

User Documentation

For Registered Customers

- To utilize the parking garage service, the customer will have to register an account on the website with their information: name, car license plate number, date of birth, email address, and credit card information.
- Upon registering on the site for an account, the customer will be allowed to choose a date and time for their reservation.
- If there are available spots on that day and at the time, the system will assign the customer a parking spot, which he/she will be allowed to use until the end of their reservation.
- When the customer shows up to the parking garage, he/she will have to make their way towards the vehicle elevator.
- Upon reaching the vehicle elevator, the camera based license plate readers will read the customer's license plate to verify who it is and then will move the elevator to the floor with the customer's assigned parking spot.
- Once the customer reaches his assigned parking spot, the floor based sensors will alert the system that the spot has been occupied.
- At the end of the reservation, if the customer departs on time, the system will check to see that the parking spot is vacant using the floor sensors and the camera at the exit ramp. If the customer does not depart on time, the system will charge the customer extra for the time spent beyond the reservation.
- At the end of the month, the customer receive a bill stating the number of times the customer utilized the garage's service, for how long, and the amount that he will be charged for utilizing the service. Any extra charges (over-stay) are added onto the bill at the end.

For Walk-In's

- A walk-in is a customer who has decided to show up to the garage without a prior reservation. Walk-ins have access to another part of the garage where they alone can park.
- Once the customer enters the garage facility, he will be directed to a Service Agent. Where he will be able to request a parking spot.
- If there are not any vacant parking spots, the customer will be told to come back at a later time and to register on the site for future reservations.
- If there are vacant parking spots, the customer is asked of their name, expected time of stay, license plate number, and their credit card information.
- Once the Service Agent is able to locate a parking spot, the customer is then directed to it. At that point, the floor sensors mark that parking spot as occupied.
- At the end of the customer's time of stay, the position is marked as vacant and the customer is then charged for the time he has used the garage's service.