

# Parkmobile FAQs

## Is my credit card information secure?

Yes, the Parkmobile site meets the criteria for PCI-DSS Compliance Level 1, the most secure level for credit card transactions.

## How much are day passes?

Daily parking permits are \$14/day with the exception of the Schnitzer lot, where day passes are \$8/day online. The Schnitzer lot permits are also available for purchase at the pay stations located in the lot, but at a rate of \$11/day.

## How far in advance can I purchase parking?

With Parkmobile, you can purchase a parking permit for the same day, or the next business day. This means you will be able to purchase Monday's permits on Friday.

## Do I need to print my permit?

With upgraded cameras and license plate recognition technology, we have transitioned to a virtual permit system for all daily, all monthly, and most annual parking permits\*. This means, you no longer need to print and display your permit.

\*there are some exceptions, such as DZPs, please contact the parking office for more information

## How do I purchase parking for less than a full day?

We ask all short term parkers to utilize the pay stations located around campus.

On Marquam Hill we have pay stations located in 3 locations:

1. Lot 40 (Dotter lot) – maximum allowed per day: all-day
2. Garage F (Campus Drive) P3, P4 – maximum allowed per day: 5 hours in the green zone, 8 am – 1 pm only in the yellow zone
3. Garage C (Sam Jackson) top level, maximum allowed per day: 2 hours

At the South Waterfront we have pay stations at Schnitzer lot – maximum allowed per day: all-day

## Why aren't permits available for all facilities today?

If the facility you want is not listed for the date you selected, that means we are currently sold out of online permits for that facility. The number of daily passes we have on any given day is subject to many factors - the number of annual parkers in the zone that day, events, lectures and meetings happening on campus, construction activities and time of year. Day pass availability fluctuates from day to day.

## What does it mean if I select a date and it says "No services exist"

If you get this message, you are trying to purchase parking too far in advance and we have not yet released our parking capacity for that day. You can purchase daily parking up to one business day in advance. You may also get this message if it is a weekend or a holiday and permits are not required for parking on this day.

## Why can't I log in?

If you previously purchased online daily parking at OHSU, your account will not transfer over to Parkmobile. You will need to create a new account, which you can do with your OHSU email or any email of your choosing. Please note that OHSU recommends you do not use your OHSU password for any

external account. If you are experiencing other login issues, please contact Parkmobile customer service at 855-210-7943.

**I am having trouble loading the webpage, what might be the issue?**

Depending on the browser/app you are using, it may or may not want a “www” in front of the url. If you have a “www” in front of the url, try it without, and vice versa.

**I need assistance, who should I contact?**

Please contact Parkmobile, available 24 hours a day and seven days a week at 855-210-7943 for the following issues:

- Switch your permit to a different day or a different lot
- Need a refund (refunds will be granted before 10am on the day of your permit)
- Drove a different car other than the one you purchased the permit for
- Were called off of work and no longer need your permit
- Experiencing trouble with your account or the Parkmobile site in general

Please contact the OHSU Transportation & Parking department, 7 am to 5 pm Monday – Friday at 503-494-8283 for the following issues:

- Got called in or held over
- Have a patient appointment
- Cannot find a space in the lot of garage for which you purchased a parking permit

**Do I still need my OHSU online parking account?**

Yes, you will still use this account for everything you used it for previously with the exception of purchasing daily permits. You can still pay for or appeal citations, add your name to an annual permit waitlist, etc. in your online account.