

Zephyr Parker Portal User Guide

March 2024



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:

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1. Parker Portal Overview

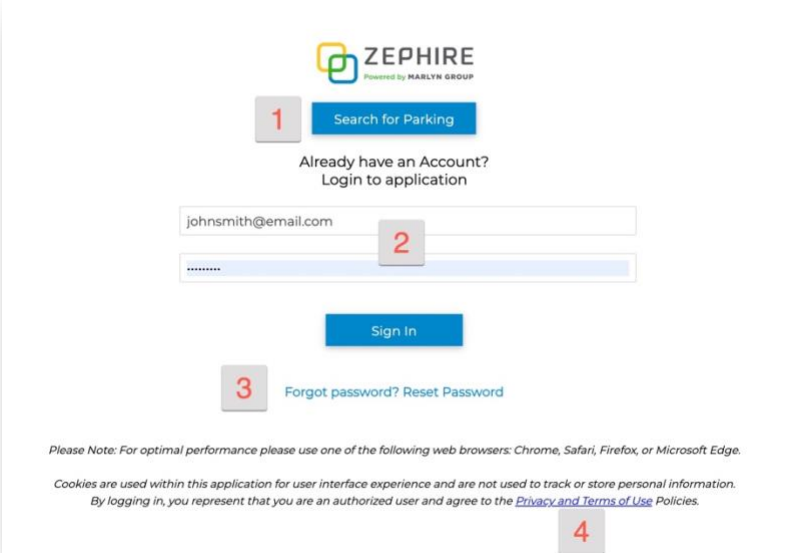
Displayed below is the landing page for the site you will use to sign up for and manage your account. (Please note, your parking Operator's branding will replace the Zephire identity format.).

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.



The screenshot shows the Zephire login page. At the top is the Zephire logo with the text "Powered by MARLYN GROUP". Below the logo is a blue button labeled "Search for Parking" with a red callout box containing the number "1". Underneath is the text "Already have an Account? Login to application". There are two input fields: the first contains the email "johnsmith@email.com" and the second contains a masked password "*****". A red callout box with the number "2" points to the password field. Below the fields is a blue "Sign In" button. Underneath the button is a red callout box with the number "3" pointing to the text "Forgot password? Reset Password". At the bottom of the page, there is a "Please Note" section with browser recommendations and a cookie notice, followed by a red callout box with the number "4" pointing to the bottom right corner.

ZEPHIRE
Powered by MARLYN GROUP

1 Search for Parking

Already have an Account?
Login to application

johnsmith@email.com

2 *****

Sign In

3 Forgot password? Reset Password

Please Note: For optimal performance please use one of the following web browsers: Chrome, Safari, Firefox, or Microsoft Edge.
Cookies are used within this application for user interface experience and are not used to track or store personal information.
By logging in, you represent that you are an authorized user and agree to the [Privacy and Terms of Use Policies](#).

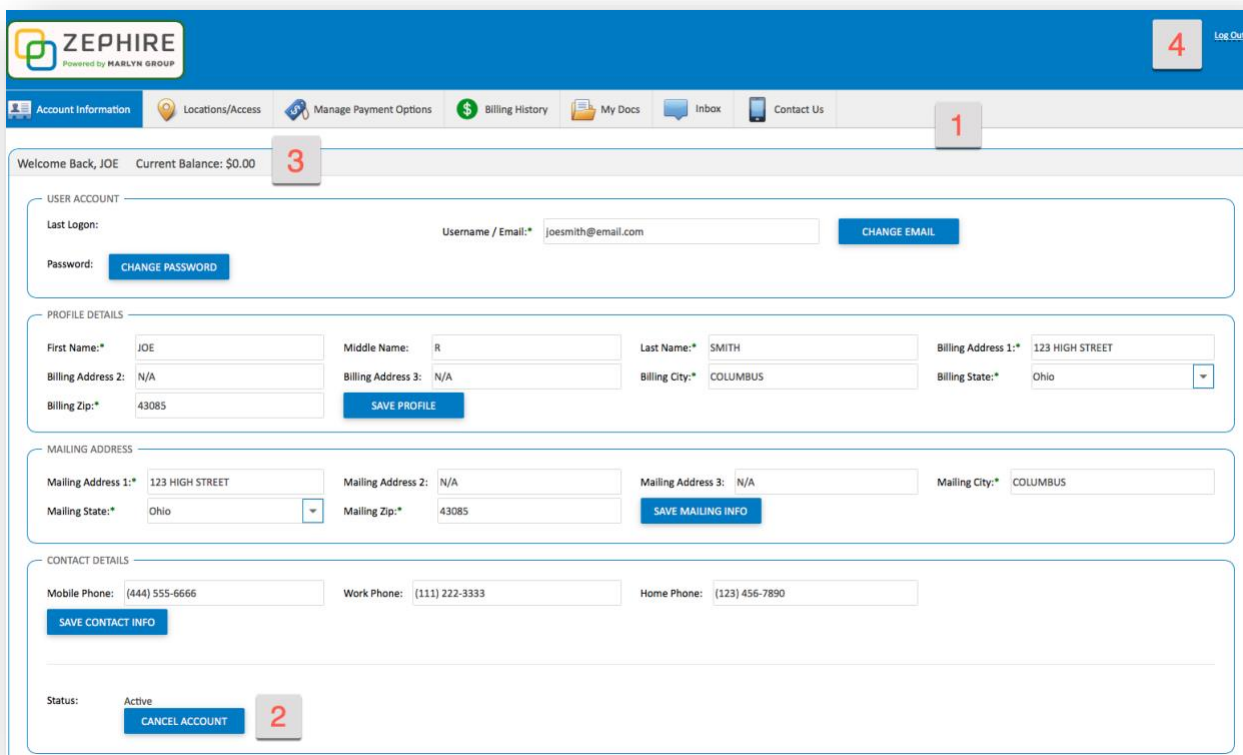
4

Once signed on, you can navigate through seven tabs to work on different aspects of your account:

<i>Account Information</i>	<i>My Docs</i>
<i>Locations/Access</i>	<i>Inbox</i>
<i>Manage Payment Options</i>	<i>Contact Us</i>
<i>Billing History</i>	

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

4 Log Out

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

Welcome Back, JOE Current Balance: \$0.00

3

USER ACCOUNT

Last Logon: Username / Email: joesmith@email.com CHANGE EMAIL

Password: CHANGE PASSWORD

PROFILE DETAILS

First Name:* JOE Middle Name: R Last Name:* SMITH Billing Address 1:* 123 HIGH STREET

Billing Address 2: N/A Billing Address 3: N/A Billing City:* COLUMBUS Billing State:* Ohio

Billing Zip:* 43085 SAVE PROFILE

MAILING ADDRESS

Mailing Address 1:* 123 HIGH STREET Mailing Address 2: N/A Mailing Address 3: N/A Mailing City:* COLUMBUS

Mailing State:* Ohio Mailing Zip:* 43085 SAVE MAILING INFO

CONTACT DETAILS

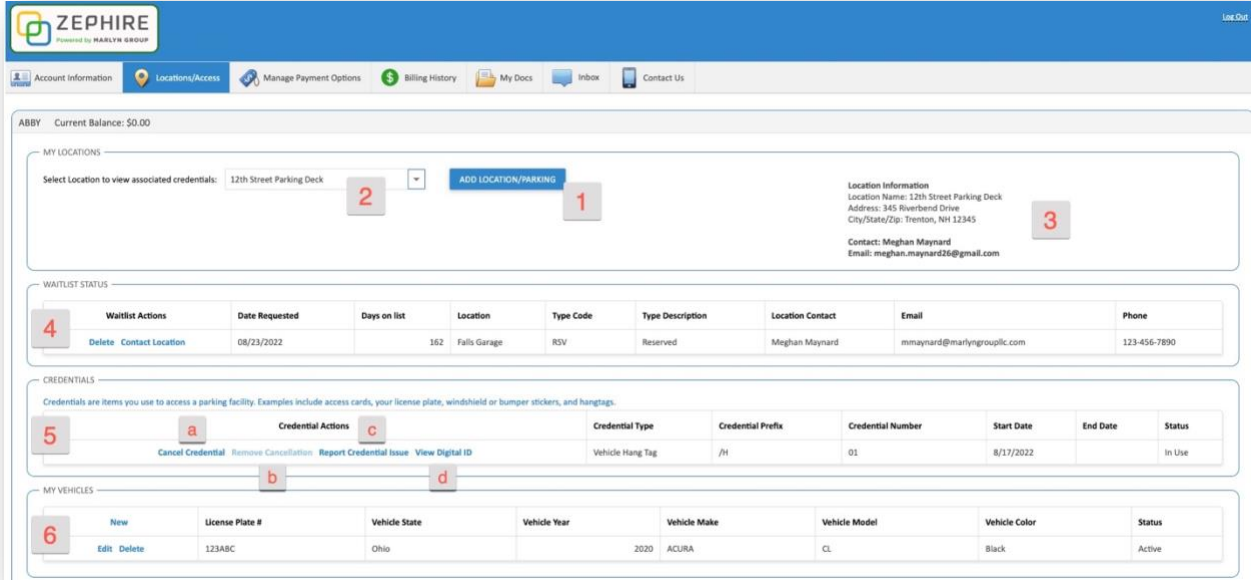
Mobile Phone: (444) 555-6666 Work Phone: (111) 222-3333 Home Phone: (123) 456-7890

SAVE CONTACT INFO

Status: Active CANCEL ACCOUNT 2

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

Select Location to view associated credentials: 12th Street Parking Deck 2 1 [ADD LOCATION/PARKING](#)

Location Information
 Location Name: 12th Street Parking Deck
 Address: 345 Riverbend Drive
 City/State/Zip: Trenton, NH 12345 3
 Contact: Meghan Maynard
 Email: meghan.maynard26@gmail.com

WAITLIST STATUS

Waitlist Actions	Date Requested	Days on list	Location	Type Code	Type Description	Location Contact	Email	Phone
Delete Contact Location	08/23/2022		162 Falls Garage	RSV	Reserved	Meghan Maynard	mimaynard@marlyngroupinc.com	123-456-7890

CREDENTIALS

Credentials are items you use to access a parking facility. Examples include access cards, your license plate, windshield or bumper stickers, and hangtags.

Credential Actions	Credential Type	Credential Prefix	Credential Number	Start Date	End Date	Status
Cancel Credential Remove Cancellation Report Credential Issue View Digital ID	Vehicle Hang Tag	/H	01	8/17/2022		In Use

MY VEHICLES

License Plate #	Vehicle State	Vehicle Year	Vehicle Make	Vehicle Model	Vehicle Color	Status
123ABC	Ohio	2020	ACURA	CL	Black	Active

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.

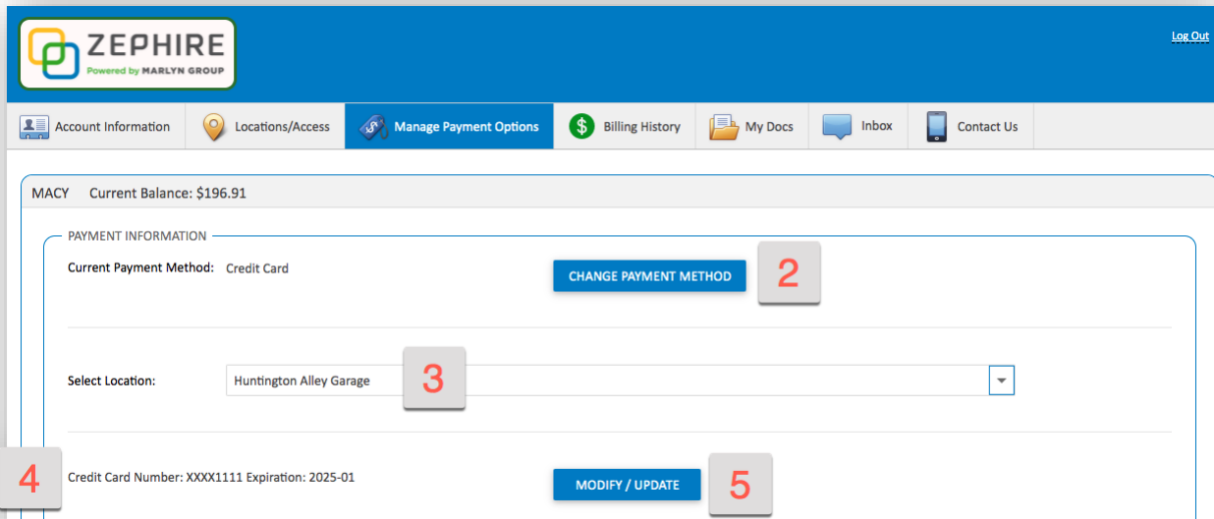
- d. If using an electronic credential, you can click View Digital ID to view and download your digital ID.

My Vehicles Section

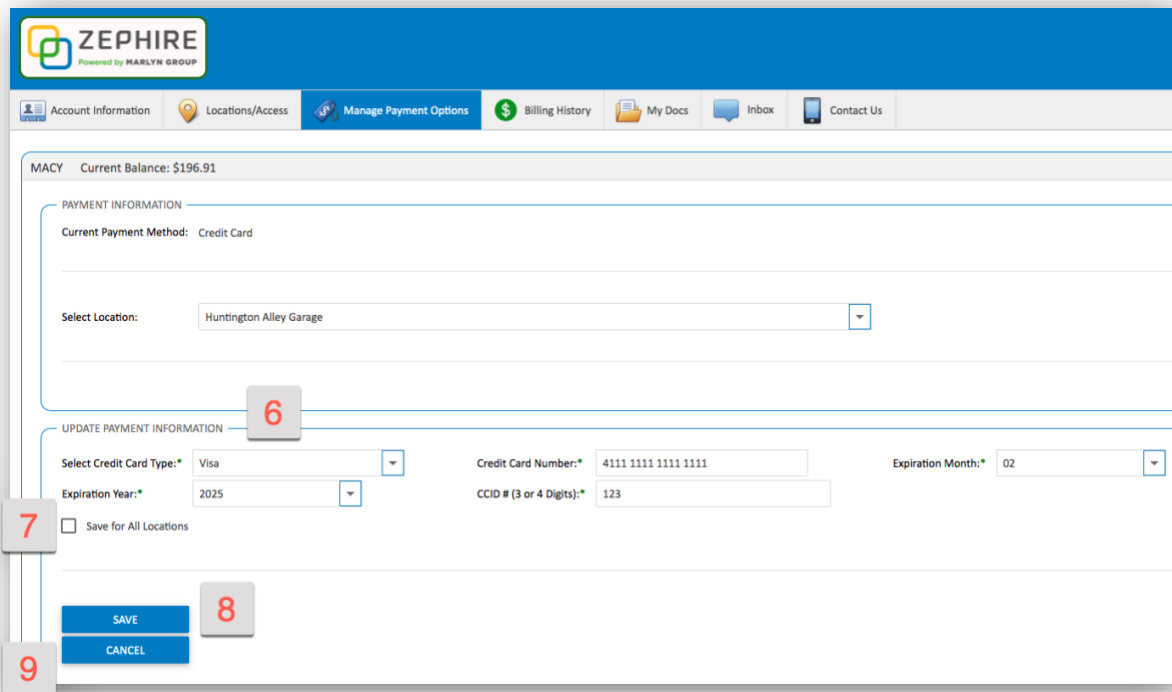
6. This section displays the vehicle(s) you have identified as part of your account. You can add, edit or delete vehicle information by clicking on the correlating link.

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.

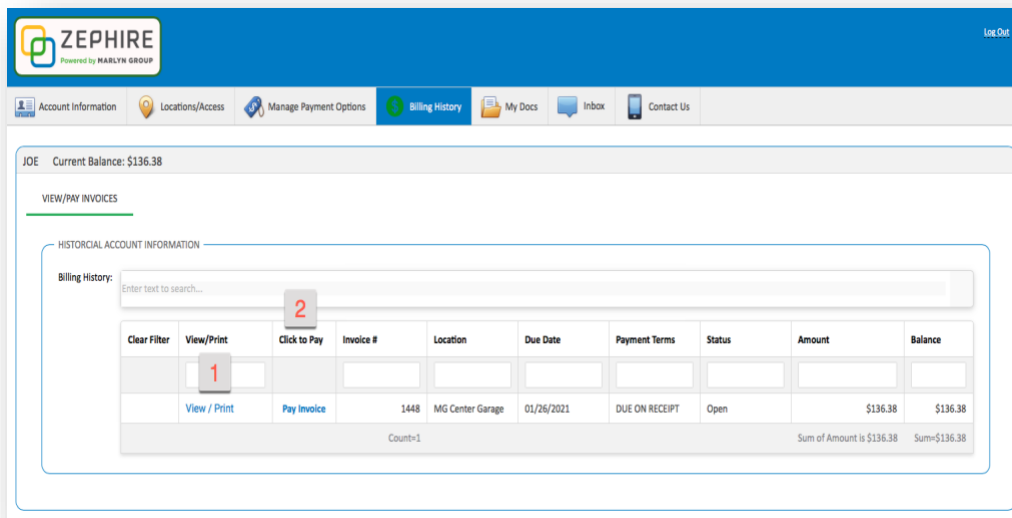


6. Enter your payment details here.
7. If you have multiple locations associated with your account and wish to save this payment method for all locations, check this box. If you do not wish to save this payment method for all locations, you can leave this box unchecked.
8. Click Save to save your payment 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.

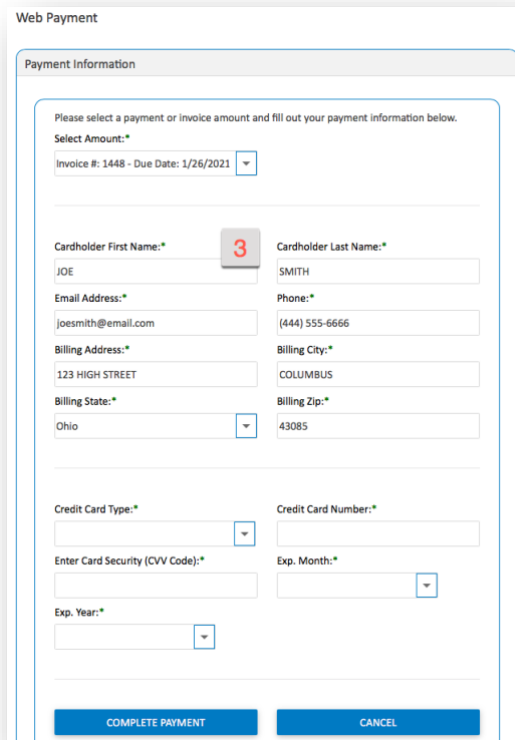


The screenshot shows the Zephire Parker Portal interface. At the top, the Zephire logo and 'Powered by MARLYN GROUP' are visible. Below the navigation bar, the user's current balance is shown as \$136.38. The 'Billing History' tab is selected, displaying a table of invoices. A red '1' highlights the 'View / Print' link, and a red '2' highlights the 'Pay Invoice' link. The table contains one invoice with the following details:

Clear Filter	View/Print	Click to Pay	Invoice #	Location	Due Date	Payment Terms	Status	Amount	Balance
	View / Print	Pay Invoice	1448	MG Center Garage	01/26/2021	DUE ON RECEIPT	Open	\$136.38	\$136.38

Count=1 Sum of Amount is \$136.38 Sum=\$136.38

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".

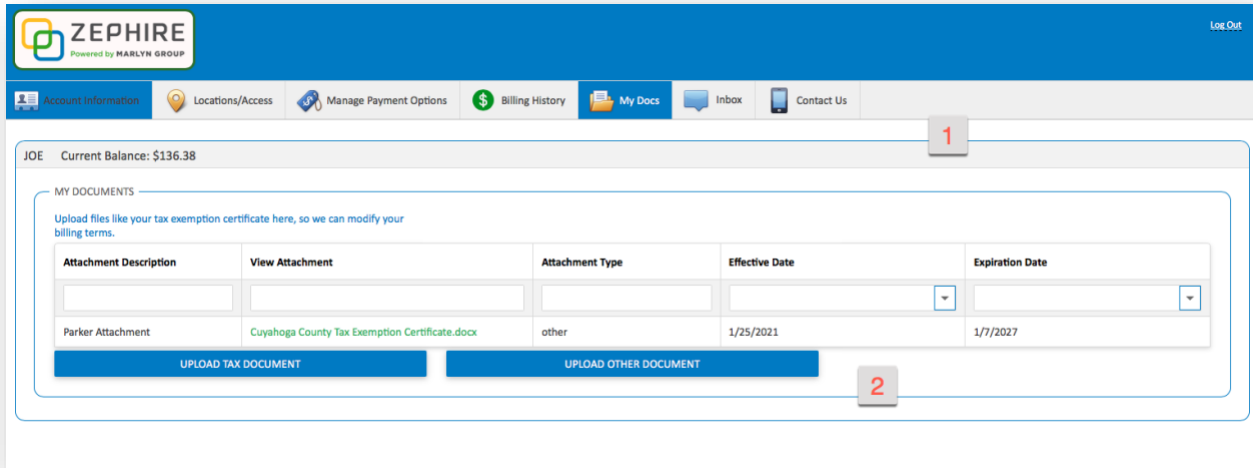


The screenshot shows the 'Web Payment' form. The 'Payment Information' section is active, displaying a dropdown menu for 'Select Amount:' with the selected option 'Invoice #: 1448 - Due Date: 1/26/2021'. Below this, the form fields are organized into two columns:

Cardholder First Name:* JOE	Cardholder Last Name:* SMITH
Email Address:* joesmith@email.com	Phone:* (444) 555-6666
Billing Address:* 123 HIGH STREET	Billing City:* COLUMBUS
Billing State:* Ohio	Billing Zip:* 43085
Credit Card Type:* [Dropdown]	Credit Card Number:* [Text Field]
Enter Card Security (CVV Code):* [Text Field]	Exp. Month:* [Dropdown]
Exp. Year:* [Dropdown]	

At the bottom, there are two buttons: 'COMPLETE PAYMENT' and 'CANCEL'.

1.5 My Docs Tab



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

JOE Current Balance: \$136.38

MY DOCUMENTS

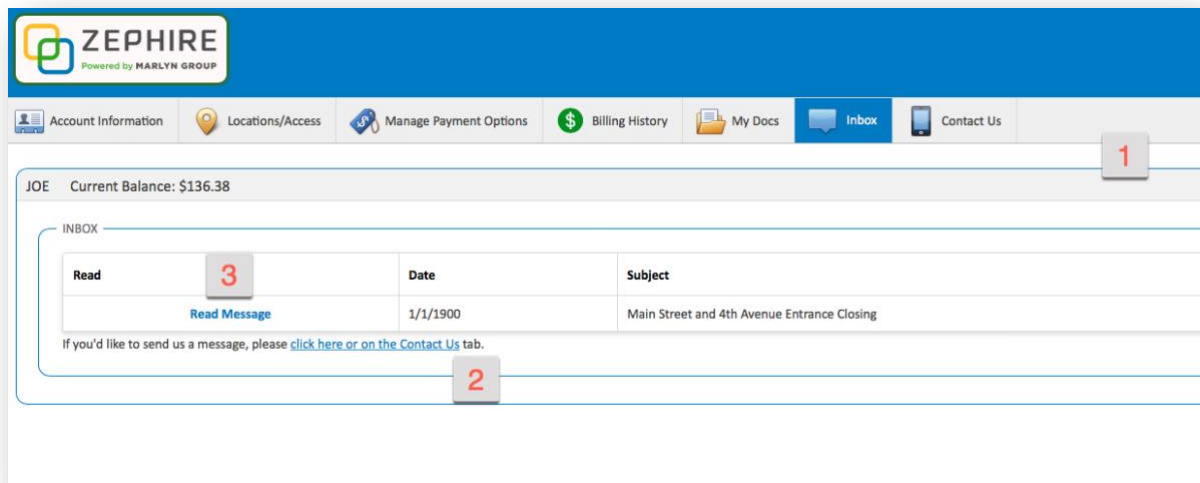
Upload files like your tax exemption certificate here, so we can modify your billing terms.

Attachment Description	View Attachment	Attachment Type	Effective Date	Expiration Date
Parker Attachment	Cuyahoga County Tax Exemption Certificate.docx	other	1/25/2021	1/7/2027

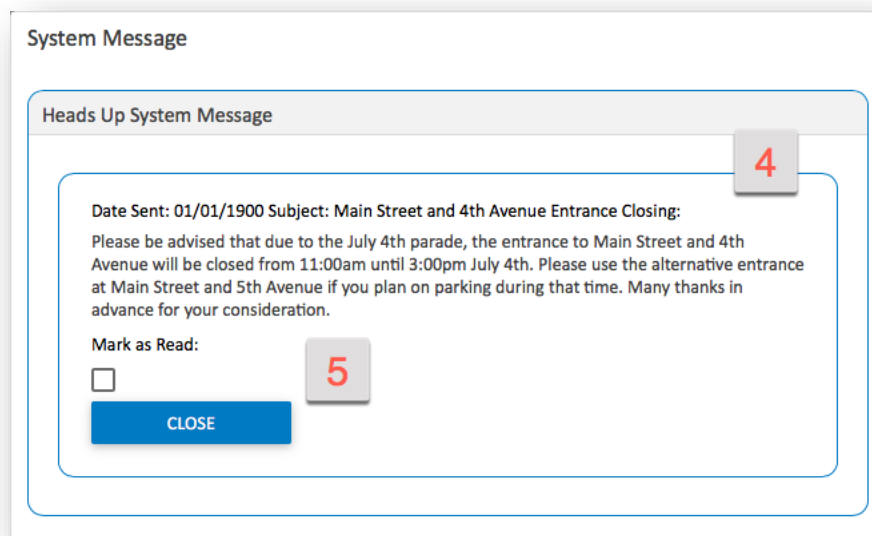
UPLOAD TAX DOCUMENT UPLOAD OTHER DOCUMENT

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.

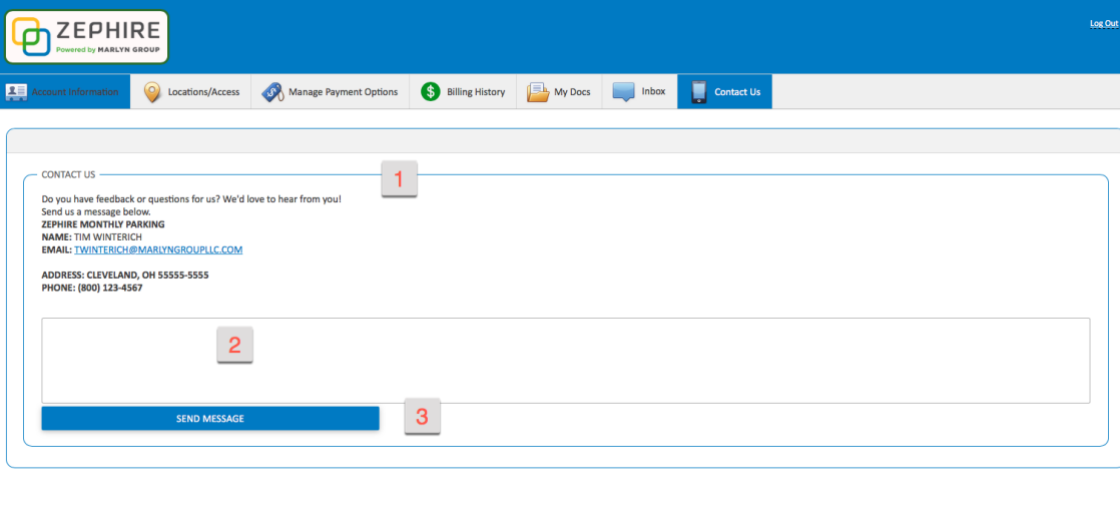
1.6 Inbox Tab



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



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Log Out

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

CONTACT US

Do you have feedback or questions for us? We'd love to hear from you!
Send us a message below.
ZEPHIRE MONTHLY PARKING
NAME: TIM WINTERICH
EMAIL: TWINTERICH@MARLYNGROUP.LLC
ADDRESS: CLEVELAND, OH 55555-5555
PHONE: (800) 123-4567

2

SEND MESSAGE

3

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.