**Ai Kiosk Frequently Asked Questions**

**Ticket Issues**

* How To Purchase A Pass
  + Without placing a ticket into the pay station, press the 'Pass' button on the screen. The default option is for a day pass; you may press the 'Next' button to change to weekly or monthly passes.
* Lost/Missing Ticket
  + You can purchase a lost ticket from the pay station. Please note that you will be charged for the maximum time.
* Ticket Is Unreadable
  + Please try again and ensure the ticket is inserted properly. If the ticket is still unreadable, please try another exit or pay station. In the event the ticket still does not work, please visit an attendant at the site office.
  + Have you been here more than 3 hours?
    - Please purchase a lost ticket from the pay station and use that to exit.
* Pass Is Unreadable
  + Please try another exit, or visit an attendant at the site office.
  + Does the screen state BAD I/O?
    - Please ensure you are following proper in/out procedure. The pass must be used to both enter and exit the lot.

**Machine Issues**

* Machine Will Not Give Out A Ticket
  + If the machine is out of stock, out of service, or the ticket is jammed please try an alternate machine. Alternatively, you can use your credit card to enter the lot instead of using a ticket.
* Machine Will Not Accept Ticket
  + Please try using another machine, it is possible an error has occurred. If the ticket cannot be read by another machine, please visit an attendant at the site office. Alternatively, you may pay with credit card at the exit gate.
* Machine Will Not Accept Credit Card
  + Please ensure the credit card is inserted properly: Black stripe down and to the right. Alternatively, you can try using another card or press the green button to obtain an entry ticket instead.
* Credit Card Is Stuck In The Machine
  + Please press the cancel button to retrieve the card from the machine.
  + Is the card still stuck after pressing the cancel button?
    - Please visit an attendant at the site office to have them reset the machine.

**Payment Issues**

* Credit Card Placement
  + Your credit card goes into the same slot as the ticket, with the black stripe down and to the right.
* Banknote/Bill Placement
  + Bills are placed in the banknote slot on the right-hand side of the pay station.
* Change Has Not Been Dispensed
  + Change will not be dispensed until the ticket has been removed.
  + Was the amount of change dispensed incorrect?
    - Please visit an attendant at the site office to resolve the issue.
* Missing Receipt
  + Unfortunately, you needed to select the receipt option during the payment process. Receipts cannot be given after finalizing payment.
* Credit Card Is Unreadable
  + Please ensure the credit card is inserted properly: Black stripe down and to the right. Alternatively, you can try using another card or pay with cash.
  + Did you enter with this card?
    - Please make sure you are using the same credit card to exit. If this is the same card, please try using the card on another machine. If you are still having issues, please visit an attendant at the site office.
* Using A Different Credit Card Than Was Used For Entry
  + You are required to use the same card that was used for entry. If you are unable to do this, please purchase a lost ticket from the pay station. Please note that you will be charged for the maximum time.

**Gate Issues**

* Ticket Was Paid For, But The Gate Will Not Open
  + Please ensure the ticket is inserted correctly and try again. If the ticket is still unreadable, please attempt to use the ticket at another gate. If the issue persists, please see an attendant at the site office.
  + It Does Not Say 'Paid' On The Ticket?
    - The ticket has not been paid for. You must either pay for the ticket or pay at the exit using a credit card.
* Gate Accepts Ticket But Does Not Open
  + Please ensure the date and time is stamped on the ticket, then try again using a different gate. If the issue persists, please see an attendant at the site office.
* Gate Will Not Open And No Ticket Returned
  + Please press the cancel button to retrieve the ticket and try again. If the ticket is not returned, please see an attendant at the site office.
* Credit Card Inserted But Gate Will Not Open
  + Please press the cancel button to retrieve the credit card, and either try again or use another gate. If the issue persists, please see an attendant at the site office.

**Other Issues**

* Cannot Hear Operator/Operator Cannot Hear You
  + Please try calling from an alternate machine. You may also visit an attendant at the site office.
* Delivery Access
  + Please visit an attendant at the site office to receive directions.
* Damaged Machine/Vandalism
  + Please notify an attendant at the site office immediately.