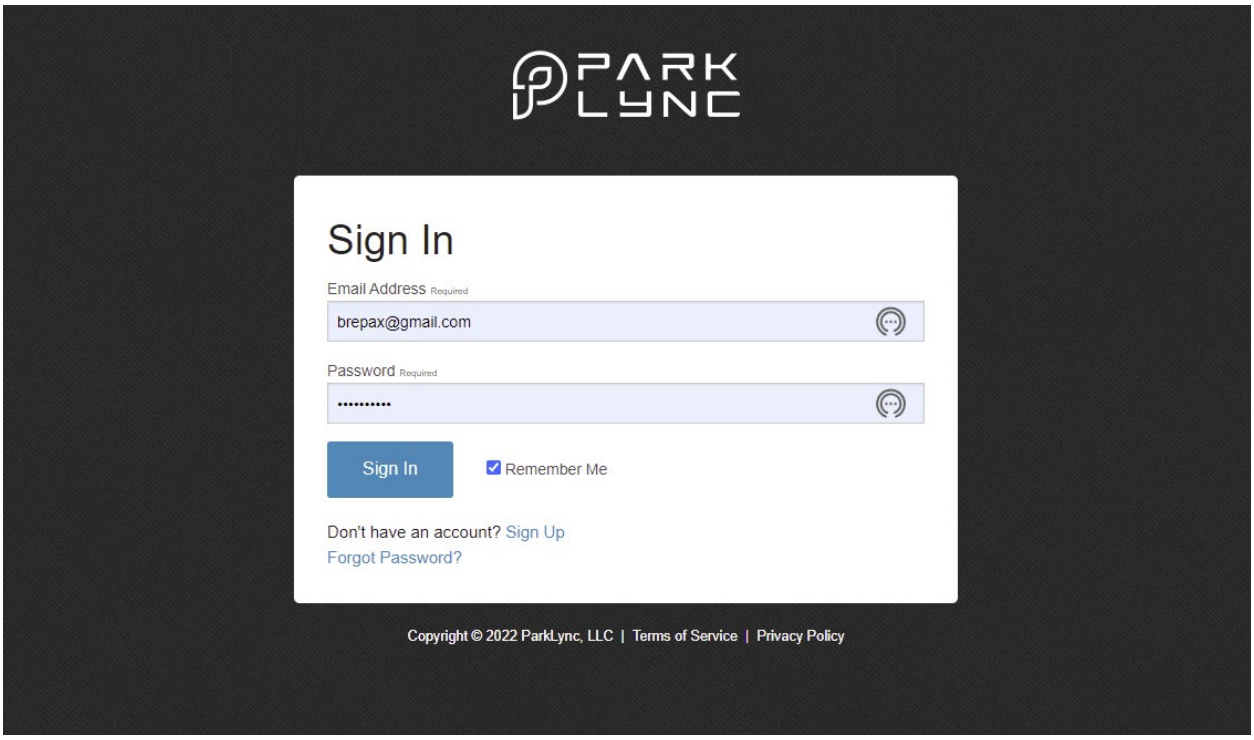
State of Louisiana Parklync Agency Representative User Guide

SYSTEM ACCESS

Each Agency Admin should receive a system-generated email invitation from ParkLync Notifications in order to Invite you to have access to your Agency Account. Please use the link contained in the email to create your ParkLync account (email plus the password of your choice). These credentials will then give you permission to view the Agency Account.

Once the Invitation Step has been completed, each time you visit the online system, you will enter your credentials for your Agency Account - again, your business email plus the password you personally selected. This website url (screen below) is good to bookmark for future use:



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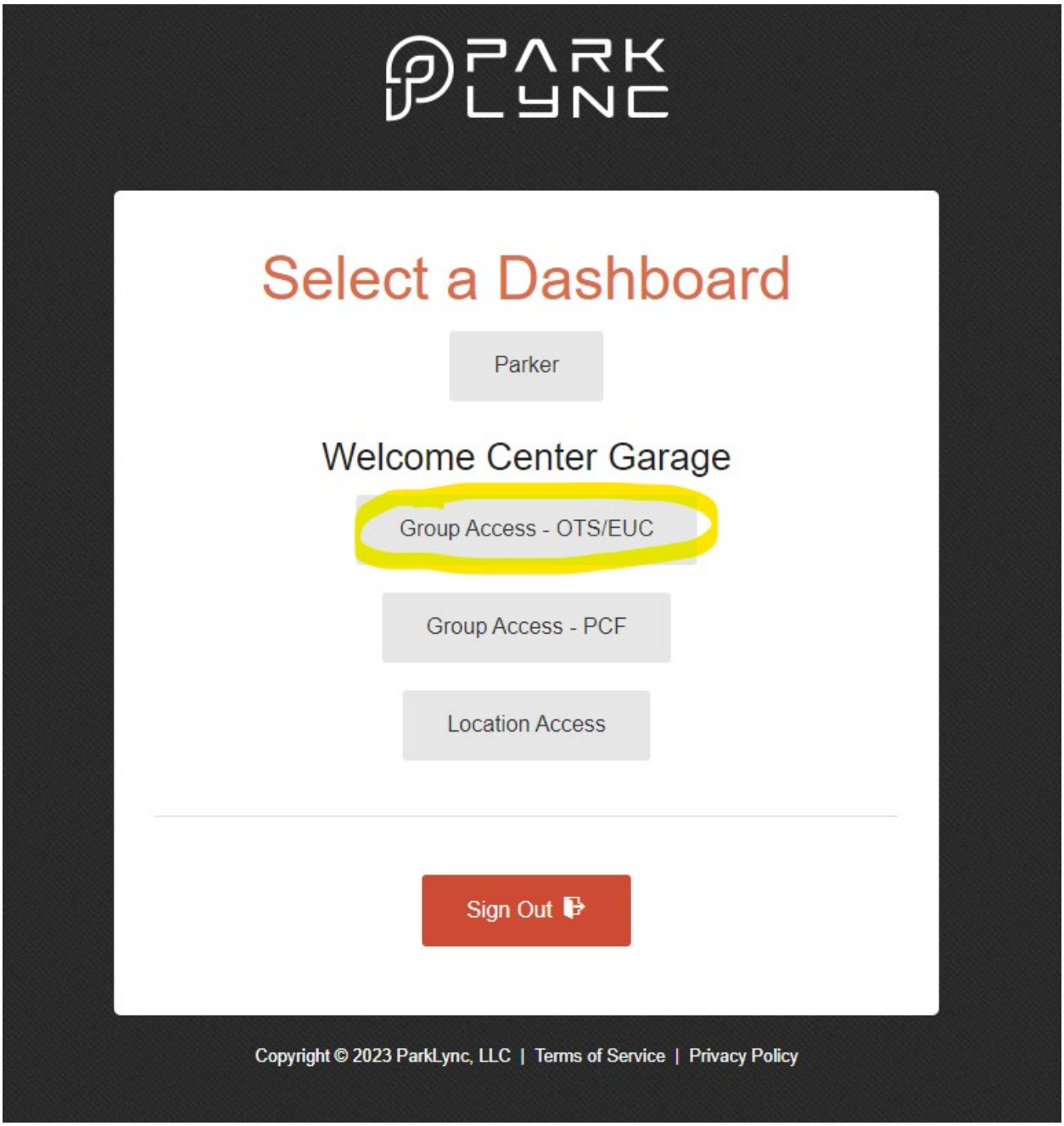
Select your Group Access Button to view your Agency Account and all applicable employees. Sample below:



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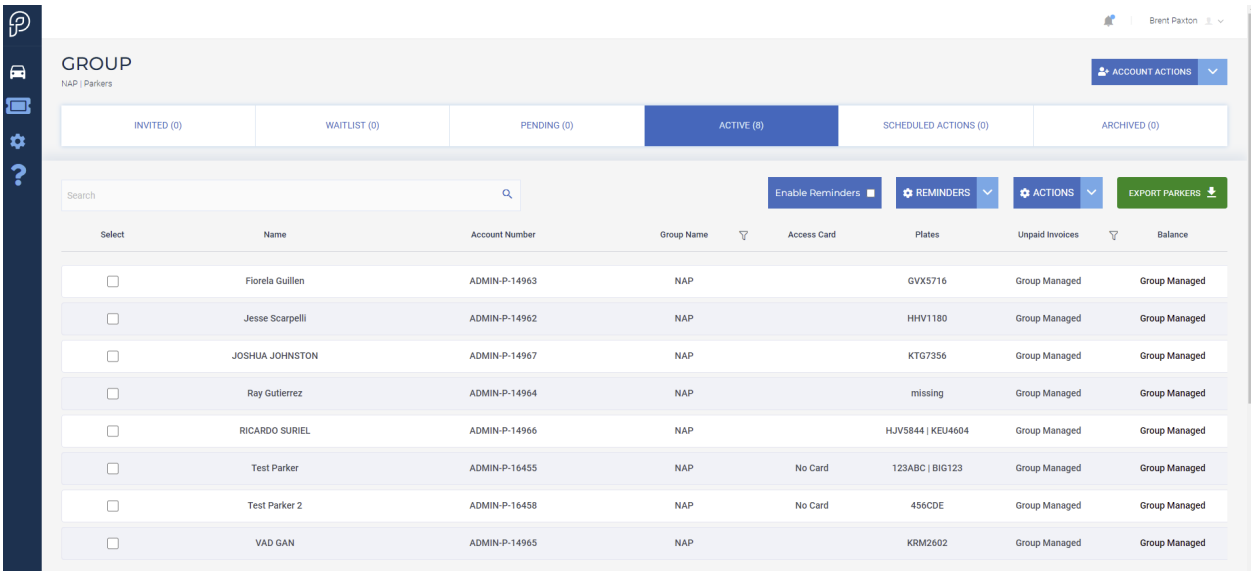
OVERVIEW

View all active employees by selecting the blue-highlighted “Active” tab:

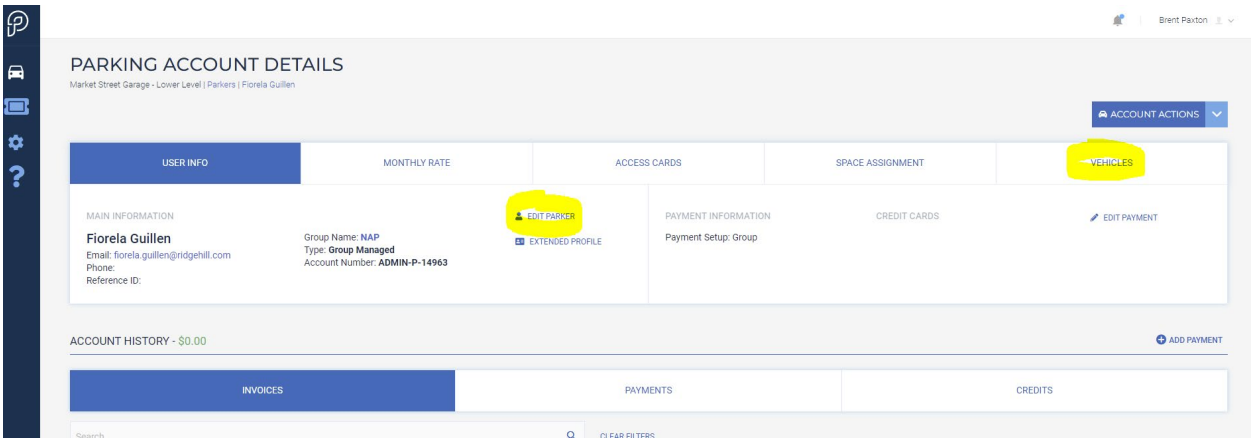


The search bar allows for quick lookups of individual employees.

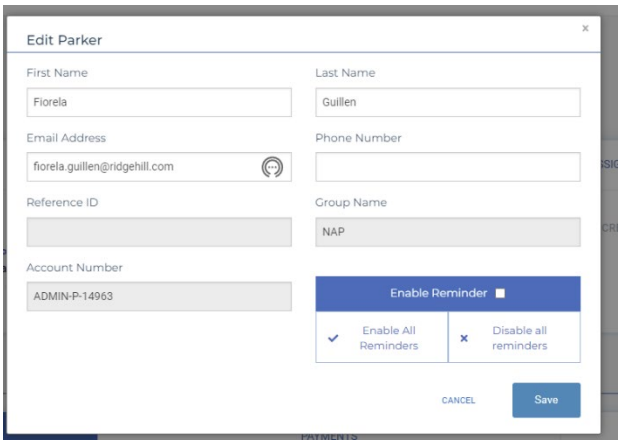
View all employees in an excel spreadsheet by selecting the GREEN button and downloading from the system.

EMPLOYEE EDITS

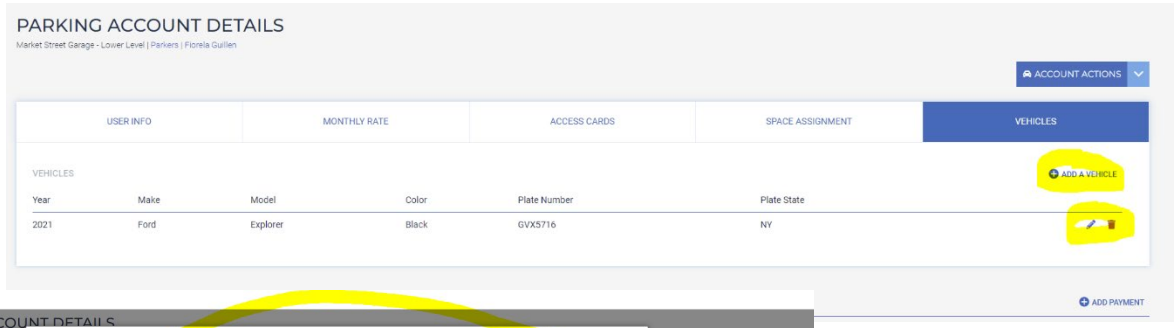
Edit employee information by selecting the employee to edit from the Overview screen and navigating to the employee’s account tabs to make changes. Likely, the User Info Tab or Vehicles Tab:

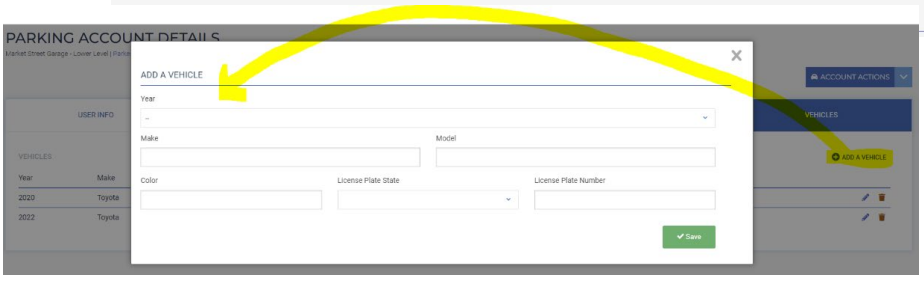


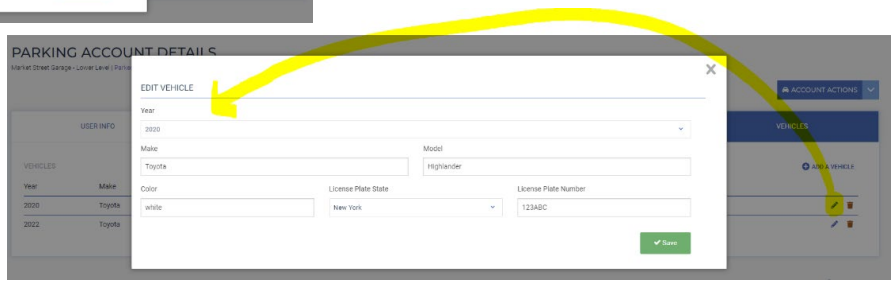
Edit Parker View: used to memorialize name, email address, & phone number of the employees. None of these fields are required but can be helpful in terms of having a place to store them if so desired.



Vehicles Tab View: add/remove or edit existing vehicle information, especially focused upon the license plate(s) of the employee's vehicle(s):

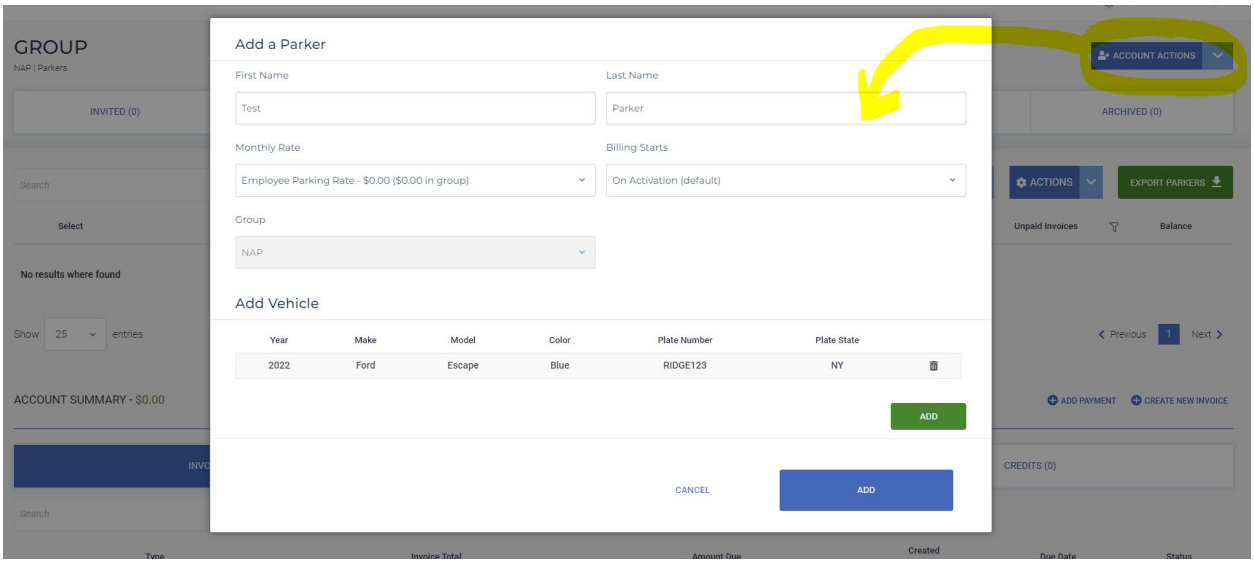


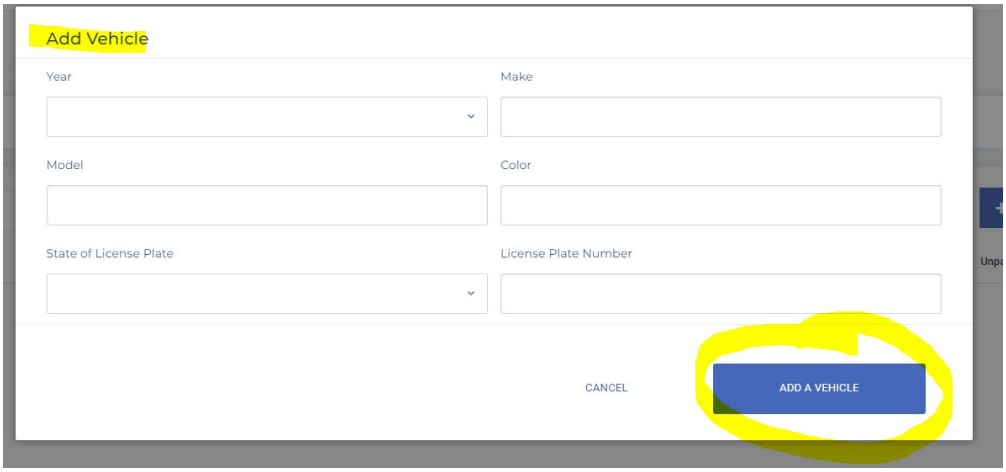




EMPLOYEE ADDS

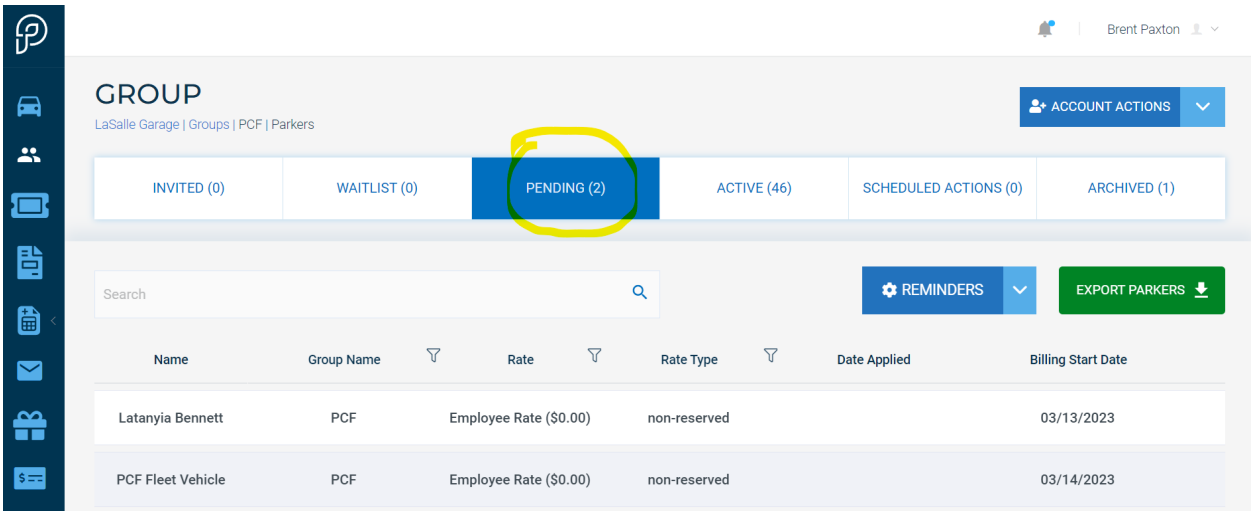
Adding Employees: to add a new employee to your account, select Account Actions in the top right side of your home screen and then select the "Add a Parker" option. Within the pop-up for adding a parker, be sure to select the "Employee Parking Rate" located under the Monthly Rate field. The rate is set to $0.00 so nothing is due; however, the system must be assigned a $0.00 rate in order to work properly. For Billing Starts field, use the defaulted setting of "On Activation". Finally, be sure to use the green "Add" button to enter the employee's vehicle information and then press the blue "Add" to complete the process:





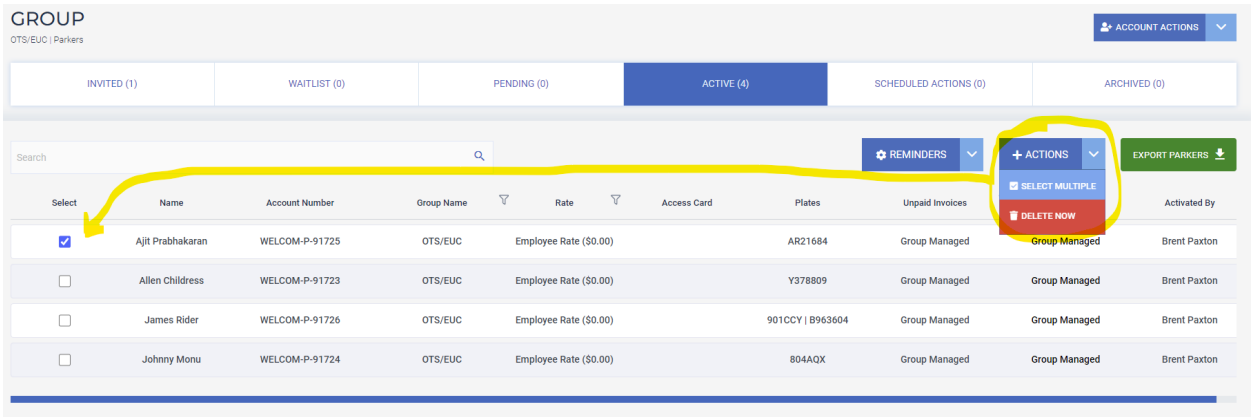
After you have completed the Add Parker process, you will be returned to the Group Home Screen where you will find the new employee sitting in the "Pending Tab" associated with your agency account.

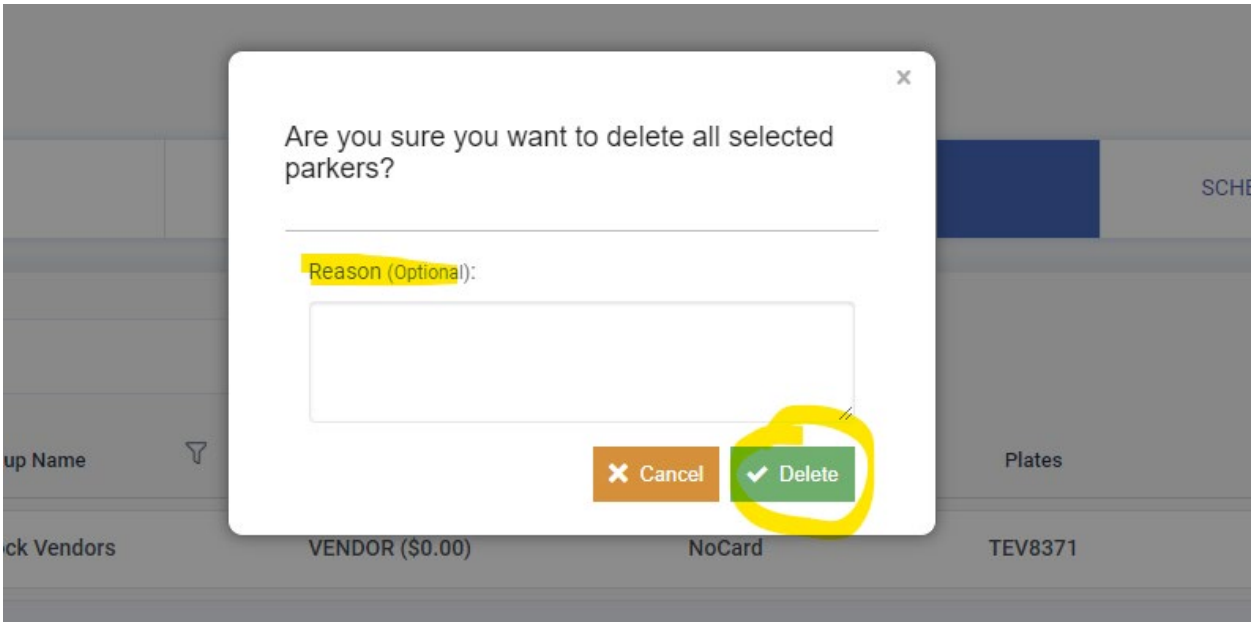
When the OSB Badging Office creates and issues the employee's access badge, they will activate the employee, moving them over to the Active Tab within your agency account.



EMPLOYEE DELETIONS

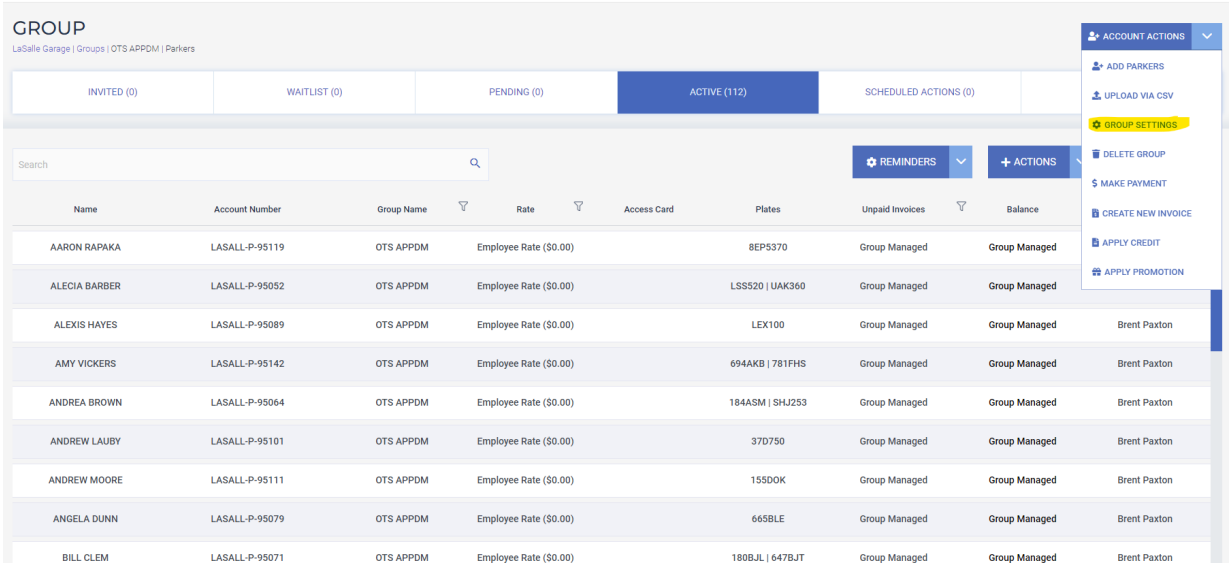
Deleting Employees: to delete an employee, select the "+Actions" button to expose a dropdown where you can choose the "Select Multiple" option which, in turn, will expose a column on the far left-hand side of the screen of unchecked boxes. Click each box beside any parker(s) you would like to delete/archive. You will be prompted with a pop-up window to provide an (optional) explanation for the deletion, and then simply press the Delete button displayed on the pop-up window.





AGENCY ADMIN PERMISSIONS MANAGEMENT

Managing Permissions for Agency Admins: to add or remove the ability for an employee to access the Agency Account, select the Account Actions dropdown located in the top right-hand area of the Home Screen. Choose the Group Settings option from the dropdown:



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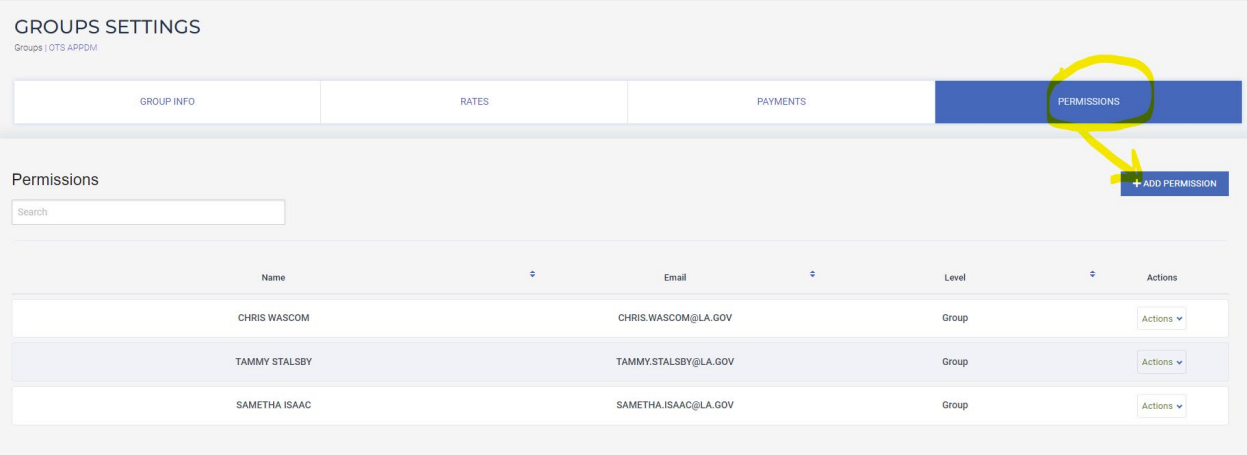
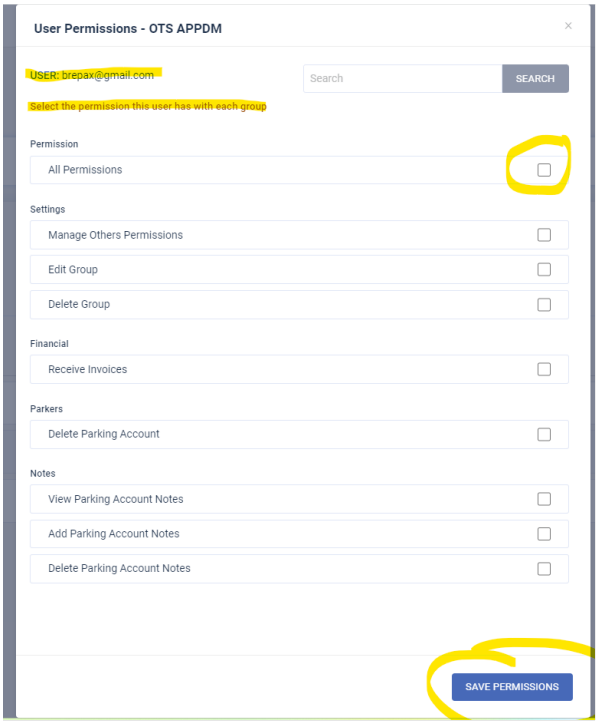
From the Group Setting Screen, navigate to the tab labeled “Permissions” where you can manage those employees with access, including the addition of new employees to the Admin Role.

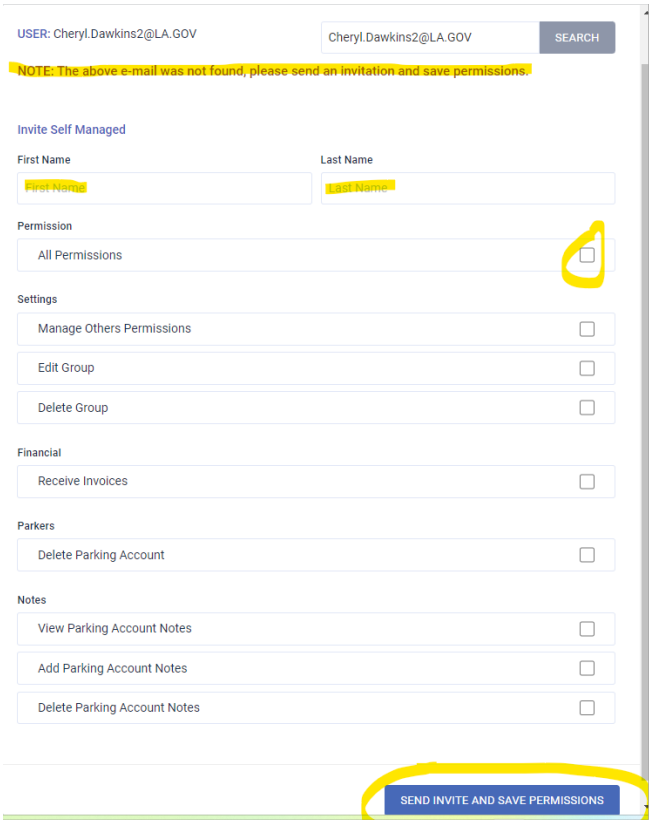
To give admin access to a new employee, select the blue button named “+ Add Permission”:



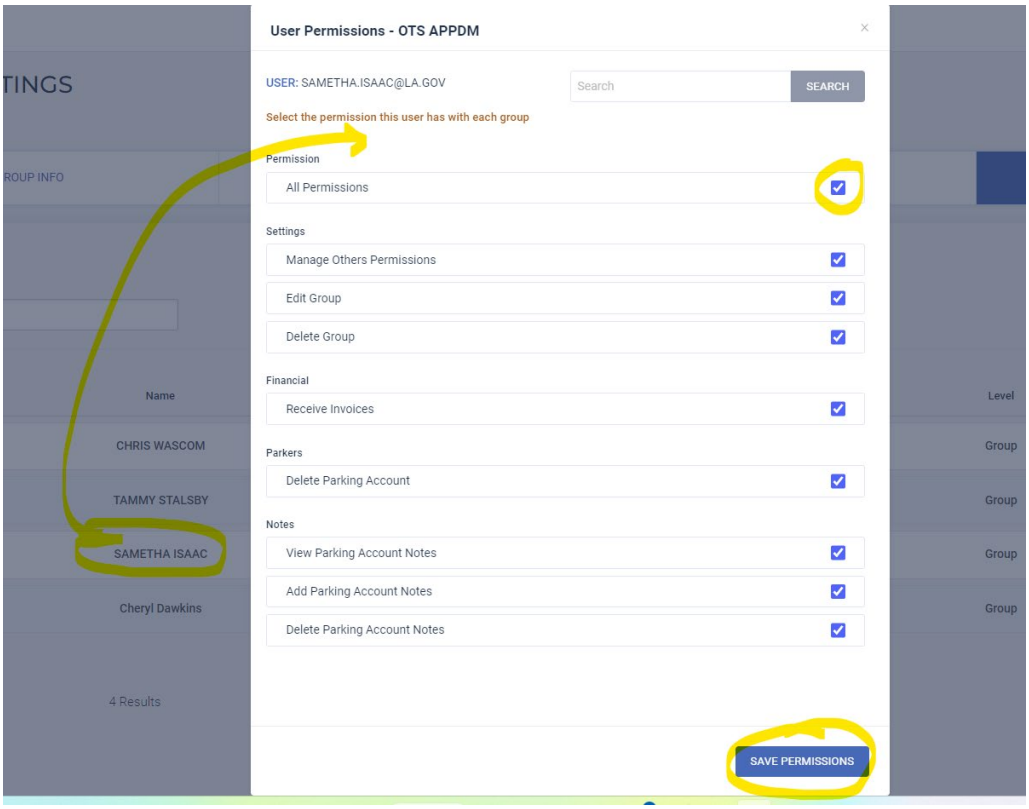
Enter the email address for the employee in the Search Bar and select the “Search” button. If the employee’s email address has already been entered into ParkLync (as an employee with a vehicle), the system will show the employee as an existing User and then allow you to assign permissions to that employee. Simply select the “All Permissions” checkbox and press the Save Permissions button.



If the employee is not found in ParkLync, the system will ask you to Invite them to become a User by requiring you to enter the employee's First and Last Name and selecting the "All Permissions" checkbox. Afterwards, press the "Send Invite and Save Permissions" button.



To remove permissions from an employee, select the desire employee from the Permission Listing uncheck the All Permissions box. Hit the Save button when complete. This step removes the system access from the employee even though their name remains in the listing.



Please note: the system treats each parking garage location independently. Therefore, if you and your Agency employees park in multiple garages and you desire to add/remove permissions for the employee from all garage locations, you will need to perform these actions within each ParkLync location(s) associated with your agency.

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VISITOR PASS OVERVIEW

ParkLync can initiate one-time use parking passes for visitors frequenting an agency office on a non-routine basis. The system is designed to allow an agency admin to enter the license plate for a visitor, select the date & timeframe for the duration of the visit, and then initiate the session for immediate or future use. In addition, all visitor transactions – active & expired – can be viewed within the agency's ParkLync account and downloaded to an excel file should the transaction need to be sent to anyone within the Agency.

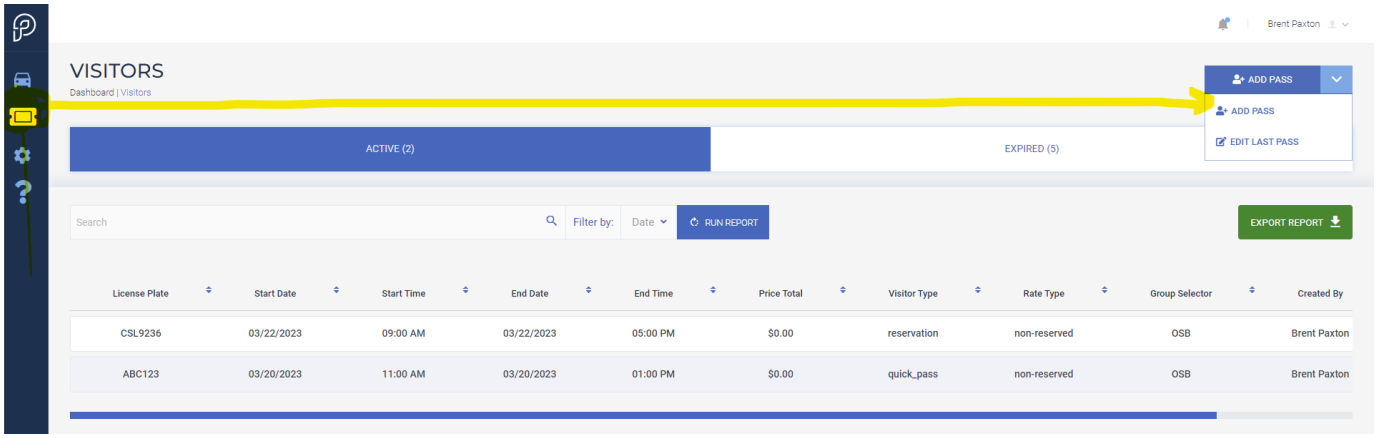
Visitor passes can be initiated through ParkLync serving two scenarios:

- On demand/quick pass, meaning the visitor has arrived and has already parked and requires immediate parking validation
- In advance/reservation, meaning the visitor will be arriving in the future and the parking pass created is stored in ParkLync to be activated when the day/time reserved occurs. In this scenario, no action is required when the visitor arrives – the system will automatically initiate the visitor parking session without any human intervention.

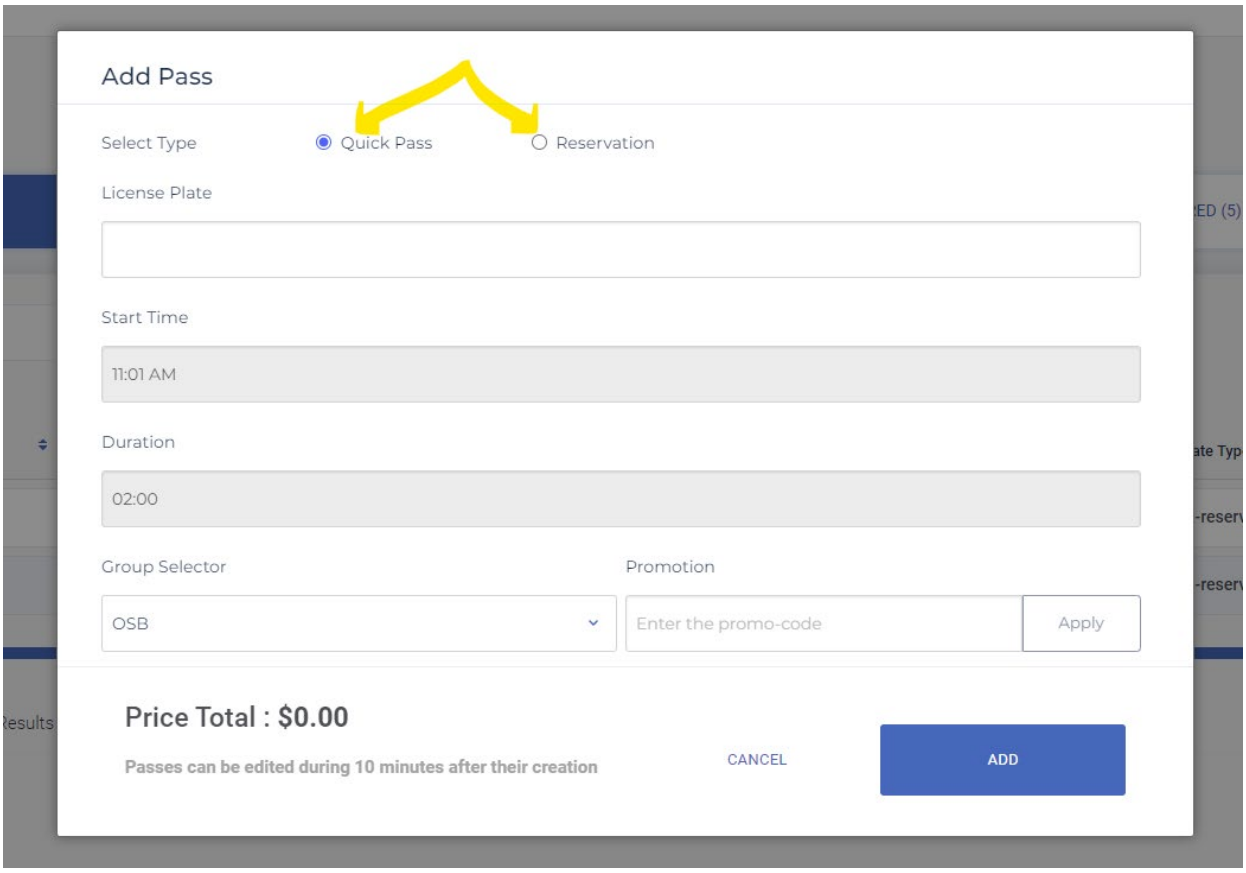
The following section outlines more graphically how the Visitor Pass functionality works.

ADDING VISITOR PASSES

From each Agency Account, a menu option located on the left-hand side of the home screen contains a "ticket" icon. This icon, when selected, leads the agency admin to the Visitor Pass section of the system. Simply navigate to the "Add Pass" button in the upper right-hand corner of the screen to begin the process of entering a visitor into ParkLync.



Once selecting the Add Pass option, the agency admin has two options from which to choose how to enter the visitor into ParkLync - the Quick Pass or Reservation Option:

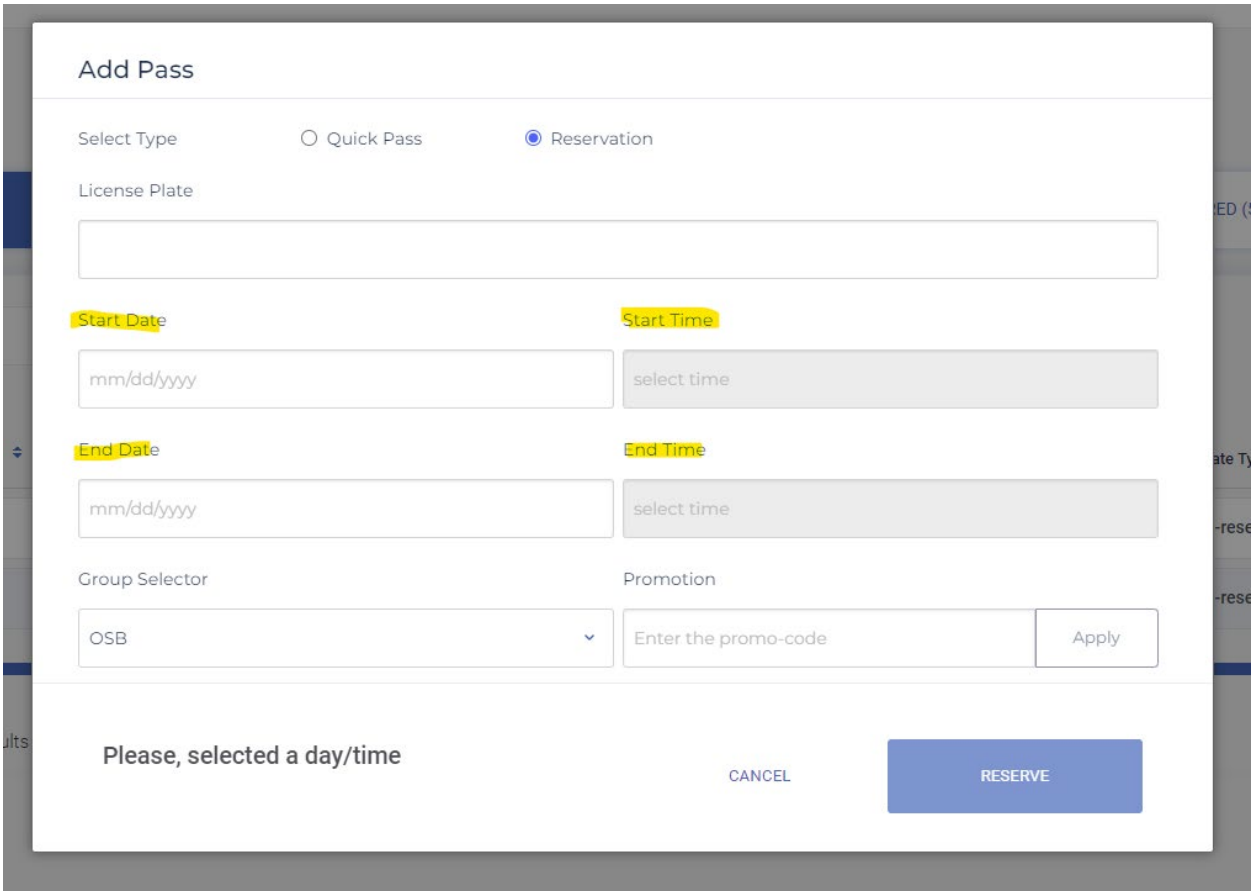


Quick Pass: Use the Quick Pass Option when the visitor has arrived and parked in the garage for the visit. This option only requires you to enter and/or review the following fields:

- Add license plate number of the visitor's parked vehicle.
- Review/edit the Start Time for the visit. Note, the system defaults to the time at which you open the Add Pass form and begin the entry. This time can be changed by selecting the Start Time field and editing the time using the hour/minute increments.
- Review/edit the Duration for the visit. Again, the system defaults to 2 hours; however, you can adjust the duration by selecting the field and editing the hour/minute increments.

Once the license plate has been added and timing reviewed, select the "ADD" button and the session immediately will be initialized.

Reservation: Use the Reservation Option when the visitor will be arriving sometime in the future and parking in the garage. This option includes an additional selection of Start & End Date to the fields required for the visitor entry:

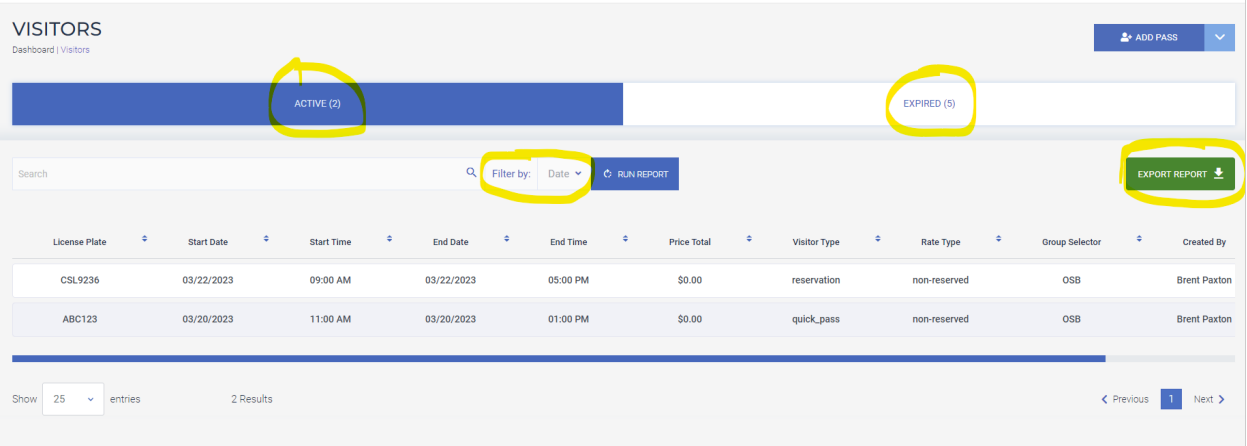


To enter a visitor for a future visit, the following steps are required:

- Add license plate number of the visitor's vehicle they will be driving.
- Select the Start Date from the calendar picker for the day of the visit.
- Select the Start Time for the visit by using the hour/minute increments.
- Select the End Date from the calendar picker for the day of the visit. Note, if the visit will last more than a single day, the system allows you to pick multiple days as a means to provide the visitor with a "multi-day" parking pass.
- Select the End Time for the visit by using the hour/minute increments.

Once the license plate and time parameters have been added, select the "RESERVE" button and the session will become active according to the timeframe logged. It is not necessary to perform anything further for the visit or visitor upon the day of their arrival.

SYSTEM REAL-TIME UTILIZATION & REPORTING

Within Parklync, you will be able to see all license plates initiated by Agency Admins, including the login for each admin creating a Visitor Pass on the far-right side of each parking transaction row. In addition, the system categorizes current/active license plate sessions from those expired so that you are able to discern those license plates that that should be currently valid in the enforcement system.

All transactions can also be downloaded to an excel file to be able to provide transaction reporting to any interested party, upon request. There is also the ability to filter by Date Range the transactions before downloading. See screenshot below for these different options.