

Introducing



PassportParking

MobilePay



Norfolk now makes it quick and easy to pay for parking using your mobile phone. Conveniently pay for parking on the go or from the comfort of your own vehicle.

Benefits for the Norfolk Community

-  **Eliminates the need for cash**
Never worry about finding money for parking again
-  **Extend parking sessions anywhere**
There's no need to return to the meter, simply extend your parking session using the app, phone or text
-  **Save money on parking**
Find local businesses that offer discounted parking
-  **Receive reminders**
Get a text message or push notification before your parking session expires
-  **View or print parking receipts**
Keep track of your parking payments or print your receipts using the PassportParking website
-  **Secure payment**
All data is encrypted to ensure safe and secure payment

Sign Up Now for Passport Mobile Pay!

Whether you're registering beforehand or when you're **on-site**, signing up for Passport's Mobile Pay service is easy with one of these free options:



**Download the
PassportParking app**



**Register at
m.ppprk.com**

After setting up your account, you can immediately start using the system from your mobile phone!

Paying for Parking is a Breeze!



Look for these Passport signs posted around Norfolk

Once you're registered, you're ready to get parked! All you need to do is:

- 1 Enter the Zone Number on local signage
- 2 Enter your Space Number
- 3 Enter the amount of time you'd like to park

Now you're all set to get on your way. Don't forget that with the mobile app or the voice system, you can extend parking remotely — without returning to the parking lot!

Frequently Asked Questions

What costs are associated with Passport Mobile Pay?

Registering for PassportParking Mobile Pay is free of charge. There will be a \$0.20 convenience fee added to each parking session. Usual parking rates still apply.

Is it safe to do a credit card transaction over the phone or on an app?

Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

Do I get a receipt?

Yes. All transactions can be viewed by logging into your Passport Mobile Pay account. You also have the option of receiving receipts by email or simply printing directly from your account.

How does the Parking Enforcement know that I have paid through PassportParking Mobile Pay?

Once you pay with Passport Mobile Pay, the zone and space information that you enter is immediately sent to the parking enforcement's monitoring system.

What if I get a ticket after paying with PassportParking Mobile Pay?

Passport does not own, manage or enforce parking facilities. We don't issue citations and we can't overturn them for you. Don't worry though, you can find your receipt online from your Account Management page at www.ppprk.com/park. Follow the instructions on the citation to begin your appeal or call our Helpdesk for information on contacting the owner/operator.

Contact

Norfolk Parking Customer Service

222 E. Main Street
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Phone: (757) 664-6510

PassportParking, Inc.

Helpdesk
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