

# ParkMobile Digital Parking Payments FAQ

## **Q: What are the digital payment options in my area?**

A: ParkMobile now offers multiple ways to pay for parking in your area, allowing you to pay the way you want. You can download the ParkMobile app for iOS or Android devices, you can pay via a mobile web at [parkmobile.io](https://parkmobile.io), or you can use Google Pay, Apple Pay, ParkMobile Wallet and all major credit cards.

## **Q: Do I need to download the ParkMobile app to make a parking payment?**

A: No. You can use the ParkMobile web app or text “PARK” to 77223 to make a parking payment.

## **Q: What is the difference between paying in the ParkMobile iOS/Android app and paying in the mobile web app?**

A: The full-featured ParkMobile app for iOS and Android devices offers more features than the web app. If you are a frequent parker, you might consider downloading the full-featured app. The mobile web app is a good option for people who park less often and want fewer apps on their smartphone.

## **Q: Do I have to create an account?**

A: The ParkMobile web app offers a guest checkout option where you can pay for parking without creating an account. We recommend creating an account versus guest checkout because it will be easier to pay the next time you use the app. Nevertheless, we understand that some people prefer guest checkout, and we want to accommodate those users.

## **Q: Can I use the same account in the mobile app and web app?**

A: Yes. You can log in to the ParkMobile iOS/Android app and the web app using the same account credentials.

## **Q: What do I do after I text “PARK” to 77223?**

A: You will get a link that will take you to the ParkMobile web app to make a parking payment.

## **Q: Can I extend parking time using the different payment methods?**

A: Yes. You can extend your parking time using the app or web.

**Q: What if I do not have a smartphone?**

A: ParkMobile offers an automated phone-based system where you can call a number posted on the signs around the parking space and make a payment.

**Q: If I am having problems, who do I contact?**

A: Visit ParkMobile's Help Center at [support.parkmobile.io](https://support.parkmobile.io) for 24/7 support.