

## APCOA Connect User Guide

APCOA Connect is a quick and easy way for you to pay for parking by credit or debit card securely via your mobile phone, you can download the APCOA Connect App via AppStore or Google Play store.

**If you already have a Connect Cashless Parking account, you can use the same details to login to APCOA Connect.**

New customers will need to register.

### How to create a new account

1. Tap on 'REGISTER'
2. Enter your email address, phone number and set your password and tap on 'CONTINUE'

09:37

APCOA connect

Phone Number  
Please enter a valid phone number

Password  
Please enter a password

LOGIN

FACE ID LOGIN

Click here for forgotten passwords

Remember password?

REGISTER

10:01

Registration

Phone Number

Phone Number Confirmation

Password

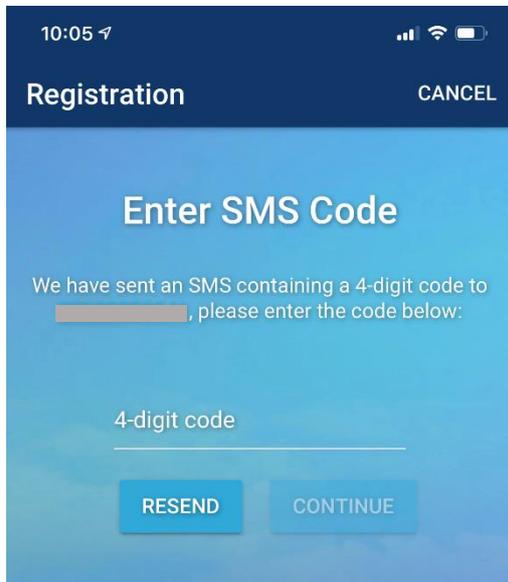
Password Confirmation

Email

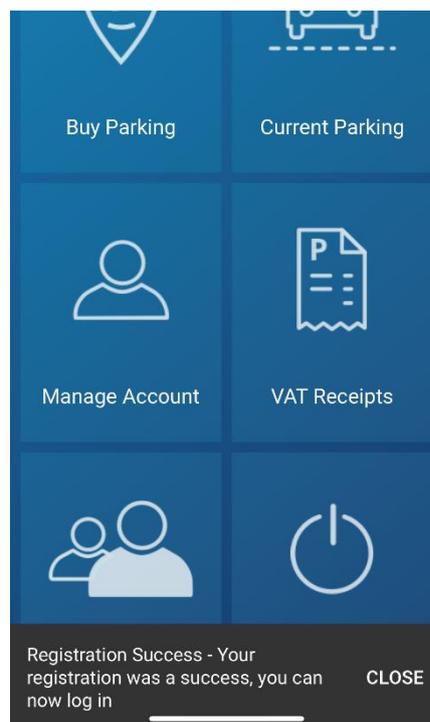
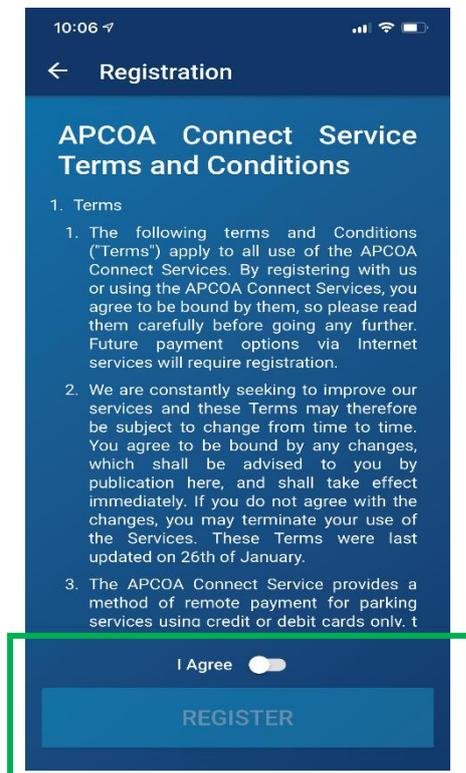
Email Confirmation

CONTINUE

2. To verify your details please enter the verification 4-diget code that has been sent to you via SMS.
  - a. If you haven't received the verification code, please check your entered phone number and if it's incorrect please edit and re-send the code.
  - b. If you have entered wrong code, you can re-send the code.

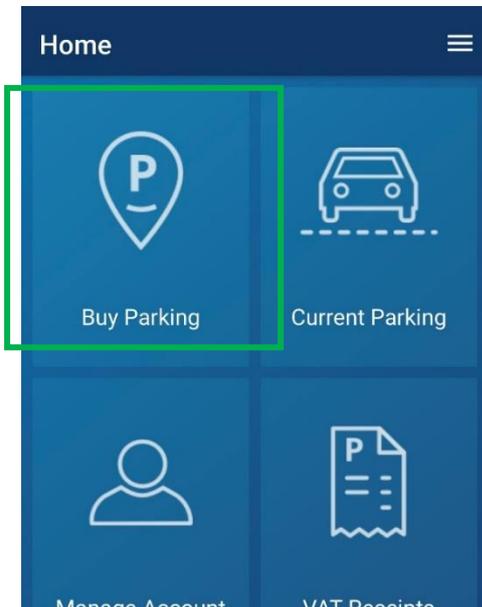


3. Read and agree APCOA Connect Terms and Conditions, then tap on 'REGISTER'



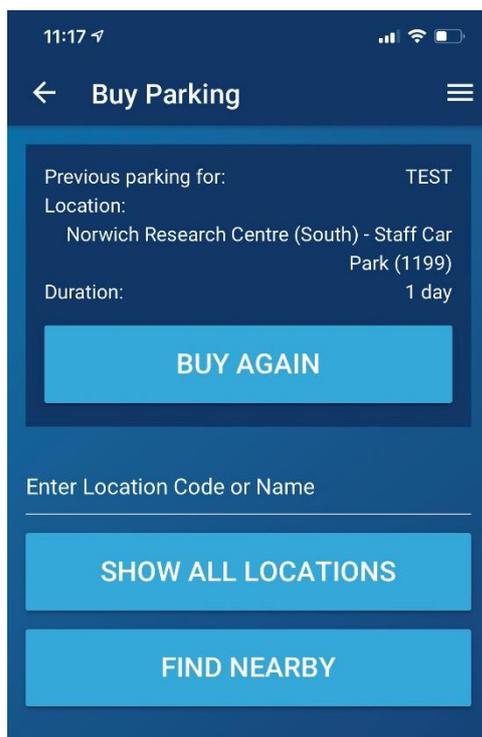
## How to pay for parking

### 1. Tap on 'Buy Parking'

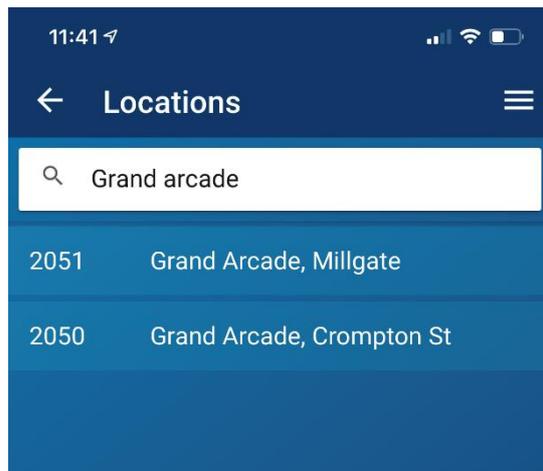


### 2. APCOA Connect gives you several options to search for car parks.

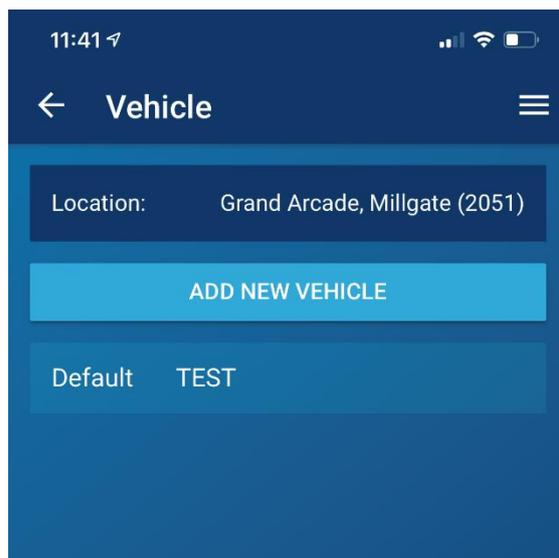
- a. You can enter location code or name of the car park you are looking for into the search box
- b. You can buy again parking that you have paid for previously by tapping on 'BUY AGAIN'
- c. You can find car parks nearby by tapping on 'FIND NEARBY'
- d. You can view a list of all car parks by tapping on 'SHOW ALL LOCATIONS'



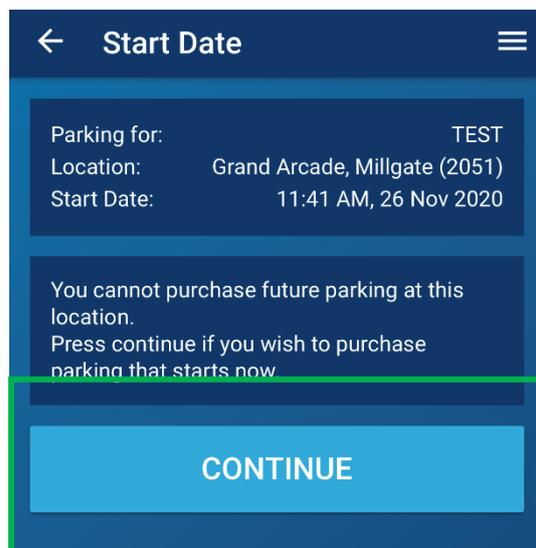
3. Please select car park



4. Please select one of your existing vehicle registrations or add a new vehicle registration



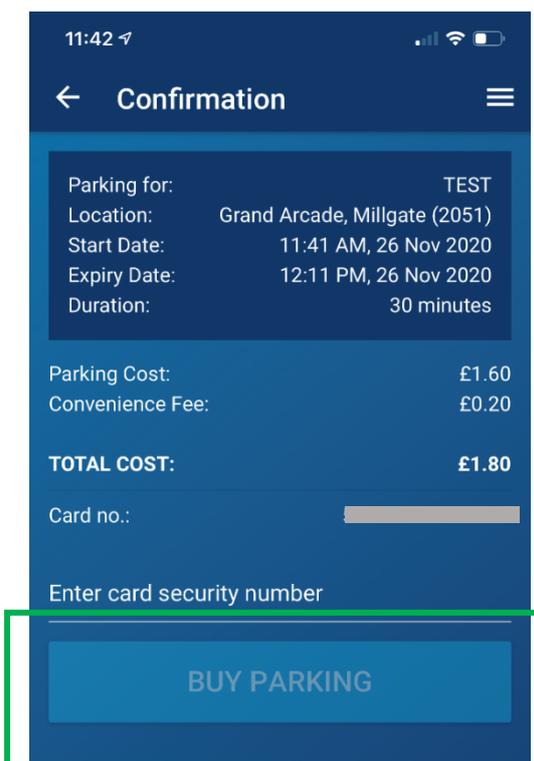
5. Confirm your parking session start date & time by tapping on 'CONTINUE'



6. Confirm duration of your parking session by tapping on one of the available tariffs

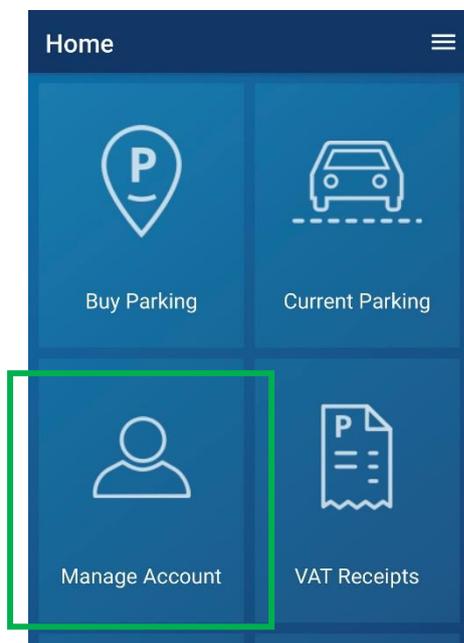


7. Please enter your credit card details to pay for your parking session and tap on 'BUY PARKING'

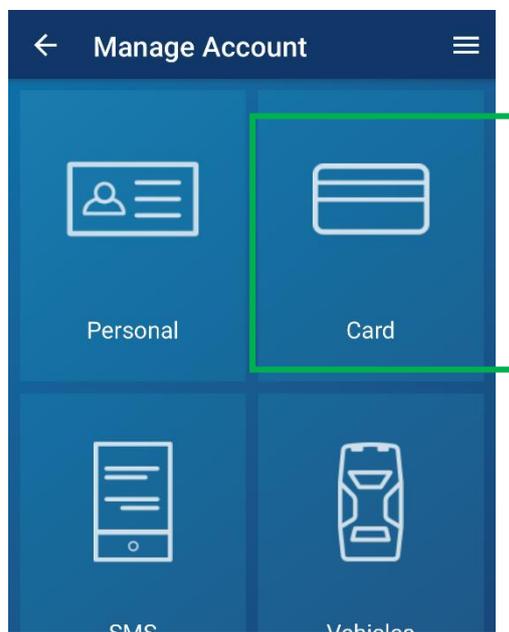


## How to add your payment card details to your account

1. Tap on 'Manage Account'



2. Tap on 'Card'



3. Please enter your payment card details and tap on 'SAVE'

12:25

← Payment Card

Card Number

Expiry Date

Security Code (CVV)

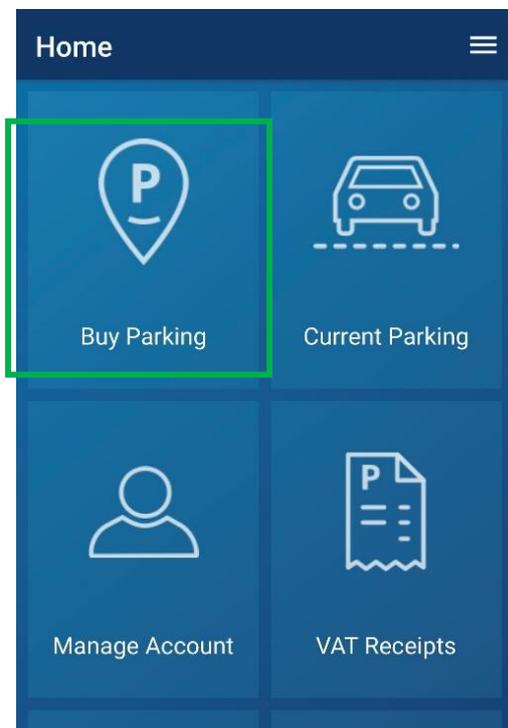
Start Date (if applicable)

Issue Number (if applicable)

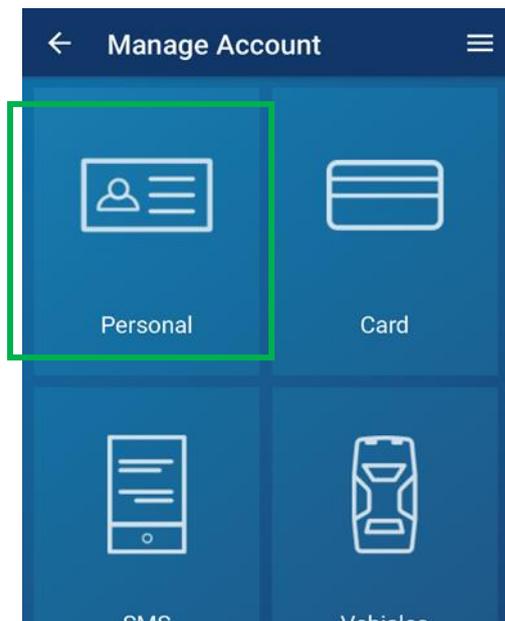
SAVE

## How to change personal details/ password / Enable Face ID

1. Tap on 'Manage Account'



2. Tap on 'Personal'

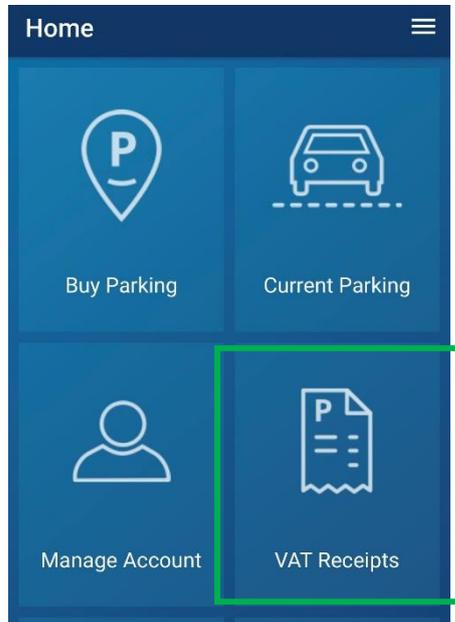


3. To change your personal details, simply tap on any of your current personal details and type in your new details. Once you have made the changes please tap on 'SAVE'
4. To change your password please tap on 'CHANGE PASSWORD' and then type in your current password and your new password. Once you have made the changes please tap on 'SAVE'

A screenshot of a mobile application's 'Personal Details' form. The screen has a dark blue header with a back arrow on the left and a hamburger menu icon on the right. Below the header, there are four text input fields: 'Phone Number', 'Email', 'Forename', and 'Surname'. Each field has a light blue underline and a grey placeholder text. Below the input fields, there are three large blue buttons stacked vertically: 'CHANGE PASSWORD', 'ENABLE FACE ID', and 'SAVE'. The 'SAVE' button is currently disabled, appearing in a lighter blue color.

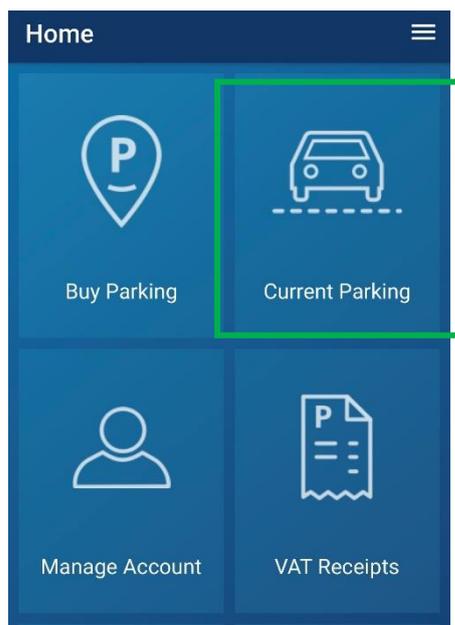
## How to view your previous parking sessions

1. Tap on 'VAT Receipts', all your previous parking sessions/ VAT receipts will be listed in this section



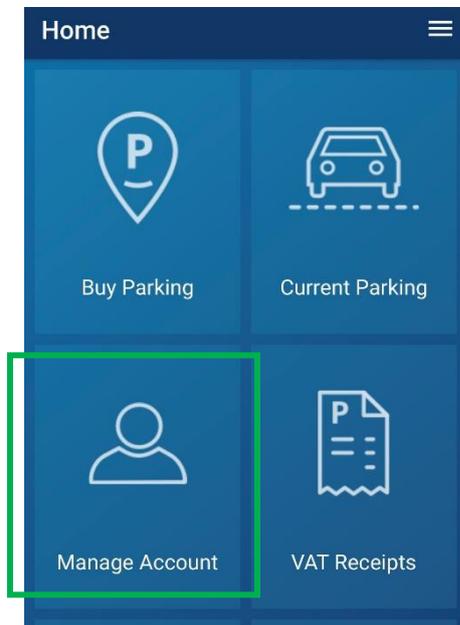
## How to view your current parking session

1. You will find you current parking in 'Current Parking' section

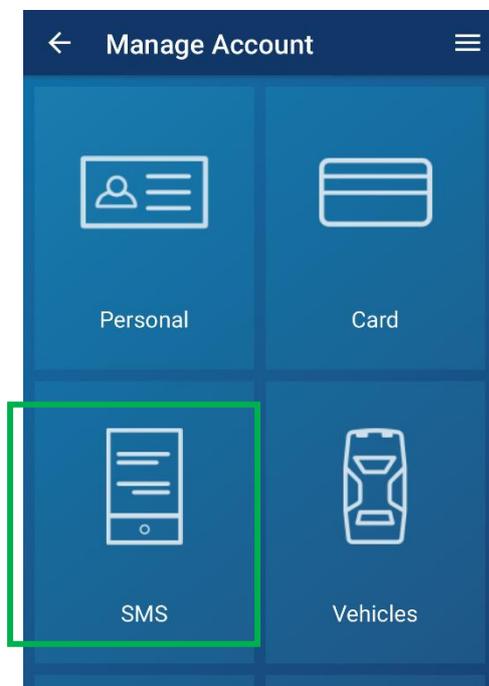


## How to enable or disable automated SMS confirmations/reminders

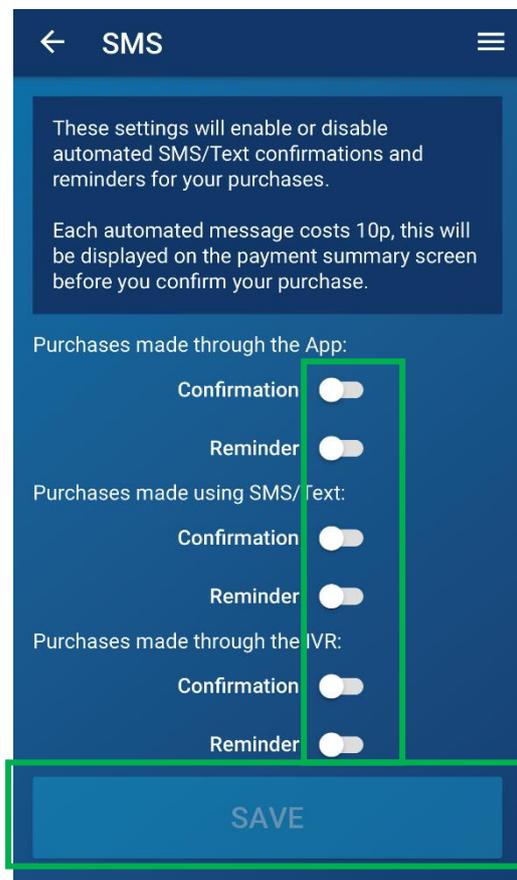
1. Tap on 'Manage Account'



2. Tap on 'SMS'

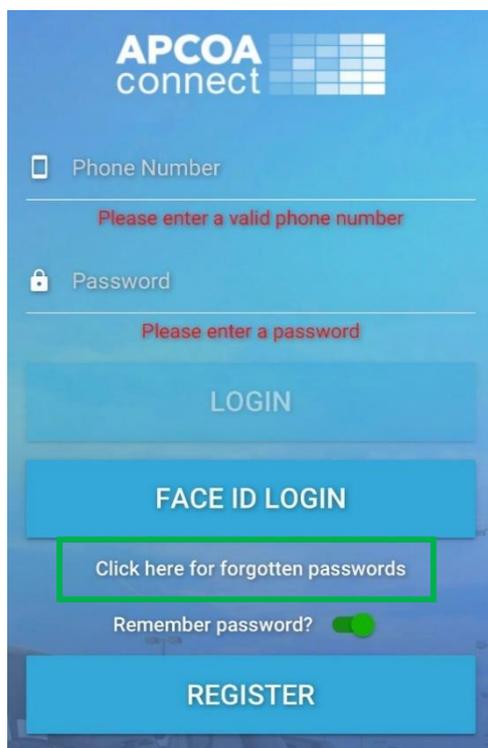


3. Enable any of the below confirmation/reminder and tap on 'SAVE'. Please note each automated message cost 10p

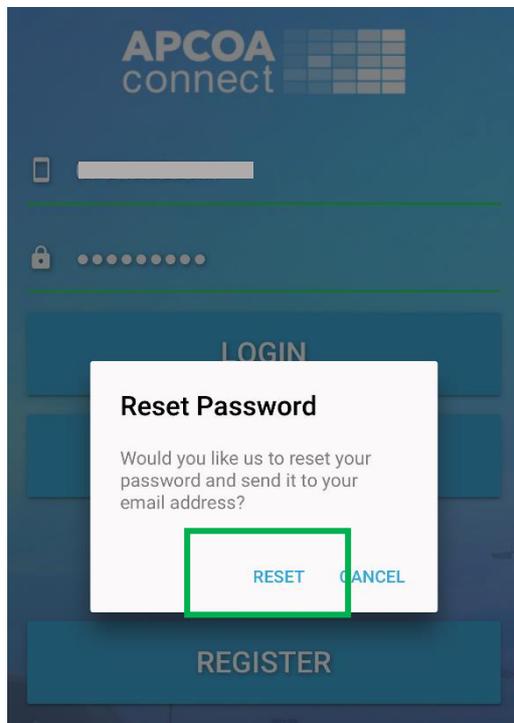


## How to reset your password

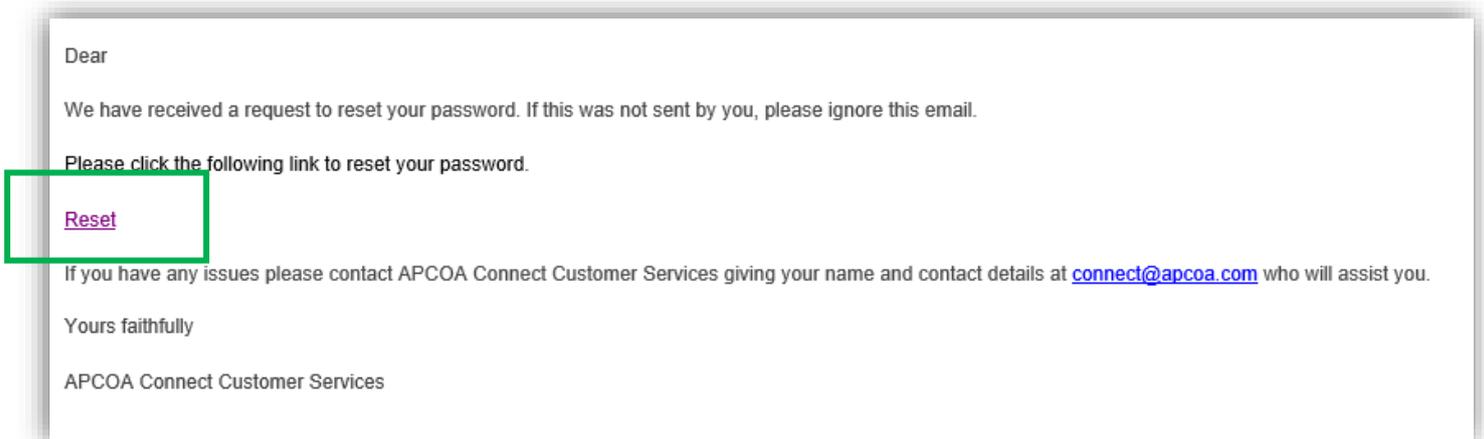
1. Tap on 'forgotten passwords'



2. Once you have tapped on 'forgotten passwords' the below message will pop up on you display. If you still wish to reset your password tap on 'RESET' you will then receive an email with a reset link.



Reset email example:



The 'Reset' link will take you to APCOA Connect page where you will be able to reset your password.

## Change Password

Please create a password for your account. You will need to remember this password so you can login to your account in the future.

Your new password must be at least 5 characters long

New Password\*

Confirm Password\*

NEXT

We hope the step-by-step instructions in this guide will lead you through the process. However, if you experience any difficulty, our website will tell you how to contact APCOA's customer team for additional help and support.