ParqEx User Guide for Chelsea Manor

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Introduction

This document is intended for Chelsea Manor residents who wish to book/reserve a parking spot for their guests using the ParqEx app. The document outlines the steps on how to book a parking spot, guest parking, update vehicle information, and view your orders

Authored by: Cooper Adams

Table of Contents:

How to access the portal: ParqEx Support Information

Mobile App
- **Google (Android):** Search the "ParqEx" app in your Google Play or <u>click this link</u>
- **Apple (IOS):** Search the "ParqEx" app in your Apple App Store or <u>click this link</u>

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

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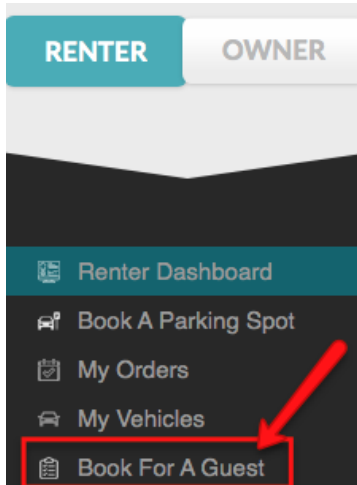- **Password**: Provided via email (Can't remember? Use the Forgot password feature)

ParqEx Support Information:

Email: support@parqex.com
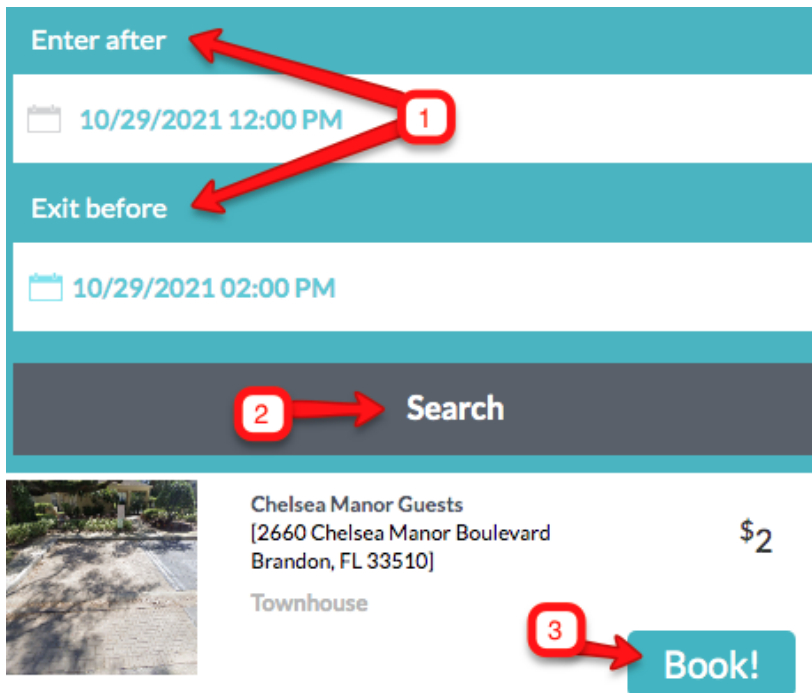
Phone: (855) 727-7391

Chat: Click

Book for a Guest:

Step 1: From the **RENTER** side menu, select the "**Book for a Guest**" option.

Step 2: Next you will see an option for Chelsea Manor Guests, this will allow you to book parking for friends, family, and other guests you may have coming to visit. First, you will select the reservation date and time (Enter after and Exit before) then select Search and you will see available spots. Once you confirm the date and time are accurate, select "Book!".

PARQEX

Confirm Guest Parking Details

Spot # A1
2660 Chelsea Manor Boulevard Brandon, FL 33510
Townhouse
details

Arrive: **Oct 29, (12:00 PM)** Depart: **Oct 29, (02:00 PM)**

$ Price **$1**
($1 booking + $1 service fee)

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

Payment Method **Please enter your payment info** >

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

PLACE ORDER

Step 3: The next step is the checkout process. After confirming the spot, location and duration you will get the "Confirm Guest Parking Details" page.

In the GP/GuestParq section, select Yes to enter your guest's information: First/Last name, email, and vehicle information. If you are booking for yourself, then select No.

If you do not know all of that information, you may still book the spot and fill out that information later or send it to your guest to fill out. This can be completed from the "My Orders" page.

Fill out payment information, then 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* [Enter your guest's first name]

Last Name* [Enter your guest's last name]

Email* [Enter your guest's email]

Phone Number [Enter your guest's phone number]

Step 4: If you select yes for guest information, you will see this required information. F/L Name and email are required, vehicle information is optional - After transferring the spot, your guest can fill out vehicle information.

How to manage your vehicle information on the order
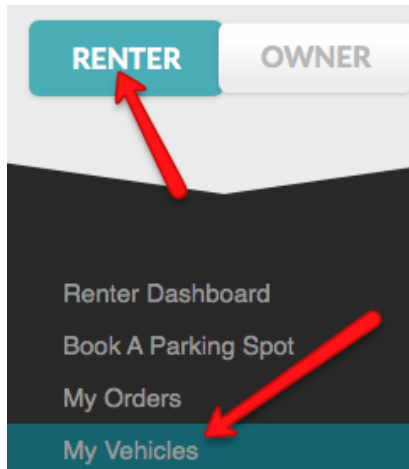
STEP 1: From the "**RENTER**" menu, select "**My Vehicles**"
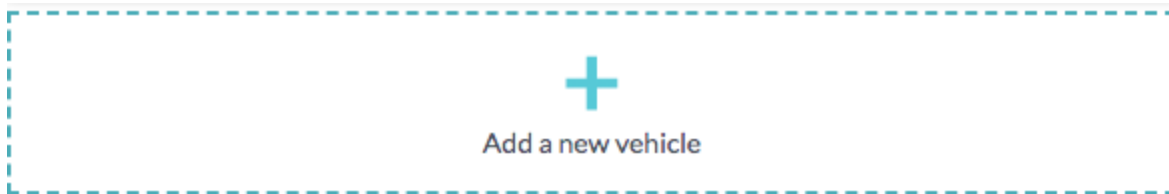
**STEP 2:** Select the "**Add a new Vehicle**" button

STEP 3:

Enter all accurate information about your vehicle including Make, Model, License Plate, State, and vehicle color. This is extremely important to be completely accurate. Failure to input correct vehicle information could result in a towed vehicle at your expense.

Once all information is accurate, press the "**SAVE VEHICLE**" button. If this is your main vehicle, select the box to make it your default vehicle.
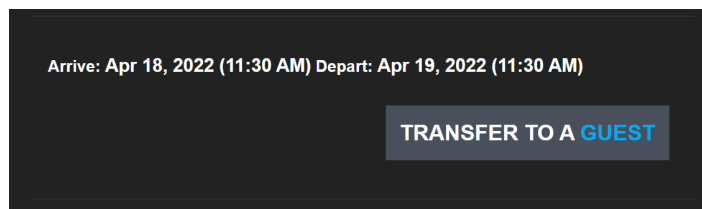
PARQEX

How to view your orders:
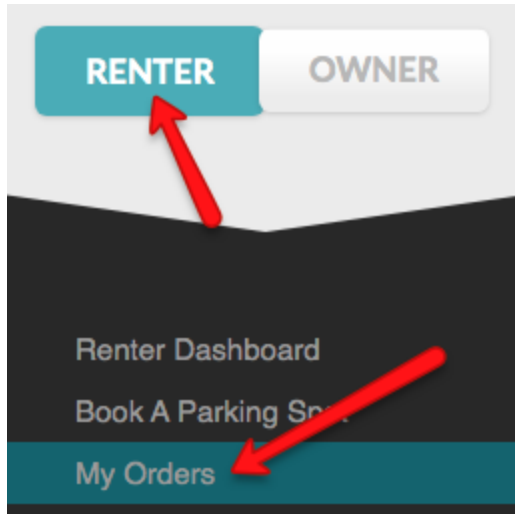
STEP 1: From the "**RENTER**" menu, select "**My Orders**".
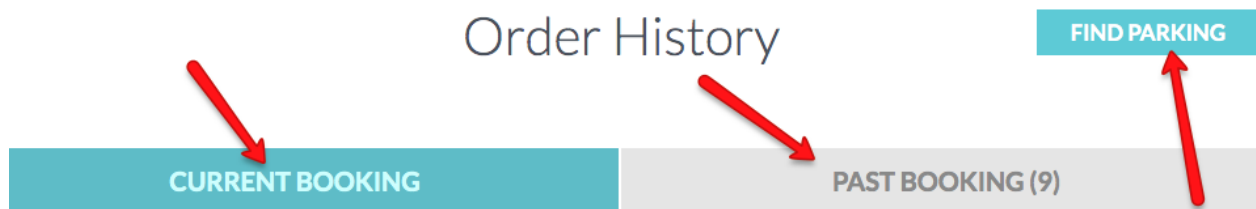
STEP 2: The "**Order History**" page will list all your current and past orders/bookings.

Arrive: Apr 18, 2022 (11:30 AM) Depart: Apr 19, 2022 (11:30 AM)

TRANSFER TO A GUEST

You can also transfer an active ongoing order/booking to a guest or cancel a transfer to a guest from the order details using the "**TRANSFER TO A GUEST**" button.

PARKING RULES:

1. Residents must use the "Book for a guest" workflow to book parking for their guests.
2. Residents that do not transfer the reservation to a guest will be charged $9 per day for each 24-hour period
3. If a resident transfers a reservation to a guest and the guest does not claim the guest pass, the resident will not be charged $9.
4. If the resident parks in a guest parking spot that was transferred to a guest, they will get ticketed/towed because the reservation will show the guest's vehicle information.
5. If the resident cancels the transfer to the guest (re-claims the parking spot), they will be charged $9 if they use it for themselves.
6. All residents must agree to the "Chelsea Manor Terms and Conditions" by checking the checkbox when making the reservation.