

# vPermit step-by-step guide

vPermits or virtual permits are recommended for full-time and part-time staff and students parking regularly at La Trobe University.

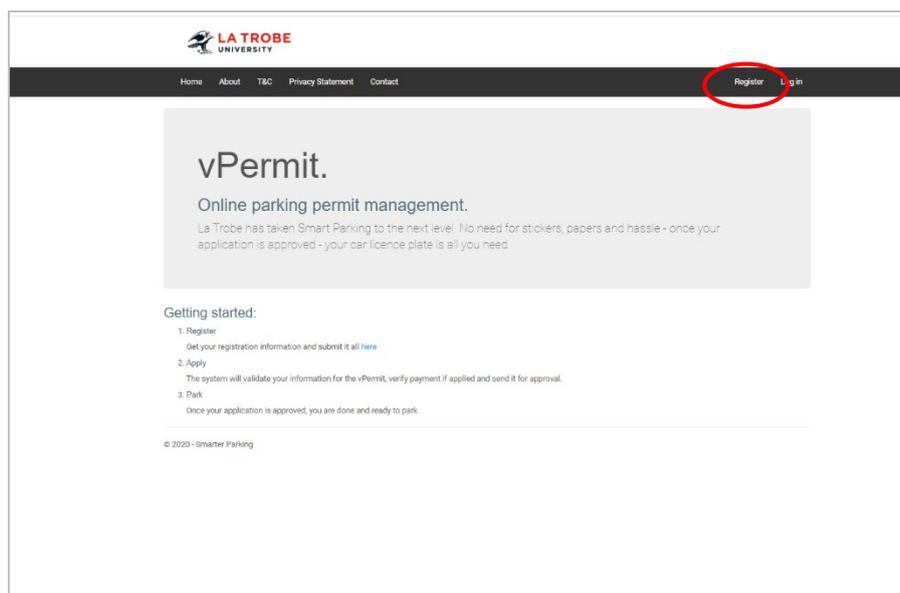
This guide includes step-by-step instructions on how to:

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## A. Register for vPermit

To use vPermit you must first register. This is a one-off process to set up your account. Once registered you can log in anytime to purchase or cancel permits and update registration details.

1. To register, go to vPermit (<https://vpermit.com.au/latrobe>) and select “Register”.



2. Select your role:

- **Student:** for La Trobe students - you must have a valid student ID number to register.
- **Staff:** for La Trobe staff - you must have a valid staff ID number to register.
- **Other:** for La Trobe Melbourne staff and students, Contractors and Tenants.

LA TROBE UNIVERSITY

Home About T&C Privacy Statement Contact Register Log In

### Register your vPermit.

Staff/student Department

Create a staff or student account

Role Student

Email

Confirm Email Email Address

Given Name Given Name

Family Name Family Name

Password Password

Confirm password Confirm Password

I'm not a robot

I have read and accept the terms and conditions and privacy statement

Register

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3. Complete your details and nominate a password. Do not use your La Trobe password.

4. Complete the reCAPTCHA verification, tick to accept the terms and conditions and click "Register".

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### Register your vPermit.

Staff/student Department

Create a staff or student account

Role Staff

Email traffic@latrobe.edu.au

Confirm Email traffic@latrobe.edu.au

Given Name John

Family Name Smith

Password .....

Confirm password .....

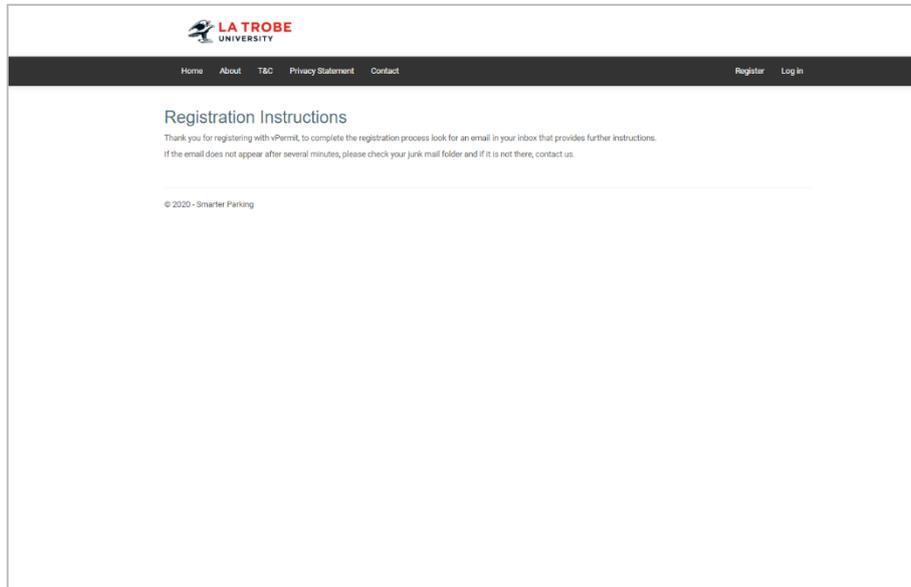
I'm not a robot

I have read and accept the terms and conditions and privacy statement

Register

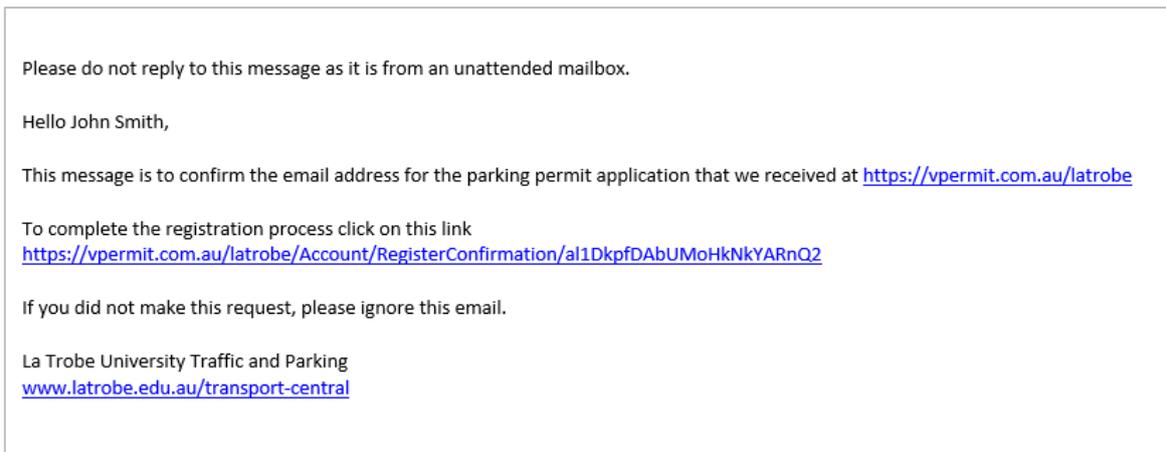
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You will receive confirmation of your registration and be advised to check your email for further instructions to complete the process.

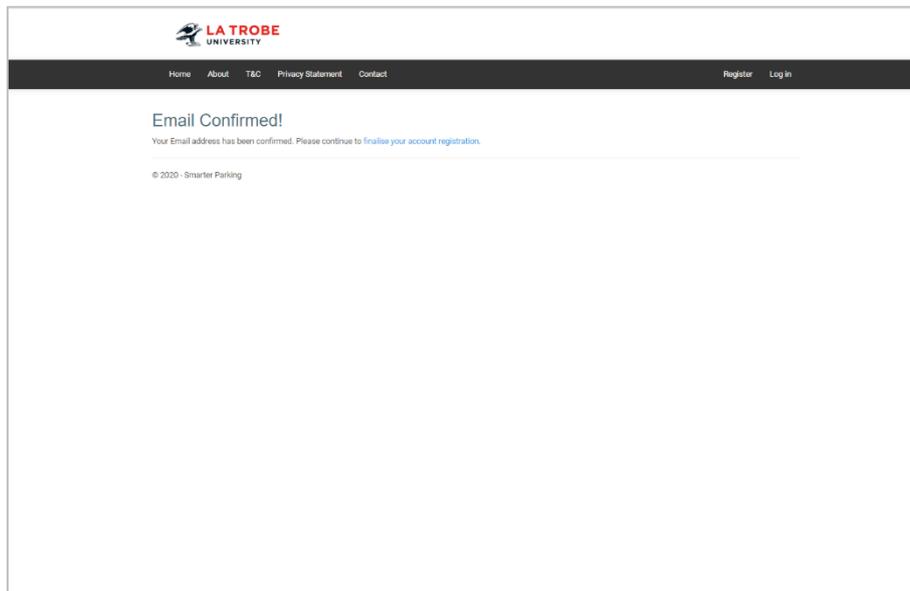


Please note, the email may take up to 15 minutes to receive and may go to your junk mail folder.

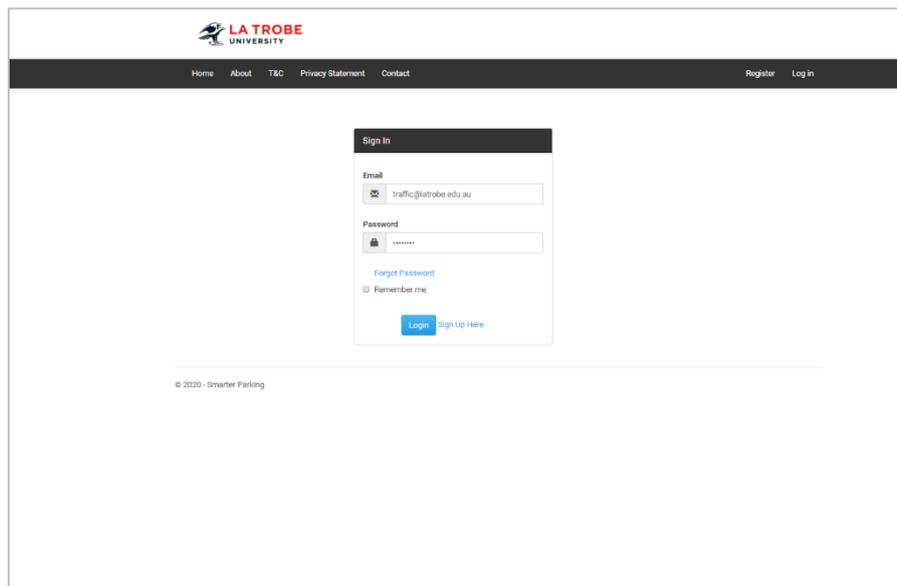
5. Click on the link provided in the email to complete your registration.



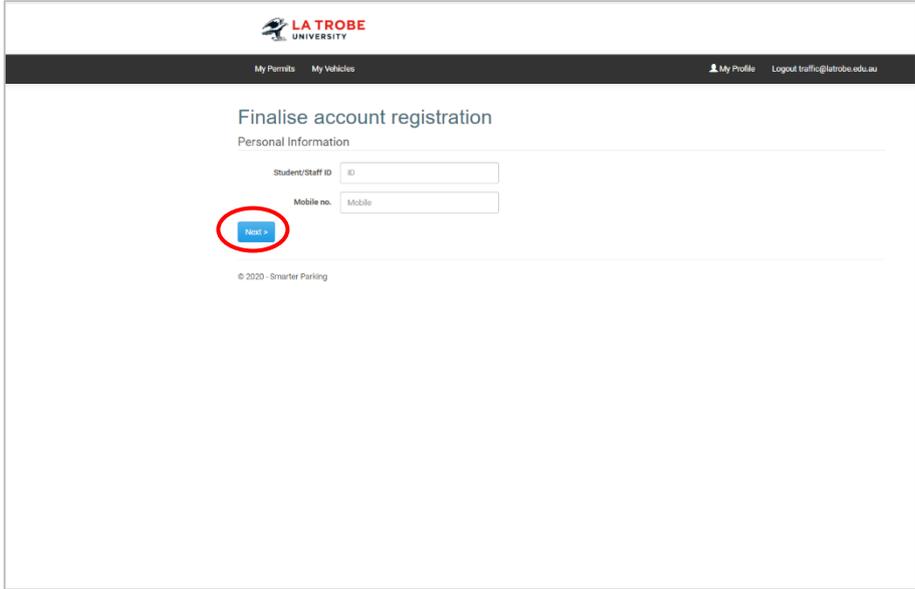
6. At the confirmation screen, click on the link provided to complete your registration.



7. You will be taken to the vPermit log in screen. Enter your email address and newly created password to log in.

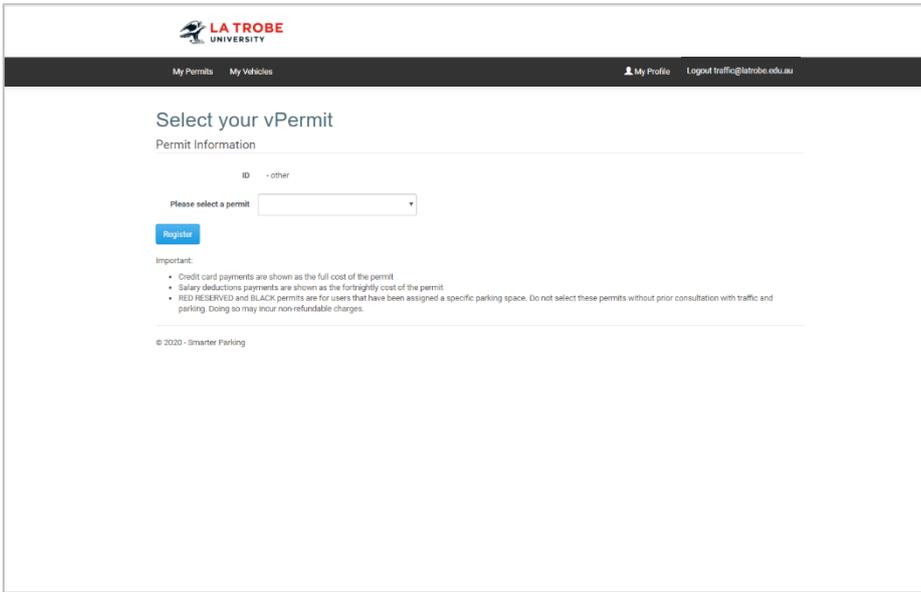


8. For “Staff” and “Student” permits, enter your La Trobe ID number. If you registered as “Other”, leave this field blank. Enter your contact number. Click “Next”.



The screenshot shows the 'Finalise account registration' page. At the top, there is a navigation bar with the La Trobe University logo and links for 'My Permits', 'My Vehicles', 'My Profile', and 'Logout traffic@latrobe.edu.au'. The main heading is 'Finalise account registration' followed by 'Personal Information'. There are two input fields: 'Student/Staff ID' with 'ID' as a placeholder and 'Mobile no.' with 'Mobile' as a placeholder. A blue button labeled 'Next >' is circled in red. At the bottom, there is a copyright notice: '© 2020 - Smarter Parking'.

9. Select your permit from the drop-down list provided. Most permits are available for 6 or 12 months – make your selection carefully.



The screenshot shows the 'Select your vPermit' page. At the top, there is a navigation bar with the La Trobe University logo and links for 'My Permits', 'My Vehicles', 'My Profile', and 'Logout traffic@latrobe.edu.au'. The main heading is 'Select your vPermit' followed by 'Permit Information'. There is a dropdown menu with 'ID - other' selected. Below the dropdown is a blue button labeled 'Register'. There is an 'Important:' section with three bullet points: 'Credit card payments are shown as the full cost of the permit', 'Salary deductions payments are shown as the fortnightly cost of the permit', and 'RED RESERVED and BLACK permits are for users that have been assigned a specific parking space. Do not select these permits without prior consultation with traffic and parking. Doing so may incur non-refundable charges.' At the bottom, there is a copyright notice: '© 2020 - Smarter Parking'.

10. Enter your vehicle registration details. The first entry should be your most commonly used vehicle. Only one vehicle may be “active” at a time.

The “active” vehicle is the vehicle you are driving and parking that day - if you change vehicles, you need to log in online or via the app to change your “active” registration and activate the other licence plate.

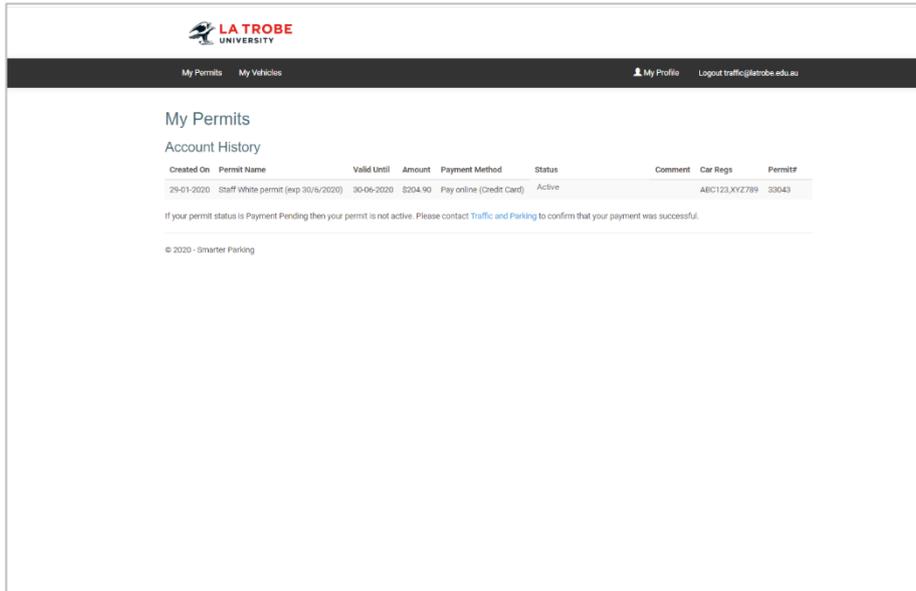
11. Click “Register”.

The screenshot shows the 'Select your vPermit' page. At the top, there's a navigation bar with 'My Permits' and 'My Vehicles'. The main heading is 'Select your vPermit'. Below it, there's a 'Permit Information' section with an ID field set to '- other'. A dropdown menu for 'Please select a permit' is set to 'Staff White permit (exp 30/6/2020)'. The 'Payment Method' section has 'Pay online (Credit Card)' selected. Below that, there are three vehicle selection options: 'Vehicle 1' (Mandatory) with an 'Active' button, 'Vehicle 2' (Optional), and 'Vehicle 3' (Optional). A red circle highlights the 'Register' button at the bottom left. Below the button, there's an 'Important' section with bullet points about credit card payments, salary deductions, and reserved permits. At the bottom, there's a copyright notice: '© 2020 - Smarter Parking'.

a. If paying by credit card you will now be directed to the OneStop payment portal.

The screenshot shows the 'La Trobe University ePayments' portal. At the top, there's a navigation bar with 'HOME', 'STUDENTS', 'STAFF', and 'RESEARCHERS'. The main heading is 'La Trobe University ePayments'. Below it, there's a 'Payment Card Details' section. The details include: Number (LTBP1645392), Amount (\$204.90), Email (hail\_erin@hotmail.com), Cardholder Name (input field), Card Number (input field), Expiry Date (Month MM, Year YY), and Security Code (CVV) with a 'What's this?' link. At the bottom, there's a box showing 'Amount Payable \$204.90' and a 'Pay Now' button with a credit card icon. Below the button, there's a link to 'Select a different payment method'.

- b. If paying via salary sacrifice or paying in person, you will be taken straight to your permit summary page.

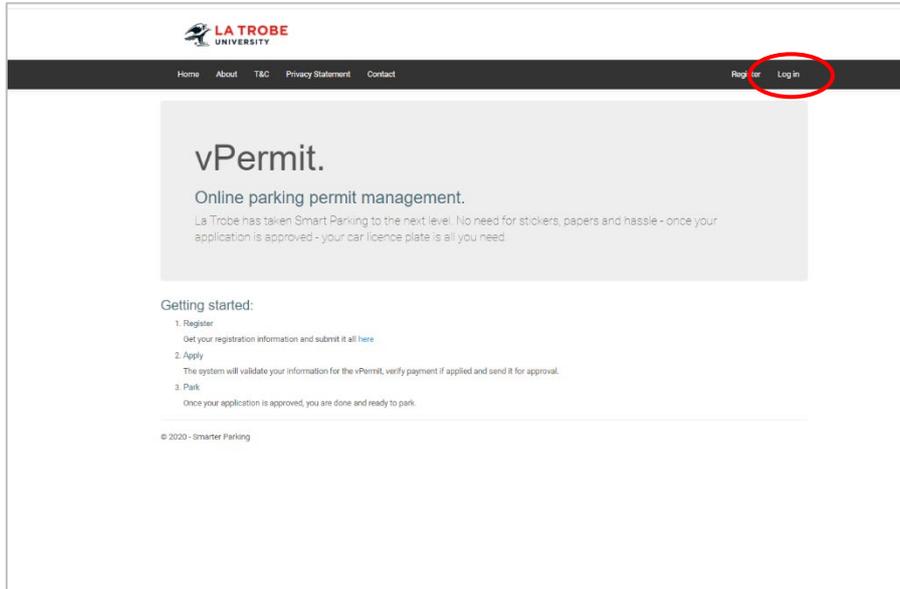


- c. The “My Permits” page will include the status of your permit. Depending on the status, you may need to take action:

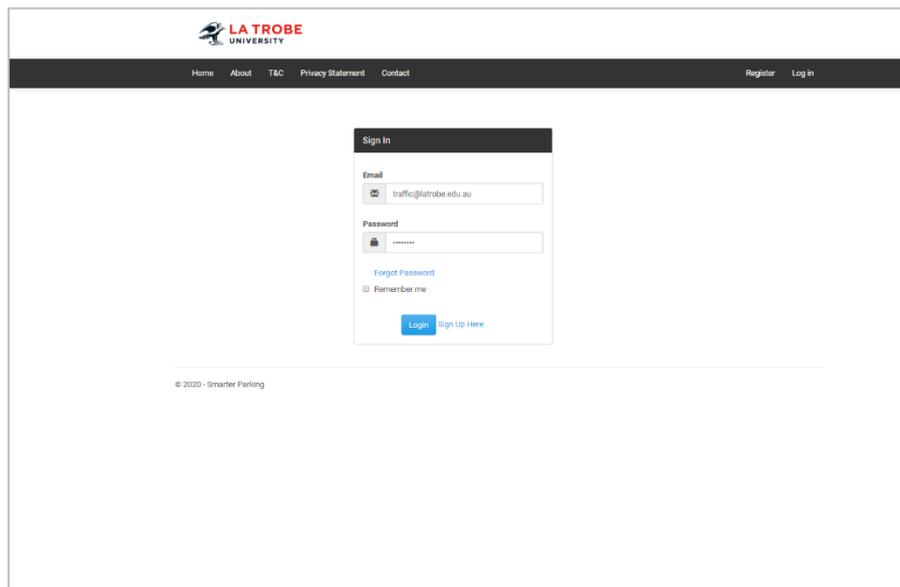
Permit Status	Action
<b>Active</b>	Payment successful, your permit is active.
<b>Pending Payment Confirmation</b>	Your online payment failed. Contact La Trobe Traffic & Parking on (03) 9479 2017 or <a href="mailto:traffic@latrobe.edu.au">traffic@latrobe.edu.au</a> . Your permit is not active.
<b>Pay in Person</b>	You need to pay in person at the Infrastructure & Operations Agora Hub, Level 1, Agora East. Your permit is not active until you make payment. Remember to take your student ID card.

## B. Update your vehicle registration details – online

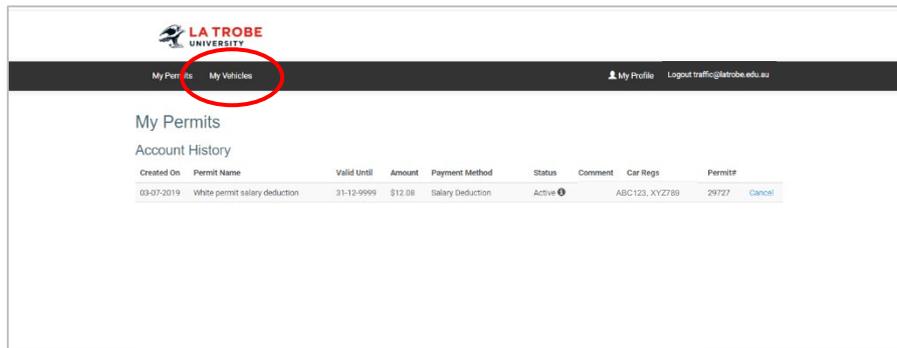
1. Go to vPermit (<https://vpermit.com.au/latrobe>) and select “Log In”.



2. Log in using your email and password.

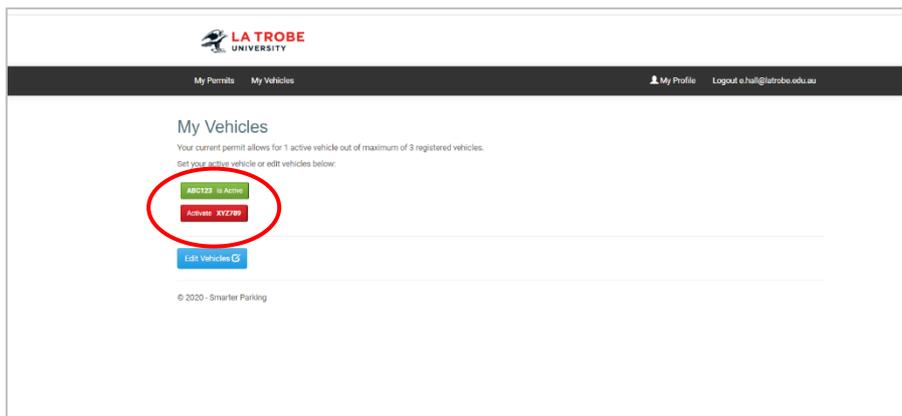


3. Click "My Vehicles".

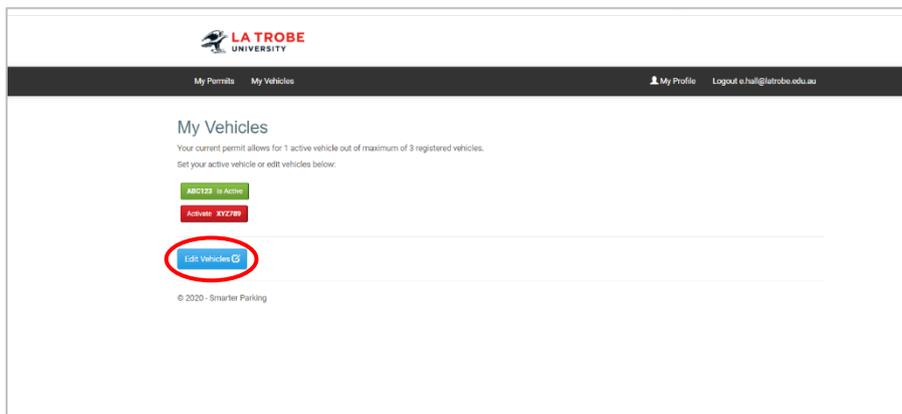


4. To activate an alternate vehicle, click the red "Activate XXX123" button.

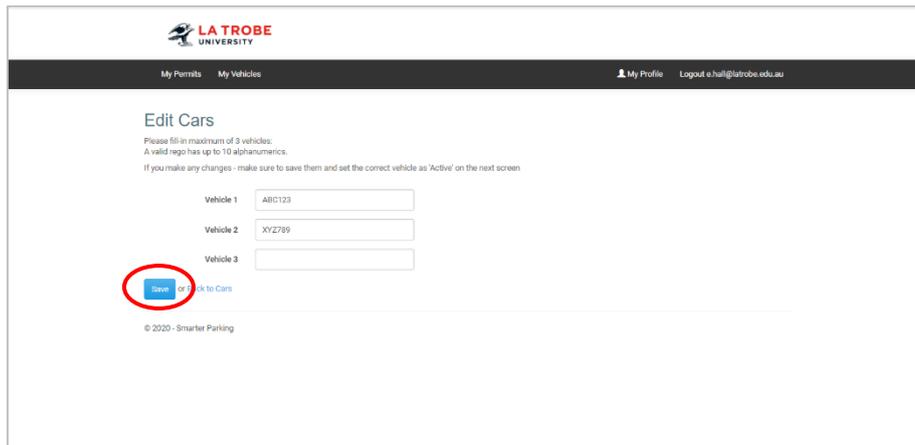
**Remember!** If you're changing vehicles temporarily, don't forget to log in and activate your regular vehicle when you change back.



5. To add/remove a registration click "Edit Vehicles".



- a. Edit the listed vehicles as required and click “Save”.



The “Active” permit will now be displayed in green.

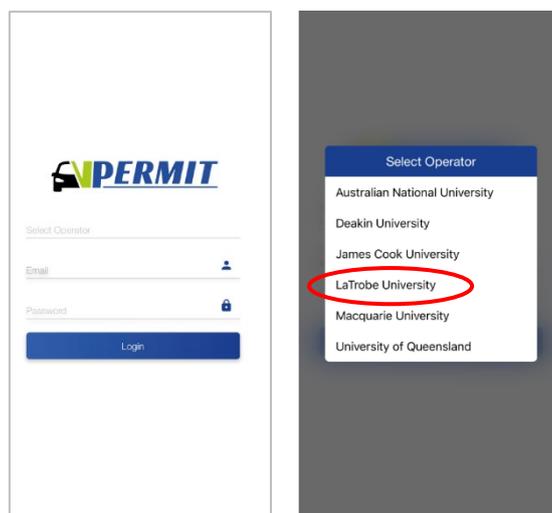
## C. Update your vehicle registration details – via the vPermit app

You can also easily update your vehicle registration details on the go using the vPermit app.

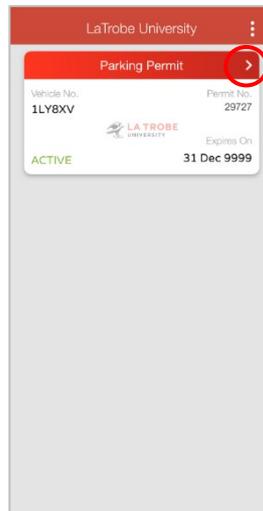
1. Download the app from the App Store or Google Play.



2. Select your Operator – La Trobe University.

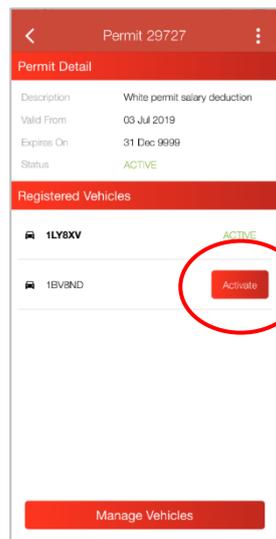


3. Your current permit will be displayed. Click on the arrow to view your registration settings.

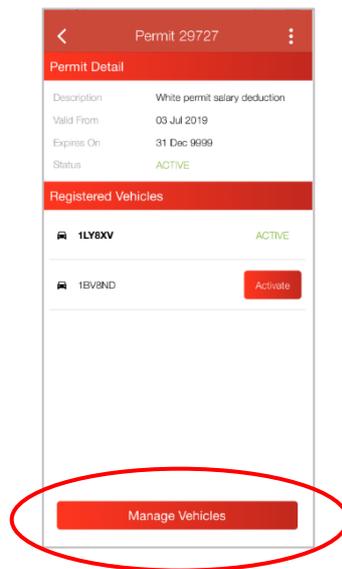


4. To activate an alternate vehicle, click the red "Activate" button.

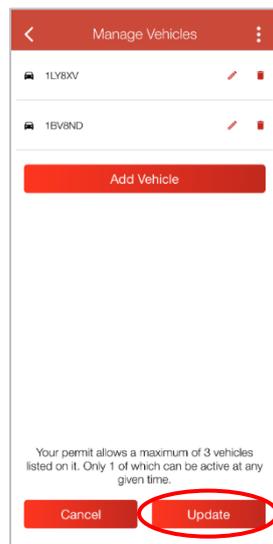
**Remember!** If you're changing vehicles temporarily don't forget to log in and activate your regular vehicle when you change back.



5. To add/remove a registration click “Manage Vehicles”.

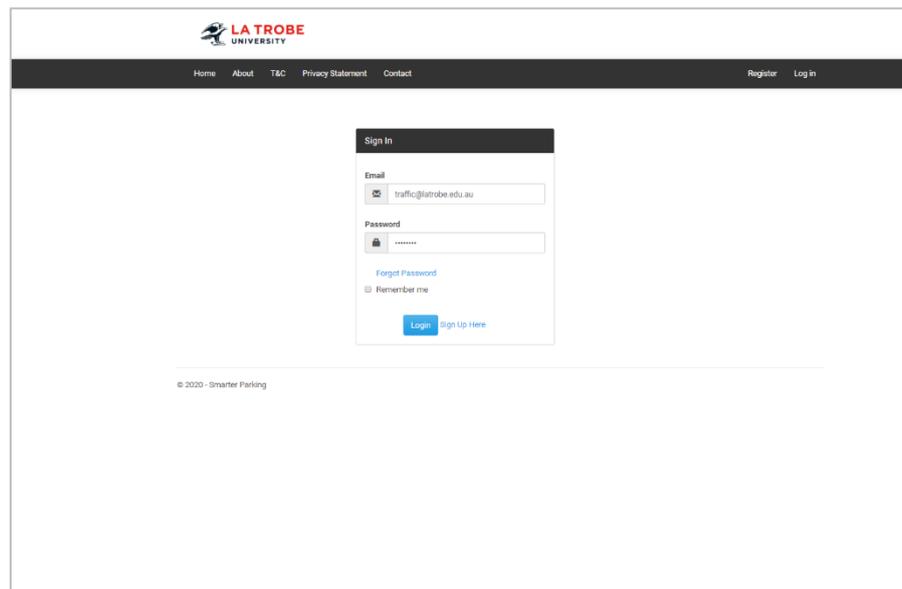
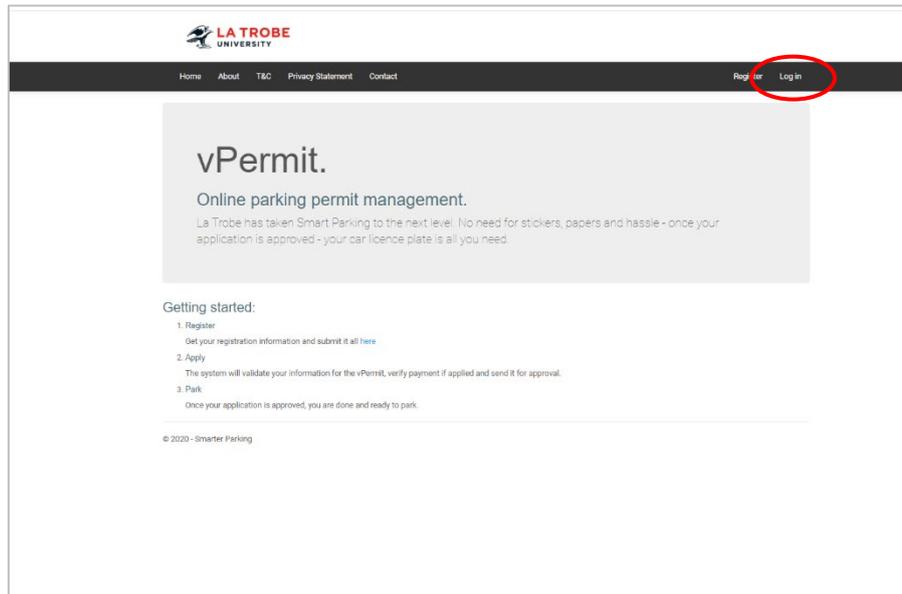


a. Using the “Edit”, “Delete” and “Add Vehicle” options, edit the listed vehicles as required and click “Update”.

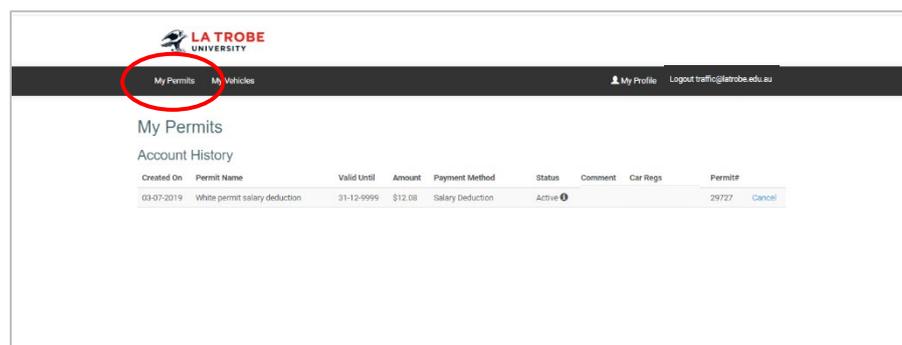


## D. Cancel your vPermit

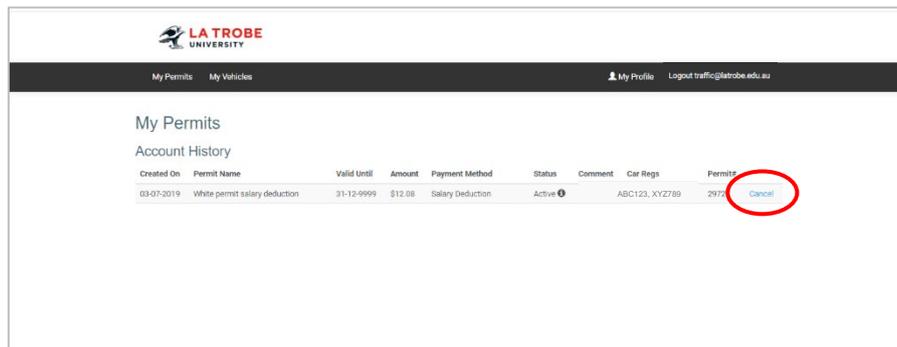
1. Go to vPermit (<https://vpermit.com.au/latrobe>) and select “Log In”.



2. Click “My Permits”.



3. Click "Cancel".



You will receive an email confirming your permit cancellation.

## E. More information

For more information and assistance with your vPermit, please contact the La Trobe Traffic and Parking office:

### Melbourne Campus:

T: (03) 9479 2017

E: [traffic@latrobe.edu.au](mailto:traffic@latrobe.edu.au)

### Bendigo Campus:

T: (03) 5444 7333

E: [Bendigo.Parking@latrobe.edu.au](mailto:Bendigo.Parking@latrobe.edu.au)