

Parkonect Hotel Portal Staff Guide

For Parkonect Add On Systems

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INTRODUCTION

Parkonect's Hotel Portal is a unique web-based tool that easily issues multi-use self-parking passes with in/out privileges. The Hotel Portal is intuitive and simple to use and includes features that allow hotel staff to quickly add new parkers as well as look up existing passes for editing and reissuance.

HOW IT WORKS

Patrons that self-park are issued a parking ticket from the parking equipment in the garage. In order for this Hotel Portal system to work, the customer must have their ticket with them at reception for it to be exchanged for a Parkonect hotel parking pass.

Parkonect's Hotel Portal is accessible on all internet connected devices. Authorized hotel staff members will use their unique user name and password to log into the Portal. From there, with three simple steps, they will be able to issue a multi-use pass for the duration of the guest's stay. Once the Parkonect hotel parking pass is created in the system, the guest can receive the pass via text, email or print and can enter and exit the throughout the duration of their stay.

It is important to note that all parking under this system is for single vehicle use only and the system will only not allow re-entry to the garage if the vehicle has not exited.

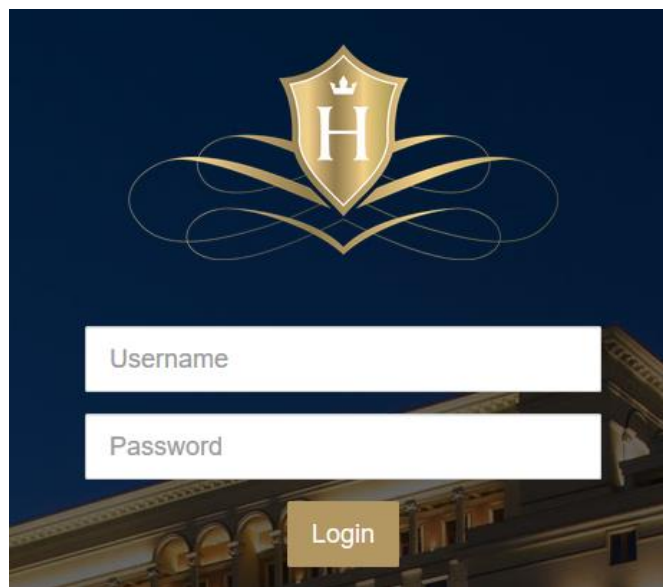
Parking passes are set to expire at a designed time on check-out date and this expiration time can vary by hotel. Should a guest leave the garage after the pass expires, they will be subject to a fee that must be paid in the garage before they will be allowed to exit.

CREATING A PARKING PASS

Step 1: LOG INTO THE HOTEL PORTAL

The Hotel reception should log into <https://secure.parkonect.com/hotelportal/> and input their username and password. Please note, certain garages have customized landing pages and therefore the URL above may be slightly different.

Note – If a username or password is needed, please contact support@parkonect.com



Step 1: Log into the portal

Step 2: ENTER PATRON TICKET NUMBER

Before creating a new pass, check with the guest to see whether:

- **The guest has already parked at the associated self-park garage.** If so, the **number of the self-park garage entry ticket should be entered.** This is vital, as that ticket number will then show up on a report so the garage operator can manually close out the self-park entry ticket in their system. Simply ask the guest for the entry ticket and input the number into the field.

OR

- **The guest has not parked yet,** but intends to use the self-park garage associated with the hotel. If so, simple enter “none” as the ticket number.

ENTER PATRON TICKET NUMBER OR “NONE”

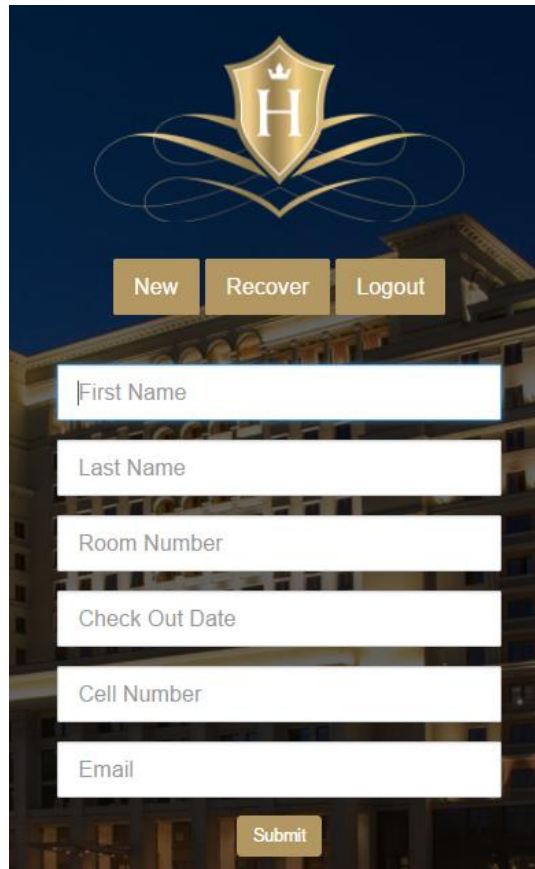


STEP 3: ENTER GUEST'S INFO AND CLICK SUBMIT

Required fields:

- First Name
- Last Name
- Room Number
- Check Out Date

The system also asks for Cell Number and Email. Although these fields are optional, entering this information provide the ability to email and text the hotel pass.

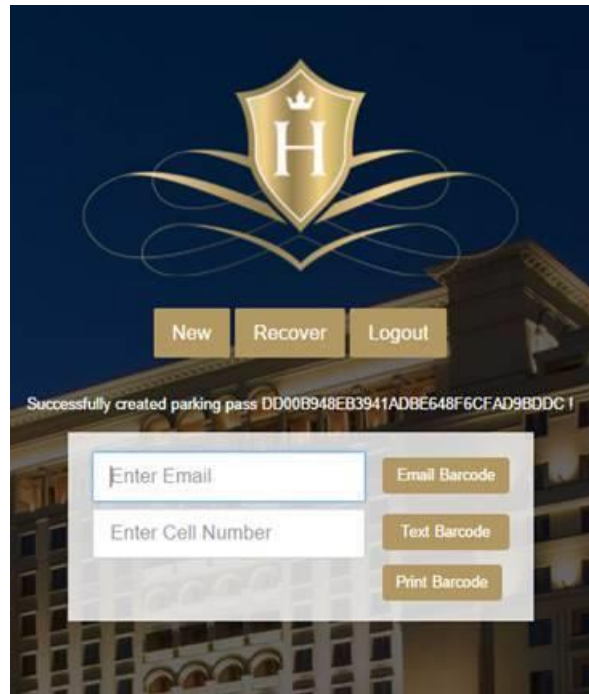


Step 3: Enter guest information and click submit

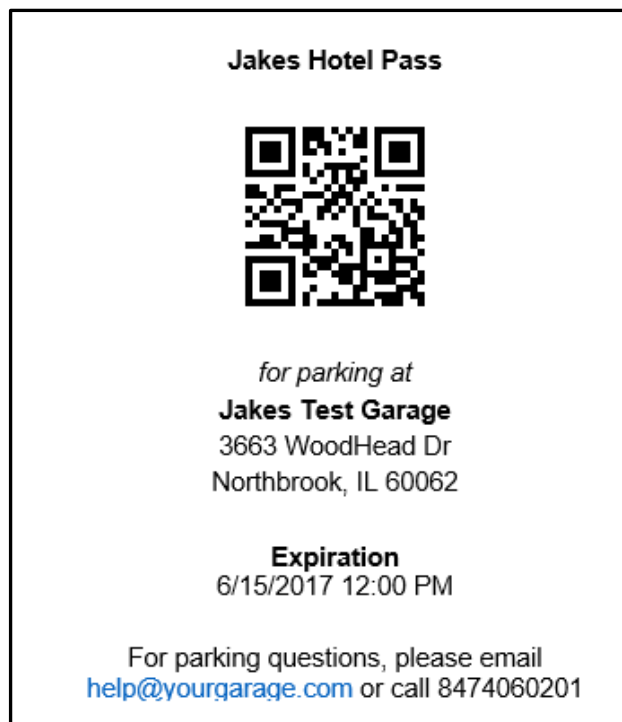
Step 4: ISSUE PASS

Select method of how you want to reissue pass by clicking the appropriate button:

- Email Barcode
- Text Barcode
- Print



Step 4: Issue the pass



Step 4: Example Pass

The guest will now be able to use that pass at the facility for the pre-programmed duration input by your staff.

RECOVERY/EDIT

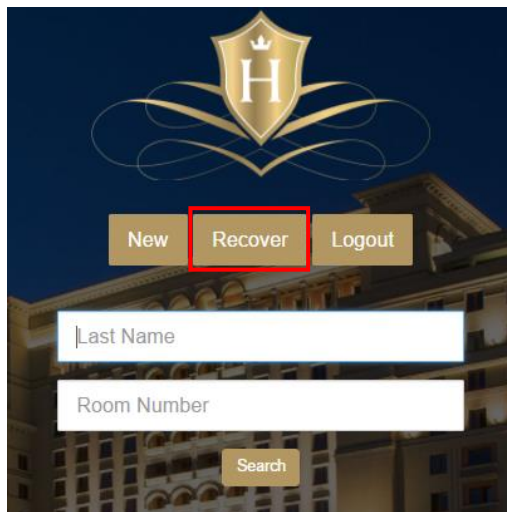
If a guest misplaces a pass or the pass needs to be updated, the recovery feature can be used.

Step 1: LOG INTO THE HOTEL PORTAL AND CLICK RECOVER

- Log into <https://secure.parkonect.com/hotelportal/>
- Click the “Recover” button

Step 2: ENTER THE LAST NAME AND ROOM NUMBER

- Click Search
- **Note** – when using the “Recover” button, hotel staff must enter last name and room number

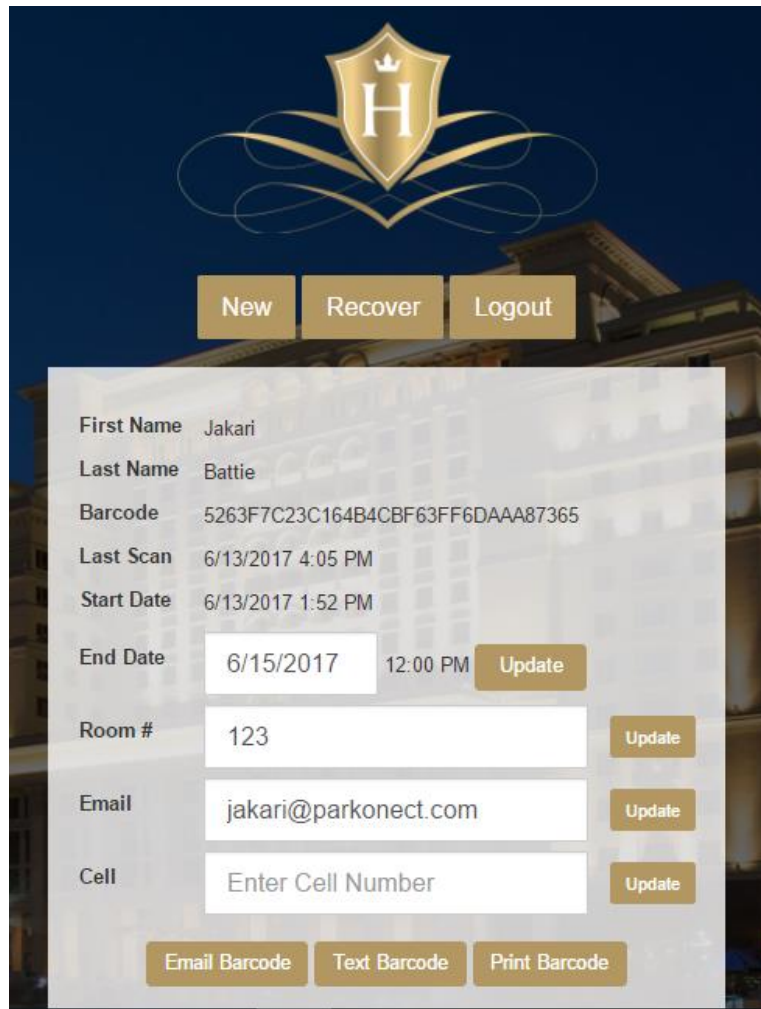


Step 2: Under “Recover”, enter last name and room number then click search

Step 3: MODIFY INFORMATION

Fields that can be edited:

- **End Date** – this can only be changed to a date in the future... no rollbacks allowed.
- Room Number
- Email
- Cell



First Name Jakari

Last Name Battie

Barcode 5263F7C23C164B4CBF63FF6DAAA87365

Last Scan 6/13/2017 4:05 PM

Start Date 6/13/2017 1:52 PM

End Date 6/15/2017 12:00 PM

Room # 123

Email jakari@parkonect.com

Cell Enter Cell Number

Step 3: Modify information

Step 4: REISSUE PASS

Select method of how you want to reissue pass by clicking the appropriate button:

- Email Barcode
- Text Barcode
- Print Barcode

The screenshot shows a web application interface for Parkonect. At the top, there is a logo featuring a shield with the letter 'H' and a crown, with decorative flourishes below it. Below the logo are three buttons: 'New', 'Recover', and 'Logout'. The main content area is a form for reissuing a pass. It contains the following fields and buttons:

- First Name: Jakari
- Last Name: Battie
- Barcode: 5263F7C23C164B4CBF63FF6DAAA87365
- Last Scan: 6/13/2017 4:05 PM
- Start Date: 6/13/2017 1:52 PM
- End Date: 6/15/2017 12:00 PM (with an 'Update' button next to it)
- Room #: 123 (with an 'Update' button next to it)
- Email: jakari@parkonect.com (with an 'Update' button next to it)
- Cell: Enter Cell Number (with an 'Update' button next to it)

At the bottom of the form, there are three buttons: 'Email Barcode', 'Text Barcode', and 'Print Barcode'. These three buttons are highlighted with a red rectangular box.

Step 4: Reissue pass by clicking appropriate button