



## Introducing Virtual Parking Permits using HotSpot

The City of Belleville is giving customers seeking to purchase single-month parking permits the option to purchase these monthly Parking Permits either online or by using a Smartphone. This new payment option means **no more visits to City Hall to purchase your permit!** Instead, customers will be able to purchase monthly parking passes from the comfort of their own home, or while on the go by using the HotSpot Online Dashboard or Mobile App.

Starting on January 18<sup>th</sup>, 2021, monthly permits will be available for purchase online or by using the app. Following the instructions below you can even register ahead of time so all you have to do when you're ready is login and purchase a monthly permit. For now, permits will also continue to be available for purchase at City Hall. Please call ahead to determine if an appointment needs to be arranged. (613-968-6481)

**Please note that, as always, permit supplies are limited and available on a first-come, first-served basis whether purchased online or in person at City Hall.**

### How does it work?

Customers can purchase permits virtually, either online or by downloading the HotSpot app. You will need to register with HotSpot (<https://hotspotparking.com/users/userSignup>), providing your name, contact information and vehicle license plate; selecting your permit location; and, paying for the permit using secure credit card or Visa/Debit. The parking permits cost the same online or by using the app as they do if purchased at City Hall. However, a \$2.00 administrative fee is added to the cost of permits purchased through the HotSpot system. Customers will only need to register with HotSpot when they are a first-time user of the HotSpot Online Dashboard. Future purchases will only require you to login and purchase a permit. ***It's really that simple!***

**Note:** Hotspot also has a membership system that allows you to park and pay for hourly parking. If you only intend to use Hotspot to manage your permits **do not select a membership**. This will allow you to avoid recurring monthly payments if you do not intend to park hourly.

### How Will Enforcement Work if I Don't Have A Hang-Tag?

You will no longer need a Hang-tag if you purchase a virtual permit. Parking enforcement staff will enter the license plate of your parked vehicle into a mobile device used to validate your virtual permit. Enforcement for pay by cell meter parking has successfully been done this way since the City began working with HotSpot earlier in 2020 so no changes are required for our enforcement processes.

Customers with more than one vehicle can add multiple vehicles to a single account so you will have the flexibility to park different cars on different days, much like changing your Hang-tag from vehicle to vehicle when required. To do this you simply login to the HotSpot Online Dashboard or HotSpot Mobile App and change the vehicle tied to your permit at that particular time. ***However, it's essential that the passholder ensure the license plate selected is the same as the vehicle parked to avoid unnecessary parking infractions. The permit holder is responsible for ensuring this information is up to date at all times.***

## Initial Set Up Instructions (Please follow all steps):

**1. Create a HotSpot account** - you can create a HotSpot account by visiting <https://hotspotparking.com/users/userSignup> to start the process of gaining access to the HotSpot Online Dashboard. You can also download the HotSpot Mobile App to manage your HotSpot Virtual Parking Permit from your smartphone while on the go.

**2. Add your vehicle(s)** - Once you have accessed the HotSpot Online Dashboard or downloaded the HotSpot Mobile App, navigate to the Vehicles tab and add your vehicle(s) as required. You can add multiple vehicles to your HotSpot account, but only one vehicle can be tied to a HotSpot Virtual Parking Permit at any given time. ***This is an important step to ensure the correct information is returned to the enforcement staff.***

**3. Add a payment method** - To purchase your Virtual Parking Permit, HotSpot will require a valid credit card or visa-debit. You can add your payment method by navigating to the Wallet tab and selecting the Payment Method button. If/when you are prompted to select a Hotspot Membership, choose the option "select later" particularly if you do not intend to use the app to pay for hourly parking. ***You do not need a membership to purchase permits.***

\*\* Adding funds to your HotSpot Wallet is NOT required to purchase Virtual Parking Permits using HotSpot. Virtual Parking Permit payments will come directly off your credit card or visa debit. However, if you choose to add funds to your HotSpot Wallet, those funds can be used to park at municipal parking meters in Belleville and services offered in other HotSpot connected locations.

**4. Purchase your HotSpot Virtual Parking Permit** - Once the above 3 steps are completed you are now ready to purchase your permit. Navigate to the Permit screen and select the permit you would like to purchase. Once the transaction has been completed, your permit will be visible on the Permit page. You will receive an emailed receipt upon successful completion of the purchase of your HotSpot enabled Virtual Parking Permit. Once you have completed the above steps, you will successfully be set up with HotSpot Virtual Parking Permits.

### *Tip on managing your HotSpot Virtual Parking Permit*

*You can have multiple vehicles tied to your HotSpot Virtual Parking Permit. If you happen to switch the car you are driving on a particular day, you can update your permit by signing into the HotSpot Online Dashboard or HotSpot Mobile App and updating your vehicle on the Permits tab as seen in the image below:*

### **Having trouble purchasing your permit?**

HotSpot will provide customer support related to the purchase or use of your HotSpot Virtual Parking Permit.

If you experience any issues or have any questions, please contact HotSpot support by email at [support@htsp.ca](mailto:support@htsp.ca) or by phone at 1-855-712-5888. The mailing address for HotSpot is:

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