

































south bank
corporation

FREQUENTLY ASKED QUESTIONS (FAQs)

About the new ticketless parking system

How does ticketless parking work?	<p>The smart license plate recognition technology eliminates the need for a physical car park ticket or access card, allowing for a contactless entry and exit experience.</p> <p>When you enter the car park, the automatic license plate recognition camera will read your license plate and automatically raise the boom gate.</p> <p>To access the new ticketless system, you will need to pre-register your car details via the multiScanhub online portal.</p> <p>When exiting, the system will recognise your pre-registered vehicle and link you to the relevant parking rate for your user group, if applicable.</p> <p>So, no more scrambling your bag, wallet or pockets to find your car park access card!</p>
How will it differ from my current parking experience?	<p>You will no longer need your car park access card to access and exit the South Bank Car Park. Simply enter and exit the car park and your license plate will be recognised in our parking system. The boom gate will then automatically open.</p> <p>Even though we are going ticketless, our friendly and helpful Car Park team will still be available to help should you require further assistance.</p> <p>You can visit the team on Level B1 of the car park at the southern entrance, email access@south-bank.net.au or call (07) 3867 2022 within Car Park trading hours (Monday-Sunday, 5am-1am).</p>
Why have you introduced ticketless parking?	<p>South Bank Corporation has introduced ticketless parking to provide you with a more convenient and seamless parking experience at South Bank.</p> <p>The smart license plate recognition technology eliminates the need for a car park access card, allowing for a contactless entry and exit experience.</p> <p>The new system will help to improve the flow of traffic in the carpark, reduce congestion at the entries and exits and improve overall experience of our car park users.</p>
How do I register my vehicle?	<ul style="list-style-type: none">• You will receive an email from multiScanhub inviting you to register via the online portal.• Follow the provided instructions to access the portal.• Register using the relevant user parking group.• Fill in your details and vehicle information.• Optionally, provide debit credit card details for payments.• Once successfully registered, you'll receive a confirmation email from multiScanhub.

<p>Why should I register my vehicle?</p>	<p>Pre-registering your car details via the multiScanhub online portal is essential to access the benefits of the new ticketless parking system. Here are some of the advantages of registering:</p> <table border="1" data-bbox="451 521 1517 1070"> <thead> <tr> <th data-bbox="451 521 794 629"></th> <th data-bbox="794 521 1150 629">Benefits of Registering</th> <th data-bbox="1150 521 1517 629">Not Registered</th> </tr> </thead> <tbody> <tr> <td data-bbox="451 629 794 689"> Seamless Entry / Exit (main car park gates) </td> <td data-bbox="794 629 1150 689">  Gates will auto open </td> <td data-bbox="1150 629 1517 689">  Swipe card required to operate gates </td> </tr> <tr> <td data-bbox="451 689 794 770"> Seamless Entry to Residential Parking (residential roller doors) </td> <td data-bbox="794 689 1150 770">  Roller door will auto open </td> <td data-bbox="1150 689 1517 770">  Swipe card required to operate roller door </td> </tr> <tr> <td data-bbox="451 770 794 851"> Seamless Exit from Residential Parking (residential roller doors) </td> <td data-bbox="794 770 1150 851">  Swipe card required to operate roller door </td> <td data-bbox="1150 770 1517 851">  Swipe card required to operate roller door </td> </tr> <tr> <td data-bbox="451 851 794 954"> Seamless after-hours Entry / Exit (residential roller doors) </td> <td data-bbox="794 851 1150 954">  After-hours roller door & boom gates will auto open </td> <td data-bbox="1150 851 1517 954">  Swipe card required to operate after-hours roller door & boom gates </td> </tr> <tr> <td data-bbox="451 954 794 1070"> Seamless Entry when car park is full (new boom gates are being installed at the top of the entry ramps which will lower when car park is full) </td> <td data-bbox="794 954 1150 1070">  New boom gate will auto open </td> <td data-bbox="1150 954 1517 1070">  Swipe card required to operate new boom gate (residents will be required to exit their vehicles to access the new card reader) </td> </tr> </tbody> </table>		Benefits of Registering	Not Registered	Seamless Entry / Exit (main car park gates)	 Gates will auto open	 Swipe card required to operate gates	Seamless Entry to Residential Parking (residential roller doors)	 Roller door will auto open	 Swipe card required to operate roller door	Seamless Exit from Residential Parking (residential roller doors)	 Swipe card required to operate roller door	 Swipe card required to operate roller door	Seamless after-hours Entry / Exit (residential roller doors)	 After-hours roller door & boom gates will auto open	 Swipe card required to operate after-hours roller door & boom gates	Seamless Entry when car park is full (new boom gates are being installed at the top of the entry ramps which will lower when car park is full)	 New boom gate will auto open	 Swipe card required to operate new boom gate (residents will be required to exit their vehicles to access the new card reader)
	Benefits of Registering	Not Registered																	
Seamless Entry / Exit (main car park gates)	 Gates will auto open	 Swipe card required to operate gates																	
Seamless Entry to Residential Parking (residential roller doors)	 Roller door will auto open	 Swipe card required to operate roller door																	
Seamless Exit from Residential Parking (residential roller doors)	 Swipe card required to operate roller door	 Swipe card required to operate roller door																	
Seamless after-hours Entry / Exit (residential roller doors)	 After-hours roller door & boom gates will auto open	 Swipe card required to operate after-hours roller door & boom gates																	
Seamless Entry when car park is full (new boom gates are being installed at the top of the entry ramps which will lower when car park is full)	 New boom gate will auto open	 Swipe card required to operate new boom gate (residents will be required to exit their vehicles to access the new card reader)																	
<p>What happens if I don't register my vehicle?</p>	<p>If you don't pre-register your vehicle details, you will need to use your car park access card to enter and exit the car park.</p> <p>Pre-registering your vehicle offers a seamless entry and exit with the gates automatically opening, eliminating the need for a physical car park access card and providing a more convenient parking experience.</p> <p>Additionally, if the car park is full, the new boom gate located at the top of the ramp will open automatically only for registered vehicles.</p>																		
<p>Can I access the car park when full?</p>	<p>Yes, but when the car park is full, the boom gate at the top of the car park entry ramps will be lowered.</p> <p>If your details are registered via the Car Park portal, the boom gate will open automatically for you.</p> <p>If you are still using a car park access card, you will need to swipe it at the entry machine for access.</p>																		
<p>Do you have a privacy policy?</p>	<p>Yes, personal details provided by you are secure and in accordance with the South Bank Corporation privacy policy, which can be found here. You can also find the Car Park access Privacy Collection Statement here.</p>																		
<p>Who can I contact regarding the ticketless car park system?</p>	<p>For any questions or assistance, you can contact our friendly and helpful Car Park team:</p> <ul style="list-style-type: none"> • Phone: (07) 3867 2022 (during Car Park trading hours: Monday-Sunday, 5am-1am) • Email: access@south-bank.net.au • Visit: southbankcorporation.com.au/resources-links/parking-and-transport/ 																		