Parkonect: How to Set Monthly Parkers to Neutral

Parkonect Monthly · https://qa.flashparking.com/docs/parkonect-how-to-set-monthly-parkers-to-neutral/

Neutral Status Overview

The Parkonect software tracks parkers as they come and go from the garage. At times the system may not recognize that the parker has left or entered the garage due to several reasons (internet loss, construction, etc...) that will result in needing to set the parker to neutral. In essence, you're re-setting their status within the system so that they can either enter or leave the garage.

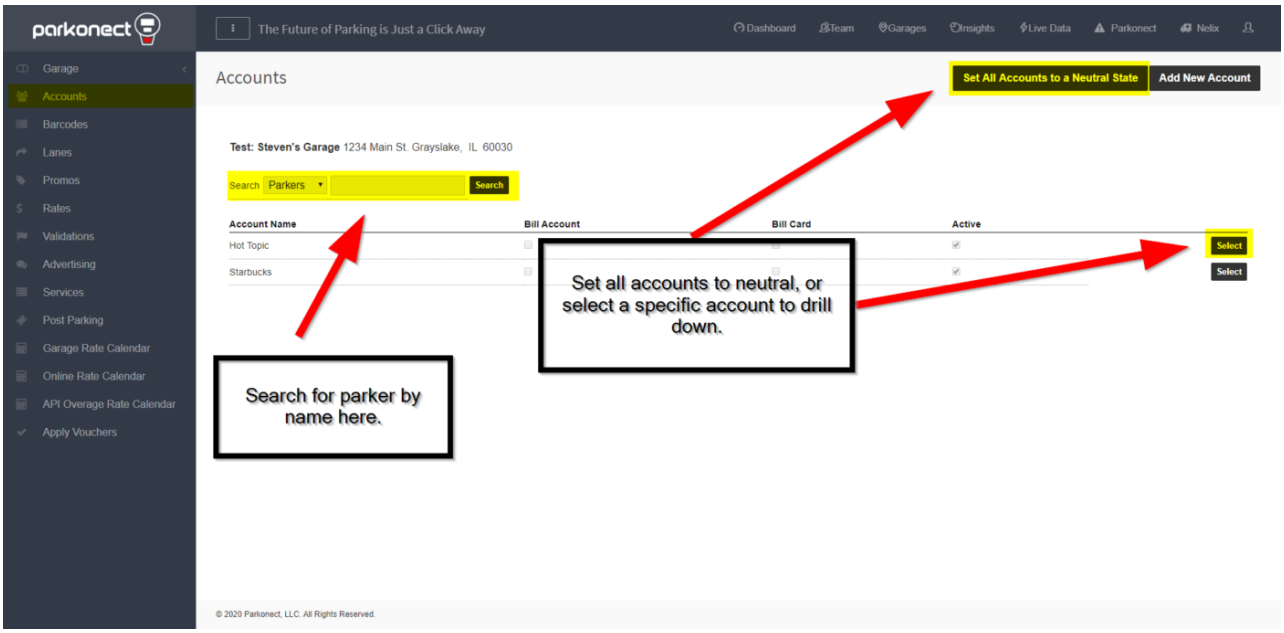
Monthly parkers can be set to neutral in three ways, read on to learn about these options.

Set All Accounts to Neutral

This function should be used if you want to set every parker in the garage to neutral.

Using Quick Links > Garage Settings > Accounts, use the button “**Set All Accounts to a Neutral State.**”

You will be prompted to log out all open monthly parkers at the same time as setting them to neutral. This is generally recommended if you have put the gate in the upright position or if you have turned passback off.



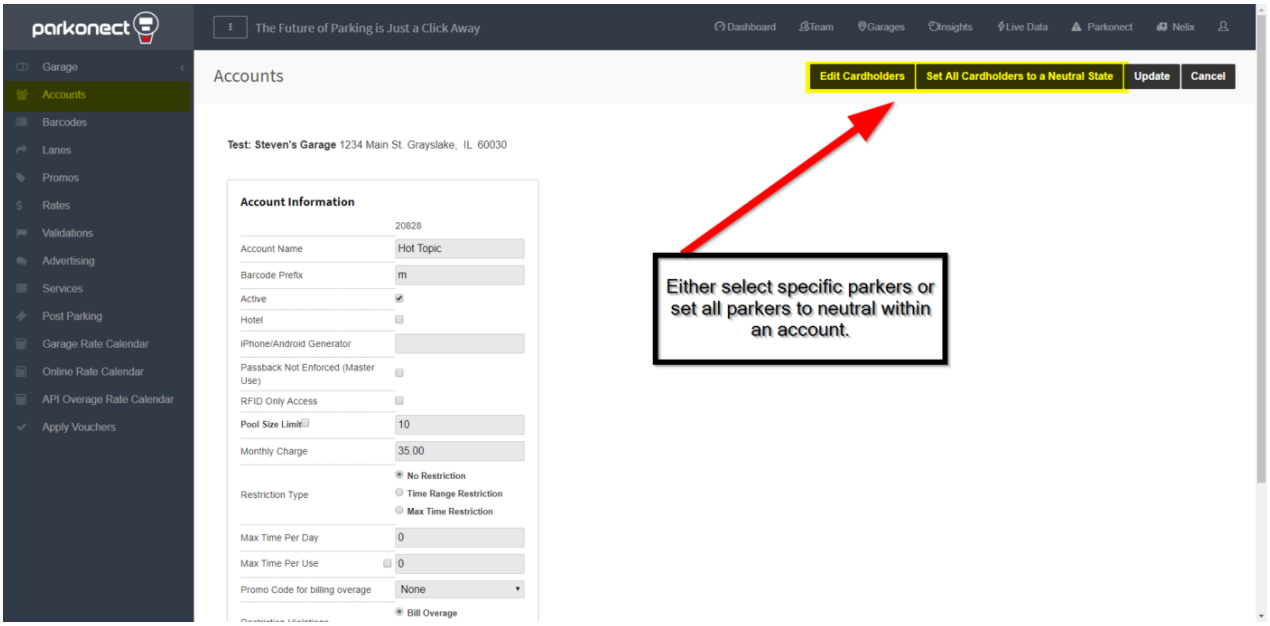
Set All Cardholders in an Account to Neutral

This function should be used to set all parkers within a specific account to neutral, not all parkers for the garage.

Using Quick Links > Garage Settings > Accounts, select the account you want to set to neutral.

Once in the account, use the button "**Set All Cardholders to a Neutral State.**"

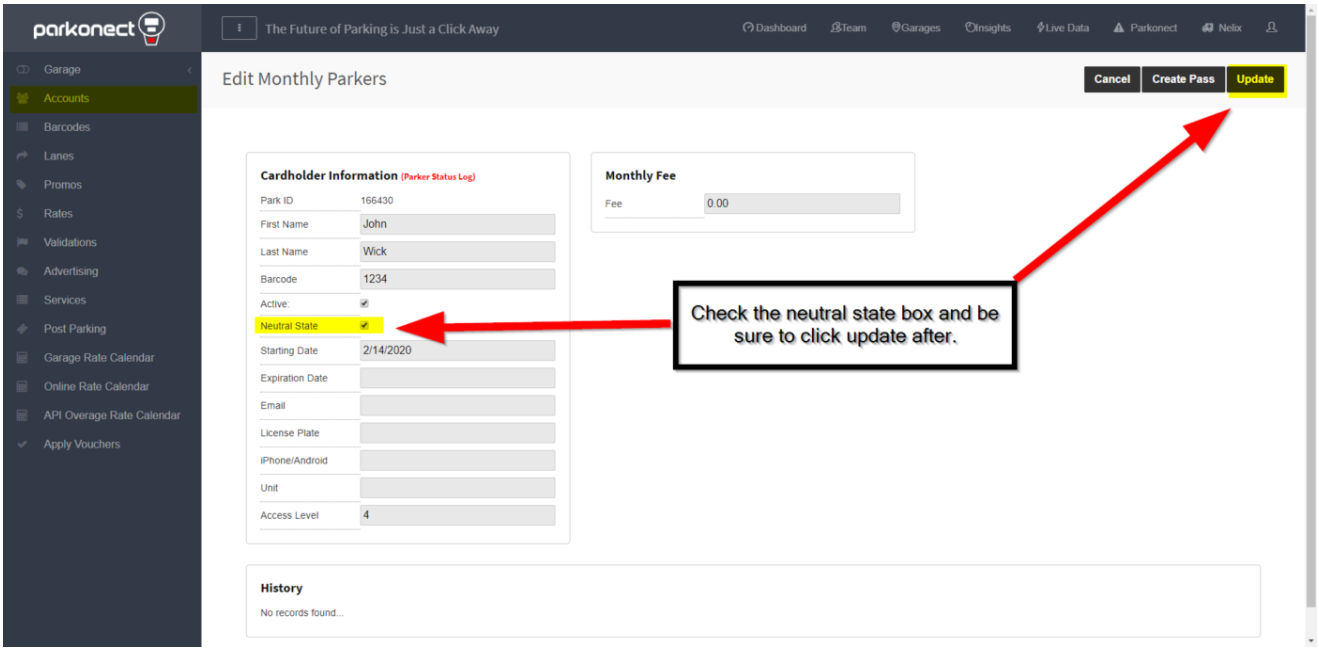
Please note, unlike the above function, you will not be prompted to log the parkers out. If this is desired, you should use the **Enhanced Count** tab on the Garage log and log them out individually.



Set Specific Cardholders to Neutral

To set a specific cardholder to neutral, perform a search and select the desired cardholder and check the "**Neutral State**" check box. Be sure to click **Update** once you have made changes.

Please note, unlike the above function, you will not be prompted to log the parkers out. If this is desired, you should use the **Enhanced Count** tab on the Garage log and log them out individually.


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Garage Rate Calendar
Online Rate Calendar
API Overage Rate Calendar
Apply Vouchers
Edit Monthly Parkers
Cancel
Create Pass
Update
Cardholder Information (Parker Status Log)
Park ID 166430
First Name John
Last Name Wick
Barcode 1234
Active:
Neutral State
Starting Date 2/14/2020
Expiration Date
Email
License Plate
iPhone/Android
Unit
Access Level 4
Monthly Fee
Fee 0.00
Check the neutral state box and be sure to click update after.
History
No records found...