

ParkMobile web self-service: how-to guide

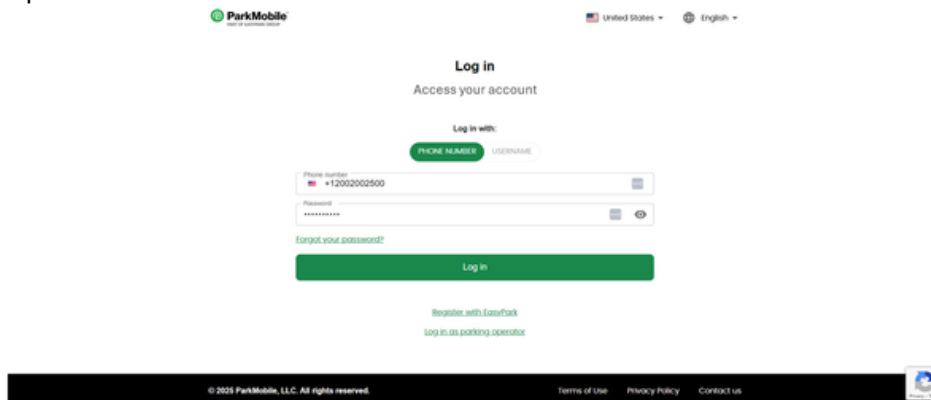
ParkMobile web self-service is available at customer.parkmobile.io/auth. Within the portal, it is possible to:

- **start and extend parking sessions** on behalf of your visitors (also known as *visitor parking* functionality);
- **add and make use of discount codes**, to reduce the cost associated to your parking sessions;
- **track and monitor the history of parking sessions** started via the portal.

In the sections below, we cover how to interact with ParkMobile self-service to conduct these three actions.

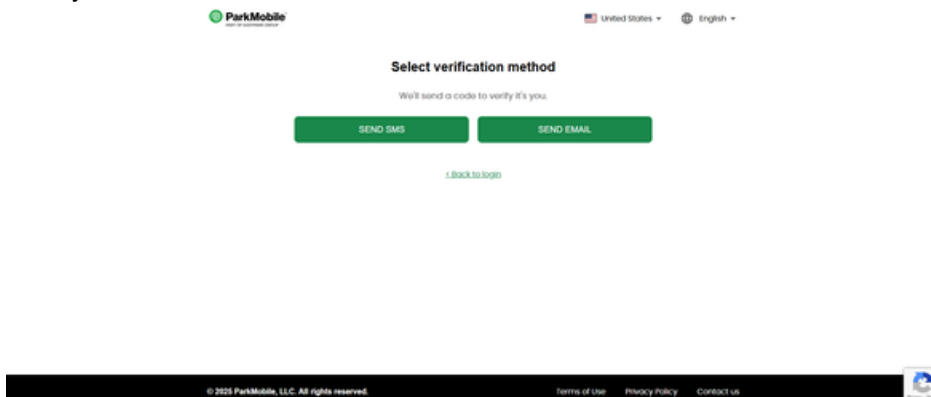
1. Sign in to ParkMobile self-service

- Once on customer.parkmobile.io/auth, enter your access credentials. Use the Username and password associated to your account.
- If you have forgotten your password, you can click on the *Forgot your password?* link and follow the steps.



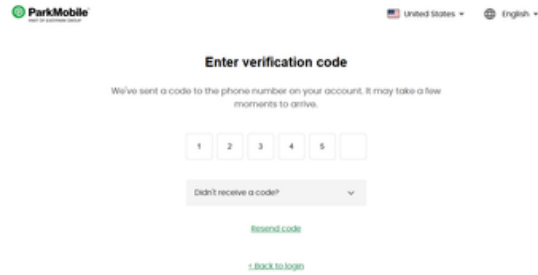
The screenshot shows the ParkMobile login page. At the top left is the ParkMobile logo. To the right are dropdown menus for 'United States' and 'English'. The main heading is 'Log in' with the subtext 'Access your account'. Below this is a 'Log in with:' section with a green 'PHONE NUMBER' button and a 'USERNAME' label. There are two input fields: 'Phone number' with a dropdown arrow and a plus sign, and 'Password' with a dropdown arrow and an eye icon. A green 'Log in' button is below the fields. A link for 'Forgot your password?' is to the left of the button. Below the button are links for 'Register with EasyPark' and 'Log in as parking operator'. At the bottom, there is a footer with copyright information, links for 'Terms of Use', 'Privacy Policy', and 'Contact us', and a small logo on the right.

- To keep your account safe, we ask for a two-factor authentication at login. To receive the required verification code, you can request it via SMS or email.
 - Note: to receive your verification code, you should make sure that your phone number (for SMS sendout) or your email address (email sendout) has previously been associated to your account.



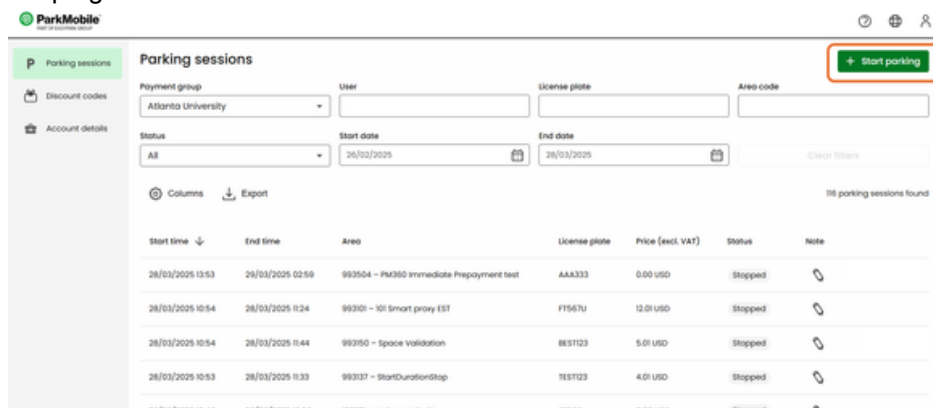
The screenshot shows the ParkMobile verification method selection page. At the top left is the ParkMobile logo. To the right are dropdown menus for 'United States' and 'English'. The main heading is 'Select verification method' with the subtext 'We'll send a code to verify it's you.'. Below this are two green buttons: 'SEND SMS' and 'SEND EMAIL'. A link for 'Back to login' is below the buttons. At the bottom, there is a footer with copyright information, links for 'Terms of Use', 'Privacy Policy', and 'Contact us', and a small logo on the right.

- Complete the sign in by entering the verification code you received via SMS or email.

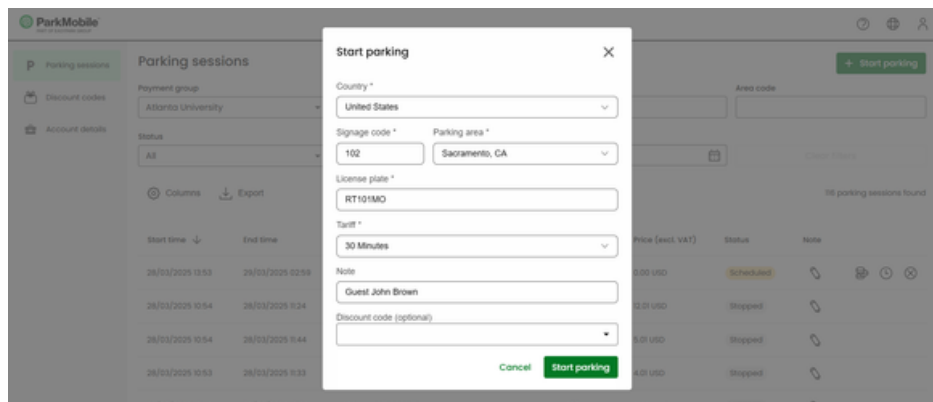


2. Start a new parking session

- To start a parking session, get on *Parking sessions* page and click on the + *Start parking* button on the top right of the screen.



- To **start the parking**, fill in the *Start parking* form with the information required. Here you can select the parking area of interest, the license plate of the vehicle and the length of the session. Once completed, click on The *Start parking* button at the bottom of the form.
 - The *Note* field can be used to store information related to the parking about to be started. You can for example enter the details of your visitor, or the purpose of their visit.
 - If there are any **discount codes** associated to your account, you can select them from the drop down menu available in the *Discount code* field. (See *How to add a discount code to your account* in the relative section below).
 - If the parking area of your interest requires to specify the parking spot at which the vehicle is parked at, a dedicated field will appear in the form asking you to provide this information.



- Once the parking is started, the session is immediately shown at the top of the *Parking sessions* table.

Start time	End time	Area	License plate	Price (excl. VAT)	Status	Note
26/03/2025 18:00	26/03/2025 18:30	93002 - Sacramento, CA	RT0M0	1.00 USD	Ongoing	Guest Johan Brown
26/03/2025 15:21	26/03/2025 15:31	99337 - StartDurationStop	137CA	1.01 USD	Stopped	
26/03/2025 13:53	26/03/2025 02:59	993504 - PM360 Immediate Prepayment test	AAA333	0.00 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:24	99301 - 101 Smart proxy EST	FT567U	12.01 USD	Stopped	

3. Manage an ongoing parking session

- Once a parking session is ongoing, a few actions can be taken - all accessible via the icons on the right-hand side of the *Parking sessions* table.

Start time	End time	Area	License plate	Price (excl. VAT)	Status	Note
26/03/2025 18:00	26/03/2025 18:30	93002 - Sacramento, CA	RT0M0	1.00 USD	Ongoing	Guest Johan Brown
26/03/2025 15:21	26/03/2025 15:31	99337 - StartDurationStop	137CA	1.01 USD	Stopped	
26/03/2025 13:53	26/03/2025 02:59	993504 - PM360 Immediate Prepayment test	AAA333	0.00 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:24	99301 - 101 Smart proxy EST	FT567U	12.01 USD	Stopped	

- To add or edit the Note associated to the parking session, click on icon ①
- To **apply a validation code** to the parking session, click on icon ②. A form will open, prompting you to enter the code.
- To extend the duration of the ongoing parking (where allowed by the parking operator's policy), click on icon ③. A form will open, prompting you to enter the duration (minutes) of the time extension.

4. Visualize discount codes

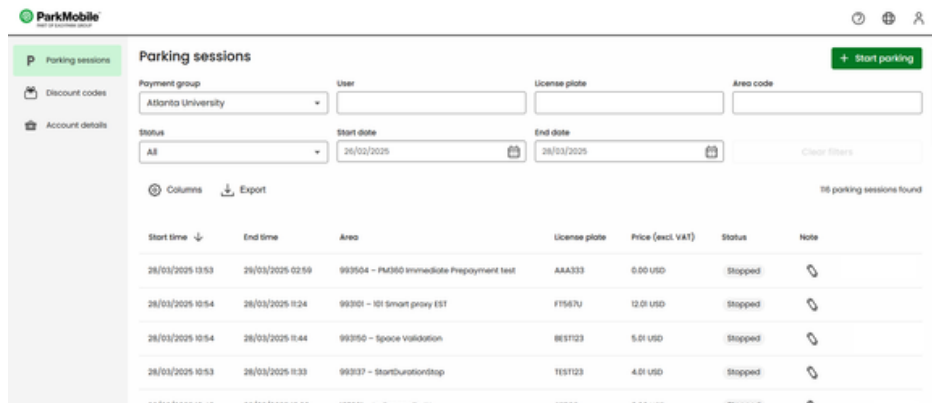
- The list of discount codes available to your account is visible in the Discount codes page. A description of the code and an overview of the relative usage count is also available in the table.

Code name	Usage count	Status	Description
DEMO-\$75-\$03	0	Active	\$75 value
DEMO-\$1-\$05	3	Active	\$1 Off Parking in Vingsø Zone 991
PM360-1 \$1	3	Active	\$1 Off Parking at Reston Town Center Courts...

- When a discount code is present, you can make use of it by selecting it in the *Start parking* form at the moment of starting a new parking session. See section 2 (Start a new parking session) for more details.

5. Track your parking sessions history

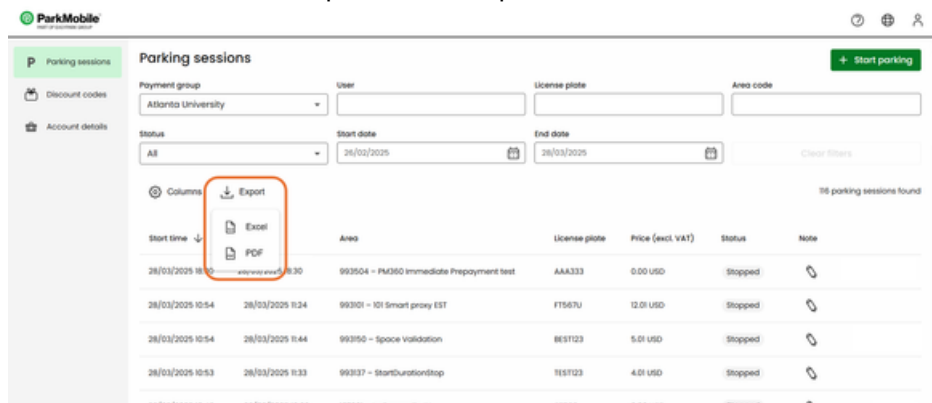
- The *Parking sessions* page provides an overview of the parking history associated with your account. Note: this list includes all and only the parkings started via the portal.
- Parkings are always ordered starting from the most recent one.
- The information available for each parking include Start and End time & date, parking area, vehicle's license plate and the total amount associated to the session. Parking notes, if previously added, are also shown.



The screenshot shows the 'Parking sessions' page with the following data:

Start time	End time	Area	License plate	Price (excl. VAT)	Status	Note
28/03/2025 13:53	29/03/2025 02:59	993504 - PK360 Immediate Prepayment test	AAA333	0.00 USD	Stopped	
28/03/2025 10:54	28/03/2025 11:24	993301 - 101 Smart proxy EST	F7567U	12.00 USD	Stopped	
28/03/2025 10:54	28/03/2025 11:44	993350 - Splice Validation	BE3T23	5.01 USD	Stopped	
28/03/2025 10:53	28/03/2025 11:33	993337 - StartDurationStop	TE3T23	4.01 USD	Stopped	

- It is possible to use the filters present at the top of the *Parking sessions* page to facilitate the exploration of the list.
- It is possible to export the content of the *Parking sessions* table by using the *Export* option present below the filters. The export can be requested in PDF and in XLSX format.



The screenshot shows the 'Export' button highlighted with a red box, indicating the export options available.