



# TLC Management User Guide

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## Introduction

This document is for tenants of TLC Management Company who will be using the ParqEx to find and reserve parking at their Hyde Park locations starting **January 6th, 2020**.



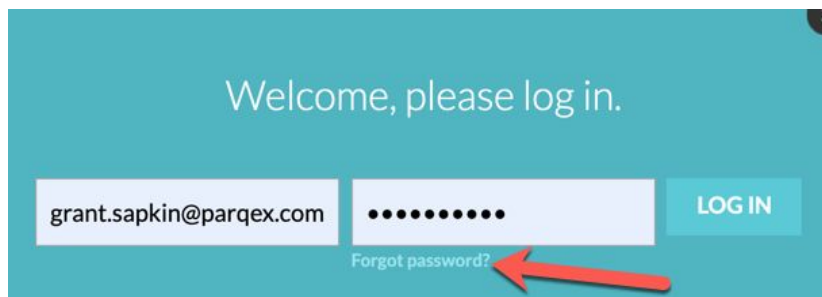
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## How to log into the ParqEx app

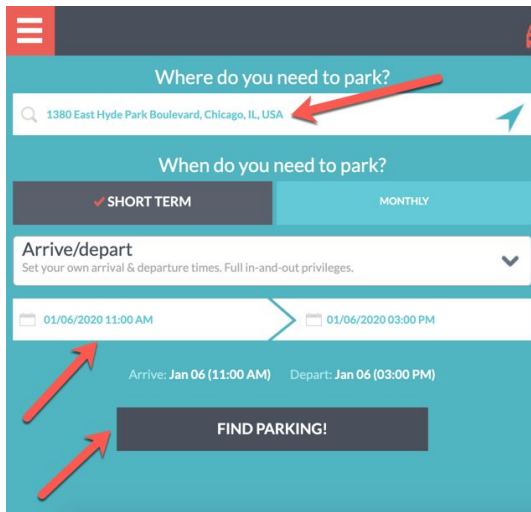
1. Click on the landing page link below to sign up on the ParqEx app.  
<https://www.parqex.com/tlc-management-company-parking/>
2. If you forgot your password use the “forgot password” link before calling customer support.



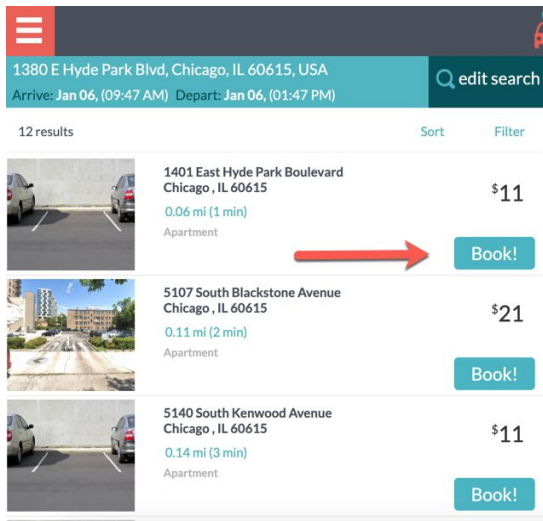
# How to book Short-Term Parking

*NOTE: If your property includes Access+ follows the Access+ instructions [here](#).*

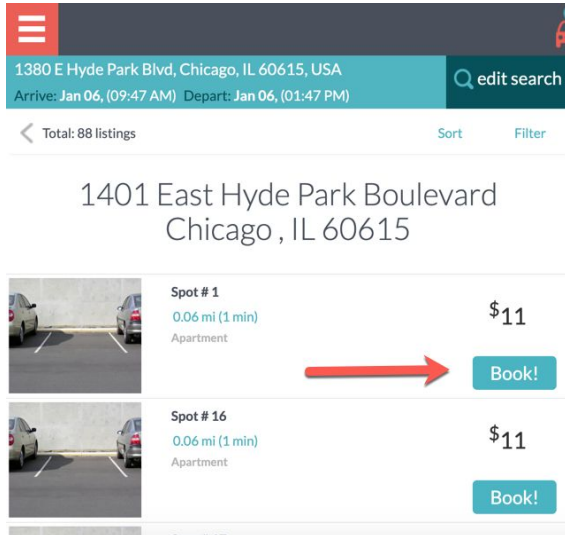
1. Search one of the 13 Hyde Park locations as shown below. Choose a specific date and time then select “Find Parking!”



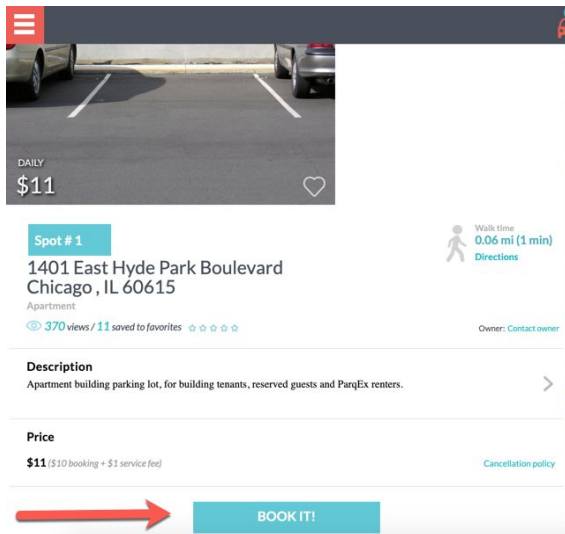
2. Select the parking spot you would like to book and click “Book!”



3. Select the specific spot number you would like to park in and click “Book!”



4. Confirm your spot number details and click “Book it!”





5. Please enter your vehicle information, payment method and confirm your booking details. Select “Place Order” to confirm your ParqEx booking!

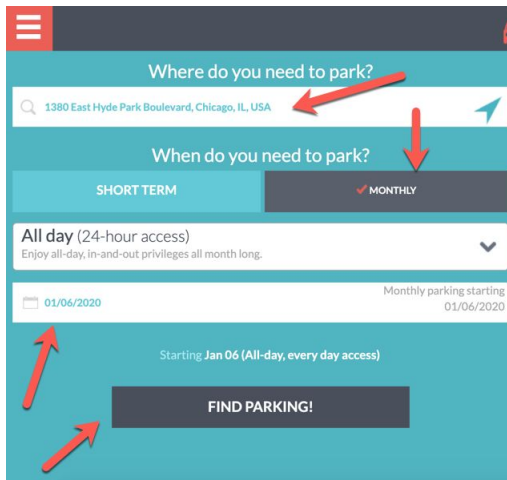
The screenshot shows the ParqEx booking confirmation interface. At the top, there is a dark navigation bar with a red menu icon on the left and a red car icon on the right. Below this, the main content area is divided into several sections:

- Spot # 1**: 1401 East Hyde Park Boulevard Chicago, IL 60615 Apartment. A small image of a parking spot is shown to the left.
- Arrive: Jan 06, (09:47 AM) Depart: Jan 06, (01:47 PM)**: A calendar icon is shown to the left.
- Price \$11**: (\$10 booking + \$1 service fee). A dollar sign icon is shown to the left.
- Vehicle**: License Plate # EXAMPLECAR, Alfa Romeo 4C. A red arrow points to the vehicle information.
- Payment Method**: Please enter your payment info. A red arrow points to the payment information field.
- Have a promo code?**: A gift icon is shown to the left.
- By ordering, you agree to ParqEx's Terms & Conditions**: A blue button labeled "PLACE ORDER" is shown below, with a red arrow pointing to it.

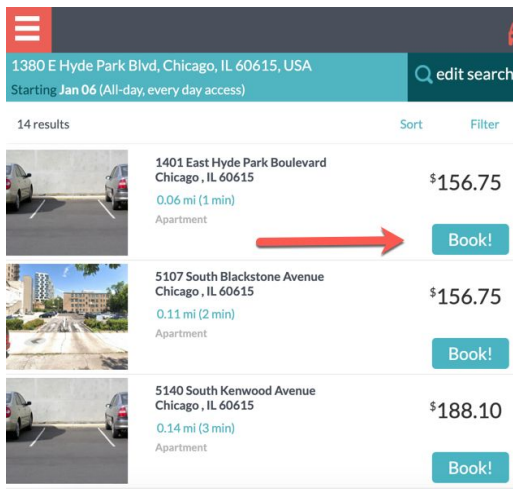
# How to Book Monthly Parking

**NOTE:** If your property includes Access+ follows the Access+ instructions [here](#).

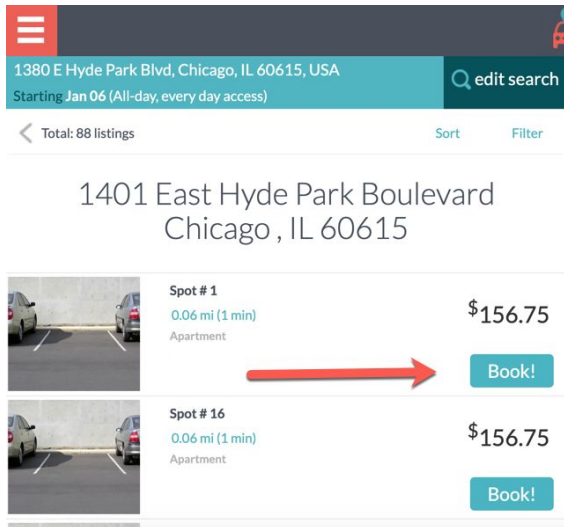
1. Search one of the 13 Hyde Park locations in the search box. Select monthly, choose your specific date and time, then click “Find Parking!”



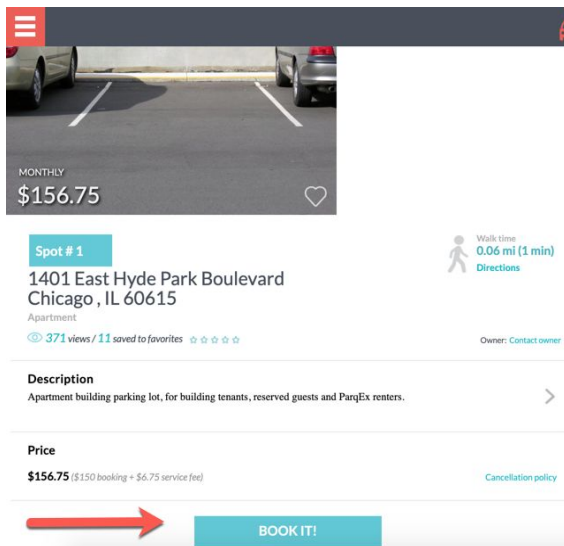
2. Select your location and click “Book!”



3. Choose your specific spot number and click “Book!”



4. Confirm your spot details and click “Book It!”







5. Please enter your vehicle information, payment method and confirm your booking details. Select “Place Order” to confirm your ParqEx booking!

**Spot # 1**  
1401 East Hyde Park Boulevard Chicago, IL 60615  
Apartment

Starting Jan 06 (All-day, every day access)

Price **\$132.56 (pro-rated for partial month)**  
(\$125.81 booking + \$6.75 service fee)  
NOTE: Your card will be charged the full monthly amount of \$156.75 on the 1st of every month until you cancel your monthly subscription.

Vehicle License Plate # EXAMPLECAR  
**Alfa Romeo 4C**

Payment Method **Please enter your payment info**

Have a promo code?

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

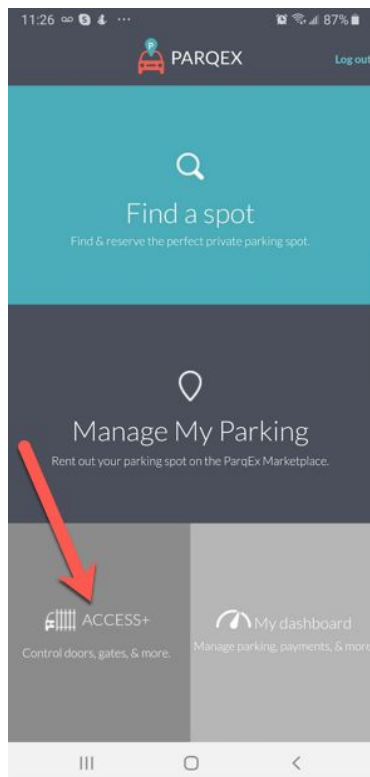
**PLACE ORDER**



## How to use our Access+ platform

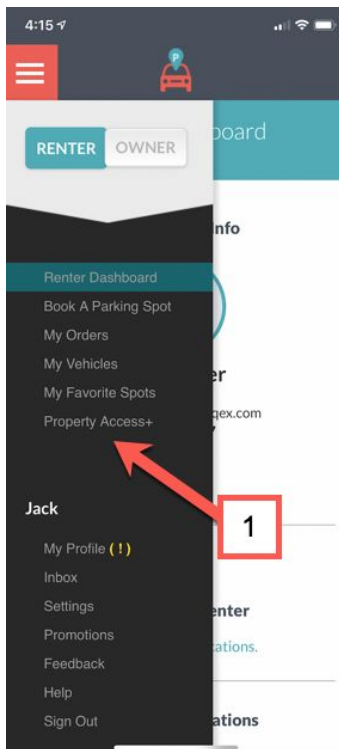
This section provides step by step instructions on how to use the ParqEx Property Access+ to ENTER/EXIT the garage.

1. You will see the Access+ shortcut on the home screen as shown below:





Alternatively, you can also get to the “Property Access+” function from the menu:





## ParqEx Customer Support

**Email:** [support@parqex.com](mailto:support@parqex.com)

**Phone:** (855) 727-7391.

**Chat:** [Click here](#) to start a chat session (Or copy and paste this link in a browser:  
[https://tawk.to/chat/55c510123bebe0ba0d433502/default?\\$\\_tawk\\_popout=true](https://tawk.to/chat/55c510123bebe0ba0d433502/default?$_tawk_popout=true) )

**Business hours:** Mon - Fri 8 am to 6 pm

**Emergency:** Call (855) 727-7391 and choose the emergency extension.