



## Pay-by-Space (LUKE) Information

Pay-by-Space (also known as the LUKE machines) is the cashless metered parking option on campus.

### How to Use Pay-By-Space

1. Press any button on the keypad to start.
2. Enter your parking space number, or “stall number,” then push the green “OK” button.
3. Press "1" to Purchase Ticket.
4. Press "1" to pay by credit card.
5. Enter the number of hours for which you would like to park and press the green “OK” button.
6. Insert your credit card for processing.
7. Collect and keep your receipt. The time your parking expires is printed on your receipt, along with a code that you will need if you wish to add time to your transaction.

### Pay-By-Space FAQ

#### 1. What are Pay-By-Space pay stations?



Pay-By-Space pay stations are electronic cashless parking meters which manage parking spaces in various parking lots on the UT Dallas campus.

#### 2. Where are Pay-By-Space lots located on the UT Dallas campus?

Pay-By-Space operates in parking lot F and portions of PS1, PS3, PS4, and Lots G and M. On the campus parking map, black and white cross-hatched lots on the map are Pay-by-Space lots.

#### 3. What are the Pay-by-Space lot capacities?

Our Pay-by-Space lot capacities are:

- 25 – Lot F
- 21 – Lot G
- 60 – Lot M West
- 106 – PS1
-  P S3
- 

#### 4. How much does it cost to park in a Pay-by-Space lot?

The cost to park in a Pay-by-Space lot is \$1 per hour, plus \$1 per transaction.

## **5. Why use automated pay stations?**

This technology offers advantages to both the user and the University including:

- **Convenient payment options** – The pay stations accept credit or debit cards bearing the Visa, MasterCard, Discover or American Express logo.
- **Reduced maintenance** – Electronic payment allows UT Dallas to save labor costs associated with emptying traditional coin-operated meters, which previously were used on campus.

## **6. How do I use a Pay-By-Space kiosk?**

The kiosks prompt users with on-screen, step-by-step directions to guide users through the transaction process.

## **7. How do I add time to my parking?**

If your time has not yet expired, you can add additional time by entering your space number (located on your receipt) and selecting “2” to add more time.” Press “OK” and then key in the “Add Time Number” from your receipt. Follow the prompts and a new receipt will print showing your adjusted expiration time. If your original time has expired, start a new parking transaction.

## **8. What types of payment are accepted?**

Pay-By-Space pay stations only accept credit or debit cards bearing a Visa, MasterCard, Discover or American Express logo.

## **9. When do I have to pay to park in a metered space?**

As long as you are parking in a Pay-by-Space lot, you must pay the parking fee. Time for any day expires at midnight; so if you are parked in a space at midnight, you must add more time. If time has already expired, you must begin a new transaction at midnight.

## **10. If I pay for a spot all day, can I come and go?**

Pay-by-Space does not support “in and out” privileges. If you leave and return, you must start a new transaction.

## **11. What do I do if a Pay-By-Space kiosk isn’t working?**

If the unit seems to be malfunctioning, contact Parking and Transportation Services at 972.883.7777, and a staff member will assist you.

## **12. What if I paid to park but am mistakenly given a parking citation?**

The most frequent error is that drivers enter the wrong space number when they park. Your receipt provides proof of payment. Take both the receipt and the citation to Parking and Transportation Services (PS3 1.200) to discuss having the ticket dismissed.

*For more information about Pay-By-Space, contact Parking and Transportation Services at 972.883.7777 or [park@utdallas.edu](mailto:park@utdallas.edu).*

## PayByPhone Information

PayByPhone is a mobile app that allows you to pay for parking in any of the UT Dallas Pay-by-Space lots remotely. Benefits include:

- Save time by not having to physically visit the meter
- Be reminded via text message 5-7 minutes prior to your parking expiration time
- Extend parking time remotely
- Reduced risk of being issued a citation for an expired meter

### PayByPhone FAQ

#### 1. How do I sign up?

You can sign up for PayByPhone one of three ways:

- I. Via the Mobile App
  - a. Install the PayByPhone app
  - b. Click the "Sign up now" link
  - c. Fill in the form
    - i. Choose your country
    - ii. Type in your 10-digit cell phone number
    - iii. Choose a numeric PIN
    - iv. You have the option to "stay signed in to save time," which is selected by default
    - v. Enter your credit card number
    - vi. Enter your card's expiration date
  - d. Read and accept the terms and conditions
- II. Via the internet
  - a. Go to [www.paybyphone.com](http://www.paybyphone.com).
  - b. Fill in the Contact Details form
    - i. Enter First Name
    - ii. Enter Last Name
    - iii. Choose your country
    - iv. Enter Mobile Phone Number
    - v. Enter Email Address

- vi. Enter Zip Code (Optional)
  - vii. Choose a PIN
  - viii. Confirm your PIN
  - ix. Choose IVR Language (Optional)
  - x. Check or uncheck the following boxes:
    1. "Send me a receipt for each transaction by email (FREE)" (Checked by default)
    2. "Send me a text reminder prior to the expiry of each parking session (additional fees may apply)" (Checked by default)
  - xi. Skip requirement to enter PIN when caller ID is detected
- c. Fill in the Payment Details form
- i. Enter Credit/Debit Card Number
  - ii. Choose Expiration Date
  - iii. Enter Name on the Card
  - iv. Enter a Promo Code (if applicable)
  - v. Enter Vehicle Details (Optional)
- d. Read and accept the terms and conditions

### III. Via the Phone

- a. Call the number (1.888.450.7275) and follow the directions
  - i. Press \* to create an account
  - ii. Enter your Cell Phone Number
  - iii. Create a PIN Number
  - iv. Enter Credit Card Number

### IV. **What are the "location codes" for UT Dallas?**

Each Pay-by-Space lot has its own unique location code that is to be entered at the beginning of any PayByPhone transaction. These codes are:

- Lot F - 3005
- Lot G - 3006
- Lot M West - 3009
- PS1 - 3010
- PS3 - 3014
- PS4 - 3015

The location code for each lot is posted at the lot's LUKE Pay Station kiosk. Once you have made payment in a Pay-by-Space lot via PayByPhone, your chosen location code is saved on your mobile app for your convenience.

### **3. What are the different ways I can use PayByPhone?**

You can purchase parking time through PayByPhone three different ways:

You can purchase parking time through PayByPhone three different ways:

- You can call in using the phone number 1.888.450.7275 and follow the voice prompts
- You can download the mobile app to your smartphone
- You can use the mobile website with any Internet browser

Please see the “**How do I sign up?**” section above for more information.

#### **Using the Service via Phone**

### **4. What is the number I call to purchase parking time?**

Call 1.888.450.7275. This number will be posted on the Pay Stations in each lot, along with the location code of the lot.

### **5. Do I have to use the phone number I registered with to call in?**

No, you can call from any phone. You will press \* for more options and select the option to sign in with another account.

#### **Using the Service via Mobile App**

### **6. How can I get the PayByPhone app on my phone?**

The PayByPhone mobile app is available on iPhone, Blackberry, or Android smartphones. You can download the free app from the App Store, BlackBerry App World, or Android Market, or you can use the mobile website in your smartphone's browser.

#### **Using the Service via the Mobile Website**

### **7. What is the mobile website URL and how do I use it?**

The URL is [m.paybyphone.com](http://m.paybyphone.com), and a Mobile Web User Guide is available at [paybyphone.com](http://paybyphone.com).

#### **Text Messages**

### **8. Why should I turn on the text messaging feature?**

Having the text messaging feature on allows you to be reminded 5-7 minutes before your Pay-by-Space time is about to expire, and has the option to extend your parking time. If your class or meeting is running long, PayByPhone allows you to extend your time remotely.

**9. Does it cost extra to have the text messaging turn on?**

Yes. The fee without text messaging turned on is \$0.25. It is an additional \$0.10 to have text message reminder sent to your phone, bringing the total fee to \$0.35 when text messaging is turned on.

**10. How do I turn my text messaging on/off?**

Going to the "options" menu on the mobile app, the mobile website, or the full website will allow you to turn text messaging off.

**Fees**

**11. How much does it cost to use PayByPhone?**

Without using PaybyPhone, parking in a Pay-by-Space lot costs \$2 for the first hour, \$3 for two hours, etc. PayByPhone charges an additional \$0.25 fee to use their service. Having the text messaging feature turned on costs an added \$0.10 per transaction

**12. Can I get a receipt?**

Yes. Receipts can be emailed to you. They are also available on PayByPhone's website.

**13. Which Credit/Debit Cards are accepted??**

PayByPhone accepts Visa, MasterCard, and American Express credit and debit cards.

*For more information about PayByPhone, contact Parking and Transportation Services at 972.883.7777 or [park@utdallas.edu](mailto:park@utdallas.edu).*

## Coupon Code Information

Parking Services has a simplified process for guest parking those departments wishing to utilize our Pay-by-Space (metered) parking areas using “Coupon Codes”.

### How to Use Pay-by-Space Coupons

1. Press any button on the keypad to start.
2. Enter your parking space number, or “stall number”, then push the green “OK” button.
3. Press “1” to Purchase Ticket.
4. Press “2” to Pay by Coupon.
5. Enter the number of hours for which you would like to park and press the green “OK” button.
6. Enter your coupon code number and press the green "OK" button.
7. Collect and keep your receipt. The time your parking expires is printed on your receipt.

### Coupon Code FAQ

#### **1. What is a Coupon Code?**

A coupon code is a unique 8-digit number that departments use for their guests to utilize Pay-by-Space parking.

#### **2. How do I get a Coupon Code?**

Parking staff will create coupons code for a UT Dallas department. Departments will then distribute their personalized code to their guests to use in Pay-by-Space parking spots on campus. Departments may enroll in a monthly coupon code program in which they will receive a new, unique coupon code each month for frequent utilization. For special events, departments can request a coupon code unique to that event.

#### **3. What does the guest do with the Coupon Code?**

When guests arrive at the parking lot, they will stop at the LUKE kiosk meters and enter the amount of time they need to park, followed by their coupon number, so that they will not be personally charged the \$1 per hour rate.

#### **4. How does my department pay for the Coupon Code?**

At the end of the month, a report will be run for each coupon code to determine usage. Parking Services will then report this information to the responsible department/group and they will complete an InterDepartmental Transfer (IDT) to process payment.



**5. Does the guest need a parking permit (“dash-pass”) to put on their car if they park in Pay-by-Space and use a Coupon Code?**

Individual parking permits will no longer be needed for metered parking, as the parking kiosks will record the exact number of spaces and hours that are used each month.

**6. What do I do if I have a special event and want to utilize Pay-by-Space?**

For large events, Parking Services can issue you a unique coupon code that is ONLY valid on the day(s) of the event, or limited to a certain amount of transactions.

*For more information about Coupon Codes, contact Parking and Transportation Services at 972.883.7777 or [park@utdallas.edu](mailto:park@utdallas.edu).*