



INNOVATION **IN** OPERATION®

# Parking Account Management

Self Service Tool for Monthly Accounts

# Agenda

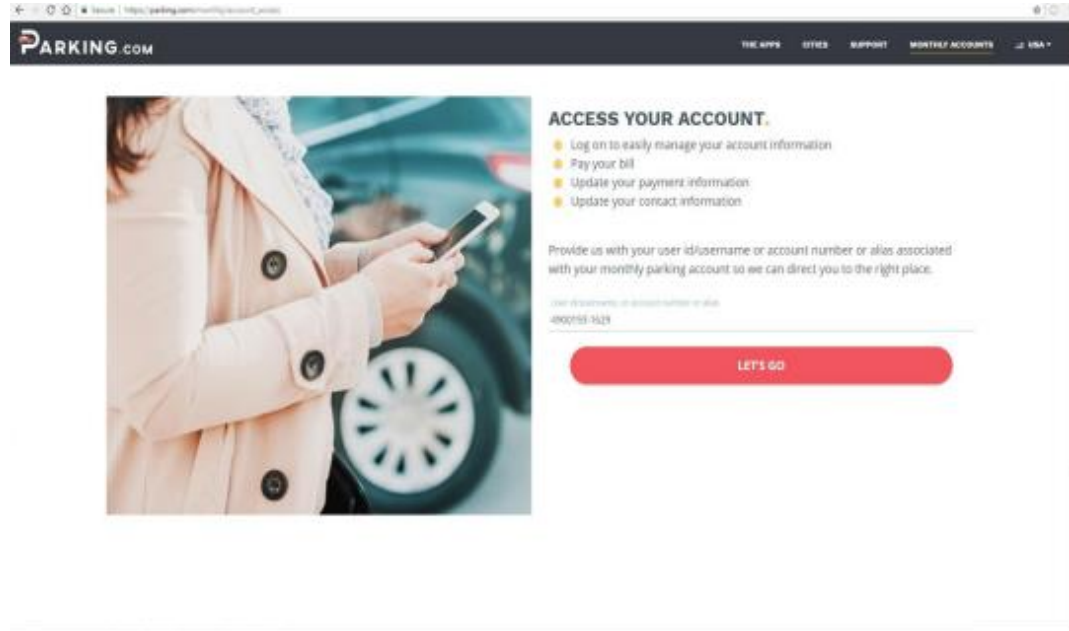
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- + Navigate to **Parking.com**  
(Online Portal)
- + Logging In
- + My Account Details
- + Adding Parkers
- + Editing Parkers
- + Cancel Parker
- + Additional Features
- + Q & A



# Navigate to Parking.com

- + Go to web browser and input **parking.com**
  - (Ex. Google Chrome)
  - Parkcentral.parking.com if parking.com does not work
- + Click on Monthly Account



# Logging In

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- Login the site using your **user name** or **email** and **password**.
  - Your user name will be your **account number**, for example: **4900193-1234**, and password will be your pin (located in the upper right corner of your first invoice).
  - The first time you log on, you will be required to reset your pin with a new password.



# Forgot Password

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- If you don't recall your password or pin has already been reset, click forgot password.
- The link to reset the password will go to the email address you have on your profile.
- Each account will have a different **user name** (account number).

# My Account

The screenshot displays the 'My Account' page for SP+ Parking. At the top, the SP+ PARKING logo is on the left, and navigation links for 'Corporate Home', 'Help', 'Contact Us', and 'Log Out' are on the right. Below the navigation bar, the page title 'My Account' is followed by a breadcrumb trail: 'ACCOUNT BALANCE CURRENT ACCOUNT INFORMATION'. The account details show 'Account Name: Parking Concepts' and 'Total Balance: \$0.00'. A 'Due Date: None' is also indicated. A dark grey header for 'My Account Information' contains three expandable sections: 'Payment', 'Update Parker', and 'Manage My Account'. The 'Payment' section includes 'Pay Now' and 'Set up Automatic Deductions'. The 'Update Parker' section includes 'Add Parkers', 'Edit Parkers', and 'Delete Parkers'. The 'Manage My Account' section includes 'Set up E-Billing', 'Change Password', 'View Account History', 'Update Account Profile', 'Display Current Invoice', 'Dispute Invoice', and 'Cancel Account'. At the bottom, there is a footer with the SP+ logo, the text '© 2014 SP+ PARKING', and links for 'Contact Us', 'Terms & Conditions', and 'Privacy Policy'.

sp+ PARKING

Corporate Home | Help | Contact Us | Log Out

## My Account

ACCOUNT BALANCE CURRENT ACCOUNT INFORMATION

Account Name: Parking Concepts      Total Balance: \$0.00

Due Date: None

### My Account Information

Payment ▲

Pay Now      Set up Automatic Deductions

Update Parker ▲

Add Parkers      Edit Parkers      Delete Parkers

Manage My Account ▲

Set up E-Billing      Update Account Profile      Cancel Account

Change Password      Display Current Invoice

View Account History      Dispute Invoice

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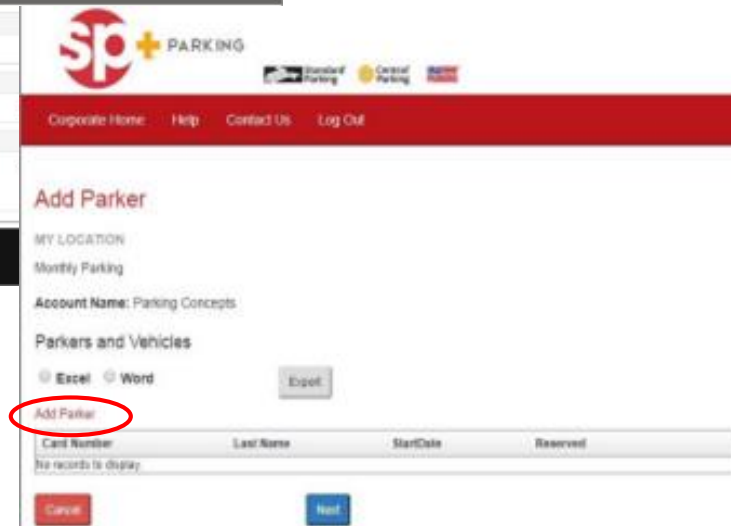
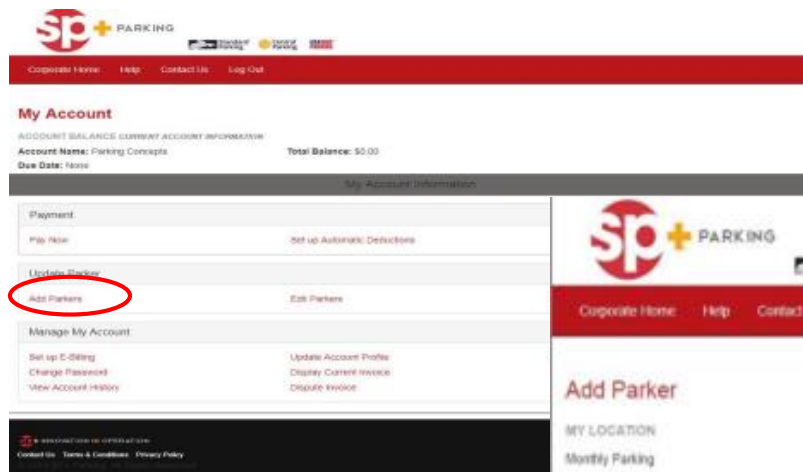
# My Account Details

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- + Make payments or set up automatic deductions.
  - o If you pay by check or with your lease, you do not have to change to credit card payment, this is just an option.
- + Add parkers, delete parkers, and edit parkers
- + Set up bills to be invoiced
- + Change password
- + View account history
- + Update account profile
- + Display current invoice
- + Dispute invoice
  - o This will go to our corporate customer care, however they will send to our local Houston Parking Office
- + Cancel account

# Update Parker

- To add parking cards, select **Add Parkers**

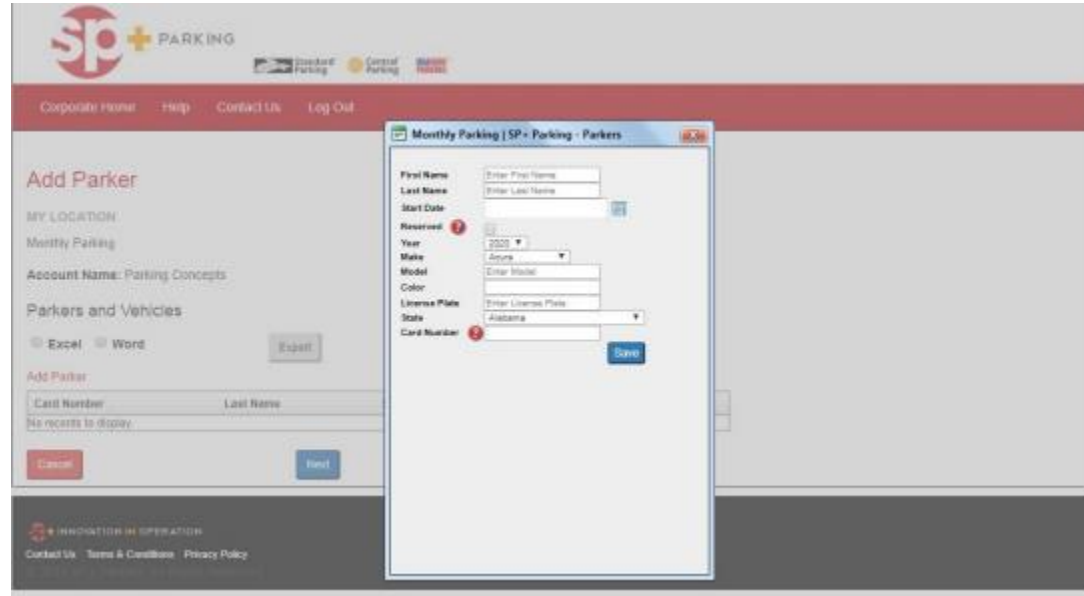




# Adding Parker Details

Update all the information as follows:

- First** and **last name**
- Start date** must be today's date or a future date
- Check the reserved box only if you are selecting a reserved space
- All **vehicle information** is required
- Enter the parking card number if you have it. If you do not have a parking card number, you can leave it blank.
- Click **Save** and your screen will update



The screenshot shows the SP+ PARKING web interface. The main page is titled 'Add Parker' and includes sections for 'MY LOCATION', 'Monthly Parking', 'Account Name: Parking Concepts', and 'Parkers and Vehicles'. A modal window titled 'Monthly Parking | SP+ Parking - Parkers' is open, displaying the following fields:

- First Name: Enter First Name
- Last Name: Enter Last Name
- Start Date: [Date Picker]
- Reserved:  (with a red question mark icon)
- Year: 2020 (dropdown menu)
- State: Any (dropdown menu)
- Model: Enter Model
- Color: [Text Input]
- License Plate: Enter License Plate
- State: Alabama (dropdown menu)
- Card Number: [Text Input] (with a red question mark icon)

A 'Save' button is located at the bottom right of the modal window. The background page has a 'Cancel' button and a 'Next' button at the bottom.

# Adding Parker continued ...

Once everything is updated, click **next**

sp+ PARKING

Standard Parking General Parking

Corporate Home Help Contact Us Log Out

## Add Parkers

My Location  
Heritage Tower  
441 Lamar  
Houston, TX 77002

Account Name  
Parking Concepts - Test Account

### Parkers and Vehicles

[Add Parker](#)

	Credential Type	Card Number	Last Name	StartDate	Reserved	
<a href="#">Manage Credentials</a>	Proxy Card	11123456	Anderson	6/15/2017	No	<a href="#">Add</a> <a href="#">Delete</a>

[Cancel](#) [Next](#)

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Entrust

# Adding Parker continued ...

**sp+ PARKING**  
Standard Parking Central Parking

Corporate Home Register Account Help Contact Us Log Out

Search Request For Parking **Parking Cart** Terms & Conditions Payment

Sue Keenan  
1200 Smith St  
Houston, TX 77002

**My Location**  
Heritage Tower  
\*Rate reflects the estimated value based on the contract terms. During invoicing, a true-up is possible.

Delete	First Name	Last Name	Start Date	Selected Rate	Fees	MonthlyRate	One Time	Total Due Today
					06/15-06/30	\$ 0.00	\$ 0.00	\$ 0.00
					07/01-07/31	\$ 0.00	\$ 0.00	\$ 0.00
					Surcharge	\$ 0.00	\$ 0.00	\$ 0.00
1	Millie	Anderson	06/15/2017	Non-Res (\$0.00)	Activation Fee	\$ 0.00	\$ 0.00	\$ 0.00
					Tax	\$ 0.00	\$ 0.00	\$ 0.00
					Subtotal	\$ 0.00	\$ 0.00	\$ 0.00
								Total Due Today: \$0.00

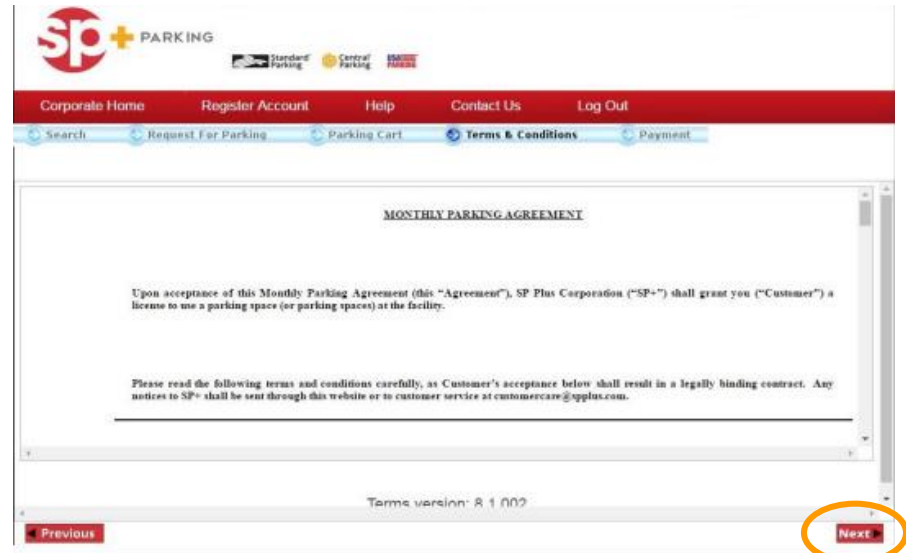
\*One-Time charges are calculated based on parker start date:  
- If added between the 1st and 14th - Full Month fee  
- If added between 15th and 31st - One and one-half Month fee

**Next**

- This screen shows how much the account will be billed for this parker.
- Click **next** again and it will show the parking agreement.

# Adding Parker continued ...

- + You can read through the agreement and accept the **Terms and Conditions**
- + Select **Next**
- + It will show the start date, what is going to be added to your invoice and the total due.
- + If everything is correct and you still want to add this parker, click **Submit**



# Adding Parker continued ...



The screenshot shows the SP+ Parking website interface. At the top left is the SP+ PARKING logo. To its right are logos for Standard Parking, Central Parking, and Main Street Parking. A red navigation bar contains links for Corporate Home, Register Account, Help, Contact Us, and Log Out. Below the navigation bar, the user's name and address are displayed: Sue Keenan, 1200 Smith St, Houston, TX 77002. The main content area contains the following text: "We are happy to confirm these additional parkers for your account at 4500248-Heritage Tower. Please print this confirmation and bring it with you when obtaining access card/tag. You agree to pay additional charges of \$0.00 on the following month's invoice." Below this text, it states "The parkers and vehicles covered under this account are as follows:" followed by a table with one row of data. A red "Next" button with a right-pointing arrow is circled in orange at the bottom right of the screenshot.

First Name	Last Name	Start Date	Year	Make	Model	Plate
Milie	Anderson	06/15/2017	2017	Audi	A5	FGH1523

Email confirmation will be sent to the email address on file showing the name of the parker, start date, and vehicle information.

- + Select **next**.
- + You will have to re-log into the system.

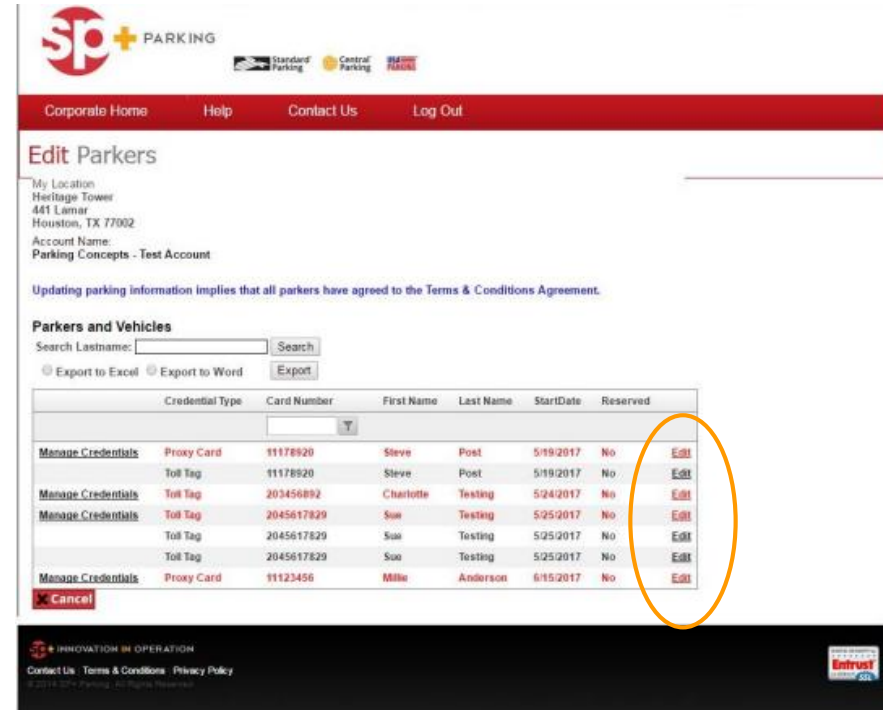
# Update Parker

- Select **Edit Parkers**

The screenshot shows the 'My Account' page for SP+ PARKING. At the top, there is a navigation bar with 'Corporate Home', 'Help', 'Contact Us', and 'Log Out'. Below this, the 'My Account' section displays account information: 'ACCOUNT BALANCE CURRENT ACCOUNT INFORMATION', 'Account Name: Parking Concepts', 'Total Balance: \$0.00', and 'Due Date: None'. The main content area is titled 'My Account Information' and contains several expandable sections. The 'Update Parker' section is expanded, showing three links: 'Add Parkers', 'Edit Parkers' (which is circled in red), and 'Delete Parkers'. Other sections include 'Payment' (with 'Pay Now' and 'Set up Automatic Deductions'), and 'Manage My Account' (with 'Set up E-Billing', 'Change Password', 'View Account History', 'Update Account Profile', 'Display Current Invoice', 'Dispute Invoice', and 'Cancel Account'). The footer contains the SP+ logo, 'INNOVATION IN OPERATION', and links for 'Cookies Us', 'Terms & Conditions', and 'Privacy Policy'.

# Edit Parkers

To edit an existing parker please click **edit** by their name (this allows you to edit the parkers name or the card number)



sp+ PARKING

Standard Parking Central Parking

Corporate Home Help Contact Us Log Out

### Edit Parkers

My Location  
Heritage Tower  
441 Lamar  
Houston, TX 77002

Account Name:  
Parking Concepts - Test Account

Updating parking information implies that all parkers have agreed to the Terms & Conditions Agreement.

#### Parkers and Vehicles

Search Lastname:  Search

Export to Excel  Export to Word Export

	Credential Type	Card Number	First Name	Last Name	StartDate	Reserved	
<a href="#">Manage Credentials</a>	Proxy Card	11178920	Steve	Post	5/19/2017	No	<a href="#">Edit</a>
	Toll Tag	11178920	Steve	Post	5/19/2017	No	<a href="#">Edit</a>
<a href="#">Manage Credentials</a>	Toll Tag	203456892	Charlotte	Testing	5/24/2017	No	<a href="#">Edit</a>
<a href="#">Manage Credentials</a>	Toll Tag	2045617829	Sue	Testing	5/25/2017	No	<a href="#">Edit</a>
	Toll Tag	2045617829	Sue	Testing	5/25/2017	No	<a href="#">Edit</a>
	Toll Tag	2045617829	Sue	Testing	5/25/2017	No	<a href="#">Edit</a>
<a href="#">Manage Credentials</a>	Proxy Card	11123456	Mike	Anderson	6/15/2017	No	<a href="#">Edit</a>

Cancel

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Contract SCS

# Cancel Parker

To cancel a parking card, select **Delete Parker**

The screenshot displays the 'My Account' page for SP+ PARKING. At the top, there is a navigation bar with links for 'Corporate Home', 'Help', 'Contact Us', and 'Log Out'. Below this, the 'My Account' section is titled, followed by account details: 'Account Name: Parking Concepts' and 'Total Balance: \$0.00'. A 'Due Date: None' is also shown. The main content area is titled 'My Account Information' and contains several sections: 'Payment' with 'Pay Now' and 'Set up Automatic Deductions'; 'Update Parker' with 'Add Parkers', 'Edit Parkers', and a circled 'Delete Parkers' button; and 'Manage My Account' with 'Set up E-billing', 'Update Account Profile', 'Cancel Account', 'Change Password', 'Display Current Invoice', 'View Account History', and 'Display Invoice'. The footer includes 'INNOVATION IN OPERATION' and links for 'Contact Us', 'Terms & Conditions', and 'Privacy Policy'.



# Cancel Parker

Corporate Home Help Contact Us Log Out

## Delete Parkers / Cancel Account

Search Lastname:  Search

First Name	Last Name	CardNo	Start Date	Cancel Date	Reason
Steve	Post	11178920	6/19/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Charlotte	Teasing	203456802	5/04/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Sue	Teasing	2045617829	5/05/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Mile	Anderson	11123456	6/15/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼

**ACCOUNT BALANCE**  
CURRENT ACCOUNT INFORMATION

Current Balance: \$0.00 Total Balance: \$0.00

[BrowserHelp.aspx](#)

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Enter the **cancelation date**  
The cancelation date must be tomorrow's date or a future date

Be sure to **select a reason** for the cancelation

Select **update**

# Additional Features

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- + **Manage Account**
  - Click on **Set up E-billing** if you want to change your invoice options.
  - Click on **Printed** to get your invoices mailed
  - Click on **e-billing** to get your invoices emailed
- + **Change Password**
  - Click on **Change Password**
- + View **Account History**
  - Go to manage account
  - Click on **Account History**
    - This will show the account balance

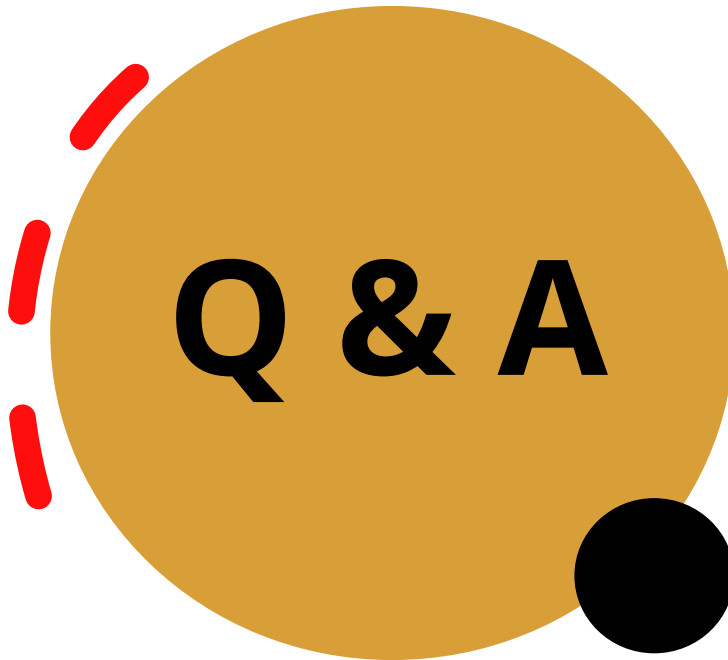
# Adding Toll Tags

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- **SP+ Windshield Tags** need to add “5” to the beginning of the issued number
- **HCTR Tags** need to add “2” to the beginning of the issued number and leave out the “HCTR”
- **TX Tags** need to add “3” to the beginning of the issued number

# Questions & Answers

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Email:  
[AskHoustonCtr@spplus.com](mailto:AskHoustonCtr@spplus.com)