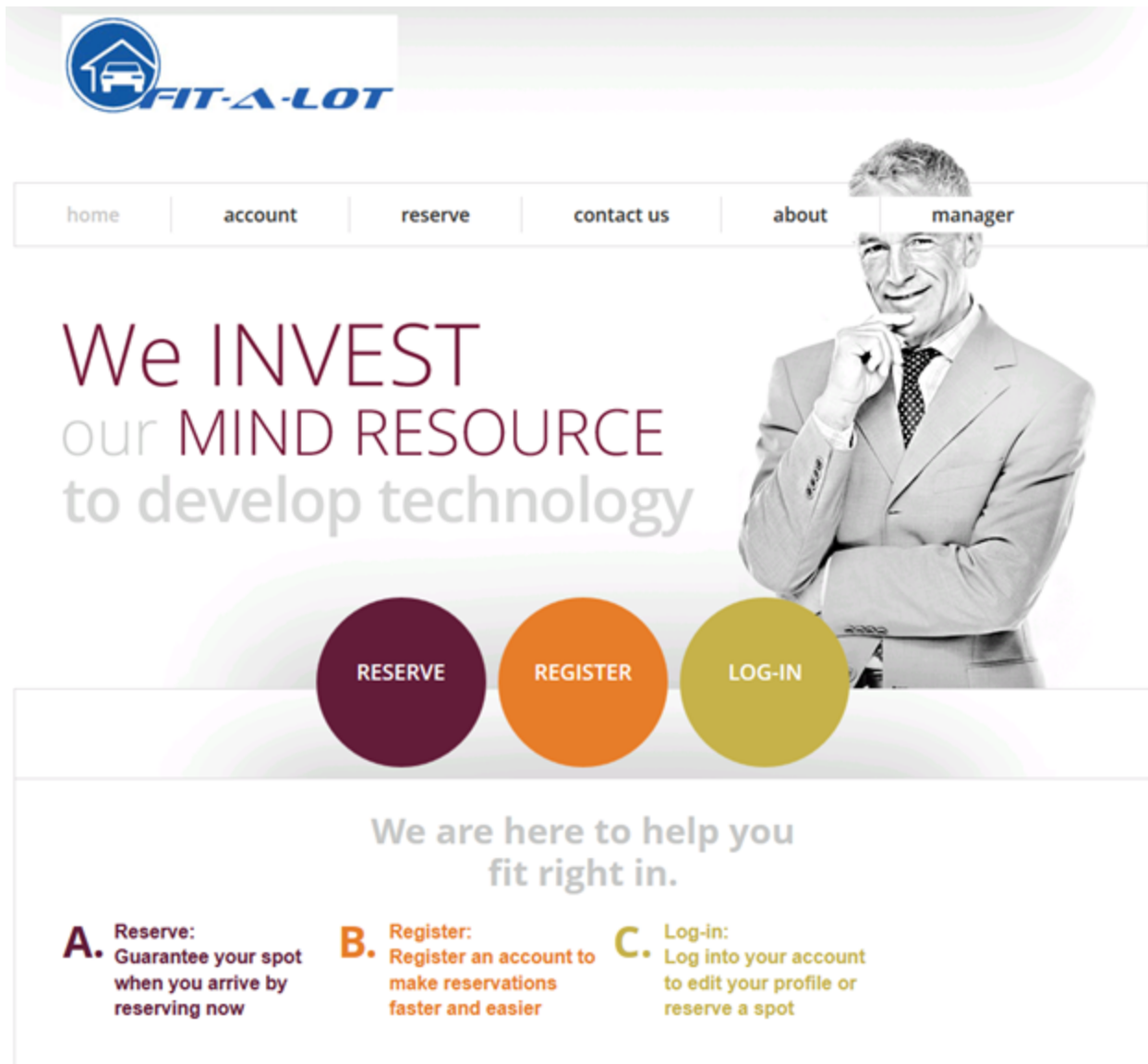# User Documentation

Reserving via Website

To use the parking garage system to the utmost efficiency, the garage my implement the website into their reservation options. The customer will first go to the website, where they will see this screen:

As you can see from the above selection bar, the user can select either (Account, Reserve, Contact Us, About, Manager)

If they select the Account tab:

They will be asked to create an account. When they create an account, they will be asked to input:
- First Name
- Last Name
- Email (Email Confirmation)
- Password (Password Confirmation)
- Security Question
- Answer

The user now has an account that is stored within our database and will be able to register a parking spot within our garage. At the reservation screen, the customer needs to enter some more information to reserve. A customer will be entering:
- Start Date
- End Date
- Start Time
- End Time
- Car
- Phone Number

Once all the information is entered. The customer will press reserve and a reservation will be inputted into our database. Now they are allowed to bypass the entering information part of the parking garage. The website was supposed to grab the license plate for the license plate reader, but it wasn't an option when reserving.

Entering Garage
Registered Customers:
The customer will drive into the parking garage and pull up to the Valet User Interface. While pressing start on the interface, the license plate scan will scan the car's license plate to see if the car has a reservation.

If the customer made a reservation online, the Interface will display:
- Reservation ID
- First Name
- Last Name
- Phone Number

If the customer confirms that the information is indeed correct, they will be prompted to move onto the security check.

This is where the valet will now use the Valet User Interface on their mobile application and scan the User's License Plate. The License Plate should be matched to a customer and it will prompt whether or not Security photos were taken. When the valet checks yes, they will be sent to a screen that will display:

- Reservation ID

- First Name

- Last Name

- Lot Number

From here the Valet knows where to park the car.

When the Customer returns for their car, the Valet will enter the Reservation ID into the mobile application. The application will then return:

- "First Name Last Name's" car is parked in (Lot Number)

When the valet returns with the car, payment (or if they have an account, it is added to their bill) is made and the customer drives away with the car. The spot should now be vacant within the bitmap if there is no reservation after. If the customer does not arrive on time, and there is a reservation for that spot, the car will be to another location before the customer is charged extra for the time beyond the end time.

Walk-ins:

If a walk-in, a customer without an online reservation, shows up to the garage, they will also approach the Valet User Interface. The license plate scanner will detect that the car doesn't have a reservation and the Interface will ask for a pick-up time. The customer will enter:

- Pick-up time

- First and Last Name

If there is a spot available the user will be prompted to enter their:

- Phone Number/ Swipe their Credit Card

The customer now has a reservation and the interface will give them a reservation number. They can now proceed to the security check which is the six cameras. From this point, they will be going through everything a registered customer will go through.

At the end of the reservation, if the customer departs on time, the customer will be charged for the amount of time they have parked and within the bitmap, the spot will now become vacant if the car has left. At this time, if someone tries to enter the Reservation ID again, it will display the car has already been taken. If the customer does not depart, once again the overstay policy stated for registered customers will go into effect. The customer will be charged for the amount of time parked, and will be charged extra if overstay occurs.