

# Parker Portal User Guide

In the Parker Portal, Parkers can manage their account in the portal. They can use the portal to pay their invoices, manage and cancel credentials, request additional parking, and view and print invoices. This will be the one-stop shop for all their parking needs

[Add or Update a Payment Method](#)

[Requesting Additional Parking](#)

[Viewing A Virtual Credential](#)

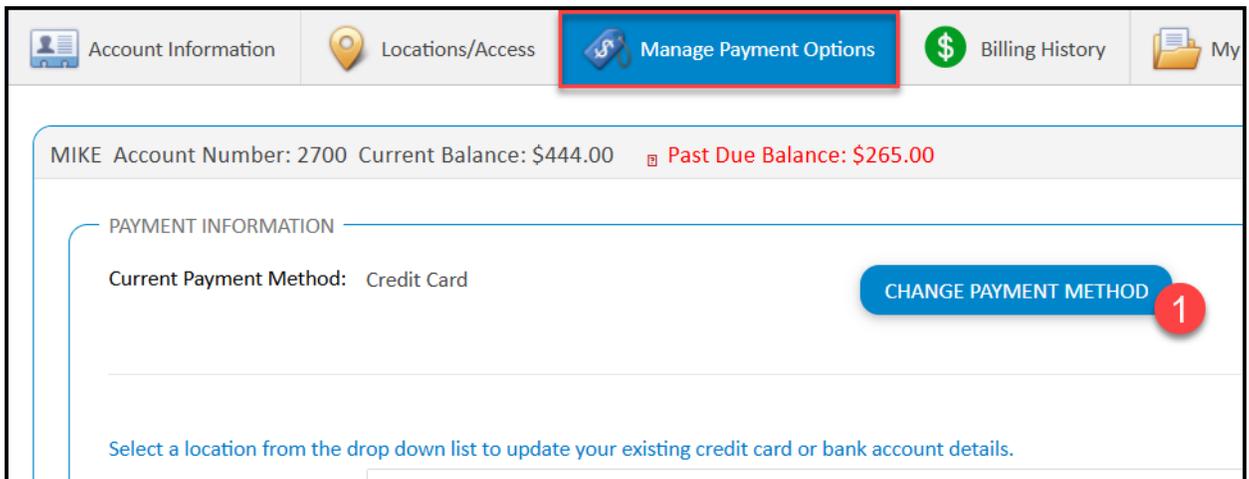
[Canceling A Credential](#)

[Pay or Download an Invoice](#)

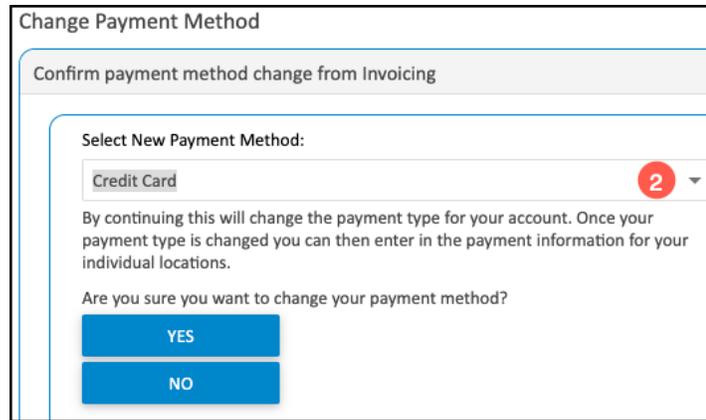
## Add or Update a Payment Method

Through the **Manage Payment Options** tab, you can enroll in or update your payment method for automatic payment processing each month. To change your account payment method:

1. Click **Change Payment Method**.

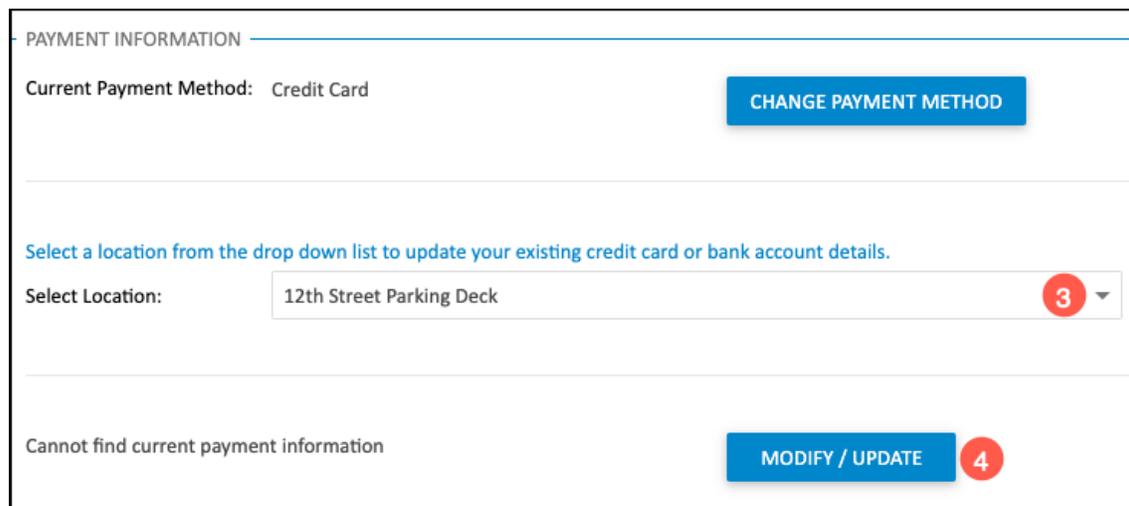


- You will then have the option to change your payment method to **Credit Card or ACH** (if available). Once selected, click **Yes**.



The dialog box is titled "Change Payment Method" and has a subtitle "Confirm payment method change from Invoicing". It contains a section "Select New Payment Method:" with a dropdown menu currently set to "Credit Card", which is marked with a red circle containing the number "2". Below this, there is explanatory text: "By continuing this will change the payment type for your account. Once your payment type is changed you can then enter in the payment information for your individual locations." This is followed by the question "Are you sure you want to change your payment method?" and two blue buttons labeled "YES" and "NO".

- Once Credit Card or Check/ACH is selected, **choose the location** to add payment details to from the **drop-down list**.
- Then click **Modify / Update** to add your payment details to your account.



The form is titled "PAYMENT INFORMATION" and shows "Current Payment Method: Credit Card" with a blue "CHANGE PAYMENT METHOD" button. Below this, there is a blue instruction: "Select a location from the drop down list to update your existing credit card or bank account details." This is followed by a "Select Location:" dropdown menu showing "12th Street Parking Deck", marked with a red circle containing the number "3". At the bottom, there is a "Cannot find current payment information" message and a blue "MODIFY / UPDATE" button marked with a red circle containing the number "4".

- The Update Payment Details pop-up window will open. **Enter your payment details here**.
- Click **Save** to save these payment details on file. Your account will then be enrolled in automatic monthly payments.

UPDATE PAYMENT INFORMATION

Select Credit Card Type:\*  Credit Card Number:\*  Expiration Month:\*

Expiration Year:\*  **5** CCID # (3 or 4 Digits):\*  Credit Card Billing Street Address:

Credit Card Billing Zip Code:

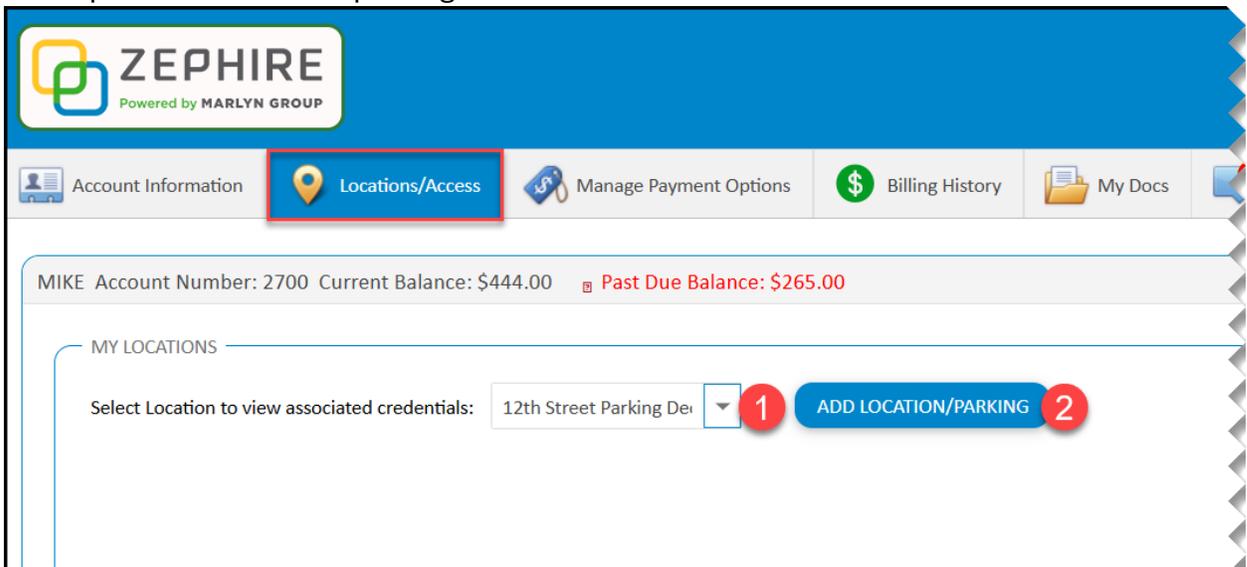
Save for All Locations

**6**

### Requesting Additional Parking

To request additional parking, you will want to head to the [Location/Access](#) tab.

1. Once on this tab, you can see all the locations you have access to with the following drop-down.
2. You can click on the [Add Location/Parking](#) button, and this will allow you to request for additional parking.



ZEPHIRE  
Powered by MARLYN GROUP

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

MIKE Account Number: 2700 Current Balance: \$444.00 Past Due Balance: \$265.00

MY LOCATIONS

Select Location to view associated credentials: 12th Street Parking De **1** **2** ADD LOCATION/PARKING

Once clicked, you will be taken to the portal showing all the locations.

3. Find a location that sounds good to you and click on [Select Location](#).

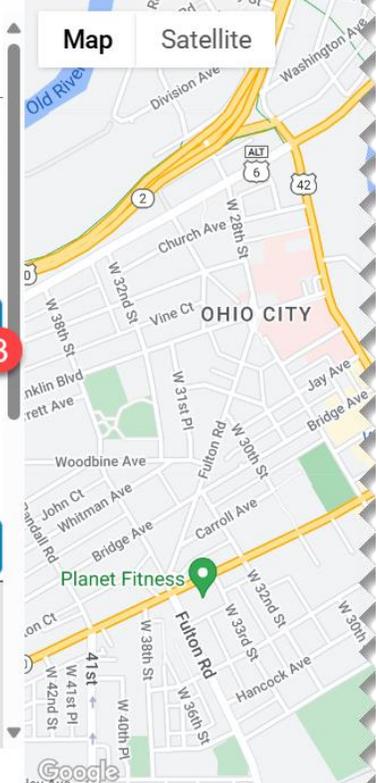
# Search for Parking

Place, Address, City or State

Parking Near  
**Cleveland, OH 44113, USA**

	<b>MG Center Garage</b> 1 Public Square Cleveland, OH 44113 <b>Available</b>	*Monthly rates starting at <b>\$60.00</b>
	<b>Central Tower</b> 5400 Lauby Road North Canton, OH 44720 <b>Available</b>	*Monthly rates starting at <b>\$0.00</b>
	<b>World Bank Center</b> 123 Elm Street Strongsville, OH 44136	*Monthly rates starting at <b>\$0.00</b>

Map Satellite



4. This will take you to the **Check Out** page. Click on the space type you would like.
5. Click on the type of credential you would like.
6. Select how you would like to pick up the credential
7. When would you like to start parking at this location
8. If the location allows or requires a form of document upload, it will appear here.
9. If you have tax exemptions, please click the **Tax Exemptions**
10. Click **continue** to move to the next screen.

## MG Center Garage

1 Public Square  
Cleveland, OH 44113  
555-555-0000

### SELECT OPTIONS:

#### Parking Option:\*



Overnight

\$60.00  
Available

4



Tenant Unreserved

\$80.00  
Available

#### Credential Type Selection (if more than 1 option):\*

Vehicle Hang Tag

5

#### Select the method to get your access credential/pass:\*

\$0.00 free - Free Pickup

6

#### Preferred Start Date:\*

6/4/2024



7

#### Upload Information

Upload proof of residency or other required documentation by clicking Upload Documents

UPLOAD DOCUMENTS

8

< BACK

TAX EXEMPTIONS

CONTINUE >

9

10

11. You will see a [Hyperlink](#) to the terms and conditions.

12. Once read, click the checkmark denoting that you understand the terms and conditions.

13. Click [Add Parking](#) to add the location.

Please note that if you do not have payment information on file and need to pay anything, you will need to add it here.

## Payment - (Card On File)

Follow this link to read the PDF files for the Privacy Policy, Terms and Conditions of your parking contract **11**

Please accept the terms and conditions below:\*



I have read and agree to the Terms and Conditions above.

**12**

By creating my account I authorize the billing of my payment method per the agreement terms:

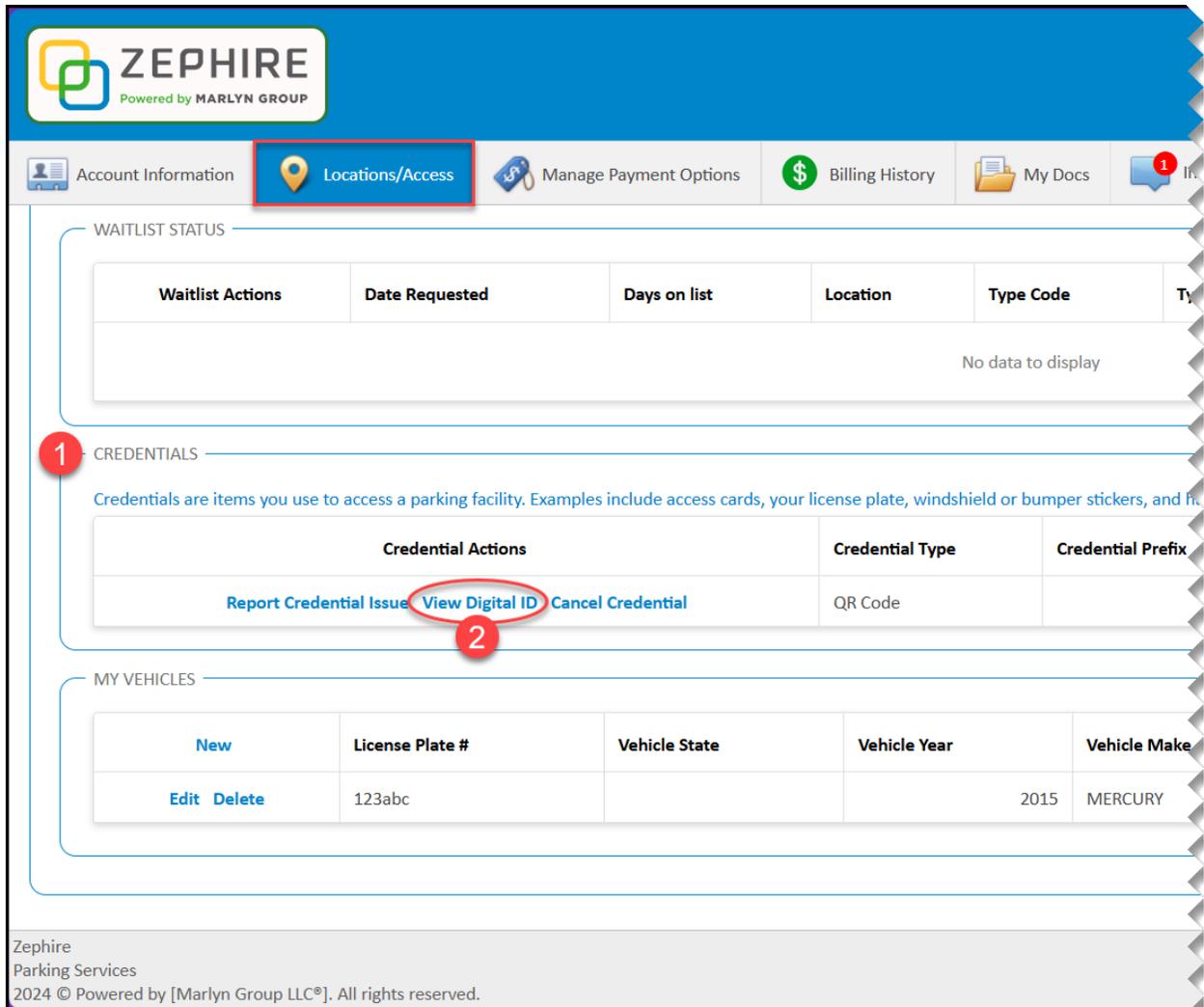
< BACK TO OPTIONS

ADD PARKING > **13**

### Viewing A Virtual Credential

When you sign up for new parking, you will be given a credential. If you waiting on the

1. Head to the **Location/Access** and find the Credentials section.
2. There is a **View Digital Credential** to open up a new tab with your digital credential.



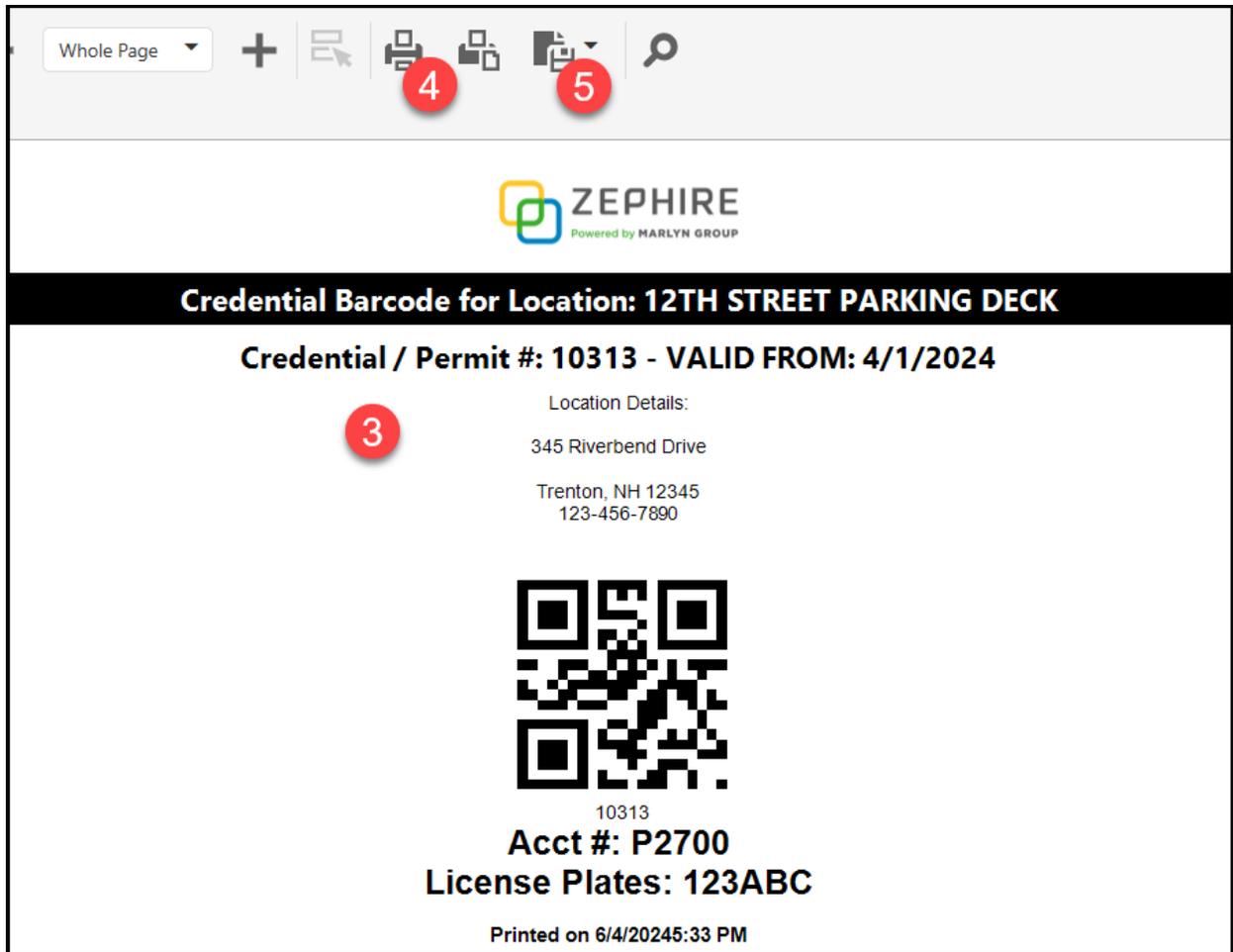
The screenshot shows the ZEPHIRE web application interface. At the top, there is a navigation bar with the ZEPHIRE logo and the text "Powered by MARLYN GROUP". Below the navigation bar, there are several tabs: "Account Information", "Locations/Access" (highlighted with a red box), "Manage Payment Options", "Billing History", "My Docs", and "In".

The main content area is divided into three sections:

- WAITLIST STATUS:** A table with columns: "Waitlist Actions", "Date Requested", "Days on list", "Location", "Type Code", and "Type". The table is currently empty, displaying "No data to display".
- CREDENTIALS:** A section with a red circle '1' next to the heading. Below the heading is a description: "Credentials are items you use to access a parking facility. Examples include access cards, your license plate, windshield or bumper stickers, and..." Below this is a table with columns: "Credential Actions", "Credential Type", and "Credential Prefix". The "Credential Actions" column contains links: "Report Credential Issue", "View Digital ID" (circled with a red circle and a red circle '2'), and "Cancel Credential". The "Credential Type" column contains "QR Code".
- MY VEHICLES:** A table with columns: "New", "License Plate #", "Vehicle State", "Vehicle Year", and "Vehicle Make". The table contains one row with "Edit Delete" in the "New" column, "123abc" in the "License Plate #" column, an empty "Vehicle State" column, "2015" in the "Vehicle Year" column, and "MERCURY" in the "Vehicle Make" column.

At the bottom of the page, there is a footer with the text: "Zephire Parking Services 2024 © Powered by [Marlyn Group LLC®]. All rights reserved."

3. On the credential, you can see the QR code, as well as the location details and account information.
4. Click the **Print** icon to print out the credential.
5. Click **Save** to keep the credential on the device.

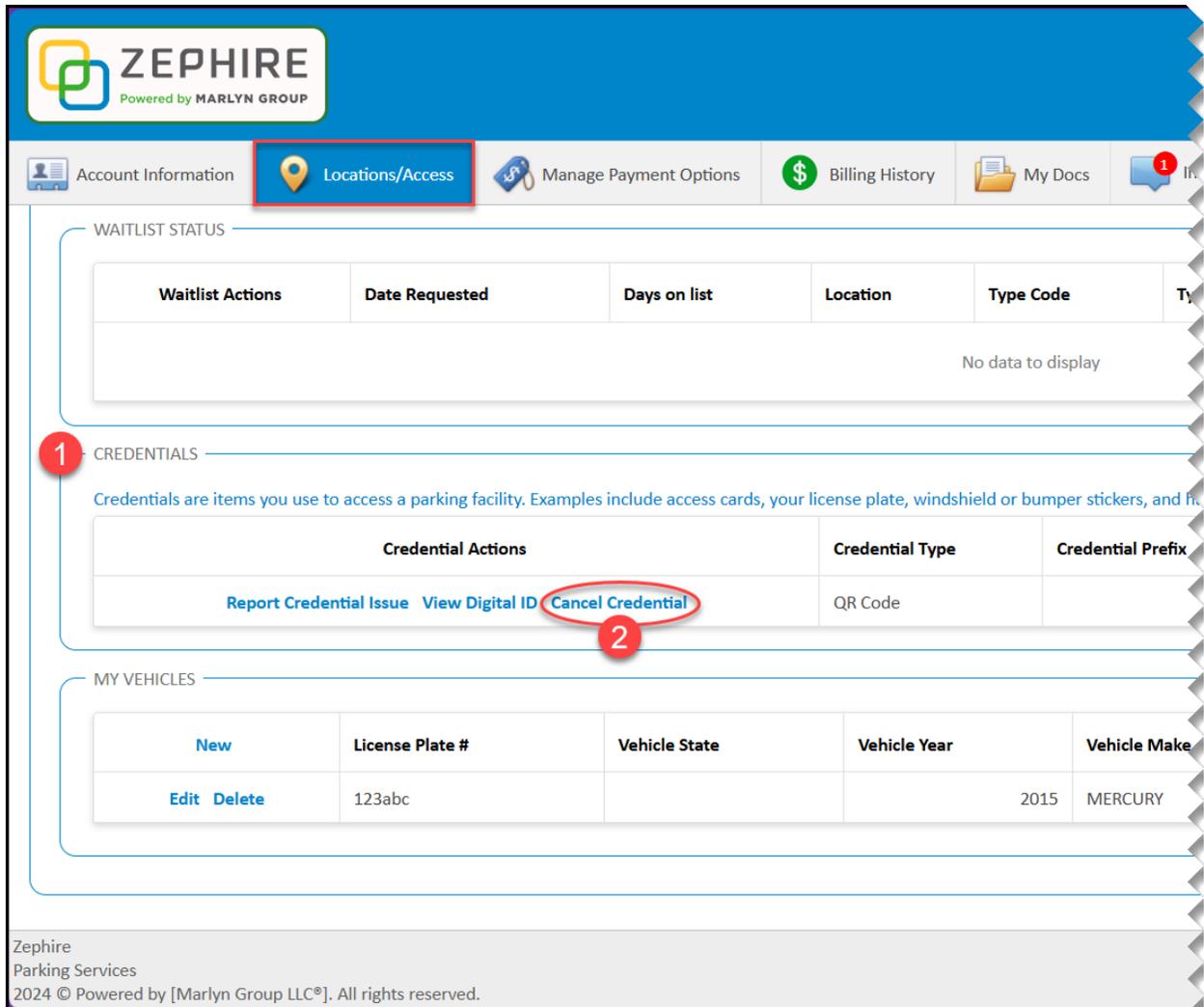


The screenshot shows a web interface for ZEPHIRE. At the top, there is a navigation bar with a 'Whole Page' dropdown, a plus sign, and several icons. Two red circles with numbers '4' and '5' are overlaid on the printer and share icons respectively. Below the navigation bar is the ZEPHIRE logo, which includes the text 'Powered by MARLYN GROUP'. A black banner below the logo contains the text 'Credential Barcode for Location: 12TH STREET PARKING DECK'. Underneath the banner, the text 'Credential / Permit #: 10313 - VALID FROM: 4/1/2024' is displayed. To the left of the location details is a red circle with the number '3'. The location details are: 'Location Details: 345 Riverbend Drive, Trenton, NH 12345, 123-456-7890'. Below the location details is a large QR code. Under the QR code, the text '10313' is displayed, followed by 'Acct #: P2700' and 'License Plates: 123ABC'. At the bottom of the page, it says 'Printed on 6/4/2024 5:33 PM'.

### Canceling A Credential

There may be a time where you no longer need your space at a location. To cancel a credential, follow these steps.

1. Head to the [Location/Access](#) tab and head to the credentials section.
2. Click on the [Cancel Credential](#) button.



**ZEPHIRE**  
Powered by MARLYN GROUP

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

**WAITLIST STATUS**

Waitlist Actions	Date Requested	Days on list	Location	Type Code	Type
No data to display					

**1 CREDENTIALS**

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

Credential Actions	Credential Type	Credential Prefix
<a href="#">Report Credential Issue</a> <a href="#">View Digital ID</a> <a href="#">Cancel Credential</a>	QR Code	

**2**

**MY VEHICLES**

New	License Plate #	Vehicle State	Vehicle Year	Vehicle Make
<a href="#">Edit</a> <a href="#">Delete</a>	123abc		2015	MERCURY

Zephire  
Parking Services  
2024 © Powered by [Marlyn Group LLC®]. All rights reserved.

3. A cancellation dialog box will appear. Select the date you would like to cancel the credential.
4. Click Ok to confirm the cancellation.

### Cancel Credential

Select Cancellation Date

Select Cancellation Date:\*

6/4/2024
▼

OK
CANCEL

- You will notice that the credential is now grayed out. You will not have that credential the following day.

**5** 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
<a href="#">Report Credential Issue</a> <a href="#">View Digital ID</a> <a href="#">Cancel Credential</a>	QR Code	

### Pay or Download an Invoice

You will want to start by heading to the **Billing History** tab to pay your invoice. In this tab, you can view, download, print, and pay your invoices. You can pay your invoices with a one-time credit card payment.

To start head over to the **Billing History** tab. You will see a list of invoices. Both paid and unpaid.

- Click **view/print** to view the Invoice. You can print it off from here as well for your records.
- You can click **Pay Invoice** to make a one-time credit card payment.


ZEPHIRE  
Powered by MARLYN GROUP

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

MIKE Account Number: 2700 Current Balance: \$952.00 Past Due Balance: \$508.00

[VIEW/PAY INVOICES](#)

HISTORICAL ACCOUNT INFORMATION

Billing History:

Clear Filter	View/Print	Click to Pay	Invoice #	Location	Due Date	Paym.
	<span style="border: 1px solid #ccc; padding: 2px;"> </span>		<span style="border: 1px solid #ccc; padding: 2px;"> </span>	<span style="border: 1px solid #ccc; padding: 2px;"> </span>	<span style="border: 1px solid #ccc; padding: 2px;"> </span>	<span style="border: 1px solid #ccc; padding: 2px;"> </span>
	<span style="color: blue;">View / Print</span>	<span style="color: blue;">Pay Invoice</span>	38945	12th Street Parking Deck	07/01/2024	
	<span style="color: blue;">View / Print</span>	<span style="color: blue;">Pay Invoice</span>	39739	12th Street Parking Deck	06/01/2024	
	<span style="color: blue;">View / Print</span>	<span style="color: blue;">Pay Invoice</span>	40683	12th Street Parking Deck	06/01/2024	DUE C
	<span style="color: blue;">View / Print</span>	<span style="color: blue;">Pay Invoice</span>	29732	12th Street Parking Deck	05/01/2024	

Clicking **View/Print** will open a new tab with a PDF of the invoice. Please note: If the invoice is paid, it will have the “Paid” watermark.

MG Parking, Inc.  
345 Riverbend Drive  
Trenton, NH 12345

### Monthly Parking Invoice

**Invoice No.** 38945

**Invoice Date:** 05/04/2024

**Date Due:** 07/01/2024

**Status:** Open

**TO:**

**MIKE BRUBAKER**

123 St  
Cleveland, OH 12345

Invoices are processed on the 6th of the month.



INVOICE WATERMARK PARKERS

Something interesting goes here

Date	Qty	Description	Price	Charge
07/01/2024	1	Unreserved - (1) [10313] Mike Brubaker Space #:	\$150.00	<b>\$150.00</b>
07/01/2024	1	Level Charge Test	\$2.00	<b>\$2.00</b>
07/01/2024	1	DC Tax (18.00000 %)	\$27.00	<b>\$27.00</b>

**Total New Charges: \$179.00**

If you have already paid this amount please disregard

**Previous Balance: \$508.00**

**Recent Payments: \$0.00**

**Total Due: \$687.00**

3. A dialog box will appear.
4. Select whether you want to pay the invoice or the whole past due amount here.
5. Enter your billing address right here
6. Enter your Credit Card information here.
7. Check this box if you would like to enroll in autopay.
8. Click **Complete Payment** to finish the payment.
9. Click **Cancel** to not make the payment.

## Web Payment

Payment Information

 Past Due Balance: \$508.00

3

Please select a payment or invoice amount and fill out your payment information below.

Select Amount:\*

Past Due Amount: \$508.00

4

Cardholder First Name:\*

Mike

5

Cardholder Last Name:\*

Brubaker

Email Address:\*

miketest@email.com

Phone:\*

5555555555

Billing Address:\*

123 St

Billing City:\*

Cleveland

Billing State:\*

Ohio

▼

Billing Zip:\*

12345

Credit Card Type:\*

6

Credit Card Number:\*

Enter Card Security (CVV Code):\*

Exp. Month:\*

Exp. Year:\*

Enroll this payment method in Autopay:

7

COMPLETE PAYMENT

8

CANCEL

9

10. A dialog box will appear here. Thanking you for your payment. Click **Close** to close the dialog box.

**Web Payment**

**Payment Information**

Thank you for your payment!  
Your payment was processed successfully, you may now view/print your paid invoice within the portal.

---

CLOSE
10

11. It will take you back to the payments screen. You will notice that the **Pay Invoice** button is greyed out. If you click on **View / Print**, you will now see a paid water mark.

**HISTORICAL ACCOUNT INFORMATION**

Billing History:

Clear Filter	View/Print	Click to Pay	Invoice #	Location	Due Date
	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
	<a href="#">View / Print</a>	<a href="#">Pay Invoice</a>	38945	12th Street Parking Deck	07/01/2024
	<a href="#">View / Print</a>	<a href="#">Pay Invoice</a>	39739	12th Street Parking Deck	06/01/2024
	<a href="#">View / Print</a>	<a href="#">Pay Invoice</a>	40683	12th Street Parking Deck	06/01/2024
	<a href="#">View / Print</a>	<a href="#">Pay Invo</a>	29732	12th Street Parking Deck	05/01/2024
Count=4					