

## **HotSpot Digital Permits**

### **Frequently Asked Questions**

#### **What is HotSpot?**

HotSpot is a digital parking solution created by Canadian company HotSpot Parking, that allows drivers to pay with a mobile device using their licence plate number, meter number and a credit card or visa debit. The service is also available online.

The City of Greater Sudbury partnered with HotSpot in June 2019 to offer residents and visitors the options to pay for metered parking downtown. Since implementation, more than 10,000 users have signed up for the app.

There are no added fees to sign up and no membership fees to purchase monthly parking permits through HotSpot.

#### **Why expand HotSpot to include monthly parking?**

We want to make municipal parking more accessible to users. This new option allows those who purchase monthly parking permits at the 13 municipal parking lots to do so through the app or online.

Please note, hourly parking in these lots will remain through the pay and display machines located in the lots.

#### **What are the benefits to digital parking permits?**

There are many benefits to digital parking including:

- The ability to purchase monthly parking permits online or through the HotSpot app;
- Enhanced services including digital waitlists for high demand parking lots;
- A touchless service through the implementation of license plate technology, replacing the need for physical parking tags.
- There are no added fees to sign up and no membership fees to purchase monthly parking permits.

#### **How do I purchase a parking permit?**

If you are purchasing a permit for the first time, first you need a HotSpot account with a vehicle and a payment method. You don't need a HotSpot membership and you can set payments to come directly from your credit card.

Parking permits will continue to be available for purchase at the Citizen Service Centre at Tom Davies Square.

Information about municipal parking lots and rates can be found at <https://www.greatersudbury.ca/live/transportation-parking-and-roads/parking/>.

For support, please call HotSpot at 1-855-712-5888, email [support@htsp.ca](mailto:support@htsp.ca) or visit [htsp.ca/faq](http://htsp.ca/faq).

### **What payments are accepted through HotSpot?**

Accepted credit cards include Visa, Master Card, Visa Debit, American Express and prepaid Visa and Master Cards.

### **Using the HotSpot App:**

#### **Purchasing for a Permit Using the HotSpot Mobile App**

1. Open the app.
2. Press the hamburger icon.
3. Press **Purchase a Permit**.
4. Verify that your city is correct.
5. Press **Select a Location**, select a parking lot, and press **Select a Location**.
6. Verify that the plate is correct.
7. Press the permit listed under your plate number.
8. Read the information about the permit and the lot.
9. Optional. Press **Auto Renew** if you want to Automatically renew each month. If this option is not visible, automatic renewal is not available for this lot.
10. Press **Purchase**.

#### **Paying for a Permit Using the HotSpot Web Dashboard**

1. Open a browser window.
2. Go to [htsp.ca](http://htsp.ca) and click **Log In**.
3. Click the **Permits** tab.  
You might see two permit panels: one for the current month and one for the next month. Ensure that you purchase for the correct month.
4. Select a city.
5. Select a location.
6. Select a lot.
7. Select a permit.
8. Verify that the plate is correct.

9. Optional. Select the **Would you like this permit to auto renew** checkbox if you want to Automatically renew each month. If this option is not visible, automatic renewal is not available for this lot.
10. Read the information about the permit and the lot.
11. Press **Purchase**.

### **Paying for a Permit in person or over the phone**

1. Attend at Tom Davies Square, 200 Brady Street, Sudbury
2. Call the City at 311
3. Call HotSpot at 1-855-712-5888

### **How do I enable or disable the automatic renewal on my permit?**

When you purchased your permit, you chose to either automatically renew your permit or not. Now you want to change that setting. No problem! Not all parking lots allow for automatic parking renewal. If auto-renewal is not available for your lot, the Auto Renew toggle is not shown on your permit details page.

### **How to Enable/Disable Automatic Permit Renewal Using the HotSpot Mobile App**

1. Open the app.
2. Press **My Permits**.
3. Select your permit.
4. Press the **Auto Renew** toggle.

### **How to Enable/Disable Automatic Permit Renewal Using the HotSpot Web Dashboard**

1. Open a browser window.
2. Go to [htsp.ca](http://htsp.ca) and click **Log In**.
3. Click the **Permits tab**.
4. Under your active permit, select the Would you like this permit to auto renew? option.

### **How do I change my credit card on file?**

1. Press the hamburger icon.
2. Press **Manage My Account**.
3. Press **Add/Manage Funds**.
4. To add a credit card, press **Add Card** and follow the instructions to add a card.
5. If you have more than one credit card, you can select **Default** for the card you want to use.

6. To remove a credit card, press **Remove** under the tile for the card you want removed.

### How do I delete my account?

1. Press the hamburger icon.
2. Press **Manage My Account**.
3. Press **App Settings**.
4. Press **Delete Account**.
5. Press **Yes** to confirm.

### How do I access my transaction receipts?

In the HotSpot mobile app:

1. Press the hamburger icon.
2. Press **Manage My Account**.
3. Press **History**.
4. Press the transaction for which you want a receipt.
5. Press **Email Receipt**, and then **Okay**.

On the HotSpot website:

1. Log into your account at [htsp.ca](https://htsp.ca).
2. In the **Transactions** section of the **Wallet** tab, select the date range for transactions you want to access.
3. For each receipt you want to print, click the printer icon in the **Email** column.

The receipts are emailed to the email address that is associated with your account.

### I got a parking ticket! How do I resolve it through the app?

First you need to add your ticket in the app.

1. Open the app.
2. Press the hamburger icon.
3. Press **Resolve a Parking Ticket**.
4. Press **Add Ticket**.
5. Take a picture of the ticket.
6. Enter the ticket number.
7. Optional: Add comments. This is useful if you plan to dispute the ticket.
8. Press **Submit Ticket**. Your ticket is now listed on the Parking Tickets screen. At this point, you can proceed to pay the ticket or dispute it. If you want to dispute the ticket, don't take any further action in the app. The ticket will be reviewed by HotSpot Support

and then by the city parking authority. You will be notified of the resolution in approximately one to two weeks. If you are at fault for the ticket, proceed to pay the ticket.

9. Open the ticket.
10. Press **Pay Ticket**.
11. Enter the dollar amount of the ticket and click **Okay**.

### **If I am driving a rental, do I need to add it to my account?**

If you plan to pay for parking with HotSpot app, yes! Parking enforcement is based on your licence plate. Enforcers check your licence plate to verify that you paid. If you are driving a rental or another vehicle, your plate won't show up in their system as being paid and you will be ticketed.

### **How do I change the plate number on my permit to the one I am driving?**

Parking permit enforcement is based on licence plate number. It is important that the plate associated with the permit is accurate. If you rent a car or park a different vehicle, you will need to change the plate on your permit to avoid getting ticketed or towed.

### **Changing the Plate Number on my Permit Using the HotSpot Mobile App**

1. Open the app.
2. Press the hamburger icon.
3. Press **My Permits**.
4. Select your permit.
5. Press **Change Plate**.
6. Enter your plate.
7. Press **Change Plate**.

### **Changing the Plate Number on my Permit Using the HotSpot Web Dashboard**

1. Open a browser window.
2. Go to [htsp.ca](https://htsp.ca) and click **Log In**.
3. Click the **Permits** tab.
4. On your active permit, select the plate number you want to change to, and press **Change**.

### **Can I park multiple cars at one time on one HotSpot account?**

You can add multiple cars to your HotSpot account, but can only park one car at a time per each parking session. If you have more than one car on your account, ensure that the Parking screen on the mobile app shows the license plate for the vehicle you are trying to park. If it is not correct, please change it. Parking enforcement is based on plate numbers.

## **I have an active permit, but I can't remember my password for my HotSpot account?**

You have a HotSpot account, but don't remember your password. No need to worry! It's easy to reset your password so that you can log in and purchase your parking permit.

### **Resetting Your Password on the HotSpot Mobile App**

If you use the HotSpot mobile app:

1. Open the app.
2. On the Log In screen, press **Forgot Your Password?**
3. Enter your email address and click **Next**.

We will send you a link to reset your password!

### **Resetting Your Password on the HotSpot Dashboard**

If you use the dashboard on the HotSpot website:

1. Open a browser window.
2. Go to [htsp.ca](https://htsp.ca).
3. Click **Log In** at the top right corner of the webpage.
4. Click **Forgot Your Password**.
5. Enter your email address and click **Reset**.

We will send you a link to reset your password!

## **Do I need a HotSpot membership and wallet to purchase parking permits?**

No, you don't need a membership or wallet to purchase parking permits. You do need to add a credit card. When you purchase a permit, the fee will come directly from your credit card.

**Note:** If you plan to use HotSpot to pay for more than permit parking, you might consider setting up a membership and adding funds to a HotSpot wallet. Other services include parking street side at meters, hourly parking in gated and ungated parking lots, transit passes, and taxi services (if applicable in your error). If you use these services, you will save money by purchasing a \$20 annual membership instead of paying a Pay-Per-Use fee for each session. If you only plan to use Permit parking, of course, you don't need a membership or a wallet.

## **How do I add a credit card to my account?**

If you set up a HotSpot account, but skipped the step to add a payment method, you'll need to add a credit card to be able to purchase parking permits.

### **Adding a Credit Card using the HotSpot Mobile App**

1. Open the mobile app and log in.
2. Press the hamburger icon.
3. Press **Manage My Account**.
4. Press **Add/Manage Funds**.
5. Press **Add Card** and follow the instructions to add a card.
6. If you have more than one credit card, you can select **Default** for the card you want to use.
7. To remove a credit card, press **Remove** under the tile for the card you want removed.

### **Adding a Credit Card using the HotSpot Dashboard**

1. Open a browser window.
2. Go to [htsp.ca](https://htsp.ca) and click **Log In**.
3. Click the **Wallet** tab.
4. Click Payment Methods.
5. On the pop-up window, click **Add Card**, enter your credit card details, and then click **Okay**.
6. Select **Credit Card** as your payment method.

### **How do I add my vehicle to my account?**

Parking enforcement is based on plate numbers, so you need to add your vehicle to your account.

Some points to think about before adding your vehicle:

- If you drive more than one vehicle, we recommend that you add all vehicles you might park with. For example, if you have two vehicles in your household, and might drive the other vehicle even on a random day, you'll save time and possibly a ticket, if you add both vehicles now.
- If you rent a car and park with it, either with your permit or street-side parking, we recommend that you add the rental vehicle plate.
- If you add more than one vehicle, you can make one of the vehicles the default vehicle and another other vehicle "temporary".

### **Adding Your Vehicle on your HotSpot Mobile App**

1. Open the app.
2. Press **Manage My Vehicles**.
3. Press **Add Vehicle**.
4. Enter your vehicle's details.
5. If this is a rental or not your regular car, press the **Temporary Vehicle** toggle.
6. Press **Add Vehicle**.

### **Adding Your Vehicle using the HotSpot Web Dashboard**

1. Open a browser window.
2. Go to [htsp.ca](http://htsp.ca) and click **Log In**.
3. Click the **Vehicles** tab.
4. Enter your vehicle's details in the right panel, and click **Save Vehicle**.

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