1. **How to update my new phone number to an existing account?**

Since your account is based on your cell number, when you get a new number, it is a new account, and all information must be re-entered as such. If trying to use an old account on a new cell phone number, you will encounter freezing and eventual loss of access.

We will need you to set up another account with your new cell phone number. Please call us at (416) 393-7275 once the new account is set up and then we will be able to transfer any funds from your old account to your new account. We will also deactivate your old account once funds are transferred.

1. **I would like to deactivate my account & get the balance refunded.**

Please give us a call at our customer service phone number (416) 393-7275.The agent will deactivate your account and process the refund back to the credit card on file.

We are available between 8:30am to 4:30pm Monday to Friday, closed weekends and statutory holidays.

1. **How to update or delete my License plate number on the app?**

To delete a vehicle, open your Green P Mobile app on your phone and tap on the Menu

Tap vehicles

Tap the vehicle you want to delete or change

Tap on the License Plate to change it by typing the new license plate number or tap Delete in the top right corner

1. **How to update my credit on my account even though it has same number but different expiry date?**

For security reasons, you cannot update an existing credit card. You must delete the old one, and enter a new one.

Open your Green P Mobile app on your phone and tap on the User icon located at the top right of the screen (looks like a person).

Tap Payment

Tap on the payment card

Tap Remove

Under Payment tap Update beside Green P Account (no funding source selected)

Tap Add Payment

Tap Add New

Save Card

Go back one screen and tap on the newly added payment card

Tap Save to link it to your account

If you are still having issues after completing the above steps, please contact Green P Mobile Tech Support at 416-393-7377 and press option 4.