# Zephire Parker Portal
# User Guide

# March 2024

**ZEPHIRE**

Powered by **MARLYN GROUP**

## Zephire Parker Portal User Guide Introduction

Welcome to Zephire!  As a Monthly Parker, you have the ability to manage your account details, review invoices and billing history and make payments all through the Zephire Parker Portal.

Your parking operations management professional has already created your user sign-on name and password which you should have received by now via email along with the website address to connect to the portal.  If not, please reach out to your contact to obtain as you'll need all three pieces to log onto the Parker Portal.

This training guide outlines all the training guidance needed to complete each function provided within the portal:

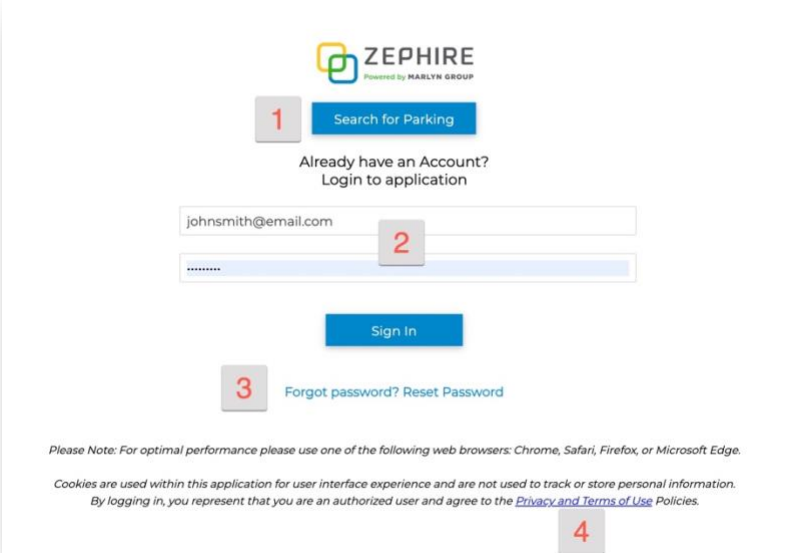## Table of Contents

# 1. Parker Portal Overview

Displayed below is the landing page for the site you will use to sign up for and manage your account. (Please note, your parking Operator's branding will replace the Zephire identity format.).

1. You can click here to start the sign-up process.

2. As part of the New Parker registration process, you will set your username (i.e., email address) and password to sign onto your account. **Note:** Usernames and passwords are case sensitive.

3. Click here to reset your password.

4. Site Terms And Use and Privacy policies along with your Parker Contract are accessible through these links.
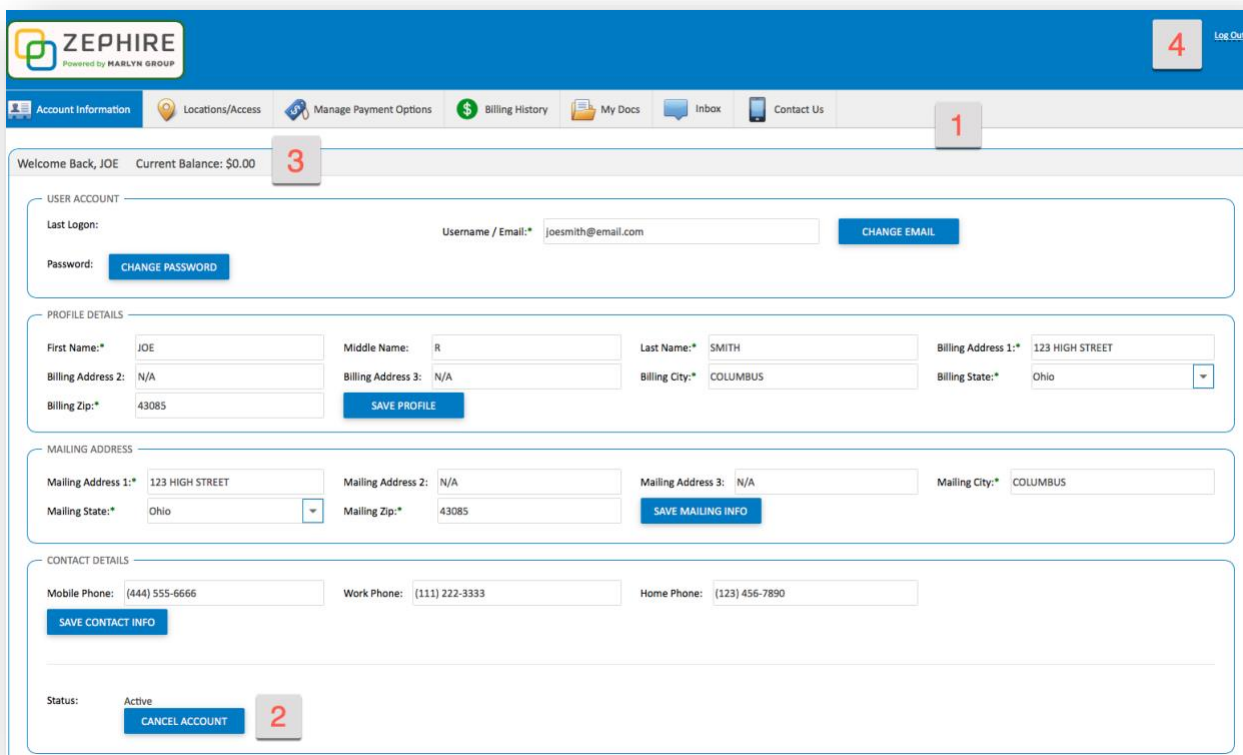
Once signed on, you can navigate through seven tabs to work on different aspects of your account:

| | |
|---|---|
| *Account Information* | *My Docs* |
| *Locations/Access* | *Inbox* |
| *Manage Payment Options* | *Contact Us* |
| *Billing History* | |

Listed below and on the following pages are the features and functions specific to each Parker Portal Tab.

## 1.1 Individual Parker Landing Page: The Account Information Page



1. Once logged in, the Account Information page is displayed. On this page, you can update your login credentials, profile details, mailing address and personal contact information.
2. You can also initiate the process to cancel your account.
3. Your current balance is displayed throughout the portal. If you have an outstanding balance it will appear in red font.
4. To log out of your account, click here.

## 1.2   Locations/Access Tab



*My Locations Section*

1.  You can add a new location to your existing account by clicking the Add Location/Parking button. Once you click that button, you will be directed to the Map Locator to begin the sign-up process for the additional location.

2.  If you have multiple locations, you must select here the one you wish to view the related details to in the below sections.

3.  Once a location is selected the correlating location and contact information appears here.

*Waitlist Status Section*

4.  If you have requested to be waitlisted at a location that currently does not have any available parking, you can view your status in this section.

*Credentials Section*

5.  You can view the related details here.

    a.  You can begin the process to cancel your credential by clicking here. Once Cancel Credential is selected, you can select your cancellation date before clicking Update to confirm. **Note:** Your credential will no longer be valid after the end date selected.

    b.  Click Remove Cancellation to reverse the credential cancellation process. Your credential will then go back into an In Use status.

    c.  You can report any issues related to your active credentials by clicking on the Report Credential Issues link. Once you do so, a dialogue box appears asking you to select your issue from a dropdown list and add comments (optional).  Once you click the Send button on that dialogue box, you will receive a confirmation

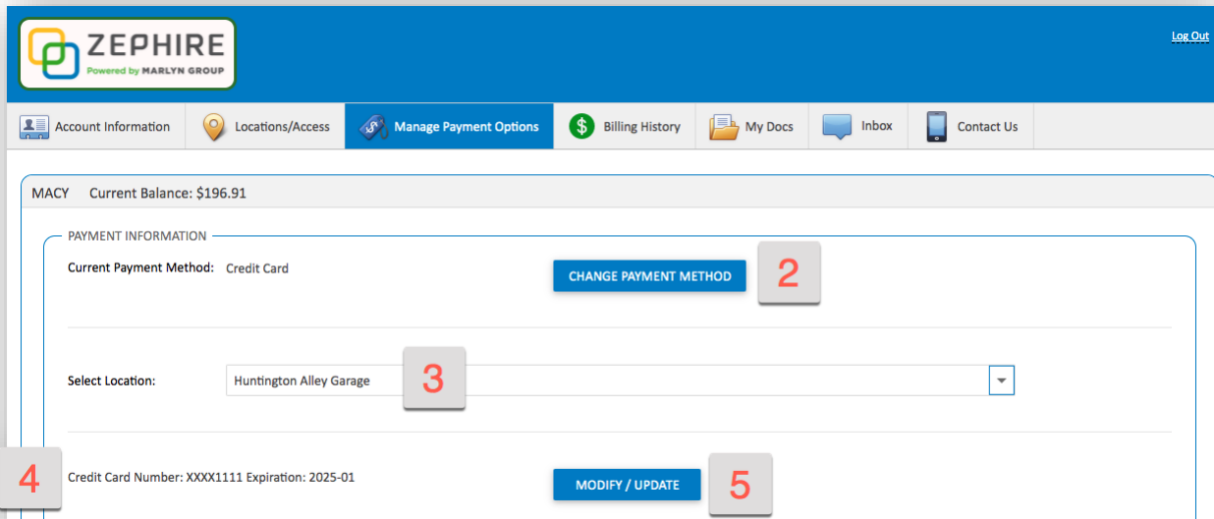message, and the Operator receives an email with the issue details and your contact information listed.

    d.  If using an electronic credential, you can click View Digital ID to view and download your digital ID.
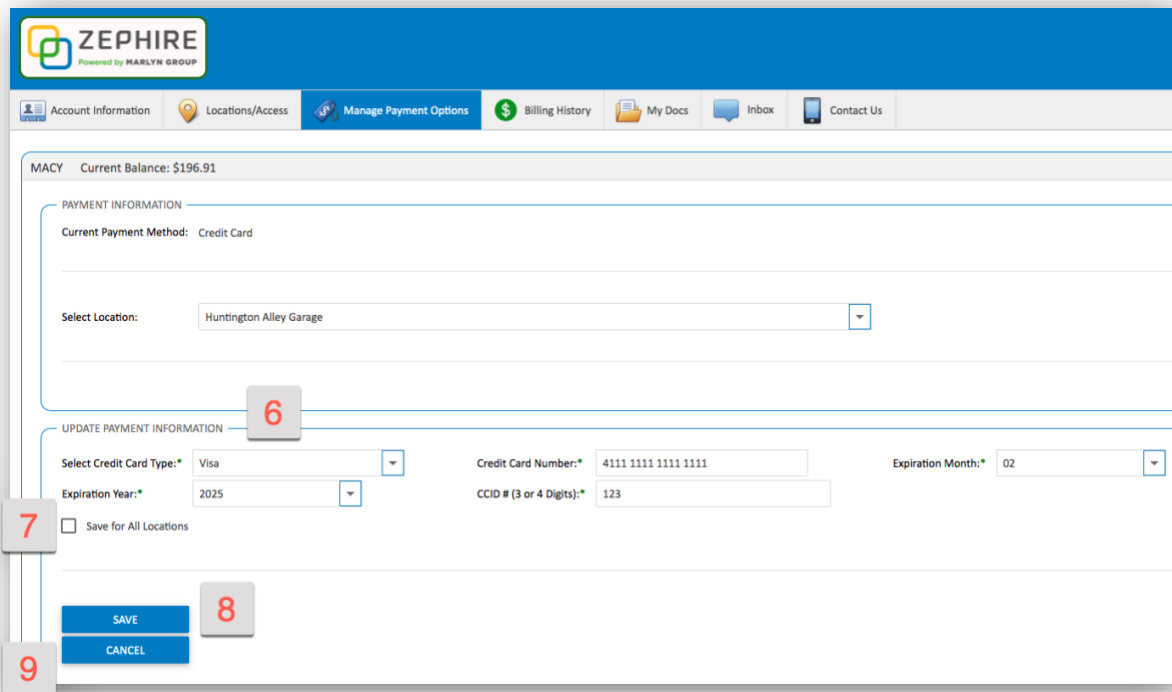
*My Vehicles Section*

6. This section displays the vehicle(s) you have identified as part of your account.  You can add, edit or delete vehicle information by clicking on the correlating link.

## 1.3 Manage Payment Options Tab

From this tab, you can view and change your payment option.



1. You can start by selecting the location you wish to work with, or by selecting your payment method.
2. When Change Payment Method is selected, you will have the option to pay by the methods offered by the parking Operator. These options may be Credit Card, Check/ACH, and/or Invoiced. **Note:** If Check/ACH is or Credit Card is selected and payment details are added on file, you will be enrolled in automatic monthly payments. If invoiced is selected, you will be required to make one-time payments each month.
3. Select the location you wish to work with from the drop-down list.
4. If your account already has payment information details on file, they will be displayed here.
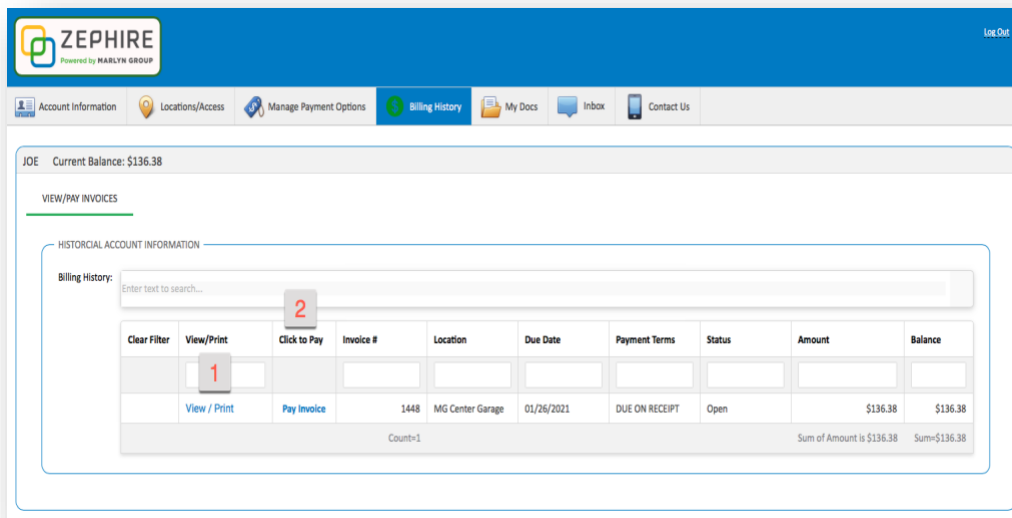5. Click Modify/Update to add or edit payment details.

6. Enter your payment details here.
7. If you have multiple locations associated with your account and wish to save this payment method for all locations, check this box. If you do not wish to save this payment method for all locations, you can leave this box unchecked.
8. Click Save to save your payment information.
9. Click Cancel if you do not wish to save this payment information.
10. Once you confirm these details, your parker record will update in real time (i.e., the information is not batched and processed at a later time).

## 1.4    Billing History Tab

The Billing History offers you a way to View/Pay Invoices.

1. You can view or print your invoices by clicking here.
2. If you wish to pay an invoice via credit card or ACH, you can click Pay Invoice here. If the invoice is closed and in a Paid status, the Pay Invoice link will be greyed out.
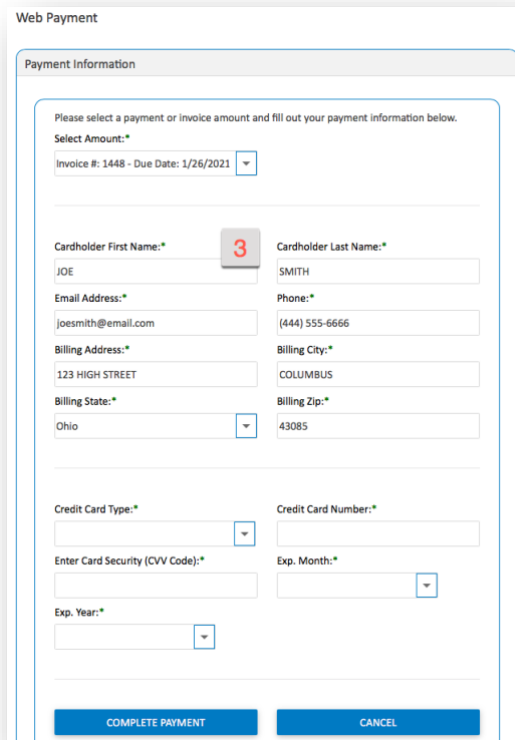


3. This data box opens when Pay Invoice is clicked. The specific invoice opened can be paid via credit card by completing the fields displayed here.  Once you confirm payment, the credit card transaction is processed in real time and the status of the invoice will change to "paid".
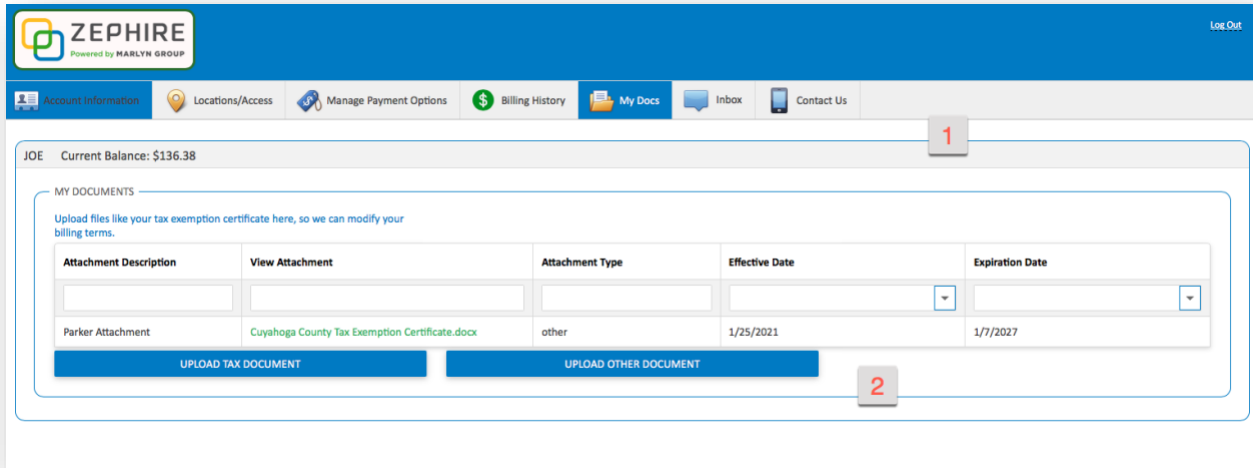
## 1.5    My Docs Tab



1.  You can upload and view documents associated with validating an exemption or account supplemental files here. To upload files, start by clicking Upload Tax Document or Upload Other Document. Once selected, you will have the option to select the file from your device that you wish to upload.
2.  It's important to note that files an Operator uploads to an account on the Admin Portal will appear here for your viewing. Operators can also access the files you upload here through the Admin Portal.
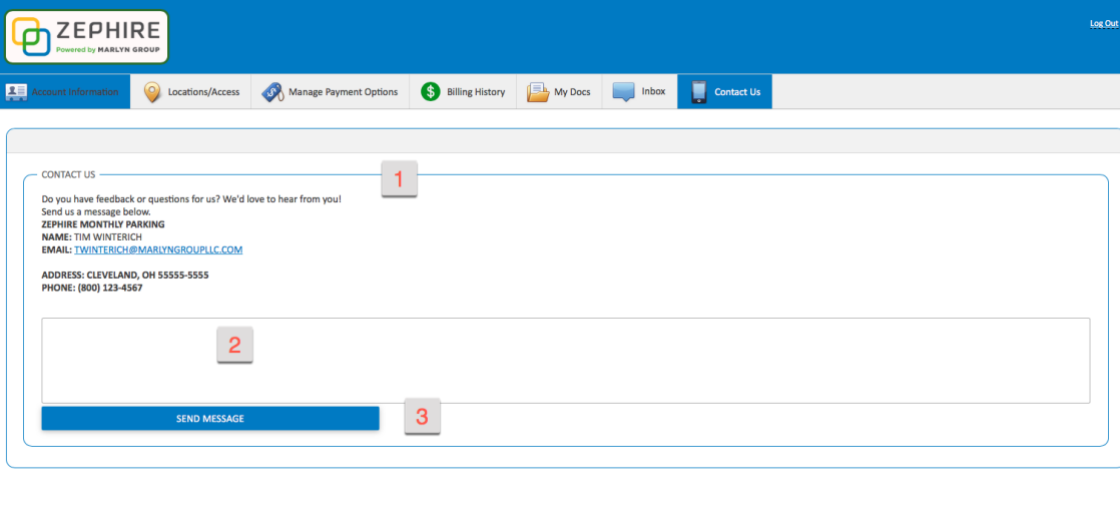
## 1.6    Inbox Tab
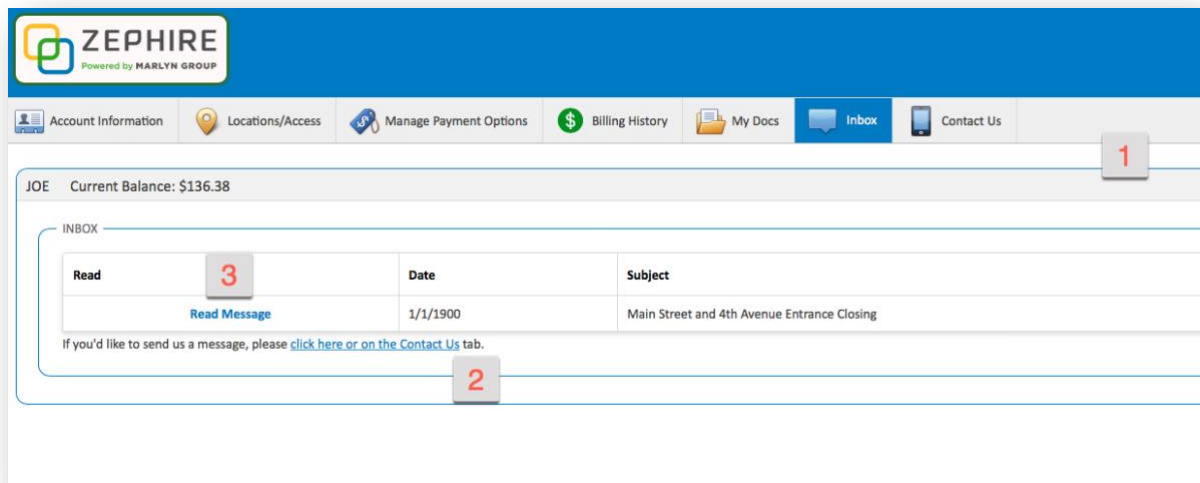


1. Messages sent from the Operator to you are listed here.
2. You can send a message to the Operator by clicking here.
3. To view message, click here.
4. The message will display.
5. You can mark the message as read and close it to return to the Inbox.
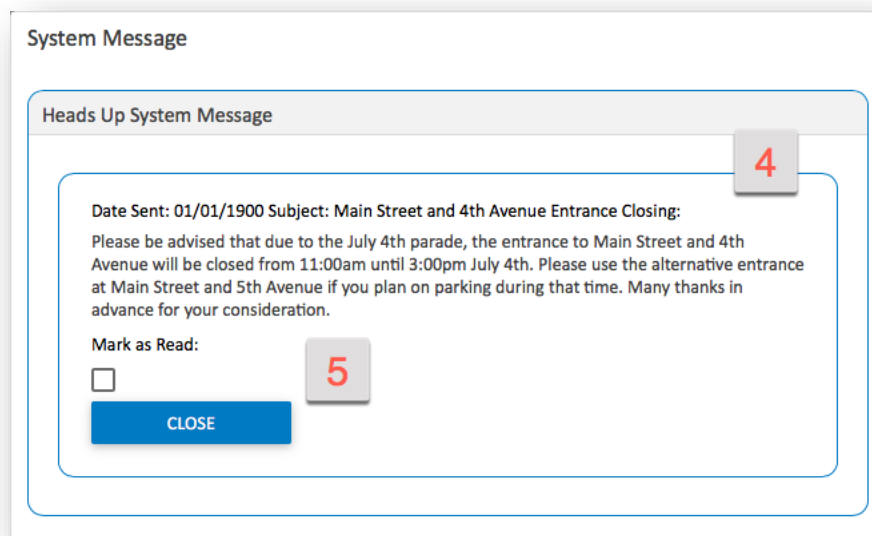
## 1.7   Contact Us Tab



1.  Information displayed here is your parking Operator's contact information
2.  You can send messages to the Operator by typing your message here.
3.  Once you click Send Message, you will receive confirmation that your message was sent. The Operator will receive an email of the message.