

VILLAGE OF SCARSDALE IS PROUD TO ANNOUNCE
PANGO IS FINALLY HERE!



FREQUENTLY ASKED QUESTIONS

What is Pango?

Pango offers Pay-by-phone parking which allows motorists parking in a fare required space the option to divert the expense to a credit card or to a mobile network operator via the use of a mobile phone, mobile application or computer, opposed to inserting cash into a parking meter.

How do I start using Pango?

There are three ways to start using Pango, all of them are free of charge:

- Go to <https://www.mypango.com/sign-up/> to access Pango's sign-up web page, or use one of the various join buttons on the Pango website;
- Use the downloadable Pango Smart Phone Application;
- Call toll free 1 (877) myPango [1 (877) 697-2646] and follow the automated system's instructions or choose *(asterisk) and 0(zero) to get to the live customer service agent.

How much does it cost to sign up for Pango?

Downloading the app is free; but, you are required to pay for parking plus a convenience fee.

If I keep the same license plate, but get new car, do I have to re-register?

The Pango system is a license plate based system so you do not need to reregister and you may continue using your current account.

Do I need a credit card to pay for parking through Pango?

Although, many people use a credit card to pay for parking, Pango offers alternative payment methods such as funding the Pango Wallet with a Paypal or Venmo account for users who do not wish to use a credit card.

How do I sign-in to review and edit my personal Pango account?

You have several options to manage and review your account as follows:

- Web: Simply sign in to your personal account using your phone number;
- Smartphone: Open your App and go to the "Account" tab. Here you can change, add or remove vehicles or drivers and update your payment method; and

- Any mobile phone: Dial toll free 1 (877) myPango [1 (877) 697-2646] and use the automated system or press *(asterisk) and 0 (zero) to reach our personal customer service representative.

You'll be able to view all your personal details and the history of your parking activity and related statements and receipts.

How long can I park?

- Maximum meter parking time limits vary from location to location;
- To ensure you do not park beyond the maximum time limit, be sure to look for signs that indicate the maximum parking time limit;
- Pango will automatically end your parking session when the maximum parking time limit has elapsed or sooner based on the amount of parking time purchased;
- If you park beyond the time limit purchased you are subject to receiving a parking ticket;
- Receipt of a reminder of a pending parking session expiration are available by signing up for Pango's Personal Reminder service.

How does a parking enforcement officer know I paid through Pango when the parking meter is blinking red?

When you pay through Pango, your license plate number is registered in the Pango secure database as paid for the appropriate amount of time in that parking zone number. When the parking enforcement official enters your license plate number, he or she receives a notification that you have paid. The parking meter will continue to blink red when you pay with Pango, however, payment will be registered with the parking enforcement officer.

Are my parking sessions recorded with Pango and how do I receive a copy of the parking session transaction?

If you pay with Pango there will be a record of your parking sessions to prove payment. The receipt will have the time, duration, payment, etc. This receipt will be e-mailed to you and can be accessed in your Pango account.

How do I contact Pango?

The easiest methods to contact Pango are as follows:

- E-mail to info@myPango.com or
- Call toll free 1 (877) myPango [1 (877) 697-2646] and choose * (asterisk) and 0 (zero) to reach a customer service representative.

Can I continue to use coins at the parking meter?

Yes, you may continue to use coins at the parking meter, motorist can either use the pay by phone app or pay via the parking meter by inserting coins.

Am I able to pay by phone using the multi-space meter spaces located on East Parkway and Scarsdale Avenue?

The Village will be updating new multi-space meter spaces located on East Parkway and Scarsdale Avenue. Once the permanent equipment is installed the Pango pay by phone app will be available at these locations.

