

Griffith University ePermits Portal – Update your PayStay payment details

To update or add card details for purchasing a permit via the Griffith University ePermits portal, you'll need to make these changes in your linked PayStay account.

This user guide walks you through the step-by-step process to add or update your card details in PayStay.

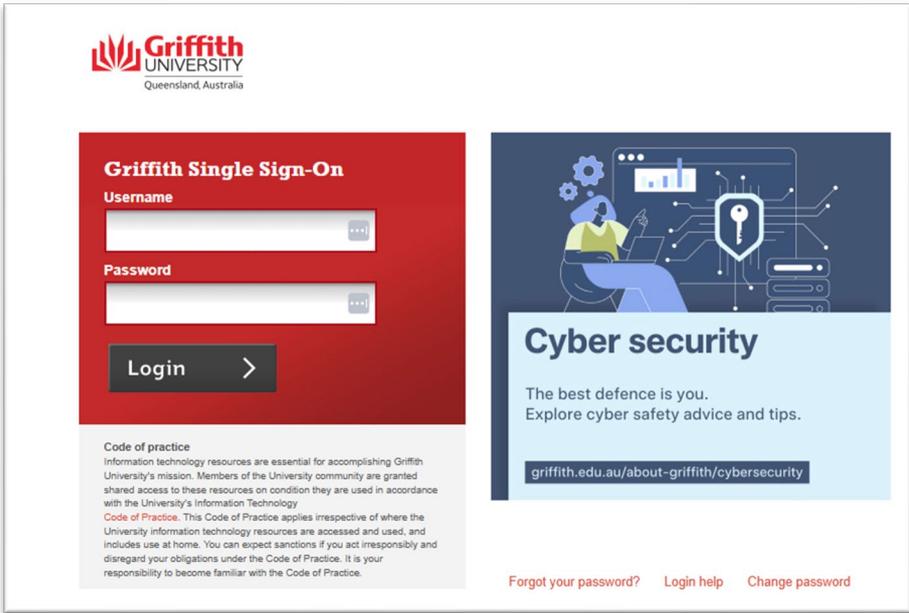
Your linked PayStay account can be accessed in the following ways:

1. *Access PayStay Via Griffith University ePermits Portal*
2. *Access via the PayStay website*
3. *Add Payment Details in PayStay*
4. *Update Payment Details in PayStay*

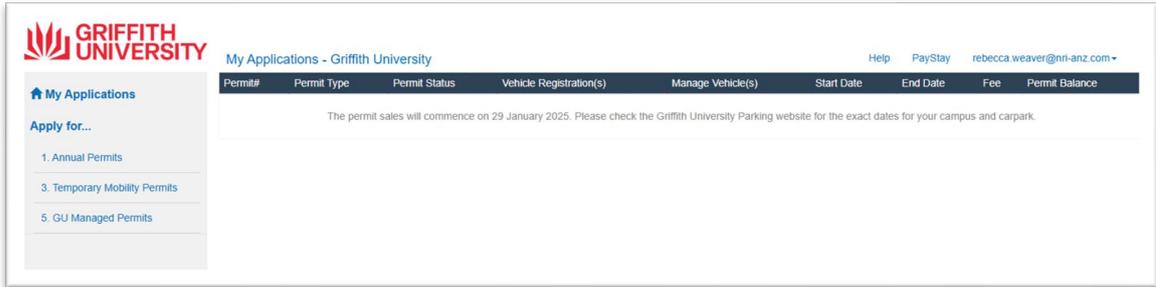
Please keep this guide on another screen to reference while setting updating your payment details.

1. *Access PayStay Via Griffith University ePermits Portal*

1.1. Log into your Griffith University ePermits portal using your Griffith Single Sign-on credentials



1.2. Once the My Applications – Griffith University page loads



1.3. Select the PayStay link to access your linked PayStay account



My Applications - Griffith University

Permit# Permit Type Permit Status Vehicle Registration(s) Manage Vehicle(s) Start Date End Date Fee Permit Balance

The permit sales will commence on 29 January 2025. Please check the Griffith University Parking website for the exact dates for your campus and carpark.

PayStay becca.weaver@uni-anz.com

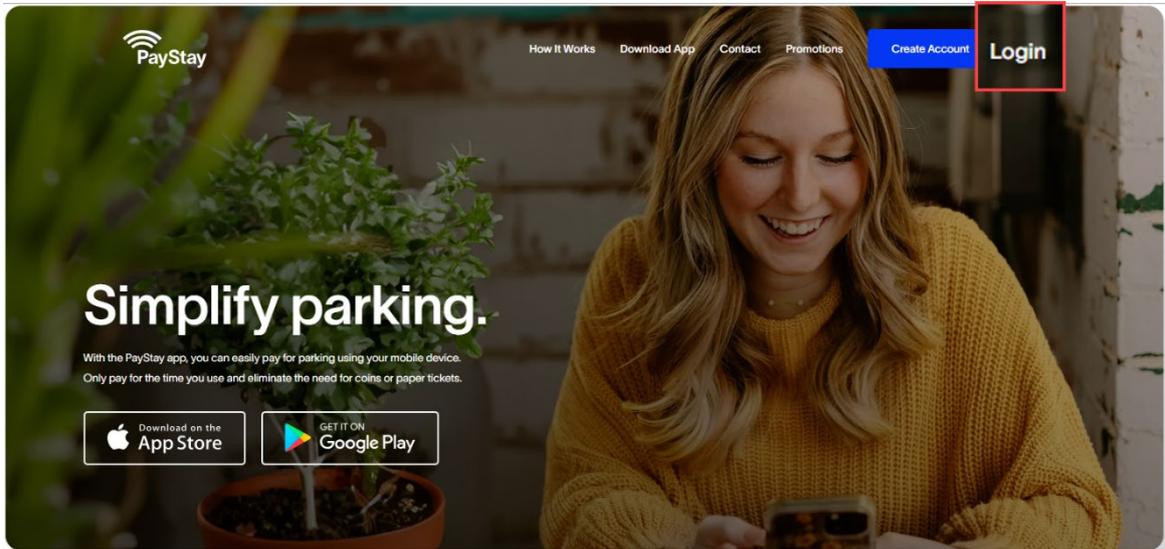
You will be logged into your PayStay account on a new browser window.

Now Continue with either:

- *Add Payment Details in PayStay*
- *Update Payment Details in PayStay*

2. Access via the PayStay website

2.1. Select Login from the PayStay website



2.2. Enter your PayStay username and password



Username/Email

Password

Forgot your password?

Login

- or -

 Login with Google

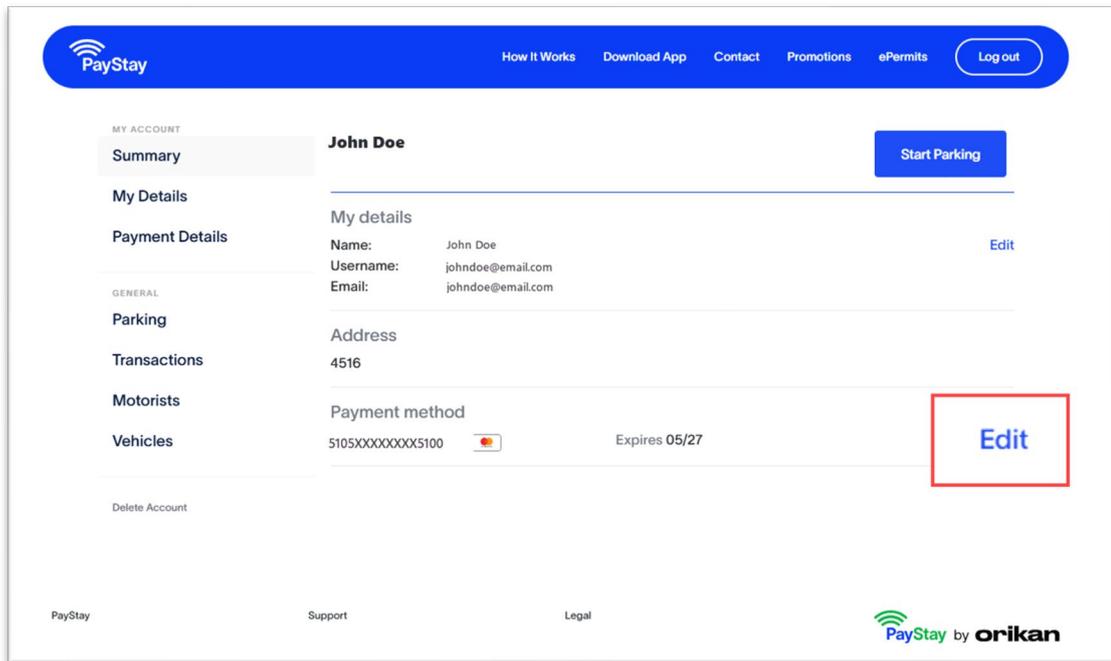
 Login with Apple

Now Continue with either:

- *Add Payment Details in PayStay*
- *Update Payment Details in PayStay*

3. Add Payment Details in PayStay

3.1. Click Edit, in the Payment Method section

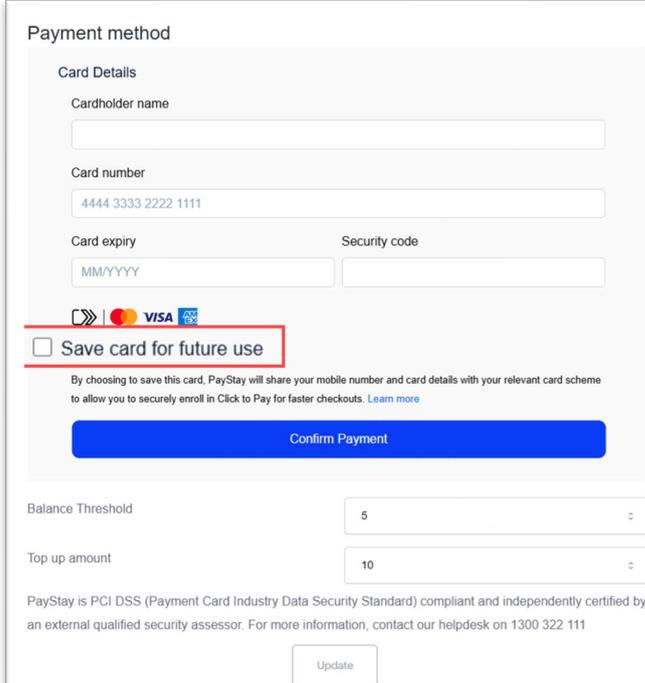


3.2. Enter your new Card Details

Tick the checkbox for Save card for future use *important DO NOT MISS THIS STEP*

Leave Balance Threshold and Top Up Amount Set to 5

Click Confirm Payment



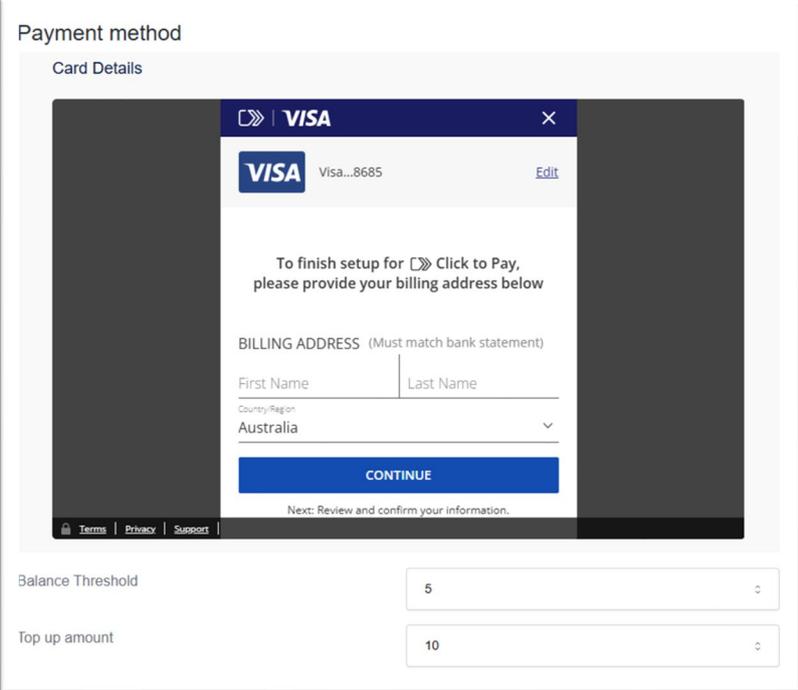
The screenshot shows the 'Payment method' form. It includes fields for 'Cardholder name', 'Card number' (4444 3333 2222 1111), 'Card expiry' (MM/YYYY), and 'Security code'. A red box highlights the 'Save card for future use' checkbox. Below the form, there are fields for 'Balance Threshold' (set to 5) and 'Top up amount' (set to 10). A 'Confirm Payment' button is visible. At the bottom, there is an 'Update' button and a note about PCI DSS compliance.

- 3.3. If this is the first time registering the card with Click to Pay you will be prompted to finish setting up Click to Pay. Add your details to register your card with Click to Pay

Note: PayStay uses Click to Pay, to store card details, you will be sent a code to your mobile number. If you did not receive a code, click Resend Code to generate a new code.

Payment method

Card Details



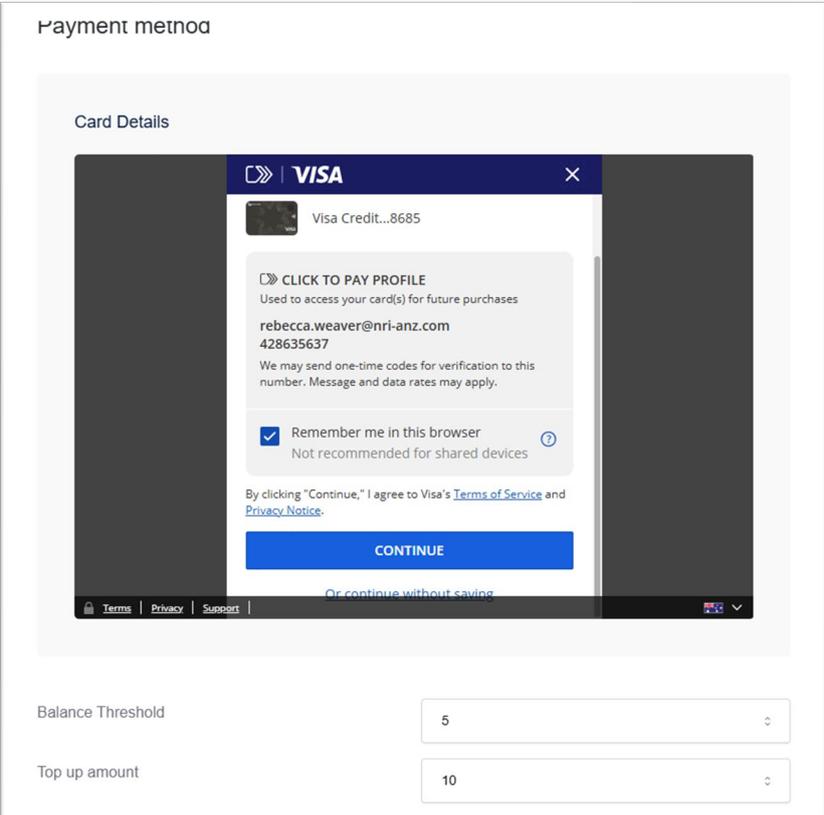
Balance Threshold

Top up amount

- 3.4. Review your saved details and then click Continue.

Payment method

Card Details



Balance Threshold

Top up amount

- 3.5. To complete the update to card details for your PayStay account.
Click the Update button
Then click Close on the popup message that appears.

Payment method

Card Details

Card payment successfully processed. Please update the payment method below

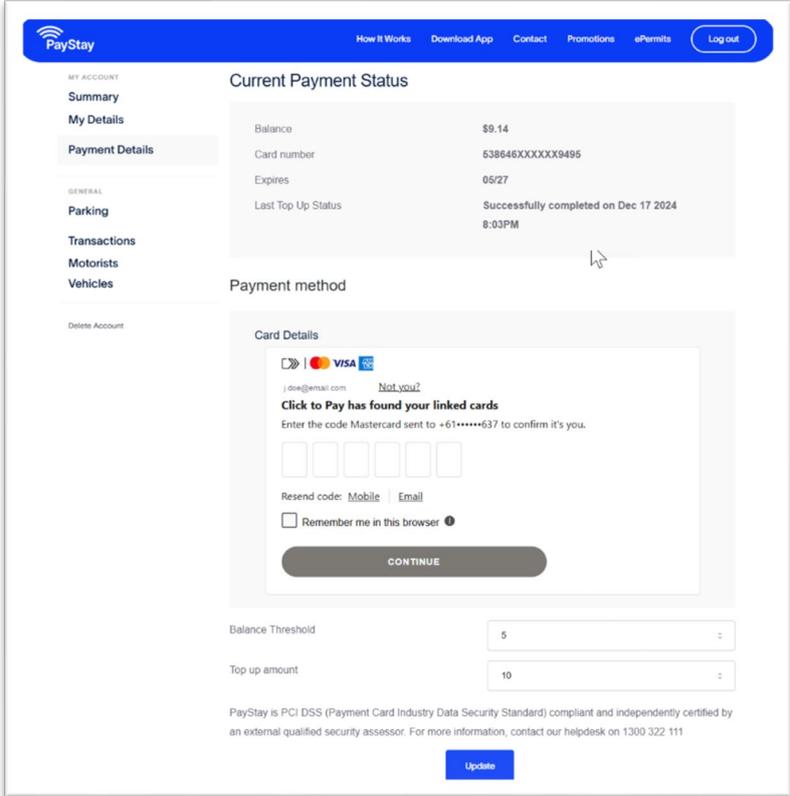
Balance Threshold

Top up amount

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

Update

- 3.6. Check that your updated Payment Details are displaying in PayStay.



The screenshot shows the PayStay account dashboard. The top navigation bar includes 'PayStay', 'How It Works', 'Download App', 'Contact', 'Promotions', 'ePermits', and 'Log out'. The left sidebar lists 'MY ACCOUNT' with sub-items: 'Summary', 'My Details', 'Payment Details', 'GENERAL', 'Parking', 'Transactions', 'Motorists', 'Vehicles', and 'Delete Account'. The main content area is divided into two sections: 'Current Payment Status' and 'Payment method'. The 'Current Payment Status' section displays a table with the following information:

Balance	\$9.14
Card number	538646XXXXXX9495
Expires	05/27
Last Top Up Status	Successfully completed on Dec 17 2024 8:03PM

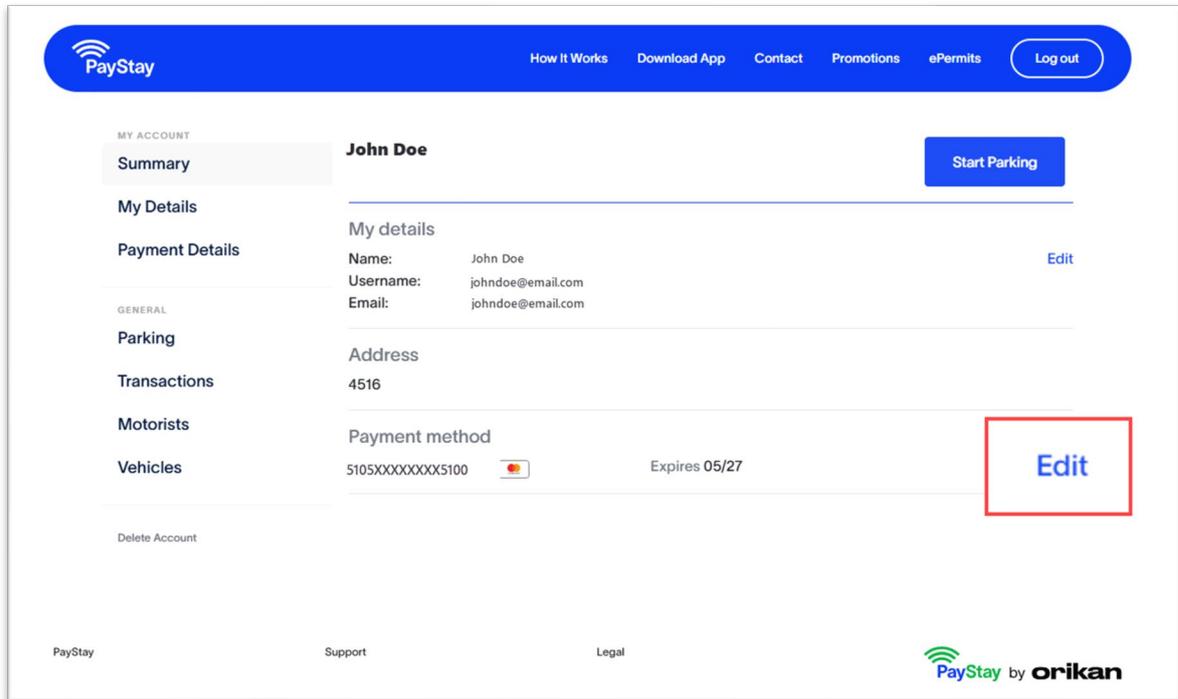
The 'Payment method' section is titled 'Card Details' and shows a card with logos for Mastercard, Visa, and American Express. It includes the email 'j.doe@email.com', a 'Not you?' link, and a message: 'Click to Pay has found your linked cards. Enter the code Mastercard sent to +61*****637 to confirm it's you.' Below this are five input boxes for the code, a 'Resend code: Mobile | Email' link, a 'Remember me in this browser' checkbox, and a 'CONTINUE' button. At the bottom of the 'Payment method' section, there are 'Balance Threshold' and 'Top up amount' dropdown menus with values '5' and '10' respectively. A disclaimer at the bottom states: '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'. An 'Update' button is located at the bottom right of the section.

Your linked PayStay account is now set up to purchase a permit through the Griffith University ePermits Portal.
Log out of PayStay and return to [Griffith University ePermits portal](#)

4. Update Payment Details in PayStay

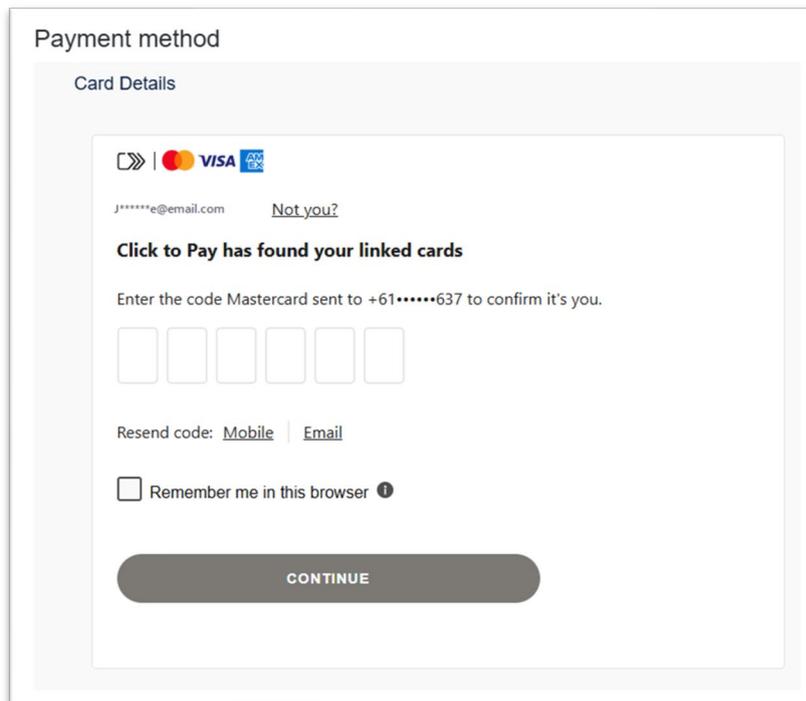
4.1. Click Edit, in the Payment Method section

Click Payment Details

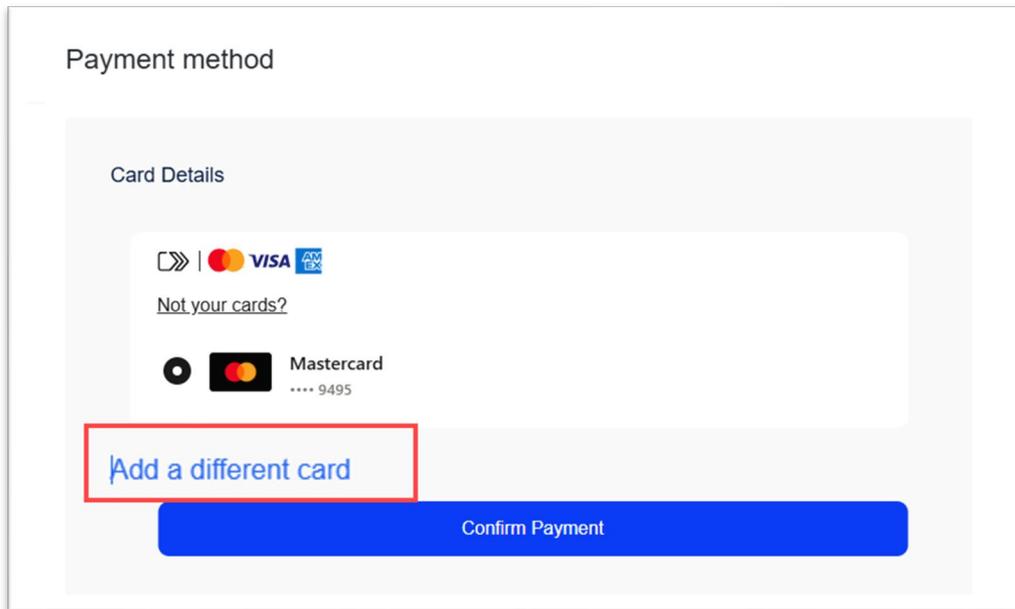


4.2. Enter the code and click Continue to complete the multi-factor authentication

PayStay uses Click to Pay, to store card details, you will be sent a code to your mobile number. If you did not receive a code, click Resend Code to generate a new code.



- 4.3. Your saved card details will be displayed with the card number masked out for security.
Click Add a different card to display the card details



Payment method

Card Details



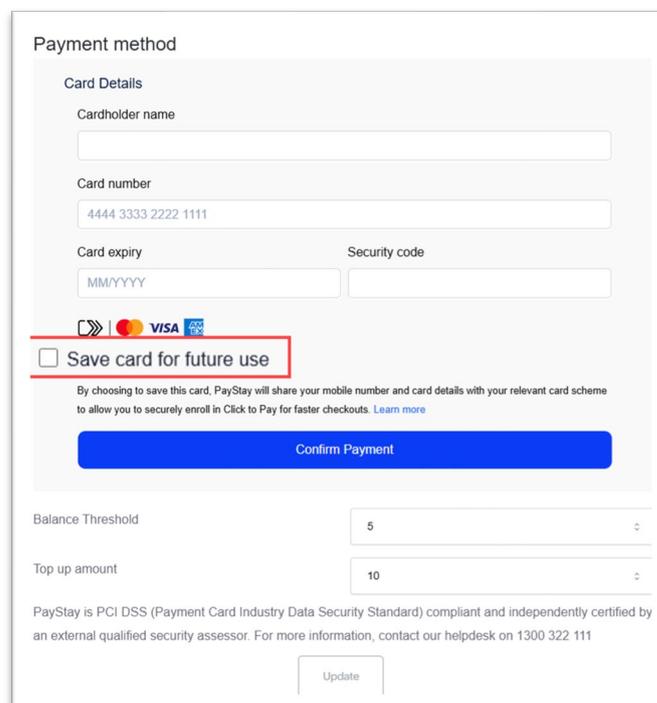
[Not your cards?](#)


Mastercard
 **** 9495

Add a different card

Confirm Payment

- 4.4. Enter your new Card Details
Tick the checkbox for Save card for future use *important DO NOT MISS THIS STEP
 Leave Balance Threshold and Top Up Amount Set to 5
 Click Confirm Payment



Payment method

Card Details

Cardholder name

Card number

4444 3333 2222 1111

Card expiry

MM/YYYY

Security code



 Save card for future use

By choosing to save this card, PayStay will share your mobile number and card details with your relevant card scheme to allow you to securely enroll in Click to Pay for faster checkouts. [Learn more](#)

Confirm Payment

Balance Threshold

5

Top up amount

10

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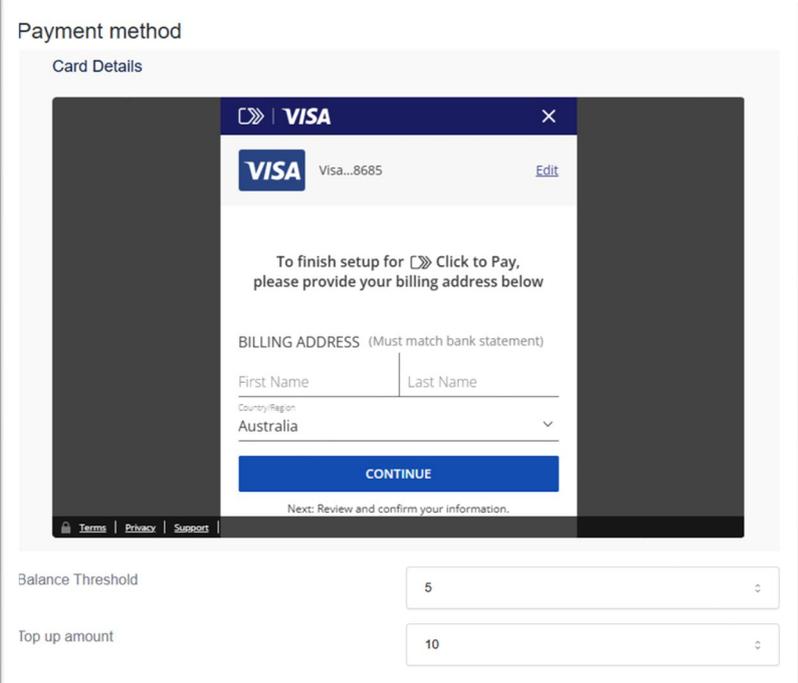
Update

- 4.5. If this is the first time registering the card with Click to Pay you will be prompted to finish setting up Click to Pay. Add your details to register your card with Click to Pay

Note: PayStay uses Click to Pay, to store card details, you will be sent a code to your mobile number. If you did not receive a code, click Resend Code to generate a new code.

Payment method

Card Details



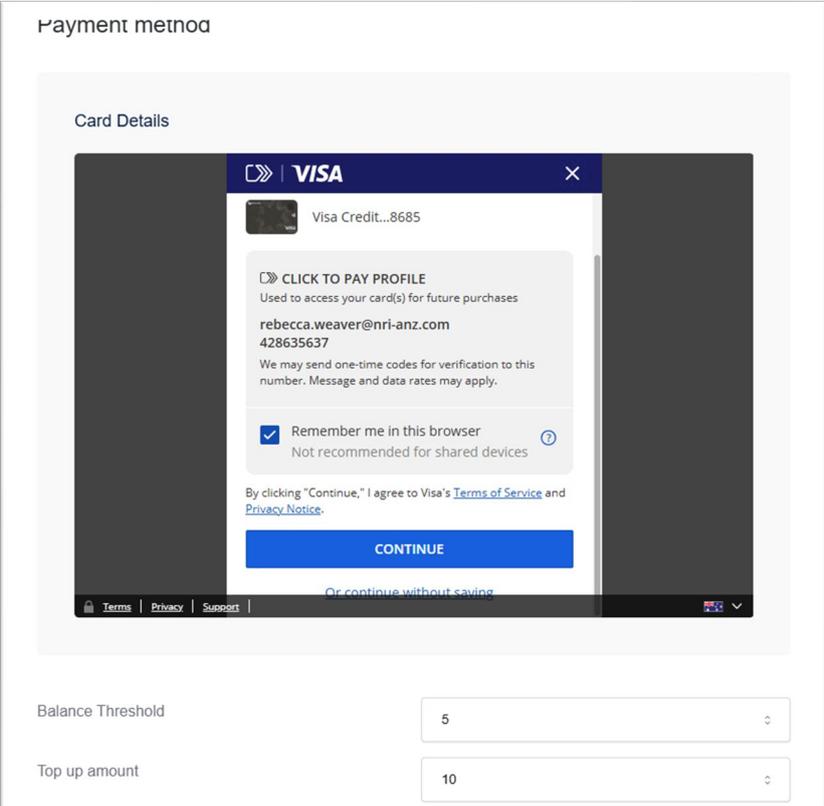
Balance Threshold

Top up amount

- 4.6. Review your saved details and then click Continue.

Payment method

Card Details



Balance Threshold

Top up amount

- 4.7. To complete the update to card details for your PayStay account.
 Click the Update button
 Then click Close on the popup message that appears.

Payment method

Card Details

Card payment successfully processed. Please update the payment method below

Balance Threshold	5
Top up amount	10

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Update

- 4.8. Check that your updated Payment Details are displaying in PayStay.

PayStay

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[Download App](#)
[Contact](#)
[Promotions](#)
[ePermits](#)
Log out

MY ACCOUNT

Summary

My Details

Payment Details

GENERAL

Parking

Transactions

Motorists

Vehicles

Delete Account

Current Payment Status

Balance	\$9.14
Card number	538646XXXXXX9495
Expires	05/27
Last Top Up Status	Successfully completed on Dec 17 2024 8:03PM

Payment method

Card Details

j.doe@email.com Not you?

Click to Pay has found your linked cards

Enter the code Mastercard sent to +61*****637 to confirm it's you.

Resend code: [Mobile](#) | [Email](#)

Remember me in this browser

CONTINUE

Balance Threshold	5
Top up amount	10

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Update

Your linked PayStay account is now set up to purchase a permit through the [Griffith University ePermits portal](#)