

## RingGo Phone Parking Payments



### What is RingGo?

RingGo is a quick, easy to use mobile phone service, which lets you pay for your parking with a credit or debit card, rather than using cash at a machine. When you park your car in an area featuring the RingGo service, you simply contact RingGo by smartphone app, calling, SMS or on-line, and pay for your parking by phone.

With RingGo:

- You no longer need to carry change
- You don't have to visit a parking machine and
- You don't need to walk back with a parking ticket – Civil Enforcement Officers check which vehicles are parked with RingGo via their handheld units

You can also

- Receive a text alert when your parking is about to run out reducing the risk of receiving a penalty charge notice and
- If you use the app, find your way back to where your car is parked, if you are parking in an unfamiliar area

### How do I register with RingGo?



You can pre-register with RingGo either by using the **RingGo smartphone app** (downloadable free of charge either through your handset or from the relevant store) or on the internet at [www.myRingGo.co.uk/register](http://www.myRingGo.co.uk/register)

If you pre-register for the service you will be asked to provide:

- The number plate, colour and make of your vehicle
- Your payment card details and
- Your mobile phone number and email address

Alternatively you can register at the same time you want to park, either by using the **RingGo app** or by calling the RingGo number which is 0117 341 9000.

## Paying to park with RingGo - Information

Once registered, RingGo recognises your mobile phone number and retrieves information you have given previously. So when you pay you only have to provide:

- The location code where you are parked. Each area offering RingGo has its own four or five digit [location number](#) (click for details of locations nationwide). Local signs provide this information. In the image right, the location code would be 00000.
- The length of time you want to park, and
- Your payment card 3 digit security code.

To see how to register and pay, please visit the page below and select the video:

[www.myRingGo.co.uk/howitworks](http://www.myRingGo.co.uk/howitworks)

## Parking with RingGo – Ways to pay

There are several ways to pay to park with RingGo:

- By smartphone app
- By calling the phone service
- By text message or
- Through the internet (either via a mobile or pc)
- (For businesses) by using the RingGo Corporate solution

Details on each are provided below.

### Smartphone app

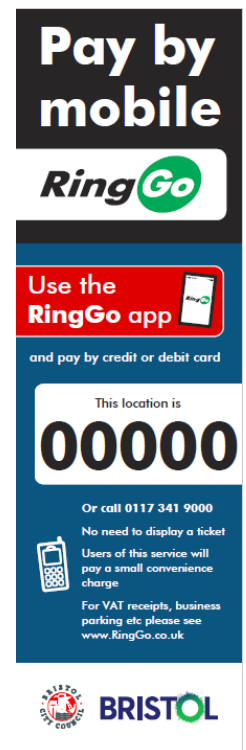
iPhone, Android and Windows phone users can download a RingGo smartphone application (free of charge), through their handset or from the relevant store. The app lets you register for the service, locates your nearest RingGo zone, allows you to manage your account and pay to park directly through the app.

Click on the links below to visit the relevant website:

iPhones handsets - [Apple iTunes store](#)

Android handsets - [Google play](#)

Windows handsets – [Windows store](#)



The image shows a vertical sign for RingGo mobile payment. At the top, it says "Pay by mobile" in white on a black background. Below that is the RingGo logo. A red banner says "Use the RingGo app" with a smartphone icon. Below the banner, it says "and pay by credit or debit card". A white box displays "This location is" followed by the location code "00000" in large black digits. Below that, it says "Or call 0117 341 9000". A small smartphone icon is next to the text "No need to display a ticket". Below that, it says "Users of this service will pay a small convenience charge". At the bottom, it says "For VAT receipts, business parking etc please see www.RingGo.co.uk". The sign is for a location in Bristol, as indicated by the Bristol logo at the bottom.

## Automated phone service

To use the automated phone service, you simply call the phone number shown on signs when you want to park. RingGo will remember you (by recognising your mobile phone number) and ask you to:

- Confirm the vehicle you want to park
- Confirm the location where you want to park
- Say how long you want to stay, and
- Provide the security code from your credit card

## Text to park

You can use the quick and easy RingGo “**text to park**” option instead. So for instance, sending a message with ‘RingGo 6666 1h 867’ to 2764 will park your nominated vehicle for up to 1 hour in the Temple Gate Multistorey Car Park.

For details on how to set up the service for your particular location please see the myRingGo website – [www.myRingGo.co.uk/texttopark](http://www.myRingGo.co.uk/texttopark).

## Internet options

If you have a phone with mobile internet access, you can use the myRingGo site to pay for your parking. Simply login at [www.myRingGo.co.uk/park](http://www.myRingGo.co.uk/park) and complete the details. Alternatively you can use the same link from a standard pc or other internet connected device.

For more information on all of these options, please see [www.myRingGo.co.uk](http://www.myRingGo.co.uk)

## RingGo Corporate

RingGo Corporate is a special version of RingGo, designed for business employees. It saves time and hassle by allowing businesses to set up a prepaid account, which nominated employees use to pay for their parking when on business. There's no need for employees to know company credit card details or pay and claim. They also get alerted when their parking is about to run out, reducing the risk of receiving a parking charge notice.

From the business point of view, organisations receive an HMRC approved consolidated parking invoice which itemises VAT that can be claimed back, together with management reports that help better control parking costs. For more information about the solution please see <https://corporate.myringgo.com/>

## How much does RingGo cost?

There is no charge for registering with RingGo and no charge for downloading or using the RingGo smartphone applications.

At many locations across the UK there is a small convenience fee for using RingGo, which is charged on top of your standard parking tariff. You can check details of how much each location costs at [www.myRingGo.co.uk/wiw](http://www.myRingGo.co.uk/wiw).

If you call RingGo, the number used is a geographic one, so you are charged the standard rate agreed with your mobile phone operator. Such calls are often included free within mobile phone packages, so if you receive a free “bundle of minutes”, this call will usually be included.

Text messages accompanying the service (whether receipts for parking, reminders when your parking is running out, or provided as part of the RingGo “text to park” option) are usually charged for. Again, details are provided on the RingGo parking locator pages at [www.myRingGo.co.uk/wiw](http://www.myRingGo.co.uk/wiw).

## **Benefits of RingGo - extending your parking session**

Unlike normal parking sessions, you can remotely top up your parking fee when you use RingGo. If you want to extend your stay, simply contact RingGo again and the service will ask:

- How long you want to extend
- What your card security code is

The RingGo system automatically recognises that you have a parking session currently operating.

## **Can I get a VAT receipt?**

If you need a VAT receipt for your RingGo parking session, you can view and print it online by logging in at [www.myRingGo.co.uk](http://www.myRingGo.co.uk). If you provide us with your e-mail address, you can receive a receipt automatically every time you park. Just login and add your email address into the [Settings menu](#).

## **Location numbers**

Please visit [www.myRingGo.co.uk/whereitworks](http://www.myRingGo.co.uk/whereitworks) to see all the location numbers in your area and across the UK.

## **More information on RingGo**

For general information about RingGo please visit [www.myRingGo.co.uk](http://www.myRingGo.co.uk). If you have a specific question about how RingGo operates, please see [www.myRingGo.co.uk/help](http://www.myRingGo.co.uk/help) which contains a lot of common queries.