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.

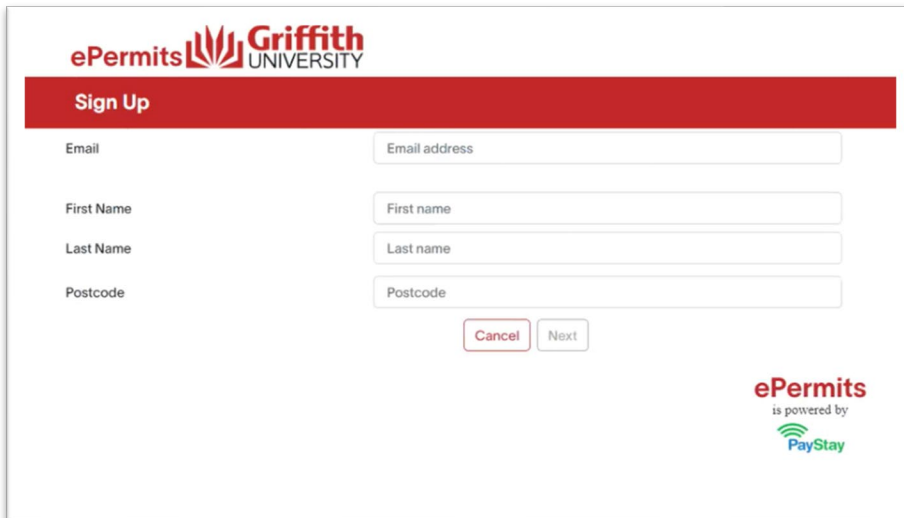2. Link - Use this option if you **do have** an existing PayStay account.
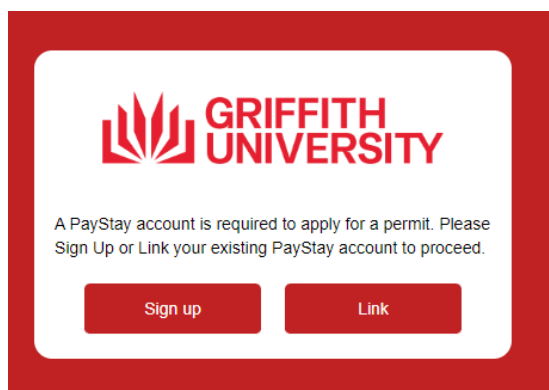
1. Sign Up to PayStay

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

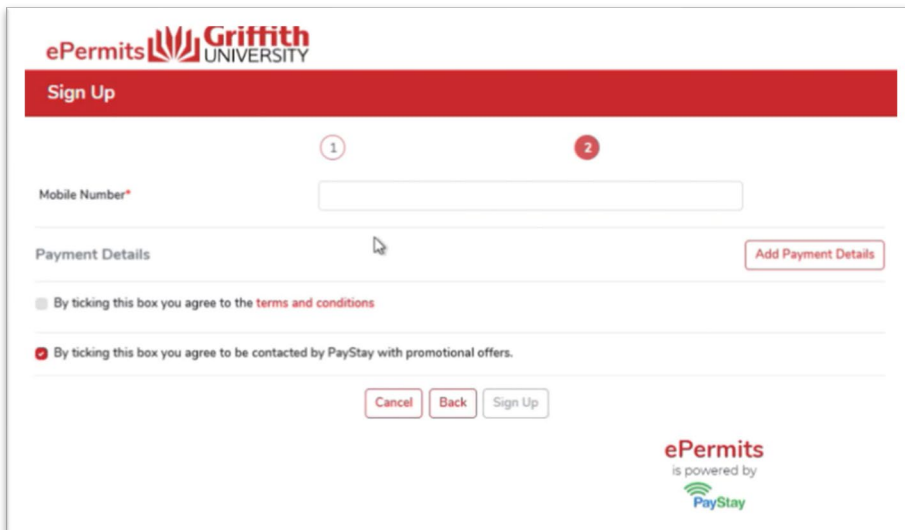### 1.1. Payment Details

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.

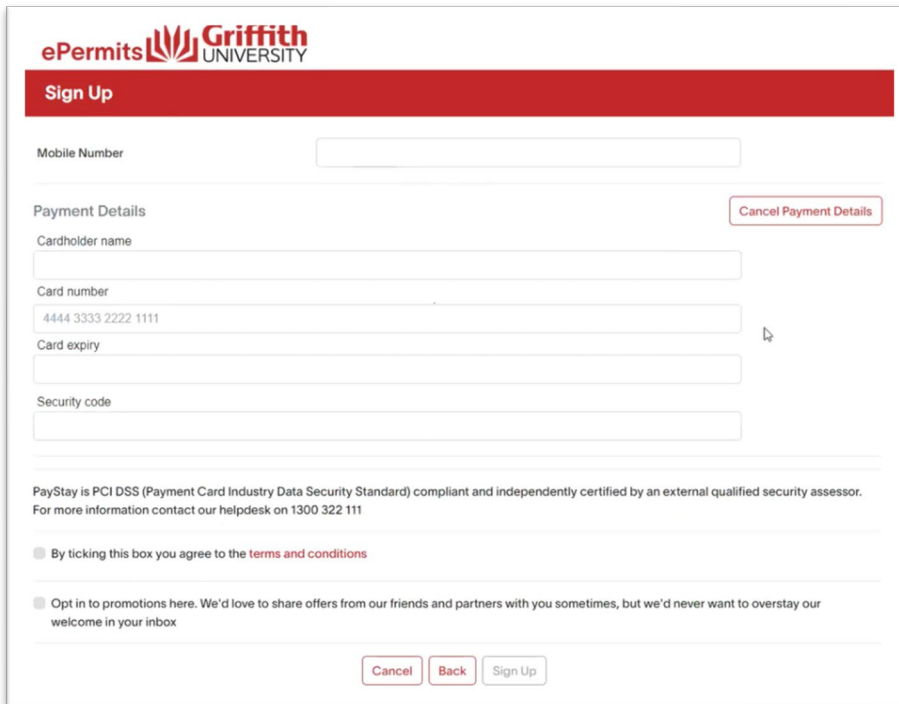4. *Enter your mobile number, this is required as a unique identifier. Then, click **Add Payment Details** to add credit or debit card details.*

   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

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.
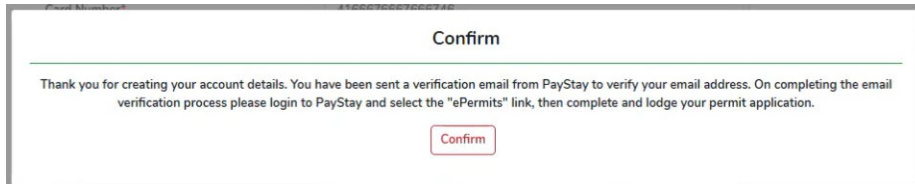
1.4. Verify Contact Details

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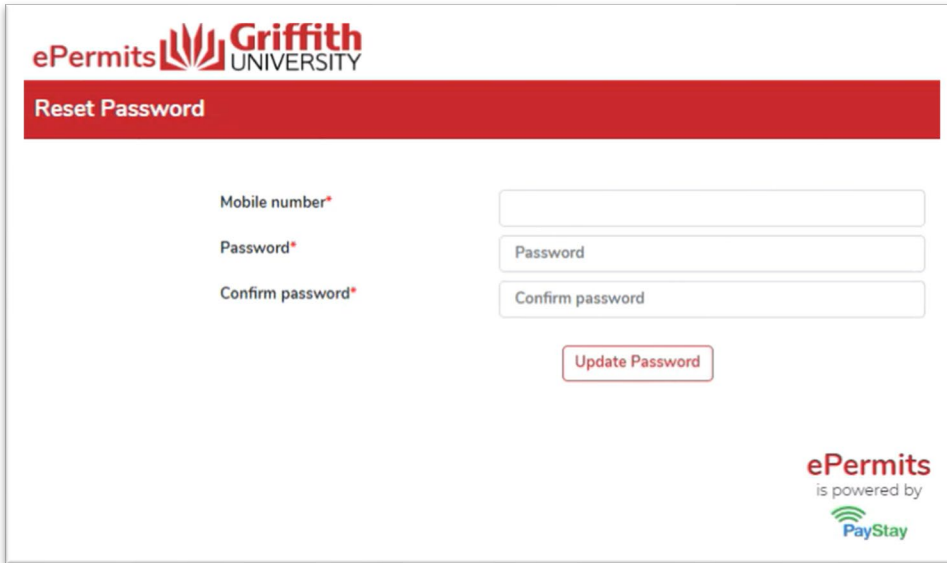
1. Navigate to your email account and search for the email with the subject line "Verify Contact Details" and the sender will be PayStay.
2. Open the email and click **Set Password**.
    - This will open the Reset Password screen in a new browser window.
    - Note: this is a special process used only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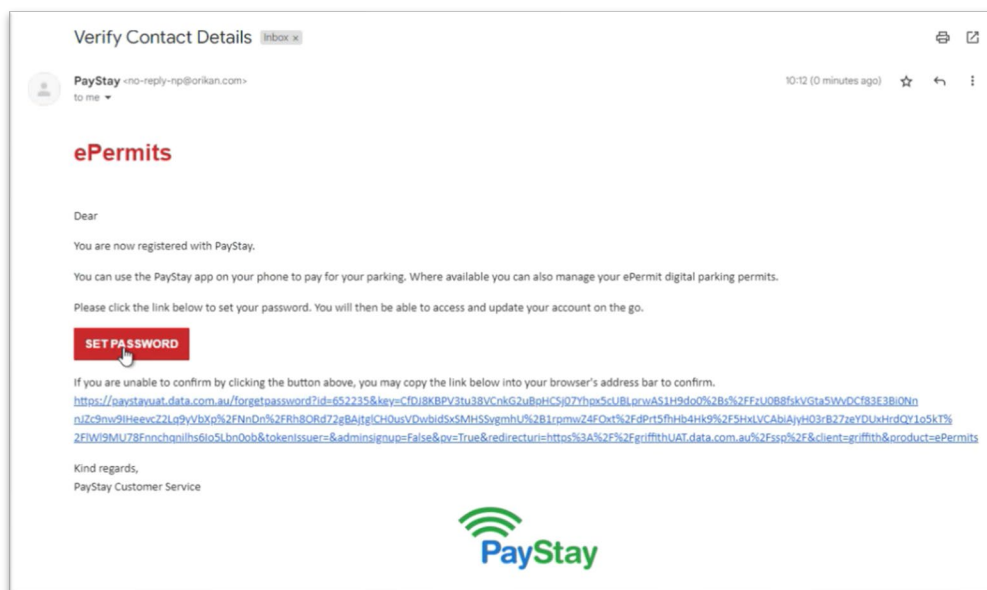
1.5. Password Set Up

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**.
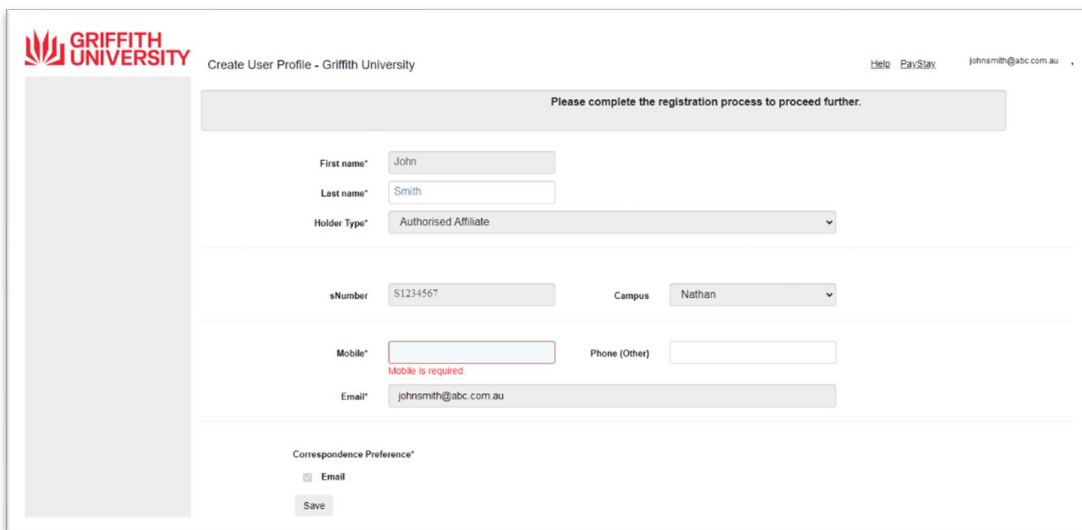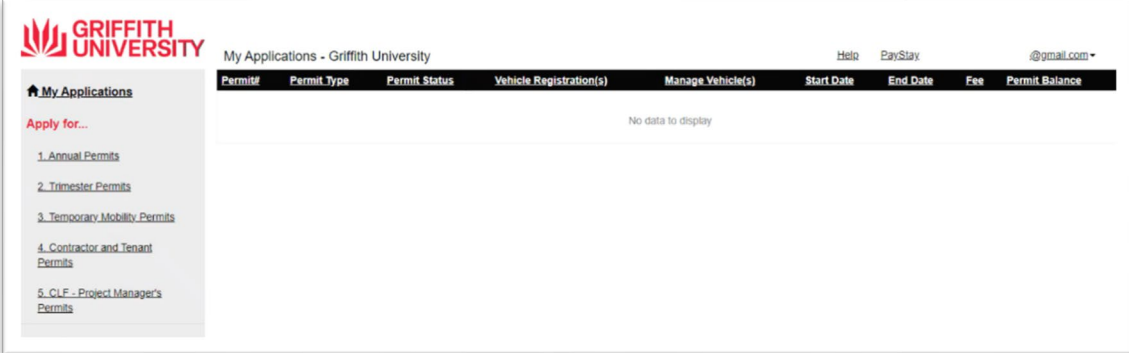

1.6.   Access Griffith University ePermits Portal

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

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

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.
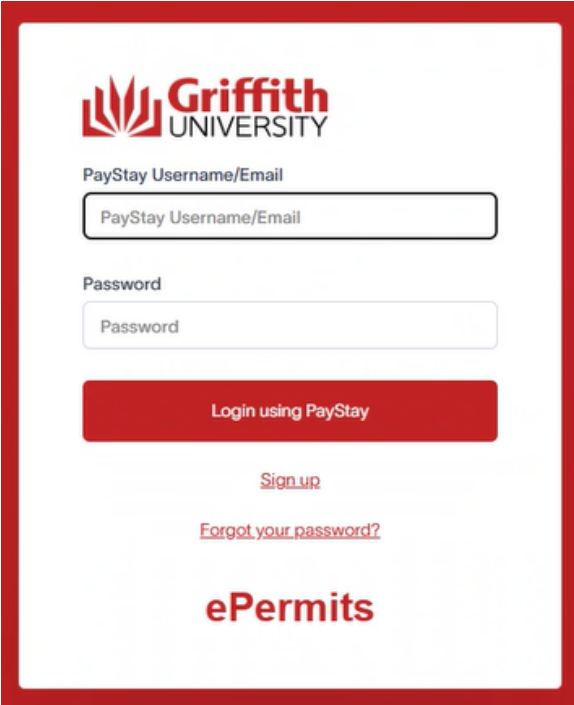
2. Link an existing PayStay account

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.
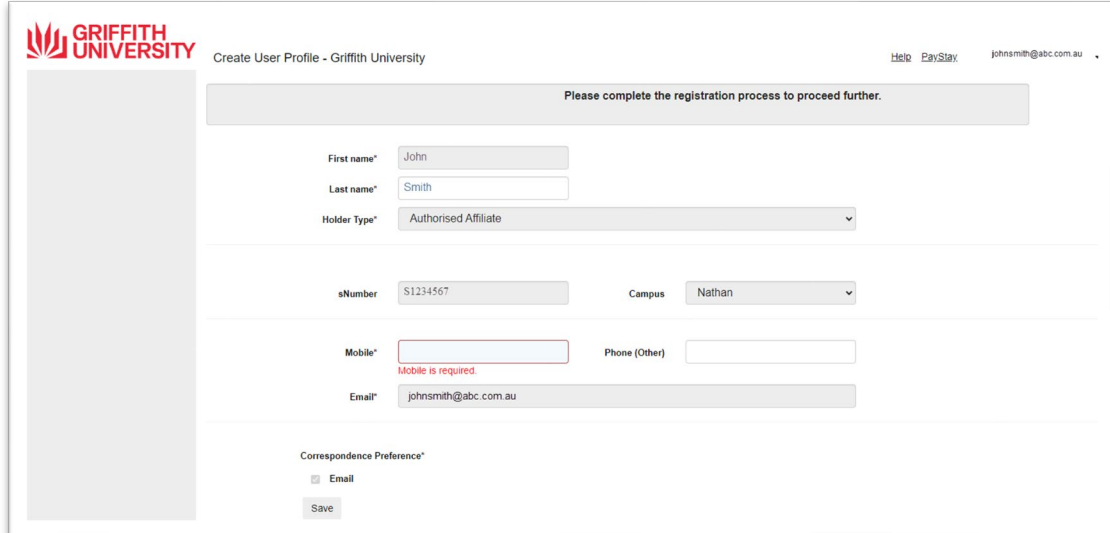
2.2. Proceed to Griffith University ePermits Portal

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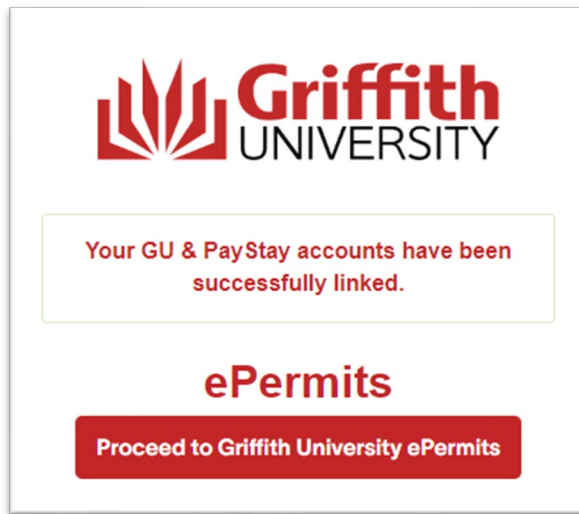
2.3. Access ePermits Portal

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

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.