



# Waterford eParking FAQ

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## Waterford eParking and ParkMagic

The eParking service is operated by **ParkMagic**, this means that if you already have a ParkMagic or TollTag.ie account, you can use your existing login details and credit balance with Waterford eParking.

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## Contact Waterford eParking Support

You can contact our support team via the following methods:

[support@parkmagic.net](mailto:support@parkmagic.net)

0818 220 107

061 311 422



### Waterford eParking and ParkMagic

**The eParking service is operated by ParkMagic, this means that if you already have a ParkMagic or TollTag.ie account, you can use your existing login details and credit balance with Waterford eParking.**

Alternatively, you can access the Waterford eParking zones via the ParkMagic app.

### Invalid Car Registration when signing up?

When entering your VRN (Vehicle Registration Number), you may see this error. Don't worry. Usually, this error occurs because the VRN already exists on our system.

This can happen several ways but is easy to fix. Give our support team a call and they will help.

### How do I top up?

You can top up your account by:

1. Logging into your account on <https://bookings.parkmagic.net/Waterford/>
2. Using the iOS or Android App.

### I can't log in

If you have an account but can't log in, you should click "forgot password" on the log in page.

If resetting your password didn't work, it's possible that you used a different email address when setting up the account. If you know the email address, use this to log in (you can update it once you're in).

If the problem persists, give our support team a call and they will help you to access your account.

### Changing account details

You can update your personal details including phone number and email address by logging into your account on the website or in the app.



## Parking

### How do I make a Parking Payment?

You have several options when it comes to processing your parking payment.

#### **Once Off**

Once off payments are available at <https://bookings.parkmagic.net/Waterford/> and the log in screen of the app, you can process a parking transaction here without setting up an account.

An additional fee applies to once off parking transactions and the full price including the relevant fee is displayed before you process the transaction.

#### **App**

Using the App, select the area you are parking in from the map/list, once you select your location, follow the on screen instructions to select a duration and the Vehicle you are parking.

#### **Website**

You can process a parking payment online

- Log in to your account at <https://bookings.parkmagic.net/Waterford/>
- Select 'Park My Car' from the main menu and follow the on screen steps.

#### **Phone Call**

You can process your parking payment by calling the phone number (available at <https://bookings.parkmagic.net/Waterford/>). Don't forget that you must call from the phone number that is linked to your account.

### My payment is about to expire, but I'm still away from the car

You can process another parking transaction on your app (adhering to local regulations). Note that processing a second parking transaction will overwrite an active parking session for the same car.

### My usual method of parking isn't working, what should I do?

If you are unable to make a parking payment in the usual way, you can try one of the other methods available. If you still can't seem to process your payment, call our support team for further information.

Don't leave your car unpaid if this happens. If for any reason you can't pay using the Waterford eParking system, you are still obliged to pay for your parking using the pay and display alternatives.

### How does the Warden know that I have paid?

The Traffic wardens use their handheld computer to check the VRN (Vehicle Registration Number) of each car in the area.



### I paid for the wrong zone

If you accidentally paid for the incorrect zone, the first thing to do is to process the parking again for the correct zone. Email or call our support team to explain the situation and the original transaction will be refunded.

### I need to move my car but I still have time on my parking

Your eParking payment will be valid until your payment expires in any other zone with an equal or lower tariff. Your payment will not cover you in areas with a higher tariff.

### I am driving a different car today, what do I need to do?

Using the Vehicle management options on the app or website, you can add additional vehicles to your account. When you process a parking transaction, you will have the opportunity to select which car you are parking.

### Invalid Car Registration... What does this mean?

When entering your VRN (Vehicle Registration Number), you may see this error. Don't worry. Usually, this error occurs because the VRN already exists on our system. This can happen a number of different ways but is easy to fix. Give our support team a call and they will help.

### I Received a Parking Ticket having paid using Waterford eParking.

If you receive a parking ticket and had paid for your parking you should follow these steps:

1. Check the offense – Parking tickets can be issued for various offences including out of date tax and illegal parking. Before doing anything else, make sure that the ticket is in fact for 'non-payment'.
2. Call our support team. They will guide you through the rest of the process and provide you with documentation which shows your transactions.

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