



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:**

A screenshot of the ParkLync web application's sign-in page. The page has a dark background with the "PARKLYNC" logo at the top center. Below the logo is a white sign-in form. The form contains two input fields: "Email Address" with the value "brepax@gmail.com" and "PASSWORD" with masked characters. There is a "Sign In" button, a "Remember Me" checkbox which is checked, and links for "Don't have an account? Sign Up" and "Forgot Password?". At the bottom of the form, there is a copyright notice: "Copyright © 2022 ParkLync, LLC | Terms of Service | Privacy Policy".

PARKLYNC

Sign In

Email Address Required
brepax@gmail.com

PASSWORD Required
.....

Remember Me

[Don't have an account? Sign Up](#)
[Forgot Password?](#)

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

A screenshot of the Parklync user interface. At the top, the "PARKLYNC" logo is displayed in white on a dark background. Below the logo, the text "Select a Dashboard" is shown in a large, orange font. Underneath, there are four grey buttons: "Parker", "Group Access - OTS/EUC", "Group Access - PCF", and "Location Access". The "Group Access - OTS/EUC" button is highlighted with a yellow circle. At the bottom of the dashboard selection area, there is a red button labeled "Sign Out" with a small icon of a person and a right-pointing arrow. At the very bottom of the screen, there is a footer with the text "Copyright © 2023 Parklync, LLC | Terms of Service | Privacy Policy".

PARKLYNC

Select a Dashboard

Parker

Welcome Center Garage

Group Access - OTS/EUC

Group Access - PCF

Location Access

Sign Out 

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OVERVIEW

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

The screenshot shows the 'GROUP' overview page for 'NAP | Parkers'. It features a navigation bar with tabs: INVITED (0), WAITLIST (0), PENDING (0), ACTIVE (8) (highlighted in blue), SCHEDULED ACTIONS (0), and ARCHIVED (0). Below the tabs is a search bar and several action buttons: 'Enable Reminders', 'REMINDERS', 'ACTIONS', and 'EXPORT PARKERS'. The main content is a table of employees with columns for Select, Name, Account Number, Group Name, Access Card, Plates, Unpaid Invoices, and Balance.

Select	Name	Account Number	Group Name	Access Card	Plates	Unpaid Invoices	Balance
<input type="checkbox"/>	Fiorela Guillen	ADMIN-P-14963	NAP		GVX5716	Group Managed	Group Managed
<input type="checkbox"/>	Jesse Scarpelli	ADMIN-P-14962	NAP		HHV1180	Group Managed	Group Managed
<input type="checkbox"/>	JOSHUA JOHNSTON	ADMIN-P-14967	NAP		KTG7356	Group Managed	Group Managed
<input type="checkbox"/>	Ray Gutierrez	ADMIN-P-14964	NAP		missing	Group Managed	Group Managed
<input type="checkbox"/>	RICARDO SURIEL	ADMIN-P-14966	NAP		HJV5844 KEU4604	Group Managed	Group Managed
<input type="checkbox"/>	Test Parker	ADMIN-P-16455	NAP	No Card	123ABC BIG123	Group Managed	Group Managed
<input type="checkbox"/>	Test Parker 2	ADMIN-P-16458	NAP	No Card	456CDE	Group Managed	Group Managed
<input type="checkbox"/>	VAD GAN	ADMIN-P-14965	NAP		KRM2602	Group Managed	Group Managed

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:

The screenshot shows the 'PARKING ACCOUNT DETAILS' page for 'Market Street Garage - Lower Level | Parkers | Fiorela Guillen'. It features a navigation bar with tabs: USER INFO, MONTHLY RATE, ACCESS CARDS, SPACE ASSIGNMENT, and VEHICLES (highlighted in yellow). Below the tabs is a main information section with fields for 'MAIN INFORMATION' (Name, Email, Phone, Reference ID), 'GROUP INFORMATION' (Group Name, Type, Account Number), and 'PAYMENT INFORMATION' (Payment Setup). There are also buttons for 'EDIT PARKER', 'EXTENDED PROFILE', and 'EDIT PAYMENT'. At the bottom, there is an 'ACCOUNT HISTORY' section showing 'INVOICES', 'PAYMENTS', and 'CREDITS'.



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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):

Year	Make	Model	Color	Plate Number	Plate State
2021	Ford	Explorer	Black	GVK5716	NY



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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.



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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.

GROUP
LaSalle Garage | Groups | PCF | Parkers

ACCOUNT ACTIONS

INVITED (0) WAITLIST (0) **PENDING (2)** ACTIVE (46) SCHEDULED ACTIONS (0) ARCHIVED (1)

Search

REMINDERS EXPORT PARKERS

Name	Group Name	Rate	Rate Type	Date Applied	Billing Start Date
Latanyia Bennett	PCF	Employee Rate (\$0.00)	non-reserved		03/13/2023
PCF Fleet Vehicle	PCF	Employee Rate (\$0.00)	non-reserved		03/14/2023

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.

GROUP
OTS/EUC | Parkers

ACCOUNT ACTIONS

INVITED (1) WAITLIST (0) PENDING (0) **ACTIVE (4)** SCHEDULED ACTIONS (0) ARCHIVED (0)

Search

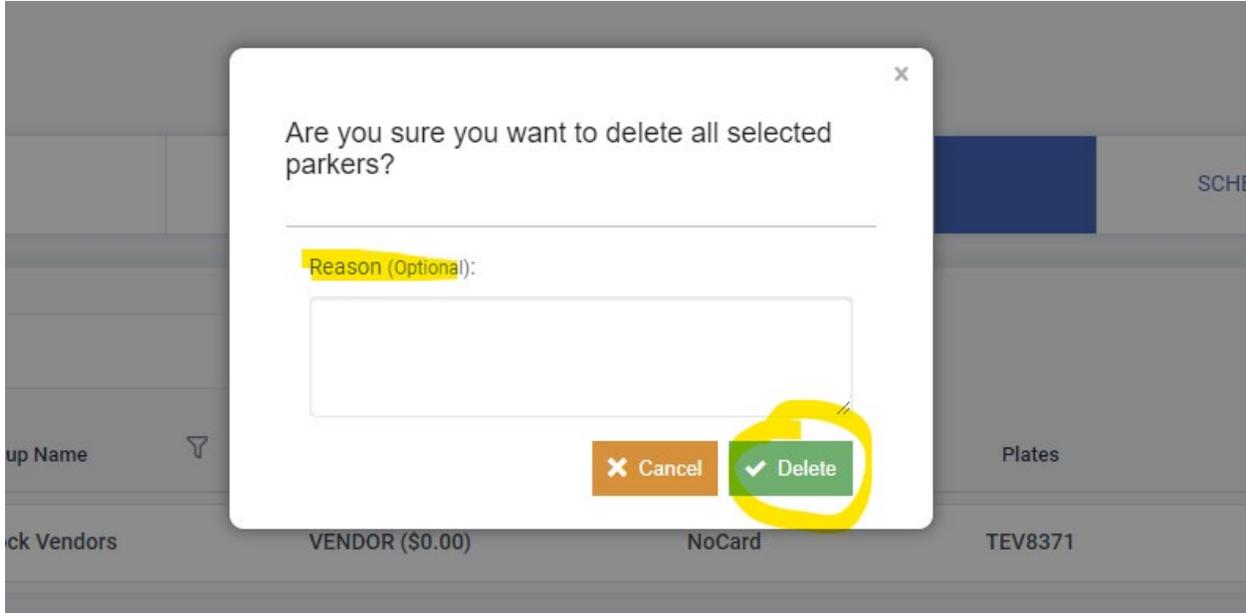
REMINDERS + ACTIONS EXPORT PARKERS

SELECT MULTIPLE DELETE NOW

Select	Name	Account Number	Group Name	Rate	Access Card	Plates	Unpaid Invoices	Activated By
<input checked="" type="checkbox"/>	Ajit Prabhakaran	WELCOM-P-91725	OTS/EUC	Employee Rate (\$0.00)		AR21684	Group Managed	Brent Paxton
<input type="checkbox"/>	Allen Childress	WELCOM-P-91723	OTS/EUC	Employee Rate (\$0.00)		Y378809	Group Managed	Brent Paxton
<input type="checkbox"/>	James Rider	WELCOM-P-91726	OTS/EUC	Employee Rate (\$0.00)		901CCY B963604	Group Managed	Brent Paxton
<input type="checkbox"/>	Johnny Monu	WELCOM-P-91724	OTS/EUC	Employee Rate (\$0.00)		804AQX	Group Managed	Brent Paxton



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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:

GROUP
LaSalle Garage | Groups | OTS APPDM | Parkers

INVITED (0) WAITLIST (0) PENDING (0) ACTIVE (112) SCHEDULED ACTIONS (0)

Search

REMINDERS ACTIONS

ACCOUNT ACTIONS

- ADD PARKERS
- UPLOAD VIA CSV
- GROUP SETTINGS
- DELETE GROUP
- MAKE PAYMENT
- CREATE NEW INVOICE
- APPLY CREDIT
- APPLY PROMOTION

Name	Account Number	Group Name	Rate	Access Card	Plates	Unpaid Invoices	Balance	
AARON RAPAKA	LASALL-P-95119	OTS APPDM	Employee Rate (\$0.00)		8EP5370	Group Managed	Group Managed	
ALECIA BARBER	LASALL-P-95052	OTS APPDM	Employee Rate (\$0.00)		LSS520 UAK360	Group Managed	Group Managed	
ALEXIS HAYES	LASALL-P-95089	OTS APPDM	Employee Rate (\$0.00)		LEX100	Group Managed	Group Managed	Brent Paxton
AMY VICKERS	LASALL-P-95142	OTS APPDM	Employee Rate (\$0.00)		694AKB 781FHS	Group Managed	Group Managed	Brent Paxton
ANDREA BROWN	LASALL-P-95064	OTS APPDM	Employee Rate (\$0.00)		184ASM SHJ253	Group Managed	Group Managed	Brent Paxton
ANDREW LAUBY	LASALL-P-95101	OTS APPDM	Employee Rate (\$0.00)		370750	Group Managed	Group Managed	Brent Paxton
ANDREW MOORE	LASALL-P-95111	OTS APPDM	Employee Rate (\$0.00)		155DOK	Group Managed	Group Managed	Brent Paxton
ANGELA DUNN	LASALL-P-95079	OTS APPDM	Employee Rate (\$0.00)		665BLE	Group Managed	Group Managed	Brent Paxton
BILL CLEM	LASALL-P-95071	OTS APPDM	Employee Rate (\$0.00)		180BJL 647BJT	Group Managed	Group Managed	Brent Paxton



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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”:

GROUPS SETTINGS
Groups | OTS APPDM

GROUP INFO RATES PAYMENTS PERMISSIONS

Permissions

Search

Name	Email	Level	Actions
CHRIS WASCOM	CHRIS.WASCOM@LA.GOV	Group	Actions
TAMMY STALSBY	TAMMY.STALSBY@LA.GOV	Group	Actions
SAMETHA ISAAC	SAMETHA.ISAAC@LA.GOV	Group	Actions

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.

User Permissions - OTS APPDM

USER: brepax@gmail.com

Select the permission this user has with each group

Permission

All Permissions

Settings

Manage Others Permissions

Edit Group

Delete Group

Financial

Receive Invoices

Parkers

Delete Parking Account

Notes

View Parking Account Notes

Add Parking Account Notes

Delete Parking Account Notes

SAVE PERMISSIONS



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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.

USER: Cheryl.Dawkins2@LA.GOV Cheryl.Dawkins2@LA.GOV SEARCH

NOTE: The above e-mail was not found, please send an invitation and save permissions.

Invite Self Managed

First Name: Last Name:

Permission: All Permissions

Settings

Manage Others Permissions

Edit Group

Delete Group

Financial

Receive Invoices

Parkers

Delete Parking Account

Notes

View Parking Account Notes

Add Parking Account Notes

Delete Parking Account Notes

SEND INVITE AND SAVE PERMISSIONS



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To remove permissions from an employee, select the desired 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.

The screenshot displays the "User Permissions - OTS APPDM" interface. On the left, a list of users is shown, with "SAMETHA ISAAC" circled in yellow. A yellow arrow points from this name to the "All Permissions" checkbox in the main panel, which is also circled in yellow. Below the "All Permissions" section, there are several other permission categories, each with a checked checkbox: "Settings" (Manage Others Permissions, Edit Group, Delete Group), "Financial" (Receive Invoices), "Parkers" (Delete Parking Account), and "Notes" (View Parking Account Notes, Add Parking Account Notes, Delete Parking Account Notes). At the bottom right of the main panel, a "SAVE PERMISSIONS" button is circled in yellow. The interface includes a search bar at the top right and a "SEARCH" button.

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.

The screenshot shows the ParkLync VISITORS dashboard. At the top right, there is a user profile for Brent Paxton and a dropdown menu with options: ADD PASS, ADD PASS, and EDIT LAST PASS. A yellow arrow points from the 'ADD PASS' button in this menu to the 'ticket' icon in the left sidebar. Below the menu, there are two summary boxes: ACTIVE (2) and EXPIRED (5). A search bar and a 'RUN REPORT' button are also visible. At the bottom, a table lists visitor passes.

License Plate	Start Date	Start Time	End Date	End Time	Price Total	Visitor Type	Rate Type	Group Selector	Created By
CSL9236	03/22/2023	09:00 AM	03/22/2023	05:00 PM	\$0.00	reservation	non-reserved	OSB	Brent Paxton
ABC123	03/20/2023	11:00 AM	03/20/2023	01:00 PM	\$0.00	quick_pass	non-reserved	OSB	Brent Paxton



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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:

A screenshot of the "Add Pass" form in the ParkLync system. The form is titled "Add Pass" and has two radio button options: "Quick Pass" (selected) and "Reservation". Below the options are input fields for "License Plate", "Start Time" (11:01 AM), and "Duration" (02:00). There is also a "Group Selector" dropdown menu showing "OSB" and a "Promotion" field with an "Apply" button. At the bottom, it shows "Price Total : \$0.00" and a note: "Passes can be edited during 10 minutes after their creation". There are "CANCEL" and "ADD" buttons at the bottom right. Two yellow arrows point to the "Quick Pass" and "Reservation" radio buttons.

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.



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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:

A screenshot of the "Add Pass" form in the Parklync system. The form is titled "Add Pass" and has two radio button options: "Quick Pass" (unselected) and "Reservation" (selected). Below the options is a "License Plate" text input field. There are two rows of date and time selection fields. The first row is for "Start Date" (with a calendar icon) and "Start Time" (with a "select time" dropdown). The second row is for "End Date" (with a calendar icon) and "End Time" (with a "select time" dropdown). Below these is a "Group Selector" dropdown menu showing "OSB" and a "Promotion" section with a text input field "Enter the promo-code" and an "Apply" button. At the bottom of the form, there is a message "Please, selected a day/time", a "CANCEL" button, and a blue "RESERVE" button.

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.



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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.

The screenshot displays the 'VISITORS' dashboard. At the top, there are two summary bars: 'ACTIVE (2)' and 'EXPIRED (5)'. Below these is a search bar and a filter dropdown set to 'Date', with a 'RUN REPORT' button. An 'EXPORT REPORT' button with a download icon is also visible. The main area contains a table with the following data:

License Plate	Start Date	Start Time	End Date	End Time	Price Total	Visitor Type	Rate Type	Group Selector	Created By
CSL9236	03/22/2023	09:00 AM	03/22/2023	05:00 PM	\$0.00	reservation	non-reserved	OSB	Brent Paxton
ABC123	03/20/2023	11:00 AM	03/20/2023	01:00 PM	\$0.00	quick_pass	non-reserved	OSB	Brent Paxton

At the bottom, there is a pagination control showing '25 entries' and '2 Results', along with 'Previous' and 'Next' navigation buttons.