

Ask Us

your parking question

PARKPLUS
SYSTEM



Need further assistance with Text to Park?

Contact us at 403-537-7275 or email parkplusadmin@calgaryparking.com.

Sign up today for a ParkPlus Cell Phone Account and take advantage of these benefits:

No more over-paying for parking. If you leave sooner than expected, deactivate your parking session and you'll only be charged for the time you were actually parked!

No need to get another parking ticket. Have us call or email you when your meter time is about to expire.

Unlimited license plates and cell phones can be listed in each account.

25% discount for motorcycles and vehicles less than 3.8 metres in length.

A record of when and where you parked and how much you paid will be available online for the current month and three previous months.

Visit www.parkplus.ca to sign up now!

Q: *Forgot your ParkPlus account log in name or password?*

A: Go to www.parkplus.ca and click on the "Forgot Log in" or the "Forgot password". The ParkPlus System will email you a new password or your log in name.

Q: *Need to make changes to your account, such as adding a new license plate?*

A: Login to your account at www.parkplus.ca and select "Edit My Account". From here you can update your license plate and cell phone information or your contact information.

Q: *Need to add more funds to your account?*

A: To add more funds to the account online, login to your account at www.parkplus.ca and select the "Payment" tab, then fill in the required fields with a valid credit card. Alternatively, you can top up your account with cash, debit, cheque or credit card by visiting our head office at 620-9 Ave SW.

Q: *Need further assistance with your ParkPlus Cell Phone Account?*

A: Contact us at 403-537-7275 or email parkplusadmin@calgaryparking.com.

Pay for parking with your cell phone!



CALGARY PARKING AUTHORITY

620-9th Ave SW Calgary, AB Canada T2P 1L5
parkplus.ca



CALGARY PARKING AUTHORITY

How it works

With a ParkPlus Cell Phone Account, you can pay for your parking before you leave your car!

Customers sign up for an online cell phone account at www.parkplus.ca.

Add your contact information, license plate information and cell phone number to your account.

Use a major credit card to add funds online. Visit CPA to add funds via cash, cheque or debit.

When parked, make note of the ParkPlus zone number you parked in.

Call 403-537-7275 (PARK) and listen to the voice prompts to start or stop a parking session.



Watch our video tutorial that shows the step-by-step directions on how to create your ParkPlus account online at www.parkplus.ca.

Text to Park

Start your parking session in 10 seconds or less with Text to Park.

Cell phone account users can now text to activate and deactivate a parking session. Another convenient option to pay for your parking!

How it works

1. After you have parked, text 77587 (PPLUS) with the word "start" and the four-digit ParkPlus zone number.
2. A confirmation text will be sent to you notifying you that your parking session has been successfully started.
3. After returning to your vehicle, text the word "end" and the ParkPlus zone number to 77587 to stop your parking session.
4. A confirmation text will be sent to you to notify you that your parking session has been stopped.

*Please note: standard carrier message rates may apply.
To learn more about Text to Park, visit www.calgaryparking.com/web/guest/texttopark*



Text to Park Guide



Message from PPLUS (77587)

Not enough funds

There are insufficient funds to cover the parking session. Please add funds to your account by logging in at www.parkplus.ca, calling 403-537-7275 or visiting our head office at 620-9 Ave SW to receive help from a ParkPlus representative.

Parking restrictions, see signs

Parking is not allowed in that zone. Parking may be restricted, for example, you may be parked in a rush hour zone. Please check the on-street signage to see what parking restriction is in place.

Invalid zone, see signs

The zone entered is not a valid ParkPlus zone. Please check the on-street signs and try again with the correct zone number.

Phone number is not registered with ParkPlus

The phone number used to text is not registered with a ParkPlus cell phone account or the phone number is blocked. Visit www.parkplus.ca to log into your account and add the number to the account. Or call 403-537-7275 or visit our office at 620-9 Ave SW to speak to a ParkPlus representative.

Maximum time exceeded for zone

The maximum time you can park in the zone has been exceeded. Please move your vehicle.

Technical issues, use pay machine

ParkPlus is currently experiencing a technical problem. Please use a ParkPlus pay machine to pay for parking.

Text to Park Help

Q: I sent a text but a parking session wasn't activated. What do I do now?

A: Your parking session may not have been activated for several reasons:

- Parking restrictions are in effect
- There are insufficient funds in your account
- The zone number was entered incorrectly

Please ensure that you did not send your text to 403-537-7275 or 403-539-4205. These numbers are used in the regular ParkPlus phone activation process and are not valid for Text to Park.

