

Casa Del Mar Neighborhood ParqEx Notes, Hints, and Tips

General:

- NOTE: ParqEx can be accessed via a web browser or a downloaded smartphone app.
- NOTE: A primary ParqEx login account has been established for each property. This account allows long term access to Casa Del Mar, and is used to manage your parking.
- NOTE: Vacation rental owners who want to delegate access and parking management duties should request a separate ParqEx login account for their rental agent.
- TIP: Family members can share the primary ParqEx login account or you can add them as users. From the OWNER menu, click “Property Access +” then “Manage users”.
- TIP: ParqEx notifications can be customized in “Settings”. It is recommended that you start with notifications for “Reservations” and “Transfers” enabled.

Manage Parking:

- NOTE: Be a good neighbor. Make your spots available when you’re not using them.
- NOTE: A spot must have an active listing before it can be booked by you or your neighbors. All spots, including garages, were initialized as open-ended active listings.
- TIP: A quick and easy way to make a spot available or unavailable is to PUBLISH or UNPUBLISH the spot’s existing listing.
- HINT: Most owners will keep their garage spots unavailable for booking by neighbors but will commonly book their own garage spots for guests.
- HINT: Spots that cannot accommodate a vehicle (e.g., a garage spot that is used for storage) should NOT be listed or booked.

Book for a Guest:

- NOTE: Always book spots at your property first. Only book a spot at your neighbor’s property if all your spots are unavailable.
- NOTE: To minimize congestion in parking areas, use of garage spots is encouraged.
- TIP: Know your guest’s name and email BEFORE you book. It is also helpful to have their vehicle info. They will be required to enter vehicle info later if you do not.
- HINT: Guests will also receive text notifications if their phone is included in the booking.
- HINT: Remember to click “PLACE ORDER” to send the booking to your guest.
- NOTE: Guests must claim their pass to complete the booking process and gain access to CDM. They will receive an email with login info and instructions on how to do this.
- NOTE: If your guest is a first-time ParqEx user on a smartphone, they will be prompted to download the ParqEx app before logging in to claim their pass.
- TIP: You and your guests should include “no-reply@parqex.com” in the email safe list. This will prevent notifications from going to junk mail or spam folders.
- TIP: When you book a spot for a guest their information is saved, making it easy to create future bookings when they visit again.