LUAS

parkbytext is changing to APCOA Connect at Luas: Frequently Asked Questions for Luas Customers

Published Mon 16th Nov 2020

1. **Why is Luas changing the parkbytext parking payment option to APCOA Connect?**
   The parkbytext platform is no longer being supported by Luas.

2. **From what date will APCOA Connect be available in Luas carparks?**
   APCOA Connect will be available in Luas Green Line Park and Ride locations from Mon 23rd Nov and in Red Line Park and Ride locations from Mon 30th Nov.

3. **Where can I get the APCOA Connect app?**
   To download the APCOA Connect app visit the [Apple Store](#) or [Google Play Store](#).

4. **What do I need to do if I have a parkbytext account?**
   If you have a parkbytext account and wish to continue to use an e-Wallet to pay for parking at Luas Park and Ride locations, you must open an APCOA Connect account.

5. **How do I close my parkbytext account?**
   To close your parkbytext account click on closemyparkbytextaccount@apcoa.ie, provide your mobile number and vehicle registration details.

6. **I have money in my parkbytext account, can I transfer this to APCOA Connect?**
   No; however, when you contact parkbytext to close your account, if there is a balance on the account, it will be refunded to you within 10 working days. There is a closing fee of €5.00 plus VAT but if you open an APCOA Connect e-Wallet Account with a minimum of €10.00 balance in advance of closing your parkbytext account, parkbytext will waive this closing fee. You will need to advise parkbytext at the time of closing your parkbytext account.

7. **Will the same parking ticket options be available with APCOA Connect?**
   Yes, APCOA Connect will provide the same parking ticket options as were available from parkbytext at Luas Park and Ride locations.

8. **What happens to my current / live parkbytext payment transaction?**
   All current / live parkbytext purchases will be valid until their transaction end date. This means any monthly or annual parking tickets purchased through parkbytext will be honoured by APCOA until their expiration date.

9. **What if I am already registered with APCOA Connect?**
   If you are already a registered user of APCOA Connect, then you do not need to register again.

10. **How do I register with APCOA Connect?**
    To register with APCOA Connect, go to https://www.apcoaconnect.ie/login

11. **Do I need to register with APCOA Connect or will my details be transferred from parkbytext?**

Due to data protection legislation, parkbytext customer data will not be transferred to APCOA Connect. All customers will need to register with APCOA Connect directly if they are not already registered.

12. **Why should I register? What are the benefits?**
Registration is quick and simple. Once registered, you can pay for parking using SMS, the APCOA Connect app, or the APCOA Connect Website.

13. **Do I have to store my card details with APCOA?**
When you use the APCOA Connect payment system to make a purchase, you have the option of storing your credit or debit card details for future use. If you choose not to store them, no details will be retained by any of their systems and you will need to enter your full card details every time. If you choose to store them, these will be held in compliance with the industry-accepted PCI / DSS standard in a secure data center, except for card verification value which is never stored.

If you subsequently choose to register via the APCOA Connect website, you can choose to view VAT receipts associated with your purchases. Your account will be password-protected in line with data protection requirements and you will also be able to enter credit or debit card details online, for storage via the same secure mechanism, should you choose to do so.

14. **Can I have multiple cars registered on my APCOA Connect account?**
Yes, you can have multiple cars on your APCOA Connect account through the APCOA Connect app or website. Please visit apcoaconnect.ie for more information.

15. **What are 'Default Vehicles' in the APCOA Connect account?**
Once set up, the vehicle at the top of the list is the default vehicle that will be used for SMS, APCOA Connect app, and website transactions. In each case, you will be able to select one of the other vehicles instead. You can change the default vehicle on the website.

16. **Am I guaranteed a parking space if I prepay through APCOA Connect?**
You are not guaranteed a parking space at a Luas Park and Ride location, even if you prepay. To avoid disappointment, you may wish to purchase your parking session whilst on site. We cannot refund any sessions purchased where a parking space is not available.

17. **Can I park a different vehicle to the one registered when making my APCOA Connect booking?**
You can change your vehicle registration for sessions of 1 month or greater, via the APCOA Connect app or APCOA website.

Otherwise please contact the APCOA Customer Support Centre by emailing info@apcoa.ie or by calling 0818 462 899 to have your parking amended. If you are calling from outside the Republic of Ireland, please call +353 1 651 6900

APCOA's Customer Support Centre is open:

Monday to Friday: 07:00hrs - 22:00hrs

Saturday: 07:00hrs -19:00hrs

18. **Is APCOA Connect Phone Parking Secure? Is it safe to store my details?**
Both Phone Parking (using SMS or the APCOA Connect App) and the APCOA Connect website website are fully secure as they take the security of all your personal details

very seriously. Their systems are rigorously tested and have been developed with encryption software and Secure Socket Layer (SSL) technology.

19. What is GPDR?

The GDPR is a regulation intended to strengthen and unify data protection for everyone within the European Union (EU). As we believe that all our customers can benefit from its mandates, we're implementing it globally. The GDPR requires greater openness and transparency from companies on how they collect, store, and use personal data, while also imposing tighter limits on the use of personal data. For further information on our privacy policy please visit https://www.apcoaconnect.ie/privacyStatement

For a further list of FAQs, please visit: https://www.apcoaconnect.ie/faqs

20. **Where can I obtain further information?**

Contact **APCOA Customer Support Centre**:

Email: info@apcoa.ie

Phone: 0818 462 899

If you are calling from outside the Republic of Ireland, please call +353 1 651 6900.

APCOA's Customer Support Centre is open: Monday to Friday: 07:00hrs - 22:00hrs and Saturday: 07:00hrs -19:00hrs

Contact **Luas Customer Service**:

Email: info@luas.ie

LoCall: 1850 300 604

If you are calling from outside the Republic of Ireland, please call +353 1 461 4911.

Luas Customer Care is open: Monday to Friday 07:00hrs - 19:00hrs and Saturday, Sunday, and Bank Holidays 08:00hrs - 18:00hrs