

ParkMobile web self-service: how-to guide

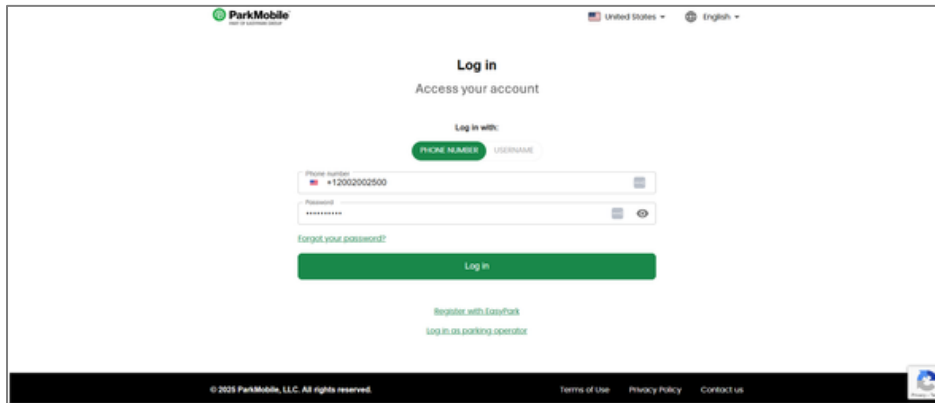
ParkMobile web self-service is available at customer.parkmobile.io/auth. Within the portal, it is possible to:

- **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.

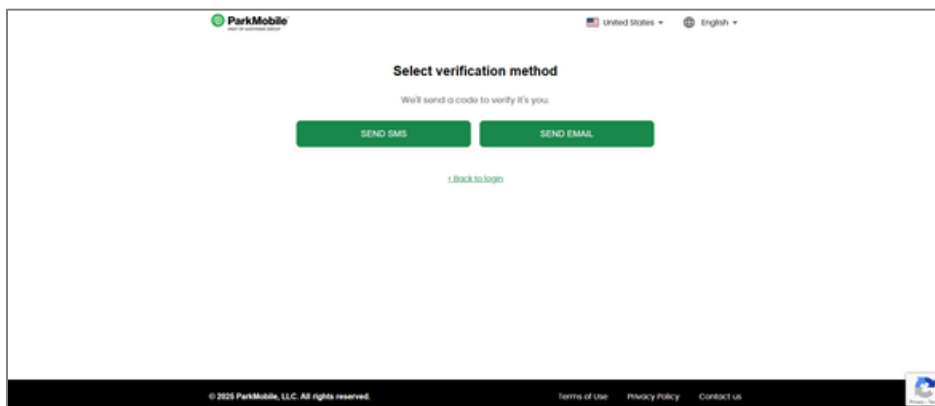
In the sections below, we cover how to interact with ParkMobile self-service to conduct these three actions.

1. Sign in to ParkMobile self-service

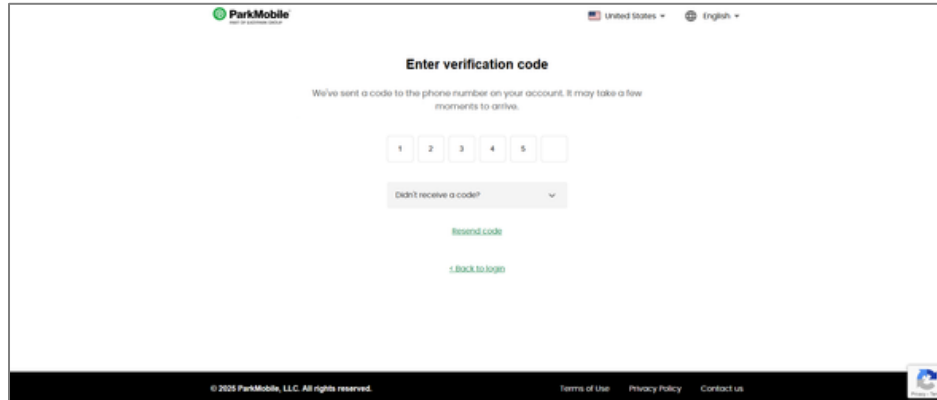
- Once on customer.parkmobile.io/auth, enter your access credentials. Use the Username and password associated to your account.
- If you have forgotten your password, you can click on the *Forgot your password?* link and follow the steps.

The image shows the ParkMobile login page. At the top, there's a header with the ParkMobile logo, a language selector set to 'United States', and a language dropdown set to 'English'. The main heading is 'Log in' with the subtext 'Access your account'. Below this, there's a 'Log in with:' section with two tabs: 'PHONE NUMBER' (selected) and 'USERNAME'. Under the 'PHONE NUMBER' tab, there's a form with a 'Phone number' label, a dropdown for country (set to '+1'), and a text input field containing '+12002002500'. Below the phone number field is a 'Password' field with a masked input and a toggle for visibility. To the left of the password field is a link 'Forgot your password?'. Below the password field is a large green 'Log in' button. At the bottom of the form area, there are two links: 'Register with CodePark' and 'Log in as parking operator'. The footer contains copyright information '© 2025 ParkMobile, LLC. All rights reserved.', links for 'Terms of Use', 'Privacy Policy', and 'Contact us', and a small icon in the bottom right corner.

- 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.

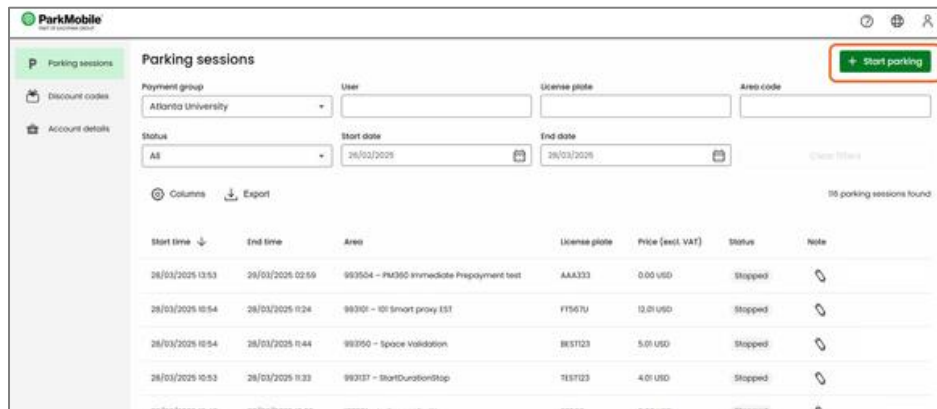
The image shows the ParkMobile verification method selection page. At the top, there's a header with the ParkMobile logo, a language selector set to 'United States', and a language dropdown set to 'English'. The main heading is 'Select verification method' with the subtext 'We'll send a code to verify it's you.' Below this, there are two large green buttons: 'SEND SMS' and 'SEND EMAIL'. Below these buttons is a link 'Back to login'. The footer contains copyright information '© 2025 ParkMobile, LLC. All rights reserved.', links for 'Terms of Use', 'Privacy Policy', and 'Contact us', and a small icon in the bottom right corner.

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

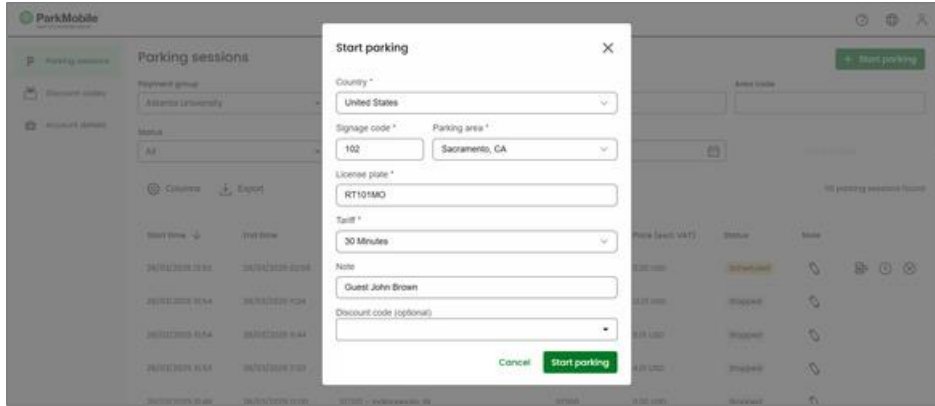


2. Start a new parking session

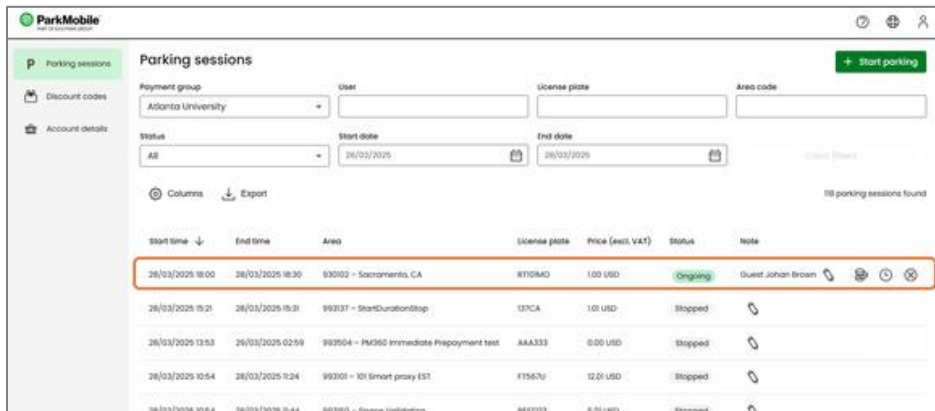
- To start a parking session, get on *Parking sessions* page and click on the + *Start parking* button on the top right of the screen.



- 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.



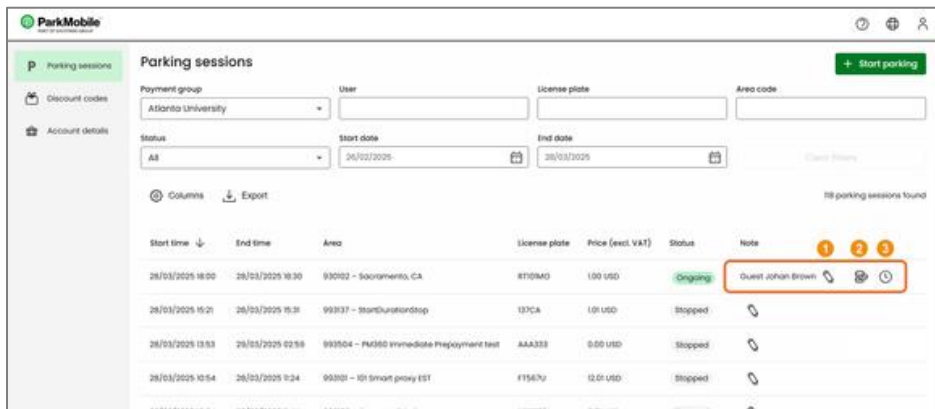
- Once the parking is started, the session is immediately shown at the top of the *Parking sessions* table.



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	RT10MMD	1.00 USD	Ongoing	Guest John Brown
26/03/2025 15:21	26/03/2025 15:31	99037 - StartDurationStop	137CA	1.01 USD	Stopped	
26/03/2025 13:53	26/03/2025 02:59	992504 - PN360 Immediate Prepayment test	AAA333	0.00 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:24	993001 - 101 Smart proxy EST	FT5679	12.01 USD	Stopped	
26/03/2025 10:54	26/03/2025 10:44	993000 - Source validation	993000	0.00 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.



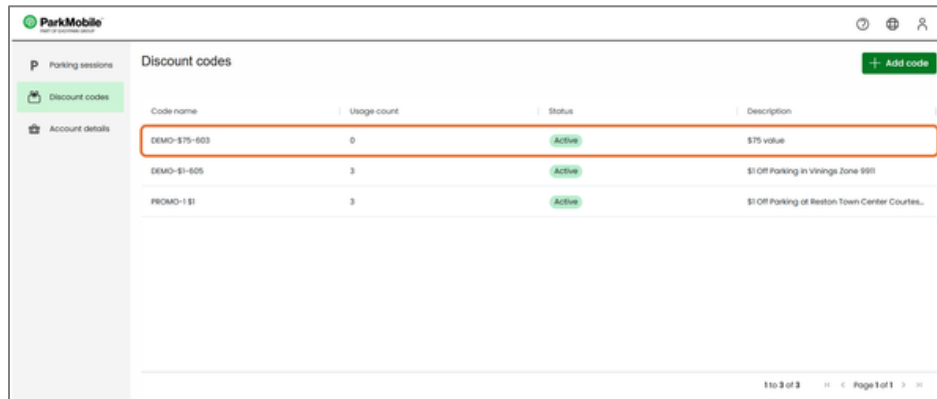
Start time	End time	Area	License plate	Price (excl. VAT)	Status	Note
26/03/2025 18:00	26/03/2025 18:30	93002 - Sacramento, CA	RT10MMD	1.00 USD	Ongoing	Guest John Brown
26/03/2025 15:21	26/03/2025 15:31	99037 - StartDurationStop	137CA	1.01 USD	Stopped	
26/03/2025 13:53	26/03/2025 02:59	992504 - PN360 Immediate Prepayment test	AAA333	0.00 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:24	993001 - 101 Smart proxy EST	FT5679	12.01 USD	Stopped	
26/03/2025 10:54	26/03/2025 10:44	993000 - Source validation	993000	0.00 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.



The screenshot shows the 'Discount codes' page in the ParkMobile app. The page has a sidebar with 'Parking sessions', 'Discount codes', and 'Account details'. The main content area displays a table of discount codes. The first row is highlighted with an orange border.

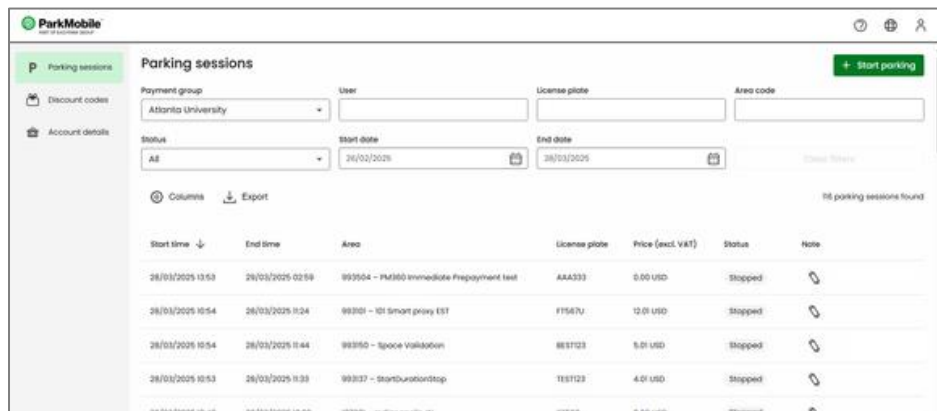
Code name	Usage count	Status	Description
DEMO-\$75-603	0	Active	\$75 value
DEMO-\$1-605	3	Active	\$1 Off Parking in Vinings Zone 998
PROMO-1\$1	3	Active	\$1 Off Parking at Reston Town Center Courtes...

At the bottom right, it says '1 to 3 of 3' and 'Page 1 of 1'.

- 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.



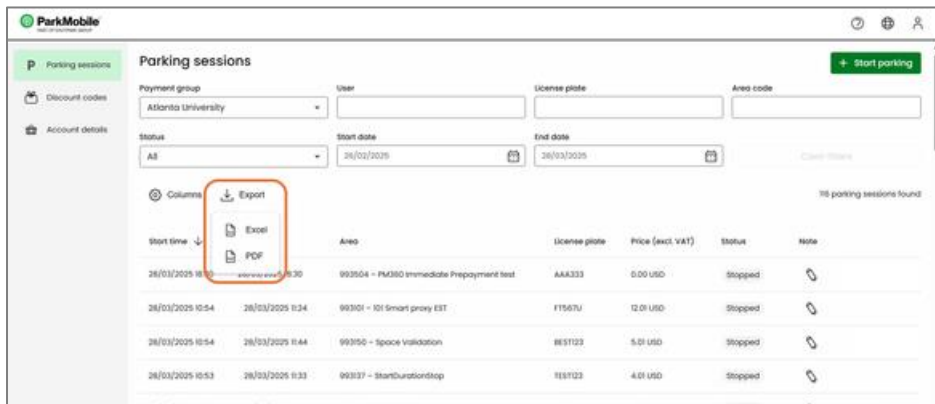
The screenshot shows the 'Parking sessions' page in the ParkMobile app. The page has a sidebar with 'Parking sessions', 'Discount codes', and 'Account details'. The main content area displays a table of parking sessions. At the top, there are filters for 'Payment group' (Atlanta University), 'User', 'License plate', and 'Area code'. Below these are filters for 'Status' (All) and 'Start date' (26/03/2025) and 'End date' (26/03/2025). There are also buttons for 'Columns' and 'Export'. The table shows 18 parking sessions found.

Start time	End time	Area	License plate	Price (excl. VAT)	Status	Note
26/03/2025 13:53	26/03/2025 02:58	993504 - PM380 immediate Prepayment test	AAA333	0.00 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:24	99301 - 101 Smart proxy EST	F1567U	12.01 USD	Stopped	
26/03/2025 10:54	26/03/2025 11:44	993950 - Space Validation	881723	5.01 USD	Stopped	
26/03/2025 10:53	26/03/2025 11:33	993037 - SmartBurststop	1E1723	4.01 USD	Stopped	

At the bottom, there is a summary row: '18 parking sessions found'.

- 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 displays the ParkMobile 'Parking sessions' management interface. At the top, there are filter fields for 'Payment group' (set to 'Atlanta University'), 'User', 'License plate', and 'Area code'. Below these are 'Status' (set to 'All'), 'Start date' (26/03/2025), and 'End date' (26/03/2025). A red box highlights the 'Export' button, which is located below the filters and above the table. The table itself has columns for 'Start time', 'Area', 'License plate', 'Price (excl. VAT)', 'Status', and 'Note'. It contains four rows of data, all with a status of 'Stopped'.

Start time	Area	License plate	Price (excl. VAT)	Status	Note
26/03/2025 18:30	992504 - PU380 immediate Prepayment test	AAK333	0.00 USD	Stopped	
26/03/2025 10:54	99301 - 101 Smart proxy EST	F1567U	12.01 USD	Stopped	
26/03/2025 10:54	99350 - Space Validation	883T23	5.01 USD	Stopped	
26/03/2025 10:53	99337 - StartDurationStop	783T23	4.01 USD	Stopped	