



ParqEx - User Guide for 1660 North LaSalle

1660 Condominium Association

Introduction

This document is for 1660 North LaSalle owners, residents and renters. This will cover how to book guest parking for yourself or guests.



How to access the ParqEx app or website:

URL: <https://app.parqex.com>

APP: Available in your mobile device app store, search for “ParqEx Parking App”

Username: Your email

Password: Provided in one of the emails you received regarding your guest reservation.

ParqEx support information:

For account setup, app user instructions, app technical support or questions on this user guide please contact ParqEx.

Email: support@parqex.com

Phone: (855) 727-7391 (8am to 6pm M-F)

1660 Door Staff:

For assistance with onsite issues regarding the building or physical problems with the garage contact 1660 door staff.

Doorman Phone Number (24/7): (312) 787-5944

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Overview:

This document is intended to provide a guide for how to use the ParqEx app at 1660 North LaSalle for internal owners, renters and residents. This will not provide a comprehensive representation of the rules associated with parking at 1660 and should not be understood to represent the full extent of 1660 building or parking regulations.

Required items: To use the ParqEx app at 1660 you will need to have a valid email address and a smartphone. If you do not have a smart phone or email you can still utilize this program with some help from the 1660 door staff but you will not be able to take full advantage of the app's features. More details on how to use the program without either a smartphone or email are covered in the FAQ section.

- Guest parking spaces at 1660 are located on the E-Level (top floor of the garage in Western half), these are designated for 24-hour reservations only. (Note: per 1660 rules Guests and Non-Resident Monthly Parkers should NOT be accessing A, B or C-Levels of the garage.)
- West Lot Parking is not included in the ParqEx program, contact building staff for details on West lot parking.
- All guests must park in their reserved parking space number only and must vacate the spot prior to the end time of their reservation to avoid additional charges.
- Vehicle information including make, color and license plate must be filled out for all transactions as well as a phone number for the vehicle owner.
- Guest parking at 1660 does not allow in/out usage. Once you leave the garage your reservation and access has ended.
- The ParqEx access buttons (described in the Property Access+ section) must be used for entry or exit. Upon exit, the reservation will end, even if you have left before your reservation ends.
- Do not piggyback with another exiting vehicle to leave the garage or your reservation will not show that it has ended. If your reservation is not closed by exiting the garage with the Property Access+ button before your reservation ends you will continue to be charged for additional 24-hour parking periods until your reservation is closed.
- If you have left the garage and forgotten to use the Property Access+ button to exit you may contact the 1660 front desk and ask them to end your reservation. This will mean you cannot reenter the garage without another reservation.
- If you need to extend your parking reservation for yourself or your guest you may do so through the ParqEx app by going to "My Orders" and selecting the applicable order. Next select the "Extend" option and pending availability of your spot you will be able to extend the reservation. If you are unable to extend your current spot you will need to remove your vehicle from the garage.

How do I book a parking spot for myself in Guest Parking?

If you would like to make a reservation in the allotted guest parking spaces that you intend to use for yourself and not a guest follow these steps. Please note this is still for daily parking only and is not a replacement for monthly parking through the 1660 management office. This process will be very similar to the “Book For A Guest” workflow but differ in that you will not fill out guest info or transfer to anyone.

Step 1: This action may be completed using the ParqEx mobile app, or visiting app.parqex.com. Click ‘Login’.

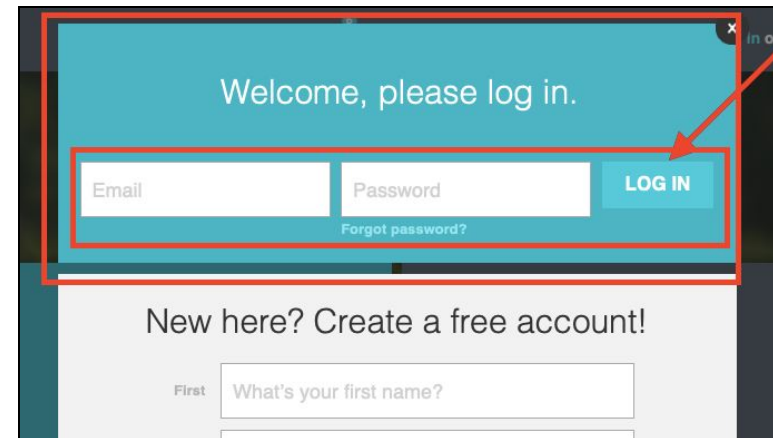
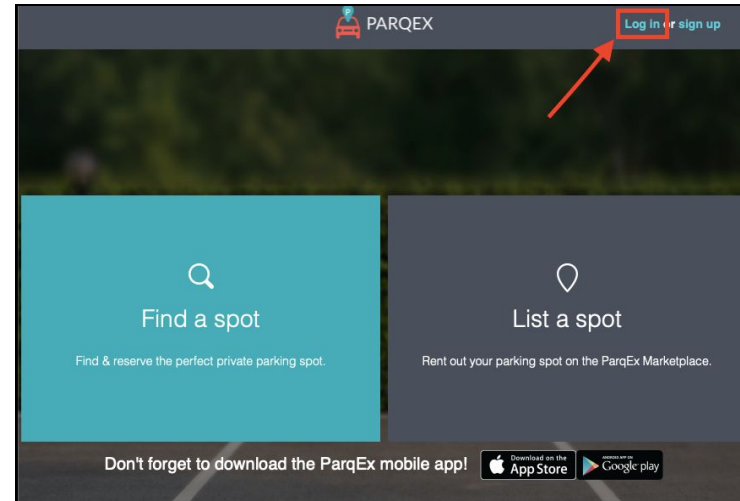
If you are already logged in, skip to step 3

Step 2: Input your login credentials you had received in a welcome email from ParqEx. This email must match the email address that property management has on file for you to have access to the private property. Do not create a new account, this is already done for you. Please use the login section at the top portion of the login menu.

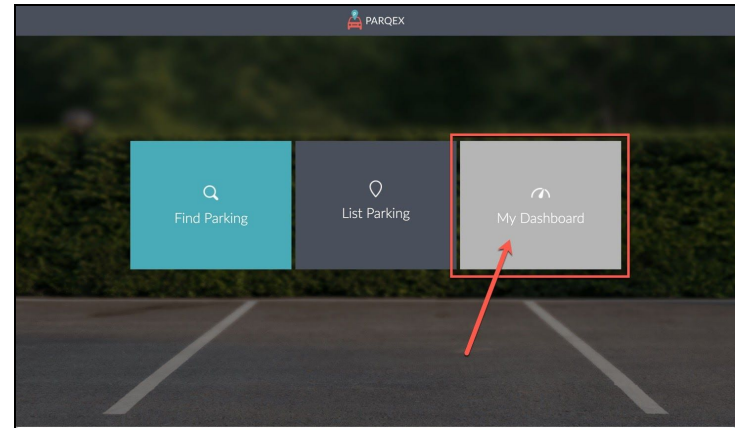
If you are unable to find these credentials please use the “Forgot Password” link below the password field on the login screen. If you continue having issue please contact ParqEx support:

p - 855-727-7391 (8 am to 6 pm M-F)

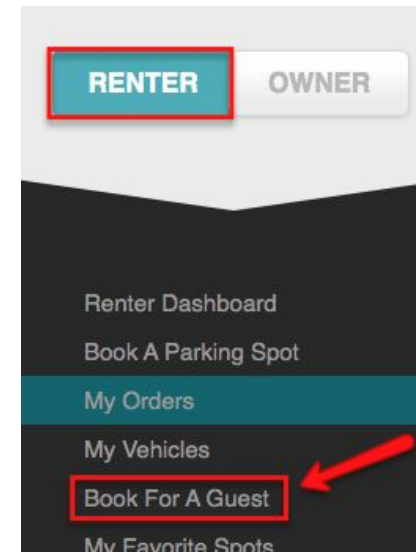
e - support@parqex.com



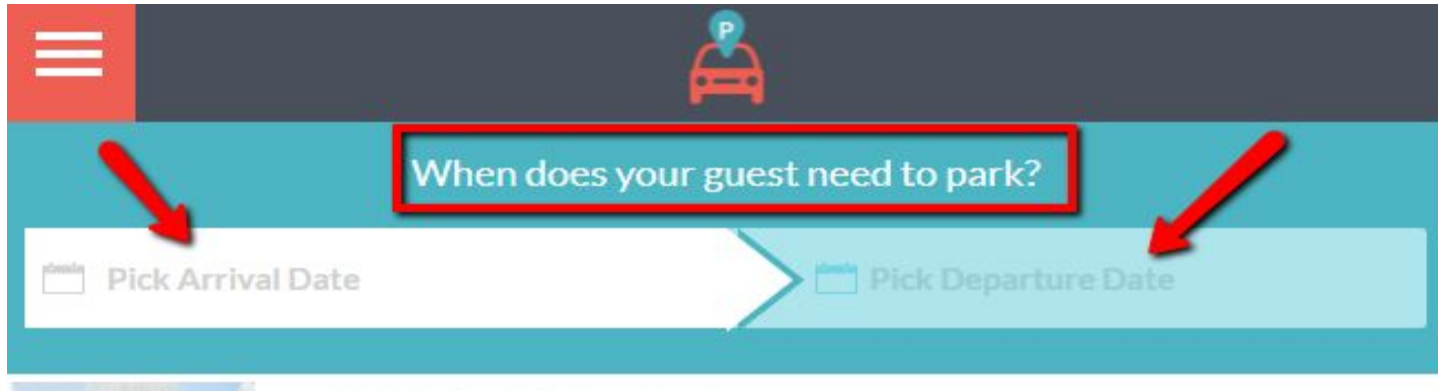
Step 3: Once logged in, click 'My Dashboard' to be brought into the ParqEx app.



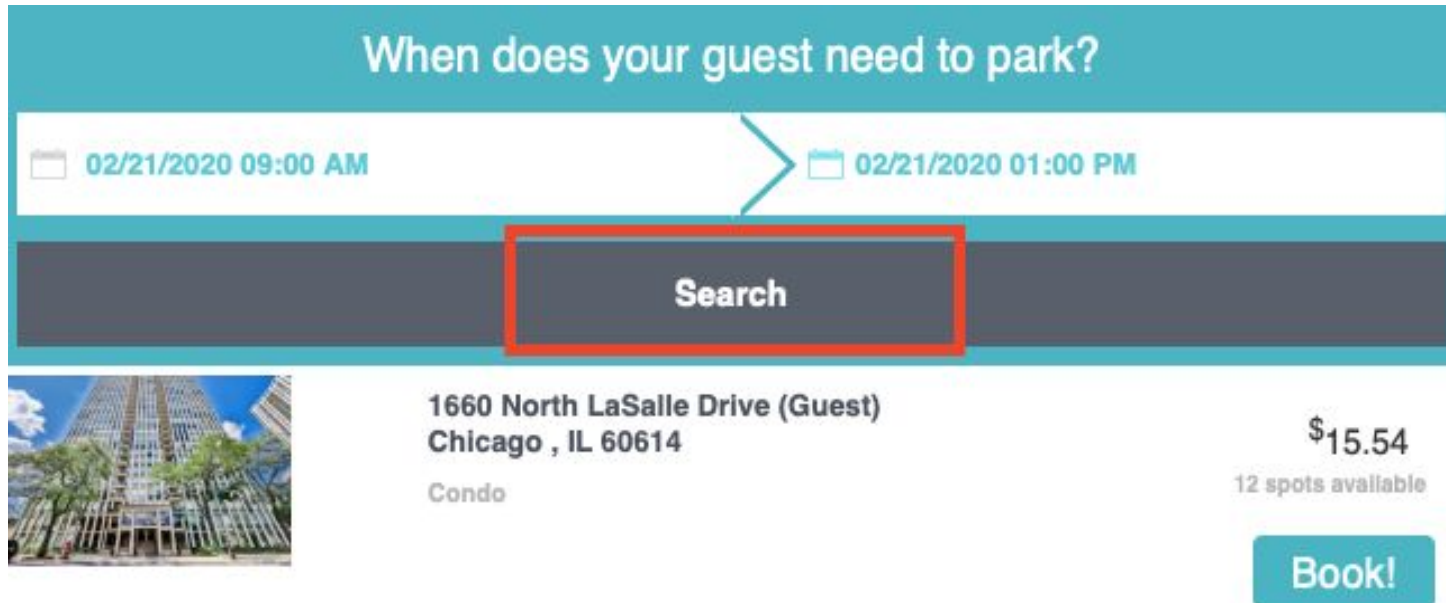
Step 4: All 1660 affiliated users should be using the “Renter” side of the app (Note: This includes 1660 unit owners, residents and renters; you will use the renter dashboard only for 1660 parking), select the “Book For a Guest” module which will enable you to purchase available parking.



Step 5: Input the desired Arrival and Departure times for your parking.



Step 6: Once times are accurately input, click on the “Search” button to proceed.



Step 7: Once a search is completed the results will show the price for the time frame you selected, the number of spots available and the option to book.

1660 North LaSalle Drive (Guest)
Chicago , IL 60614
Condo

\$15.54
12 spots available

Book!

Confirm Guest Parking Details

Spot # E66
1660 North LaSalle Drive (Guest) Chicago , IL 60614
Condo

Arrive: Mar 21, (11:00 AM) Depart: Mar 22, (06:00 PM)

Price \$15.54
(\$15 booking + \$0.54 service fee)

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

Payment Method VISA Card ending in [REDACTED]

Have a promo code?

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

PLACE ORDER

Step 8: After you press “Book” you’ll be directed to this page to confirm the Parking Details.

Always make sure that the proper location, price and time frame match what you are looking to purchase

If you are making this reservation for yourself and do not intend to send this to a guest select No for “Do you know your guest’s information”

After reading and agreeing with the terms and conditions - Place your Order

Your order is now complete, if this is not intended for your guest there are no further steps.

How to Book for a Guest:

Step 1: This action may be completed using the ParqEx mobile app, or visiting app.parqex.com.

Click 'Login'.

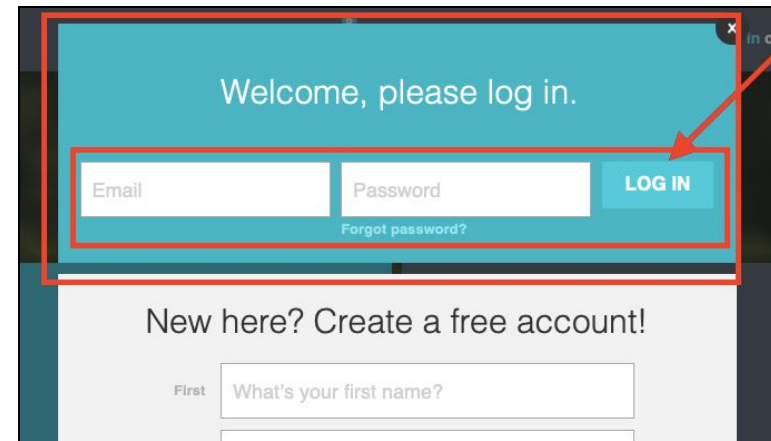
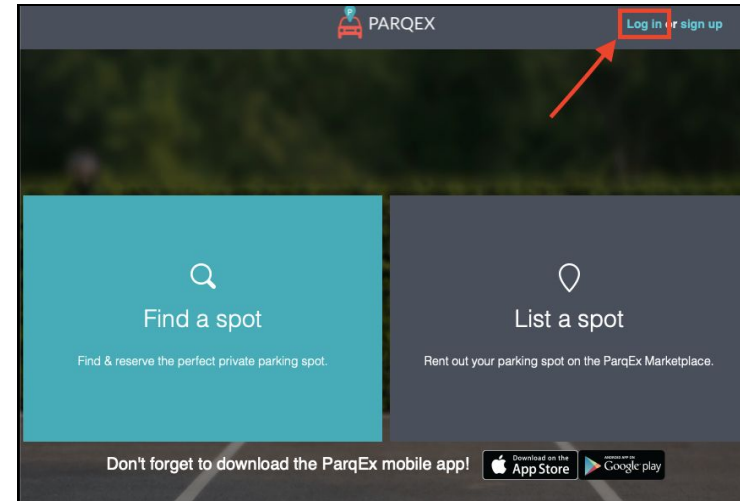
If you are already logged in, skip to step 3

Step 2: Input your login credentials you had received in a welcome email from ParqEx. This email must match the email address that property management has on file for you to have access to the private property. Do not create a new account, this is already done for you. Please use the login section at the top portion of the login menu.

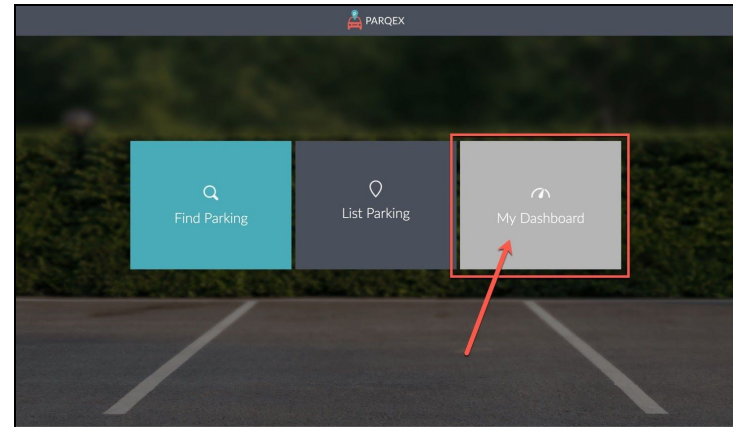
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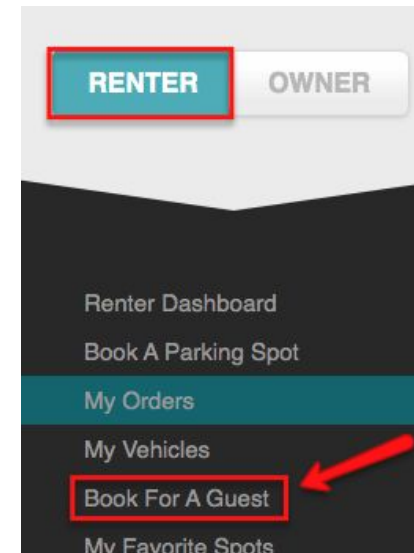
e - support@parqex.com



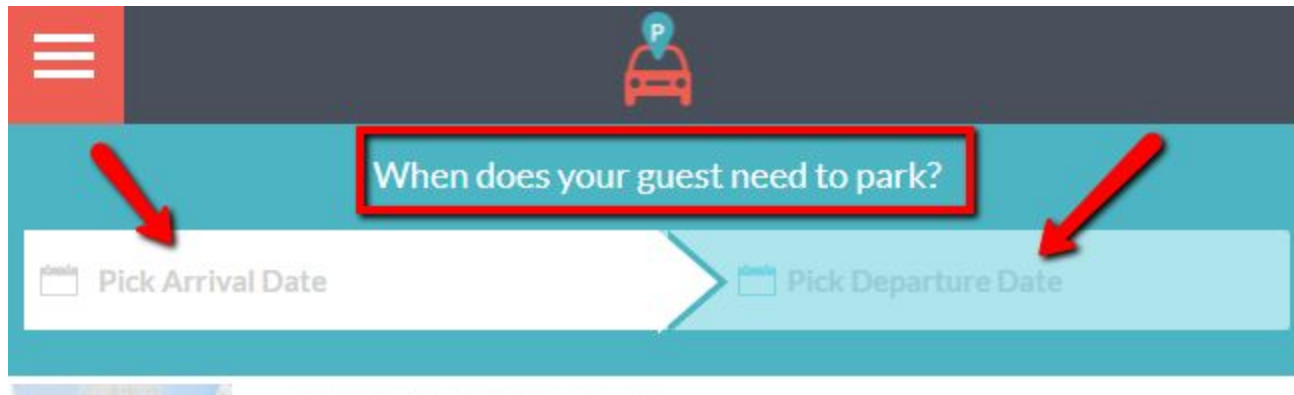
Step 3: Once logged in, click 'My Dashboard' to be brought into the ParqEx app.



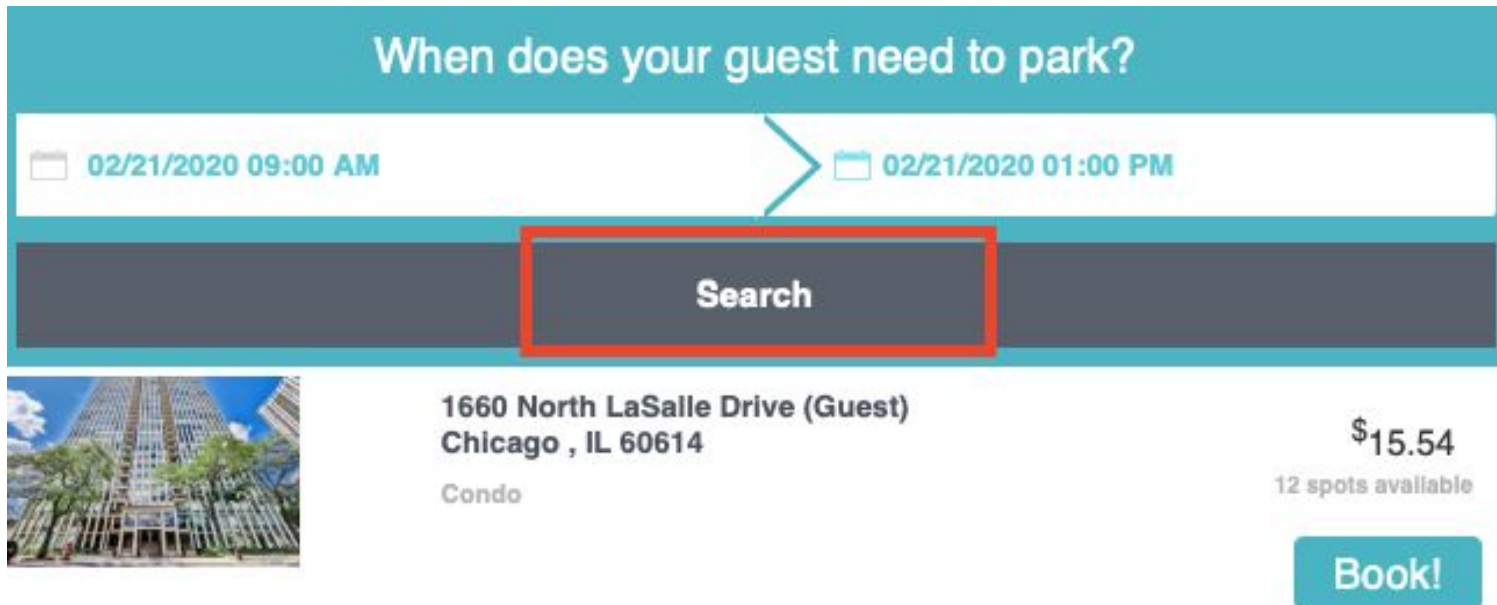
Step 4: All 1660 affiliated users should be using the “Renter” side of the app (Note: This includes 1660 unit owners, residents and renters; you will use the renter dashboard only for 1660 parking), select the “Book For a Guest” module which will enable you to purchase available parking for your guest.



Step 5: Input the desired Arrival and Departure times for your guest's parking.




Step 6: Once times are accurately inputted, click on the “Search” button to proceed.



When does your guest need to park?

02/21/2020 09:00 AM > 02/21/2020 01:00 PM

Search

 **1660 North LaSalle Drive (Guest)**
Chicago , IL 60614
Condo

\$15.54
12 spots available

Book!

Step 7: Once a search is completed the results will show the price for the time frame you selected, the number of spots available and the option to book.

1660 North LaSalle Drive (Guest)
Chicago , IL 60614
Condo

\$15.54
12 spots available

Book!

Confirm Guest Parking Details

Spot # E66
1660 North LaSalle Drive (Guest) Chicago , IL 60614
Condo

Arrive: Mar 21, (11:00 AM) Depart: Mar 22, (06:00 PM)

Price \$15.54
(\$15 booking + \$0.54 service fee)

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

Payment Method Card ending in [REDACTED]

Have a promo code?

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

PLACE ORDER

Step 8: After you press “Book” you’ll be directed to this page to confirm the Guest Parking Details.

Always make sure that the proper location, price and time frame match what you are looking to purchase

Guest Information: If you have the guest information available select “Yes” then fill out necessary information - If you select “No”, you will see the caution sign below, then information must be added by doing a Guest Park Transfer. (More information regarding this can be seen under the “How to Perform a Guest Park Transfer” section of the user guide on pager 9).

You'll need to transfer this order to your guest later from the Order Details page

After reading and agreeing with the terms and conditions - Place your Order

Guest Details

Guest info (Required) ←

We use this info to create a ParqEx account for your guest and transfer the reservation to them.

First Name*

Last Name*

Email*

Phone Number

Guest vehicle info (Optional)

If you know any info about the vehicle your guest will drive, select or enter it now. If you're not sure, no problem -leave it blank. Your guest will be able to enter it later.

Make

License Plate #

State

Vehicle Color

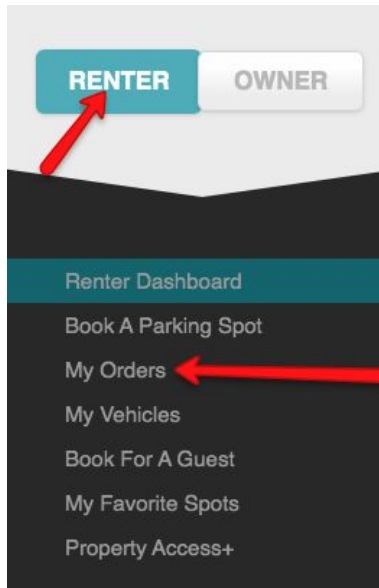
SAVE →

Step 9: If you select “Yes” when confirming the details for the guest parking, you’ll see required guest information which includes First name, Last name, email.

You will see the optional field for vehicle information. This is only optional for you and must be filled out by your guest if you do not know it. If this is unknown to you, your guest must complete that section themselves. This section must be completed by you or your guest in order for Property Access+ to be granted.

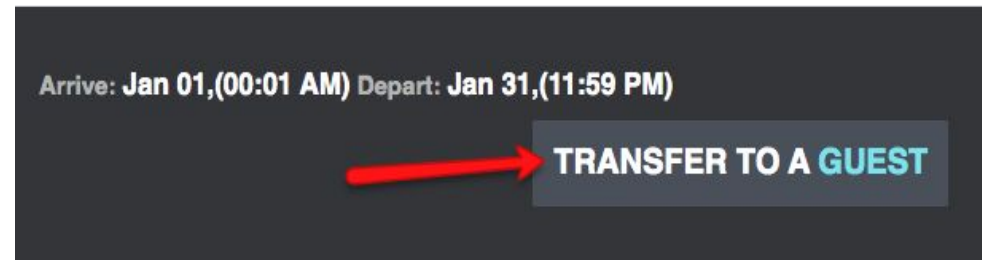
How to Perform a guest park transfer:

This section is only applicable if you started the Book For A Guest workflow and selected “No” when asked for your guests information. This section will allow you to transfer a reservation you have already made to a guest.

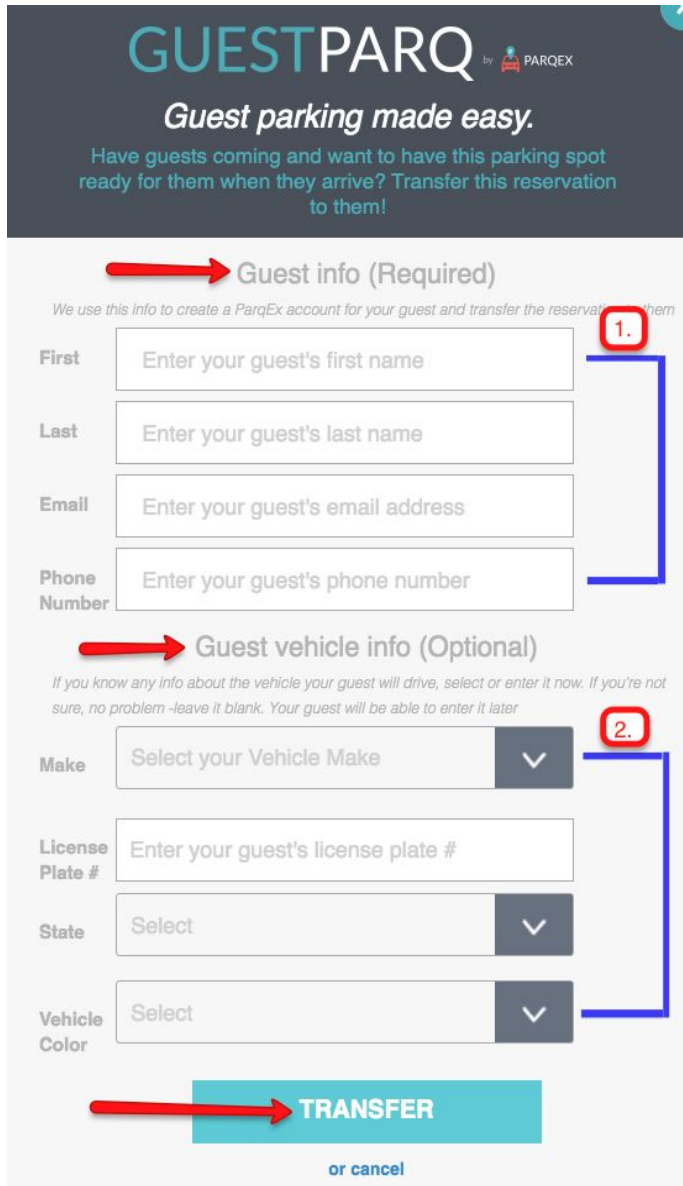


To start your guest park transfer, ensure you are on the Renter Dashboard, with “My Orders” selected

Once you have the order you would like to transfer selected, you will see the picture to the right where you can select “Transfer to a Guest”



For next steps see next slide



GUEST PARQ by PARQEX
Guest parking made easy.
Have guests coming and want to have this parking spot ready for them when they arrive? Transfer this reservation to them!

Guest info (Required)
We use this info to create a ParqEx account for your guest and transfer the reservation to them

1. [Red box around the Guest info section]

First: Enter your guest's first name
Last: Enter your guest's last name
Email: Enter your guest's email address
Phone Number: Enter your guest's phone number

Guest vehicle info (Optional)
If you know any info about the vehicle your guest will drive, select or enter it now. If you're not sure, no problem -leave it blank. Your guest will be able to enter it later

2. [Red box around the Guest vehicle info section]

Make: Select your Vehicle Make
License Plate #: Enter your guest's license plate #
State: Select
Vehicle Color: Select

TRANSFER
or cancel

****Required Guest Park info:**

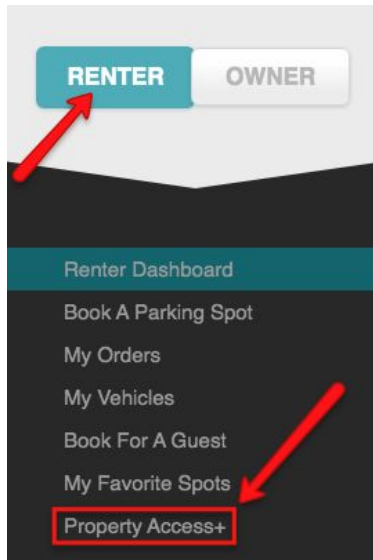
1. First name, last name, email and phone number are all required fields to ensure the guest will have necessary ParqEx credentials needed to create a guest account.

***Guest Vehicle info**

2. Vehicle make, license plate number, state, vehicle color are all required to be included with an order. However it is optional considering that information may not be readily available to the transferor. If you do not fill this out then your guest must complete this section when they receive the reservation on ParqEx.

PLEASE NOTE: Either you or your guest **must** input vehicle information and a valid cell phone number. Accurate vehicle and contact information is required with every ParqEx order.

Accessing Guest Parking: How to use Property Access+



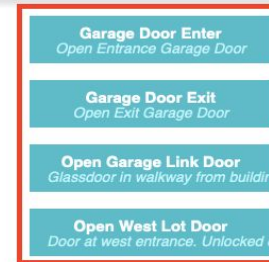
First, ensure you are on the "Renter" dashboard, then select "Property Access+"



Guest 1660
[1660 North LaSalle Drive (Guest)Chicago , IL 60614]



Next, select the property you would like to Access, the hit the "tab to select" button

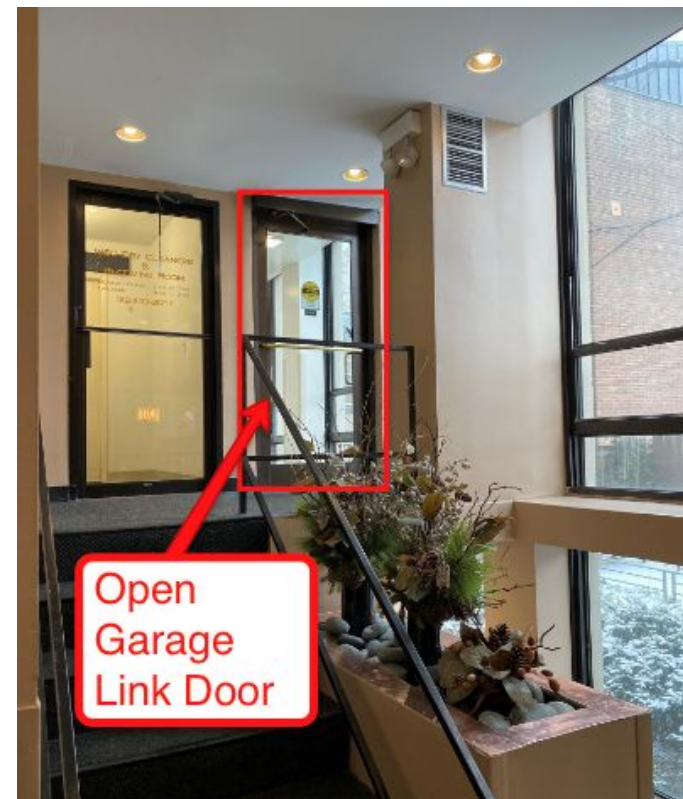


Lastly, once selected, all available doors will appear in which your reservation has access to! Click the corresponding button and the garage will open.

To access the property by car: Enter the driveway just south of the 1660 N. LaSalle Drive lobby entrance, follow signs to the 1660 Guest Parking and go up ramp (do NOT park on ground level). Pull up to the garage doors pictured below and use Property Access+ in the ParqEx app. Select the "Garage Door Enter"

button and then follow the signs to the roof where you will park in your designated spot on E level marked by ParqEx signs.

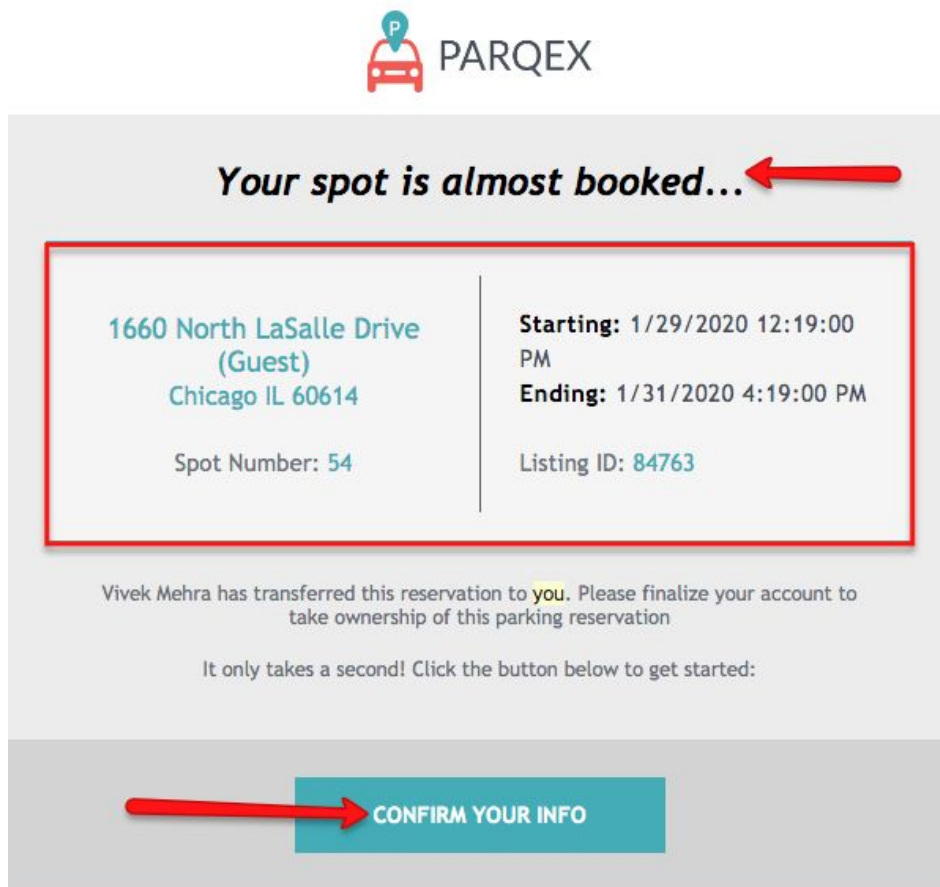
To access the property on foot: Proceed to the West lot door shown in the picture below and use Property Access+ in the ParqEx app. Select the “Open West Lot Door” button and then turn to your right after entering and you will see the garage link door to the right of the 1660 Dry Cleaners and Receiving Room (also pictured below.) Select the “Open Garage Link Door” button and then follow that hallway to the garage stairs. Take the stairs all the way to the roof and then proceed across the roof to reach E level where your designated parking area is located. Do not enter the garage on any other level.





How your guest confirms their guest spot:

This information is useful for your guests on how to accept their guest reservation you have sent them. If possible please share this information and the Access+ section with your guest when you send them a reservation.

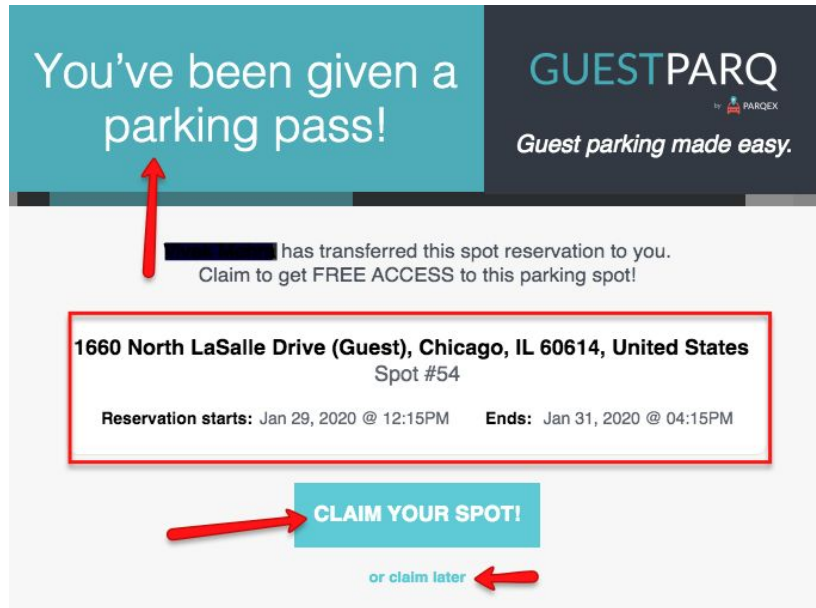


Step 1: When you grant someone a guest parking pass, they will get an email notification as shown below. If they don't already have a ParqEx account there will be a second email with temporary login credentials.

-Property: Address and spot number can be seen on the left hand side (1660 N LaSalle)

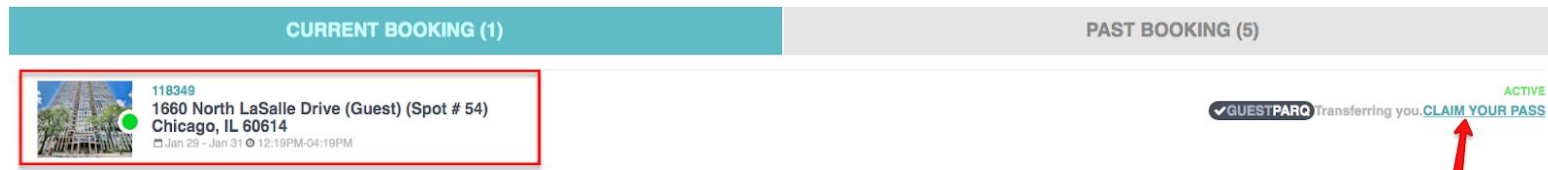
-Date: The date on the right hand side indicates the start and end of your parking reservation.

-How to Proceed: Click on the teal box at the bottom labeled "Confirm Your Info" to continue the process, the next step is to confirm some required information.



Step 2: The prior step should have automatically launched the ParqEx web app, if not please launch the ParqEx app on your mobile device. After logging in to the app you will see a popup notification. Click the “Claim Your Spot!” button.

Step 2 - Continued: If you decide to claim your spot later, you can go to “My Orders” to perform the same action by clicking on the “Claim Your Pass” button.



-Your guest pass is now secured! You can view the order details under the “My Orders” tab on the left hand side of the renter dashboard-

FAQ's

- **Why do I need my guests name, email information?**

Providing this information helps secure the lot and ensure the proper people have access. Since the garage is remotely controlled via our app, email of the guest is important to ensure they receive access

- **Is Vehicle information necessary?** Yes accurate vehicle information is required in order to keep the garage secure and enforce spot designation you may be unable to access the garage if you do not have accurate vehicle information in your profile.

- **What is Property Access+?** This feature allows you to remotely access the parking garage via your ParqEx mobile app

- **I transferred my spot, why doesn't my guest have access now?** Please note, Property Access+ won't be granted to your guest until 15 minutes prior to the start of the reservation.

- **What if my guest doesn't have an email?** If your guest doesn't have an email address, the spot can still be purchased for them via a cell phone number however you will need to work with the 1660 door staff for this. In the section which requires email, simply put their phone number in the format (phone number)@1660NLasalle.com, and complete the transfer then discuss with your



door staff. The door staff will need to be notified that your guest is coming and that they do not have an email or smartphone so that the door staff can assist with letting your guest in

- **What if I don't have a smartphone or computer?** If you don't have a smartphone or computer, all ParqEx orders for yourself and guests must be invoiced to your monthly assessment through your doorman. This can be done by calling the number on the second page of this user guide or in person at the front desk. The door staff will be able to assist in creating a reservation for users without email or computers and help guests with access to the property if they do not have a smartphone.
- **What if my guest doesn't have a smartphone?** If your guest doesn't have a smartphone, in order to gain access to the garage, this must be done through the doorman either your guest must contact in person or by phone or you must do so on behalf of your guest.
- **How can I change the email address on file with ParqEx?** Contact ParqEx Customer support with the correct email address and you'll be set up with a new account.
- **What if I already have a ParqEx account?** This property is private, meaning that approved user emails are added to a list which allows them to perform actions at the property. If the ParqEx account email has not been added to the permission list, you will not have access. Contact ParqEx customer support. 1660 user information will only be used by ParqEx for account setup and 1660 internal parking management this data is not shared or sold.



- **What to do if someone is incorrectly parked in your assigned parking space?** If you are unable to access your assigned space for any reason please contact the 1660 front desk and inform them of the issue. If you are unable to reach the door staff please contact Parqex customer support for assistance.