Griffith University ePermits Portal FAQ

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General ePermit Portal Information

What time will my parking permit go on sale?

The ePermits application does not require a sale time function, as it's permit sale functions are date effective. Permits for each campus and parking location will be automatically available for purchase in the Griffith University ePermits Portal on the dates listed on the Griffith Parking website.

Why is PayStay now mandatory for purchasing permits? Isn't it used for casual parking?

The Griffith University ePermits Portal integrates Orikan's ePermits and PayStay systems to provide a seamless experience for purchasing permits. PayStay is essential for ensuring secure processing of card payments for permit purchases.

What if I don't know my PayStay account details?

Visit the PayStay mobile app or website at www.paystay.com.au and use the *Forgot your Password* function to retrieve your account. Ensure you have the email address or mobile number used to set up the account. If you require further support, you need to contact PayStay at 1300 322 111 or e-mail customerservice@paystay.com.au

If I have an existing PayStay account, can I change my email address?

Yes, you can change your email address, ideally before linking your PayStay account with your ePermits profile. To do so, log into your existing PayStay account, from the menu on the left select *My Details* and update your email and select *Update* at the bottom of the page. Alternatively contact PayStay at 1300 322 111 or e-mail customerservice@paystay.com.au

What if I have already set up my ePermits profile?

If you would like to change the email address after setting up your ePermits profile, we recommend contacting the Parking Administration team through Services@Griffith.

I set-up my Griffith University ePermits profile with my personal email address, does this matter?

No, this will not impact your ability to purchase permits. It simply means that your confirmation emails and reminder emails from ePermits will be sent to the personal email address linked to your PayStay account. You can update the email address on the permit, but you can't change the email on your profile as this is linked to your PayStay account.

How do I link my existing PayStay account to the Griffith University ePermits Portal

Please refer to the user guide for detailed steps on linking your ePermit account with PayStay. If the issue persists, try using an incognito browser window, clear your cache and cookies or try a different browser.

Why does my email address need to be the same for the Griffith University ePermits Portal and PayStay?

Your email address is how you are identified on the Griffith University ePermits and PayStay accounts. Using the same email will mean that both platforms will recognise that your accounts are connected to the same user.

If you need to change your email address, please contact the Parking Administration team for assistance in updating your ePermits account, through Services@Griffith.

The incorrect campus permit location is showing on my account. Can I update my campus allocation?

The Parking Administration team cannot update your campus allocation.

- For staff—Your campus is allocated based on your contract. If you need to change your campus location, your line manager must submit a campus change request to Payroll. Your profile will be updated once the change is approved.
- For students – Your campus is determined by where your course is offered, not by your location where you attend most of your classes. For more information or to inquire about eligibility for a campus change, please contact Student Services.

Please note that updates to your campus allocation may take 24-48 hours to reflect in the portal.

Why is my account showing a username in PayStay instead of an email?

If your PayStay account displays a username instead of an email address, please contact PayStay for assistance. You can reach them at 1300 322 111 or e-mail customerservice@paystay.com.au

Which postcode do I use when signing up – my home address or campus postcode?

Please use your home address postcode.

Card and permit payments information

Where are my card details stored?

No card details are stored in the Griffith University ePermits Portal; all payment information is securely stored in PayStay. (User guide for updating payment details can be found on the Parking Permit Website)

> Note: Adding or updating card details in PayStay is independent of any information in the Griffith ePermits Portal.

To view your card details or update your card details follow the steps outlined below:

1. Access your linked PayStay account through the Griffith University ePermits Portal.
   a. Click on the PayStay link in the top right of your ePermits profile page.
2. PayStay will be securely opened in a new window.
3. Click on the Payment Details in the left menu to display your saved details.
   a. Add new card details in the Payment Method
   b. Select Confirm Payment
   c. Select Save for Future Use
   d. Select Submit
4. Once finished, log out and close the PayStay window to end your session.
   a. This will not impact your ePermits session, l
5. Return to your ePermits session and complete your transaction.
6. Log out of Griffith University ePermits portal when finished.

Alternatively, you can update your details by logging directly into your PayStay account via the PayStay portal.

1. In a browser load the PayStay portal (www.paystay.com.au)
2. Log on using your PayStay username and password
3. Click on the Payment Details in the left menu to display your saved details.
   a. Add new card details in the Payment Method
   b. Select Confirm Payment
   c. Select Save for Future Use
   d. Select Submit
4. Once finished, log out and close the PayStay window to end your session.

Am I required to add card details when setting up a PayStay account?

If you create a PayStay account via ePermits, you do not need to provide payment details during setup. However, payment details will be required if:

- you purchase a permit that requires payment in the future
- you apply for special permit without holding a valid permit
- you choose to purchase a permit in full at a later date

If you're purchasing your permit via Salary Sacrifice or Salary Deduction, card details are not required during sign up. Payment details can be added or removed at any time through the linked PayStay account that can be accessed from your ePermits user profile.

Why is my permit status saying 'Awaiting Payment'

Have you received an email from noreply@orikan.tech advising you of a failed payment (check your spam folder if you can't find it)?

Your permit status is awaiting payment as there may be an issue with your card details saved in PayStay or your card details saved in PayStay may have insufficient funds.

Please visit www.paystay.com.au and log in to your account and update your payment details. Please see the user guide on how to correctly update your credit card details so that these payment details are saved for future use and can be used to make a payment for your ePermits purchase.

If you have setup your PayStay account for the first time off the ePermits portal, please call the PayStay hotline on 1300 322 111 and ask them to update your saved card details. Updating it off the PayStay website will add a top up to your PayStay balance, adding unnecessary funds that you may not need to use.

The re-attempt payment will automatically run overnight so make sure your updated credit card details have enough funds in the account so that the process is successful.

Am I still able to purchase my permit using Salary Sacrifice or Salary Deduction?

Yes, Salary Sacrifice or Salary Deduction is available as a payment option for eligible staff on fixed term contracts or with continuing employment. Casual staff do not get access to this payment option.

Do I need to add my permit to PayStay

No you do not need to add your permit to PayStay. PayStay only stores your card details for purchasing the permit off the ePermits portal – no further action is required once your card is correctly saved for future use.

Permit application and management are done via the ePermits portal https://griffithuni-epermits.orikan.tech/ssp/ . As long as your registration details are correct and you are parked in the correct location that your permit allows, no additional steps are needed.

Traffic officers can verify your valid permit in the database, ensuring you won't be infringed.

How do I cancel my permit

Before cancelling your Griffith parking permit, please view the refund terms and conditions on our website for more information. https://www.griffith.edu.au/transport/parking/terms-and-conditions
Instructions

1. Log into the **ePermits portal**

2. Click on your **Permit number**

3. Click on the **Withdraw button**

4. Follow the prompts to complete the withdraw process.

If you are entitled to a refund the funds will be refunded back onto your saved card on PayStay.