

Griffith University ePermits Portal - log-in User Guide

This user guide details the steps to set up your profile in the Griffith University ePermits Portal. It will guide you to:

- Create or link a PayStay account;
- Add payment details;
- Access the Griffith University ePermits Portal to self-manage parking permits.

Please keep this guide on another screen to reference while setting up your Griffith University ePermits profile.

Please Note: you may have already completed this process for a previous permit sale. You can check this by logging into [Griffith University ePermits Portal](#); if you have a profile, it will automatically direct you to your My Applications page.

Access Griffith University ePermits Portal

1. Use the link: [Griffith University ePermits Portal](#)
2. Enter your Griffith Single Sign-On credentials and proceed through the Multi-Factor Authentication (MFA) steps as prompted.

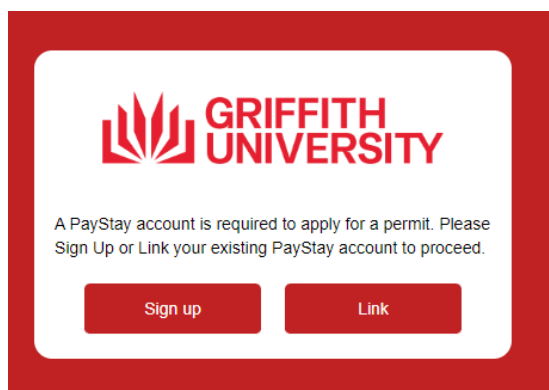
Setting up a profile in the Griffith University ePermits Portal

An ePermits profile is required to effectively use the Griffith University ePermits Portal.

The following steps guide you through setting up your profile.

There are two options for setting up your profile:

1. [Sign Up](#) - Use this option if you **do not have** an existing PayStay account.
2. [Link](#) - Use this option if you **do have** an existing PayStay account.

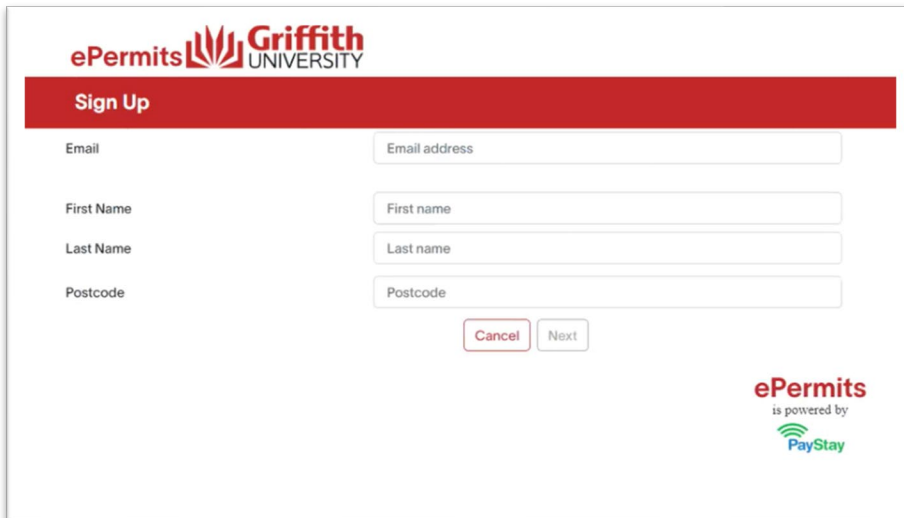


1. Sign Up to PayStay

There are six (6) steps to correctly set up your profile.

1.1. Payment Details

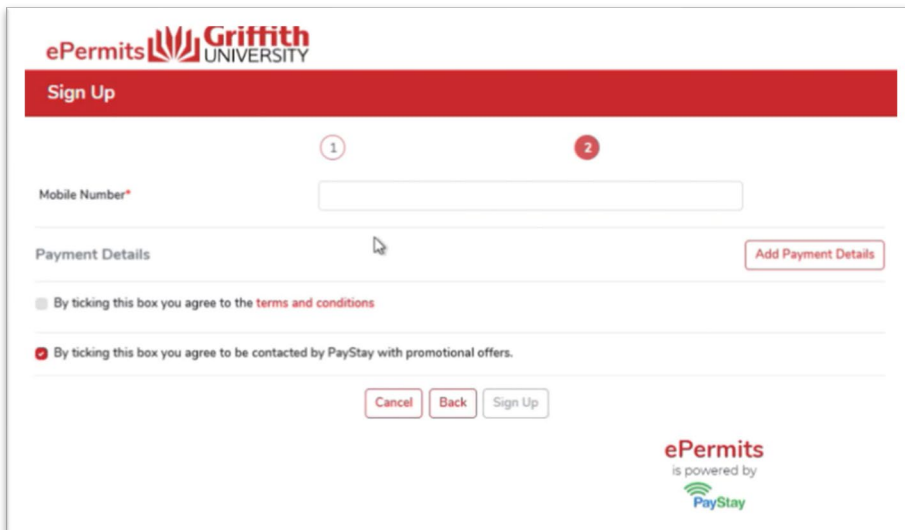
1. To begin, click **Sign Up** and you will be redirected to the PayStay sign-up page.
2. Enter your details in all fields:
 - Email
 - First Name
 - Last Name
 - Postcode



3. Click **Next** to progress to the next screen.
4. Enter your mobile number, this is required as a unique identifier. Then, click **Add Payment Details** to add credit or debit card details.

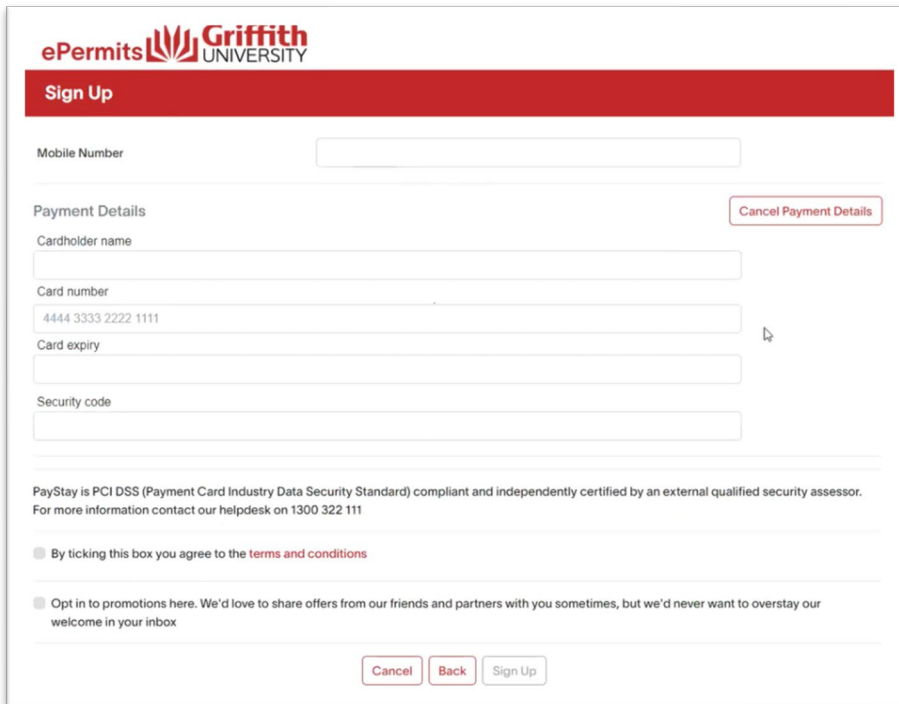
Note: This is not required for Staff opting for salary package/salary deduction options. However, you can add your card details at a later date if:

- a. You apply for a special permit and do not hold a valid permit at that time
- b. You want to purchase a permit in full at a later date.



1.2. Payment Details

1. Enter your payment details, ensuring you complete all mandatory fields:
 - Cardholder name
 - Card number
 - Card expiry
 - Security code



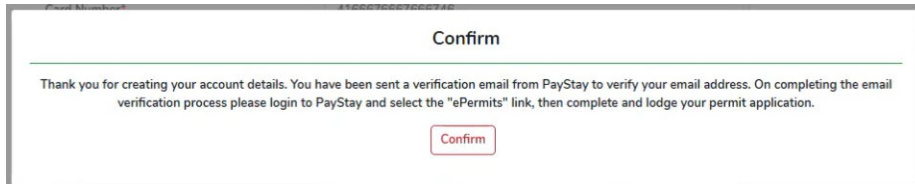
The screenshot shows the 'Sign Up' form for Griffith University's ePermits system. The form is titled 'Sign Up' and includes a 'Mobile Number' field. The 'Payment Details' section is highlighted and contains the following fields: 'Cardholder name', 'Card number' (with a pre-filled example '4444 3333 2222 1111'), 'Card expiry', and 'Security code'. A 'Cancel Payment Details' button is located to the right of the 'Payment Details' section. Below the payment fields, there is a disclaimer: 'PayStay is PCI DSS (Payment Card Industry Data Security Standard) compliant and independently certified by an external qualified security assessor. For more information contact our helpdesk on 1300 322 111'. There are two checkboxes: the first is for agreeing to terms and conditions, and the second is for opting in to promotions. At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Sign Up'.

2. Accept the terms and conditions by selecting the checkbox. Click the terms and conditions link to review the PayStay terms and conditions, then click **Sign Up** (you must accept the terms and conditions to proceed).

1.3. Confirm

1. A notice will appear asking you to verify your email and confirm that you have read the message.

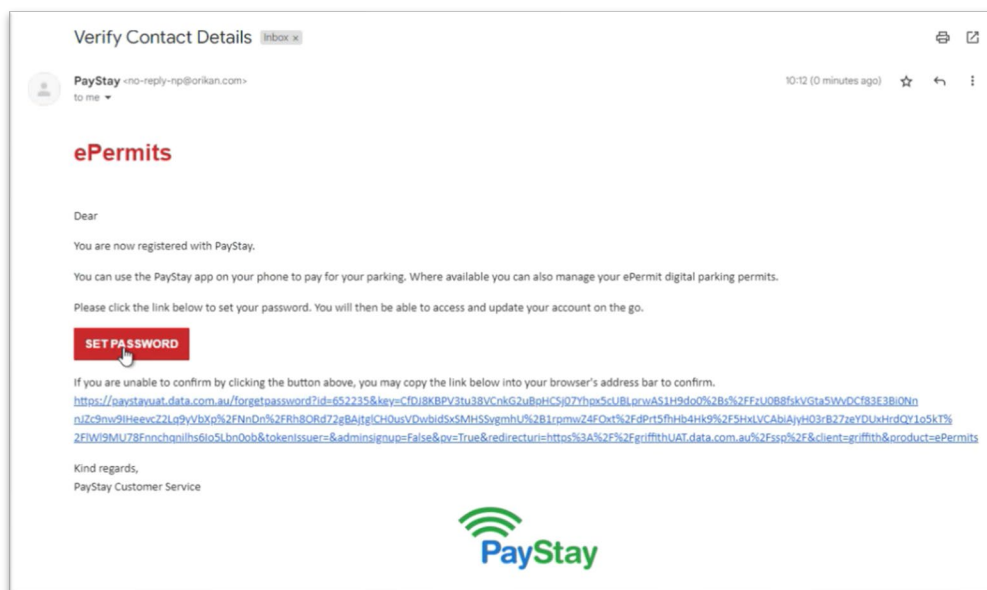
Click **Confirm**. You must do this to generate the email and before proceeding with a permit purchase. You will be redirected to the PayStay page, close this page.



1.4. Verify Contact Details

The email notification is sent to the email address you entered when setting up your PayStay account. If it is not in your inbox, check your spam or junk folder.

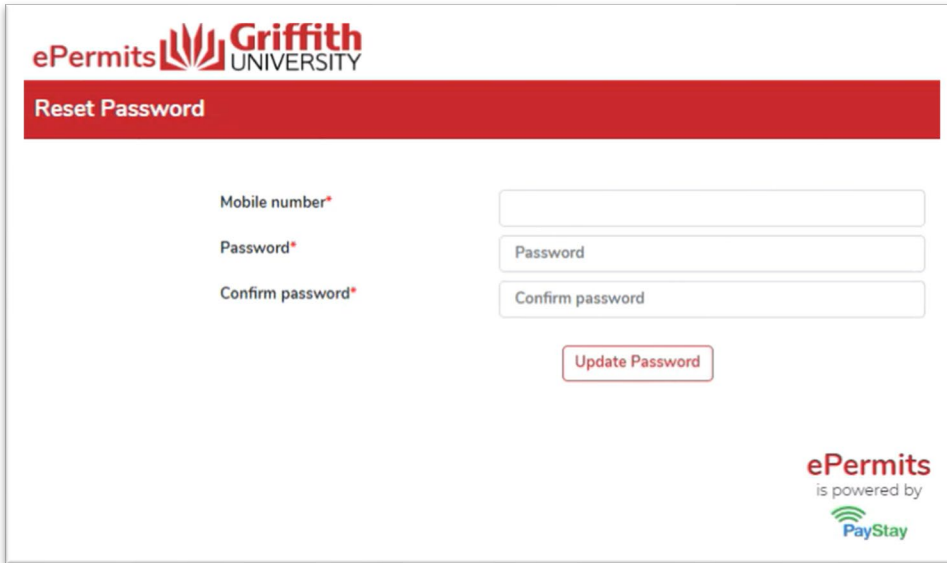
1. Navigate to your email account and search for the email with the subject line "Verify Contact Details" and the sender will be PayStay.
2. Open the email and click **Set Password**.
 - This will open the Reset Password screen in a new browser window.
 - Note: this is a special process used only for the initial sign-up process and will not be how a password is reset once your profile is set up.



1.5. Password Set Up

1. Enter your mobile number, then set your PayStay password. Note: This password is required for your PayStay account, it does not impact your Griffith passwords.
2. Confirm the password

3. Click **Update Password**.

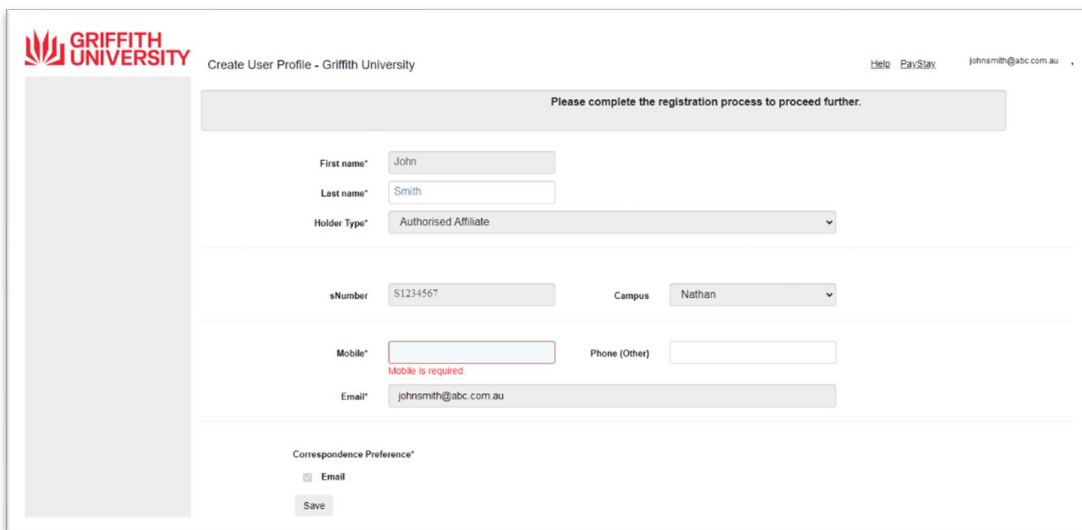


The screenshot shows the 'Reset Password' page of the ePermits Griffith University portal. At the top left is the ePermits Griffith University logo. Below it is a red header bar with the text 'Reset Password'. The form contains three input fields: 'Mobile number*', 'Password*', and 'Confirm password*'. Each field has a corresponding input box. Below the input boxes is a red button labeled 'Update Password'. In the bottom right corner, there is a logo for 'ePermits is powered by PayStay'.

1.6. Access Griffith University ePermits Portal

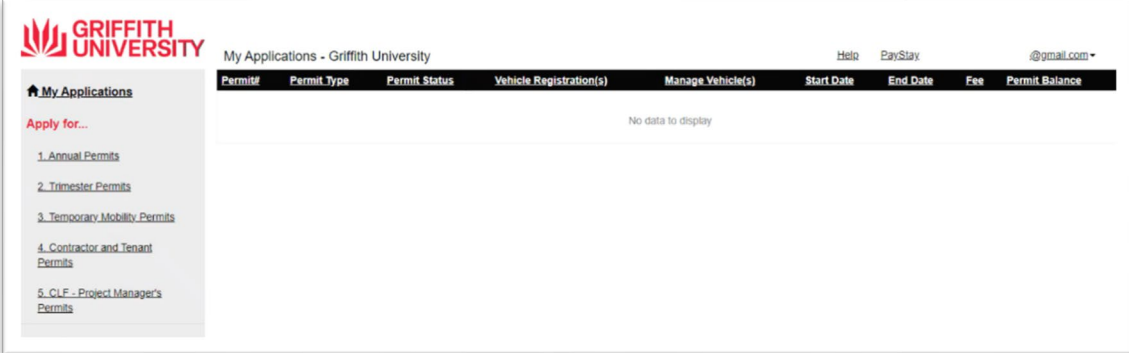
You will then be automatically logged into the Griffith University ePermits Portal.

1. Enter your mobile number and click **Save**.



The screenshot shows the 'Create User Profile - Griffith University' page. At the top left is the Griffith University logo. The page title is 'Create User Profile - Griffith University'. In the top right corner, there are links for 'Help', 'PayStay', and a user email 'johnsmith@abc.com.au'. A grey banner at the top of the form area says 'Please complete the registration process to proceed further.' The form contains several input fields: 'First name*' (John), 'Last name*' (Smith), 'Holder Type*' (Authorised Affiliate), 'sNumber' (S1234567), 'Campus' (Nathan), 'Mobile*' (empty), 'Phone (Other)' (empty), and 'Email*' (johnsmith@abc.com.au). Below the form, there is a 'Correspondence Preference*' section with a checkbox for 'Email' and a 'Save' button.

Your profile has been created and you will then be directed to the home screen of the Griffith ePermits Portal. From here you can purchase and manage your parking permits.

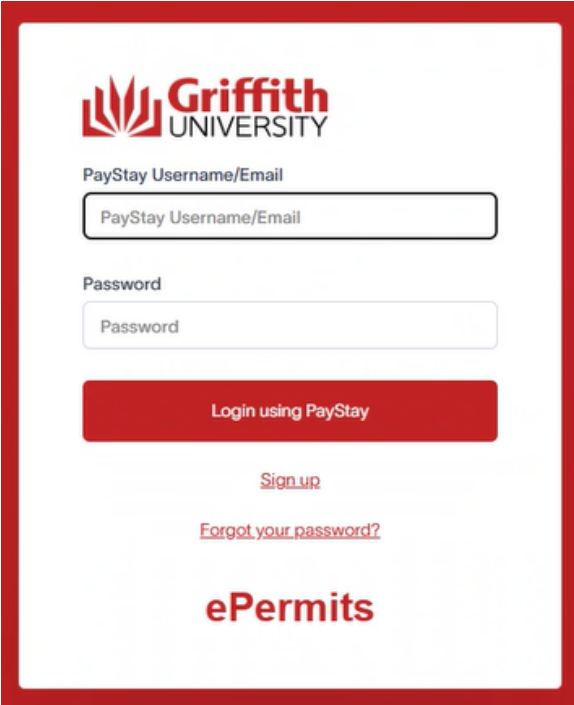



The screenshot shows the 'My Applications' page in the Griffith University ePermits Portal. The page features the Griffith University logo in the top left corner. The main heading is 'My Applications - Griffith University'. In the top right corner, there are links for 'Help', 'PayStay', and a user profile icon labeled '@gmail.com'. Below the heading, there is a table with the following columns: Permit#, Permit Type, Permit Status, Vehicle Registration(s), Manage Vehicle(s), Start Date, End Date, Fee, and Permit Balance. The table is currently empty, displaying the message 'No data to display'. On the left side of the page, there is a sidebar with the heading 'My Applications' and a sub-heading 'Apply for...'. Below this, there is a list of application categories: 1. Annual Permits, 2. Trimester Permits, 3. Temporary Mobility Permits, 4. Contractor and Tenant Permits, and 5. CLE - Project Manager's Permits.

2. Link an existing PayStay account

2.1. Link

1. To begin select the **Link** button and you will be redirected to the PayStay Login page.
2. Enter your PayStay account details.
 - Username
 - Password
3. Click **Login**
 - By logging in to your PayStay account from the Griffith University ePermits Portal you will automatically link both accounts.



 **Griffith**
UNIVERSITY

PayStay Username/Email

Password

Login using PayStay

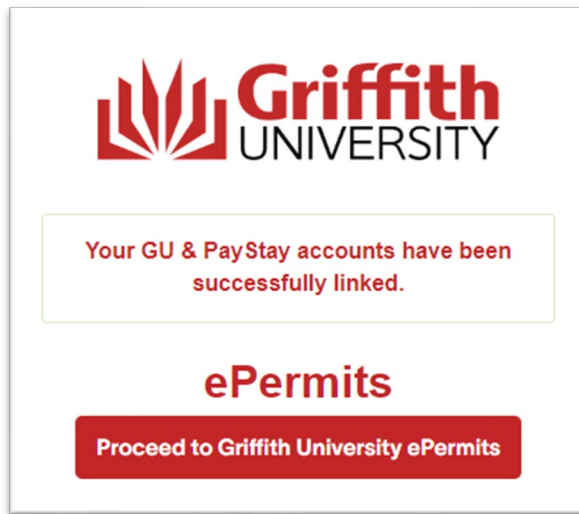
[Sign up](#)

[Forgot your password?](#)

ePermits

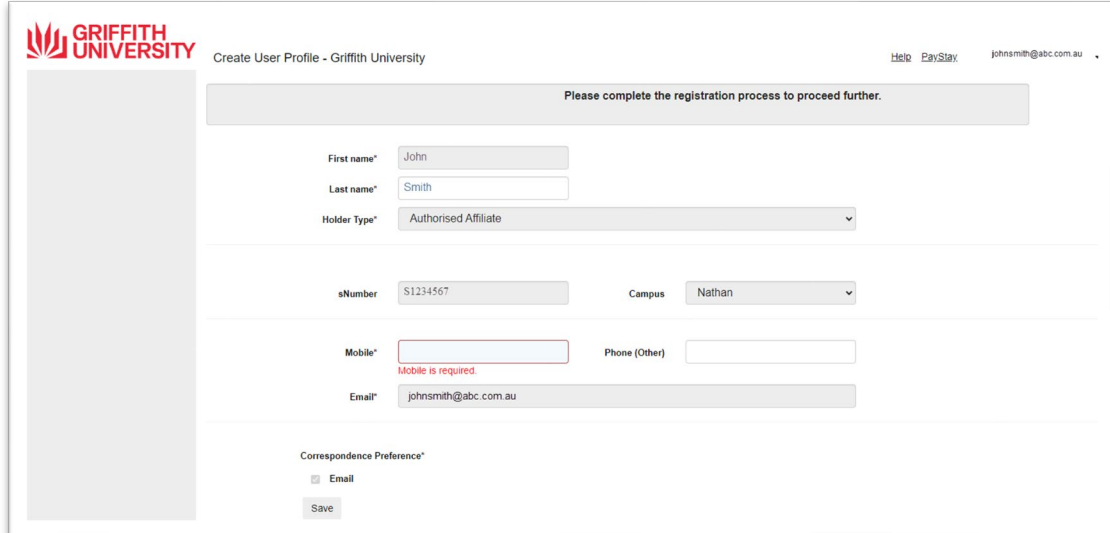
2.2. Proceed to Griffith University ePermits Portal

1. When your account has been successfully linked to Griffith ePermits Portal the following message will be displayed. Click **Proceed to Griffith University ePermits**



2.3. Access ePermits Portal

1. You will then be logged onto the Griffith University ePermits Portal.
2. Enter your mobile number and click **Save**.



GRIFFITH UNIVERSITY Create User Profile - Griffith University [Help](#) [PayStay](#) johnsmith@abc.com.au

Please complete the registration process to proceed further.

First name* John
Last name* Smith
Holder Type* Authorised Affiliate

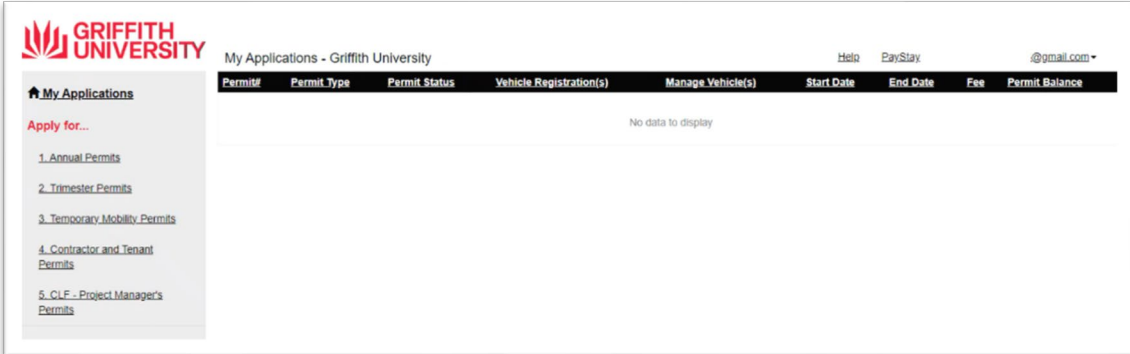
sNumber S1234567 Campus Nathan

Mobile* Phone (Other)
Mobile is required.

Email* johnsmith@abc.com.au

Correspondence Preference*
 Email

Your profile has been created and you will then be directed to the home screen of the Griffith University ePermits Portal. From here you can purchase and manage your parking permits.



The screenshot shows the 'My Applications' page in the Griffith University ePermits Portal. The page features a navigation menu on the left with options: 'My Applications', 'Apply for...', '1. Annual Permits', '2. Trimester Permits', '3. Temporary Mobility Permits', '4. Contractor and Tenant Permits', and '5. CLF - Project Manager's Permits'. The main content area displays a table with the following headers: Permit#, Permit Type, Permit Status, Vehicle Registration(s), Manage Vehicle(s), Start Date, End Date, Fee, and Permit Balance. The table is currently empty, showing 'No data to display'.

Permit#	Permit Type	Permit Status	Vehicle Registration(s)	Manage Vehicle(s)	Start Date	End Date	Fee	Permit Balance
No data to display								