**Admyt FAQ’s**

1. **WHO IS ADMYT?** Admyt is a leading digital parking platform and app utilizing license plate recognition (LPR) software and smartphone technology to provide a seamless, cashless, and ticketless parking experience.

Admyt serves over 140,000 users at more than 70 locations across South Africa, including prominent retail, office, and mixed-use precincts.

1. **WHAT IS THE SIGN-UP PROCESS?**
	1. Sign up once via the admyt app (available on apple or android) or via the website: [www.admyt.com](http://www.admyt.com/).
	2. Add your license plate number and bank card, or load prepaid credit onto your Admyt wallet.
	3. Drive in and out of participating locations using your license plate and enjoy automatic billing.

Experience the convenience of parking without tickets, pay stations, or cash. Users only need to register once.

1. **HOW DOES IT WORK?** Once registered, simply drive up to the parking entrance or exit boom at any admyt site. The system and cameras will then automatically recognize your license plate, allowing the booms to open without the need for a parking ticket or pay station visit. Parking fees are then charged directly and automatically to your registered bank card or admyt wallet. No parking ticket, no pay station.
2. **IS IT SECURE?** Yes, Admyt employs industry-standard encryption for banking information, which is not stored in our database. We use PayU as our secure payment gateway and comply fully with GDPR and POPI regulations. admyt is also partnered with Verifier, the leader in off-site CCTV monitoring.
3. **HOW DO I VALIDATE MY PARKING?** Scan the Admyt-branded QR codes available throughout Mall of Africa to unlock free validated parking.
4. **IF I SIGN UP AT THE MALL, DO I STILL NEED TO PAY FOR MY TICKET?** No, once you complete the full registration by adding your license plate and bank card details, you can exit the mall with the charges automatically billed to your Admyt account. Our system recognizes your number plate when you drive in.
5. **HOW DOES PAYMENT WORK?** During registration, you will be prompted to enter a payment method. You can either:
	1. Register an internet-enabled bank card, which will be charged after each parking session, or
	2. Use the prepaid option to load credit onto your Admyt wallet, topping up as needed.

All transactions are processed securely and automatically through PayU and follow the mall's parking tariff rates.

1. **IS THERE A COST INVOLVED?** There are no sign-up or subscription fees associated with admyt. The mall parking tariffs remain unchanged. Admyt just charges a fixed service fee of R1 per paid parking transaction to its users.
2. **WHAT IF MY PHONE DIES OR I FORGET IT AT HOME?** Admyt will still recognize your license plate at entry and exit points. You will receive an email confirmation with the parking details and costs. However, without your phone, you will not be able to scan QR codes to validate free parking.
3. **WHAT IF I GET STUCK AT A BOOM?** If an issue arises, please allow a moment for the system to read your number plate correctly. If you remain stuck, press the help button to connect with the parking lot operator or speak to on-site staff. They can verify your Admyt account using your license plate number.
4. **DO YOU HAVE CUSTOMER SUPPORT?** Yes, for any inquiries or issues, please contact us at hello@admyt.com
5. **PENSIONERS PARKING:** Visit our Guest Relations desk located opposite the iStore to validate your FREE parking on Wednesdays.
6. **WHAT LOCATIONS ACCEPT ADMYT?** Admyt is accepted at over 70 locations across South Africa, including major retail centres, office complexes, and mixed-use developments. For a full list of participating sites, please visit our locations page: [www.admyt.com/locations](http://www.admyt.com/locations)
7. **CAN I REGISTER MULTIPLE VEHICLES?** Yes, you can register up to two license plates under a single Admyt account. Simply add each vehicle’s license plate number through the app or website.
8. **HOW DO I UPDATE MY PAYMENT INFORMATION?** To update your payment details, log into your Admyt account on the app or website, navigate to the payment settings, and enter your new bank card information or update your prepaid credit balance.
9. **WHAT HAPPENS IF MY LICENSE PLATE CHANGES?** If you change your vehicle or license plate number, update the details in your Admyt account to ensure uninterrupted service. This can be done through the app or website.
10. **HOW CAN I VIEW MY PARKING HISTORY?** Your parking history, including dates, times, and charges, is available in your Admyt account. Access this information through the app or website for a detailed overview of your transactions.