Casa Del Mar - ParqEx User Guide for Owners

Introduction:

This document is intended for owners at Casa Del Mar outlining the steps to use Access+, Book for a guest (long and short term) and how to list your spots for community sharing all by using the ParqEx app

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How to access the portal: ParqEx Support Information

Web Browser: https://app.parqex.com

Mobile App
Google (Android): Search the "ParqEx" app in your google Play
Apple (IOS): Search the "ParqEx" app in your Apple App store

Username: Your email

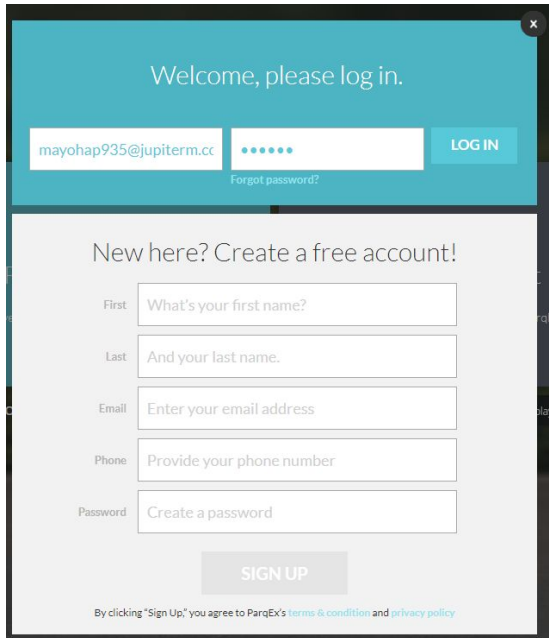**Password**: Provided via email (Can't remember? Use the Forgot password feature)

ParqEx Support Information:

Email: support@parqex.com

Phone: (855) 727-7391

Chat: Click

How To Use Access+

STEP 1:

Log into the ParqEx app.
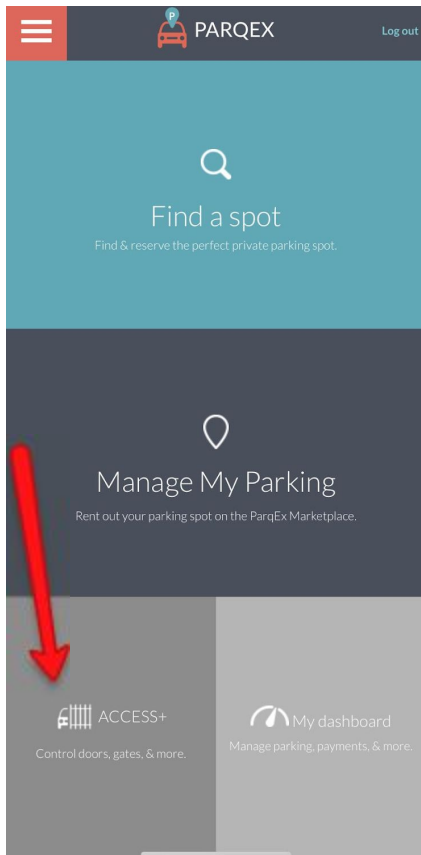
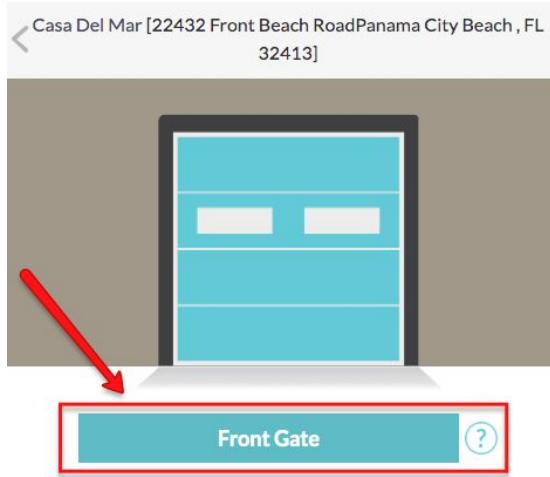**STEP 2:**

Once you've logged in, click on the "Access+" button on the bottom left hand side. This will show you all properties you have access to.
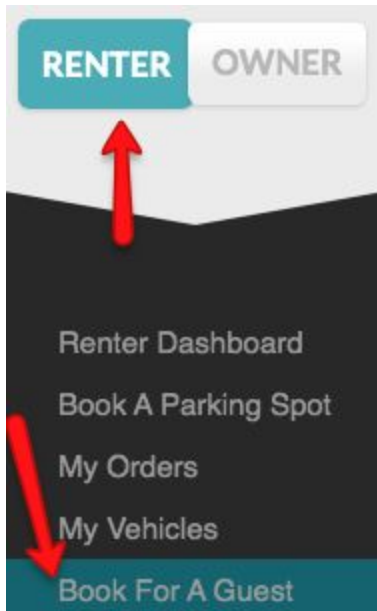
Casa Del Mar [22432 Front Beach RoadPanama City Beach , FL 32413]

Front Gate

STEP 3:

You can press Front Gate or any other access point available to you via this screen.

NOTE: Property Access+ can be used for both personal use and providing one time access (Ex: Pizza Delivery, Visitor)
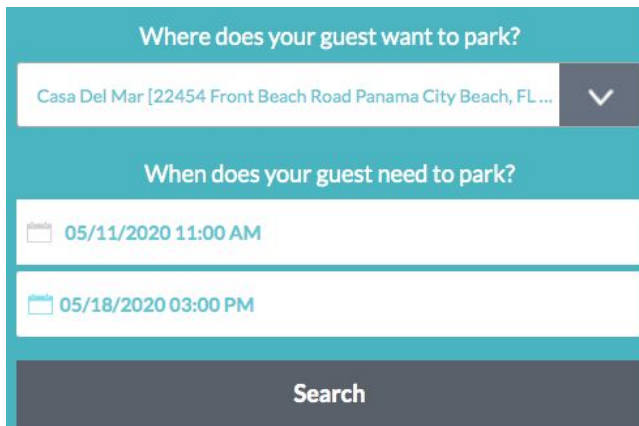
How to Book for a Guest

STEP 1:

From the "RENTER" menu, click on "Book For A Guest"

This will allow you to book long term and short term reservations for guests and visitors.

NOTE: Guest's full name and valid email address are <u>required</u> before starting this process

STEP 2:

1. Input Address of any Casa Del Mar property you intend to reserve for your guest
2. Select Arrival Time for your guest
3. Select Departure time

NOTE: All available spots on any Casa Del Mar property will be shown as available when searched. If there are no options at that property, the spots are booked or not available. Simply search another property to find an alternative spot. *Owners should <u>always</u> book from their property first.*

STEP 3:

Once you see spots available at the property you selected, press "Book!" This action allows you to be assigned an available spot at the property and direct you to fill out guest information

STEP 4:

1. Review the property address, reservation date and time to ensure an accurate reservation.

2. Fill out the GuestParq information by selecting Yes.

NOTE: Your Guest's name and valid email address are _Required_ before starting this process.

STEP 5:

If you've booked for a guest before, you can easily transfer to that guest by selecting their name and email which has guest information saved from the previous order.

Part 1: Search for a recent guest, then press "TRANSFER"

OR

Part 2: Click "TRANSFER TO A NEW GUEST"

STEP 6: (If transferred to new guest)

1. Fill out "Guest info"
2. Fill out "Guest Vehicle Info"
3. Press "SAVE"

NOTE: Guest info is Required, accurate email information is critical to ensure your guest receives the transfer.

Guest Vehicle information is optional and can be skipped to be passed onto your guest to fill out. This must be filled out by your Guest prior to the start of their reservation in order to receive access.

Spot # 2

22460 Front Beach Road Panama City Beach , FL 32413

Townhouse

Arrive: **May 19, (10:30 PM)** Depart: **May 20, (02:30 AM)**

$ Price **$0**
($0 booking + $0 service fee)

GP GuestParq **Do you know your guest's information?** ○ Yes ○ No

Have a promo code?

By ordering, you agree to ParqEx's *Terms & Conditions*

PLACE ORDER

STEP 7:

Once you have saved your guest information, Press "Place Order" to complete the transfer for your guest.

Success - you've transferred your reservation!

Your guest will now get a notification that you've transferred this reservation to them. We will email you when your guest has claimed your parking spot.
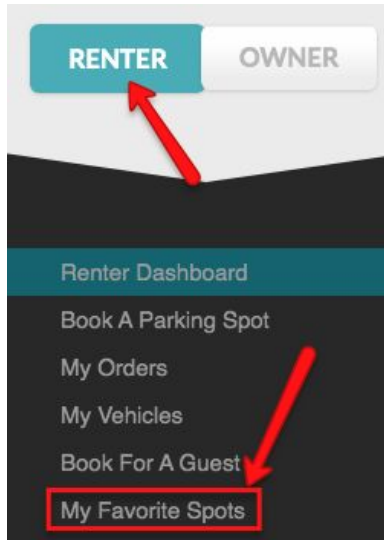
Thanks for using
GUESTPARQ

CLOSE

STEP 8:

The reservation has been transferred!

How to use My Favorite Spots to book a spot for personal use:

STEP 1:

From the "RENTER" menu, click on "My Favorite Spots"

From the "My Favorite Spots" page, you can find all Casa Del Mar properties which were pre-added into the My Favorite Spots page. This allows you to find parking at any Casa Del Mar property, with availability, more quickly.
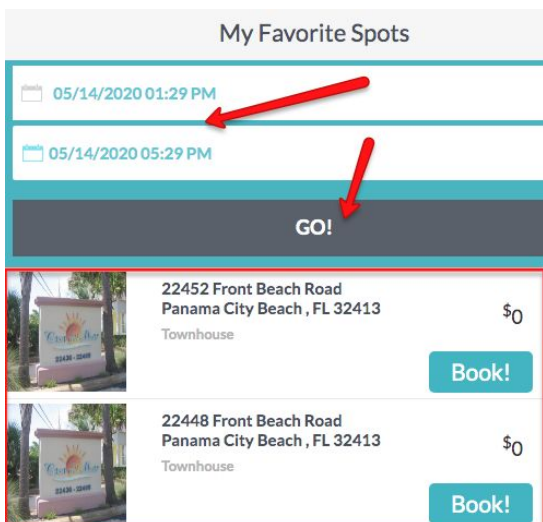
STEP 2:

From the "My Favorite Spots" page

1. Select the arrival and departure times for your desired reserved parking.

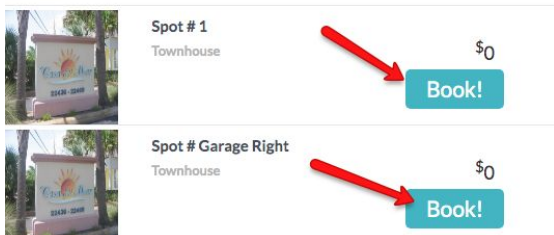2. Scroll down to view all Casa Del Mar properties.

NOTE: All properties will be in the "My Favorite Spots" page. However, only properties with the availability that corresponds to your request will appear.

3. Once you find the desired spot, select "Book!"

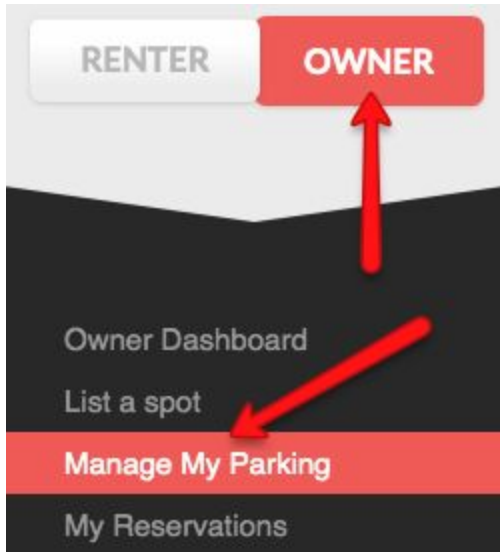**STEP 3:**

After you select Book, you will see all available spots at the property you selected. Once you find the spot that suits your preferences, select "Book!" again to complete your personal order.
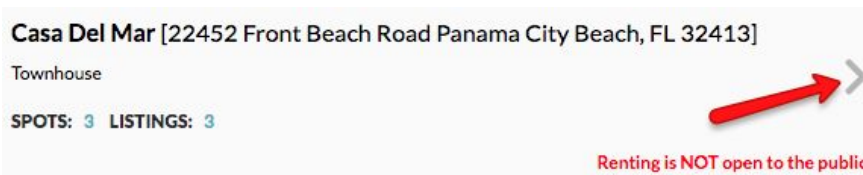
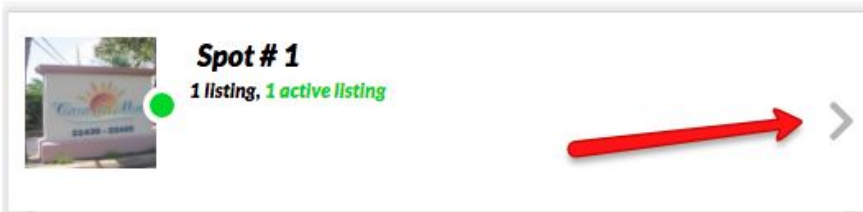# How to allow spot listings for Community Sharing

STEP 1:

From the "OWNER" menu, click on "Manage My Parking"

This will allow you to see the spots and listings at your property.

STEP 2:

1. Find your property
2. Click on the arrow on the far right hand side

STEP 3:

1. Pick a spot
2. Click on the arrow on the far right hand side

NOTE: an Active listing means the spot is currently available for others to rent

STEP 4:

Click "Edit Listing"

By Editing the listing, you can set spot availability for the short term or long term

STEP 5:

1. Edit Valid From (Start of when the spot is available)
2. End this listing on

NOTE: If left as "OPEN" the end date is available until further notice

STEP 6:

Click "Advanced Pricing and Availability Settings"

This can allow you to black out one or two days in the future providing more in depth availability times.
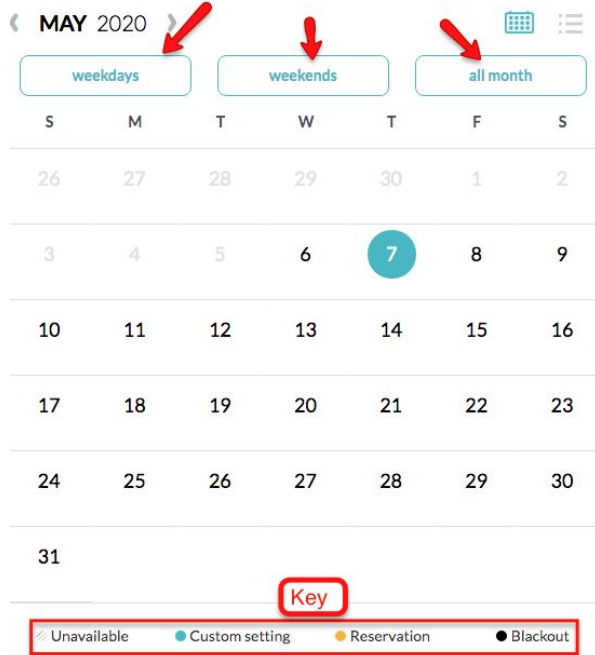
STEP 7:

1.   Select: "Weekdays, Weekends or All Month" to select a block time period

From the calendar view, you can select Weekdays, weekends, or all month to select a larger time period.

2.   For a specific day click on that day and follow the workflow on the next page

This will allow you to pick and adjust the availability hours for a specific day.

NOTE: The key will help indicate each day and current availability from a calendar view
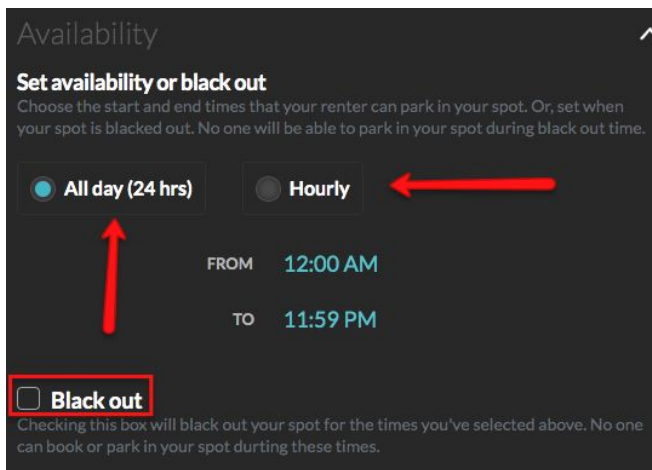
STEP 8:

1.   Select "All day (24 hrs)"

This allows you to blackout an entire day for the date or time span selected.

2.   Select "Hourly"

This allows you to select a time span in which the spot won't be available (Ex: Blacked out two hours on Saturday)
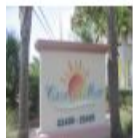
How To Grant Long Term Access To Family And Friends
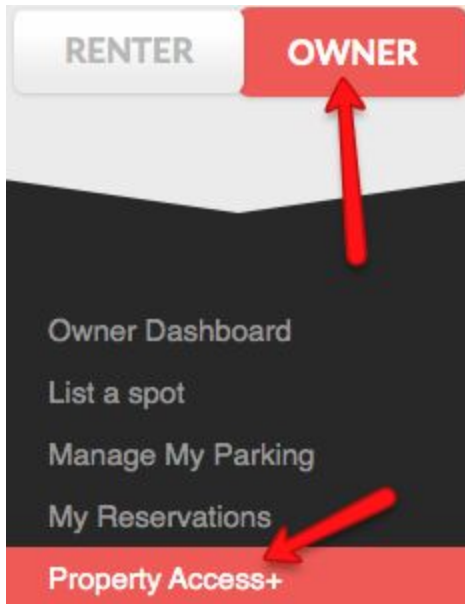
STEP 1:

From the "OWNER" menu, click "Property Access+".

This feature allows you to grant and manage long-term access of family and friends to your property.

STEP 2:
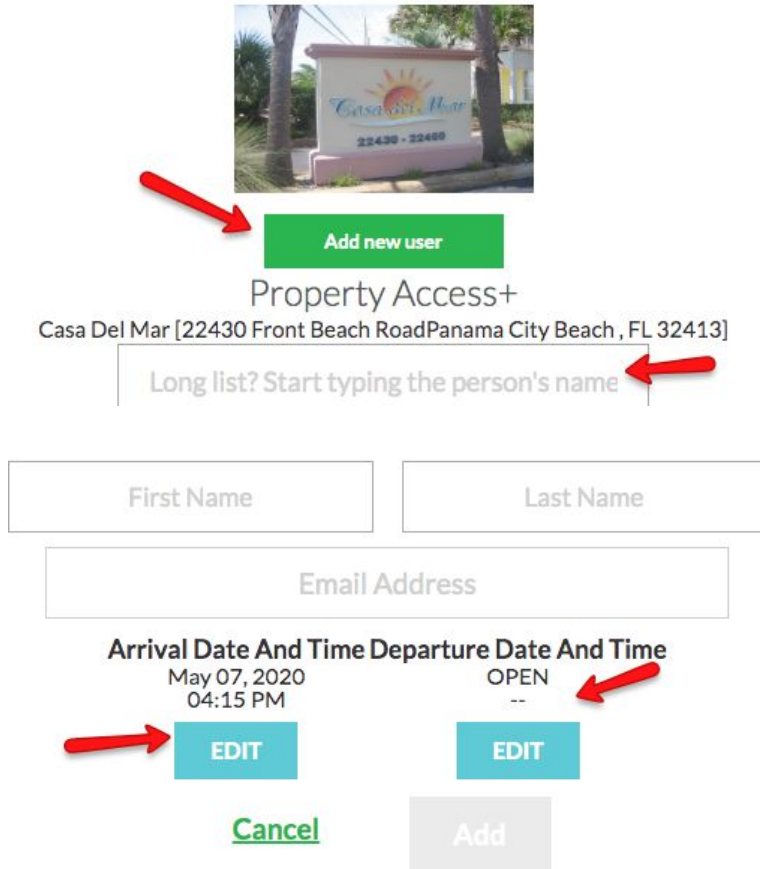
1. Select property

2. Click "Tap to Access"

STEP 3:

"Click 'Manage users' to add or remove user accounts for family and friends (continued on next page)"

ParqEx, Inc.   •   113 N May St., Chicago, IL 60607   •   (855) PARQEX-1   •   support@parqex.com   •   parqex.com

STEP 4:

1. To add a new user to access the property, click "Add new user" (Step 5)

2. To search for a current user to adjust access, search the name in the search bar (Step 6)

STEP 5:

1. Input the first, last name and the email for the new user.

2. Input an arrival/ start time for Access by clicking the "EDIT" button and adjusting the date and time

3. Change the end of their access by clicking the "EDIT" button under the "Departure Date And Time"

NOTE: You can leave access open ended (allows access until further notice) by keeping the "Departure Date And Time" listed as "OPEN"
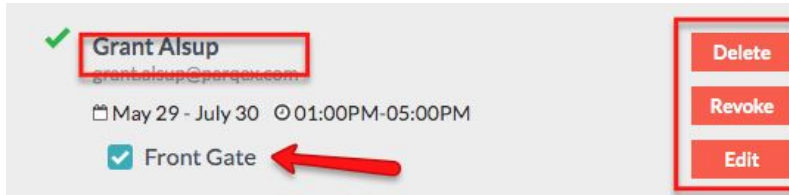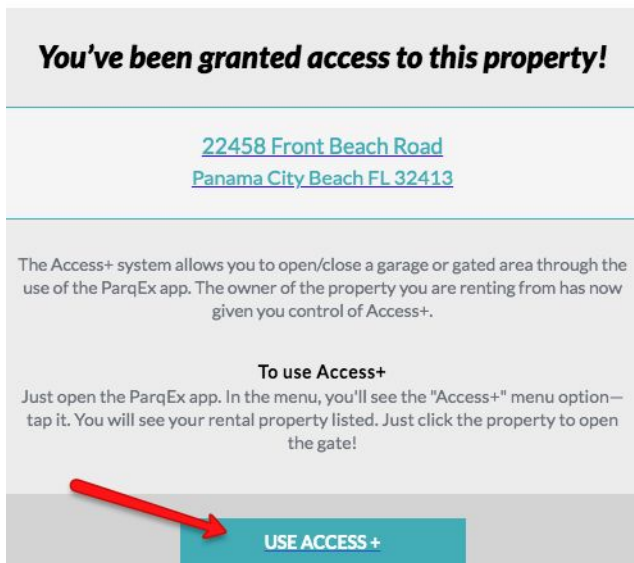
STEP 6:

1. To completely remove a user from Access click "Delete"

2. To temporarily suspend access click "Revoke" (this allows you to add the user back at a later time)

3. To change the time span of Access, click the "Edit" button

STEP 7:

1. If the user has an existing ParqEx account, they can simply click "USE ACCESS+" in the email to start accessing your property.

2. If the user is new to ParqEx, they will need to establish their account with an initial login using their email address and the "forgot password" option. Once inside the ParqEx app, they can start accessing your property using "Property Access +".

 Note: If the new user is on a smartphone, they will need to download the ParqEx app before the initial login.