

Wexford eParking FAQ

V1.0 – 14-02-2022

Wexford eParking and ParkMagic

The eParking service is operated by **ParkMagic**, this means that if you already have a ParkMagic or TollTag.ie account, you can use your existing login details and credit balance with Wexford eParking.

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Contact Wexford eParking Support

You can contact our support team via the following methods:

eparking@payzone.ie

support@parkmagic.net

061 311 422

Signing Up / Logging in

Wexford eParking and ParkMagic

The eParking service is operated by **ParkMagic**, this means that if you already have a **ParkMagic** or **TollTag.ie** account, you can use your existing login details and credit balance with **Wexford eParking**.

Alternatively, you can access the Wexford eParking zones via the ParkMagic app.

What are the charges?

You can use the service as an account holder or on a once off basis without an account.

When you add credit to your account, there is an admin fee of €0.50 which is charged to your parking account. So if you top up by €20, your balance after the fee will be €19.50.

If you park on a once off basis, a small convenience fee is charged per transaction. The charge ranges from €0.10 - €0.30 depending on the value of the transaction.

Schedule of Fees - Wexford eParking		
Service	Fee	Detail
Top up account	€0.50	per Top Up
Once off parking	€0.10	On transactions up to €1.00
	€0.20	On transactions up to €3.00
	€0.30	On transactions over €3.00
SMS Expiry Reminder	€0.20	per SMS

Invalid Car Registration when signing up?

When entering your VRN (Vehicle Registration Number), you may see this error. Don't worry. Usually, this error occurs because the VRN already exists on our system.

This can happen several ways but is easy to fix. Give our support team a call and they will help.

How do I top up?

You can top up your account by:

1. Logging into your account on www.wexfordcoco.ie/eparking
2. Using the iOS or Android App.

I can't log in

If you have an account but can't log in, you should click "forgot password" on the log in page.

If resetting your password didn't work, it's possible that you used a different email address when setting up the account. If you know the email address, use this to log in (you can update it once you're in).

If the problem persists, give our support team a call and they will help you to access your account.

Changing account details

You can update your personal details including phone number and email address by logging into your account on the website or in the app.

Parking

How do I make a Parking Payment?

You have several options when it comes to processing your parking payment.

App

You can pay your parking using one of the following apps:

1. Wexford eParking
2. ParkMagic

Using your chosen App, select the area you are parking in from the map or view a list of available areas using the toggle at the top right of the map screen, once you select your location, follow the on screen instructions to select a duration and the Vehicle you are parking.

Once Off (no account required)

Once off payments are available at www.wexfordcoco.ie/eparking and via the log in screen of the app, you can process a parking transaction here without setting up an account.

An additional fee may apply to once off parking transactions and the full price including the relevant fee is displayed before you process the transaction.

Website

You can process a parking payment online

- Log in to your account at www.wexfordcoco.ie/eparking
- Select 'Park My Car' from the main menu and follow the on-screen steps.

Retail Parking: *Coming soon!*

By the end of Summer 2024 customers will also be able to pay for parking at Payzone retail outlets in Gorey, New Ross, Enniscorthy and Wexford Town.

Keep an eye on our website and social media for news of this exciting new feature.

Phone Call

You can process your parking payment by calling the phone number (available at www.mayoparking.ie). Don't forget that you must call from the phone number that is linked to your account.

My payment is about to expire, but I'm still away from the car

You can process another parking transaction on your app (adhering to local regulations). Note that processing a second parking transaction will overwrite an active parking session for the same car.

My usual method of parking isn't working, what should I do?

If you are unable to make a parking payment in the usual way, you can try one of the other methods available. If you still can't seem to process your payment, call our support team for further information.

Don't leave your car unpaid if this happens. If for any reason you can't pay using the Wexford eParking system, you are still obliged to pay for your parking using the pay and display alternatives.

How does the Warden know that I have paid?

The Traffic wardens use their handheld computer to check the VRN (Vehicle Registration Number) of each car in the area.

I paid for the wrong zone

If you accidentally paid for the incorrect zone, the first thing to do is to process the parking again for the correct zone. Email or call our support team to explain the situation and the original transaction will be refunded.

I need to move my car but I still have time on my parking

Your eParking payment will be valid until your payment expires in any other zone with an equal or lower tariff. Your payment will not cover you in areas with a higher tariff.

I am driving a different car today, what do I need to do?

Using the Vehicle management options on the app or website, you can add additional vehicles to your account. When you process a parking transaction, you will have the opportunity to select which car you are parking.

Invalid Car Registration... What does this mean?

When entering your VRN (Vehicle Registration Number), you may see this error. Don't worry. Usually, this error occurs because the VRN already exists on our system. This can happen a number of different ways but is easy to fix. Give our support team a call and they will help.

I Received a Parking Ticket having paid using Wexford eParking.

If you receive a parking ticket and had paid for your parking you should follow these steps:

1. Check the offense – Parking tickets can be issued for various offences including out of date tax and illegal parking. Before doing anything else, make sure that the ticket is in fact for 'non-payment'.
2. Call our support team. They will guide you through the rest of the process and provide you with documentation which shows your transactions.

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