ParqEx User Guide

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Introduction

The following document is intended for the tenants of the Belày instructing how to use the Guest parking Program, specifically outlining the ways to Book for a Guest and How to use Property Access+

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How to access the portal: ParqEx Support Information

Web Browser: https://app.parqex.com

Mobile App
Google (Android): Search the "ParqEx" app in your google Play
Apple (IOS): Search the "ParqEx" app in your Apple App store

Username: Your email

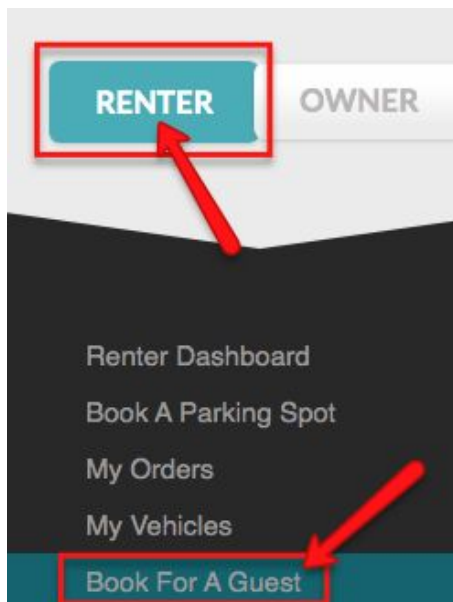**Password**: (Can't remember? Use the Forgot password feature)

ParqEx Support Information:

Email: support@parqex.com

Phone: (855) 727-7391

Chat: Click

How to Book for a Guest:

What Is ParqEx Book for a Guest?
As a tenant of the Belay, you have exclusive access to the Guest parking spots provided by ParqEx. This feature will allow you to book and grant access to a guest who will be allowed to park in the onsite garage and access entry to the garage via their ParqEx app!

Step 1: From the "Renter" dashboard, select "Book for a guest".

This will allow you to view and see all available guest parking spots available to rent for your guest.

Step 2: First, input the date and times that you will be booking for your guest then click on the search bar. You will then see the available spots for that duration as well as the price (Guest parking is just $1.8 an hour!) if the rate and duration is acceptable, click on the "Book!" feature to proceed.

Step 3:

1. Verify duration and cost

2. Here you will be required to fill out your guest information. If you select "Yes", fill out required information - see page 5 for filling out guest info. If "No" is selected see page 6 for additional step details.

3. Confirm or update payment information

4. After reading the terms and conditions of ParqEx, you can place your order!

Guest info (Required)

We use this info to create a ParqEx account for your guest and transfer the reservation to them.

First Name*	Enter your guest's first name
Last Name*	Enter your guest's last name
Email*	Enter your guest's email
Phone Number	Enter your guest's phone number

Guest vehicle info (Optional)

If you know any info about the vehicle your guest will drive, select or enter it now. If you're n sure, no problem - leave it blank. Your guest will be able to enter it later.

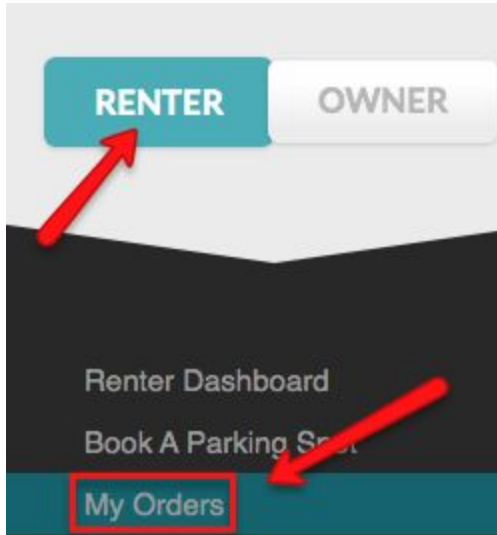| Make	Select your Vehicle Make ⌄
License Plate #	Enter your guest's license plate #
State	Select ⌄
Vehicle Color	Select ⌄

SAVE

Step 4:

~From Previous step 3, if **"Yes"** is selected~

1. Once you get to this screen, make sure to input your guests information, it is very important to have an accurate email address to ensure they have the reservation transferred.

Please note: The email that you use is the email your guest will use when signing into their account on the ParqEx app.

If you know the guests vehicle information, you can input it here below. If you don't have vehicle information, you can still transfer the spot and your guest will be required to fill out the information prior to using their spot.
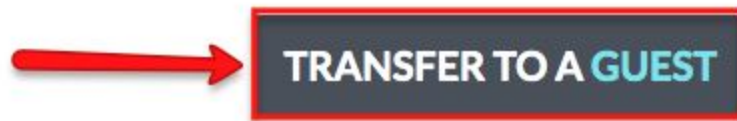
Step 5:

1. From the "Renter" side dashboard select the "My Orders" feature

2. From the "My Orders" page, you will see your booked parking, simply click on the order and you will see order details and the ability to transfer to a new guest.
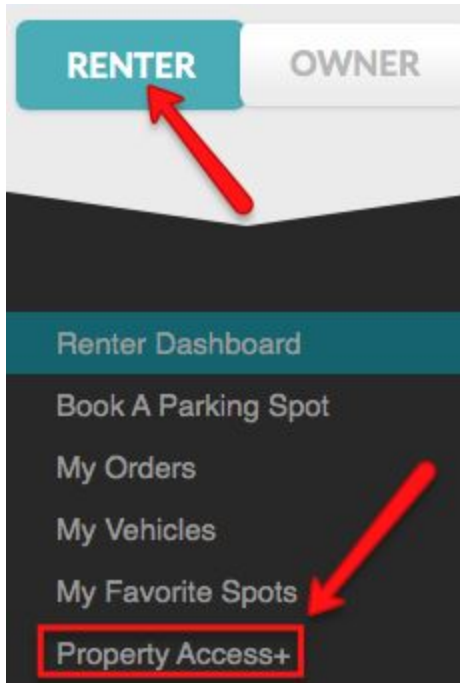

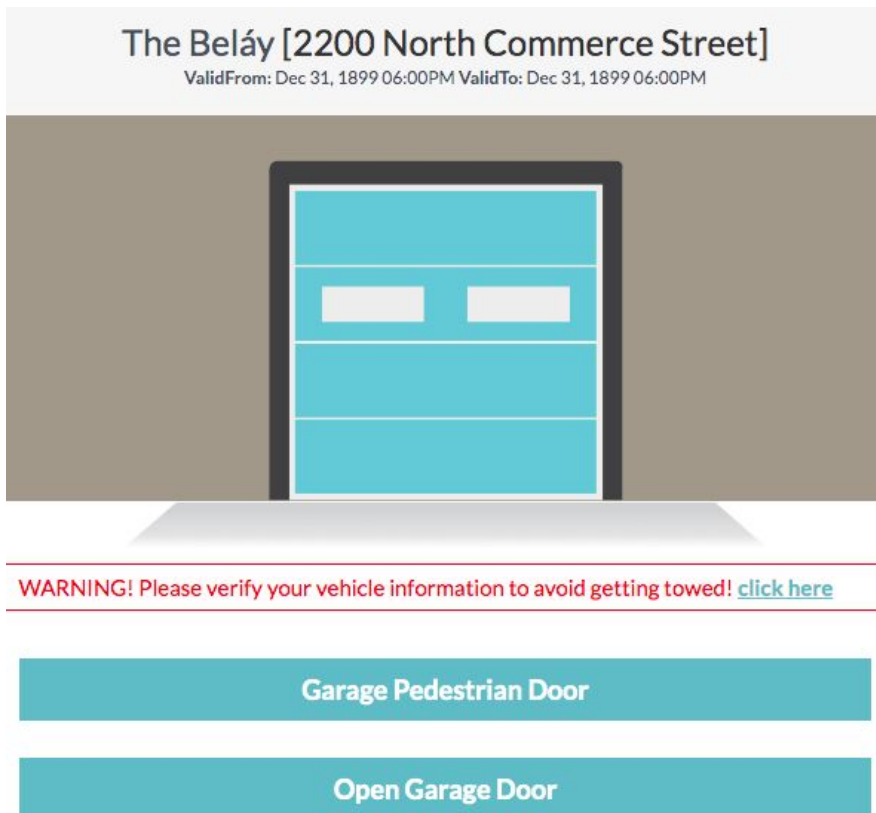Arrive: **Feb 01 (12:04 PM)** Depart: **Feb 28 (11:59 PM)**

3. Once you get to the Order Details page, you will see this option toward the top of the page, with the option to transfer to a guest. This will bring you to the screen shown on page 5, which will prompt you to fill out the Name, Email and Phone number for your guest. **IF** you know your guest's vehicle information, you may fill that out at this time, but if not it will transfer for your guest to fill out.

Please note: It is extremely important to have accurate vehicle and license plate information. Failure to do so may result in a tow at the vehicle owner's expense.

How to use Access+:

1. From the "Renter" side dashboard, select the "Property Access+" Feature. This feature will allow your guest to access the onsite parking garage and the pedestrian door for easy access.

2. Once you click on the "Property Access+" feature, you will see any property you have an active reservation for. Press the access button with the corresponding action you want to take.

Please note: you should always check the Vehicle information associated with your order to ensure you aren't towed.