ParkMobile Contactless Payments FAQ

Q: What are the contactless 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 parkmobie.io, and you can use the Google Pay app.

Q: Do I need to download the ParkMobile app to make a parking payment?
A: No. You can use the ParkMobie web app or the Google Pay app 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: Can I use my existing ParkMobile account in the Google Pay app?
A: No. The Google Pay app requires a separate account setup and is not linked to an existing ParkMobile account. If you want to use Google Pay, you will need to set up a new account within that app.

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: How do I use Google Pay to make a parking payment?
A: To make a parking payment in the Google Pay app, enter the parking zone number, add time, and finish the payment with any credit or debit card saved to your Google Pay account. If it is your first time using Google Pay to park, you will need to enter your car's license plate number.

Q: Can I pay using Google Maps?
A: When using driving navigation in Google Maps, you will see a “pay for parking” button in areas where ParkMobile is available. When you tap that button, it will take you to Google Pay, where you can make a ParkMobile payment.

Q: Can I extend parking time using the different payment methods?
A: Yes. You can extend your parking time using the app, web, or Google Pay.

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 for 24/7 support.