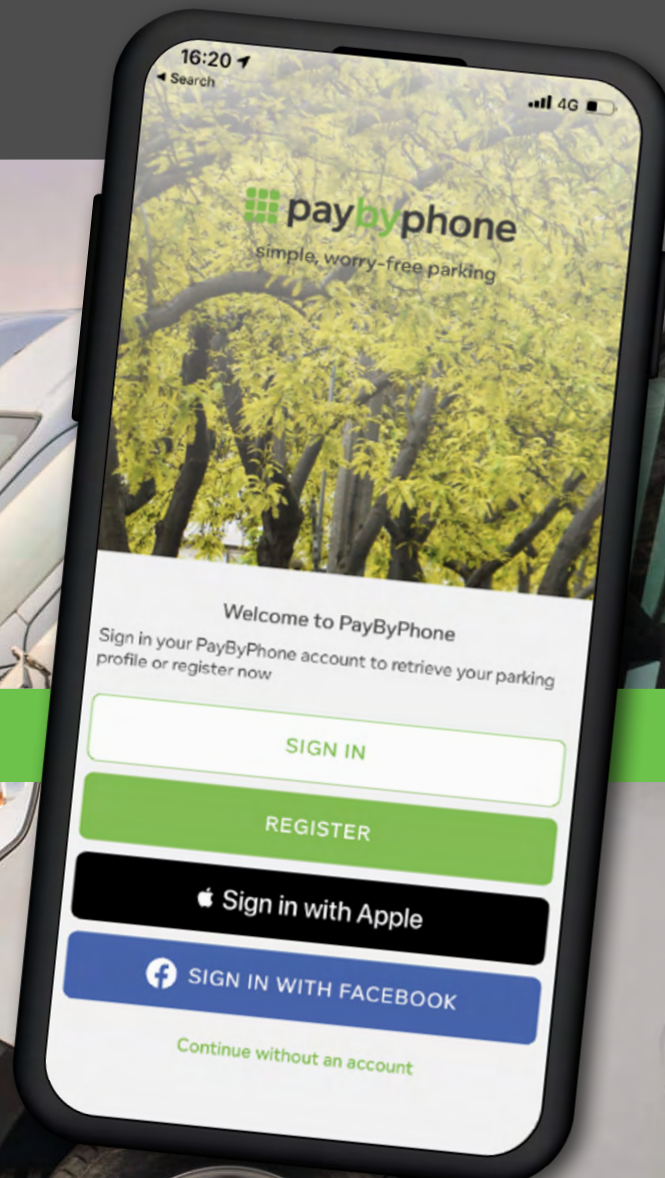




# Driver guide

## Creating an Account & Booking a Session



# Welcome to PayByPhone Business

Your company now has a PayByPhone Business account to help you with your business travel and simplify your parking on a daily basis!

## 1. Creating and activating your account

You have just received an invitation by text message and/or email to activate your PayByPhone Business account on your business phone.

The invitation link expires after **7 days**.



Please note: it is important that you use the same mobile phone number authorised by your fleet manager to be able to park using the company's means of payment.

Driver experience is different depending on whether you already have an existing PayByPhone account or not.

### You have an existing PayByPhone account\*

- 1 When you receive the SMS and/or email invitation, click on the link to accept.
- 2 Your account is automatically activated and linked to the company's account.
- 3 You are then invited to open the PayByPhone app and a pop-up message on the home screen confirms that your account has been linked to the company's account.

### You have no existing PayByPhone account

- 1 Your phone number is pre-filled. Simply choose a password, to be used in combination with your phone number to log in going forward.
- 2 Once registered, your account will be automatically activated and linked to the company's account.
- 3 You will then be prompted to download the PayByPhone app.



Download the  
PayByPhone app

*\*Existing drivers registered via Apple and Facebook, without a phone number linked to their accounts, will go through the new driver process.*

## 2. Add vehicles

Now that your account has been activated, you can register your vehicles in the app so you don't have to do it again when you park.

With a single app, you can park both company and personal vehicles.

To add your vehicles, go to the menu:

- Click on 'Vehicle Management' (iOS) / 'Vehicles' (Android)
- Click on 'Add new vehicle'
- Enter the vehicle number plate
- Once added, your vehicle will show approved in your stored vehicle list.

Only vehicles approved by your fleet manager (indicated by a company logo) are authorised to park with the business payment card. Do take care to ensure the number plate is correctly added for a business match (a common error is mixing up digit 0 and letter O).



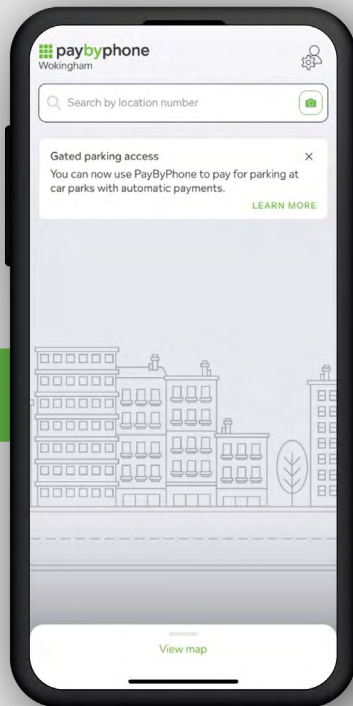
You won't need to enter the CVV code to park.

When you park for personal use, you will use your own means of payment.

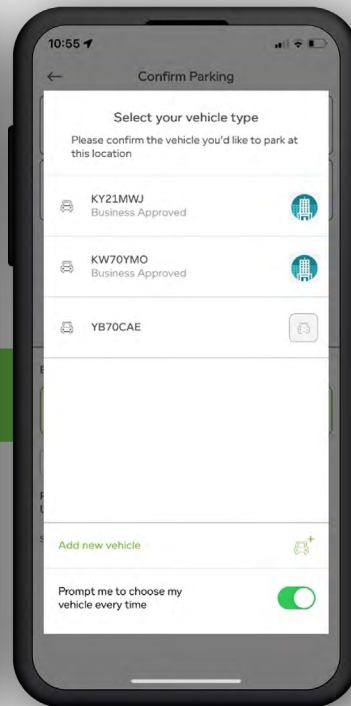


# 3. How to book a parking session?

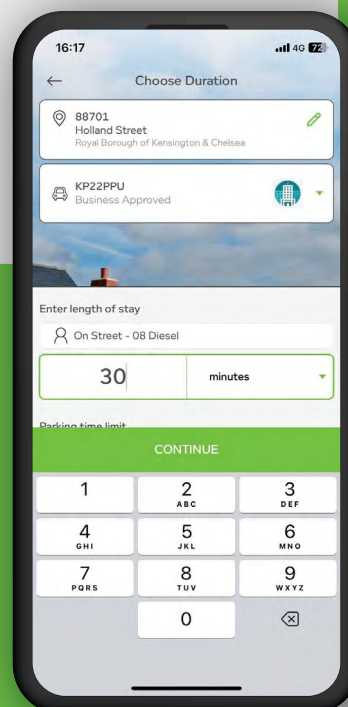
Booking a parking session couldn't be easier :



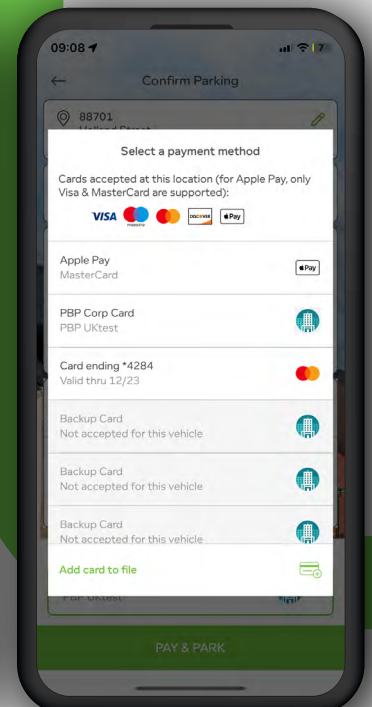
1. Select the appropriate location (via geolocation or by entering the location code)



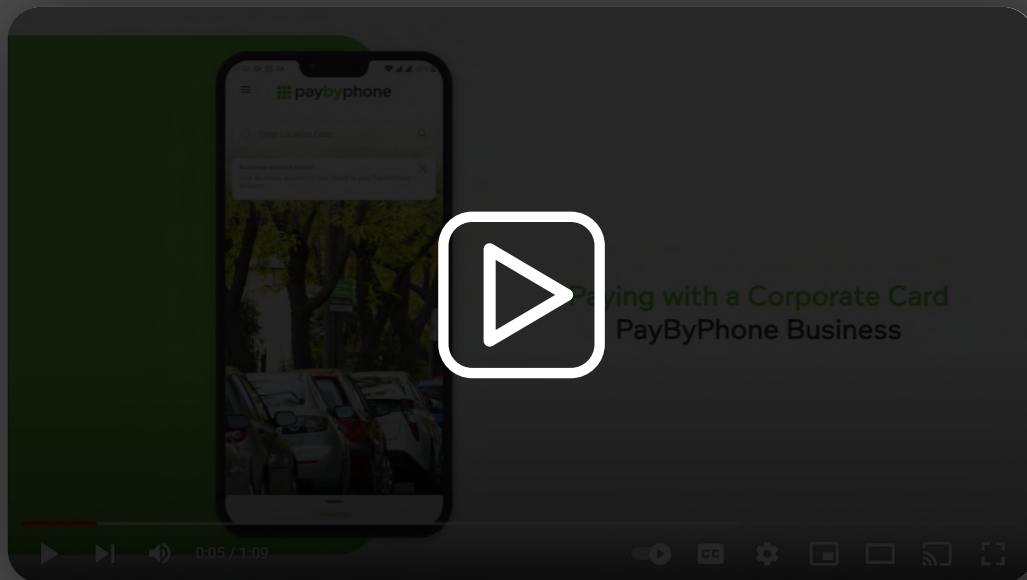
2. Select the vehicle



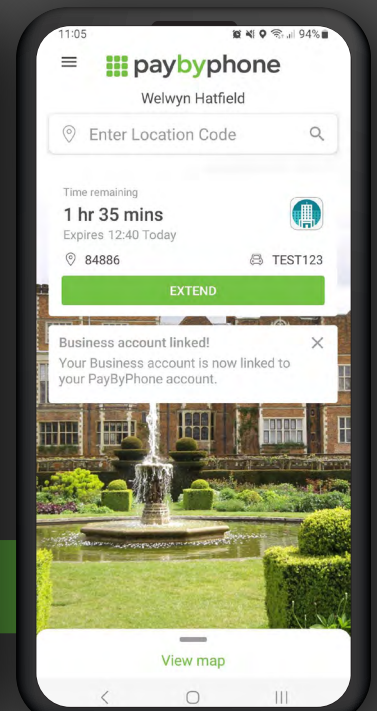
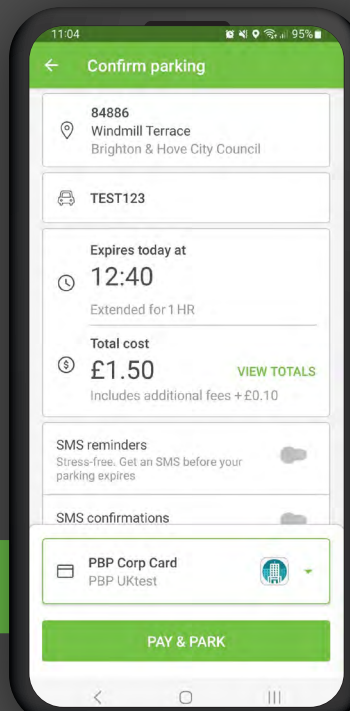
3. Select the desired duration and your payment method



Watch the video tutorial of booking a parking session

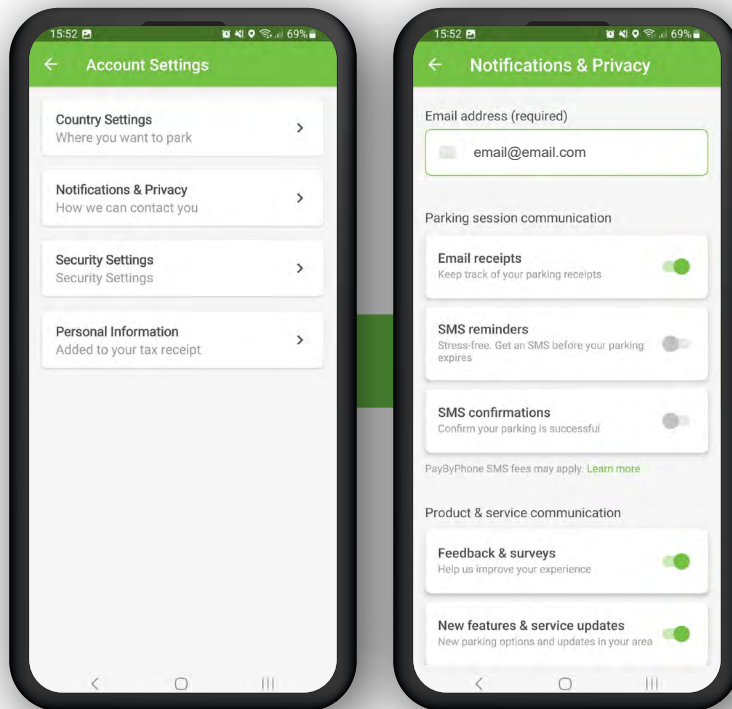


Select 'Pay & Park' :  
Your parking is confirmed! Extend your parking session any time (where possible - not all locations will give this option).



## 4. How to turn on email receipts?

Please visit your Account Settings > Notifications & Privacy in order to ensure you have your preferred email address set, toggled on for free email receipts, and toggle SMS receipts/reminders (these may incur a small charge) on/off, as desired.



## Need help?

- Visit our [Help Centre](#) for answers to the most frequently asked questions.
- Chat with Parker, our virtual assistant - accessible from the Help Centre



[paybyphone.co.uk/business](https://paybyphone.co.uk/business)

