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"SurfCAST by otto" – User's Guide

Download the App

"SurfCAST by otto" for either Apple iOS or Android devices
- Apple Store
- Google Play

Setting up a Resident Account

1. Select your city from the available list
2. Enter your name (First, Last)
3. Enter your address in Surf City (house number and street)
4. Enter your Utility Account (Note: there is only 1 account permitted per residential address – see "Multiple Users" below)
   a. Surf City:
      i. Pender County – the first 4 digits of your Utility Account Number
      ii. Onslow County – your ONWASA account number
   b. North Topsail Beach – your ONWASA account number
5. Review and Accept:
   a. Terms and Conditions for using SurfCAST
   b. SurfCAST Privacy Policy
6. Create your account:
   a. Enter your valid email address
   b. Enter your password (twice for verification)
      i. Must be at least 5 characters (letters, numbers, or special characters)
7. Vehicle Registration:
   a. Alias – name your vehicle
   b. Enter the license plate number
      i. This must be accurate – as it will be used for permit validation
   c. State
   d. Make

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       e.   Color
8.   Read and Accept the Accountability Statement
       a.   Note: Surf City 2 hour lots are also limited to 2 hours for residents
9.   DONE – HOME PAGE
       a.   Can optionally touch "Park" and enter the city, zone #, and select vehicle

If you want to add a second vehicle – go to Settings, Vehicles, Add Vehicle
- The app will permit 2 vehicles. If you need more vehicles, they must be registered to you for people who live in your home full time – and you must go to the Town Hall and request a Special Permit for the additional vehicles.

If you buy/sell a car, or change license plate for your 2 primary vehicles, this can be changed on the app:
- Go to Settings, Vehicles, Edit (for the vehicle you are changing)

Setting up a Visitor Account

1. Select your city
2. Review and Accept:
       a.   Terms and Conditions for using SurfCAST
       b.   Privacy Policy for SurfCAST
3. Create Account
       a.   Enter a valid email account
       b.   Enter and Confirm your selected password (5 character minimum)
4. Vehicle Registration (required for Cars, Registered Golf Carts, Motorcycles)
       a.   Alias – your name for the vehicle
       b.   License Plate #
       c.   State
       d.   Make
       e.   Color
5. Park (Home Page)
       a.   Select the city you are parking in
       b.   Enter your zone
       c.   Verify your vehicle (alias name)
       d.   CREATE PARKING PASS
6. Duration
       a.   If hourly – you can select 1 to 4 hours. Time will start immediately or at 9:00am, whichever is later.
       b.   Day – will be for the current day only
       c.   Week – will be for a consecutive 7 days starting immediately
       d.   Year – will be for the current calendar year
7. Confirm
       a.   Verify the purchase amount for the duration selected
8. Select Payment Method
       a.   PayPal,

        i.   Enter your PayPal account information
- b. Credit Card, or
- c. Debit Card
  - i.   Enter Card number and Expiration date
  - ii. Add Card
9. Accountability Statement
   - a. Just a reminder of your basic responsibilities to avoid parking violations or towing.
10. Enjoy the BEACH!

Settings Options:

1. Home – go to the PARK home page
2. Vehicles – edit, add, delete the vehicles and license plate #'s on your account
3. Parking Passes – review current, valid, or recent parking passes
4. Terms and Conditions – allows you to review these documents
5. Feedback – send feedback to the Otto Connect team – we'd love to hear from you
6. Profile – add or change any information on your profile
7. Logout – turns off your active session on the SurfCAST app
   - a. Use Login to re-establish an active session
   - b. Note: if you don't logout, the app will keep your session active for future use

Violation Payments via the App

1. If you haven't already registered – please create your account as either a resident or visitor as noted above.
2. Navigate to the Home Page (Park)
3. Select Violation Payment
4. Verify Ticket Number
5. Verify Payment Amount
6. Select Pay – and specify payment method

Additional payment options are noted on the citations (for violations/tickets) or invoices (for Park by Mail).

Multiple Users

If you have multiple users of a vehicle for parking with SurfCAST – they should use the same account (email/password) on multiple devices to allow use while parking.

Multiple Vehicles

Residents are permitted to register 2 vehicles via the app. Changes due to buying or selling a car are permitted within the app. Vehicles registered to other persons is NOT PERMITTED.

Visitors are permitted to register 1 vehicle via the app.

If additional resident vehicles are required, a special permit can be setup via the Town Offices for additional vehicles registered to persons living full time in the same home. Town officials will verify via driver's license and car registration – and will forward the request to Otto Connect for entry into the system. Confirmation of the additional car registration will be done via the email address on the account.

Park by Mail

Designated parking lots/zones have a dual parking pass option. While it is OK to register and pay for a pass via the app – if you don't have a smart phone, the enforcement personnel will scan your license plate and issue you an invoice to be paid via check after parking. Enforcement personnel will leave the invoice in a pre-addressed envelope.

- Note: Park by Mail for North Topsail Beach is $30 per day (vs. $25/day via the app)
- Note 2: this option is only available in NTB07 parking lot/zone at Roger's Bay.