

Parkonect Hotel Portal Staff Guide

For Parkonect Full Systems

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INTRODUCTION

Parkonect's Hotel Portal is a unique web-based tool that easily converts a guest's self-parking ticket a multi-use parking pass 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, look up existing passes for editing and reissuance, and run hotel parking reports.

HOW IT WORKS

Patrons that self-park are issued a parking ticket from the Parkonect system 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 converted.

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 convert a parking ticket to a multi-use pass for the duration of the guest's stay. Once the self-parking ticket is converted, the guest will have the option of using the originally issued pass or the pass they receive via text or email to get in and out of the garage during 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.

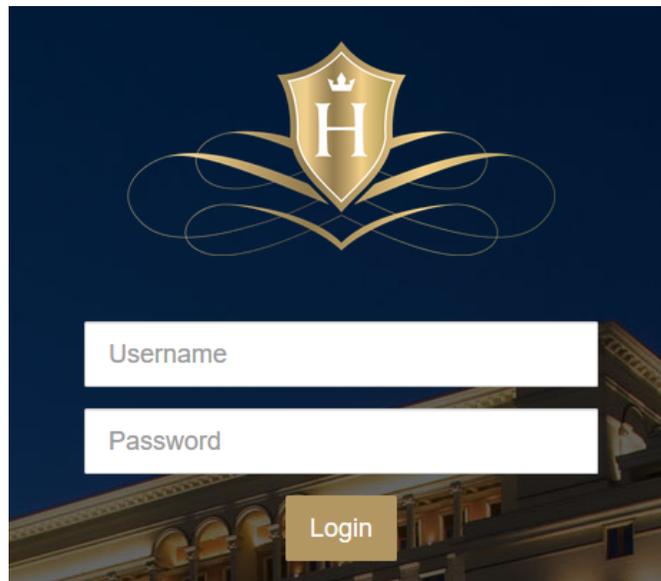
Parking passes are set to expire at a designed time on check-out date and this expiration time can vary by hotel. Should a guest leave the garage after the pass expires, they will be subject to a fee that must be paid in the garage before they will be allowed to exit.

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



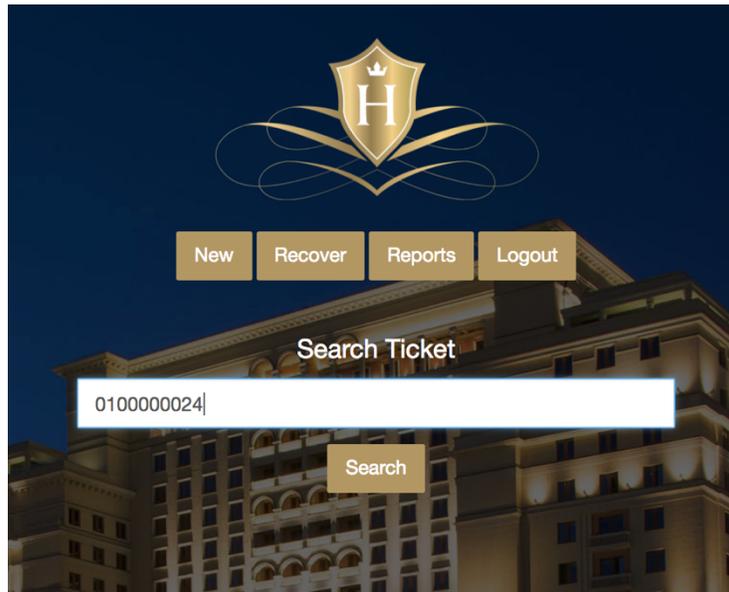
Step 1: Log into the portal

Step 2: ENTER PATRON TICKET NUMBER

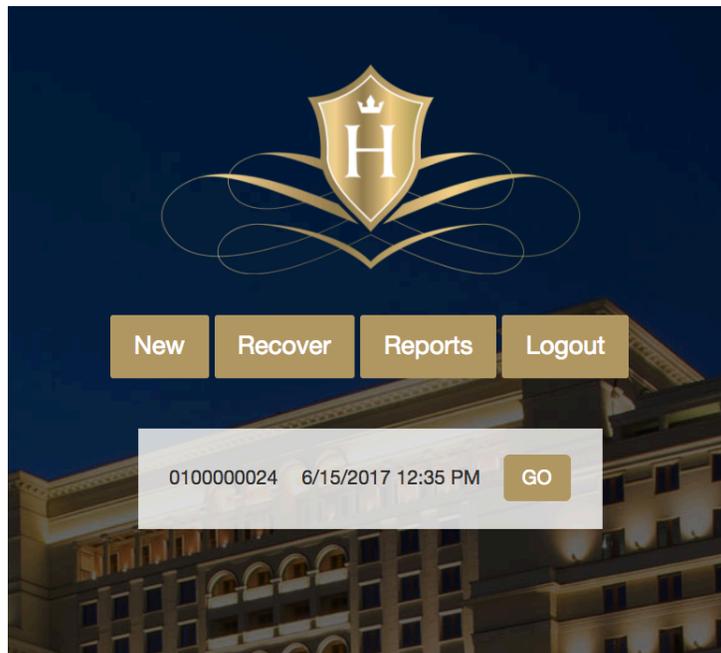
In order to issue a hotel pass to a guest, they hotel guest must have pulled a ticket to enter the parking facility. Simply enter in the last 5-6 numbers on their ticket and click search and our system will return all open records in the garage that can be converted to a self-park ticket. Choose the correct ticket by pressing “Go”, as shown below.

If the guest has yet to park in the self-park garage, they will need to return to the garage by pulling a ticket (which will create an open record in Parkonect), park, and return to the hotel reception with the ticket to have it converted to an in/out parking pass. ***Without the open record in Parkonect, you will not be able to create an in/out pass.***

ENTER PATRON TICKET NUMBER: Search for Parking Ticket



ENTER PATRON TICKET NUMBER: Select Parking Ticket

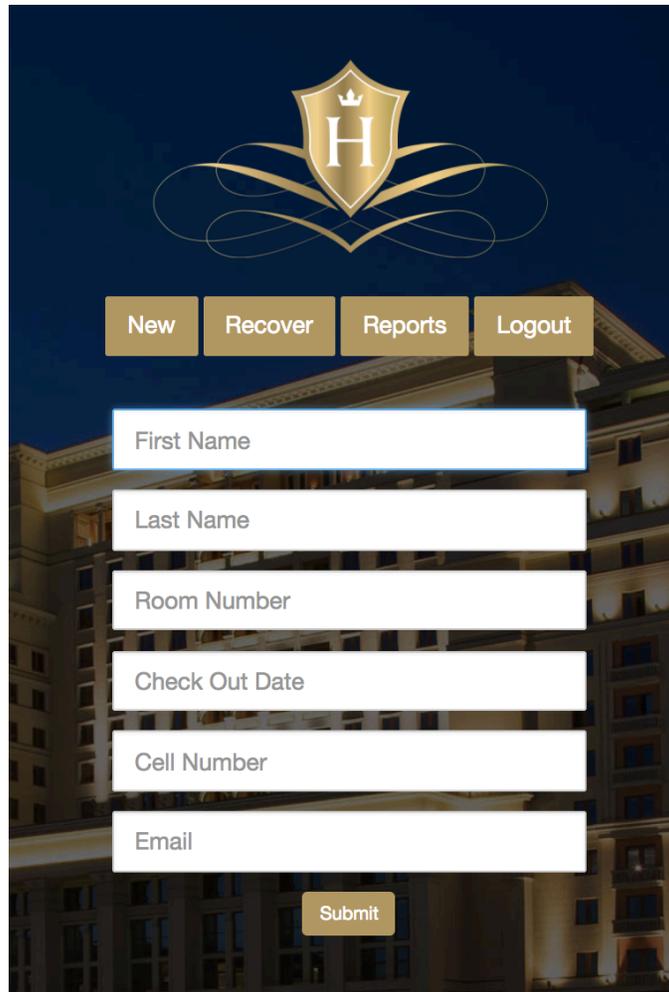


Step 3: ENTER GUEST'S INFO AND CLICK SUBMIT

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.



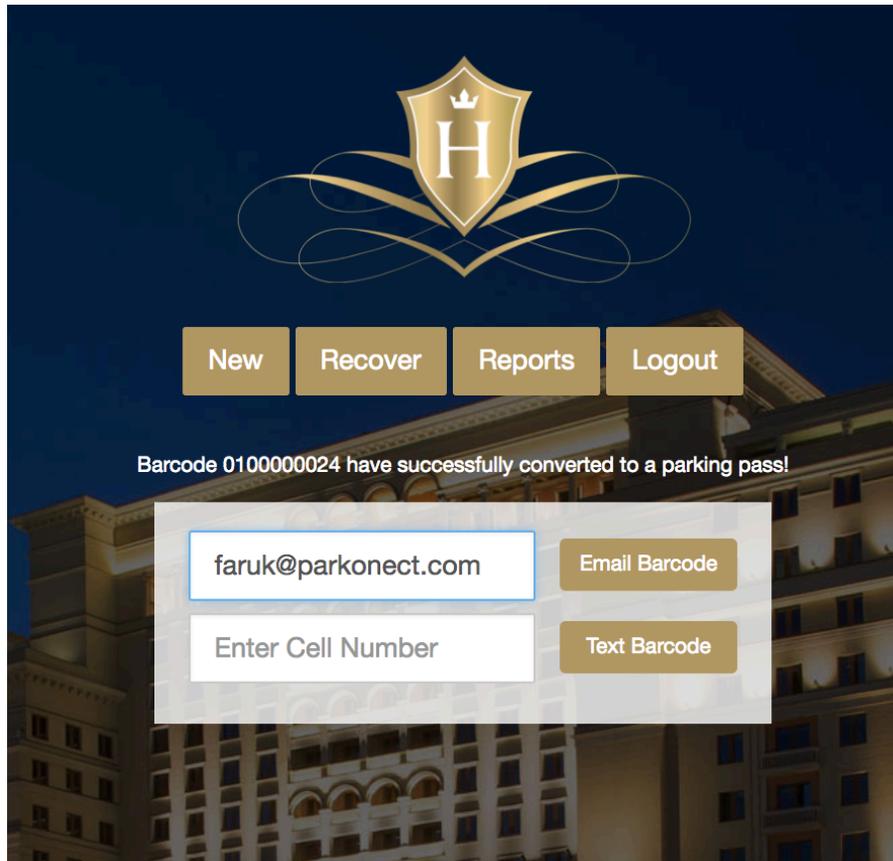
The screenshot shows a registration form for a hotel. At the top center is a gold shield-shaped logo with a crown on top and a large letter 'H' in the center, flanked by decorative flourishes. Below the logo are four gold buttons: 'New', 'Recover', 'Reports', and 'Logout'. The form consists of six white input fields stacked vertically, each with a label: 'First Name', 'Last Name', 'Room Number', 'Check Out Date', 'Cell Number', and 'Email'. At the bottom center of the form is a gold 'Submit' button. The background of the form is a dark blue night view of a large, multi-story hotel building with many lit windows.

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



Step 4: Issue the pass

Jakes Hotel Pass



for parking at
Jakes Test Garage
3663 WoodHead Dr
Northbrook, IL 60062

Expiration
6/17/2017 12:00 PM

For parking questions, please email
help@yourgarage.com or call 8474060201

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

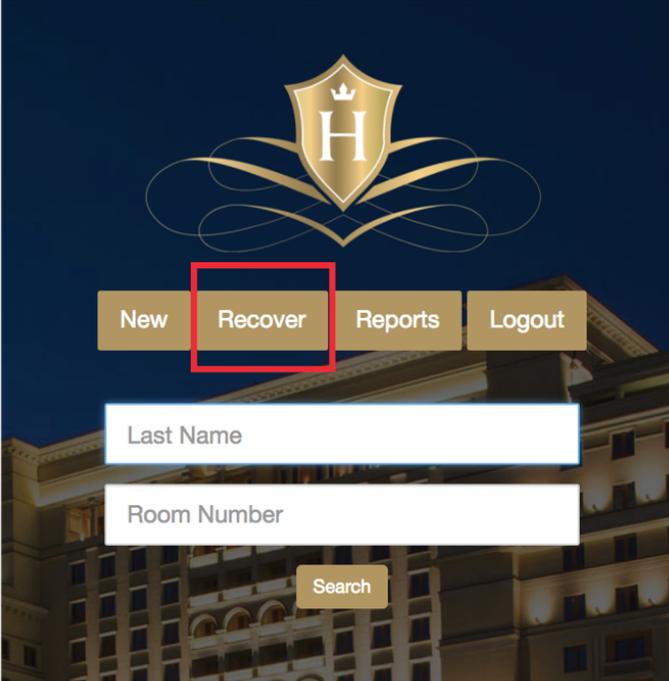
If a guest misplaces a pass or the pass needs to be updated, the recovery feature can be used.

Step 1: LOG INTO THE HOTEL PORTAL AND CLICK RECOVER

- Log into <https://secure.parkonect.com/hotelportal/>
- Click the “Recover” button (as shown below)

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



The screenshot displays the hotel portal's navigation and search interface. At the top, there is a gold shield logo with a crown and the letter 'H'. Below the logo is a horizontal navigation bar with four buttons: 'New', 'Recover', 'Reports', and 'Logout'. The 'Recover' button is highlighted with a red rectangular box. Underneath the navigation bar, there are two white input fields: 'Last Name' and 'Room Number'. Below these fields is a gold 'Search' button. The background of the interface shows a night view of a large, illuminated hotel building.

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 Faruk

Last Name Jasaragic

Barcode 0100000024

Last Scan 6/15/2017 12:35 PM

Start Date 6/15/2017 12:35 PM

End Date 11/4/2017 10:45 PM Update

Room # 456 Update

Email faruk@parkonect.com Update

Cell Enter Cell Number Update

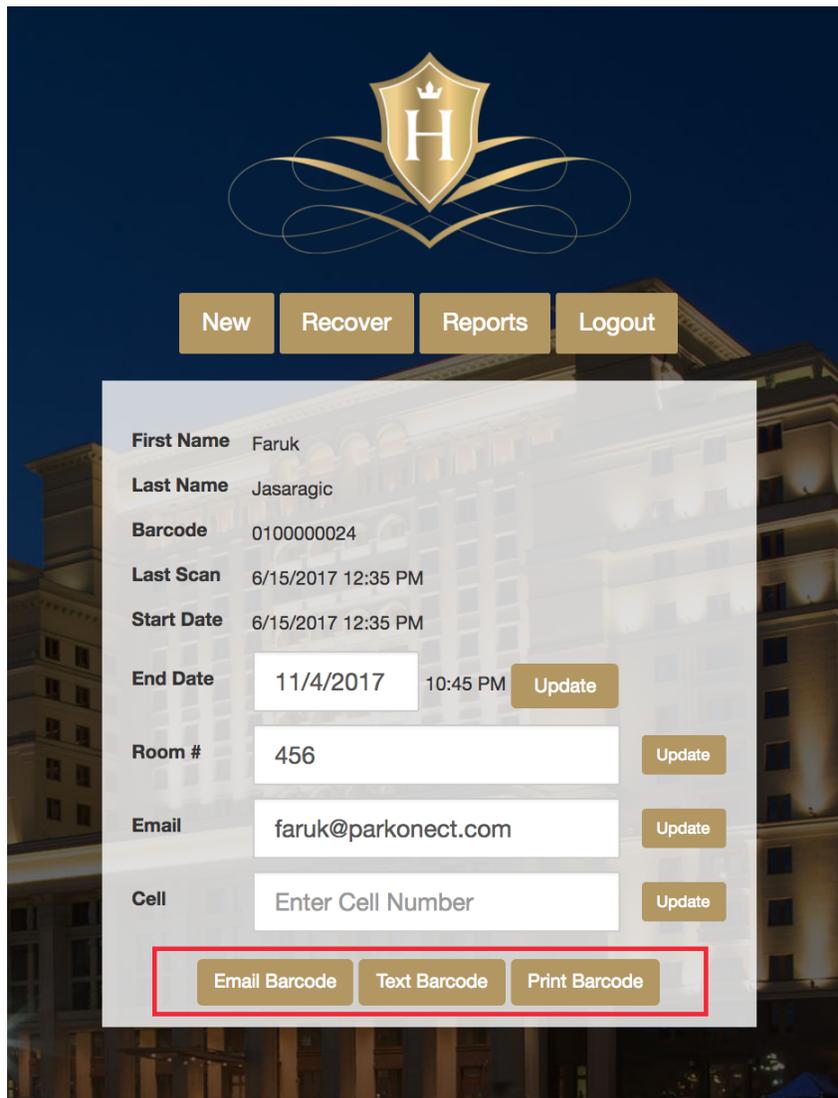
Email Barcode Text Barcode Print Barcode

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 user profile management interface. At the top, there is a logo featuring a shield with the letter 'H' and a crown, set against a dark blue background with a building facade. Below the logo are four buttons: 'New', 'Recover', 'Reports', and 'Logout'. A modal window is open, displaying the following information:

| | |
|------------|---|
| First Name | Faruk |
| Last Name | Jasaragic |
| Barcode | 0100000024 |
| Last Scan | 6/15/2017 12:35 PM |
| Start Date | 6/15/2017 12:35 PM |
| End Date | 11/4/2017 10:45 PM <input type="button" value="Update"/> |
| Room # | 456 <input type="button" value="Update"/> |
| Email | faruk@parkonect.com <input type="button" value="Update"/> |
| Cell | Enter Cell Number <input type="button" value="Update"/> |

At the bottom of the modal, there are three buttons: 'Email Barcode', 'Text Barcode', and 'Print Barcode', which are highlighted with a red rectangular border.

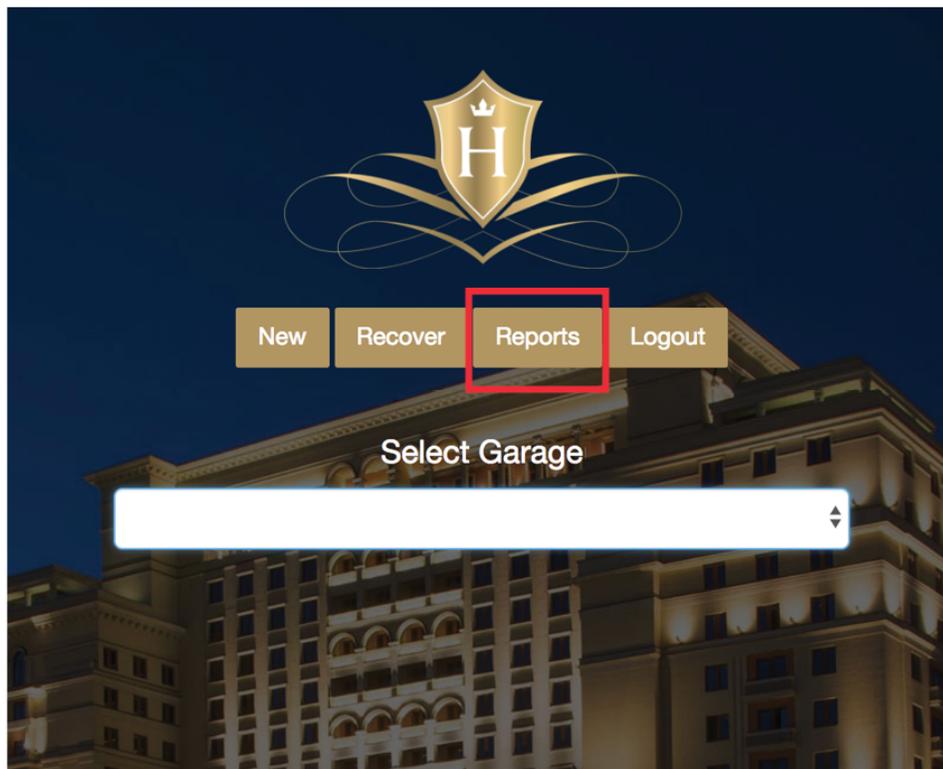
Step 4: Reissue pass by clicking appropriate button

REPORTS/SHIFT REPORTS

The hotel shift report allows hotel staff to view all passes issued by user for a selected date range.

Step 1: LOG INTO THE HOTEL PORTAL AND CLICK REPORTS

- Log into <https://secure.parkonect.com/hotelportal/>
- Click the “Reports” button (as shown below)



Step 1: Log into the portal and click reports

Step 2: FILL OUT NECESSARY FIELDS AND CLICK GENERATE REPORT

Before running the report, be sure to select the following options in the drop-down menu:

- Garage – default
- Hotel – default
- Type –
 - New – when selected, it returns only the new hotel passes that were created
 - Edit – when selected, it returns only the adjustments made to pre-existing hotel passes
 - All – returns all records
- Issued By – allows you to pull record for specific hotel users
- Start date
- Start Time – This field reflects the first entry of ticket into garage prior to being converted to a hotel pass
- End Date
- End Time

The screenshot shows a web application interface for generating a report. At the top center is a logo featuring a shield with a crown and the letter 'H'. Below the logo is a navigation bar with four buttons: 'New', 'Recover', 'Reports', and 'Logout'. The main content area is a form with the following fields:

- Garage: Jakes Test Garage
- Hotel: All
- Type: All
- Issued by: All
- Start Date: 11/3/2017
- Start Time: 12:00 AM
- End Date: 11/3/2017
- End Time: 11:59 PM

At the bottom of the form are two buttons: 'Generate Report' (highlighted with a red box) and 'Generate PDF'.

Step 2: Fill out necessary fields and click generate report

Step 3: REPORT DETAILS

The hotel shift report presents the following information:

- Last name
- First name
- Room Number
- Pass Start Time – it is important to remember; this field reflects the first entry of a ticket into the garage prior to being converted to a hotel pass
- Pass End Time – the date and time in which the hotel pass is valid until
- Pass Converted Time – the date and time when the parking pass was converted from a transient ticket to a hotel pass
- Convert Type – **NEW** – denotes if a new pass was converted. **Edit – denotes** if there was an adjustment made to an existing hotel pass
- Usage Days – this will denote how many days the pass is valid for billing purposes and is calculated on the default pass start and end times. As previously outlined, the original entry time of the ticket denotes the start time of the pass and from there, usage days are calculated based on the start and expiration times configured in the hotel settings.
- Issued By – this will show the hotel user that issues the hotel pass
- Hotel Pass Number – ticket pulled at entry

| Last Name | First Name | Room # | Pass Start Time | Pass End Time | Convert Time | Convert Type | Usage Days | Issued By | Hotel Pass # |
|-------------|------------|--------|-----------------------|----------------------|-----------------------|--------------|------------|-----------|--------------|
| Wang | Min | 705 | 11/2/2017 10:00:50 PM | 11/3/2017 6:00:00 PM | 11/2/2017 11:05:50 PM | New | 1 | jbreske | 0200033854 |
| Buechler | S | 539 | 11/2/2017 9:41:56 PM | 11/4/2017 6:00:00 PM | 11/2/2017 9:52:16 PM | New | 2 | sjohnson | 0200033846 |
| Gritzmacher | C | 335 | 11/2/2017 9:32:27 PM | 11/3/2017 6:00:00 PM | 11/2/2017 9:44:02 PM | New | 1 | sjohnson | 0200033845 |
| Vodicka | Jami | 3123 | 11/2/2017 9:20:14 PM | 11/4/2017 6:00:00 PM | 11/2/2017 9:39:44 PM | New | 2 | jbreske | 0200033842 |
| Charette | Ace | 921 | 11/2/2017 9:13:13 PM | 11/4/2017 6:00:00 PM | 11/2/2017 9:22:27 PM | New | 2 | jbreske | 0200033841 |
| Nilsen | A | 807 | 11/2/2017 8:08:09 PM | 11/5/2017 5:00:00 PM | 11/2/2017 8:28:23 PM | New | 3 | sjohnson | 0200033831 |
| Chiodi | Lisa | 318 | 11/2/2017 7:50:42 PM | 11/5/2017 5:00:00 PM | 11/2/2017 8:01:19 PM | New | 3 | jbreske | 0200033829 |
| Isa | M | 1721 | 11/2/2017 6:43:31 PM | 11/3/2017 6:00:00 PM | 11/2/2017 6:51:16 PM | New | 1 | sjohnson | 0200033806 |
| Cardenas | Robert | 1007 | 11/2/2017 6:38:49 PM | 11/5/2017 5:00:00 PM | 11/2/2017 6:46:56 PM | New | 3 | jbreske | 0100011339 |
| Cotter | S | 929 | 11/2/2017 6:14:06 PM | 11/3/2017 6:00:00 PM | 11/2/2017 6:24:03 PM | New | 1 | sjohnson | 0200033782 |
| Zhang | Y | 1430 | 11/2/2017 5:48:44 PM | 11/3/2017 6:00:00 PM | 11/2/2017 5:59:23 PM | New | 1 | sjohnson | 0100011325 |
| Blanche | Abdallah | 1538 | 11/2/2017 5:31:19 PM | 11/3/2017 6:00:00 PM | 11/2/2017 5:41:26 PM | New | 1 | jbreske | 0200033763 |
| Gurneau | Hillary | 1617 | 11/2/2017 5:19:39 PM | 11/4/2017 6:00:00 PM | 11/2/2017 6:53:51 PM | New | 2 | jbreske | 0200033759 |
| Tiffany | Lori | 1532 | 11/2/2017 5:13:13 PM | 11/4/2017 6:00:00 PM | 11/2/2017 5:22:50 PM | New | 2 | jbreske | 0200033757 |
| Apperspach | Jenny | 1023 | 11/2/2017 4:45:05 PM | 11/3/2017 6:00:00 PM | 11/2/2017 4:51:45 PM | New | 1 | jbreske | 0200033752 |
| Peck | Lisa | 1638 | 11/2/2017 3:27:20 PM | 11/4/2017 6:00:00 PM | 11/2/2017 4:23:44 PM | New | 2 | jbreske | 0200033734 |
| Lamanna | A | 2328 | 11/2/2017 3:15:47 PM | 11/3/2017 6:00:00 PM | 11/2/2017 6:28:54 PM | New | 1 | sjohnson | 0100011319 |

Generated Report