Frequently Asked Questions – W-Park Retailer & Local Partner Roll-Out

Q. Why should I register for W-Park?

A. The current Smart Parking product will be deleted in January 2024. If you wish to continue to save time and use frictionless parking, you will need to register for W-Park.

Q. I'm a Smart Parker – can I use W-Park?

A. To use W-Park, you must remove your registration from your Smart Parking account. If you do not do this, Smart Parking will take priority over W-Park until it closes in early 2024. Steps to delete your registration from your W-Park account can be found in the attached Smart Parking Removal Guide.

Q. I'm being asked about Bluetooth – what do I need to do?

A. W-Park is an app which offers 2 options to recognise your vehicle – Bluetooth or ANPR. Our car parks work on ANPR, so you can ignore any reference to Bluetooth! Once you have signed up to W-Park you can simply drive into the car park and the barrier will raise on entry and exit!

Q. I'm trying to validate my phone number for 2-factor authentication (Manage Lost Pass), and I haven't had a text.

A. This feature is still in development. You can try removing the 0 from the start of your phone number and this may work. In the event this is unsuccessful, please skip this step. You will have the option to add this at a later stage.

Q. I'm entering my postcode upon sign up and it is coming up with an error.

A. Please remove any spaces from your postcode.

Q. I've set up my account and I have a request to share information with JPass – what is this and where is my information going?

A. When you set up your initial account, this is with Westfield. We need to share some information with our car parking provider, HUB Parking Technology, to allow you to set up your W-Park account. W-Park is built by Hub as they manage our car parking equipment & JPass is how HUB refer to W-Park. Please note that all data is used in-line with current GDPR laws and guidelines.

Q. The app is asking for permission to turn on AutoPay – what is this?

A. AutoPay is how the app will take payments from your card and ensure the car park barrier raises at exit. If this is not enabled, W-Park will not work, and you will need to pay manually at the pay machines or exit barrier.

Q. What does the "Park Now" function do?

A. With Park Now, if you are in the car park and you have downloaded W-Park, you can add your registration and you can pay for this session in W-Park! Alternatively, should for any reason you get a ticket at entry, you can use this function to scan your ticket and allow your payment to be processed via W-Park.

Q. How do I remove a debit/credit card?

A. Press the 3 lines in the top left-hand corner of the app, select Settings, select Profile and then press credit cards. Swipe left to edit or delete the card.

Q. How do I change my default debit / credit card?

A. Press the 3 lines in the top left corner, select Settings, select Profile and then press credit cards. Swipe left to edit the card you would like to make your default. Swipe the tab to 'make default' so it goes red, and press 'save'.

Q. I need to amend / remove a registration plate from my account.

A. Press the 3 lines in the top left-hand corner, select Settings. Scroll to licence plates. To add a plate please use the '+' at the top of the screen. To remove a plate, tap on it and press 'delete'.

Q. I don't want a receipt after every visit, how can I change this?

A. Press the 3 lines in the top left corner, select Settings, select Profile and then press receipt mail configuration. In this screen you can opt to have receipts after every visit, weekly, monthly or not at all. Make your amendments and then press save.

Q. I validate my parking and want to use W-Park

A. Validations are compatible with W-Park. Apply your validation in store as usual and drive to the exit. Your validation amount will be deducted from your total balance. Should this make your balance £0, you will not be billed, and the barrier will raise automatically.

Q. I want to delete my account.

A. Press the 3 lines in the top left corner, select Settings, select Profile. Scroll down and select 'Delete Account' – this will delete your W-Park account only, and you will still have a Westfield account. Should you also wish to delete your Westfield account please follow the steps on the Westfield London website. You must have a valid Westfield account to have a W-Park account.

Q. I have further questions I would like to ask, who can I contact?

A. Please reach out to us on email at help@urw.com and the team will be delighted to answer any questions or concerns that you may have.