ParqEx User Guide for the Avenue at East Falls Tenants

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Introduction

This document is intended for parkers of the Avenue at East Falls. The document outlines the steps on how to update your account information. ParqEx is also collecting parking payments for the Avenue.

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How to access the portal:

Mobile App
- **Google (Android):** Search the "ParqEx" app in your Google Play
- **Apple (iOS):** Search the "ParqEx" app in your Apple App store

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

Your credentials:
- **Username**: Your email address
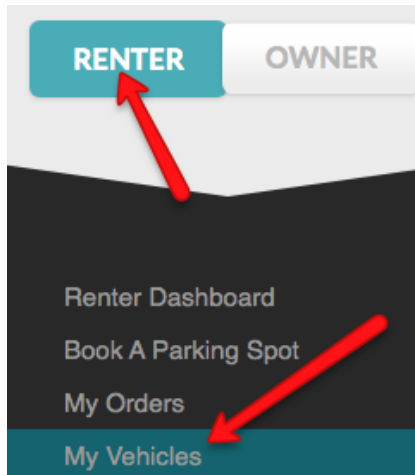- **Temp Password**: Avenue2023

Note: *If you have logged in previously and created your own password, use that one. If you have trouble logging in, please select "Forgot Password" and a temporary password will be sent to you.*
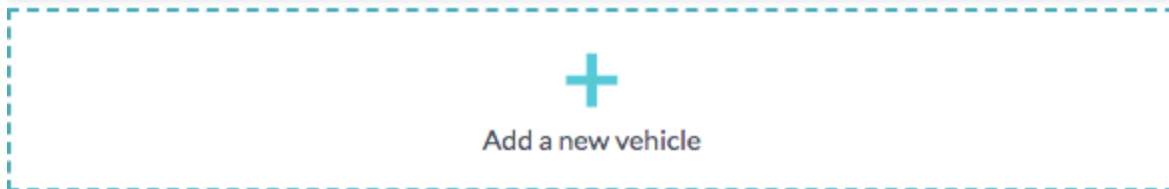
ParqEx Support Information:

Email: support@parqex.com

Phone: (855) 727-7391

How to manage your account information:

STEP 1: From the "RENTER" menu, select "My Vehicles"

STEP 2: Select the "Add a new Vehicle" Feature

STEP 3:

Upload all accurate information of 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.
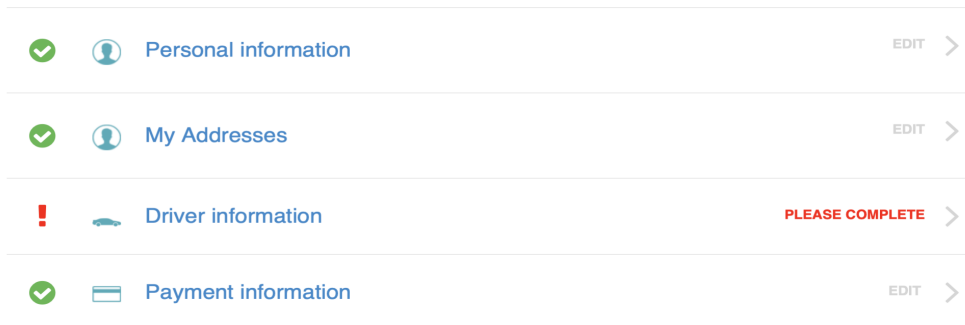
Once all information is accurate, press the "SAVE VEHICLE" button. If this is your main vehicle, select the box to make it your default vehicle.
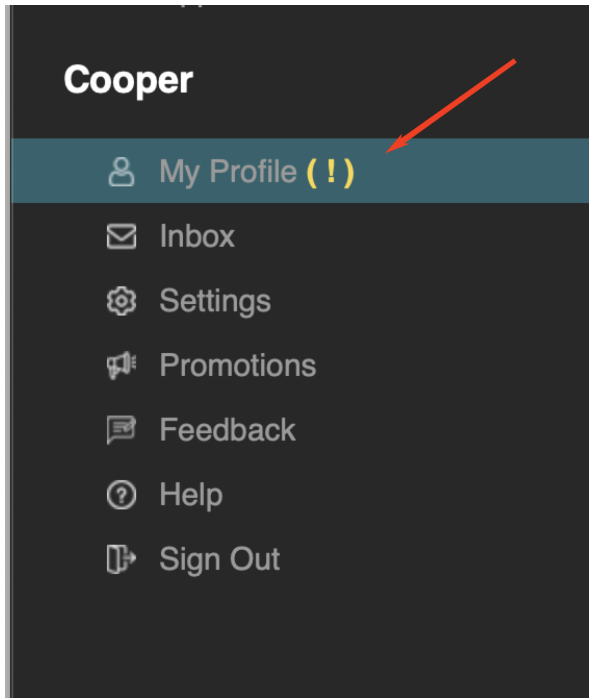
Step 4:

Select "My Profile"

(If the exclamation point is still displayed after you've performed these next steps, that is ok).

Step 5:

Complete the 4 fields shown here to the best of your ability. It is important to maintain up-to-date and accurate information on your ParqEx account.

NOTE: A reservation will be created for you in your designated parking spot, so please ensure your desired payment method is up-to-date on your account. If you need any assistance, please contact ParqEx customer support.

How to View Your Orders:
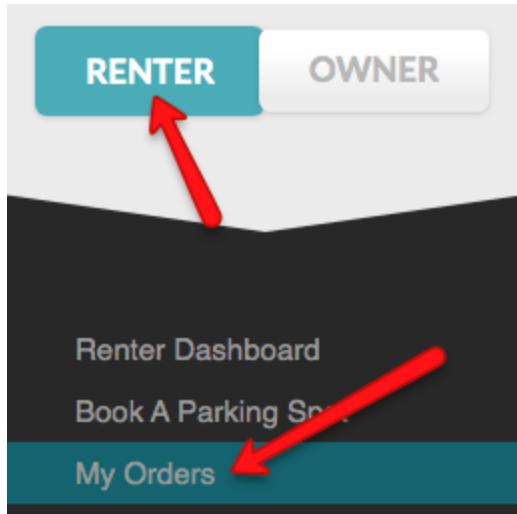
STEP 1: From the "RENTER" menu, select "My Orders".
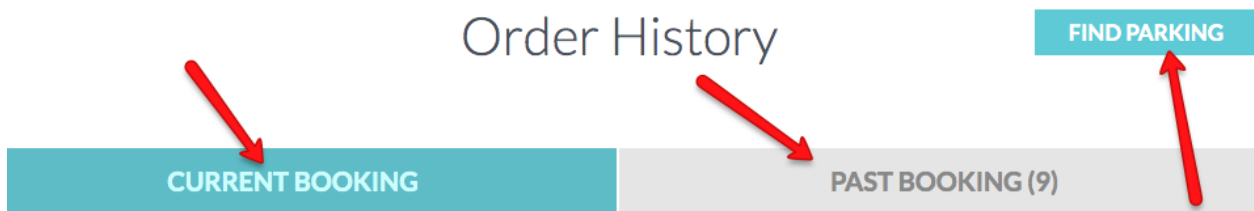
STEP 2: This feature will allow you to see all your current and past bookings and will give you the option to find parking as well.