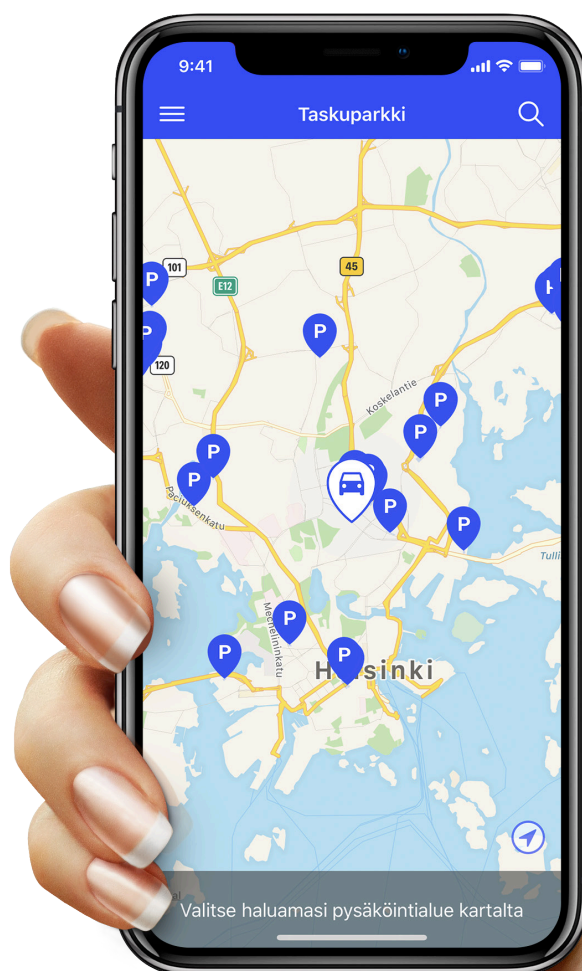




# Convenient residential parking with Taskuparkki



**aimo park**

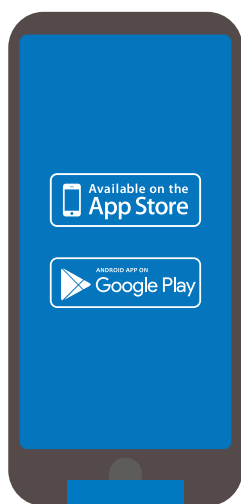


# Installing the app and claiming a digital parking permit

This guide will instruct you on how to install the Taskuparkki app and claim your personal digital parking permit.



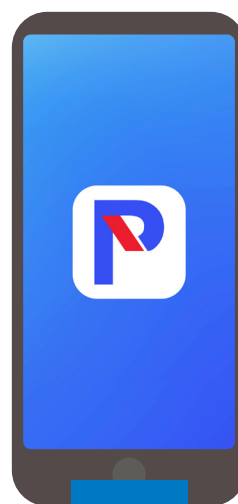
You can also use a browser-based version of Taskuparkki at [www.taskuparkki.fi](http://www.taskuparkki.fi). If you do not have a payment card or internet access, please contact your residential parking customer service. You will find the contact details on the last page of this guide.



1

## Install the app

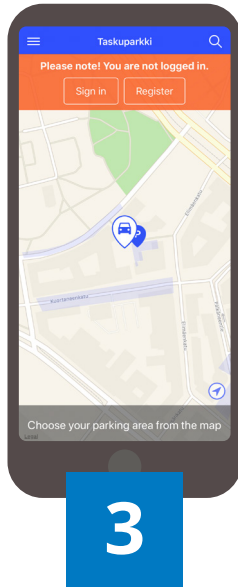
Install the Taskuparkki app on your smartphone via the App Store (iOS) or Google Play (Android).



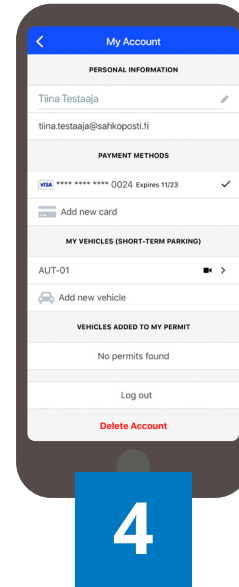
2

## Start the app

Start the Taskuparkki app you downloaded.



Camera recognition is not needed if you only use the application for residential parking.



## Register a user account

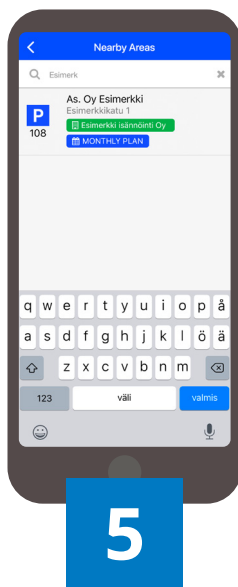
When you register your user account, please use an email address where you can receive your parking receipts and instructions from Taskuparkki.

## Fill in your information

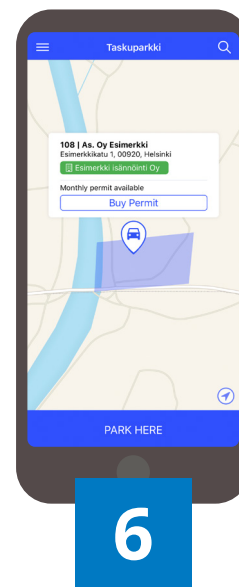
Fill in your information in the **My information** section by adding your preferred payment card and one or more vehicles.

i

Please note that you can only park the vehicle to which the permit has been assigned in the parking space listed in the permit. You can change the registration number specified for the permit by navigating to **My Account > Vehicles added to my permit**.



Your housing company parking area will be visible in the application, if we have your email address. If you do not see your parking area in the application, please contact your residential parking customer service. Contact information can be found at the end of this document.

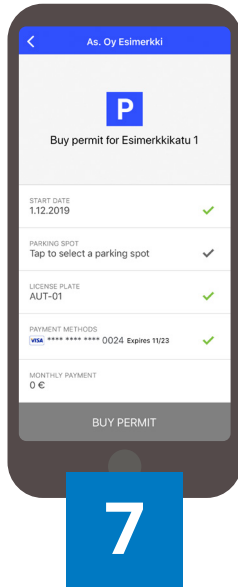


## Find your housing cooperative

Find and select your housing cooperative **on the map** or via the **magnifying glass icon** using the cooperative's name or address.

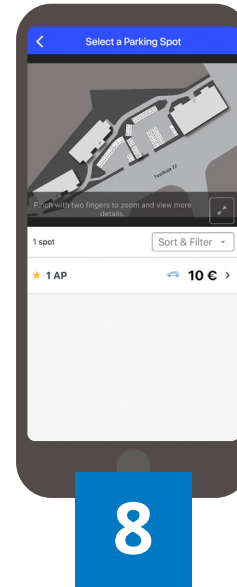
## Proceed to buying a permit

Proceed to buying a permit by selecting **Buy permit**.



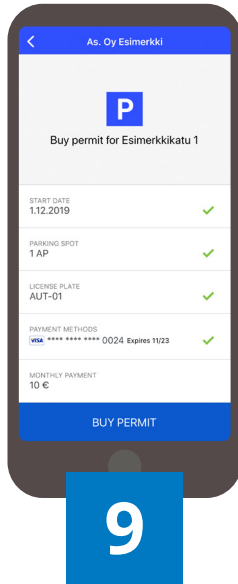
## Selecting the parking spot

Proceed to selecting the desired parking spot by pressing the **Tap to select a parking spot** column.



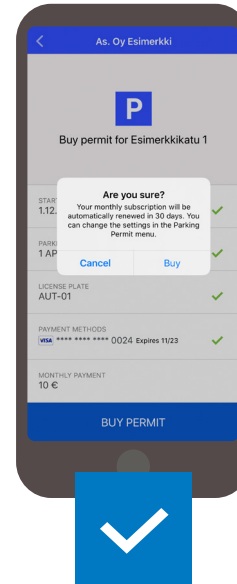
## Select the parking spot \*

Check the location on the map and select the parking spot. Confirm the selection by pressing **Choose spot**.



## Check the information

Before buying a permit, check parking spot, registration number and payment card details.



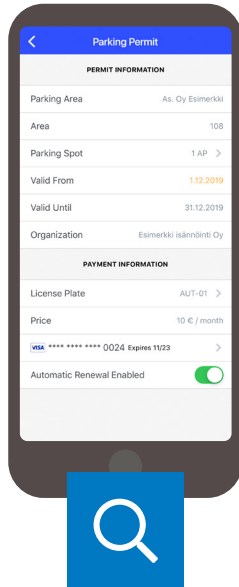
## Buy permit

Once you have completed the above steps, select **Buy permit** and confirm the purchase. The permit is purchased.

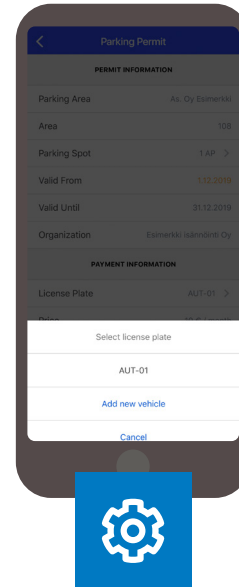


Your parking permit will be renewed automatically every 30 days. This keeps the permit in effect and ensures continued access to your parking space of choice.

\* **Several spots?** If you have been granted the option to purchase several parking permits and you choose this procedure, please repeat steps 5-10 for each permit.



Termination of the parking permit is effected by disabling the automatic permit renewal. The parking permit is then valid until the permit expires.



## Checking the permit

You can check the permit details by navigating to **Parking Permits** and opening the permit. Pay particular attention to the parking location and the validity periods.

## Editing the permit

If you want, you can change the vehicle or payment card listed in the permit and disable automatic renewal.



Please note that automatic renewal must be enabled. Otherwise the parking spot will be released for sale to other customers when the permit ends.

# Useful information

## What to do if buying/renewing a permit fails

The permit fee for your selected parking space will be charged from the payment card entered into the app immediately after the purchase. The parking permit will be activated on the date specified by the app. Your parking permit will be renewed automatically every 30 days from the date of activation, and the fee will be charged from the payment card. The Taskuparkki app accepts Visa Debit/Credit/Electron or MasterCard payments.

### What to do if buying a permit fails even though the payment card information is correct:

- Ensure that the payment card account has enough balance.
- Ensure that the payment card is one of the accepted types.
- Ensure that the payment card is eligible for online payment.

If the permit renewal fails, you will receive an error message to the e-mail address you used to log in to the Taskuparkki app. The error message e-mailed to you contains instructions and tips on how to enable automatic permit renewal. Please rectify the situation within 24 hours of the error message. Otherwise your parking space will be released for sale. Also remember to re-enable the permit renewal once the renewed payment has been accepted. If the payment still fails to go through, please contact the residential parking customer service to retain your parking space.

## It is important to update the registration number

Please note that if you park using Taskuparkki -longterm permit in one of our other locations then you must remember to change the correct registration number for the permit before parking. You can change the registration number by accessing the **Parking Permits** menu and selecting the correct permit in the **My permits** section. For residential parking permits it is not mandatory to change the registration number unless you have been specifically instructed to do so. It is enough that you have bought a permit for the correct parking area.

# Useful information

## Are you an existing Taskuparkki user?

If you have been using Taskuparkki with a different e-mail address, we recommend only using the user account and e-mail address set up as instructed above from now on.

- Remove any payment card information and registration numbers from your old account.
- Any campaigns and loyal customer programmes must be re-activated on the new account.
- You can also delete your old user account, if you want.

**Please note! If you are also using Taskuparkki for corporate parking, please retain the account and continue using it going forward.**

## Did you know the following about camera recognition?

Camera recognition of the registration plate is already used at several Aimo Park Finland locations, such as REDI, Iso Omena and shopping centre AINOA.

At locations that use camera recognition, your car is recognised automatically, and parking begins when you drive in and ends when you drive out. The parking fee is charged on the card entered in the app according to the parking duration and the location's price list. If you want parking to begin automatically, you can easily enable the feature or choose to receive a confirmation request at the gate instead, in which case you must confirm parking and your payment method at the gate before driving in. More information on locations that use camera recognition: [taskuparkki.fi/usein-kysyttya/](https://taskuparkki.fi/usein-kysyttya/)

# Useful information

## How to terminate your parking permit

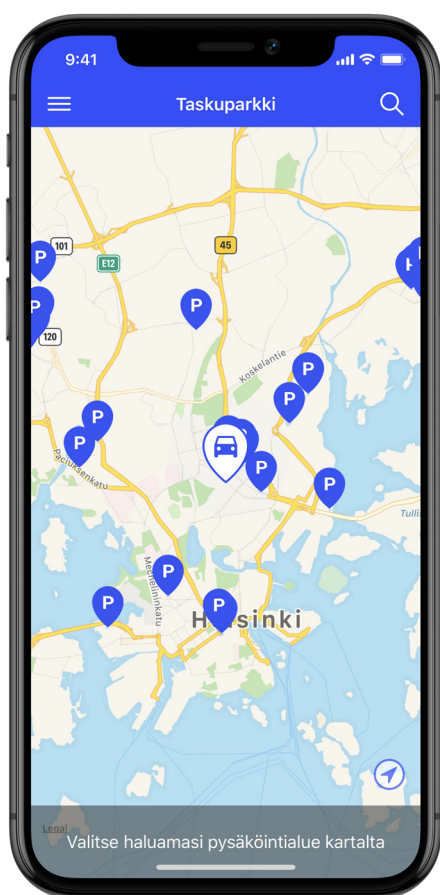
With the Taskuparkki application, you can terminate your parking permit any time without contacting our customer service. Go to the menu in the upper left corner, select **Parking permits - My Permits** and select the permit you wish to terminate. If you have more than one permit, please be sure to select the right one.

When the permit is selected, you can terminate the permit by switching off the **"Automatic renewal enabled"** -option. Then check the **"Valid until"** -section to see what day your permit expires. When the permit is no longer valid, your parking spot can be purchased by someone else. At that point you can no longer cancel your permit termination.





# One app, many locations



- housing cooperatives
- ungated outdoor areas
- corporate parking
- car parks
- shopping centres
- roadside parking

Taskuparkki makes parking more convenient – at many different locations.

Download Taskuparkki onto your phone and enjoy easy parking!

➔ [www.taskuparkki.fi](http://www.taskuparkki.fi)

In the event of any problems, you can call

**+358 (0)20 781 2480**

(Mon–Fri 9 am–4 pm)

**[asukaspysakointi@aimopark.fi](mailto:asukaspysakointi@aimopark.fi)**

**aimo park**