ParqEx User Guide for Chicago Aerial Arts Customers
4321 N Knox Parking Garage

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Introduction

The following document is intended for the Chicago Aerial Arts customers who park at the 4321 North Knox Parking Garage. This user guide will outline how to create an order with the Chicago Aerial Arts Promo code, how to use LPR to Enter and Exit the property, and using Access+

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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
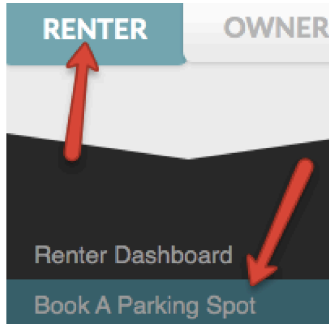
Your credentials:
- **Username**: Your email
- **Password**: Can't remember? Use the Forgot password feature
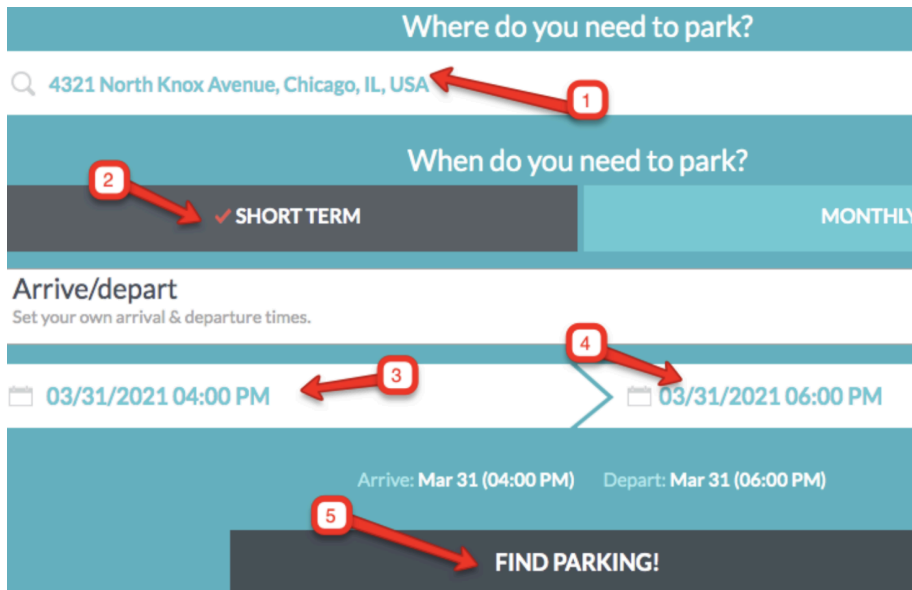
ParqEx Support Information:

Email: support@parqex.com

Phone: (855) 727-7391

How to Make an Order with the Chicago Aerial Arts Promo Code:

Step 1: From the "Renter" side dashboard, select the "Book A Parking Spot" feature.

Step 2:

1. Input the property address "4321 North Knox Avenue".

2. Select "Short Term" parking.

3. Select the time you would like to start your reservation.

4. Select the time you want to end your reservation.

5. Once you have the Valid To and Valid From selected, click on "Find Parking!" for available options.

4321 N Knox Ave
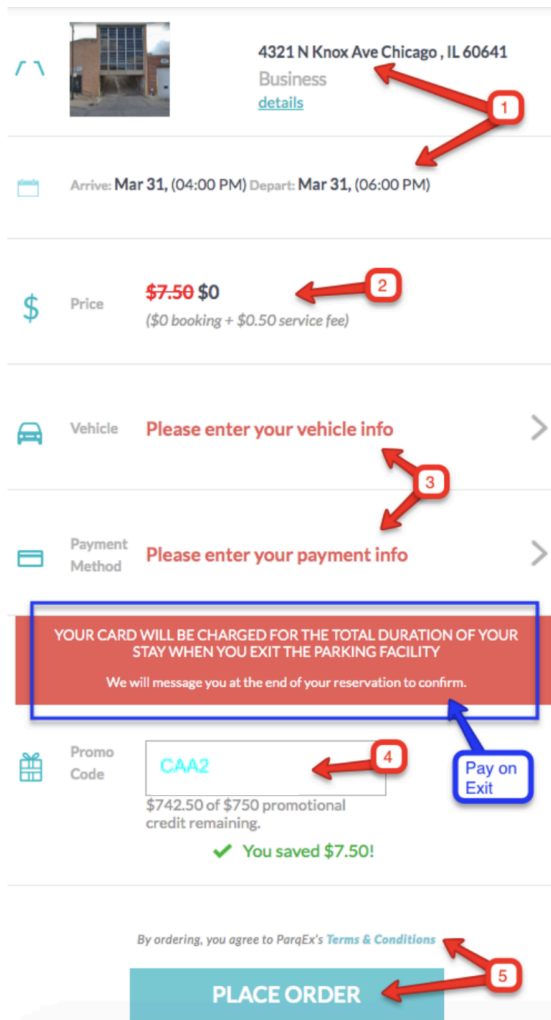Chicago , IL 60641

0.01 mi (0 min)

Business

details

$7.50

Book!

Step 3: You will see the Knox property, click on the "Book!" feature to process your reservation.

4321 N Knox Ave Chicago , IL 60641
Business
details
1

Arrive: **Mar 31**, (04:00 PM) Depart: **Mar 31**, (06:00 PM)

$ Price $7.50 $0
($0 booking + $0.50 service fee)
2

Vehicle   Please enter your vehicle info
3

Payment Method   Please enter your payment info

YOUR CARD WILL BE CHARGED FOR THE TOTAL DURATION OF YOUR STAY WHEN YOU EXIT THE PARKING FACILITY
We will message you at the end of your reservation to confirm.

Promo Code   CAA2   4
$742.50 of $750 promotional credit remaining.
✔ You saved $7.50!

Pay on Exit

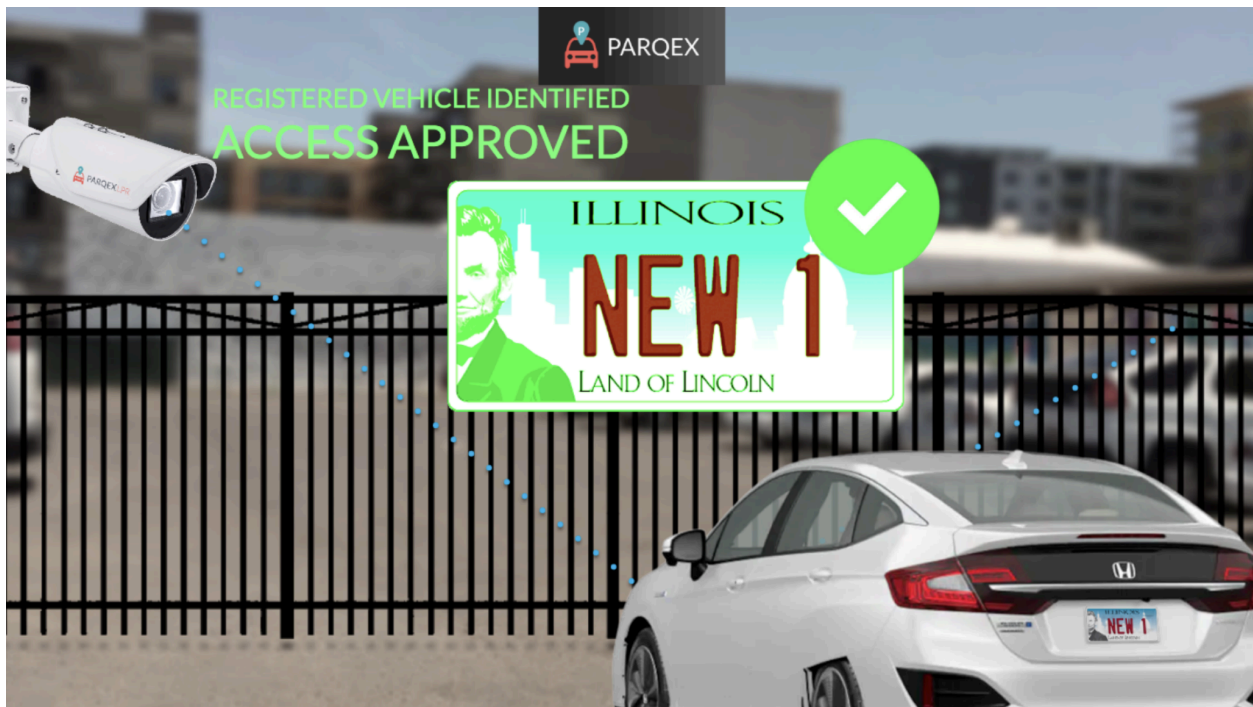By ordering, you agree to ParqEx's *Terms & Conditions*

PLACE ORDER   5

Step 4:

1. Confirm that you have the right property and desired valid time for your reservation.

2. If you have selected two hours, you should see that the Price is $0 Once you have input the Promo Code (See step 4).

3. Input accurate Vehicle and Payment information. Since this property utilizes LPR technology, you will need to have accurate license plate information to get automated gate access.

4. All Chicago Aerial Arts Customers have been granted access to use the "CAA2" promo code! This grants your first two hours of parking at this location for free.

5. Once you have read the terms and conditions and reviewed the information on your order, select "Place Order" and you can start parking once your reservation begins.

PLEASE NOTE: This property utilizes Pay On Exit - which means if you overstay your reservation, you will be charged when leaving the property, and will need to pay the difference at the normal hourly rate.
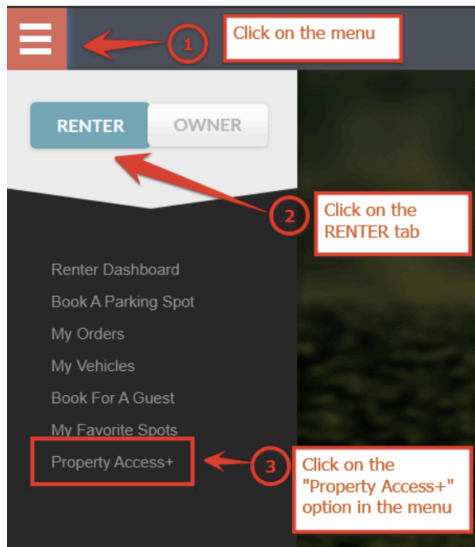
What is LPR and how does it Work:

LPR stands for License Plate Reader. This means that you will be able to simply drive up to the entrance and exit garage door, and it will automatically grant you access by our cameras reading the accurate license plate information in our system.

Every order you make at this property will require vehicle info with accurate license plate information. Please make sure your license plate is readable and that you drive slowly toward both the entrance and exit at the property for our cameras have the best results.

How to use Access+:

What is Property Access+? Property Access+ provides you the ability to use the app to operate the pedestrian & garage doors at the property via the ParqEx app.
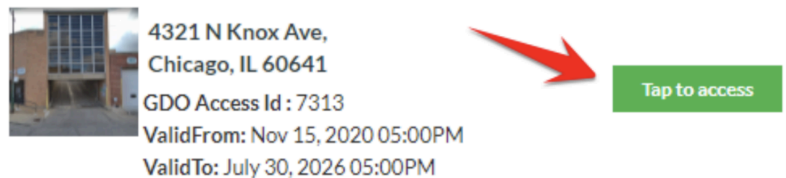

This functionality will be the main way to open the pedestrian doors to access the property and it also serves as an alternate way to operate the garage doors. This option is especially useful in the scenario that your license plate is not correctly read by the LPR cameras, due to dirt or snow for example.
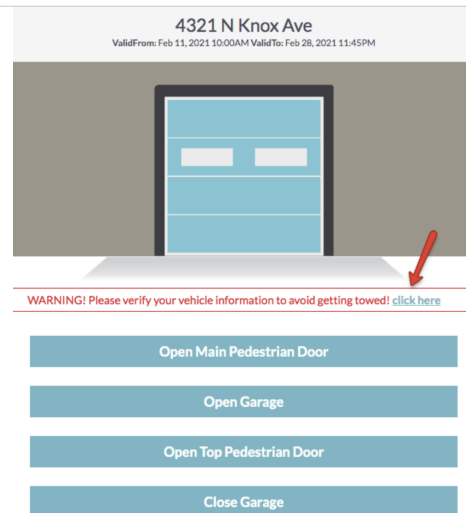
How to use Property Access+ via the ParqEx app?

Step 1: In the menu, select the "RENTER" button and then select the "Property Access+" option.
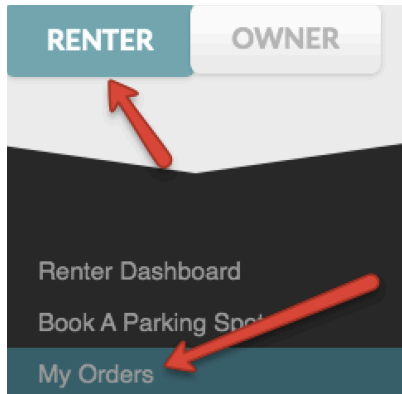
Step 2: Once you click on the "Property Access+" feature, you will find the property you have access to. Press the "Tap to access" button to get to the buttons to operate the pedestrian and garage doors.
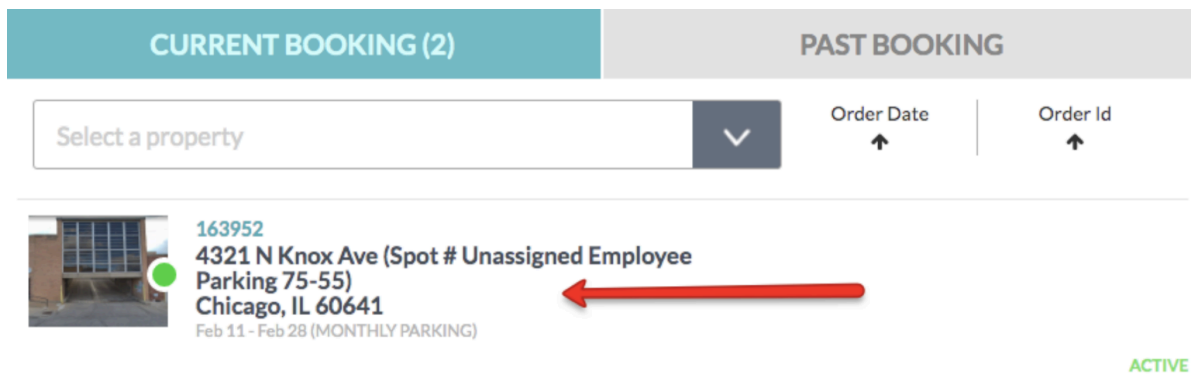

WARNING: Always check the Vehicle information to avoid getting towed and to ensure that LPR can accurately read your vehicle's plate. Also, do not give access to unauthorized vehicles, this will resu

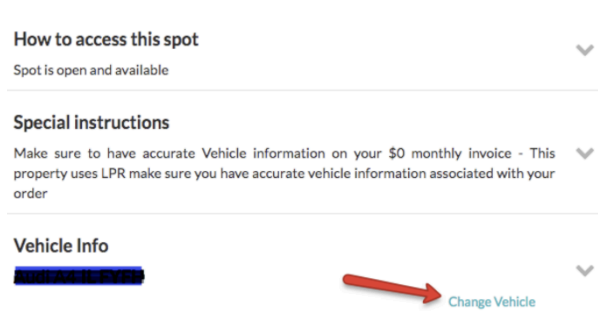# How to manage your vehicle information on the order:

Step 1: In the menu, from the "RENTER" side, select "My Orders". This will allow you to adjust the vehicle information associated with the order which has been set up by our team for you.
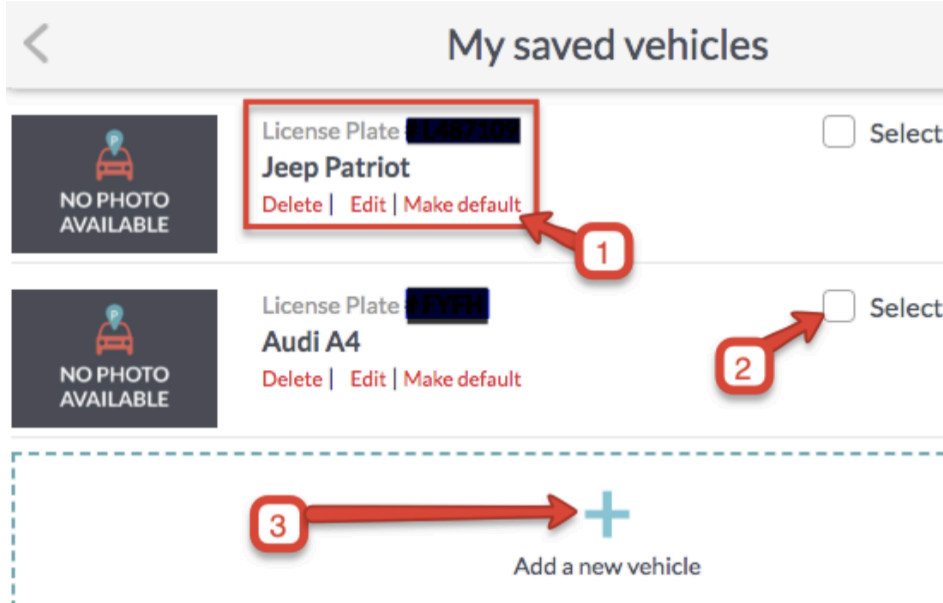

Step 2: After you select "My Orders", select the ACTIVE order in the "CURRENT BOOKING" tab that you wish to adjust vehicle information for.

Step 3:

After your order is selected, scroll down until you see "Vehicle Info" if your vehicle information is incorrect, select the "Change Vehicle" feature to adjust the information.

Step 4:

Once you click "Change Vehicle", you will see a list of all saved vehicles, then follow these steps.

1. If you have a preloaded vehicle to adjust you can delete, edit, or make default for future use.

2. If you already have multiple vehicles on file, you can select the one that you want to use.

WARNING: if you plan on using multiple vehicles or need to drive an alternative vehicle for any reason, you MUST change the vehicle associated with your order. Failure to do so will result in LPR not working for you and could result in a tow at your expense.

3. If you need to add a completely new vehicle, select the "Add a new vehicle" feature which will allow you to add a new vehicle to your profile. Make sure to have completely accurate Make, Model, License plate number, and state and color.