

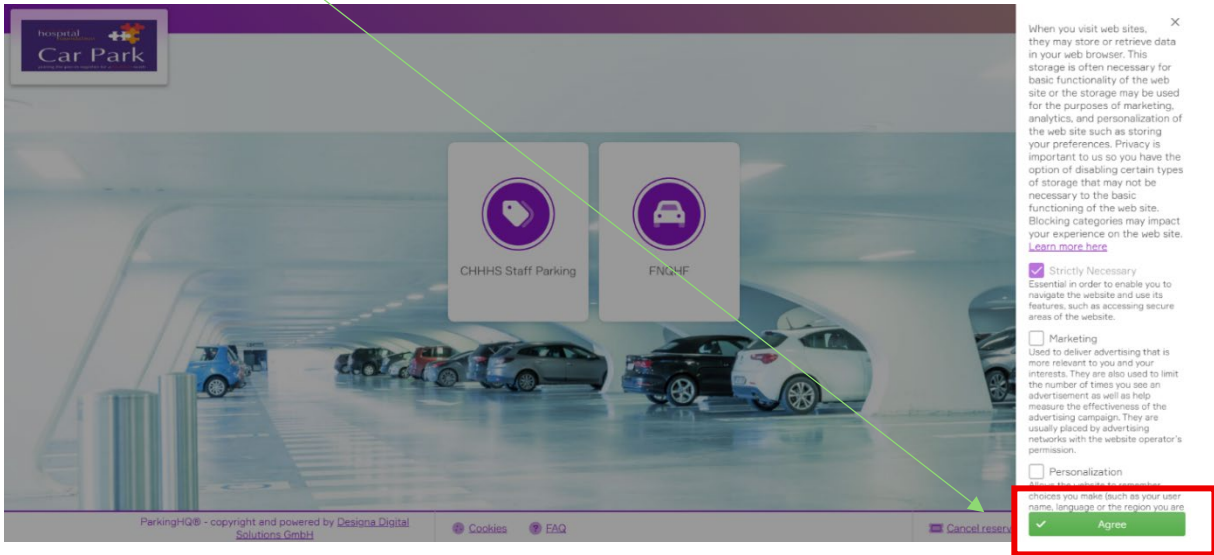
New License Plate Recognition Account Setup For CHHHS Staff



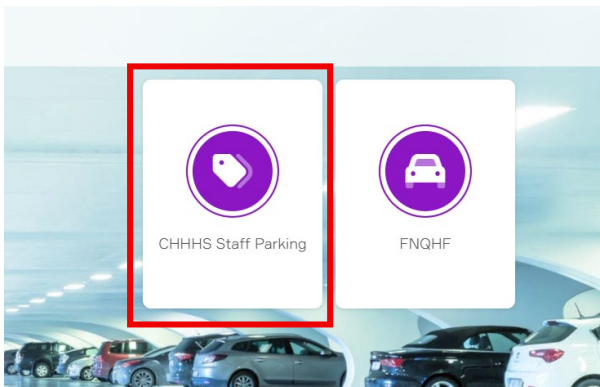
Go to: www.fnqfoundationparking.org.au/iPCP/home

Computer Instructions

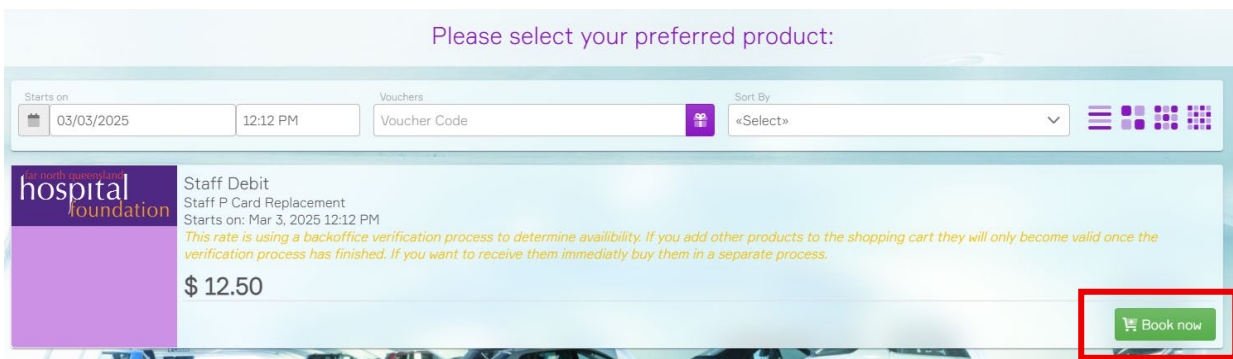
Step 1: The below screen will be visible, read the pop-up box on the right and select **Agree**.



Step 2: Click on the **CHHHS Staff Parking** tile button to create your online account.

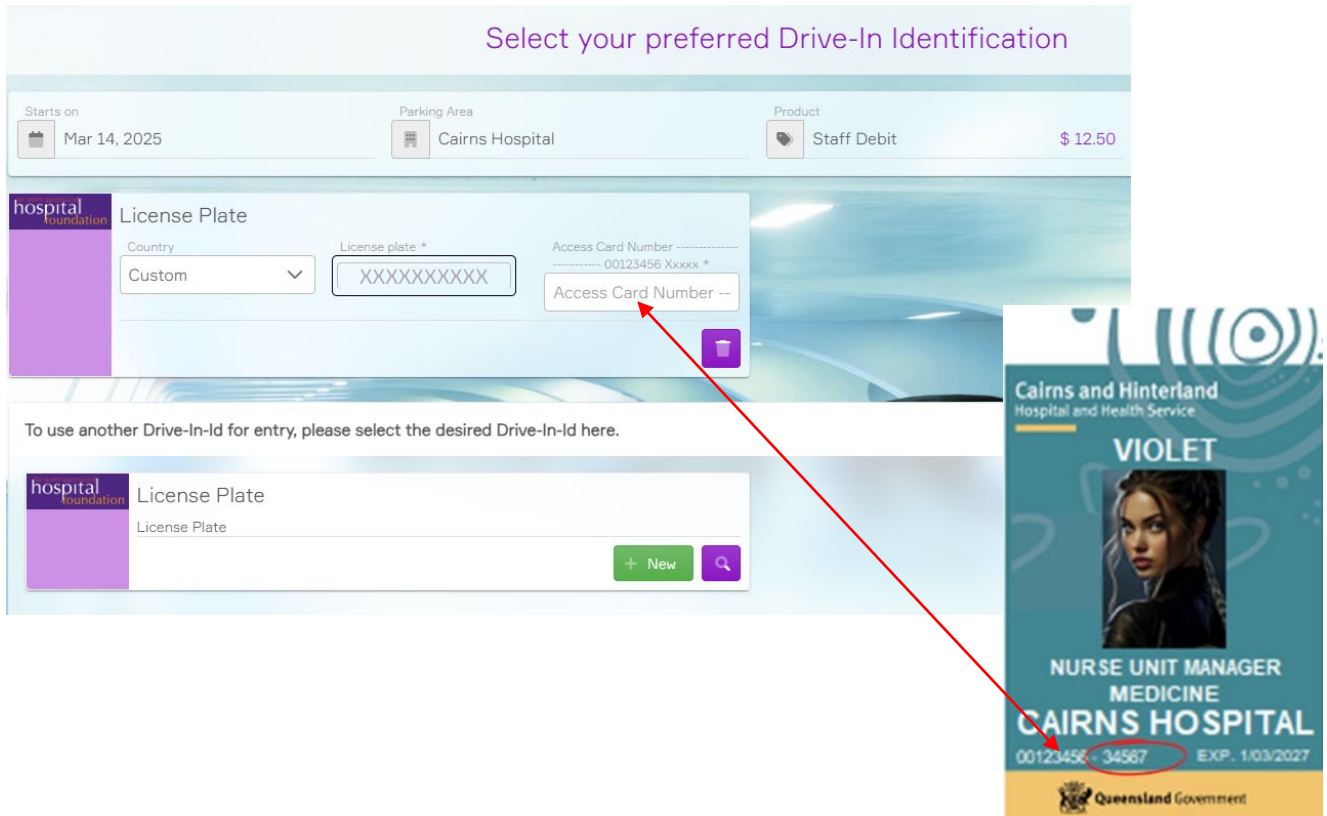


Step 3: Click on the **Book Now** button to create your online account.



Step 4: Insert your car license plate details into **License Plate**, and **“Access Card Number**. (Access Card Number starts with an 8, 9 or 10 and is on the back, down the bottom of your Qld Health Swipe ID.)

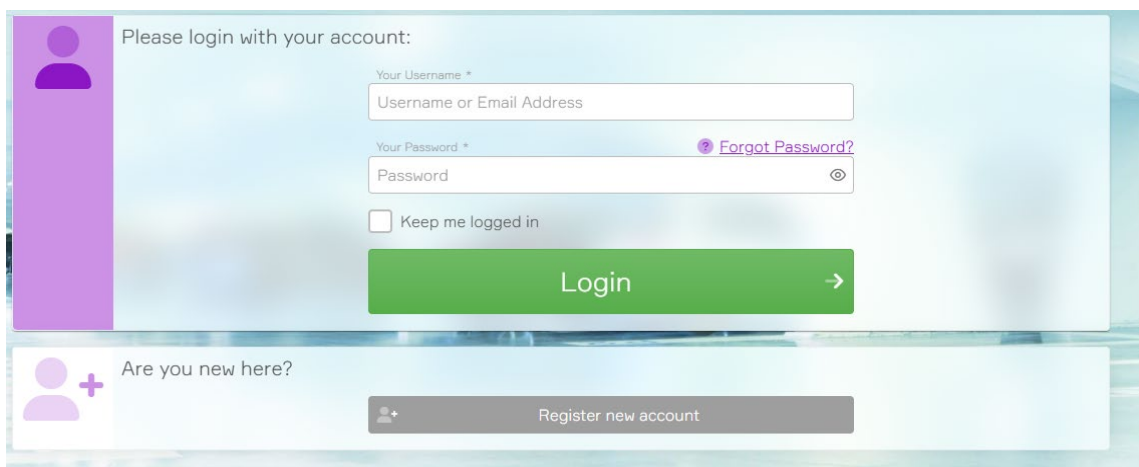
If you have a second car, select **new** again and add the next license plate details. Select **continue** once completed.



Step 5: Create a login, choose **Register new account**.

Complete the required details and choose **Register**.

Write your username and password down as you will need this anytime you need to make changes.



Step 6: Complete the payment section, paying the 12-month membership fee of \$12.50

Please check your selection below and confirm the order:

Activation link was sent to marysmith@gmail.com.

Description	Subtotal
Staff Debit	\$ 12.50
Net amount	\$ 12.50
Total Amount	\$ 12.50

Address
Mr Mary Smith
123 Test Road
4870 Cairns, Australia
0409123456

Select Address
Bank account has a different address
Delivery address is different than this address

Continue Shopping Checkout

Step 7: Complete the payment section and choose **Binding Booking**.

Please enter your payment method:

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All credit card information entered on our site is protected by our 256-bit SSL Certificate. All credit card payments accepted through this site are processed securely by Advam, our Level 1 PCI DSS Compliant Payment Gateway provider.

Card type *
Card Holder Name *
Card Number *
Expiry date *
Verification Number (CVV/CSC) *Signature and digits from card # 123
On most cards, the 3-digit security code is on the back, to the right of the signature.
The Card Security Code is the last 3 digits of the number printed on the back of your credit card. On an American Express card the CVV code is a 4 digit code located on the front side.

Binding booking

Congratulations, your online license plate recognition account has now been created.

From here your account will be approved within business hours and your registration plate will then be recognised when parking.

If you enter the carpark **before approval is granted**, you will need to pay the daily rate at the exit.

Frequently Asked Questions

1. The administration membership fee is \$12.50 per year.
2. If you have a CHHHS Frequent Parker account, you'll continue to pay \$5.30 per day. If a different price appears at the exit terminal, please press the telephone help button.
3. Upon account setup, you will be charged \$12.50 (administration membership fee) and \$5.30 to ensure your Frequent Parker Contract has credit for your first exit. Your account needs to be in credit \$5.30, so that your exit experience will be faster. You will be debited \$5.30 for each following exit.
4. LPR cameras have a 96-97% confidence rate in reading your number plate. Occasionally, there may be misreads (e.g; "O" as "0" or "B" as "8"). This is why the boom gate may not lift at the exit. If this occurs, please press the telephone help button.
5. If you have a Frequent Parker Account and the exit wants to charge you a different rate to \$5.30, please press the telephone help button.
6. If you have a Frequent Parker Account, you no longer need to go to the pay station to pay for your parking. If you do, it will charge you the full daily rate of \$11.20, because the pay station does not recognise that you have a Frequent Parker Account.
7. No more topping up of your account at the pay station. This is done electronically when you leave the car park each exit via your bank card that is in your Frequent Parker Account.
8. If you have credit left on your Store Value P card, this will be transferred manually by the car park team. You do not need to do anything.
9. If your number plate is misread multiple times, please email us at carpark@fnqhf.org.au with your details, and we can investigate accordingly.
10. CHHHS tariffs are \$5.30 for the first 23 hours to accommodate double shifts, then \$11.20 per day after that. (If you enter on the 1st and leave on the 5th, you will be charged \$5.30 for the first day then \$11.20 per day after that.)
11. You can register multiple licence plates under one account; however, this applies to a single driver only, not multiple drivers. Each CHHHS employee who wishes to access the CHHHS staff parking rate and drives a vehicle is required to have their own individual car park account. Two drivers are not permitted to share one account.
12. If you need to cancel your account, contact the carpark team carpark@fnqhf.org.au 48 hours prior and we can assist you.
13. The QFleet parking area on Level 7 is reserved for authorised vehicles only. If the car park is full, please don't request access to this area. While some spaces may appear vacant, they are allocated for the 300+ Fleet vehicles that regularly use the facility.

Further information can be found at <https://www.fnqhf.org.au/parking/>