

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

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.

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

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 01427 800 500.

Paying to park with RingGo - Information

Once registered, RingGo recognises your mobile phone number and retrieves information you have given previously. This means that 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 a video of how to register and pay with RingGo, please go to the link below and select the RingGo video:

www.myRingGo.co.uk/howitworks

No Coins?
Pay by mobile

RingGo

Use the **RingGo app** and pay by credit or debit card

This location is
00000

Or call 01427 800 500

You can park here for 1 hour for free, but you must create a parking session using the RingGo service

A small convenience fee is charged for using this service (for over 1hr)

No need to display a ticket

For VAT receipts, business parking etc please see over RingGo.co.uk

West Lindsey
PARKING SOLUTIONS

Free parking with RingGo

A special feature being introduced to **West Lindsey only**, is that motorists can benefit from one hour's free parking when they use RingGo. Users simply set up a RingGo session and the first hour of parking is **free**.

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](#)

Automated phone service

To use the automated phone service, you simply call the phone number on the 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 21402 2h 867’ to 25104 will park your nominated vehicle for up to 2 hours in the Bridge Street car park, Gainsborough.

For details on how to set up the service for your particular location please see the myRingGo website – 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 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

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 can 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.

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", your call will usually be included within this.

When you use RingGo at a West Lindsey site and wish to park for less than an hour, there is no additional fee for using RingGo as this parking charge is free. However, if you wish to park for more than an hour there is a 20p convenience charge on top of the standard parking tariff.

Two optional text messages are sent each time you pay to park with RingGo. In West Lindsey, the text message confirming the details of where you have paid to park is free of charge. Alert text messages, which are sent just before your parking is due to run out, are charged at 10p per message.

If you use the RingGo "text to park" option, you will pay for the outgoing text message at your agreed operator rate.

RingGo pricing varies across the UK. Please check details of each location at 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 you:

- 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. 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 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. If you have a specific question about how RingGo operates, please see www.myRingGo.co.uk/help which contains a lot of common queries.

Cobalt Telephone Technologies is a British-based company that has developed the RingGo service. Now part of the Parkmobile worldwide group, we have been operating since 1997 and developing and managing innovative automated telephone and web-based solutions since this time. For more information please visit www.ctt.co.uk.