



## FAQs: Parking Services – Estate Management Help Desk & Facilities Management

### General questions

#### **Q: What's happening with parking services at UNSW?**

A: We are continuing to use **CellOPark Australia** as our parking system. All planned changes have been paused, and any updates will be communicated through official university channels.

#### **Q: Who does this affect?**

A: These updates affect **STAFF ONLY** who use the CellOPark app for managing their parking.

#### **Q: Is parking free right now?**

A: Yes, parking is free of charge for all staff from **6th January to 17th January**. During this period, you do not need to use any parking app.

#### **Q: Is my data secure?**

A: Yes, your data remains secure and is handled according to strict privacy standards.

### Using CellOPark

#### **Q: Can I still use CellOPark for parking?**

A: Yes, outside the free parking period for staff who use the app (6th–17th January), please continue to use CellOPark as usual to manage your parking.

#### **Q: Should I use any app during the free parking period?**

A: No, neither CellOPark nor any other app needs to be used during the free parking period from 6th–17th January. Simply, park your vehicle without registering in any app.

#### **Q: I am a PhD student and a staff member. Can I get a refund for my PhD parking permit?**

A: PhD parking permits are already offered at a reduced rate and do not fall under the staff app-related changes. Unfortunately, no partial refunds are available for these permits.

#### **Q: Will there be any changes to CellOPark after 17th January?**

A: No changes are planned for now. Please continue using CellOPark for parking as usual.

#### **Q: I have already started a session in OPark since 6th January, will I get a refund?**

A: Please send an email to [parking@unsw.edu.au](mailto:parking@unsw.edu.au) indicating your vehicle registration number and request a refund.

## Getting help

### **Q: What if I have issues with CellOPark in the future?**

A: If you're experiencing issues with CellOPark in the future, please contact CellOPark support team directly. UNSW Parking Services is also available for assistance via [parking@unsw.edu.au](mailto:parking@unsw.edu.au).

### **Q: I'm having trouble logging into CellOPark. What should I do?**

A: Use the password reset option in the app or contact CellOPark support if the issue persists.

### **Q: Where can I download the CellOPark app?**

A: The [CellOPark app](#) is available for free on both **Google Play** and the **Apple App Store**.

## Future plans

### **Q: Are there any upcoming changes to parking?**

A: At this time, there are no changes planned. Any updates will be shared through official university communications.

For further questions, contact UNSW Parking Services at [parking@unsw.edu.au](mailto:parking@unsw.edu.au).