

## Frequently Asked Questions

1. I have made one application, with my choice of car parks being Main site, Elmwood Mews and Fitzwilliam Street. I am offered Elmwood Mews – what are my options?

- Accept the Elmwood Mews offer; in doing so your name remains on the waiting list for the Main site and Fitzwilliam Street car parks;
- Reject the Elmwood Mews offer; in doing so your name will be removed from the Main site and Fitzwilliam Street waiting lists.

2. Is it possible for me to reject an offer for one car park yet remain on the waiting list of another car park?

Yes, but only if you make separate applications for each of your preferred car parks.

3. I have applied for a Main site permit and have been advised that there is a waiting list for this car park. Can I check my position on the waiting list?

Yes. Log on to the staff car parking system, click on 'Requests' to view all the car parking applications you have made and then click on 'Application Number'. The number shown refers to the number of staff in front of you on the waiting list for the particular car park.

4. I have been offered a car parking permit. How do I accept this offer?

Estates will email you, advising of the steps you need to take on the staff car parking system to accept the offer.

5. I have renewed my annual parking permit, but have not yet received it. What should I do?

The most common reason for staff not receiving their permits is out of date work addresses, so log on to the staff car parking system to ensure that your address is correct. Please note that it is your responsibility to ensure that your profile is kept up to date.

6. I have changed my vehicle recently. How do I update my details?

- Log on to the staff car parking system;
- Click on 'Vehicle' followed by 'Add Vehicle' and enter details of your new vehicle;
- After completing all mandatory fields, click on 'Save'. Your new vehicle details are now added

## Frequently Asked Questions (continued)

7. I would like to change my password – is this possible?

- Log on to the staff car parking system;
- Click on 'New Password';
- You will be asked to enter your current password and confirm your new password;
- Click on 'Update' to save new password

8. I have changed my work address. How can I ensure that my car parking permit is delivered to my new address?

Log on to the staff car parking system and click on 'Profile' to update your details. It is critical that staff review their profile, and update if necessary, before the car parking renewal exercise each October.

9. I no longer need my car parking permit. How do I cancel it?

To cancel, you should:

- E-mail [permits@qub.ac.uk](mailto:permits@qub.ac.uk) stating that you wish to cancel. Estates will inform Salaries and payments will cease as from the next pay date;
- Forward your permit to the Estates office.

## Further Information

- E-mail [permits@qub.ac.uk](mailto:permits@qub.ac.uk) or
- Telephone: 02890975005



## Introduction

Car parking at Queen's is managed by the Estates Directorate and this leaflet gives information for those staff wishing to apply for a permit; as well as advising existing permit holders on how to keep their profile and vehicle details up to date.

## Car Parking Management System

Estates has recently introduced a new car parking management system which allows staff to apply online for permits and to update their details. The new system also features a visitor booking function.

## Existing Permit Holders

If you already have a car parking permit, your details have been automatically transferred to the new system. To view or update your profile and details, go to Queen's Online and click on "Parking Permits" to take you to the car parking homepage. Enter your staff number and type "Password" (you are strongly advised to change your password immediately), click on "Profile", amend your details if necessary, and then click on "Update".

Please note that you are responsible for ensuring that your details are kept up to date. Your annual permit renewal will be sent to the address listed on the car parking system, so if you move your working location, be sure to update your personal profile.

Existing permit holders are invited each October to renew their car parking permits. The permit renewal period lasts three weeks and staff should be reminded that failure to renew may result in parking privileges being revoked. Full details on permit renewal will be emailed directly to permit holders prior to the renewal period.

## New Applicants for a Car Parking Permit

New applicants should note that demand is generally greater than supply throughout most of the University's car parks, so staff should expect to be placed on a waiting list initially.

To apply for a permit, staff must first register on the car parking system:

- Go to Queen's Online and click on "Parking Permits" to take you to the car parking homepage.
- Click on "Login" and proceed to the next screen
- Click on "New User? Start Here" and complete personal profile
- After re-entering staff number and password, proceed to car parking homepage
- Click on "Vehicles" followed by "Add Vehicle" and enter details

Then, to apply for a permit:

- Click on "Requests" followed by "Annual Request" and a list of car parks will appear.
- Select your preferred car park(s) and click "Save"
- Depending on availability of places, you will be issued either with a permit or placed on the waiting list.

**Note:** If you select multiple car parks in a single application and get offered a permit for one of these, but subsequently refuse that offer, your name will be deleted from the waiting lists of all of your other selected car parks. You will then have to reapply. It is advisable, therefore, that when applying for a permit you should select only those car parks where you are prepared to accept a permit.

Following annual permit renewal, and periodically throughout the car parking year, permits may become available and these will be offered to staff in order of waiting list placement. In the event that you are offered a permit, Estates will notify you by email advising you to log on to the new car parking system and to view and accept/decline the offer. If you accept, the permit and Conditions of Use will be sent to your work address through the internal mail.

## Visitor Parking

This car parking system allows staff to book in visitors online to University car parks, and will commence on 2 November 2009. The new arrangement will supersede the current method whereby staff contacted Security with personal and vehicle details of the visitor.

To book in a visitor, staff will be required to register on the car parking system by clicking on "Profile". Then,

- Click on "Requests" followed by "Visitor Request";
- Enter the date and times when the visitor will be at the University;
- Enter the following details:
  - Visitor's vehicle registration number
  - Choose a car park (Note: visitor car parking is only available in the Main site, MBC and Ashby car parks).
  - Name of visitor
  - University contact (who the visitor is coming to see);

Subject to availability of places, a visitor permit will be generated on screen. Staff should then send this as a PDF to the visitor, to be printed out and presented at the car park barrier on arrival at the University. Alternatively, staff may bring the permit in person to the visitor on his/her arrival at the car park barrier.

Staff must advise visitors that permits must be displayed on vehicles at all times while parked in University car parks. Visitor parking bays are clearly marked in the car parks concerned. It will not be possible to admit additional visitors once the allocated spaces are full.

Security no longer take bookings for visitor car parking.

Car parking request for larger one off events should be directed through the online Estates Helpdesk system (Planon) giving 48 hours notice.

Further information on visitor parking, including location of parking bays, is available at [www.qub.ac.uk/directorates/EstatesDepartment/ServicesDivision](http://www.qub.ac.uk/directorates/EstatesDepartment/ServicesDivision)