applied for your car parking permit. Information on how to register for your permit can be found in the guidance document which has been created.
- Download the Trust Parking app onto your mobile device. There is no charge for the app and it can be downloaded from the Apple Store or Play Store.
- Select Create Account in the app to complete the Trust Parking app registration process using exactly the same email address you have used to register your permit on the Nexus Platform, i.e. if you used p0000000@brookes.ac.uk use this not name@brookes.ac.uk. As part of the process, a verification code will be sent to this email address. The verification request will come from 'CP Plus Brookes University'. CP Plus is the legal entity of Nexus.
- When registering on the Trust Parking app, your Vehicle Registration Mark (VRM) - i.e. your car's number plate details - must match one of the VRMs provided on your car parking permit via Nexus Platform. If registering, and driving, a car with a different VRM not entered on the Nexus Platform you will be treated as a non-permit holder by ANPR and liable for a penalty charge.
- **25/26 permits allow for two cars to be added**
- Please ensure you provide a valid payment method, and ensure you update the payment method if your card expires.

Paying for your parking session

- The Trust Parking app is designed to automatically recognise your vehicle on entry, track the duration of your stay, then automatically take payment once you have exited the car park (known as auto-pay).
- **If you have recurring issues with TrustApp we recommend you deselect autopay, and instead pay manually.**
- If you have had no issues with auto-pay, or you wish to use this feature, during the registration process for the Trust Parking app you will have the option to turn on the autopay feature. You can also update this feature after you are logged in on the app via the Account section and selecting your registered vehicle. But ensure you check that a debit has gone out each day, and if not pay manually.
- If the vehicle isn't recognised by the Trust App you can select **'vehicle not showing'** and pay for half day/full day whichever is applicable, adding the correct VRM. This ensures you don't receive a PCN for non-payment. If you are unable to pay through the Trust App, you can pay online.
- If the App doesn't recognise the car as leaving the car-park select 'vehicle not showing' and pay the amount for half day/full day, whichever is applicable.
- If you pay for half a day but stay for more than four hours, you will receive a PCN.
- To view an active parking session, open the Trust Parking App after you have parked (please note that it may take up to 20-30 minutes for your session to appear).
- If you are paying for a single session and have auto-pay enabled alongside a valid payment method, you do not need to do anything. Payment will automatically be collected once you have left the car park and an email receipt will be sent to your registered email address.

- If you do not have autopay enabled, you have 48 hours to manually make payment via the Trust Parking app. You do this by selecting your Active Session and then selecting Pay Now. If you are unable to pay through the Trust App, you can pay online.
- It is always the motorist's responsibility to ensure payment is made for a parking session.
- It is the responsibility of the permit holder to ensure payment cards registered on the Trust App are kept up to date. We recommend that you re-authenticate payment card/s on the Trust App every 6 months to avoid potential issues with cards expiring. In the Trust App, click on 'Account', then 'Payment Methods', and then remove your card. Add your payment card details back into the Trust App, ensuring the card is still in date. Please note the Trust App does not notify users if payment cards have expired or are about to expire.

Half-day parking (staff and student permit holders)

If you have auto-pay selected the Trust Parking app will calculate, and charge you, half of the daily tariff if you park for less than four hours.

Full week pass purchase (for staff permit holders)

- A **7 day pass** for staff permit holders has been designed to support the increased tariffs for staff at **Headington and Marston car parks only**; the cost of this is equivalent to three days parking at the relevant daily tariff. **If you are going to be travelling to campus more than three days in a particular week you must buy a 7 day pass, on your first day of parking, to avoid being charged for more than three days of parking.**
- It is important to note that **this pass MUST be purchased on your first visit, prior to exiting the car park**. It cannot be purchased retrospectively. If you do not purchase the 7 day pass on your first visit you will be charged the daily tariff for each day you park (including those beyond three days).
- To purchase, open the Trust Parking app. Press the "Parking" tab at the bottom of your screen, and press the "Purchase Pass" option
- Your nearest location will be shown or you can manually search.
- Simply select the location and the available passes will be shown to you on screen. Follow the on screen instructions to complete the purchase.

FAQs

My vehicle is not showing on the Active Sessions tab:

- Firstly, pull the touch screen downwards to refresh the page.
- If you have just entered the car park, please allow 20-30 minutes for your session to show on the Trust Parking app.
- If after this time your session still does not show, please press the "Vehicle not showing" button in the centre of the screen.
- From here you can manually select your chosen car park, VRM, entry and exit time/date and make payment manually.

I have left the car park and my session is still open:

- deselect autopay
- select 'vehicle not showing'
- pay

Why does the session still show as open after I left the car-park?

If the rear number plate is in some way obstructed, either by a large vehicle blocking the ANPR as you exit, or a dirty number plate, or a permit/App issue. If this happens, ensure you pay as per the previous FAQ advice.

I've changed my vehicle, what do I do?
You must update your Nexus Platform permit AND the registered VRM on the Trust Parking app. These should always match to ensure the correct tariff is available when parked.

What if I forget to pay?

If you have disabled the autopay feature, you have up to 48 hours, from leaving the car park, to pay for your parking session via the Trust Parking app. Failure to pay within this time period will result in a Parking Charge Notice being issued by post.

As a member of staff, what do I do if I have been charged the wrong tariff?
The tariff for staff was calculated against your spinal point at the point of registering on the NexusPlatform. If you believe the tariff is incorrect please contact Transport Services via transport@brookes.ac.uk

Why doesn't the 7 day pass show on the Trust App?
The 7 day pass for staff permit holders will only show as an option if you sign-up to the app using your Brookes email address. If you have used a non Brookes email address to sign-up, please delete the app and upload it again using your Brookes email. The 7 day pass is only available to Headington/Marston staff parking permits.

Why doesn't my daily tariff show on the Trust App?
Your correct daily tariff will only show if you sign-up to the app using your Brookes email address. If you have used a non-Brookes email address to sign-up, please delete the app and upload it again using your Brookes email. Ensure you use the same p, or d, number email, or your name-email on both.

Why am I asked to pay £40 even though I am a permit holder?
If you park on campus without a valid permit, a £40 charge will automatically appear in your account in the Trust Parking app (as the camera doesn't recognise your vehicle as being allowed to park). Your permit is only valid to park once you have registered on the NexusPlatform, paid the permit fee (and it is confirmed as approved). If you are correctly set up on Nexus and the Trust App you will not be asked to pay £40.00, only your applicable daily tariff.

Is there a way to pay for parking without using the Trust App?
If you do not own a smartphone or you are unable to pay via the Trust App, you can pay online here. You have up to 48 hours, from leaving the car park, to pay for your parking session. Failure to pay within this time period will result in a Parking Charge Notice being issued by post.

I am unsure if my parking payment transaction has gone through, what should I do?

After leaving the car park, we recommend that you check your email inbox (the Brookes email that your Trust App account is registered to) for the payment transaction email. In the absence of this email, you will need to open the Trust app to check if the parking charge is still showing. You now have 48 hours from leaving the car park to pay for the session.

This can be done by either:

- making a manual payment in the Trust app, if the ANPR hasn't captured your number plate;
- making an online payment via the Trust Parking website. This option should be used if the Trust app is unavailable.