
ParqEx Guide for Owners & Residents of Avenue 1



Introduction

The following document is intended for the residents/owners of Avenue 1. This user guide will outline how to enroll your vehicle(s) as well as your guest's vehicle(s) to park in Avenue 1's Guest/Visitor parking stalls. Any and all vehicles must be enrolled prior to parking in any Avenue 1 visitor/guest spots. Failure to properly enroll vehicles will result in vehicles getting towed at the owner's expense.

While the new application functions similar to the previous application, the new application is much more user friendly and has many added features we feel you will find beneficial. This includes a mobile app version. The overall goal of the application is to enable the association to prevent unauthorized vehicles (such as visitors from nearby retail stores and neighboring communities) from parking at Avenue 1. Additionally, the system will track how often a vehicle is parked in a visitor stall. The new system has the capability to text and/or email a daily report to the homeowner/resident each time an enrolled vehicle is parked. This new reporting system will assist residents on how many times a guest has parked on property per month.

Who is getting a login to the system:

By default one account is being created per owner. Avenue 1 does not maintain records of renters or tenants. Therefore, similar to all other electronic communications, only owners are receiving this information. If you rent or have another individual living in your home, you will need to authorize them to have an account. To authorize a renter to have access and enroll vehicle(s), please send an email to parkingaccountrequest@avenue1hoa.com authorizing them to have an account. Provide your tenant's full name, phone number, and email and an account will be created and sent directly to them.

How to access the ParqEx system:

Utilizing your preferred web browser (Chrome, Firefox, etc) and visiting <http://avenue1hoa.com>

Note: ParqEx has a smartphone app for iOS and Android, that will permit you to enroll your vehicle in August 2022. Until then, you must use a web browser.

Detailed instructions are outlined below.

ParqEx Customer Support Information:

Email: support@parqex.com

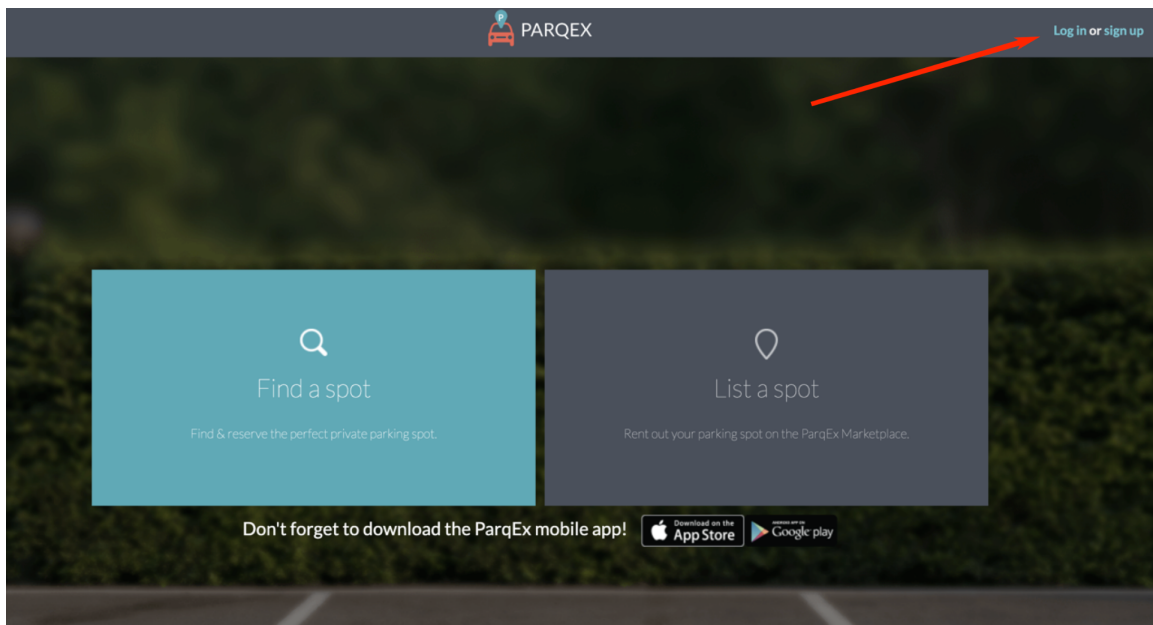
Phone: (855) 727-7391

How to enroll a vehicle using a web browser:

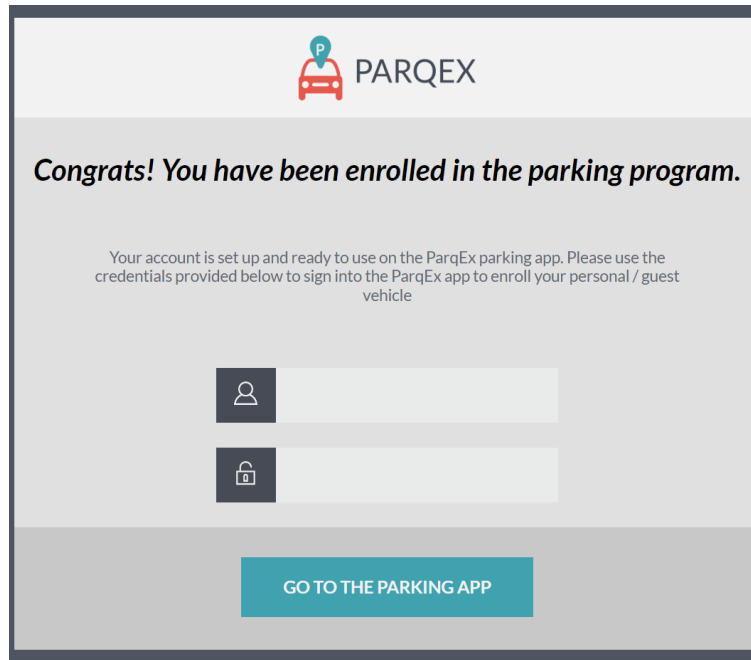
1. Navigate to <http://avenue1hoa.com>
2. On the lower left, click on the “Resident/Guest Vehicle Enrollment button”



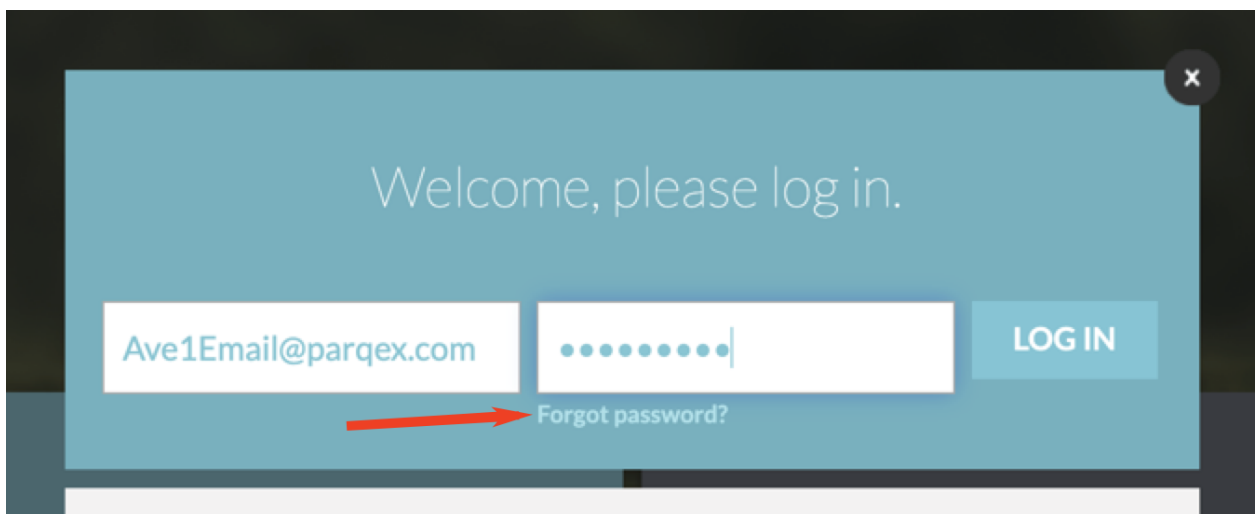
3. The above step will take you to the landing page of the ParqEx platform. **Click on the “Login” Button on the top right. DO NOT use the “Find a Spot”, or “List a Spot” buttons.**



4. Enter your email address. (same email address where you received notification)
 - a. Please use the 6-digit password provided in the email invitation (see below for example).
 - b. If you did not receive a password or cannot remember your password, select “Forgot password” and a new, one-time password will be emailed to you.



The image shows a confirmation screen for the ParqEx parking program. At the top, there is a ParqEx logo consisting of a red car icon with a blue 'P' and the word 'PARQEX' in grey. Below the logo, the text reads: "Congrats! You have been enrolled in the parking program." followed by a smaller line: "Your account is set up and ready to use on the ParqEx parking app. Please use the credentials provided below to sign into the ParqEx app to enroll your personal / guest vehicle". There are two input fields: the first has a person icon and the second has a lock icon. At the bottom, there is a teal button that says "GO TO THE PARKING APP".



The image shows a login screen for the ParqEx parking app. The background is a light blue gradient. At the top, it says "Welcome, please log in." in white. Below this, there are two white input fields. The first field contains the email address "Ave1Email@parqex.com". The second field contains a series of dots representing a password. To the right of the password field is a teal button that says "LOG IN". Below the email field, there is a red arrow pointing to the text "Forgot password?". In the top right corner, there is a small grey circle with a white 'X' icon.

5. Once logged in, it will place you on the vehicle enrollment page by default, Click on the “Add personal vehicle” button to enroll your own vehicle

The screenshot shows a web interface for vehicle enrollment. On the left is a dark sidebar with a menu. The top of the sidebar has a red hamburger menu icon. Below it is a notification: 'INCOMPLETE PROFILE! Please take 1 minute to finish your profile. Complete profile'. Further down is a red button labeled 'Enroll Vehicle'. Below that are links for 'Appearance', 'Resident', 'My Profile (1)', 'Inbox', 'Settings', 'Feedback', and 'Sign Out'. The main content area has a dark header with a car icon and the word 'Resident' next to a profile picture. Below the header, the page title is 'Avenue 1'. There are two sections: 'My Vehicles (0 live here)' and 'My Guest (0 visitors of mine)'. Below these is a button labeled 'Add personal vehicle' with a blue arrow pointing to it. To the right of this button is a search bar. Below the button and search bar is a table with columns: IMAGE, LICENSE PLATE, MAKE, MODEL, and ACTION. The table currently has 'No data' in the first row.

- a. Enter the license plate of the vehicle you wish to enroll and click on “Submit”.
- NOTE:** clicking on submit DOES NOT complete enrollment.
 - Do not click “Save” yet.

The screenshot shows a modal form titled 'Vehicle info (Required)'. It has a text input field labeled '*License Plate #' with the placeholder text 'Enter your license plate #'. To the right of the input field is a yellow button labeled 'submit'. Below the input field is a large blue button labeled 'SAVE' and a link labeled 'or cancel'.

- b. Next, fill in all remaining fields (Make, Model, State, Color).

Vehicle info (Required)

*License Plate # [reset](#)

*Make [Change Maker](#)

*Model

*State

*Vehicle Color

☐ * By checking this box and clicking "SAVE" below, you agree to the [Terms & Conditions](#)

[SAVE](#)

[or cancel](#)

- c. Check the box to acknowledge the terms and conditions of parking at Avenue 1. A link to all parking rules is provided for your convenience by clicking "Terms & Conditions".
- d. You can repeat step 5 above to add as many vehicles as you like

- To add a guest's vehicle, repeat step 5 above, but ensure that "My guest" is selected as opposed to "My vehicles".

Avenue 1

Property

My Vehicles 0
(I live here)

My Guest 0
(visitors of mine)

Add my guest's vehicle

Search

IMAGE	LICENSE PLATE	MAKE	MODEL	ACTION
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After you enroll a vehicle, it will be displayed as shown below. This will list all vehicles and allow you to keep track of which vehicles have been successfully enrolled. If any information needs to be edited or deleted, or if you would like to see how many times your vehicle has been parked, use the buttons in the "Action" tab.

Avenue 1


Property

My Vehicles 0
(I live here)

My Guest (1)
(visitors of mine)

Add my guest's vehicle

Search

IMAGE	LICENSE PLATE	MAKE	MODEL	MONTHLY	LAST TAG	ACTION TAKEN	ACTION
	<div>CA TEST</div>	test	test				