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5.1 How to Login to the Parking Coordinator Module (Figure 1)

1) From the home page select the button labeled Login – Click here to view, manage, and submit requests

2) The Parking Coordinator Login Screen (Figure 1) will open

3) Enter the Account Number and Password that was provided to you by Parking Services

4) Click Login

If you wish to change the password or forgot the password that was assigned to your account you may change it by clicking the “I forgot my password” link

Figure 1
5.1.1 How to Reset Your Password (Figures 2, 3, & 4)

1) Click the “I forgot my password” link from the Login Screen (Figure 1/Section 5.1)

![Departmental Login](image1)

*Figure 2*

2) Enter your account number** into the field labeled Account # as shown in Figure 2

![Password Reset](image2)

*Figure 2*

3) Click Submit
4) If the account number was accepted you will see a message indicating that an email has been sent to you with a key to reset the password (Figure 3)

![Password reset sent](image)

*Figure 3*

5) Once you receive the email, you may click the link provided in the email or copy and paste the key into the field labeled *Reset Key* (Figure 4)

**EMAIL EXAMPLE:**

“There was recently a request to reset the password on your parking account. If you initiated this request, you can complete the password reset process by clicking the following link. If you did not create this request, you can ignore this message, and this request will expire in 48 hours.

http://yourwebsite.com/module.php?module_name=parkingcoordinator&cmd=forgot_pwd_reset_complete&key=iRoxWI5DPvf8vkEX%2BT0dE8mWz5R8Ygact6OClJpA

If the above link does not work for you, you can also go to http://yourwebsite.com/web/, and then click on the "login" link in the top right of the page. From there you will need to click on the "I forgot my password" link, followed by the "I have a password reset key" link. When prompted, enter the following reset key:

Reset Key: iRoxWI5DPvf8vkEX+T0dE8mWz5R8Ygact6OClJpA”

![Password Reset](image)

*Figure 3*

**If you do not know your account number or you do not receive an email with the reset key, you must contact Parking Services to perform a password reset**
5.2 Viewing the Main Menu (Figure 5)

1) After logging in to the Parking Coordinator Module you will be presented with the Main Menu.

The Main Menu consists of several links to help you navigate the Parking Coordinator Module.

*Each menu item will be explained in detail in subsequent sections.*

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**Figure 4**
5.3 How to view the Unassigned Permits screen (Figure 6)

1) Click the Unassigned Permits link from the main menu (Figure 5)

![Unassigned Permits Image]

*Figure 5.1*

2) A list of permits* that are not currently assigned to a parker but are assigned to the agency that you are the parking coordinator for will open

3) For each unassigned permit, you can either report it Lost, Stolen, or Broken (Section 5.10.1) or request to Reassign (Section 5.10.2) the permit to a new parker

![Unassigned Permits Table]

*Figure 6*

*You are not able to view other agencies available permits

*If you are the parking coordinator for multiple agencies you must log into your parking coordinator account for each agency individually to view the unassigned permits*
5.4 How to view the Assigned Permits screen (Figure 7)

1) Click on the *Assigned Permits* button from the main menu

![](image1)

**Figure 7.1**

2) A list of results which will contain all active permits currently assigned to parkers within the agency that you are the parking coordinator for will open

![](image2)

**Figure 8**
On this screen for each record you can:

View the Account of the parker that the permit is assigned to (Section 5.10)

Report the permit Lost, Stolen, or Broken (Section 5.10.1)

Reassign the permit to a new/different parker (Section 5.10.2)

Request a Lot Transfer* (Section 5.10.3)

Terminate the employee permit (Section 5.10.4)

*If there are unassigned permits in the agency
5.5 How to Search Accounts and Permits (Figures 8 & 9)

Search permits or employee accounts belonging to the agency you are the parking coordinator for

1) Click the Search button from the main menu.

2) The Search Criteria Form will open
3) Fill out the form with search criteria

*In any free form text field (First Name, Last Name, Email, Phone #, or Permit #) you can perform a wildcard search*

To perform a wildcard search you can type as few as one letter followed by an asterisk (*) so searching for A* in the First Name Field will give you results of all accounts where the first name on the account starts with the letter A

*At least one search criteria must be present in order to search, but you can search with as many combinations of criteria as you like*

4) Click the Search button
4) The search results grid will open (Figure 9)

![Search Results Grid](https://via.placeholder.com/150)

**Figure 10**
5.5.1 How to view a Specific Account (Figure 10)

The account view contains contact information, any permits on the account, as well as ticket information if there are any tickets on the account.

A specific permit can be viewed by navigating to an individual account screen. This can be done either from a search result (Figure 9) or from the assigned permits grid (Figure 7).

1) Click View Account from a search result or from the assigned permits result grid
2) The Employee Account View will open (Figure 10)
From the account view several actions can be performed, these are:

*Edit Contact*

*Report a permit Lost, Stolen, or Broken*

*Request a Reassignment*

*Request a Lot Transfer*

*Request to terminate the permit*

*Add a vehicle to a permit*

*Edit a vehicle**

*If there is an active permit associated with the account*

**If there is an active permit with a vehicle associated with the account*

5.6 How to view the Waiting List (Figure 11)

Parking coordinators can use the waiting list to internally monitor requests or other information

1) Click Waiting List from the main menu

2) The Waiting List will open (Figure 11)
5.6.1 Add a new entry to the Waiting List (Figure 12)
1) Click the Add button on the lower right hand corner of the waiting list (Figure 11)

A form will open that has fields for Priority, Name, Location, four custom fields, and a comment.

![Form](image)

Figure 13

All items on this form are optional except Priority which must have a numeric value (1, 2, 3...)

All fields except Priority are free form and you can enter any value

2) Enter information into the form fields

3) Click Save Entry to save the entry

OR

3a) Click Cancel Add/Update Entry to close the form and discard any unsaved changes

5.6.2 How to Edit a Waiting List Entry

Once an entry is added into the waiting list grid you can choose to edit it

1) Click the button labeled Edit to the right of the entry you wish to change (Figure 11)

The same form will open that does for when you add a new entry (Figure 12) except it will be pre-populated with the information for the entry you are editing

2) Click the button labeled Update Entry in the lower right corner to save the updates

OR

2a) Click the button labeled Cancel Add/Update Entry to close the form and discard any unsaved changes

5.6.3 How to Delete a Waiting List Entry

1) Click the button labeled Delete to the right of the entry you wish to delete (Figure 11)

2) The entry will be removed from the grid (this cannot be undone)

5.6.4 How to Print the Waiting List

1) Click the Print button in the upper left hand corner (Figure 11)

This button will use the print command of the browser you are using
5.7 How to view Statements (Figure 13)

1) Click the View Statements button on the main menu you can view agency statements that were generated in the past 90 days (Figure 13)

![View Statements](image)

2) A window containing a list of statements ran in the last 90 days will appear

![Statements](image)

5.7.1 How to Open and Print a specific statement

5.7.1.1 How to open a statement

1) Click the View Statement button to the right of the statement you wish to view (Figure 13)

2) A new tab will open with the pdf statement

*The pdf will open in the browsers corresponding pdf viewer*

5.7.1.1 How to print a statement

5.7.1.1.1 How to print a pdf in Internet Explorer

5.7.1.1.2 How to print a pdf in Mozilla Firefox

1) In the top right of the pdf locate the grey bar containing the print button (Figure 15)

2) Click the print button and follow any prompts

*If you cannot see the print icon pressing the Ctrl + P button at the same time will also open the print dialog*

![Print Options](image)
5.7.1.1.3 How to print a pdf in Google Chrome

1) In the top right locate the grey bar with the print icon (Figure 16)

2) Click the print icon and follow any prompts

*If you cannot see the print icon pressing the Ctrl + P button at the same time will also open the print dialog*

---

5.8 How to Request New Assignment (Figure 16)

1) Click the Request New Assignment button on the main menu.

2) You will be brought to a form where you can submit a request for new assignments (spaces) in a specific lot. (Figure 16)

*Figure 17*

3) Select the Lot that your agency is requesting spaces in from the Lot # dropdown

4) Select the number of spaces from the Number of Spaces dropdown

*default is 0 and the maximum is 12*

5) Optionally add a comment to the request for parking services to view

6) Click Submit to send the request

OR

6a) Click Cancel to go back to the main menu without sending the request
5.9 How to View the Request History (Figure 17)

1) Click the Request History button on the main menu.

2) You will be brought to a table of requests that are default sorted by the date the request was created with the most recent request on top (Figure 17)

5.9.1 How to change the number of entries that are visible

1) Change the value in the Show X entries dropdown

5.9.2 How to Filter/Search the Request History Results

1) In the top right corner locate the text box labeled Search

2) Enter the Search criteria into the text box (as you type results will be filtered)

5.9.3 How to Sort the Request History Results

1) Locate the column that you wish to sort

2) Click on the column header (Status, Action, Requested, Decision...)

3) The columns will be ordered in ascending or descending order

For example, if you click the permit number field the results will be sorted by the Permit # smallest to largest, if you click it again they will be sorted in the opposite order.

5.9.4 How to Navigate History Request Results when there are multiple pages

1) Select either the Previous link to go back one page

2) Select the Next link to go forward one page

3) Select the number of the page to jump to that page of results
5.10 How to view a specific permit (Figure 18)

1) Navigate to the account view (Figure 10/Section 5.5.1)

2) Locate the box labeled *Permits* (Figure 18) which contains details of permits associated with the account.

*Figure 19*
5.10.1 How to Report a Lost, Stolen, or Broken Permit (Figure 19)

1) Navigate to the account view (Figure 10/Section 5.5.1)

2) Click the Lost, Stolen, or Broken button

3) This will open a page titled Lost, Stolen, or Broken Permit (Figure 19)

4) Select the type of request: Lost, Stolen, or Broken

![Lost, Stolen, or Broken Permit Form](image)

5) Enter a comment into the comment box for Parking Services to view (Optional)

6) Add a vehicle by clicking the Add button which will open a form to enter vehicle information (Optional)

6a) Click Save to add the vehicle to the table

8) Click Submit to send the request

OR

8a) Click Cancel to go back without sending the request
5.10.2 How to Reassign a Permit (Figure 20)

1) Navigate to the permit you want to reassign. You can do this either in the Unassigned grid (Figure 6/Section 5.3), Assigned grid (Figure 7/Section 5.4), or by navigating to the account view (Figure 10/Section 5.5.1).

2) Locate and click on the Reassign button.

3) A page titled Reassign Permit: New Assignee will open.

4) Fill out the form with the information of the employee the permit is being reassigned to. *Last Name* and *Building* are required; all other fields are optional.

5) Enter a comment into the comment box for Parking Services to view (Optional).

6) Add a vehicle by clicking the *Add* button, which will open a form to enter vehicle information (Optional).

6a) Click *Save* to add the vehicle to the table.

7) Click *Submit* to send the request.

OR

7a) Click *Cancel* to go back without sending the request.
5.10.3 How to Request a Lot Transfer

1) Navigate to the permit that you are submitting a lot transfer request for. You can do this either in the Assigned grid (Figure 7/Section 5.4) or by navigating to the account view from search results (Figure 10/Section 5.5.1)

2) Locate and Click on the Lot Transfer button

3) The Reassign Permit: Lot Transfer form will open

![Reassign Permit: Lot Transfer form](image)

4) Update any information in the form, if needed

5) Select which lot they are transferring to from the Transfer to Lot # dropdown

6) Enter a comment into the comment box for Parking Services to view (Optional)

7) Add a vehicle by clicking the Add button, a form will open to enter vehicle information (Optional)

7a) Click Save to add the vehicle to the table

8) Click Submit to send the request

OR

8a) Click Cancel to go back without sending the request
5.10.4 How to Terminate a Permit (Figure 22)

1) Navigate to the terminate permit form. You can do this either in the Assigned grid (Figure 7/Section 5.4) or by navigating to the account view from search results (Figure 10/Section 5.5.1)

2) From the assigned grid or account view: Click the Terminate button corresponding with the permit you are terminating

3) The Terminate Employee Permit form will open

4) Optionally enter a comment for Parking Services to view

5) Click Submit to send the request

OR

5a) Click Cancel to go back without sending the request
5.10.5 How to Add or Edit a Vehicle (Figure 23)

1) Navigate to the permit you want to add or update a vehicle on.

You can do this either in the Unassigned grid (Figure 6/Section 5.3), Assigned grid (Figure 7/Section 5.4), or by navigating to the account view (Figure 10/Section 5.5.1).

2) Click on Add Vehicle to add a new vehicle to the permit

OR

2a) Click on Edit Vehicle to change vehicle information on an existing vehicle

3) The Add Vehicle/Edit Vehicle form will open

4) Enter required fields: Plate #, State, Plate Type, and Make

5) Enter any optional fields: Model or Color

6) Optionally enter a comment for Parking Services to view
7) Click submit to send the request

OR

7a) Click cancel to go back without sending the request
5.10.6 How to Edit a Contact (Figure 24)

1) Navigate to the account view of the permit you want to add or update a vehicle on

You can do this either in the Unassigned grid (Figure 6/Section 5.3), Assigned grid (Figure 7/Section 5.4), or by navigating to the account view (Figure 10/Section 5.5.1).

2) Locate the Primary Contact box

3) Click Edit Contact

4) The Contact Edit form will open

5) Fill out the form with the information of the employee that needs to be updated
Last name and Building are required all other fields are optional

6) Optionally enter a comment into the comment box for Parking Services to view

7) Click Submit to send the request

OR

7a) Click Cancel to go back without sending the request

5.11 How to Logout (Figure 25)

1) Navigate to the Main Menu by clicking the Home Link at the top of the page

2) Click the Logout Button

![Logout Button](image.png)

Figure 26

3) You will be returned to the Home screen