

## Holden Beach Parking FAQs

- What system is being used for Paid Parking in Holden Beach?
  - The mobile app “SurfCAST by Otto Connect” for Apple and Android devices
- Where in Holden Beach is Paid Parking required?
  - Through-out the entire town in designated parking spaces.
  - All other areas are “No Parking” and subject to a parking citation.
- When is Paid Parking in effect for Holden Beach?
  - Paid Parking will start on May 1<sup>st</sup>, 2022 and will run through October 31<sup>st</sup>, 2022.
  - For next year, it will start April 1<sup>st</sup> through October 31<sup>st</sup>.
- How do I pay for my parking?
  - There are 3 ways to pay for parking on the SurfCAST system:
    1. Download the “SurfCAST by Otto” app, setup your account, register your vehicle, and pay for parking
    2. Scan the QRcode on the Parking signs to link to a Secure website ... follow the prompts to pay for parking or use the Secure website: <https://surfcast.ottoconnect.us/pay>
      - Note: Permits go active immediately, there is no advance purchase
    3. Call the Otto Connect team at 910-200-1497... you will need to provide your email, phone number, License plate/tag number, state of registration, and a Credit or Debit card
  - The easiest way to pay for parking is via the mobile app. Once registered, you only need to select your parking zone, duration, verify the vehicle you are using, and pay.
- Can I buy a parking permit in advance?
  - Annual Permits can be purchased anytime and are valid for the calendar year parking season from April 1<sup>st</sup> through October 31<sup>st</sup>.
  - Hourly, Daily, and Weekly Parking Permits go active immediately at the time of purchase and cannot be purchased in advance.
- What zone do I pick for an Annual permit – do I have to always use that zone?
  - When purchasing an Annual permit – you can pick any valid zone for the permit setup
  - An Annual permit is good for any zone in Holden Beach
  - If you use your registered vehicle associated with an Annual permit – you do not need to login or select a zone each time you park – you are all set. Otto Connect will log your zone when they scan your license plate.
- My phone won’t allow me to download the app.
  - If you have an older phone (iPhone using IOS versions prior to V14.0 or Android 6 or earlier)
    1. Scan the QRcode for link to a secure website for registration and payment, or
    2. Call Otto Connect at 910-200-1497
- I don’t have a cellular signal to download the app – it takes too long
  - Call Otto Connect at 910-200-1497
- How can I contact someone to get help?
  - Email Otto Connect at: [customerservice@ottoconnect.us](mailto:customerservice@ottoconnect.us)
  - Call Otto Connect at 910-200-1497 between 9:00am and 5:00pm any day
- How is parking enforcement done – will I get a sticker?
  - Parking enforcement is done via scanning license plates for valid permits on the SurfCAST system.
  - There are no stickers required.

- Can I use more than one mobile device?
  - Yes, you can login to multiple devices using the same credentials (email and password).
- Can I register my car on two or more accounts?
  - Yes
- What are the Parking Rates for Holden Beach?
  - \$3 per hour for up to 4 hours
  - \$15 per day
  - \$60 per week
  - \$125 per vehicle for the annual permit
- How much is a parking citation?
  - Parking violations are \$50.
  - After 30 days, a \$25 late fee will be applied
  - If not paid within 60 days, your citation will be referred to a collection agency
- What if I don't have a smart phone?
  - Call Otto Connect at: 910-200-1497
  - You will need the following information:
    - Your email and phone number
    - License Plate / Tag number and State of Registration
    - Credit or Debit Card
- Can I change my password?
  - To change your password on the app: go to Settings, Profile – and proceed to change.
- What if I forget my password?
  - On the app – select “Forgot Password”, enter your email, and a notice will be sent to allow you to create a new password.
- How do I change/correct my license plate / tag number or state?
  - Via the app: Go to Settings > Vehicles > Edit
  - Next Use: Correct it on the Park notice page
- I paid for parking – but still received a parking violation notice
  - This is usually caused by an incorrect License Plate entry in the app – either the tag number or the state of registration. To get the violation voided:
    - Send a request to Otto Connect ([customerservice@ottoconnect.us](mailto:customerservice@ottoconnect.us)) from the email used to register the account (for permit validation), explain the issue, send a photo of the violation notice (we will need the license plate number and citation number at a minimum). We will investigate, void the violation as appropriate, and confirm back.
    - At your earliest convenience, you should go on the app and correct the license plate information via Settings > Vehicles > Edit.
  - If you believe there were other extenuating circumstances – please send a request and explanation to Otto Connect support ([customerservice@ottoconnect.us](mailto:customerservice@ottoconnect.us)). They will investigate and respond as quickly as possible.
- Is Handicap Parking free?
  - Yes – with limitations. A vehicle displaying a handicap license plate and/or hangtag parked in a designated handicap space is free. Any other parking space will require a parking permit via the app.
- Can I use an iPad or Android Tablet – or does it need to be a smart phone?
  - Yes, an iPad or iPhone with iOS v14.x will work (does not work on iPhone 6 or earlier and equivalent iPads)
  - Yes, an Android based tablet or smart phone will work back to Version 6.