Quick start manual ParkiD™ 3.0

For daily operators experienced with previous ParkiD™ versions

Version 1.1 – November 13, 2020

Contents

Introduction

1. About this quick start manual

This quick start manual is written to assist in migrating from an earlier version of ParkID to ParkID 3.0. We assume previous experience and describe the new GUI broadly, but not in fine detail. This way, you can quickly read through this manual.

2. Tutorial videos

Many ParkID users find it is easier and quicker to watch a video than to read a lengthy manual. To support this we have created short tutorial videos. You can find the links at https://wpsparking.com/parkid3. We encourage you to watch these videos and use this manual as a backup.

All videos are subtitled in multiple languages. Click the white icon on the bottom of the video in YouTube to active the subtitles / closed captions.

3. ParkiD 3.0

WPS is pleased to announce the release of ParkiD version 3.0 which includes a brand new Graphical User Interface ("GUI") which has been expanded with a whole range of extra functionalities - the new GUI is also based on the latest HTML5 technology which is an essential upgrade to your current system.

The new ParkiD 3.0 parking management system comprises of two components:

- ParkiD Parking Facility Management Software: this is the "engine" of the system and keeps track of all entry and exit movements, events, payments and transactions. The software also includes the database with all customer data and configuration settings, e.g. Parking Rate Table. ParkiD™ software normally runs on a server installed within the parking system local area network environment or can be hosted from a remote cloud server.

- The Graphical User Interface: this is the operator software that is used to view and manage the ParkiD system. The graphical user interface also offers the capability to integrate with third party IP-based video cameras and IP-based intercoms.

4. Updates

ParkiD 3.0 is mostly used as a subscription service. That also means it benefits from frequent updates, up to one update every two weeks. You can see the version number at the top of your screen.

5. Roles and tasks

We have defined four roles in our software:

- Intercom Operator
- Desk Operator
- Financial Employee
- Technical Manager

The software recognises several tasks in each role. For some organisations, these roles may overlap. The most important tasks are listed below.

Intercom Operator	Desk operator	Financial employee	Technical manager
System status check	Change operation mode	Create reduction tickets	Manage rights
Answering intercom calls	Adjust counters	Create and edit groups	Look into exceptions and faults
Look up visitors	Create customers	Create reports	
Give out lost tickets	Edit customers	Set up tariffs	
Open barriers			

Are you missing tasks that you used to perform in a previous version of ParkiD? Please refer to your Technical Manager to check whether you have the correct rights to perform your tasks.

6. Help

If you have specific questions about using ParkiD 3.0, please look for an answer in this manual. Our website https://wpsparking.com/parkid3 is a further source of information.

If you cannot find the answer there, feel free to send an email to our dedicated ParkiD 3 Software Support Team at parkid3@wps-nl.com . The ParkiD 3 Software Support Team will be glad to help you with software usage related questions.

ATTENTION: please contact your local support desk for urgent matters and general issues relating to the operation of your car park. The dedicated ParkiD 3 Software Support Team is not equipped to assist in those matters.

Log in / Log out

1. Log in

To manage the system, you need login credentials, based on your email address. Please ask the Technical Manager if you do not have a login yet. Upon creation, you will get an email explaining how to create your own safe password. The login credentials for ParkiD 3 are different from previous versions of ParkiD. To use ParkiD, you will need to browse to a different website.
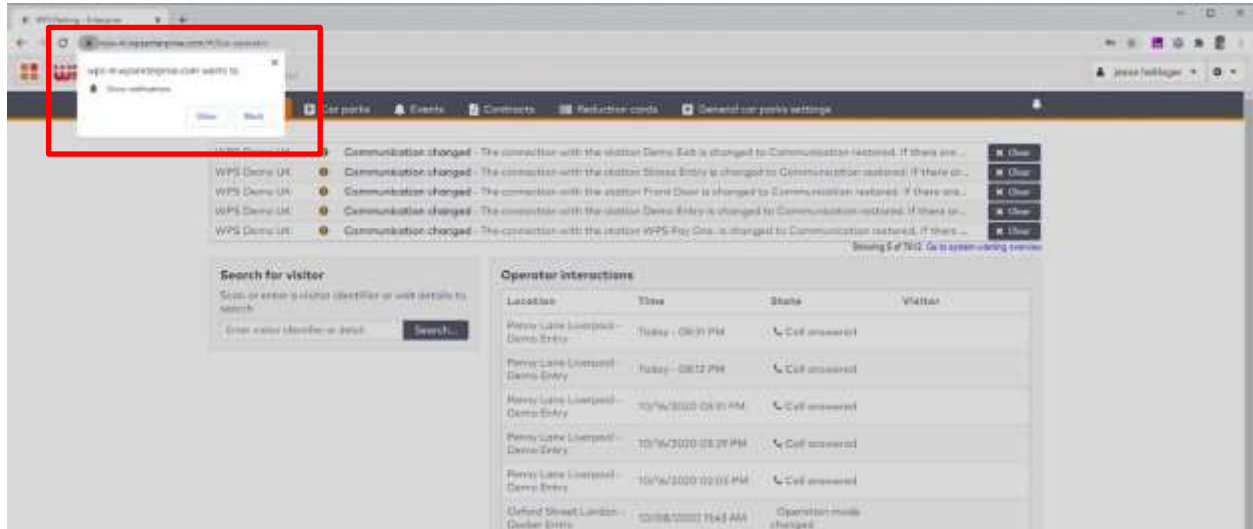

Please enter your email address and your password.

.
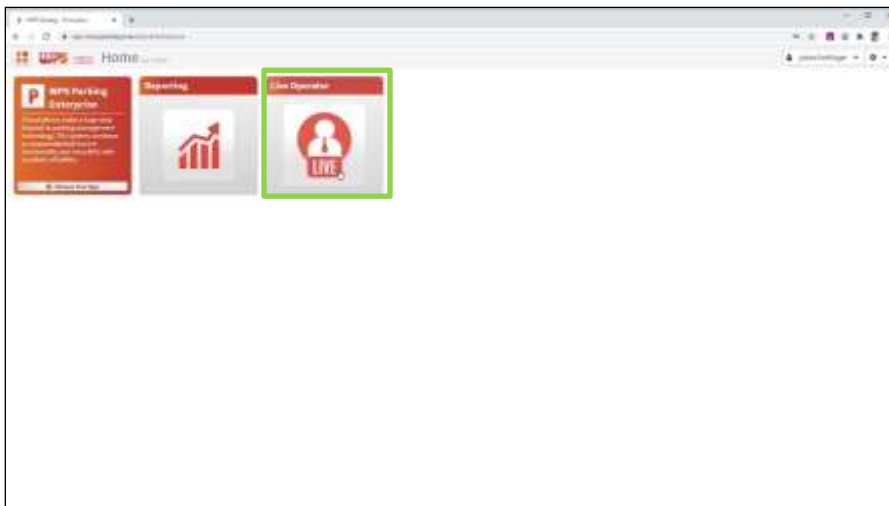
Click live operator start.

2. Automatic popups and language

A new feature in ParkiD 3.0 is automatic pop-ups that appear when an intercom call is initiated. Hit accept in browser screen. By doing so you will get a pop-up on your desktop for every intercom call, even if your browser is running in the background.

To change your language setting, click your name and select your language of choice.
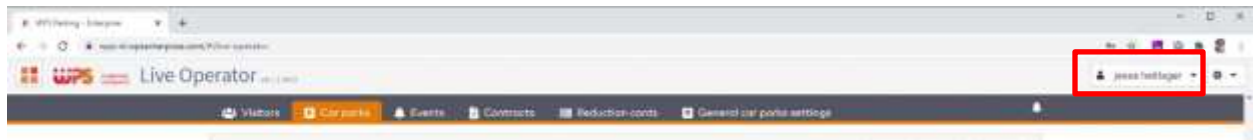
3. Log out

To log out, click your name and log out.

Intercom Operator

1. Tasks Intercom Operator

The tasks of the Intercom Operator are:

- checking the system status
- automatically answering an intercom call
- manually answering an intercom call
- actions at the entry and exit
- action at the pay station

Watch this chapter as a tutorial video, at https://wpsparking.com/parkid3 .

2. Main screen

After you have logged in, the main screen will appear. It has 4 sections:

- the navigation bar
- a list with all the important system warnings
- a list with the most recent operator activities
- the search screen to look up customers
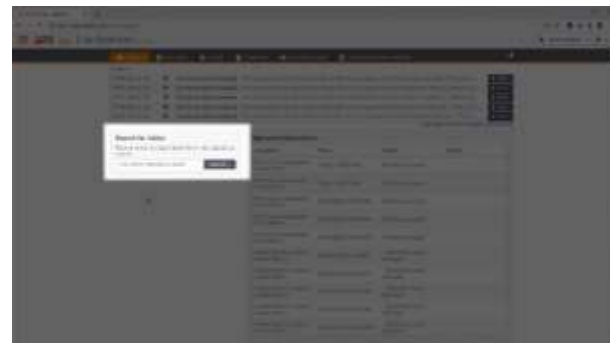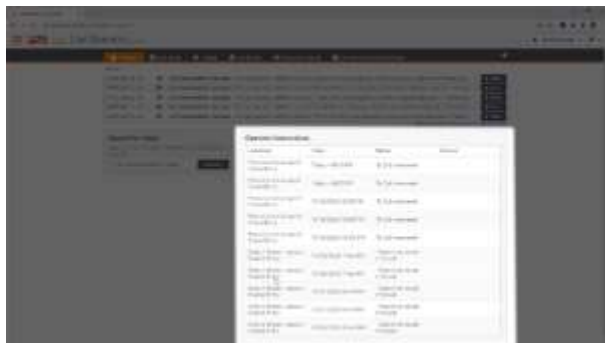
3. System status

Your first glimpse of the system status to the right of the opening screen. Instantly, you can tell whether there are important warnings. The operator interactions table does not only show your own actions, but also your colleague's activity.

Now click Car parks. ParkiD 3 is a multi-carpark solution, allowing you to manage multiple car parks from one login. You will now see a list of your car parks. In this example they are Fifth Avenue, Oxford Street and Penny Lane.

All the stations are grouped by section. Inside each section you will see the relevant counters. Since pay stations are typically not limited to a specific section, they are in a column to the right.
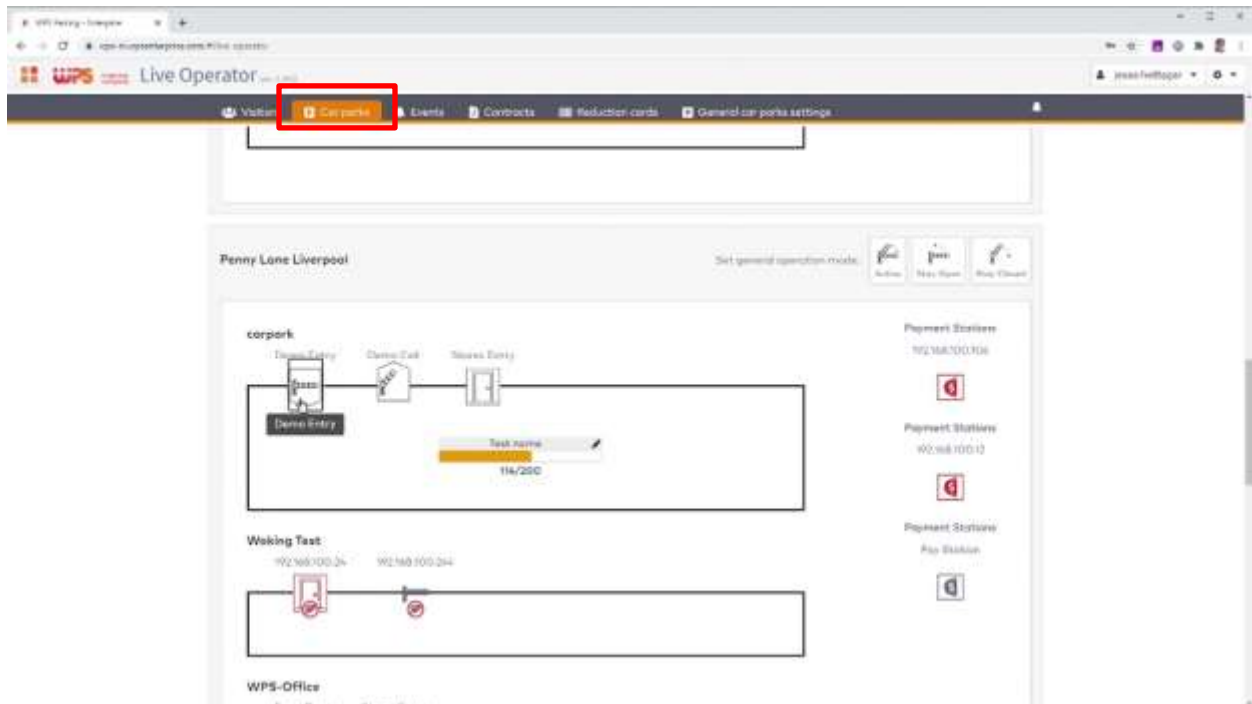
The icon representing each station shows their status. You can easily tell whether a station is connected, what the current operation modus is and, in addition to that, barrier movements are displayed live. You can click any station to get more detailed information.
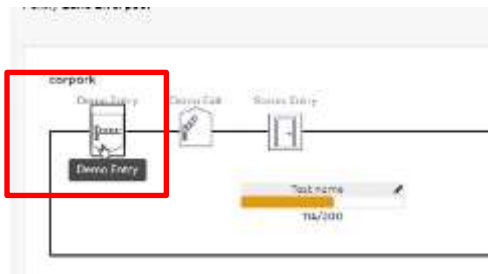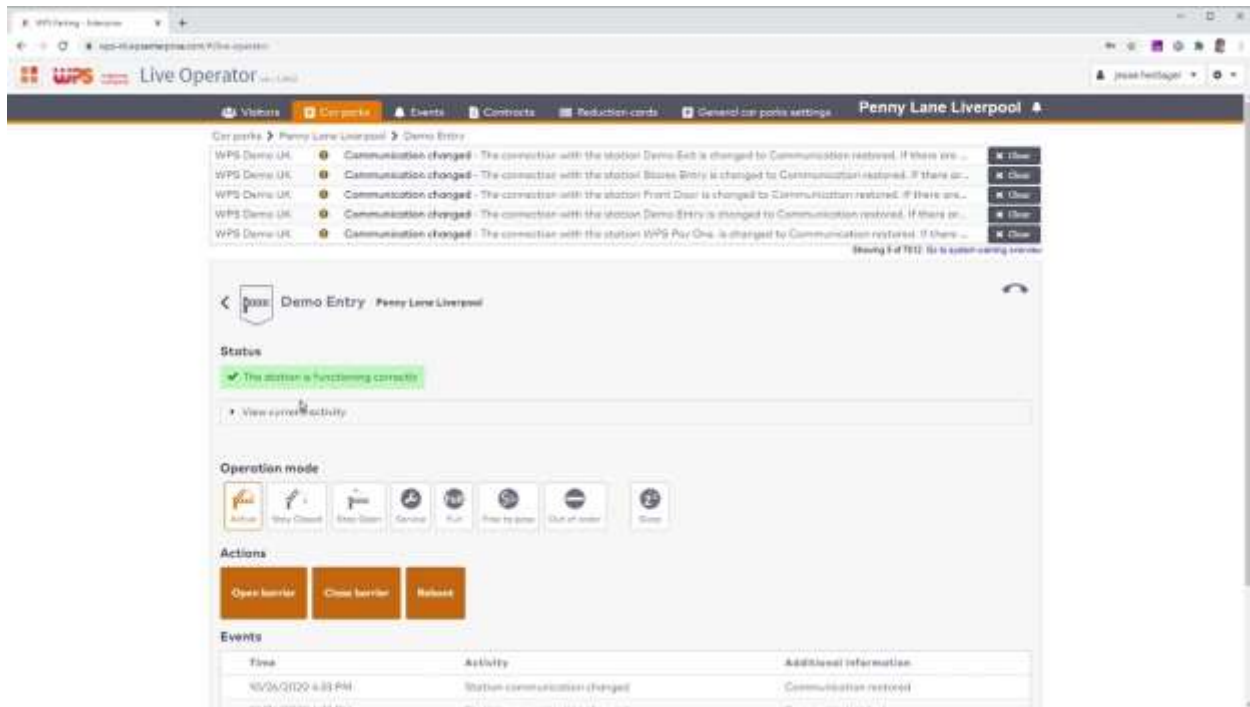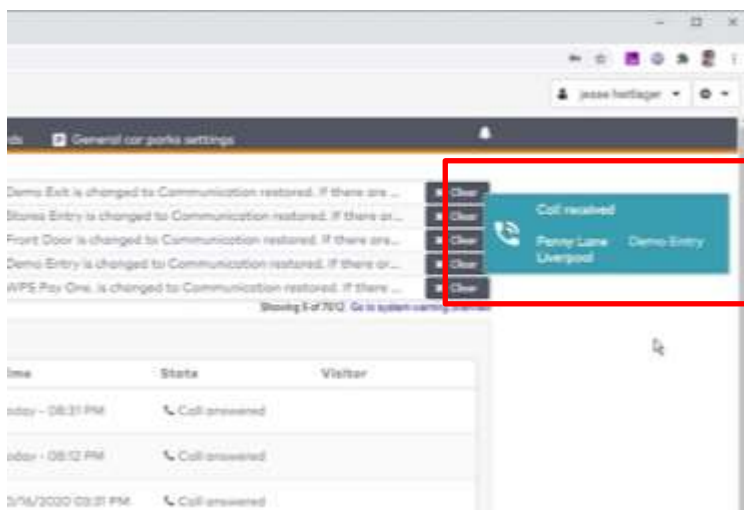
4. Automatically answering an intercom call

The primary way of navigating for intercom operators, is using the automated pop-ups that appear with every intercom call.


The moment a customer presses the intercom button, a signal is sent to both the intercom installation and ParkiD, resulting in a pop-up. Older stations might lack this double cabling. Please ask a WPS representative for your options when pop-ups do not appear.

Now, by clicking the pop-up, you are re-directed to the detail screen with all relevant information about the customer and the station.

5. Manually answering an intercom call

If you do not get automated pop-ups, you can easily browse to the relevant station. To do so:

- click Car parks
- select the appropriate car park
- click on the station where the call was originated from.
- As a last step, open up the item 'view current activity'.
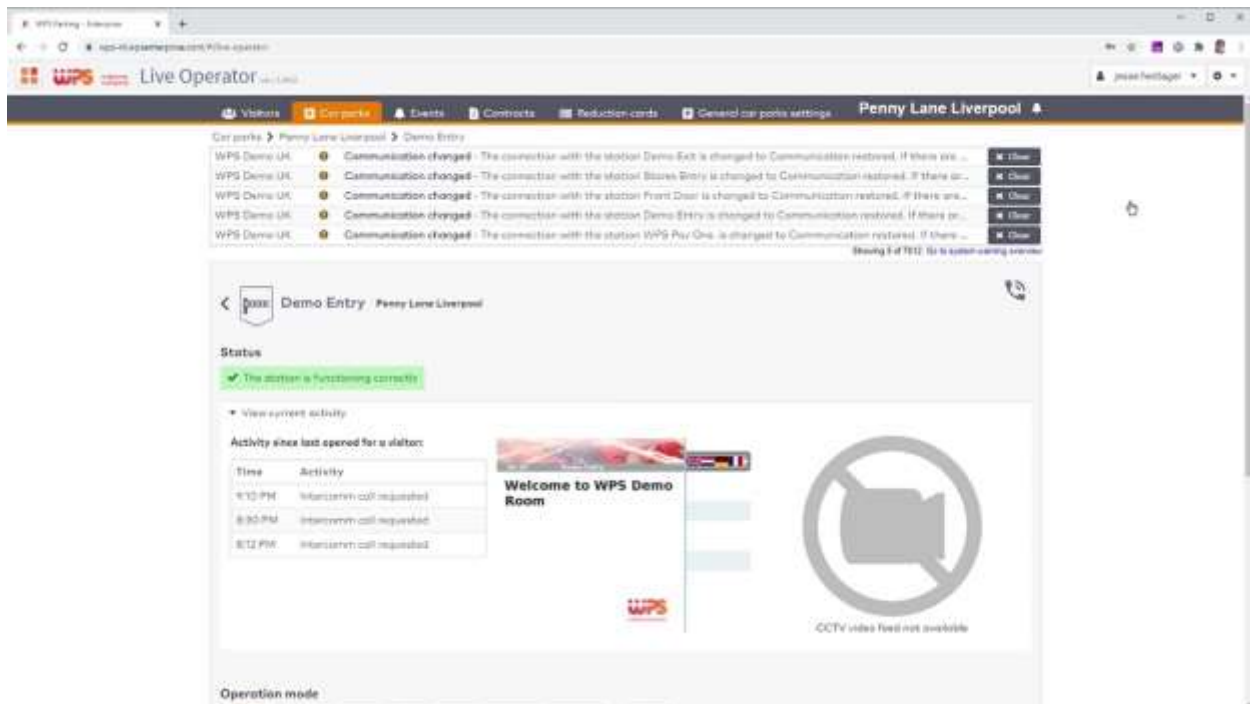

6. Actions at the entry and exit

When somebody has stopped in front of a barrier, there are several options at your disposal. For example, you can manually open the barrier. Some organisations ask you to enter a note for administrative reasons; this can be entered. The live screen will change and the customer can continue.
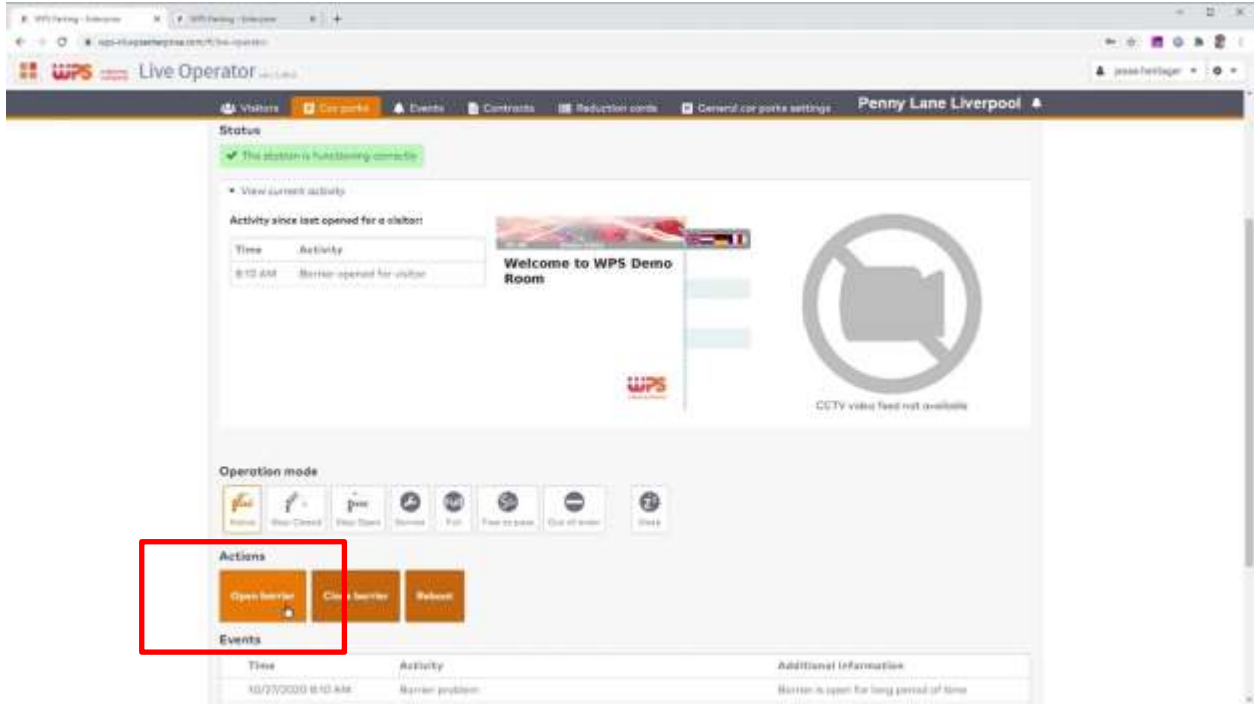
In case of a known customer, you can click the name or identifier and you will be transferred to the detail screen.
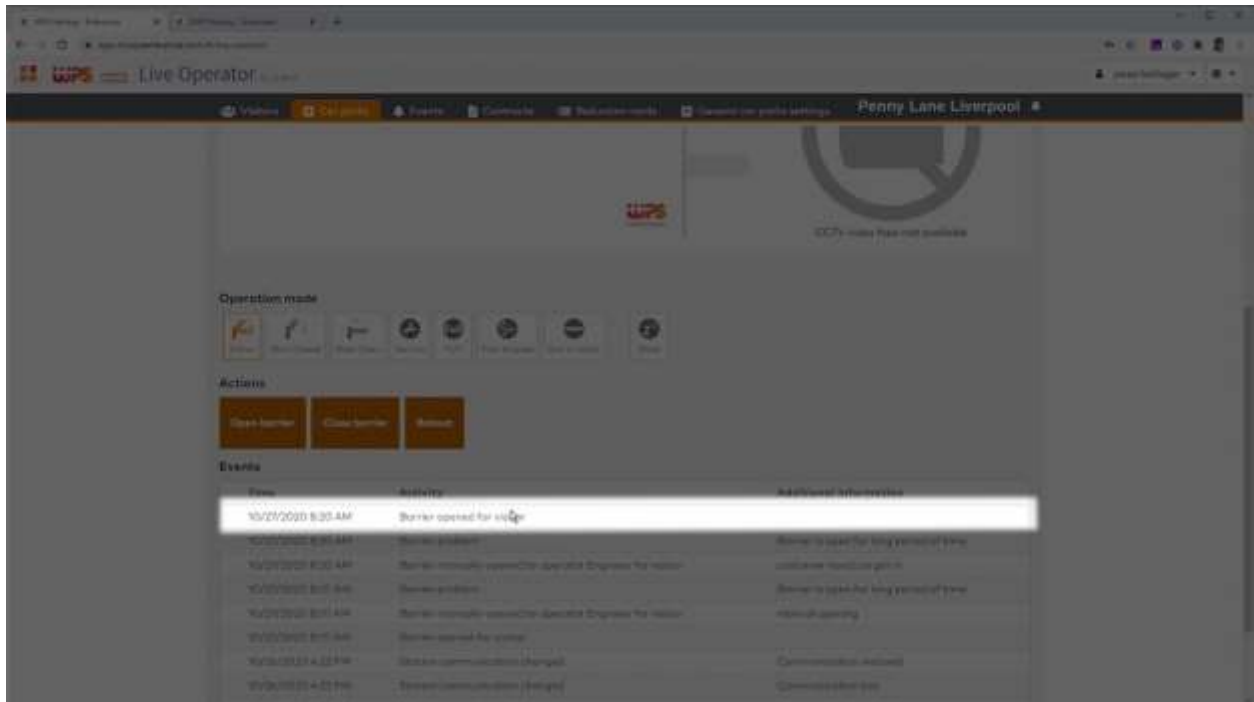
In this screen, you can reset the anti passback feature. By waving their badge one more time, the system will now let the customer pass. If applicable, you can also change the contract type here.
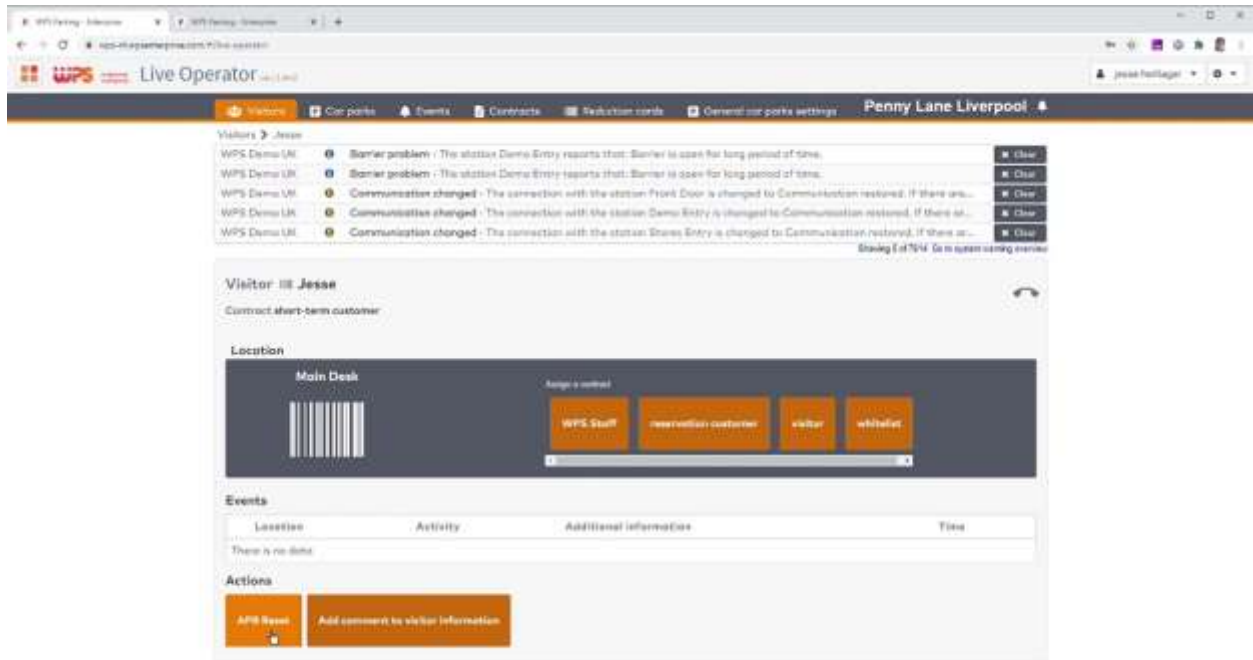
If nobody is allowed into the car park anymore because the occupancy counter has reached its maximum, you can easily change that value.

- Go back to the car park list
- click on the pencil
- adjust the value and save.
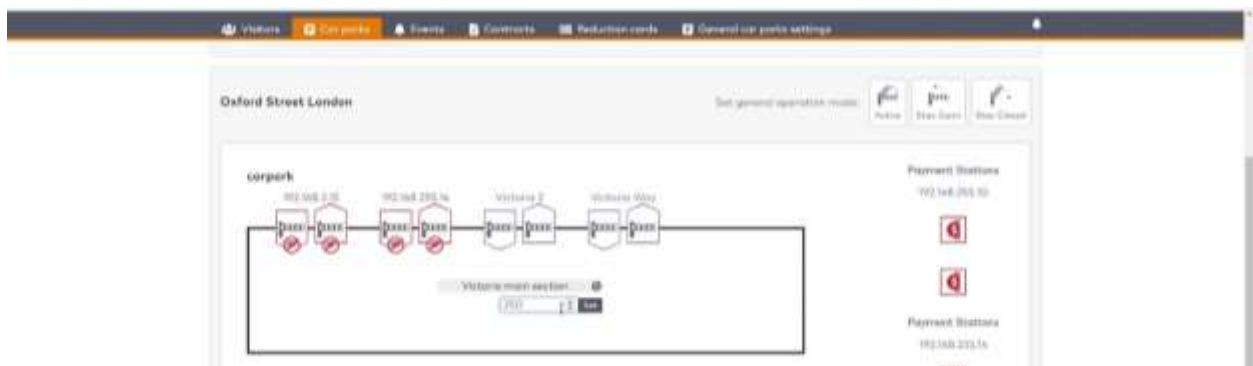
7. Actions at the pay station

If the intercom call has originated from a pay station, there are several options to help the customers. You will also have a live view of what the customer sees. In this way, you can tell whether your instructions are being followed.

You have full insight in the pay station's status, both about the contents of the cash system and an overview of cash clearings and other events.
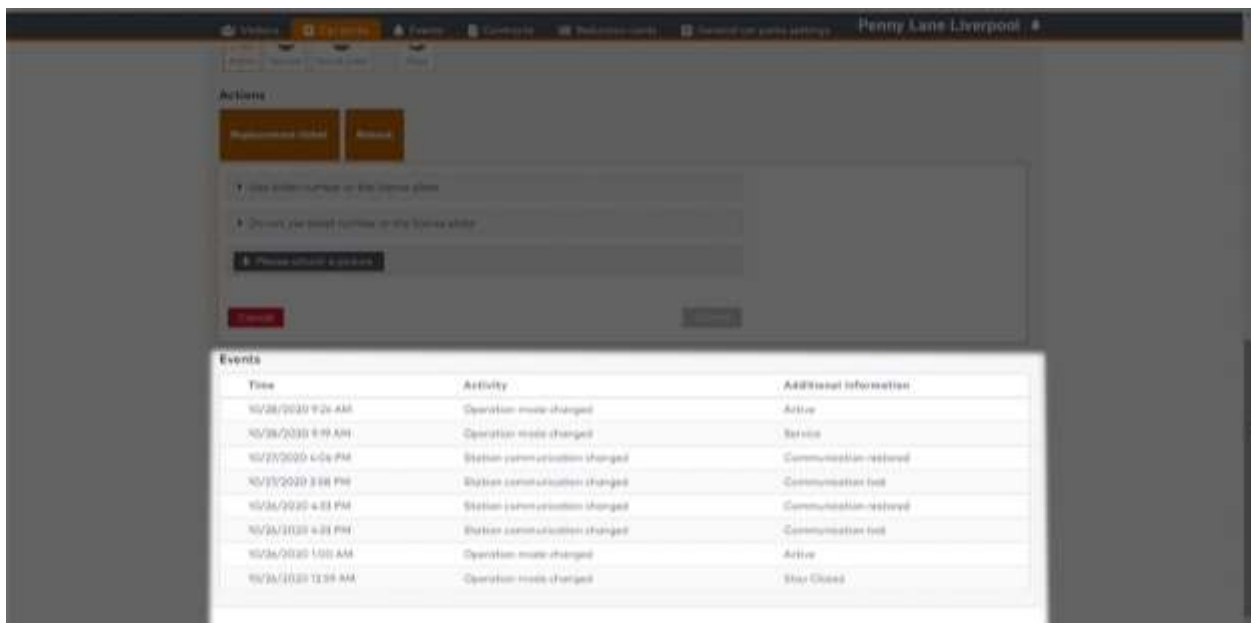
Most of the time, you will probably want to issue a replacement ticket. You have the option to search for a known customer, typically by license plate, or you can set a tariff yourself.

You can choose between issuing a standard lost ticket, starting a tariff calculation from a give start time or entering a fixed fee.
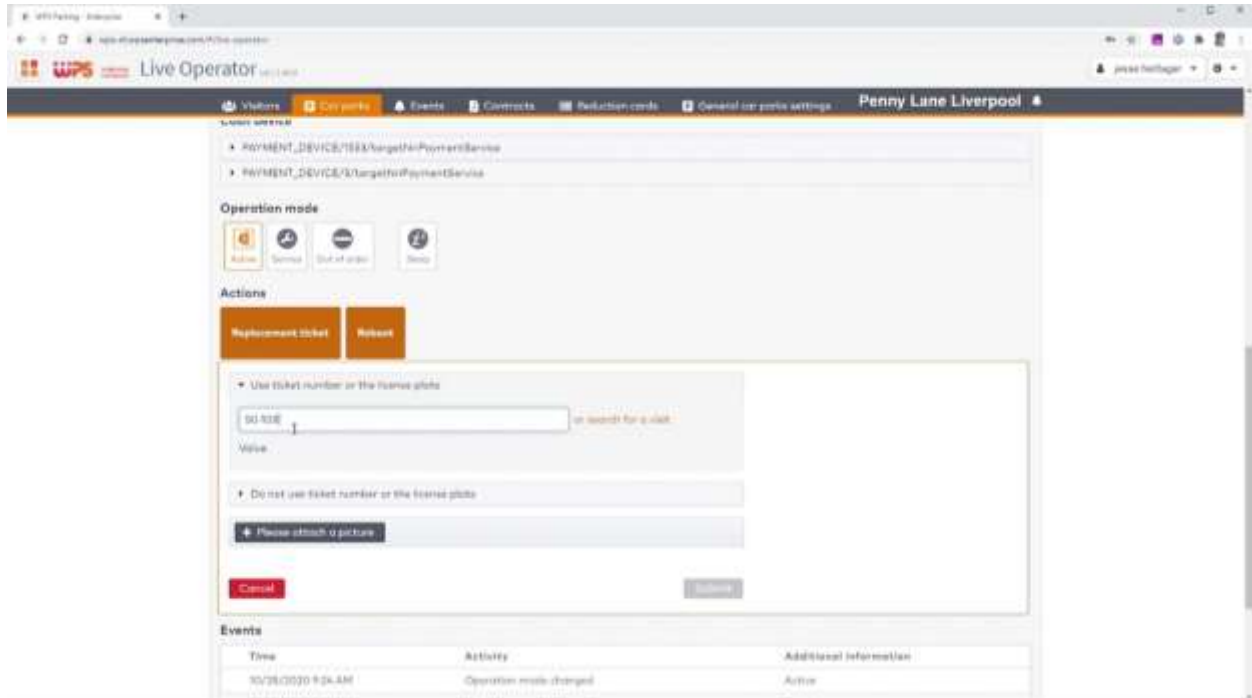
Desk Operator

1. Tasks Desk Operator

For many organizations, this role is an extension to the intercom operator role. Please have a look at that first chapter. Beyond the tasks an intercom operator performs, the desk operator can also help customers with questions which are not about the current parking session. The desk operator can also adjust parameters in ParkiD that will have an effect on multiple customers at a time.

The tasks we will explain in this chapter are

- Changing the operation mode of a car park
- Adjusting counters
- Creating customers
- Editing customers

Watch this chapter as a tutorial video, at https://wpsparking.com/parkid3.

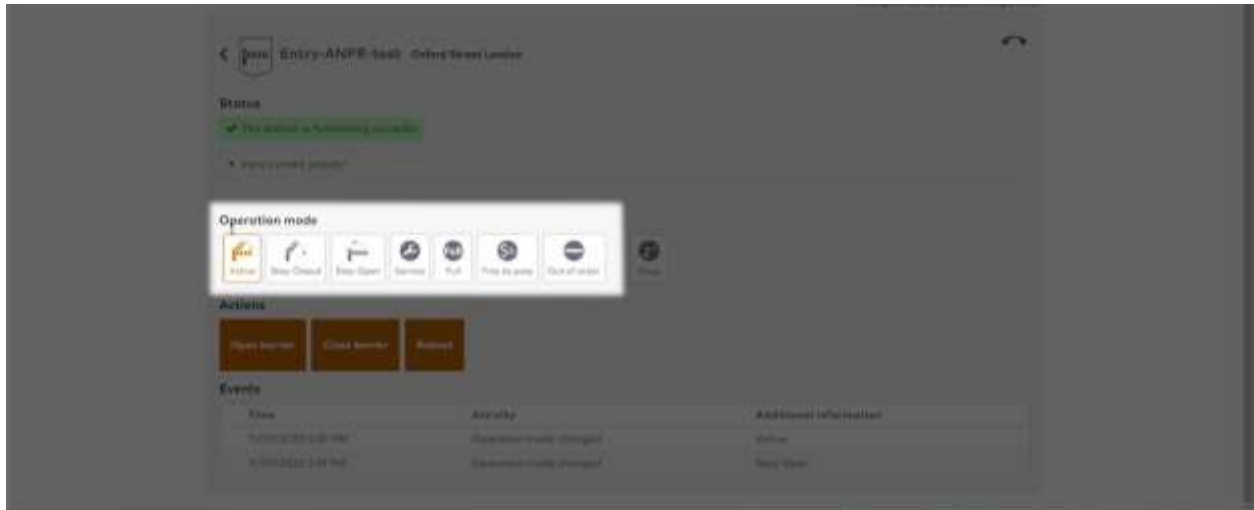## 2. Changing the operation mode of a car park

Before we explain how to change the operation mode of a station or the entire car park, we would like to give an important user tip. In every situation where you are helping an individual customer, it is best to open the barrier as a single action and not to change the operation mode.
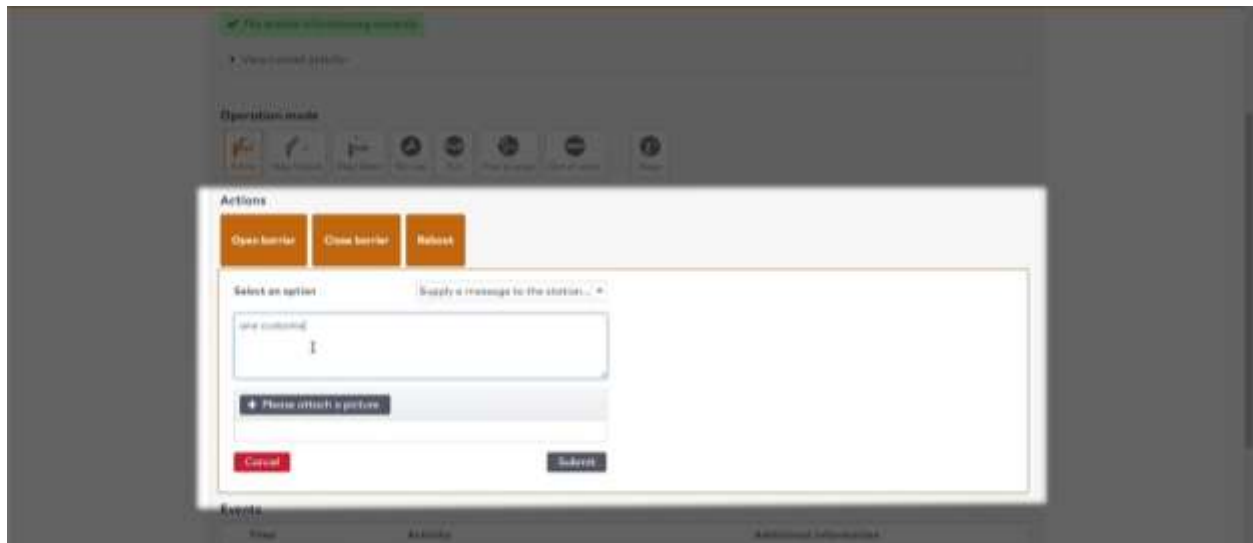

Only in the case of station malfunction, an external traffic jam blocking the exit or when changing the direction of a combined entry/exit lane is it best to change the operation mode. To do so, click the car park and select the station for which the operation mode needs to be changed.

WPS Demo UK.   Operation mode changed - Operation mode changed on station Demo Entry to Free to pass.

Showing 1 of 103. Go to system viewing overview

Show   Oxford Street London ▾ ✕

This screen shows the current mode, 'active' in this example.

You can now choose one of the other modes, for example, 'stay open'. Please consult your Technical Manager to confirm under which circumstances you should change to which mode.
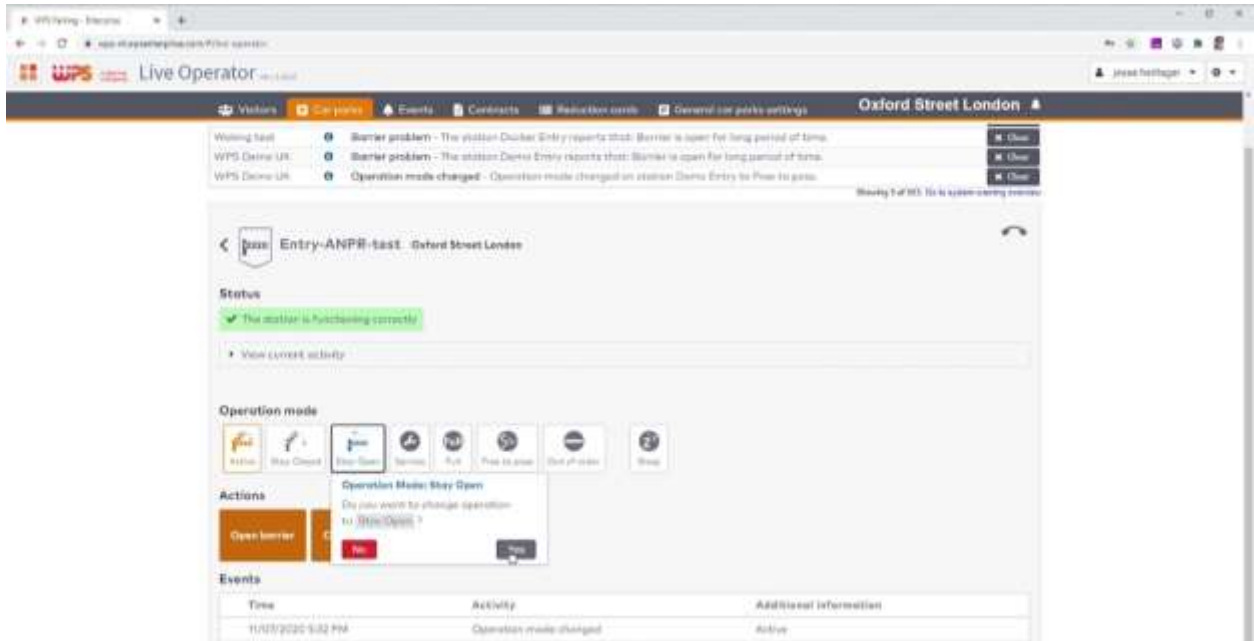
It is also possible to change the operation mode for the entire car park, for example during a fire or evacuation emergency. Click the icon at the top of the car park and select the type of stations that you

want to affect. Depending on local regulations, you might want to close all entries and open all exits to allow for a speedy evacuation.
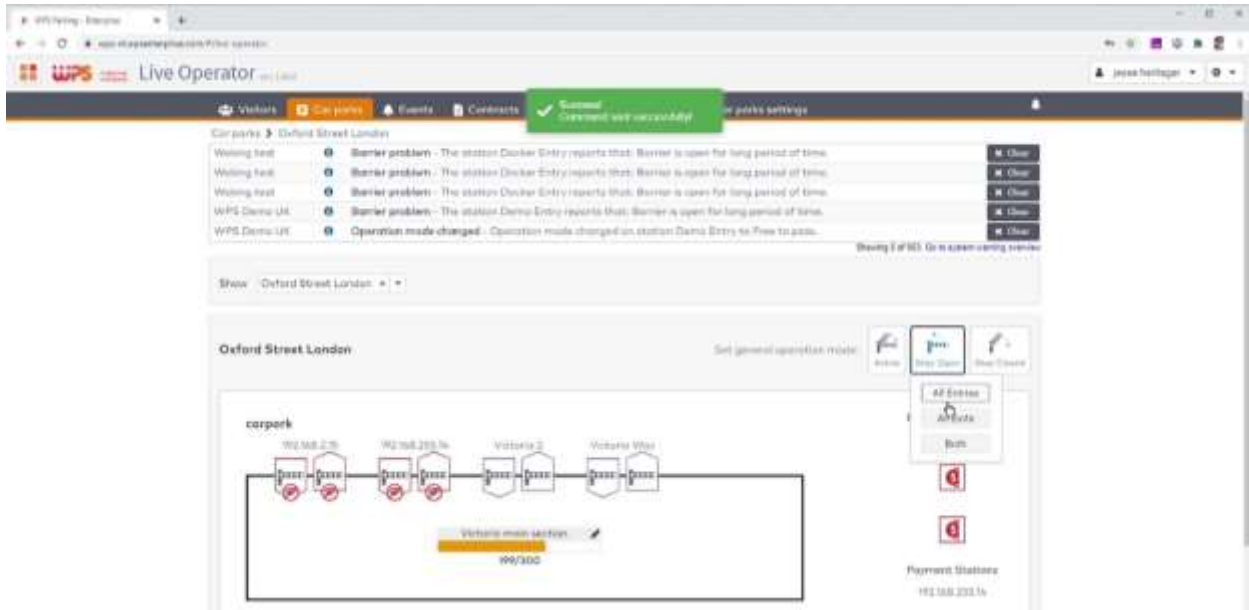
Please do not forget to reset the all the stations into active mode again once the situation is safe again.

3. Adjusting counters

The same page also allows you to change counters, for example after counting the remaining cars at night. You can adjust the occupation of the car park or a section, by clicking on the pencil icon and enter a new value.
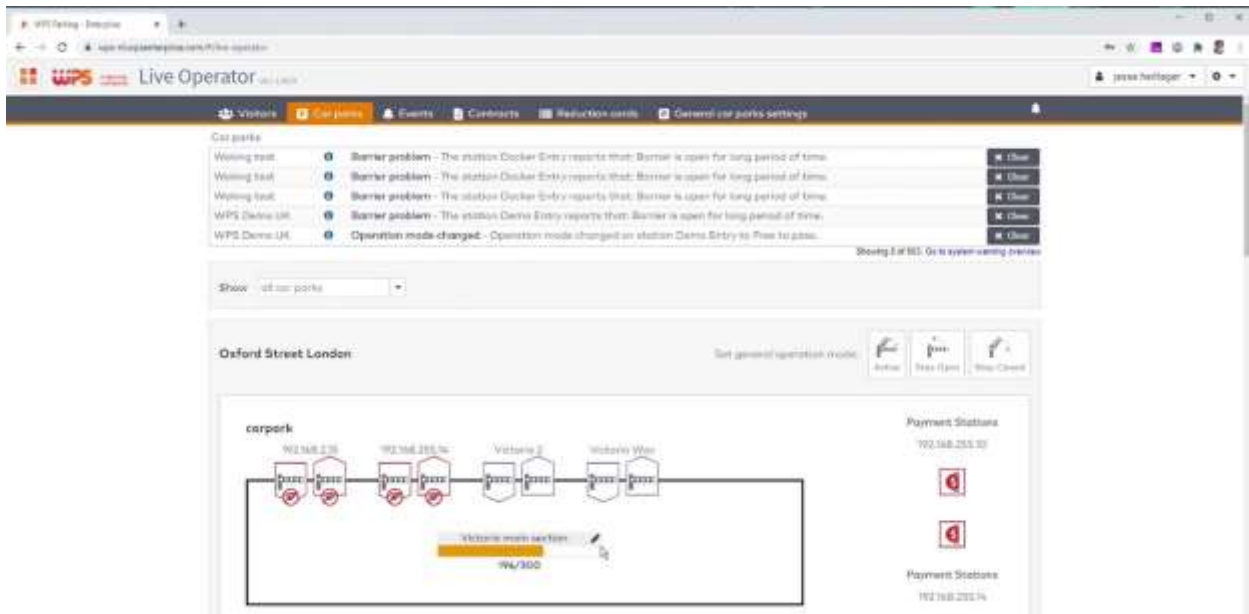
It is also possible to change the counters for groups, but only if they are made visible in the main screen. Your Technical Manager can change that visibility for you. The counters for groups are set at the group detail pages, a task that is part of the Financial Employee role.
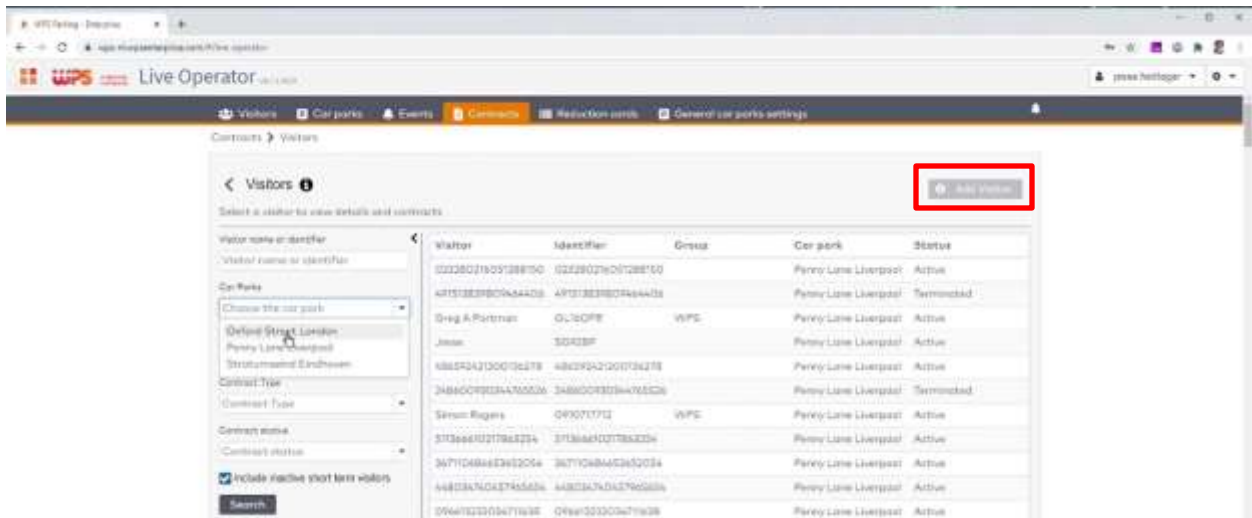

4. Creating Customers

As a Desk Operator, you can create new customers. To do so, click contract management and then visitors.
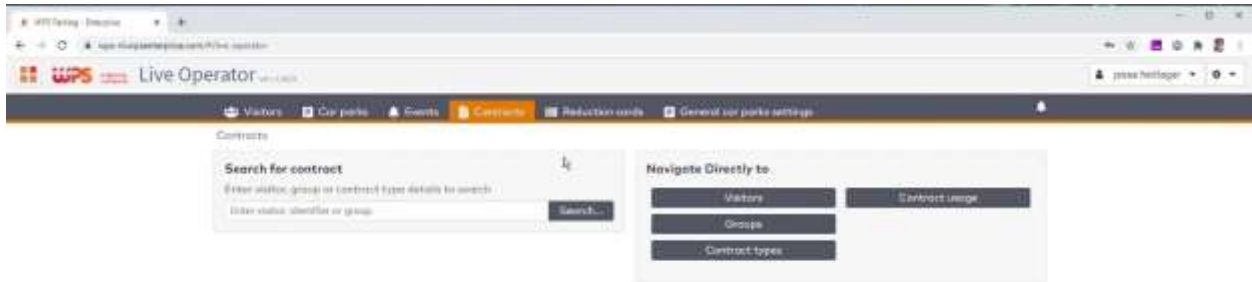
If you manage multiple car parks with ParkiD, please select the car park first. The button 'add visitor' will be activated. Click the button to start the wizard.

First, select whether this customer is part of a group or not. In the next step you select the appropriate contract type. In previous versions of ParkiD, this was called customer type. Any new customer needs a name, but you are free to store much more information.


In the third step you can add access identifiers, such as license plate numbers or MIFARE passes. Please select the identifier type and enter the correct value. In case a customer has more than one identifier, it is possible to add all of these in one go.
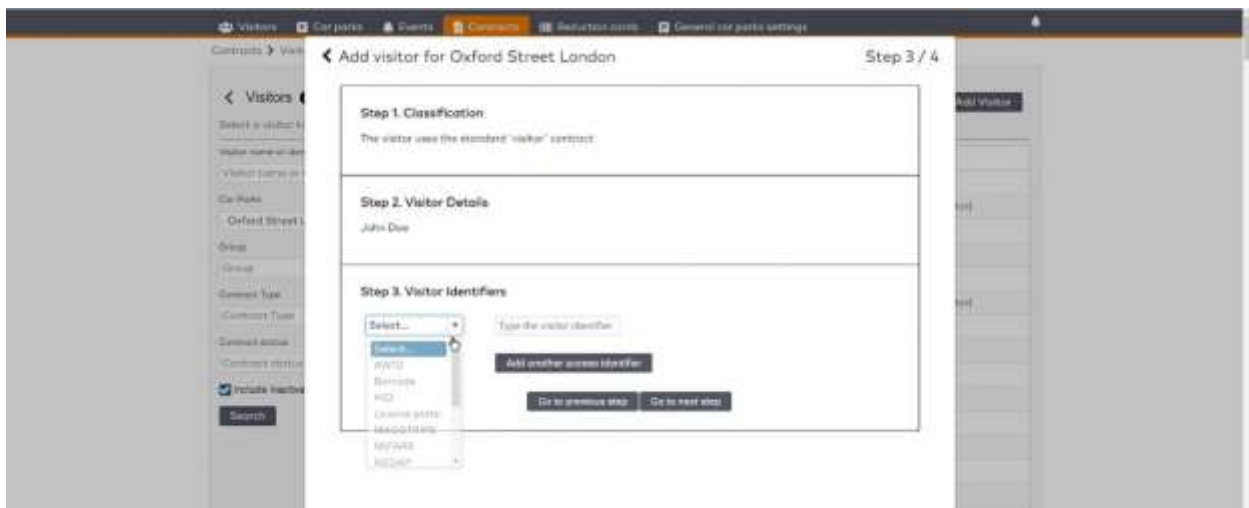
the next step being: contract validity. In this example, we set that to infinity and finish the wizard.
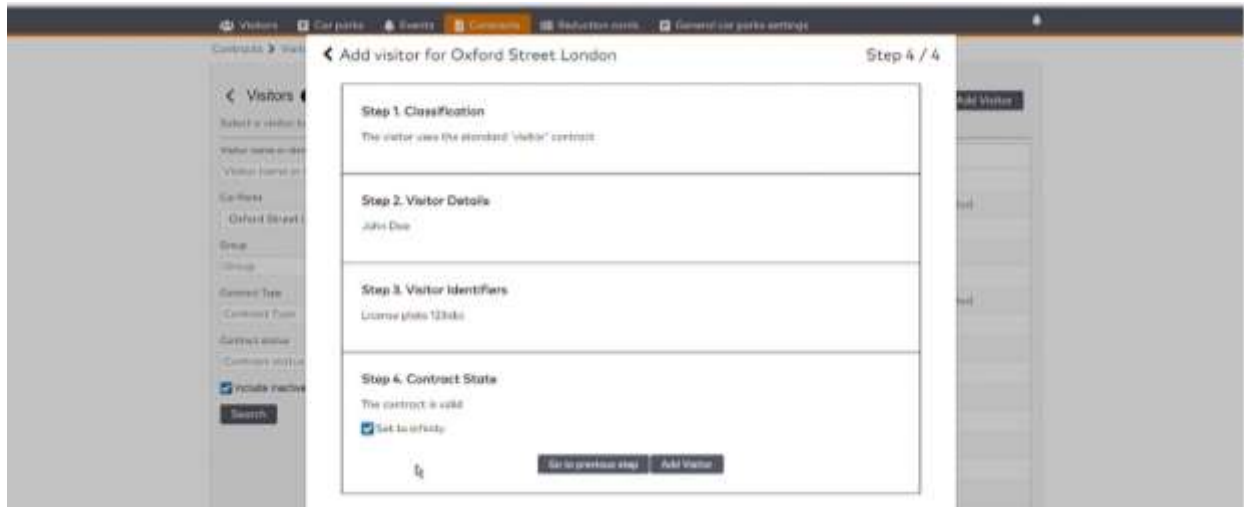
The customer has been created and can start using the car park. In the detail screen you see a confirmation of the previous steps.
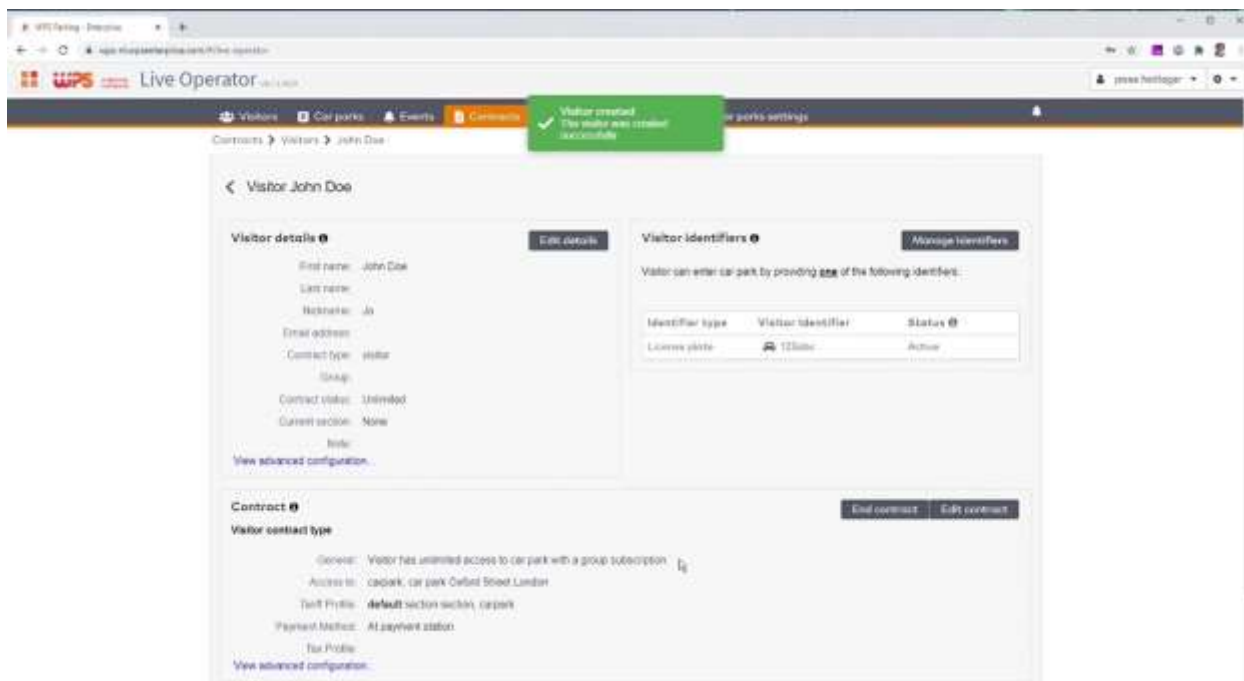

5. Editing customers

To change the settings of a given customer, you first need to search for them. There are various search options which allow you to search for a visitor.

In case the customer has not used the car park before, you need to go to contracts and visitors to look for this particular customer.

You can do so by name, license plate or pass number. Click the name to proceed.

This detail screen gives a clear overview of the most important visitor details. To the left you can find all the personal details, at the right you find a list of access identifiers, below you will find the contract details and all the way at the bottom all the visitor movements are listed.

Every block in this screen can be expanded and edited by clicking the edit button. You can change personal details and you can also correct the situation in case the system thinks the visitor is in another section other than where the visitor actually is. By saving this correction, the visitor can now let themself in and out again.
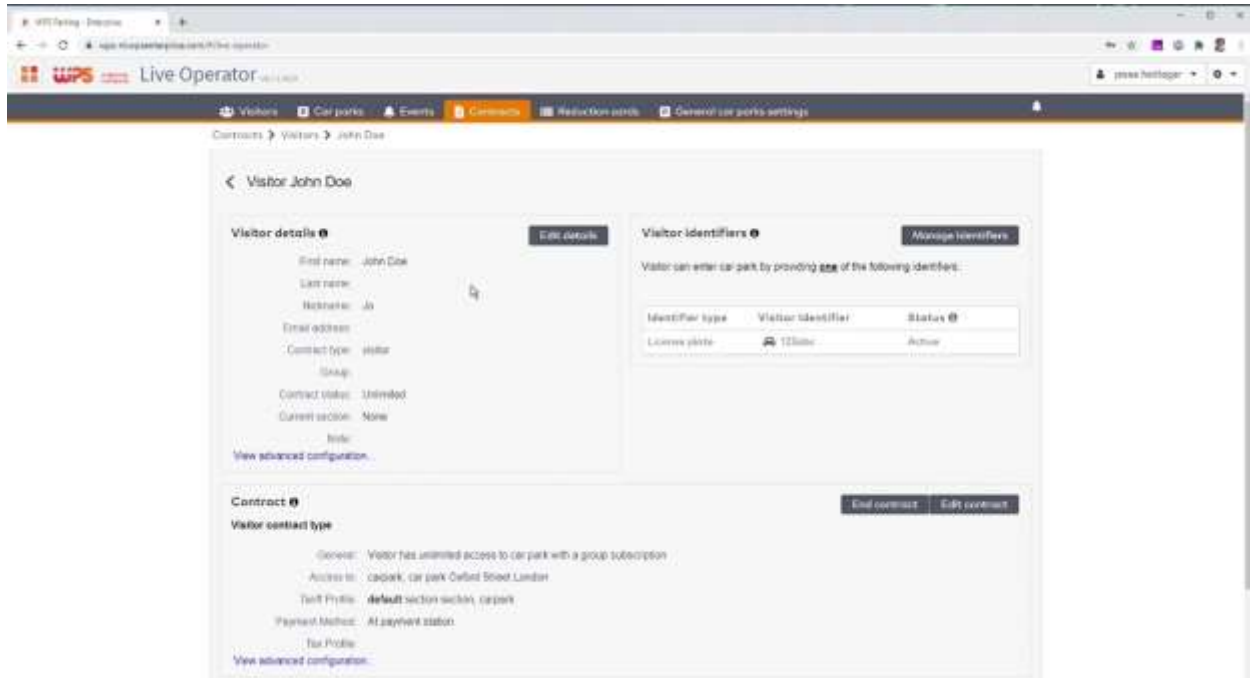
In the block to the right you can manage the visitor identifiers. Let us say the visitor has a new car, then this is where you deactivate the old license plate and add a new one. Changing a license plate number therefore is a two-step process, and it helps in keeping track of the visitor event history.
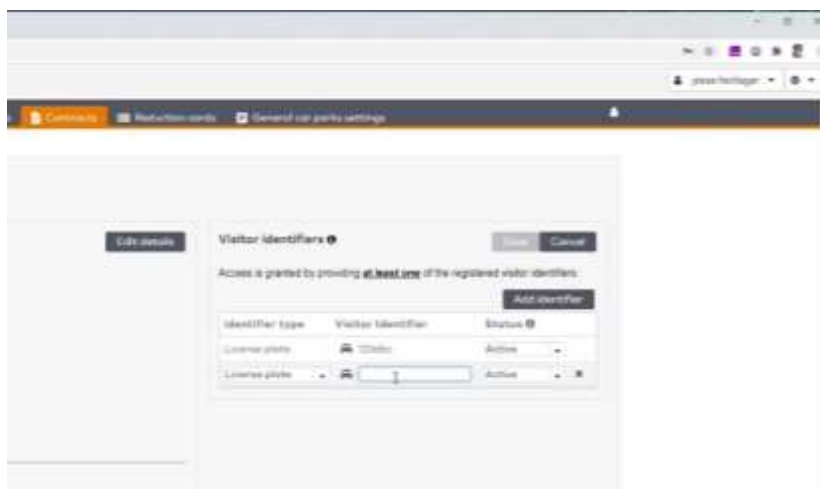
As a Desk Operator, you can change specific details for the visitor in the contract management section. Please be aware that, in order to keep things manageable, you should only change details for the visitor if they are unique to them. If several customers need the same change, it is probably better to make that change inside the contract type. Contract type management is part of the role of the financial employee and will be covered in another chapter.
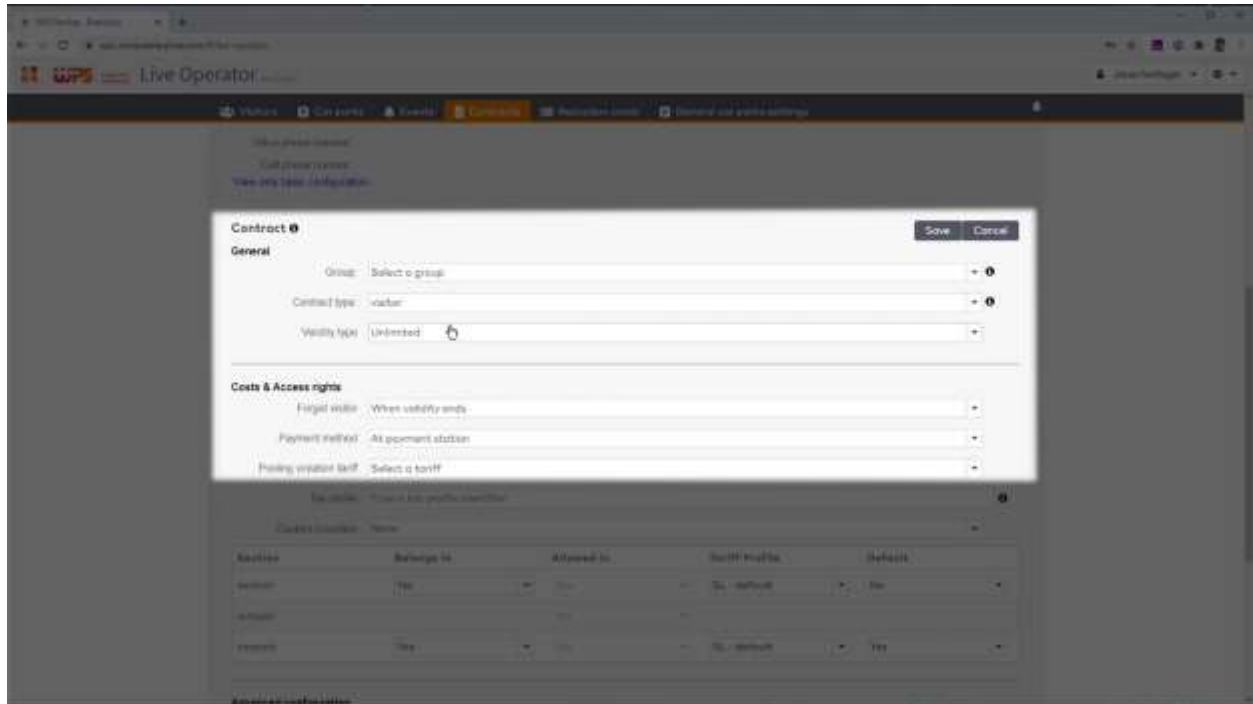
Contract management really looks different in ParkiD 3. We have made a big effort to move away from much of the technical terminology used of previous ParkiD versions. One of the examples is the payment method: deferred payment is now renamed into 'group invoicing'.

Finally, at the bottom section there is a list of the contract usage. The most recent items are listed, but you can also click to see more details.

Financial Employee

1. Tasks Financial Employee

This chapter focusses on the Financial Employee role, primarily on the daily contract management activities. Some tasks, like create of editing a customer, are already mentioned in the role Desk Operator. Please have a look at that chapter first.

The tasks we will explain in this chapter are

- Creating reduction cards
- Creating reduction templates
- Adding groups and companies
- Creating reports

Watch this chapter as a tutorial video, at https://wpsparking.com/parkid3.

2. Creating reduction cards

Many organisations produce paper reduction cards. They are created in batches and handed out. Most of the time, these reductions are assigned to companies that in turn are invoiced for the actual usage of the reductions. Click reduction cards and then reductions.

You will now see an overview of valid reductions and you can also create new reductions.

Select the car park followed by add reduction.
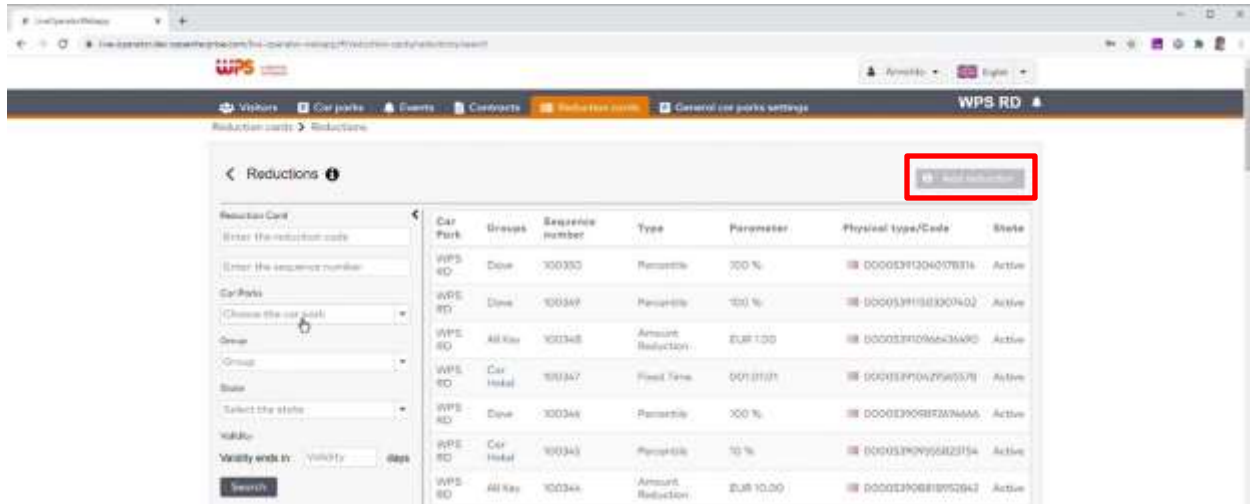
In case you only do the daily financial administration role, you will create reductions based on a template. Those templates are created by the Technical Manager or the extended Financial Employee role.

First select the reduction template. The template controls the type of reduction and also to which company the costs will be invoiced.
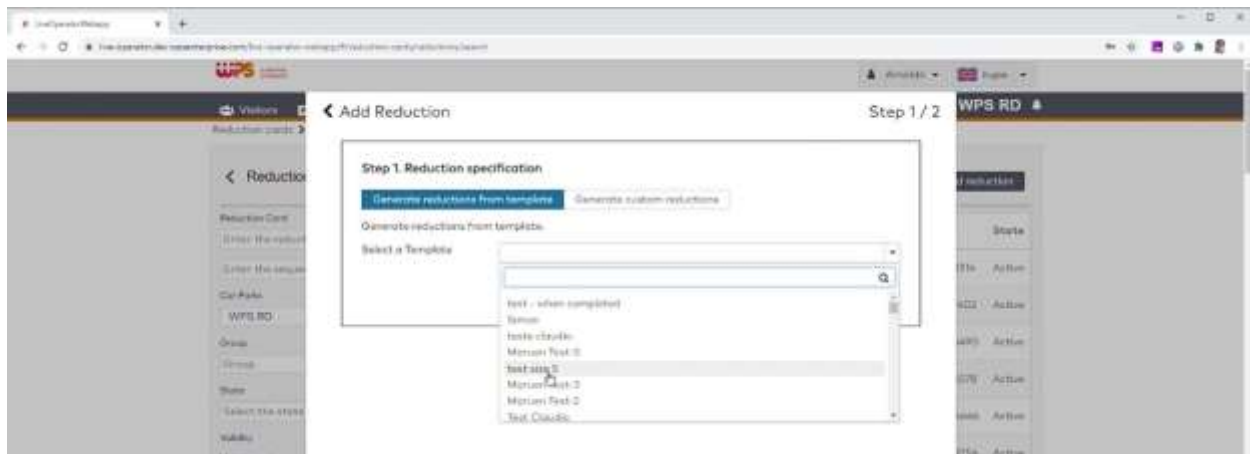
Now select the number of cards to be printed and a suitable print layout. By clicking 'generate reduction cards', the cards will be created and shown as a PDF file. You can save the file to print it at another PC, or print it directly by right clicking your mouse and choosing Print. The reductions can be used right away.
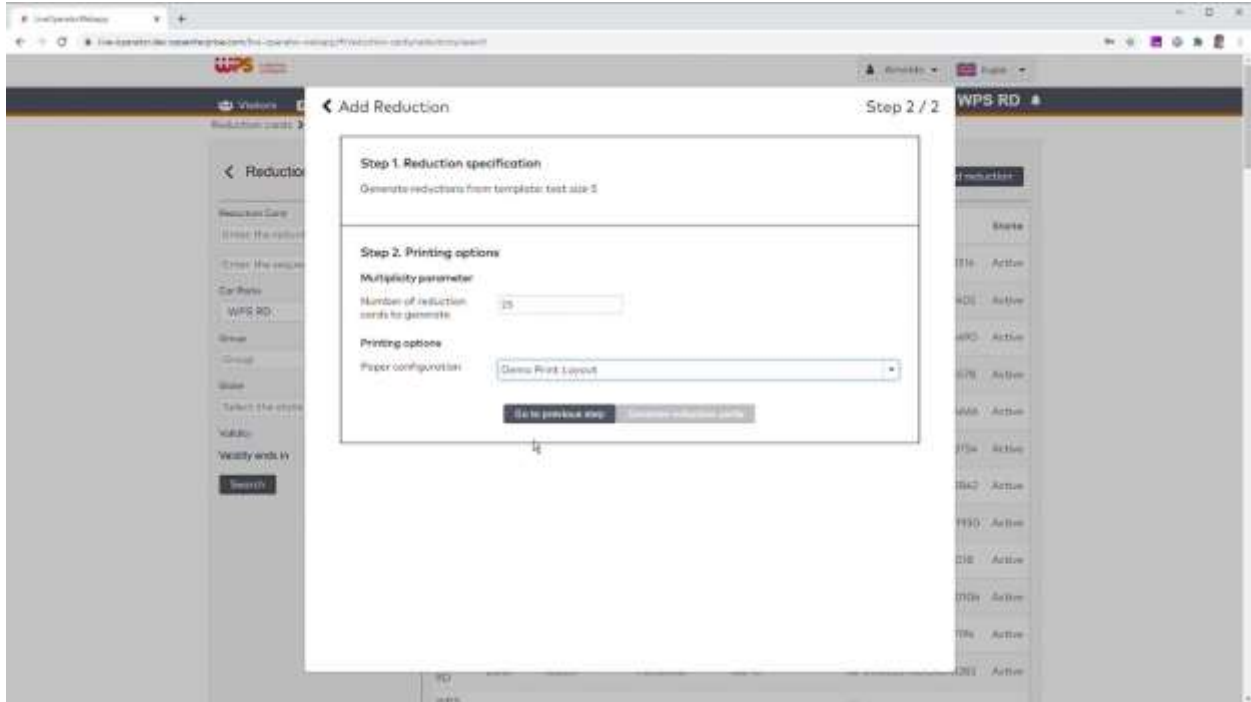
3. Creating reduction templates

To save work and share tasks, you can create reduction templates. The template controls to which company the reductions are billed and what the reduction types are. You can set this up once and reuse it over and over again.

Go to reduction cards and click reduction templates. The system will now search for all available templates. You can filter the search by company or car park.
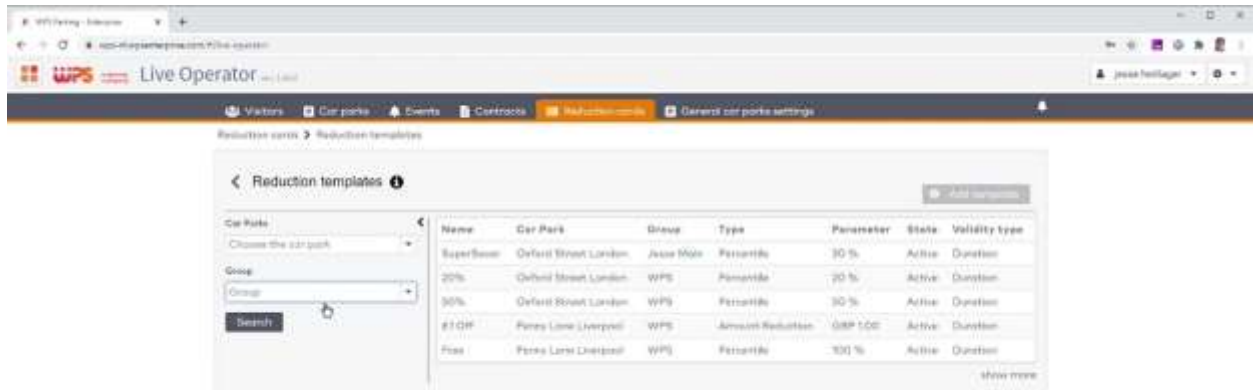
To create a new template, first select the car park and click add template.

Now select a name for the template, connect it to a group, select the reduction type and select the way costs are invoiced.
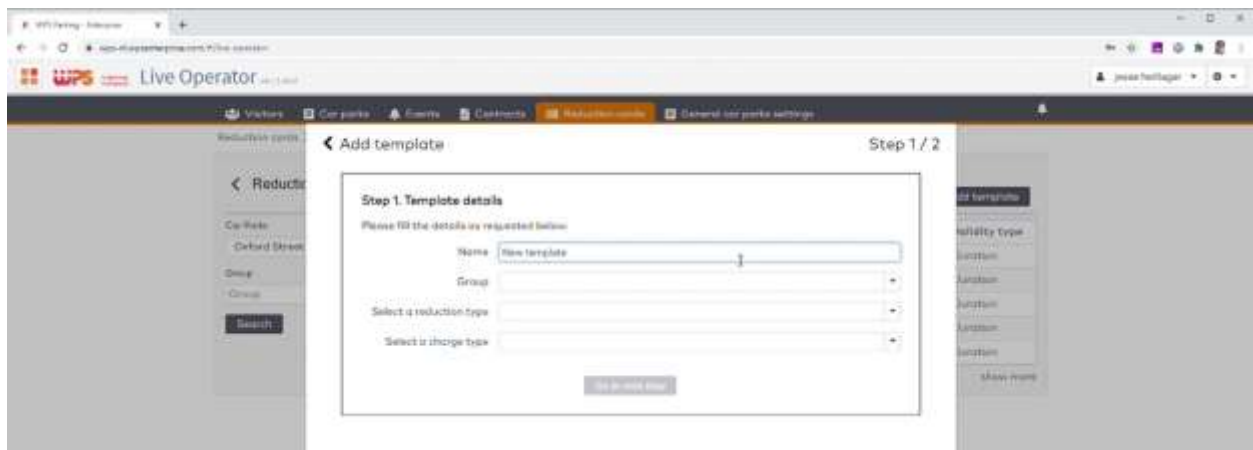
In the next step, you choose the validity for a give date range or a number of days.
You can also limit the hours of the day in which the reduction can be redeemed.

As the final step, you select whether the reduction is allowed to be used multiple times or just once. Now save the template to go back to the template list.

The actual creation of reductions is done via the 'add reduction wizard'.
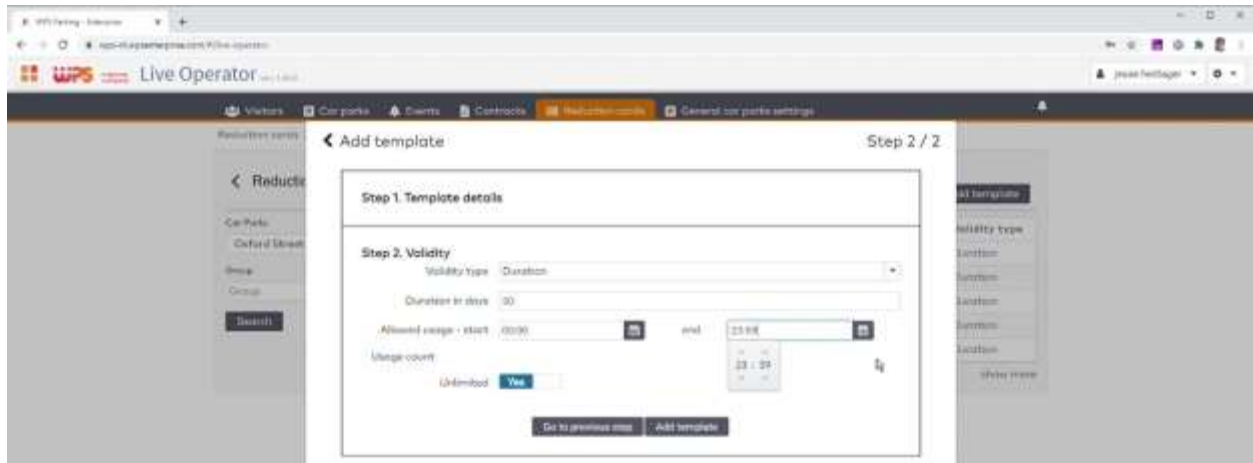
4. Adding groups and companies

Groups are created to bundle several customers, for billing, reporting and ease of configuration. You can think of companies, but also departments or other groups of people that happen to use the car park in a similar way.

Go to contracts and select groups.
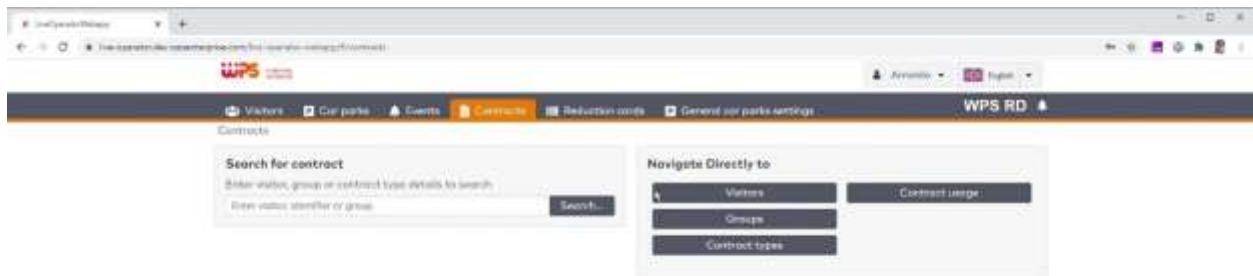
You will now see an overview of current groups, conveniently showing how many participants of each group are currently in the car park.
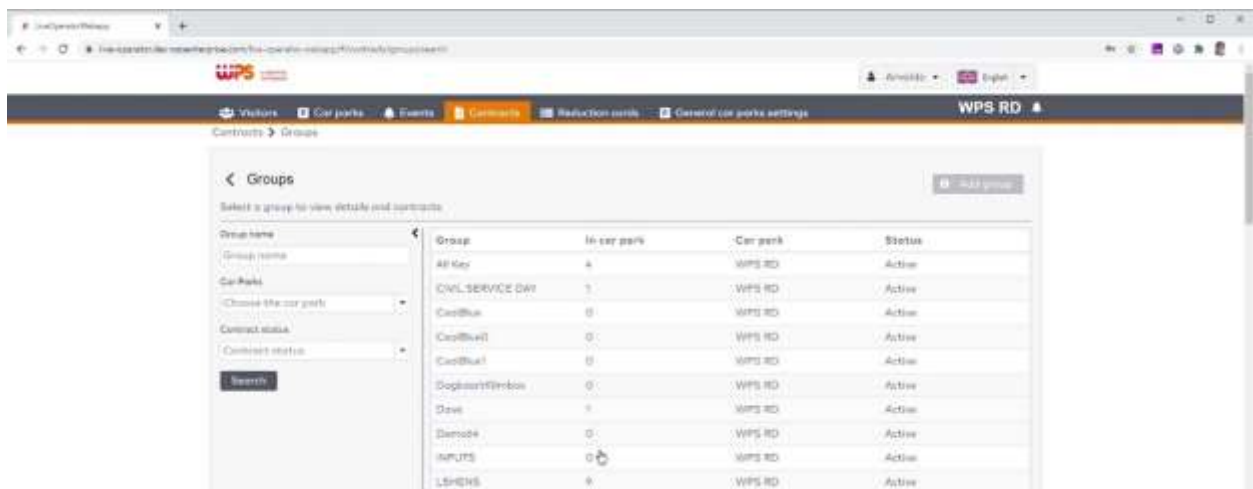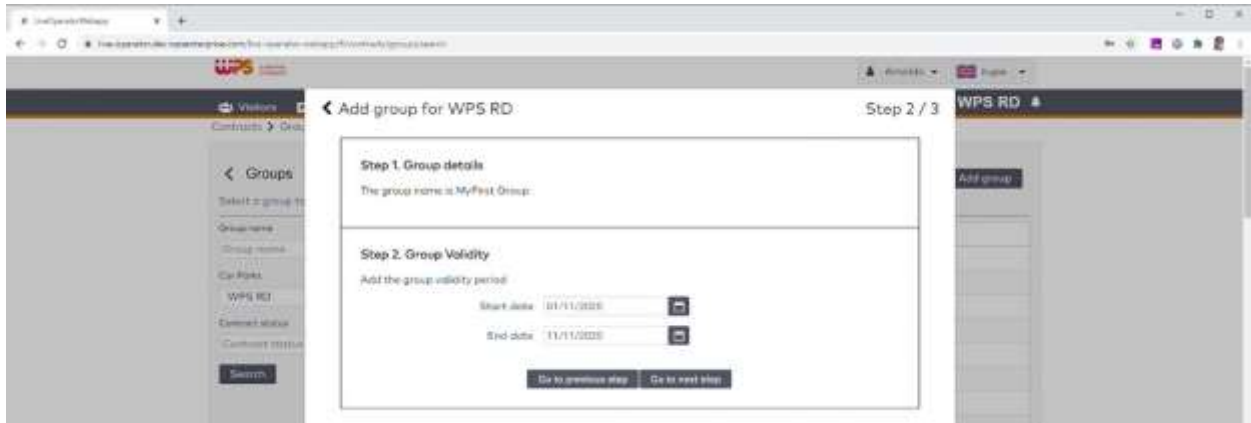
To create a new group, select the appropriate car park and click 'add group'.
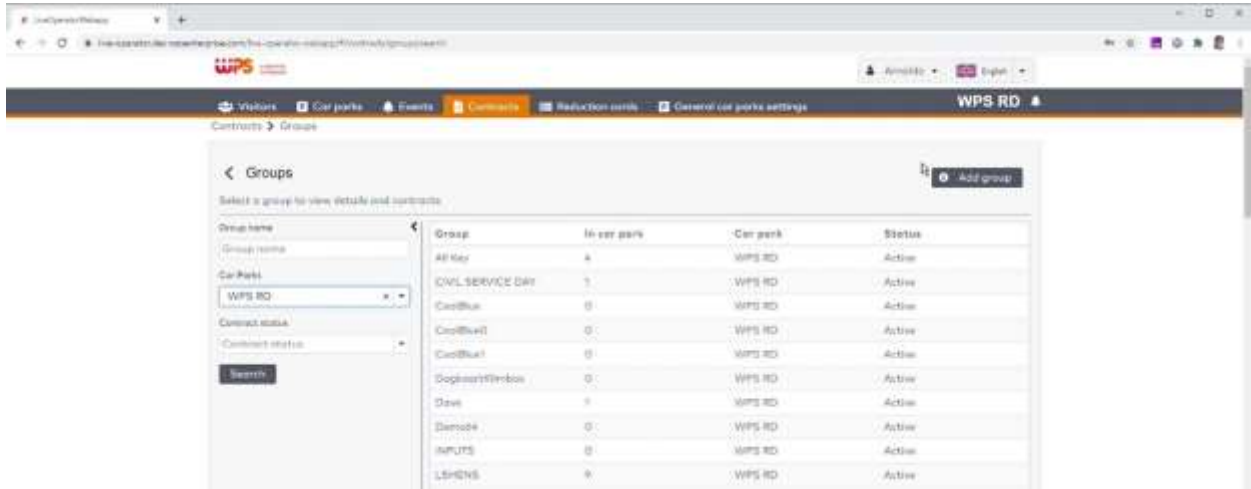
In three simple steps we will create the group.
Pick a descriptive name, the other properties are optional.
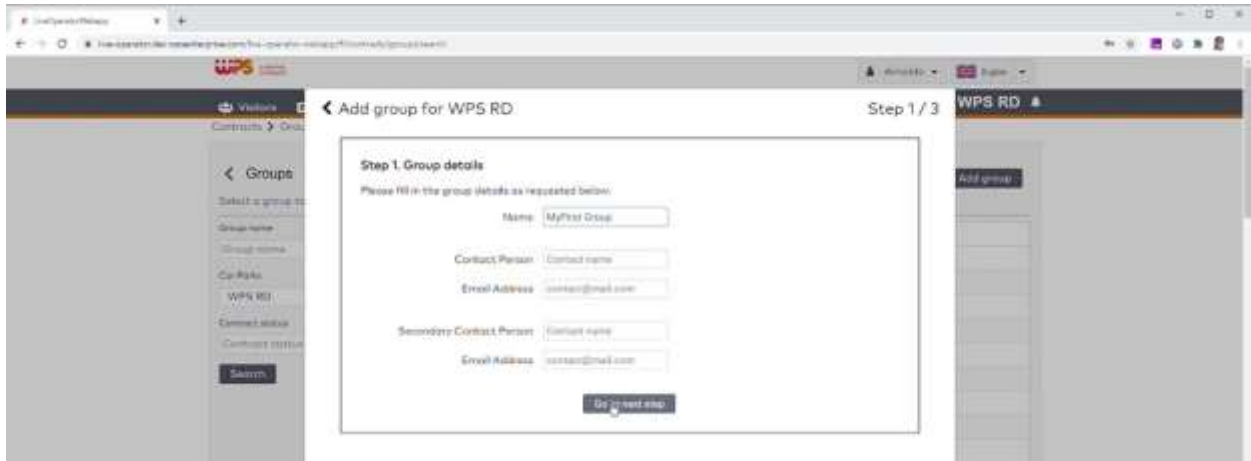
In the second step, you set the validity

And finally you decide on the pooling behaviour. If you are not familiar with pooling, please consult your Technical Manager. In this example, we create a group that allows five employees to be in the car park at the same time and that will be invoiced additionally if that number is exceeded.
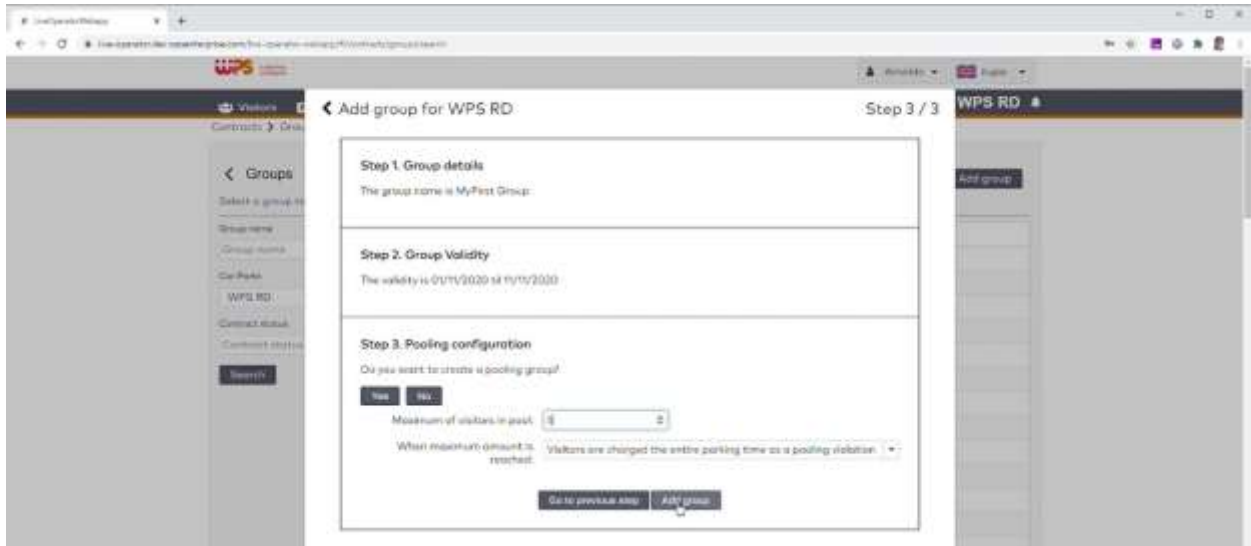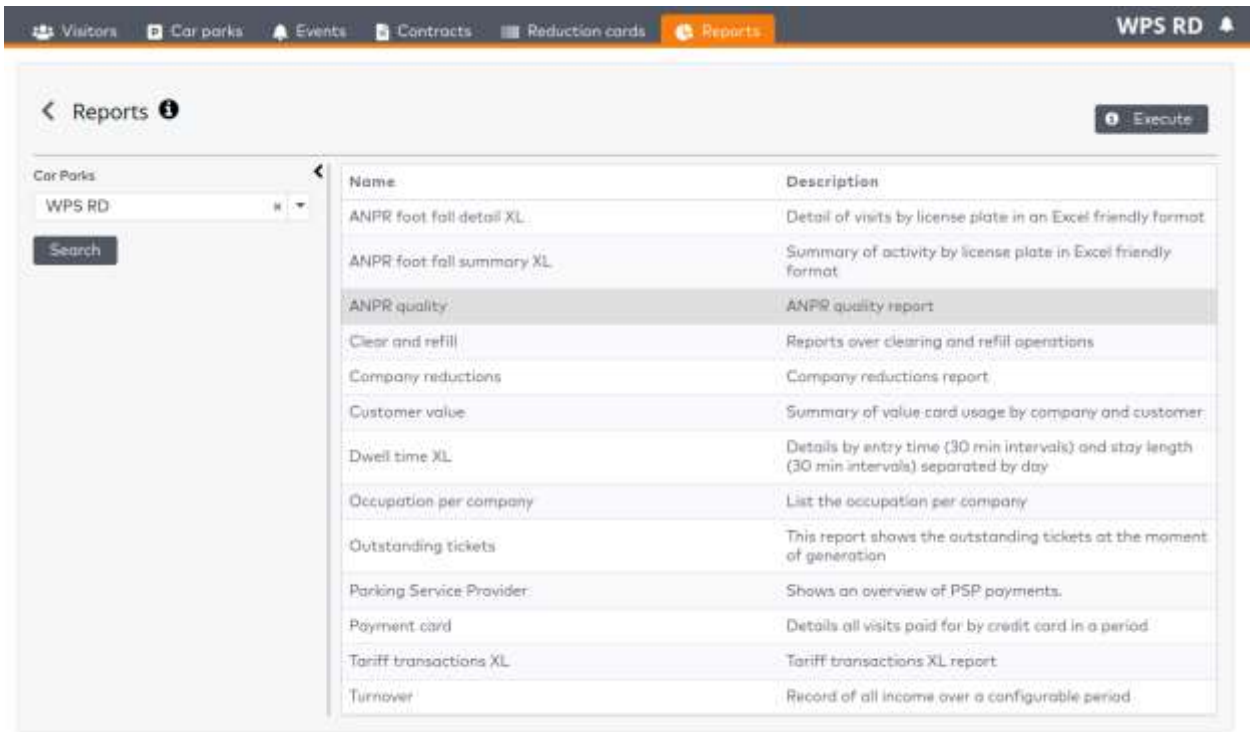
The group is now created. To add new employees to this group, click contracts, visitors and follow the steps as they were explained in the Desk Operator chapter.
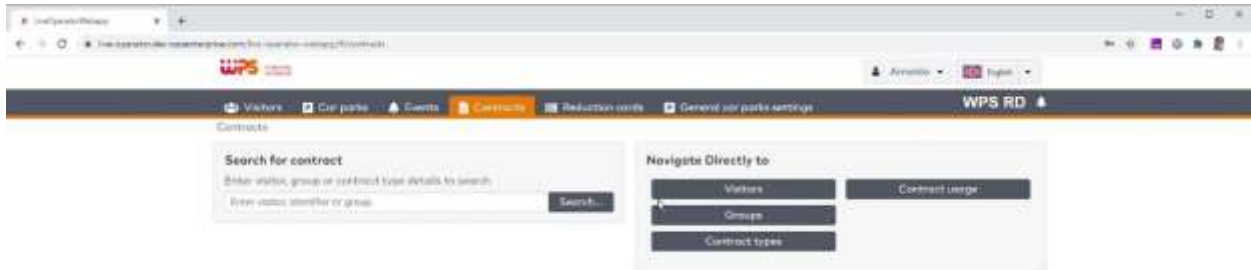
5. Creating reports

Creating reports is very similar to previous versions of ParkiD. Click the item 'Reports'.

In case you manage multiple car parks, you need to select a car park first. The list of reports will populate and you can select your report to execute it.

For most reports, you will now follow a wizard, where date selection is a minimum.

Technical Manager

1. Tasks Technical Manager

This chapter focussess on the role of Technical Manager. Typically, a Technical Manager will have all the rights other users also have. Most tasks are already mentioned in another chapter.

The tasks we will explain in this chapter are
- Set up user rights for colleagues
- Restore passwords
- Tasks that are performed by WPS staff

2. Set up user rights for colleagues

Please log in. Then click the settings icon to the top right.
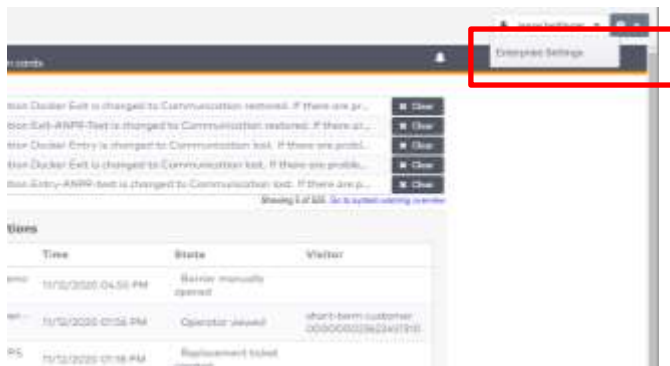
Click 'enterprise settings' to enter the rights management section. This is where you add colleagues by name and email address.

They will automatically receive an email to activate their account. This email could end up in a SPAM folder.

Next you can setup the rights for this user. Let us first add a second user admin. He or she will also have the rights to add users.

Click the user name and select 'enterprises' as the application.

Enable the application and check 'user management' and 'account owner level access'. Now you have create a co admin.

To use ParkiD itself, you need to add rights to the application 'Live Operator'.

Activate this application for the applicable user. The list with rights now appears:

Task	Description
Intercom operator	Basis for anyone helping customers
Contract management – read only	Viewing customers, contracts, groups without the ability to edit them
Contract management – groups editor	Expansion of contract management, allowing editing and adding groups
Contract management – contract type editor	Expansion of contract management, allowing editing and adding contract types (previously 'customer types')
Contract management – visitor editor	Expansion of contract management, allowing editing and adding customers (a necessity for most intercom operators)
Reduction cards – cards editor	Creating reductions based on a template
Reduction cards – template editor	Creating reduction templates and creating free form reductions
Reporting	Generaring reports
Tariffs	Set up tariffs / rates

3. Password reset

Users can reset their own passwords, by clicking the 'forgot password' at the login screen.
For a known email address, it will send a recovery link. The email might end up in the spam folder.

You can also set a password for the user. Click the name, then the key icon to create a new password.

4. Tasks performed by WPS staff

A lot has changed for Technical Managers since previous ParkiD versions. We have focused on making ParkiD 3 as user friendly as possible. As a consequence, some technical screens are no longer visible. Instead, you can ask WPS to make the change for you. For most customers, that was already the case for the affected screens.

Are you missing functionality or you do not know where to find them, then please send an email to the ParkiD 3 Software Support Team at parkid3@wps-nl.com .