HONK FAQs

How do I get the app?
You can download the Honk app for free in the App Store or Google Play. Got a Blackberry? Just navigate to app.honkmobile.com in your browser and you're on your way!

How do I sign up?
Once you've downloaded the app, you can sign up with 4 pieces of information: email address, mobile phone number, license plate & payment info.

What if I don't have an iPhone or Android device?
No problem! Honk works on any mobile device, simply visit https://www.honkmobile.com to search, find and pay for parking.

Do I need a credit card to sign up?
A payment method isn't required to sign up for a Honk account; however, you'll need a valid VISA, MasterCard, Visa Debit, Masterpass or PayPal account to pay for your parking session. You can add as many payment methods as you'd like.

Can I be reminded that my parking is expiring?
Absolutely! We send you a text message 15 minutes before your parking is about to expire. If you're running late or need more time, you can easily extend your session right from your phone.

I have more than one vehicle plate number on my account. How can I make sure the correct vehicle is being parked each time?
You can add multiple vehicles to your Honk account. When paying by phone, you can pick the license plate of the vehicle you're parking. For faster checkout, you can set a plate as your primary vehicle so it'll be selected for you automatically.

How can I find out if my parking was processed?
Once you've paid for parking, we'll email you a receipt. You can view all your transactions by visiting the Receipts page in your profile.

I have multiple credit cards. How do I know which one will be charged?
You can add multiple payment methods to your Honk account and assign nicknames to each. Upon checkout, you can select the card you'd like to charge. Just like vehicles, you can set a primary payment method. We recommend adding notes to your sessions by tapping 'Add Notes'.

What if I pay for parking for the wrong license plate?
Mistakes happen. Please make another purchase (right away so you don't get a ticket!) with the correct license plate and email us BOTH invoices to: support@honkmobile.com. We will refund the first purchase.

How does parking enforcement know I've paid?
Good question! We partner with lot operators to serve a real-time list of license plates who've paid using app. You don't need a ticket stub or receipt to place on the dashboard.

I received a parking ticket but I paid by phone. What happened?
Honk works with lot operators to ensure their enforcement officers have the most up-to-date information about parkers, but mistakes can happen. If a ticket is issued, please let us know through email at support@honkmobile.com and we'll get it cleared up for you.