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 covert 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.

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
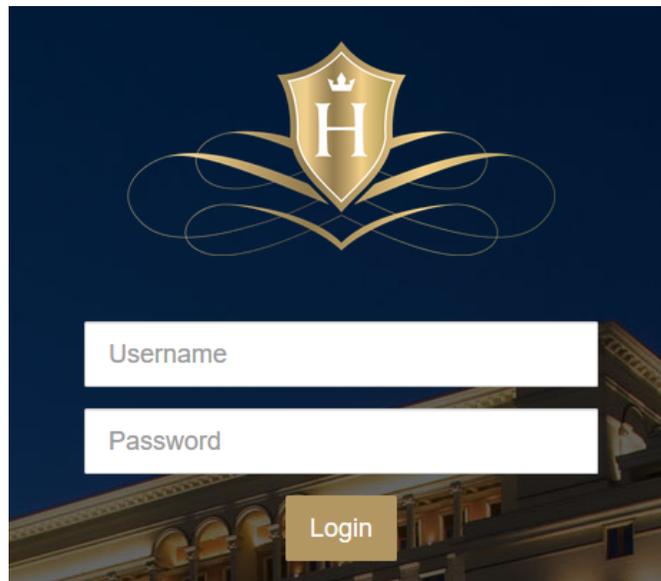
Step 1: Log into the portal
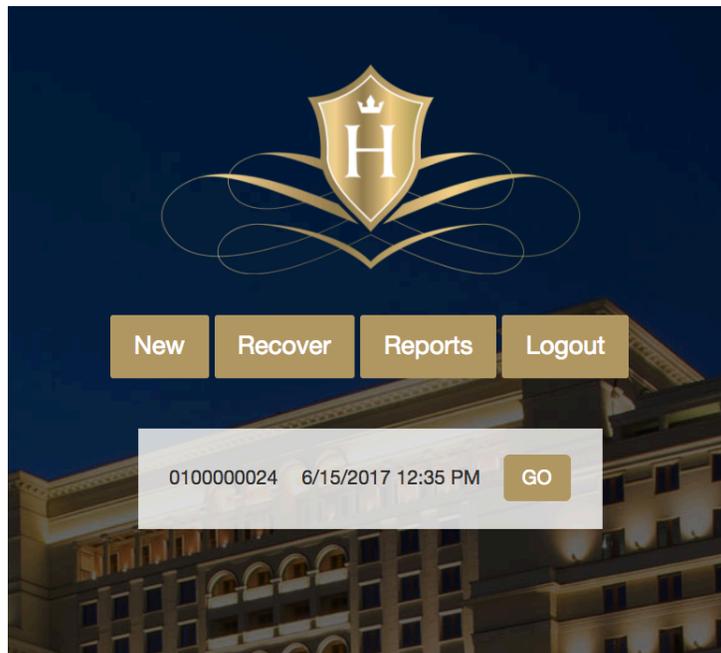
Step 2: ENTER PATRON TICKET NUMBER

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
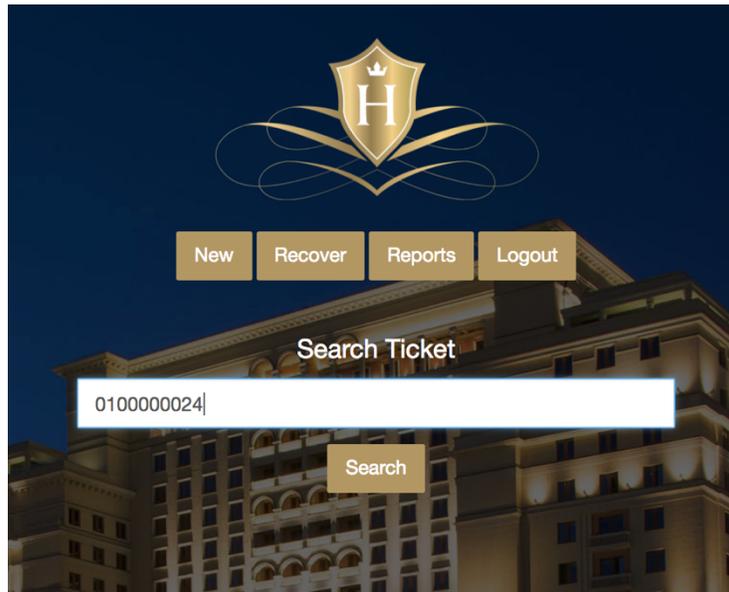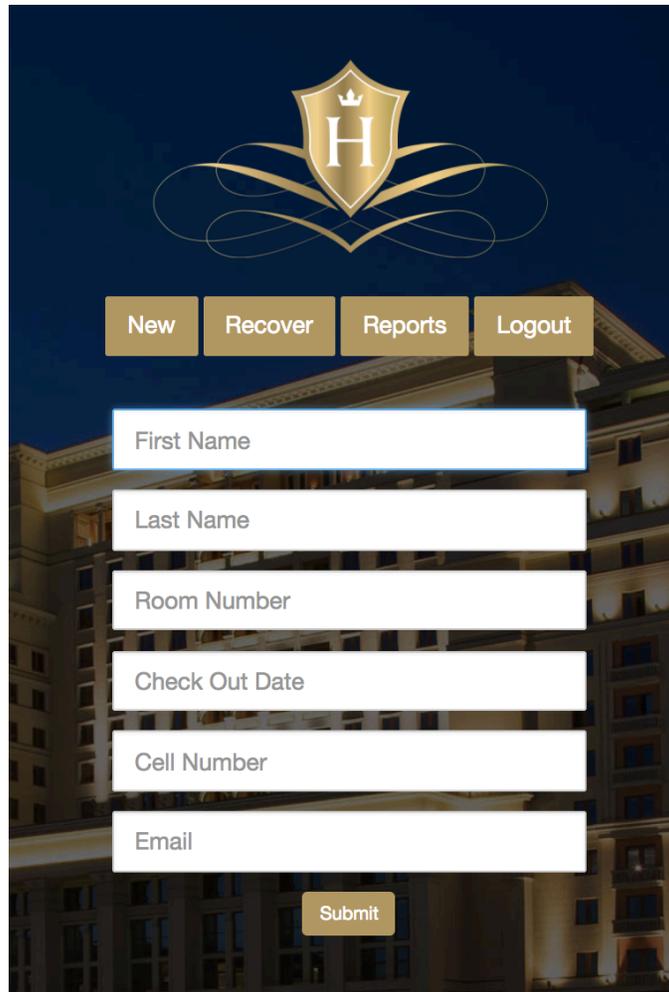

ENTER PATRON TICKET NUMBER: Select Parking Ticket

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.
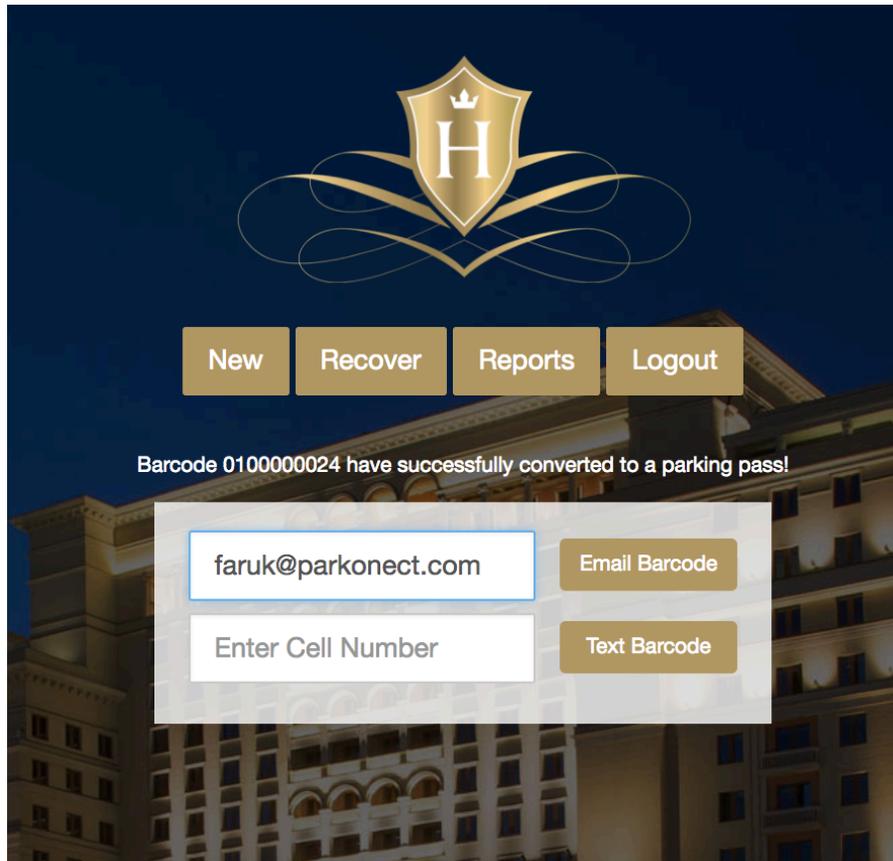

Step 3: Enter guest information and click submit

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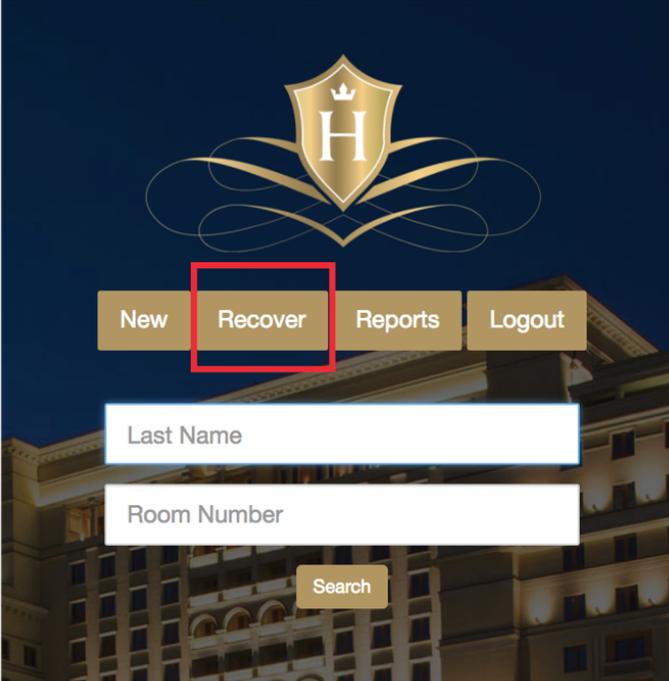
If a guest misplaces a pass or the pass needs to be updated, the recovery feature can be used.

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*

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

Fields that can be edited:

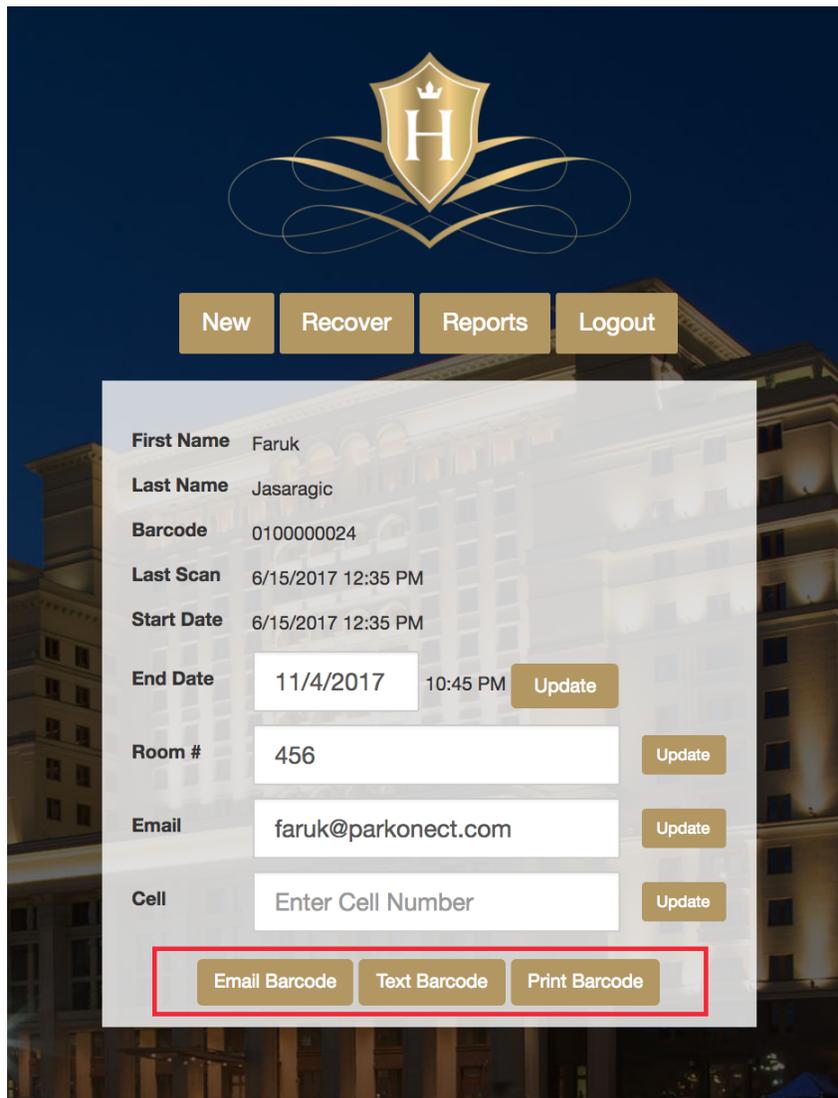- ➤ End Date **– this can only be changed to a date in the future… no rollbacks allowed.**
- ➤ Room Number
- ➤ Email
- ➤ Cell

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

Step 4: Reissue pass by clicking appropriate button

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)
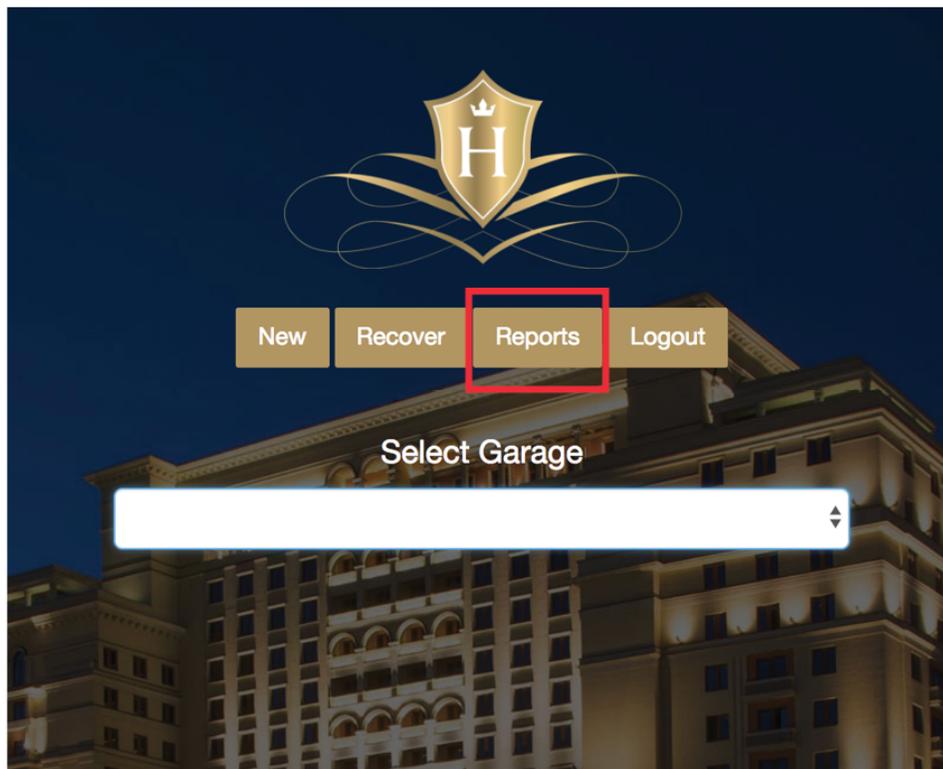
Step 1: Log into the portal and click reports

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

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
Aipperspach	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