

Website Instructions

How to Make Changes to Your User Profile

- When you click on your name in the top right corner, a drop-down menu will appear.
- By clicking on **Your Profile**, you will be able to see the personal information you entered when you created your account. On this page, you can fill in any fields that are not greyed out.
- You can also change your password by clicking **Edit Password** from the drop-down menu below your name.

How to Register and Edit Your Vehicles

- Click on **Vehicles** in the menu bar at the top of the page.
- Read the message at the top of the page.
- Click the *"Add New Vehicle"* button. You will be presented with a vehicle disclaimer that you must review and accept before adding a vehicle.
- After clicking the *"I Agree"* button, complete the Add New Vehicle form. [For the *Plate Type*, unless it is one of the other three options, please select "Passenger."
- Once you click the *"Save Changes"* button, your vehicle information will appear in the main section of this page. The list of all your added vehicles will also appear on your **Home** page.
- Repeat the process to add another vehicle to your account. Once the second vehicle is added to the page, click the *"Inactive"* button at the bottom left of that box and select *"Active."*
- You may have an unlimited number of license plates on your account, but only two associated with your permit, and thus only two license plates marked as "Active" at a time. License plates that are marked as "Active" will appear on your permit when you print it.
- To deactivate a vehicle that is no longer in use, click on the *"Active"* button and select *"Inactive."*
- Disclaimer: A vehicle must always be associated with your permit. Therefore, if you are changing the primary vehicle associated with your permit, you must first add the new license plate information, then change the status of the old license plate to "Inactive," then update the status of the new license plate to "Active."
- Please note: Once a license plate is added to your profile, it cannot be deleted. If you are no longer using that vehicle, be sure to change its status to "Inactive."

How to Purchase Your First Permit

- Click on **Permits** in the menu bar at the top of the page.
- You will be presented with a permit disclaimer that you must review and accept before purchasing a permit.
- After clicking the *"I Agree"* button, you will be able to see a list of all our parking lots.
- Read the message at the top of the page before viewing the parking lots.
- For each lot, there are two options: purchase a standard permit or join the waiting list. If there are permits available, you will see the number remaining at the bottom of the box. If it says *sold out* then your only option is to sign up for the waiting list.

- To purchase your permit:
 - Click on the “*Standard Permit*” button. You will be presented with the permit details. Click the “*Reserve Permit*” button on the right side.
 - You will be directed to the **Payments** page, where you will click “*Continue to Checkout.*”
 - Select “credit card” as your payment method and then click the “*Submit Payment*” button to submit the payment type.
 - You will need to click “*Submit Payment*” again to verify the payment type, lot information and fee, which will bring you to our payment gateway to input your Visa or Mastercard information.
- To join the waiting list for a lot:
 - Click the “Waiting List” button. You will be presented with the permit details. Your rank will be indicated in the box on the right. Click the “Join Waiting List” button.
 - When a permit becomes available, you will receive an e-mail letting you know that you have been removed from the waitlist and assigned a permit. You will have 24 hours to click on the link and purchase your permit before it is offered to the next person on the waitlist.

How to Set Up Your Monthly Subscription

- Once you have manually purchased your first permit on the website, you can subscribe to Monthly Permit Renewal, which means that we will automatically renew your permit and process your payment each month.
- Click on your name in the top right corner followed by **Manage Credit Cards** from the drop-down menu.
- Select “credit card” as the payment type and then click on the “*Subscription Payment Methods*” button. This will bring you to our payment gateway to input your Visa or Mastercard information.
- The stored credit card details will appear in the “Stored Subscription Payment Methods” area below.
- To add your payment subscription to the “Monthly Permit Renewal,” click on the drop-down menu and select your credit card from the list, then click the “*Save*” button.
- Subscribing to Monthly Permit Renewal means that we will process your payment for you. Your next month’s permit will appear on your account after we renew it (on the 15th day of the current month). **You will still need to log in and print the new permit each month.**
- To unsubscribe from auto-renewal, click on your name in the top right corner followed by **Manage Credit Cards** from the drop-down menu.
 - Under “Monthly Permit Renewal,” update your preference to *No Subscription Selected* and click the “*Save*” button.
- Before your credit card expires, you will need to update your subscription preferences. Remove the expiring card from the page and repeat the aforementioned steps to enter and save a new credit card.

How to Purchase Your Next Month's Permit

- If you have subscribed to have your permit automatically renewed:
 - You will not have to re-purchase a permit or re-enter your credit card information. This will be done for you automatically once you have enabled this feature.
 - You will, however, need to log in to your account before the start of each month to print your permit, which will be available on your profile as of the 15th of the current month.
- If you choose to manually renew your permit each month:
 - You will have to log into your account and re-enter your credit card details, just as you did when you purchased your first permit.
 - Your next month's permit will be available in the **Payments** section of your profile. Unlike the first time you purchased your permit, when you log in, you will go straight to the **Payments** page in the menu bar to the left of your name to proceed with payment.
 - The sales window will open on the first day of the current month and will remain open until 11:59 pm on the 22nd day of that month. Once the sales window closes, you will no longer be guaranteed a parking permit as it may be released to the next person on the waitlist.

How to Print Your Permit

- Once a permit becomes active (i.e. the first day of the month for which the permit is valid), it will appear on the bottom right side of your **Home** page under "Active Permits."
 - Click on the permit number to open the Permit Information window. Click the "Print" button, which will download the permit to your computer for you to print.
- To print next month's permit (before the first day of the month for which the permit is valid), you will need to click on your name in the top right corner followed by **History** from the drop-down menu.
 - Check the right column and scan for the line that reads "the user has recorded a successful payment." The corresponding date in the left column will be the date you purchased that permit. Click on the confirmation code in the middle column. This will take you to the Receipt page. Scroll down to Permits and click on the permit number, which will open the Permit Information window. Click the "Print" button, which will download the permit to your computer for you to print.

How to View Your Receipt

- Click on your name in the top right corner followed by **History** from the drop-down menu.
- Every line in the right column that reads "the user has recorded a successful payment" indicates a permit purchase.
- Find the permit payment that you wish to view by scanning the left column for the date you made your purchase. Click on the confirmation code in the middle column. This will take you to the Receipt page for that permit.

How to View Your User History

- To access your user history, click on your name in the top right corner followed by **History** from the drop-down menu.
- This page displays a summary of your account activity. It lists the most recent 100 transactions you have done on the site, including when you logged in, the e-mails you have received from Gilad Parking, and the purchases you have made.

If you have any questions about the new website, please e-mail us at inquiries@giladparking.com and include a number we may reach you at if need be.