

# Flowbird App FAQ

**PLEASE NOTE: PARKING TRANSACTIONS SHOULD NOT BE STARTED UNTIL YOU HAVE OCCUPIED A SPECIFIC SPACE. PAYING AHEAD WILL NOT RESERVE A SPACE FOR YOUR FUTURE ARRIVAL AS A VEHICLE MAY ALREADY BE PARKED IN THAT SPACE.**

## **What is the Flowbird app?**

- The Flowbird app is a simple service that allows motorists to pay for parking using their mobile device or computer.

## **How can parking enforcement verify that I have paid through Flowbird for my parking?**

- Parking enforcement officers use handheld devices to look up records of valid parking payments. There is no need to print a receipt as evidence of payment.

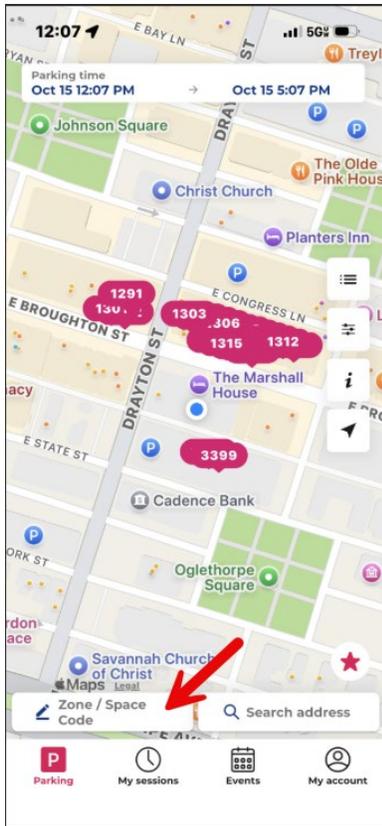
## **Can I use my Flowbird account from anywhere?**

- Yes, you can use your account to pay for parking with Flowbird from anywhere. Your Flowbird account can be used in all the locations that use the service.

## **Purchase and Payment**

### **How do I find my space number in the app?**

- Use the map to help you navigate the area or go directly to ZONE/SPACE CODE and enter your space number.



## Is payment secure?

- Yes, your payments made from your Flowbird account are highly secure. The Flowbird payment system is certified to Payment Card Industry standards.

## What payment options are accepted?

- The Flowbird app accepts Visa, Mastercard, American Express and Discover, along with Apple Pay and Google Pay.

## What is the cost of the service?

- Downloading the Flowbird App is free. There is a small convenience fee for use of the Flowbird service to purchase your parking session.

## How do I get started?

- Simply create your account on [my.flowbirdapp.com](https://my.flowbirdapp.com) or via the Google Playstore (Android) or Apple IOS (iPhone) applications. Register the license plate number of the vehicle you will be using. During your first

Flowbird transaction, you will be prompted to enter your debit/credit card information, which is stored securely so you never have to enter it again.

### **Can I stop a parking session?**

- No, you can't stop a parking session once you've started it. You won't receive a refund for any unused time.

## **Account Management**

### **Can I register more than one car in my account?**

- When you register, you need to supply the license plate number of the vehicle that you are going to be parking. At a later stage, you can add/register other vehicles to your account via the My Account page, or when you perform your next parking transaction.

### **How can I modify my telephone number?**

- You can access the interface for modifying your personal data from the My Account page of the Flowbird website [my.flowbird.com](http://my.flowbird.com).

### **Why can't I see my current transaction in the history?**

- Current transactions are not listed in the history section, but on the current transactions page. Your most recent transaction will be displayed in the history of transactions after expiry.

### **How can I disable options relating to SMS text messages?**

- If you have opted for the sending of reminder text messages in your Flowbird account, they will be applied automatically when your parking transaction is made. To prevent the sending of reminder text messages, you must modify your choice of options in your device settings.

### **I am unable to create an account.**

- When registering for an account, please ensure that all required fields are correctly entered. If this does not resolve the issues, then please

contact our customer support team by completing and submitting this form.

## **When I try to register, my phone number or email address information is rejected, what can I do ?**

- If you are sure that your phone number and email are entered correctly, the information is likely already registered to another existing account. If you have already created an account with the same information, you must either modify or delete your information or details. If you are still experiencing difficulties, please contact our customer support team by completing and submitting this form.

## **Can I delete my account?**

- Yes, you can delete your account and details. Please contact our customer support team at [support@flowbirdapp.com](mailto:support@flowbirdapp.com)

## **I locked myself out of my account, what can I do?**

- After 3 unsuccessful incorrect attempts, your account will be blocked. Your PIN/password can be reset via the “forgot PIN code or password” option

## **Use of the service**

### **What happens if I enter the wrong location code during my flowbird parking transaction?**

- Unfortunately, your parking transaction cannot be canceled or changed at this stage. You must complete another transaction with the correct location code. You will otherwise receive a parking or penalty charge notice.

### **I have received a parking ticket**

- Flowbird is not responsible for parking tickets or penalty charge notices (PCN). Always check that your parking transaction has been confirmed and/or that it is in the transaction history of your account. You must check that all details and information (license plate and location code) supplied for a parking session are valid. If you receive a parking ticket

and you believe it was in error, contact the **City of Savannah Mobility and Parking Services Department at (912) 651-6470** for further assistance.

## **How can I verify that my parking transaction/session is valid?**

- If you have selected the email notification option, you will receive an email confirming your parking transaction. If you have not selected email notification, you can confirm by verifying your paid parking session within current transactions. Once your parking period has expired, your parking payment transaction will appear in your transaction history.

## **Will I automatically get a reminder when my paid parking session is about to expire?**

- If you have selected the option to receive an SMS message to notify you of parking session expiry, you will receive an SMS message.

## **Can I obtain a summary of parking payments made?**

- Yes, on your Account/History page, you can select and export your history of paid parking session transactions.

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