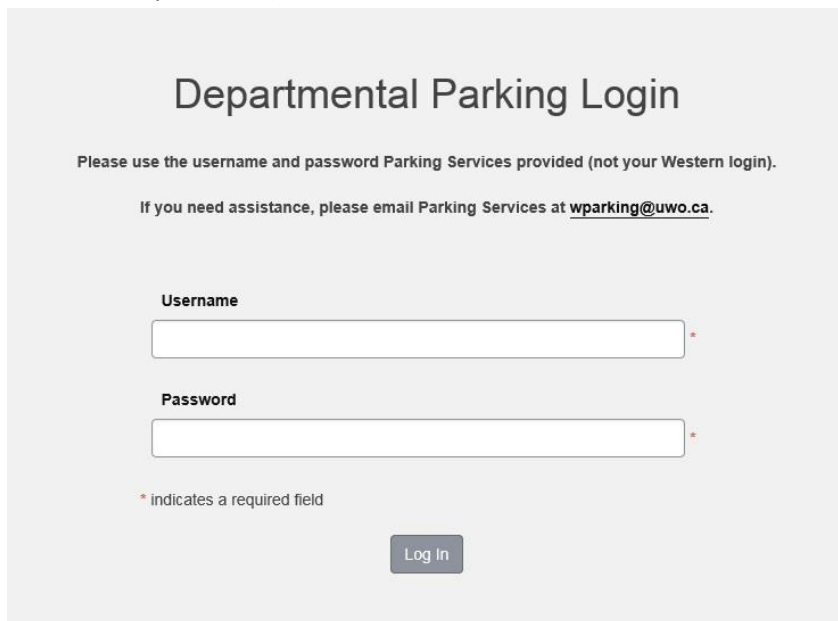


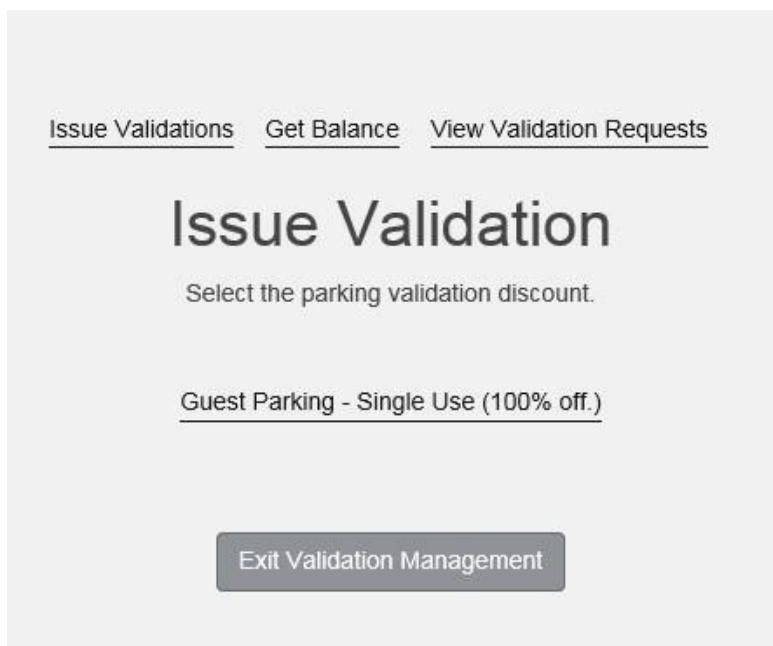
How to order Guest Passes

1. Log into the “Departmental Parking Login” page with the username and password provided to you by Parking Services. (Contact Parking at wparking@uwo.ca if you do not have a username and password)



The screenshot shows the 'Departmental Parking Login' page. At the top, it says 'Departmental Parking Login'. Below that, it instructs users to use the username and password provided by Parking Services, not their Western login. It also provides an email address for assistance: wparking@uwo.ca. There are two input fields: 'Username' and 'Password', both marked with an asterisk to indicate they are required. Below the fields, there is a 'Log In' button and a note that the asterisk indicates a required field.

2. Click “Guest Parking- Single Use (100% off)”



The screenshot shows the 'Issue Validation' page. At the top, there are three links: [Issue Validations](#), [Get Balance](#), and [View Validation Requests](#). The main heading is 'Issue Validation'. Below the heading, it says 'Select the parking validation discount.' There is a list item: [Guest Parking - Single Use \(100% off.\)](#). At the bottom, there is a button labeled 'Exit Validation Management'.

3. If you would like to email a parking pass to an individual:

- Enter the email address of the visitor under “Send Coupon to Parker”. This will send a parking coupon directly to your visitor. They can either print the coupon and bring it with them to campus or scan it directly from their phone.

***Parking & Visitor Services recommends emailing the pass to yourself rather than directly to your visitor. Doing this provides you with a copy of the pass and allows you to customize the email if you need to confirm further information such as a meeting time and location for your guest.*

4. If you would like to print an individual pass, you can do so by clicking on the “print the coupon” button located directly underneath the “send coupon to parker” option.

Issue Validation

Enter or swipe the Permit or Ticket number or provide an email address to which the validation should be sent.

Selected Validation Discount: Guest Parking - Single Use (Complimentary)

Enter Permit/Ticket

Create Validation

Send Coupon to Parker

Send Coupon or don't send it via email, just [print the coupon](#)

Qty of Coupons

Expiration Date

Submit Request

Back to Validation Discount Selection

Exit Validation Management

5. If you would like to print a larger quantity of guest passes:

- ❖ Use the “Qty of Coupons” area of the page and enter the number of coupons that you would like to print.

The expiration date automatically defaults to 6/30/2028. You do not need to change this.

Click on the “Submit Request” button

Issue Validation

Enter or swipe the Permit or Ticket number or provide an email address to which the validation should be sent.

Selected Validation Discount: Guest Parking - Single Use (Complimentary)

Enter Permit/Ticket

Send Coupon to Parker

or don't send it via email, just print the coupon

Qty of Coupons

Expiration Date



You will then receive a message that your "Request has been Submitted"

Your request has been submitted.

[Issue Validations](#) [Get Balance](#) [View Validation Requests](#)

Issue Validation

Enter or swipe the Permit or Ticket number or provide an email address to which the validation should be sent.

Selected Validation Discount: Guest Parking - Single Use (Complimentary)

Enter Permit/Ticket

Create Validation

Send Coupon to Parker

Send Coupon

or don't send it via email, just

[print the coupon](#)

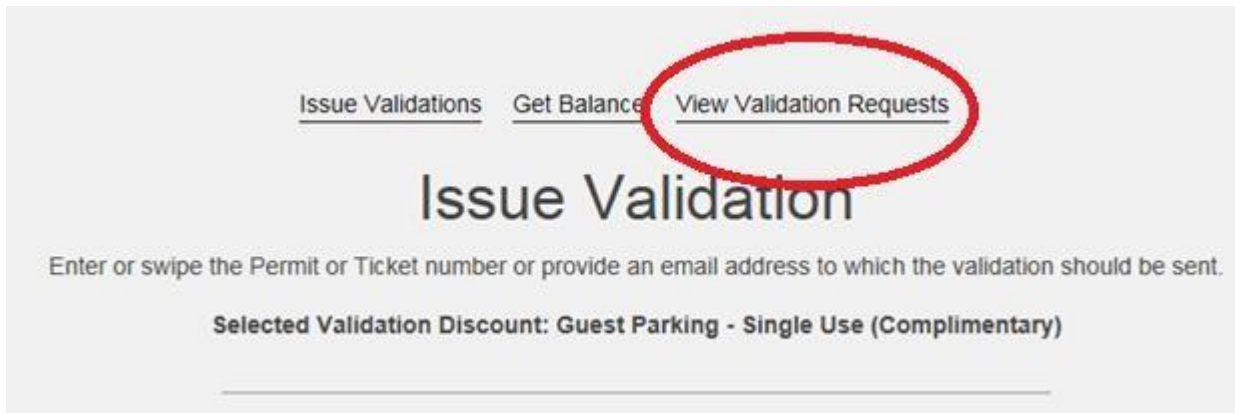
Qty of Coupons

Expiration Date

Submit Request

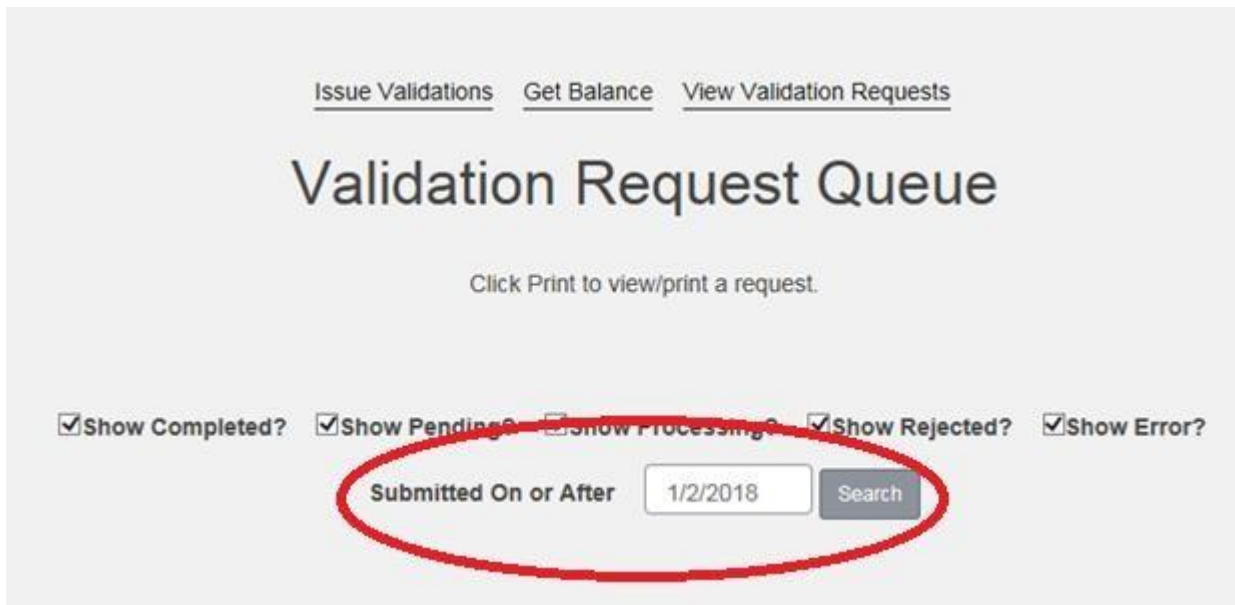


Click on the “View Validation Requests” link found on the menu bar at the top of the screen



❖ Enter the date in the “Submitted On or After” search box and click “Search”

**Date automatically defaults to today’s date. You can change the date if you’re searching for older requests.





Your request will sit in a "Pending" status until the process status is "Complete"

***The task scheduler runs every 10 minutes, so this is the longest amount of time that your request would sit in a "pending" status*

Show Completed? Show Pending? Show Processing? Show Rejected? Show Error?

Submitted On or After

Batch ID	Control Group	# Req'd	Req'd By	Req Date	Exp Date	Status	Print
3080	Guest Parking - Single Use	1	Alexis Fowler	1-11-2018	6-30-2019	Completed	Print
3060	Guest Parking - Single Use	15	Alexis Fowler	1-11-2018	6-30-2018	Completed	Print
3040	Guest Parking - Single Use	10	Alexis Fowler	1-11-2018	6-30-2019	Completed	Print
3000	Guest Parking - Single Use	15	Alexis Fowler	1-09-2018	1-10-2018	Completed	Print
3100	Guest Parking - Single Use	1	Alexis Fowler	1-11-2018	6-30-2019	Pending	N/A



Once your status is "Completed" you can print your coupons using the "Print" link. By clicking the "print" link, your passes will open automatically in a new window. The passes are generated as a pdf document.

While these passes are only good for 1 (one) use, you can reprint from this screen if one of your passes was lost, damaged or not used

Show Completed? Show Pending? Show Processing? Show Rejected? Show Error?

Submitted On or After

Batch ID	Control Group	# Req'd	Req'd By	Req Date	Exp Date	Status	Print
3300	Guest Parking - Single Use	2	Mark Van Den Bossche	1-22-2018	6-30-2019	Completed	Print

FAQ

Q. When will I be billed for the passes?

A. Passes will be billed when they are printed. Similar to our old blue passes, new guest parking passes are paid for when ordered. Passes will be billed to the speed code provided on the authorization form that was submitted to Parking Services.

Q. Do I have to print the guest pass?

A. No, guest passes do not have to be printed. They can be emailed directly to your visitor. Guest passes can be printed if you would like to keep some available in your office.

Q. Can different speed codes be billed for each pass that I order?

A. No, at this point our system is only set up to handle one speed code. Changes to speed codes or accounts will have to be made with a journal entry.

Q. Can one pass be used for multiple entries and exits?

A. No, each pass is one good for ONE exit. Passes being used at a Pay & Display area or at a meter are only valid for ONE day. Passes do not allow for in and out privileges.

Q. Can I still email the Parking office with my requests for complimentary parking?

A. With the implementation of this new system, Parking and Visitor Services will no longer be handling complimentary parking requests.

Q. Can I specify which lot I would like my visitor to park at?

A. As with our past complimentary parking process, departments can direct visitors to a preferred lot however, if space is unavailable, they will be required to move to the next available lot. Parking for visitors can be found on the Western Parking map located at:

<http://www.uwo.ca/parking/find/map.html>

Q. Why would I use the batch coupon feature?

A. By using this feature, you will no longer have to print guest parking coupons individually. If you need to print 15 coupons, you can do this all at once.

Q. How do I distribute the coupons once I receive them in a batch?

A. You have a couple of options in doing this:

1. You can print the coupons and then manually distribute the paper copies.
2. If you have access to Adobe Acrobat you can use their tools to separate the pages.
3. You can also use an online tool called Split PDF (www.splitpdf.com) which will separate the pages out for you if you need to distribute them electronically.

Parking & Visitor Services highly recommends that you use this feature every time that you print a coupon.

Benefits of using the batch feature every time you print:

1. The system keeps a record of what you have requested and you can go back to it at any time
2. You can reprint passes (this is great if you sent a pass and it didn't get used). You can print another copy and give it to another guest.

If you continue to use the "Send Coupon to Parker" feature we highly recommend:

1. That you email the coupon directly to yourself first and then forward the coupon to your guest. Doing this provides you with a copy of the coupon and a tracked record of the email to your guest. You can easily resend and reprint the coupon if you already have a copy.
2. Emailing the coupon to yourself also allows you to make adjustments to the auto-generated message that the system sends. We are not able to make any changes to this auto-generated email, but in sending it to yourself first, you can make any necessary changes. You can also add information for your guest such as where to park and remind them of your meeting time/place.

We will continue to work and follow up with the software provider as new features become available.

Tips

- For optimal use, Parking Services recommends using a paper copy of the pass
- Guest Passes are good for one day only
- For use in Western Pay and Display areas, single space meter spaces and attended visitor lots when space permits
- In eligible areas, guests will still need to watch for and avoid signed spaces for Reserved, Accessible, Service Vehicle and Carpool usage
- Printed passes must be filled out in entirety, in ink
- Printed passes only need to be filled out and displayed in a windshield if your visitor is intending on parking in a Pay & Display area or at a meter
- Passes that look altered risk being issued a fraudulent use citation
- Visitor Parking is restricted in the Kent Drive lot to the President's Office and Campus Police

iPhone Users: QR code will scan directly from email on phone

Android Users: Some phones (Samsung and Motorola), required that a photo be taken of the QR code prior to the scanner being able to read the QR code. This is standard for android phone users.

- Please ensure that the brightness is turned up on the screen of the phone prior to scanning
- Do not make the QR code too large or the scanner cannot read it

Instructions for Visitors parking in gated lot:

- Please park in visitor parking lots
- Pull a ticket to enter gate
- Insert ticket at gate exit
- When total amount owing appears on pedestal, present QR Code at scanner to validate your parking
- Exit
- Parking for visitors can be found on the Western Parking map located at:
<http://www.uwo.ca/parking/find/map.html>

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