



INNOVATION **IN** OPERATION<sup>®</sup>

# Parking Account Management

Self Service Tool for Monthly Accounts

# Table of Contents

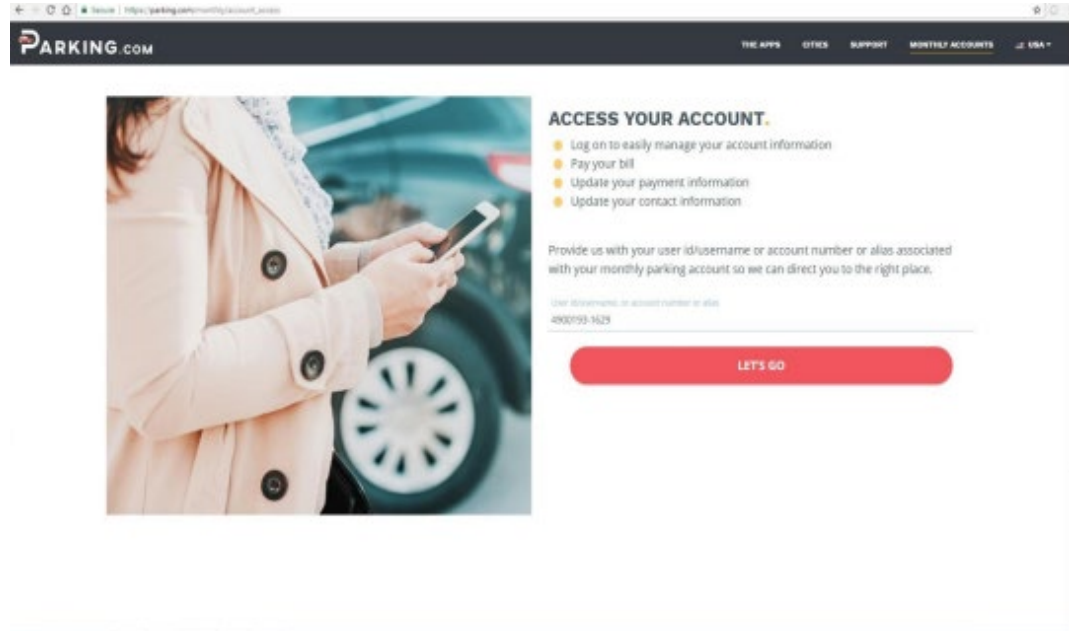
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- Navigate to **Parking.com** (Online Portal)
- Logging In
- My Account Details
- Adding Parkers
- Editing Parkers
- Cancel Parker
- Additional Features
- Q & A



# Navigate to Parking.com

- Go to web browser and input [www.Parking.com](http://www.Parking.com)
  - If Parking.com does not work try [Parkcentral.parking.com](http://Parkcentral.parking.com)
- Click on Monthly Account



# Logging In

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- Login the site using your **Username** or **Email** and **Password**.
  - Your user name will be your **account number**. For example: **4900193-1234**, and the password will be your pin
    - Your pin is 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 **Username** (account number).

# My Account

The screenshot shows 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 displays account details: 'ACCOUNT BALANCE CURRENT ACCOUNT INFORMATION', 'Account Name: Parking Concepts', 'Total Balance: \$0.00', and 'Due Date: None'. A grey header for 'My Account Information' is followed by three expandable sections: 'Payment' (with links for 'Pay Now' and 'Set up Automatic Deductions'), 'Update Parker' (with links for 'Add Parkers', 'Edit Parkers', and 'Delete Parkers'), and 'Manage My Account' (with links for 'Set up E-billing', 'Change Password', 'View Account History', 'Update Account Profile', 'Display Current Invoice', 'Dispute Invoice', and 'Cancel Account').

Successful sign-in will then look like this page.

# My Account Details

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- Make payments or set up automatic deductions.
  - 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
  - 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**

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	
<b>Add Parkers</b>	Edit Parkers

Manage My Account

Set up E-Billing	Update Account Profile
Change Password	Display Current Invoice
View Account History	Dispute Invoice

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### Add Parker

MY LOCATION  
Monthly Parking

Account Name: Parking Concepts

Parkers and Vehicles

Excel  Word

**Add Parker**

Card Number	Last Name	StartDate	Reserved
No records to display.			



# 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** to finalize the change

The screenshot displays the SP+ Parking web application 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 table with columns 'Card Number' and 'Last Name' is shown, with the message 'No records to display.' Below the table are 'Cancel' and 'Next' buttons. A modal dialog titled 'Monthly Parking | SP+ Parking - Parkers' is open, containing the following fields: 'First Name' (text input), 'Last Name' (text input), 'Start Date' (calendar icon), 'Reserved' (checkbox with a red question mark), 'Year' (dropdown menu set to 2022), 'Make' (dropdown menu set to Any), 'Model' (text input), 'Color' (text input), 'License Plate' (text input), 'State' (dropdown menu set to Alabama), and 'Card Number' (text input with a red question mark). A 'Save' button is located at the bottom right of the modal. The background shows the application header with the SP+ logo and navigation links: 'Corporate Home', 'Help', 'Contact Us', and 'Log Out'. The footer includes the text 'INNOVATION IN OPERATION' and links for 'Contact Us', 'Terms & Conditions', and 'Privacy Policy'.

# Adding Parker continued ...

Once everything is updated, click **Next**

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Standard Parking Central 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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# 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

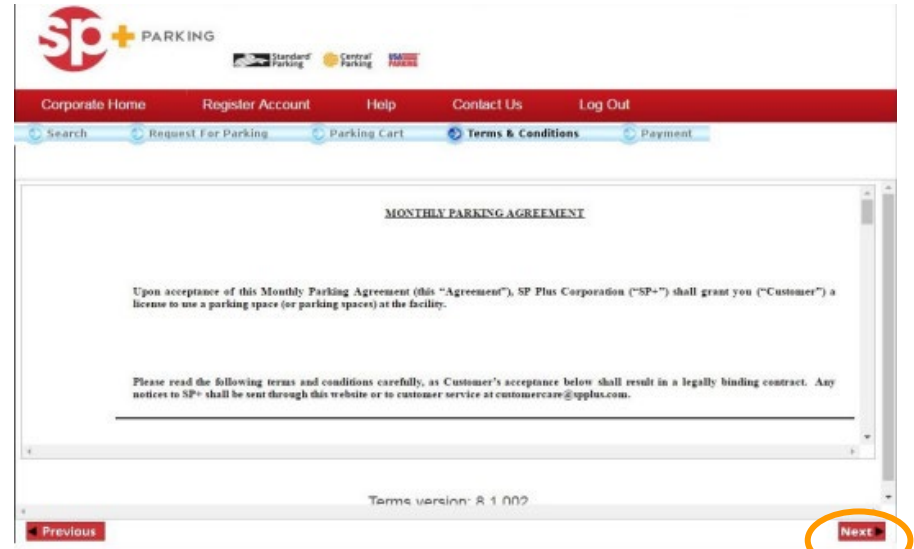
One-Time charges are calculated based on parker start date:  
If added between the 1st and 14th - Full Month fee  
If added between 15th and 31st - One and one-half Month fee

**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 ...

- Read through the agreement and accept the **Terms and Conditions**
- Select **Next**
- A new page will appear and 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 USA 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. A confirmation message states: "We are happy to confirm these additional parkers for your account at 4900248-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, a heading reads "The parkers and vehicles covered under this account are as follows:" followed by a table with the following data:

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

At the bottom right of the screenshot, a red "Next" button with a right-pointing arrow is circled in orange.

An 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 details: '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 three expandable sections: 'Payment', 'Update Parker', and 'Manage My Account'. The 'Update Parker' section is expanded, showing three links: 'Add Parkers', 'Edit Parkers' (which is circled in red), and 'Delete Parkers'. The 'Manage My Account' section is also expanded, showing links for 'Set up E-Billing', 'Change Password', 'View Account History', 'Update Account Profile', 'Display Current Invoice', and 'Dispute Invoice', along with a 'Cancel Account' link. At the bottom, there is a footer with the SP+ logo and the text 'INNOVATION IN OPERATION', along with links for 'Contact 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	Millie	Anderson	6/15/2017	No	<a href="#">Edit</a>

[Cancel](#)

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Contract 504

# 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 BALANCE CURRENT ACCOUNT INFORMATION'. The account name is 'Parking Concepts' and the total balance is '\$0.00'. The due date is 'None'. 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 'Delete Parkers' (circled in orange); 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 includes the SP+ logo and the tagline 'INNOVATION IN OPERATION', along with 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	5/19/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Charlotte	Testing	203456892	5/24/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Sue	Testing	2045617929	5/25/2017 12:00:00 AM	<input type="text"/>	Please Select A Reason ▼
Mike	Anderson	11123456	8/15/2017 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 **Cancellation Date**
  - The cancellation date must be tomorrow's date or a future date
- Be sure to **Select A Reason** for the cancellation
- Select **Update** to save changes

# Additional Features

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- **Manage Account**
  - Click on **Set up E-billing** if you want to change your invoice options to receive your invoices emailed
  - Click on **Printed** to get your invoices mailed
- **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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**Q & A**

Houston Center Questions:  
[AskHoustonCtr@SPPlus.com](mailto:AskHoustonCtr@SPPlus.com)

Allen Center Questions:  
[AskAllenCtr@SPPlus.com](mailto:AskAllenCtr@SPPlus.com)