EASYPARK BERMUDA - ONLINE TOP UP GUIDE 7.0

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Revision History

Version 1.0	Release Date	January 17, 2019

Introduction

The following is a guide for reloading (topping up) the 2011 or higher version EasyPark meter (with USB port) with value using the Internet (Online Top Up) from January 2019 onwards. Please delete any older versions of EP Meter online top up applications.

Note: This version of our online top up application does not require you to pre-register your device. However, please ensure your EasyPark meter is registered in “My EasyPark Devices” to afford you protection against loss or theft. For information about registering your EasyPark meter, please see our website: https://easypark.bm/index.php/customer-support/registration

1. Computer Requirements

Internet Reloading (or Online Top Up) is functional with both MAC and Microsoft based computers as follows:

Windows PC

Operating systems: Windows 8 and higher.
Browser: Internet Explorer 8x or higher, Firefox 3.5.x or higher or Google Chrome up to version 20.

MAC

Operating systems: All versions.
Browser: Firefox 64.x or higher or Google Chrome up to version 71 or higher.

The Top Up Applications utilizes the Java Network Launching Protocol (JNLP) to launch the application. Therefore, it is necessary for your computer have JAVA installed in order to both recognize the JNLP file type and to execute the Java Web Start program.

NOTE:

A*. Internet Reloading will not be successful if the EasyPark application has NOT been provided access through your firewall or exception status under your anti-virus software. If you are unsure how to modify your firewall set up or your anti-virus software please refer to your support technician.*

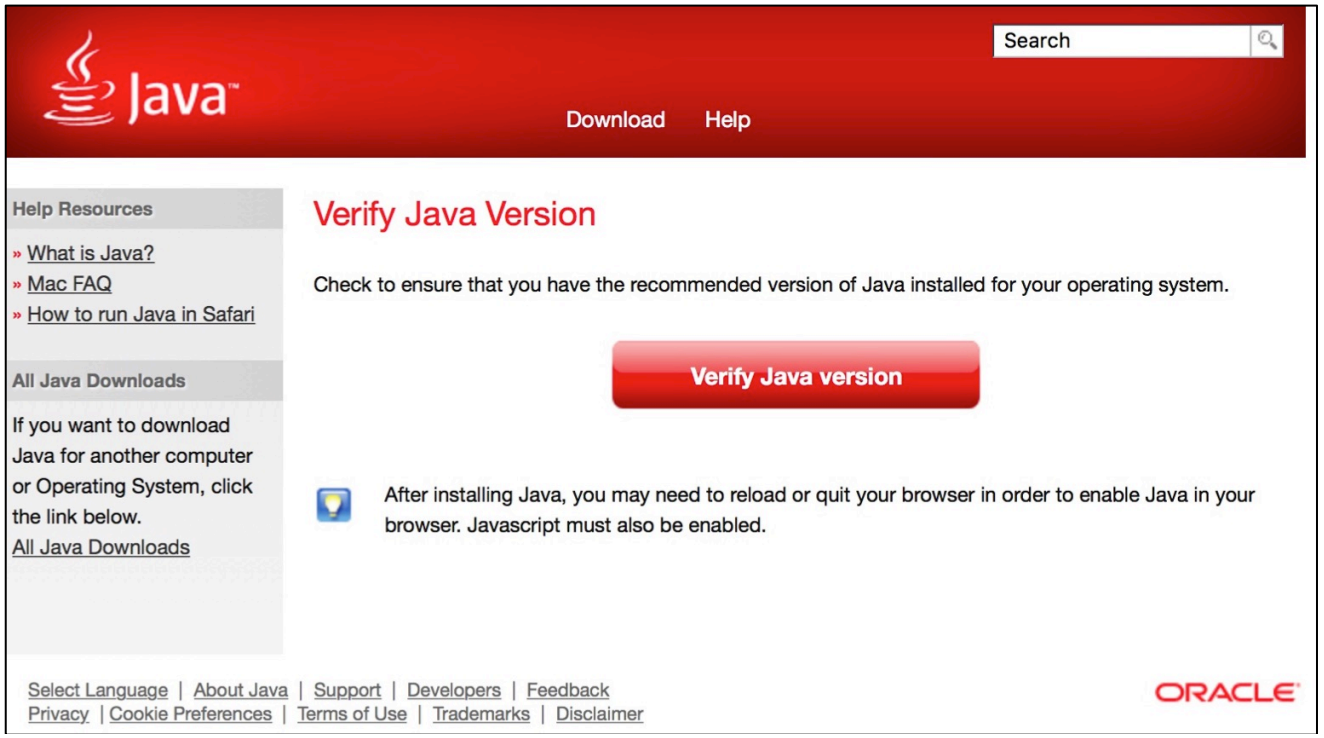
Do you know the firewall status and type(s) of anti-virus software running on the PC you are using?

B*. Each file type on your computer is associated with an application that runs it. Files of type JNLP are run by Java Web Start. It is possible that for JNLP files to become associated with another application causing it to open incorrectly. Because Java Web Start opens your Online Top Up Application, when the JNLP files are associated incorrectly, your session cannot open.*

2. Install or Update Java On Your Computer

In order to use our reloading application you must update or install Java on your Computer. To do this:

1. Launch Internet Explorer, Firefox or Google Chrome and go to: **https://www.java.com/en/download/installed8.jsp.** Select "Verify Java Version" to determine if or what version of Java you have installed on your computer.



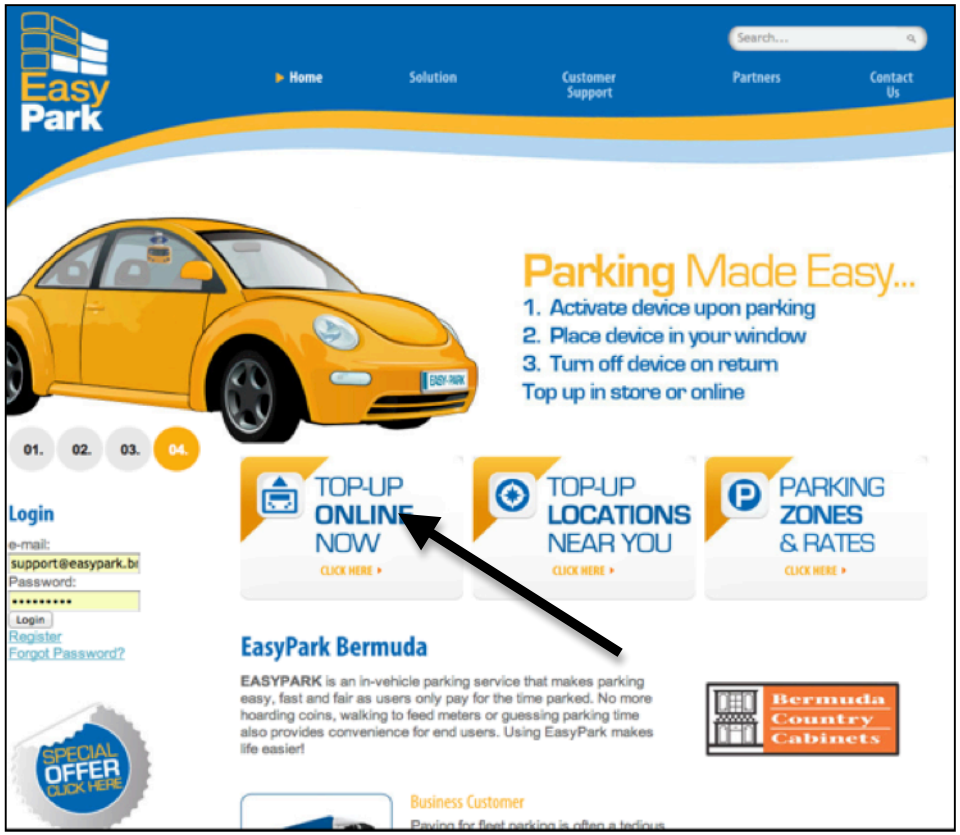
2. If you don't have Java installed or your version is not up to date, go to: **https://www.java.com/en/download/.** Then select: "Free download of Java". On next page select "Agree and Start Free Download".

3. For detailed instructions for installing Java on a Mac see:
https://www.java.com/en/download/help/download_options.xml#mac

4. For detailed instructions for installing Java on PC see:
   https://www.java.com/en/download/help/windows_manual_download.xml

3. Installing the EasyPark Reloading (Top Up) application

To install the EasyPark Online Top Up application:



1. Launch Internet Explorer, Firefox or Google Chrome and go to **www.easypark.bm**.

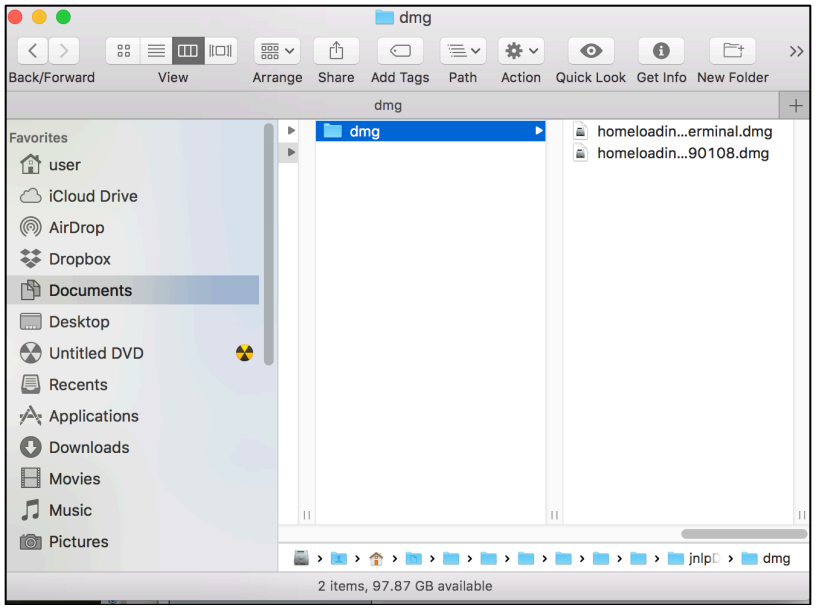
2. Click on the Top Up Online button on the home page to access the “Internet Reload Guide” page.

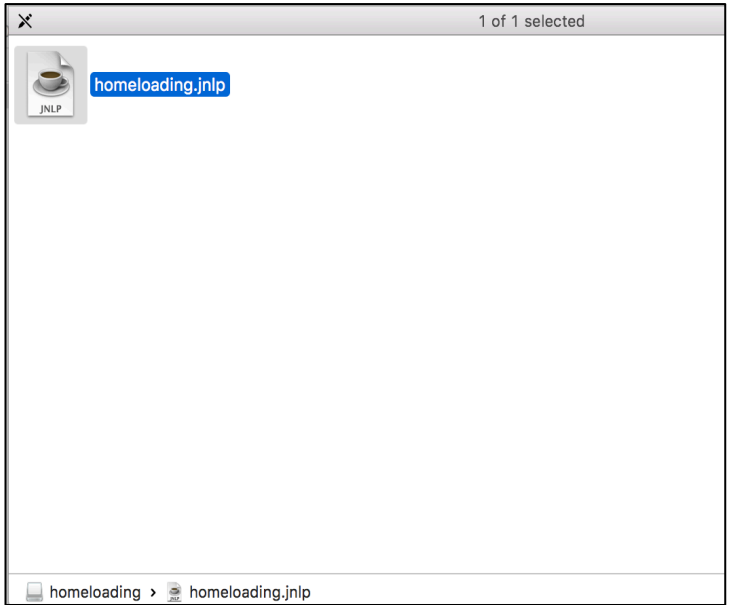
3. As per the Online Top Up Guide Instructions, select the Mac or Windows icon to download the application.

MAC Download

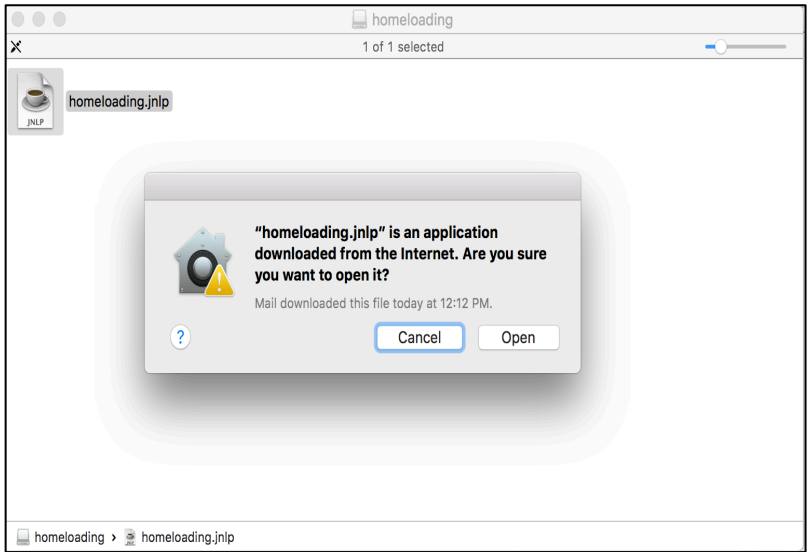
1. Select the MAC icon to download the EasyPark Meter Top Up Application**.** From your Internet download folder copy or move the downloaded file to a folder (name the folder for example EasyPark HL).

2. Click on the .zip file to unpack and in the dmg folder double click on “homeloading.dmg. This should open another folder with a file “Homeloaing.jnlp”.





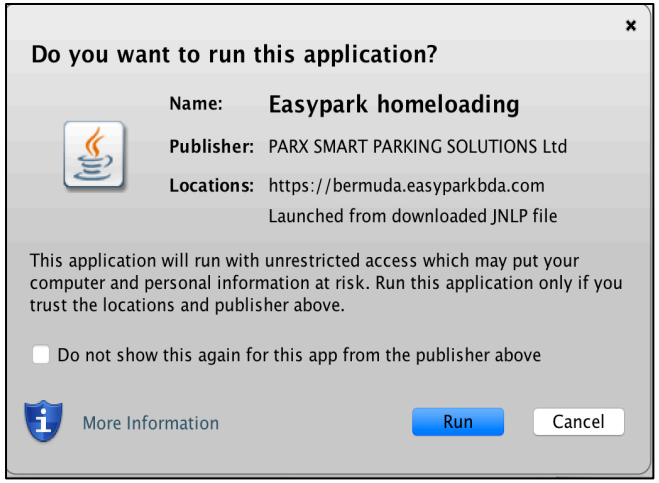
3. Double click on the “Homeloaing.jnlp” extension file.

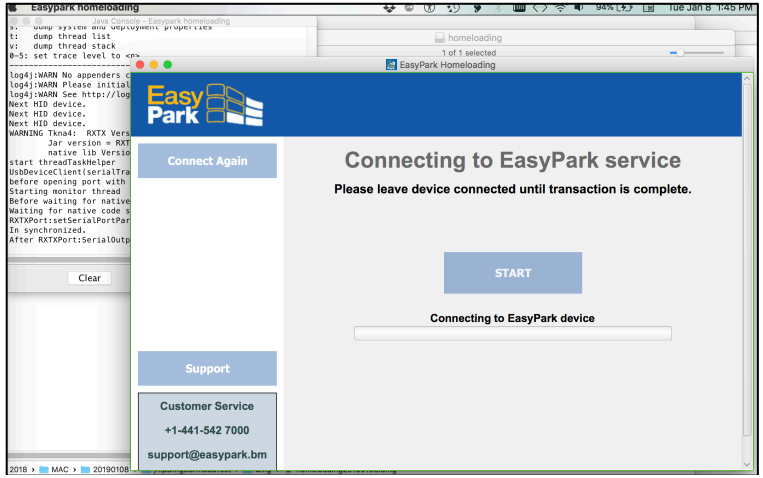


A pop will warn that this is a third-party App. (i.e. not issued from iStore). Select Open. Note: if your security has been set to not accept third-party applications, you must change this setting under System Preferences → Security and Privacy in order to open this file.

Click “open” to launch the application.

4. A pop up window will appear asking if you wan to run the application; select “Run”; and the EasyPark application page should appear.



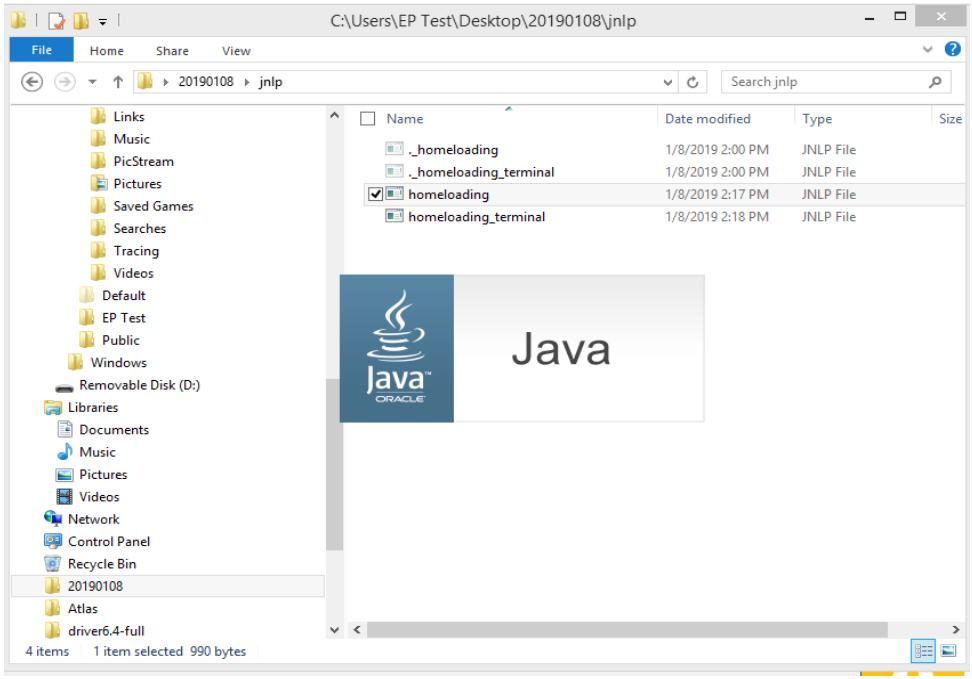


You have now installed the EasyPark Homeloading application!

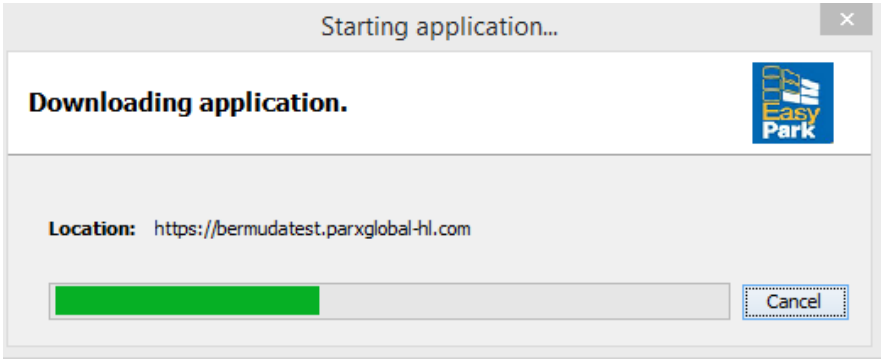
PC Download

1. Select the Windows icon to download the EasyPark Meter Top Up Application. From your Internet download folder copy or move the downloaded file to a folder (name the folder for example: EasyPark HL).

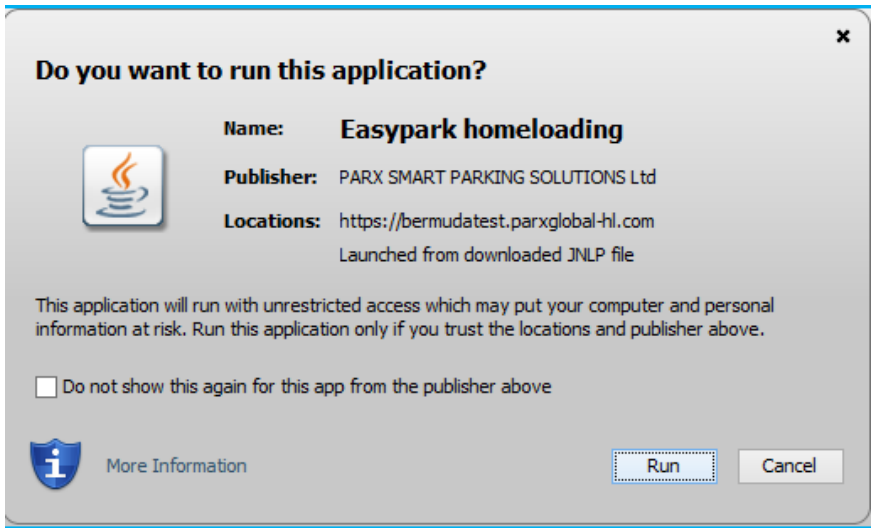
2. In the folder double click on “Homeloading”. This should open another folder with a file “Homeloading.jnlp”



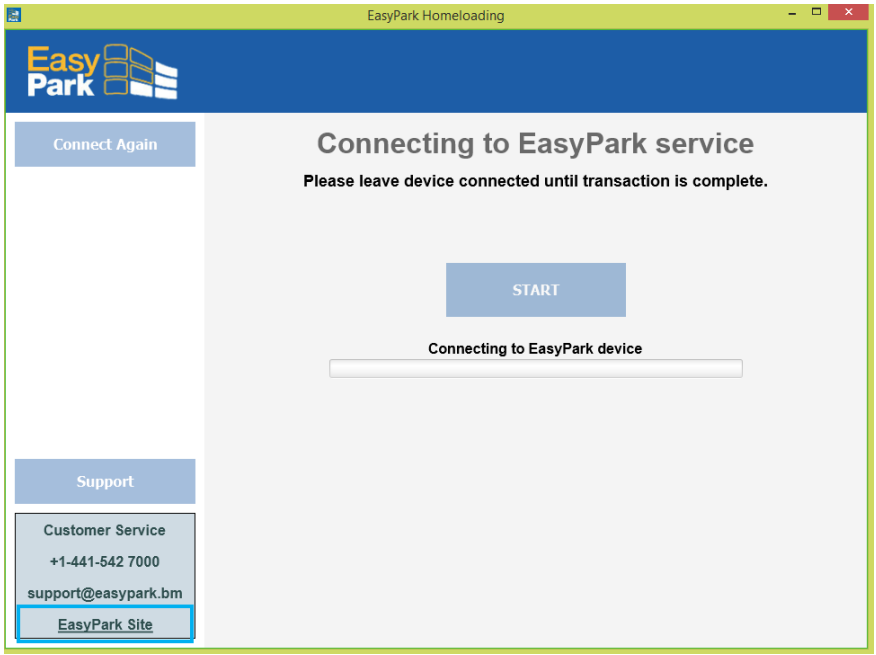
4. Double click on the “Homeloading.jnlp” extension file to begin launching the application.



5. A pop up window will appear asking if you wan to run the application; select “Run”.



The EasyPark application page should appear:



You have now installed the EasyPark Homeloading application!

4. Top Up (Loading Value) On Your EasyPark Meter

To load value to your EasyPark meter, follow these instructions:

1. Find and open the EasyPark Meter Top Up Application using the pinned icon on your MAC or PC or desktop or EasyPark folder, as appropriate.

Connect the USB cord provided with your EasyPark Meter to any configured USB port on your computer. The device should now read “USB”. Select “START” or “Connect Again”. NOTE: Please **Do Not Disconnect** your EasyPark Meter until the top up process is complete. Please adhere to this warning to avoid online top up failure.

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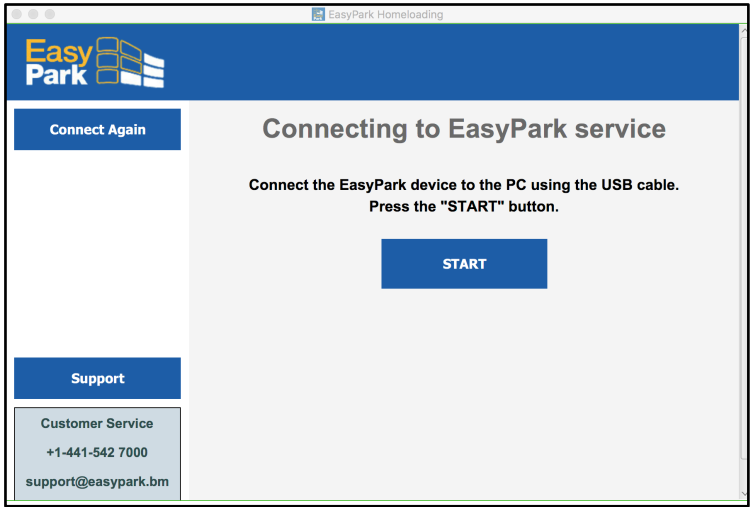
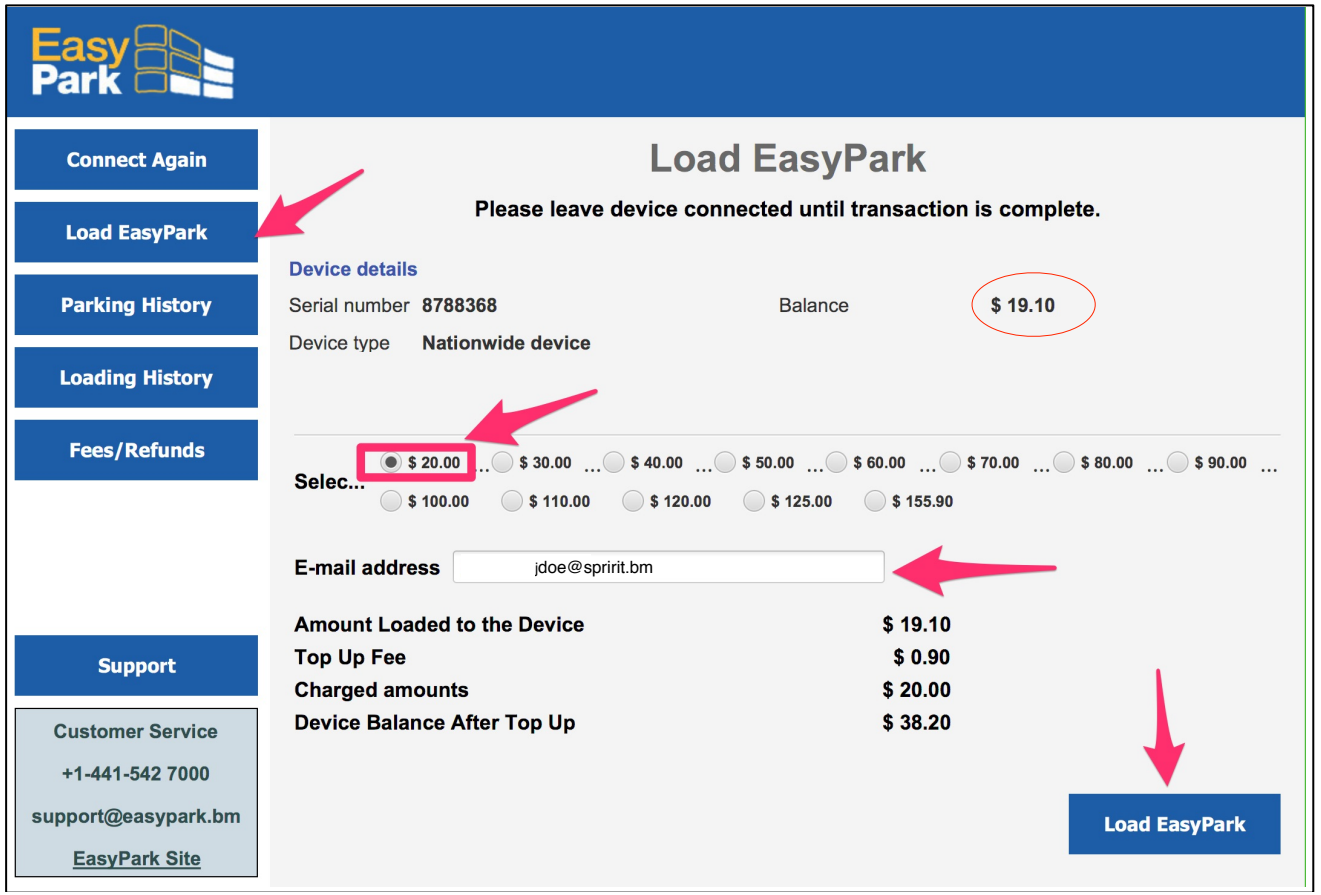
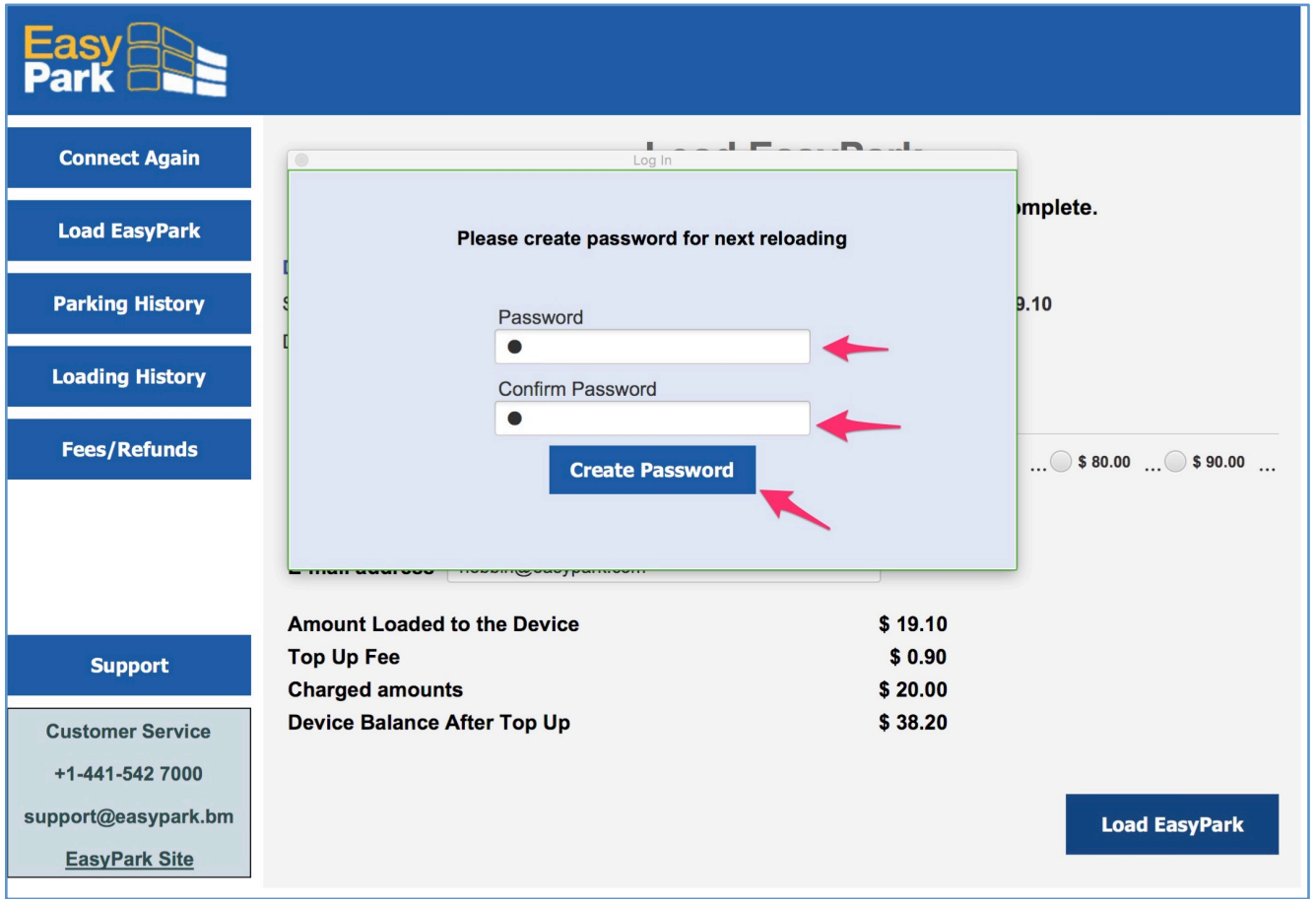


Note: If you receive the message “invalid device number”, please contact EasyPark support. This may indicate an unregistered EasyPark device.

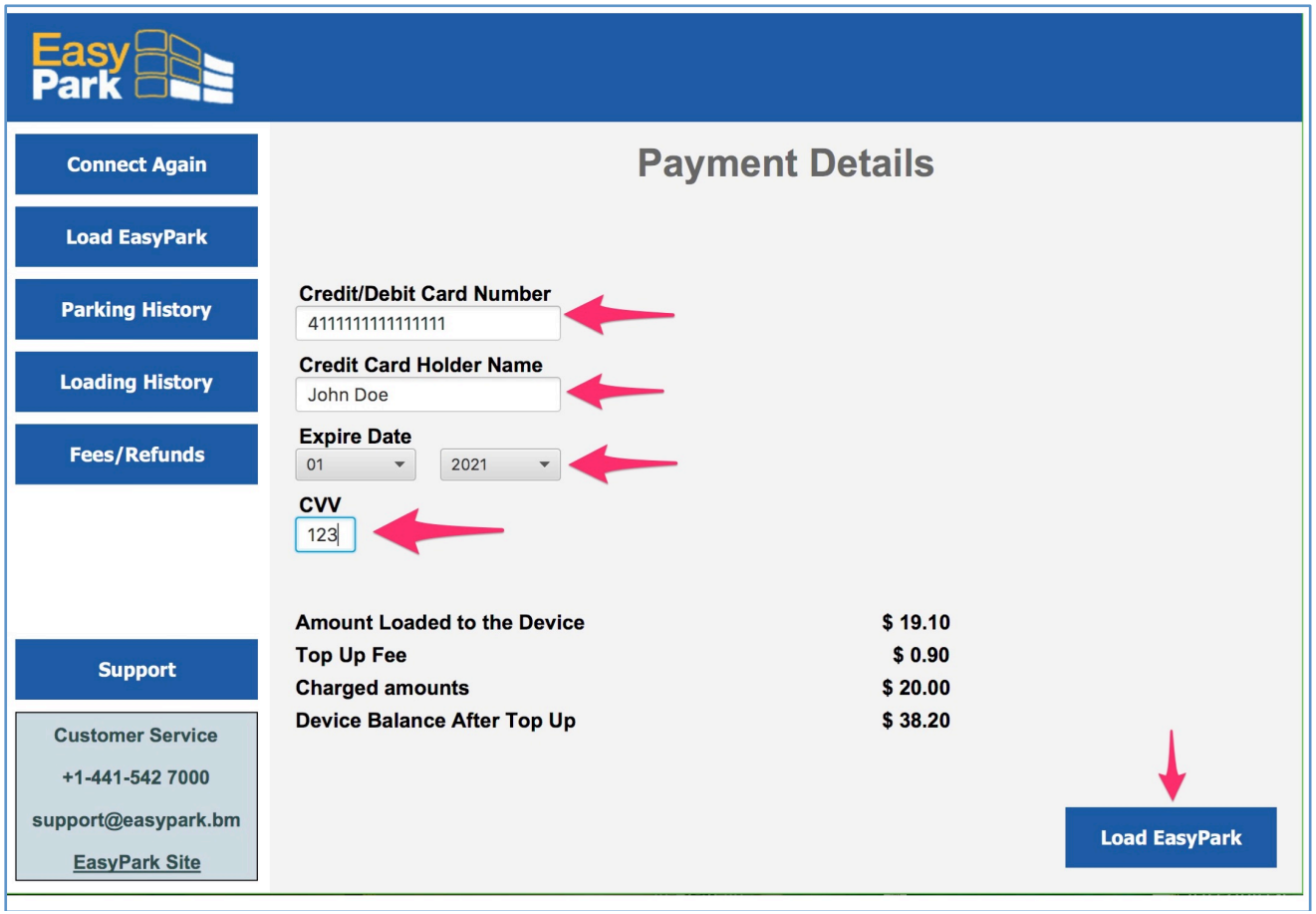
2. After your EasyPark Meter is connected, configuration updated and data read, it shows the current balance ($19.00). Select the desired top up amount, enter your email address (or the email address you previously set up) and then select “Load EasyPark”.



3. As a first time user, enter your desired password (twice) and select “Create Password”.



4. Enter your credit card details (or select a card previously used and saved), and then select “Load EasyPark”.

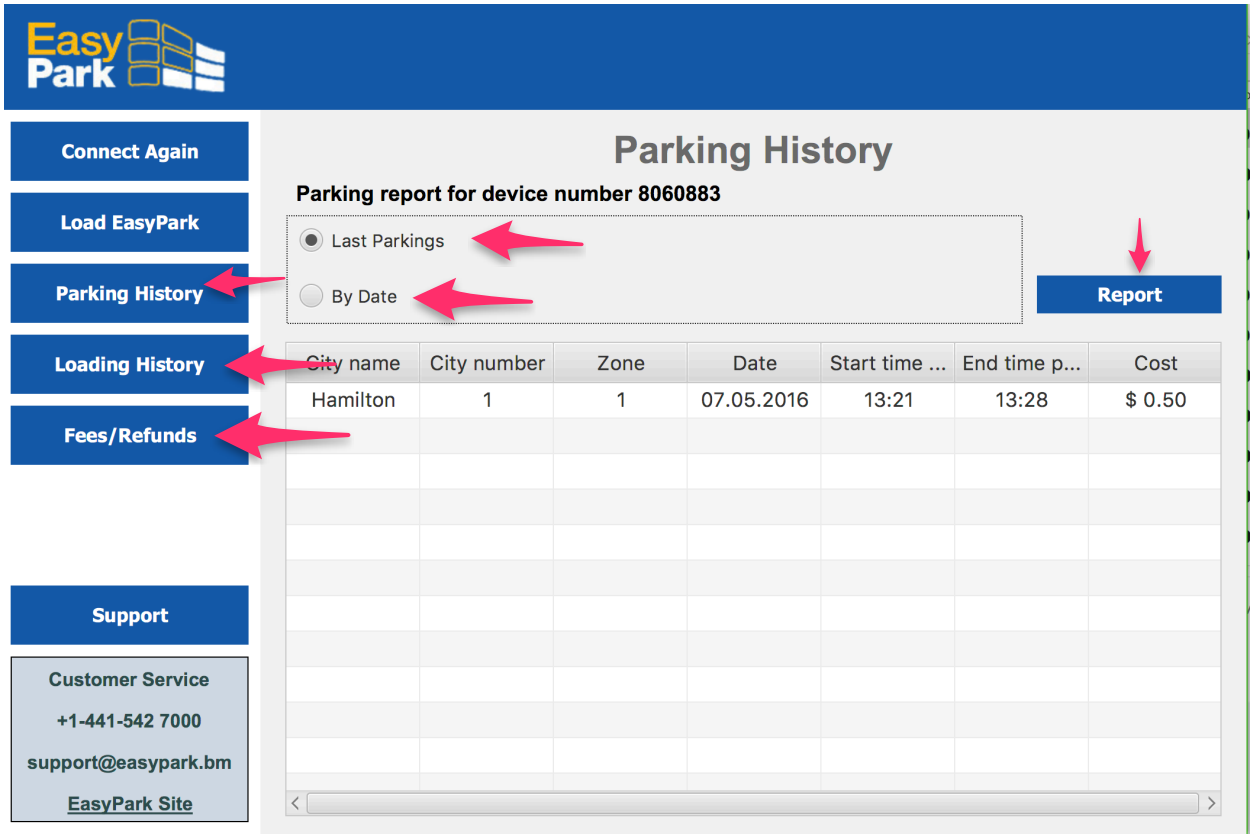


Once the EasyPark Meter is topped up it will show your new balance; and indicate, “You can now disconnect your EP Meter”.

5. Reports – Retrieving EP Meter Transaction History

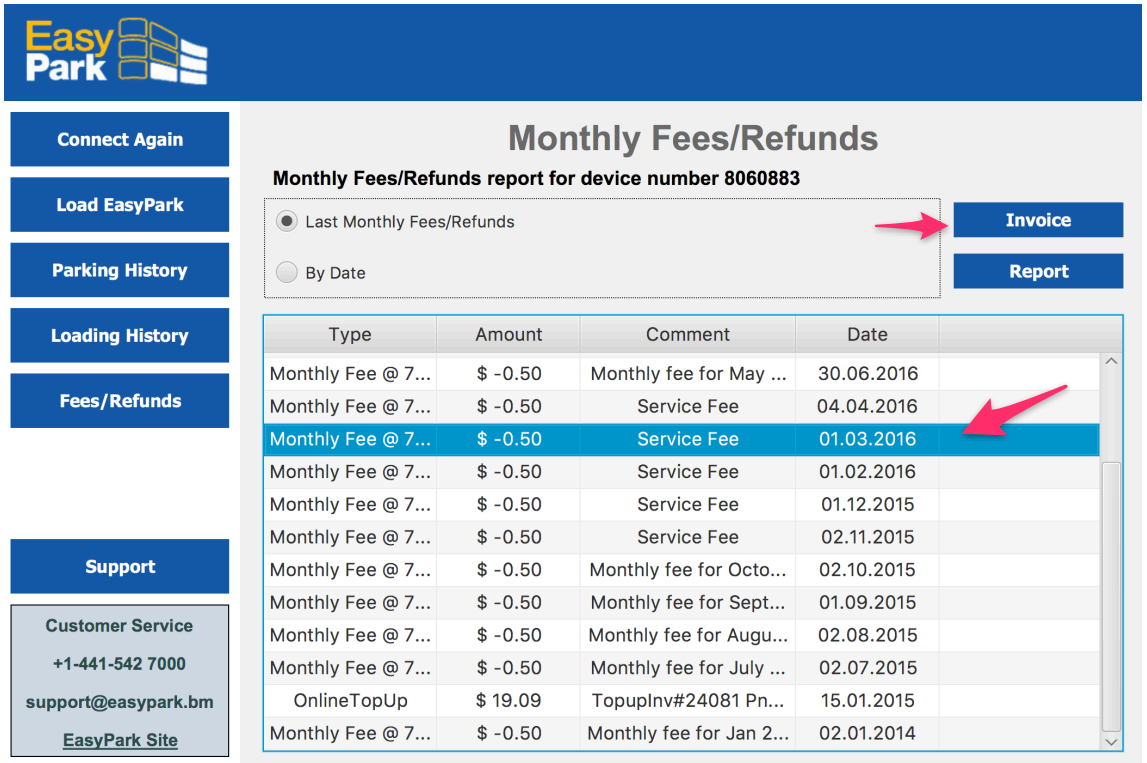
The EasyPark Meter (EPM) Online Reloading (Top Up Application) also provides access to reports about the following device activity:

A Parking History
B Loading or Top Up events
C Fees and Refund events



To run a report on your EasyPark device (while still connected):

1. Select the desired report by clicking on: Parking History, Loading History or Fees/Refunds
2. By default reports are set to “Last” Activity icon. Select either Invoice or Report to generate the report, which should pop up in a PDF for printing.
3. If you want to select a date range, select the “Date” icon; and enter to from and to date and click “Run”. Then select either Invoice or Report to generate the desired report, which should pop up in a PDF for printing.



Note: you can also select particular item in a list for reporting. Just select it and then click either Invoice or Report as appropriate.

Frequently Asked Questions (FAQ)

EasyPark's Online Top up functionality is built using Java software that is compatible across multiple operating systems and browsers.

1. How to verify if you have Java installed

MAC

1. Under the Apple menu (upper left-hand side of the browser window), select Systems Preferences → Other; and look for the Java icon.
2. Click on the Java icon, the Java Control Panel should appear in a separate Window. On the "Java" tab click "View" to see your current version.
3. In the "View" dialog box ensure "Java is enabled" is checked. If is not enabled, under the Java Preferences "Security" tab select "Enable Java content in browser".
4. In the "Update" tab we also recommend you to select "Check for Update Automatically" to ensure your Java remains current.
5. You must QUIT your browser completely (not just close the window) and restart the browser for Java to work correctly with the new settings (or you can also restart your computer if unsure).
6. To install Java if you do not have it, click the Here.

Windows PC (Windows 7+)

1. Go to Control Panel → Program (Uninstall Programs); and look for the Java icon in the main menu.
2. Click on the Java icon, the Java Control Panel should appear in a separate Window. On the "Java" tab click "View" to see your current version.
3. In the "View" dialog box ensure "Java is enabled" is checked. If is not enabled, check the box under "Enabled".
4. In the "Update" tab we also recommend you to select "Check for Update Automatically" to ensure your Java remains current.
5. You must QUIT your browser completely (not just close the window) and restart the browser for Java to work correctly with the new settings (or you can also restart your computer if unsure).

6. To install Java if you do not have it, click the Here.

2. How to Update Java

MAC

To update Java to the latest version on your Mac (if automatic update is not used), use Software Update. To do this:

1. Click on the Apple icon menu (upper left-hand side of the browser window).
2. Click on Software Update.
3. Click on Update Now.
4. Software Update will look for new updates available.
5. If there are any updates for Java, make sure there is a check mark next to the Java updates, then click Install.
6. The update will download and install automatically.
7. After Java is updated, you must QUIT your browser completely (not just close the window) and restart the browser for Java to work correctly with the new settings (or you can also restart your computer).
8. Finally, enable Java and per instructions below above.

PC

To update Java to the latest version on your PC (where automatic update is not used), use Software Update. To do this

1. Under the “Update” tab of the Java Control Panel, select “update now” to install the most recent Java updates.

3. How to clear my Java cache

When your computer is finished, close all instances of *our browser* and launch a new *browser* window.

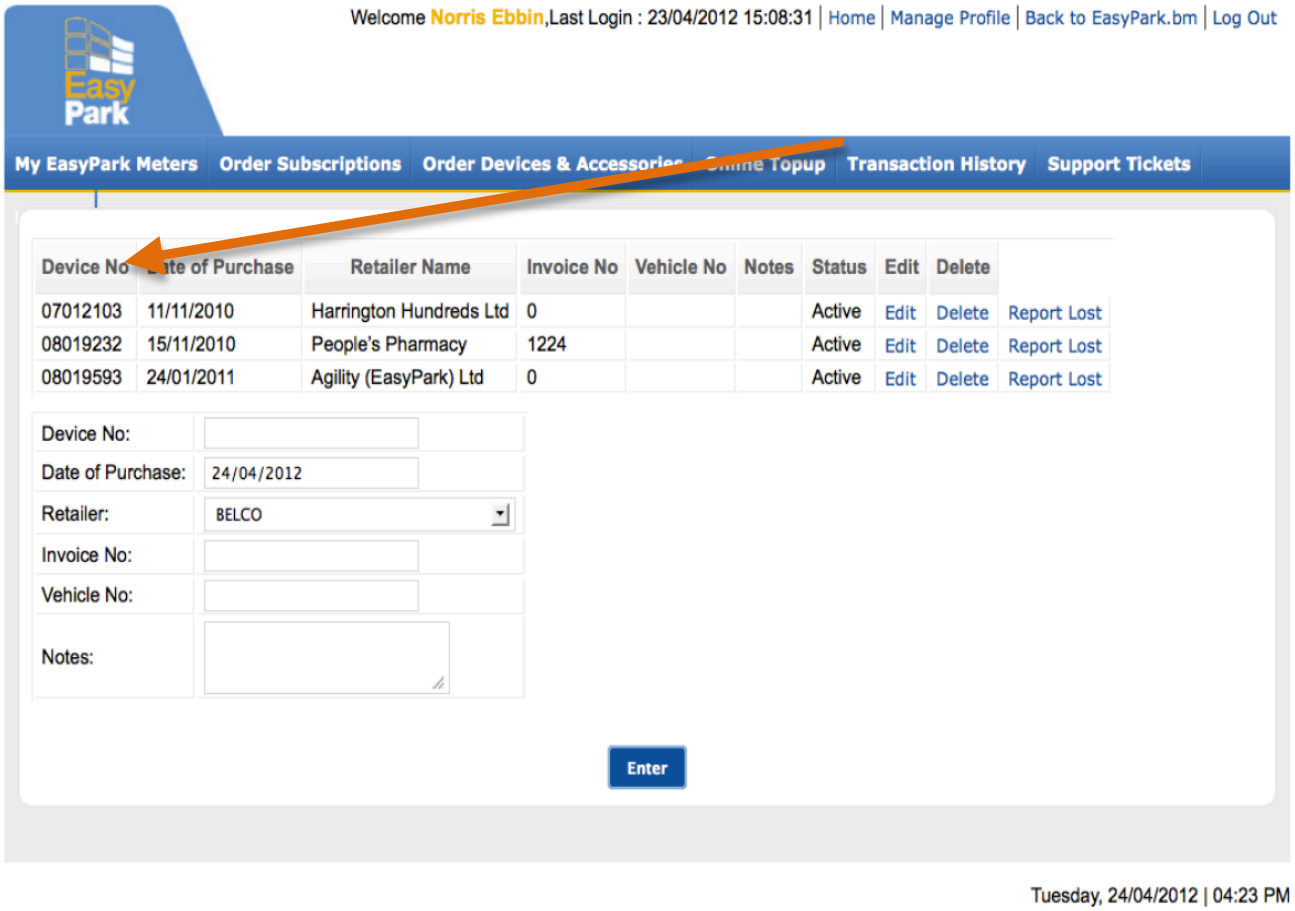
4. How do I generate a Java Log?

In order to assist with debugging, the support team may request you to send log files for your system.
To generate log:

1. Open you Java Control Panel (See FAQ 1 above)
2. Select the “Advanced” tab
3. Click triangle Debugging
4. Click the check box "Show applet lifecycle exceptions"
5. Click triangle Java console
6. Click the check box "Show console"
7. Click Save
8. Whenever you open up the EasyPark Online Top Up page the JAVA Console log will automatically appear.
9. Click the "Copy" button
10. Paste the text into a new text file and save it to your desktop

5. How to register my EasyPark Meter?

Sign in our web portal: www.easypark.bm. Select “My EasyPark Devices” on the top menu and ensure that the EasyPark meter to be topped up is registered. If it is not, please register your EasyPark meter:



To register your device enter:

- Device No.
- Date of Purchase
- Select retailer where device was purchased
- Enter invoice number (optional)
- Enter vehicle number

Troubleshooting

The following are tips for resolving issues encountered on attempting to Home Reloading:

	Issue	Tips for Resolution
1	Device Error - Device is not recognized.	1. Check to see if USB is correctly connected to your computer. If the device driver is correctly installed your device should read “USB”. If your device still doesn’t show “USB”, please reinstall the device driver using the instructions in this Guide. 2. Restart your Internet browser. 3. Disconnect USB and reconnect.
2.	Computer hangs or does not initialize (Uninitialized).	4. Sometimes it is necessary to accept EasyPark as a “Trust” source to allow the Online Top Up Java plug-in to work on your computer. Please ensure all pop-up or browser bar trust requests are completed.
3.	Cannot launch the EasyPark Top Up Application	5. Check to ensure that the correct launch application (Java Web Start) is associated with the application. For more detailed information see : https://www.java.com/en/download/help/index_using.xml And: https://www.java.com/en/download/faq/index_general.xml

3	Credit/Debit Decline	6. Review/re-enter credit/debit card details: including credit/debit card number, expiry date, CVV number, Name, Address, City, State, Zip Code, Country, Phone, Email; as appropriate

Contact Information

Please contact us if you require additional information or if you are experiencing irresolvable issues with the Internet Top Ups.

Address:
Suite #4, Broadway, 1 Crow Lane
Pembroke HM 08

Mailing Address:
Suite 1388
48 Par La Ville Road
Hamilton HM 11

Telephone:
Office: 441-542-7000

eMail:
support@easypark.bm

Website:
www.easypark.bm

Save time & money

Increase convenience & peace of mind