HelpMeParker Configuration

Integrations Configurations · https://qa.flashparking.com/docs/helpmeparker-configuration/

For basic information regarding HelpMeParker, please visit the main page for this configuration by clicking here.

There are two types of integrations for HelpMeParker: Basic Integration and Advanced Integration. Credentials must be requested for both types of integrations by email to claudia.lopez@helpmeparker.com

Support Integration Request

- Location Name
- Address
- Kiosk Name - Entry/Exit (note if monthly only)
- EMV/Swipe

Advanced Support Integration Request

- Location Name
- Address
- Kiosk Name - Entry/Exit (note if monthly only)
- EMV/Swipe

If also using the FlashAPI:

Admin Username: admin@[locationnamesupport.com]

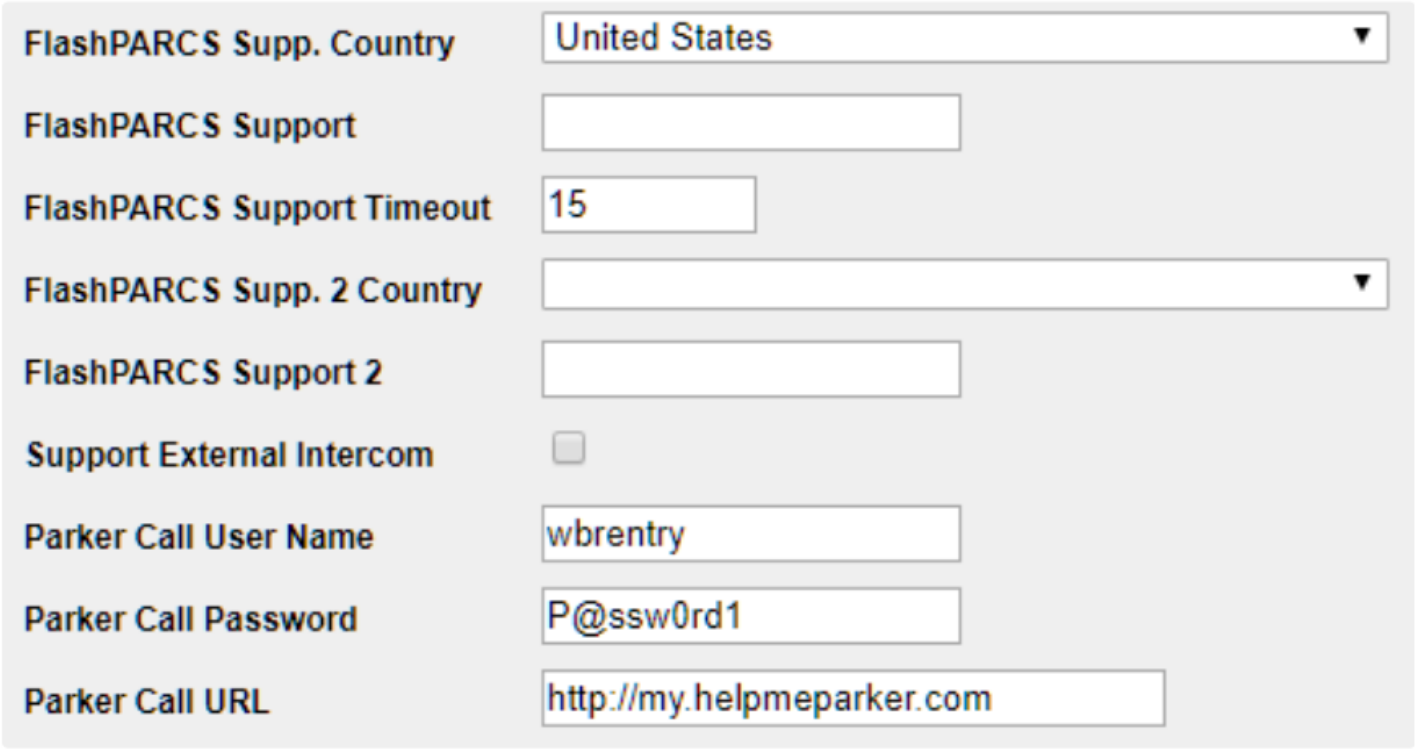
Password: Flash123

Agent Username: agent@[locationnamesupport.com]

Password: flash123

Basic HelpMeParker Configuration

(this is provided by HMP)



1. In the Admin Portal, navigate to the FlashPARCS tab

2. Navigate to the PARCS kiosk that will receive the credentials

3. Enter Credentials as provided by HelpMeParker

4. Enter http://my.helpmeparker.com for *Parker Call URL*

5. Save

Advanced HMP/Flash API Configuration

1. Create Kiosks in the Portal Location.

2. Create the Advanced Customer Support Portal.

Client needs to confirm if the location should be connected to the *Operator Support Portal* or its own independent *Support Portal*.

3. Create the users under the appropriate *Support Company* in Admin Portal (i.e Username: HMP@supportportalname.com).

The username must be unique per the support portal. Please do NOT create unique credentials for different locations under the same support portal.

4. Send the Email Templates | Advanced Support Integration Request to claudia.lopez@helpmeparker.com

5. HelpMeParker will respond with the SIP Credentials for each Kiosk.

6. Enter the HMP credentials at the Kiosk Level as you would in the basic configuration stepsabove.