

PARKIN CPH

USER MANUAL RESIDENT



BY & HAVN

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ABOUT PARKinCPH

PARKinCPH is a digital parking portal developed by By & Havn for management of digital parking permits for By & Havn parking facilities in Ørestad, Nordhavn, Marmormolen, Søndre Frihavn and Nordre Toldbod.

PARKinCPH is developed as a web portal that can be accessed via an internet browser from PC, tablet and smartphone.

PARKinCPH offers purchases of different digital parking permits as monthly subscriptions and short-term parking (hourly parking).

Parking subscriptions are renewed automatically every month until terminated. Termination also occurs via PARKinCPH.

For each parking permit a vehicle is attached. This is done by entering the vehicle's registration number. Parking control is performed by number plate scanning and it is therefore important that the registration number is entered correctly. Only one vehicle can be connected at a time per parking permit. It is possible at any time to change the registration number of the relevant parking permit via PARKinCPH.

01

CREATE PROFILE

CREATE RESIDENT PROFILE

- 1) To create a resideprofile go to the website www.parkincph.dk.
- 2) Click **CREATE PROFILE**.
- 3) Select user type **RESIDENT**.
- 4) Create your login (your email and a password).
- 5) Fill out the personal information.
- 6) Your address is validated against our address book. In the **ADDRESS** field, enter/select street name. In the field **HOUSE NUMBER** enter number (no letters). In the last field you can enter, for example. apartment number, door, etc.

NB. If your address is not approved, it may be because By & Havn does not offer parking for this address.
Please contact our customer service
- 7) Click **CREATE PROFILE**.
- 8) You now receive an email with an **ACTIVATION LINK**. Click the activation link in the email to activate your profile.
- 9) Activate your profile.
- 10) Enter **EMAIL** and **PASSWORD** to login.

02

EDIT PROFILE

MY INFORMATION

- 1) From the menu in the top right corner, click **MY INFORMATION**.
- 2) Here you can edit your master data.
- 3) If you want to change your password, click **CHANGE PASSWORD**, then enter your current password and the new password you want instead of.
- 4) You can delete your profile by clicking **DELETE PROFILE**. Deleting a profile is only possible if you have no active parking subscriptions.
- 5) The small list icon is a **HISTORY LOG** for that page. The history log makes it possible to see, what changes have been made, when they were made, and who made them.

03

PAYMENT CARD

MANAGE PAYMENT CARDS

- 1) From the menu in the top right corner select **PAYMENT CARD**.
- 2) Click **ADD PAYMENT CARD**. Now enter your payment card information. It is possible to add several payment cards. Name your payment cards fx. Payment card 1, Payment card 2 etc.
- 3) It is possible to pay with the following payment cards: Dankort, Visa, MasterCard, JCB, UnionPay, and American Express.
- 4) You can delete a payment card by clicking the **BLUE CROSS**. Deleting a payment card is only possible if no active parkings are linked to the payment card.
- 5) It is possible to change payment cards for a parking subscription in the settings for the individual parking subscription. Read more about this on page 11.

04

PARKING SUBSCRIPTIONS

PURCHASE PARKING SUBSCRIPTION

- 1) Go to **DASHBOARD**.
- 2) Click **PURCHASE SUBSCRIPTION**.
- 3) If multiple products are available, select **PRODUCT**.
- 4) Select **COUNTRY OF REGISTRATION** and enter **REGISTRATION NUMBER**.
- 5) **NAME** the parking subscription (optional).
- 6) Select **START DATE**.
- 7) Select **END DATE** (optional). NB. If no expiration date is selected, the subscription will be renewed automatically every month. You can always unsubscribe at a later date - see more about this on page 12.
- 8) If you have a disabled parking license and want a reserved disabled parking space, check the box **DISABLED PARKING**. Then upload a copy of your disability card.
- 9) Click **NEXT**.
- 10) Fill in **PAYMENT INFORMATION** and click **NEXT**.
- 11) Review your order and accept the **TERMS & CONDITIONS**.
- 12) Accept your order. You will receive an order confirmation by email.

EDIT PARKING SUBSCRIPTION

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the subscripton you want to edit.
- 4) You can change **REGISTRATION NUMBER**. When you change registration number you will receive an SMS-confirmation.
- 5) You can change **PAYMENT CARD** - see more on page 8.
- 6) When you are done editinng, click **SAVE**.
- 7) In the **HISTORY LOG**, you can always see what changes have been made to the individual subscription, when they were made, and who made them.

TERMINATE PARKING SUBSCRIPTION

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the subscripton you want to terminate.
- 4) Click **TERMINATE SUBSCRIPTION**.
- 5) Select **TERMINATION DATE**. The calender automatically shows the first possible termination date according to the termination notice for this product.
- 6) Click **TERMINATE** - your subscription is now terminated. You will receive a termination confirmation by email.

EXTEND PARKING SUBSCRIPTION

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the subscripton you want to extend.
- 4) Click **EXTEND SUBSCRIPTION**.
- 5) Select new **TERMINATION DATE** or select **CANCEL TERMINATION** and then click **EXTEND** - the subscription is now extended.

05

SHORT-TERM PARKING

PURCHASE SHORT-TERM PARKING

- 1) Go to **DASHBOARD**.
- 2) Click **PURCHASE SHORT-TERM PARKING**.
- 3) If multiple products are available, select **PRODUCT**.
- 5) If the product is offered to multiple types of vehicles, select **TYPE**.
- 6) Select **COUNTRY OF REGISTRATION** and enter **REGISTRATION NUMBER**.
- 7) Enter **MOBILNUMMER**, if you want an SMS-confirmation and a SMS-reminder 30 minutes before the parking expires (recommended). No fees are charged.
- 8) Select **SMS LANGUAGE** (optional).
- 9) Select **START TIME**. Select date and time.
- 10) Select **END TIME**. Select date and time.
- 11) Click **NEXT**.
- 12) Fill in **PAYMENT INFORMATION**. NB. If you want the possibility of extending the parking you must use a saved payment card or save the payment card on your want to use.
- 13) Review your order and click **APPROVE**. You receive an order confirmation by email.

EDIT SHORT-TERM PARKING

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the short-term parking you want to edit.
- 4) You can change the **REGISTRISTRATION NUMBER**, if you entered incorrect.
- 5) You can change/add **MOBILE NUMBER**.
- 6) When you are done editing, click **SAVE**.
- 7) In the **HISTORY LOG**, you can always see what changes have been made to the individual parking, when they were made, and who made them.

EXTEND SHORT-TERM PARKING

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the short-term parking you want to extend.
- 4) Click **EXTEND PARKING** - it is only possible to extend a parking if you have used a saved payment card.
- 5) Select new **END TIME**.
- 6) Click **EXTEND** - the parking is now extended.

STOP SHORT-TERM PARKING

- 1) Go to the menu **PARKINGS**.
- 2) Here you can **FILTER**, **SORT**, and **SEARCH** among parkings.
- 3) Select the short-term parking you want to stop.
- 4) Click **STOP PARKING**.
- 5) Confirm that you want to stop the parking - the parking is now stopped.

06

MY PARKINGS

MY PARKINGS

- 1) Go to the menu **PARKINGS**.
- 2) Here you find a list of your parkings.
- 2) You can **FILTER**, **SORT**, and **SEARCH** among your parkings.

07

MESSAGES

MESSAGE ARCHIVE

1) 1) Go to **MESSAGES**.

From here you can see an archive of messages (email and SMS) sent to you.

Messages can be both auto-generated messages in connection with purchase and termination, but may also be service messages sent to you from our Customer Service regarding your parking products.

08

RECEIPTS

PAYMENT RECEIPTS

- 1) Go to **RECEIPTS**.
- 2) Here you find a list of the payment receipts from your purchases.
- 3) By clicking the **DOWNLOAD** symbol at the far right, you can download the receipts as PDF-files.

09

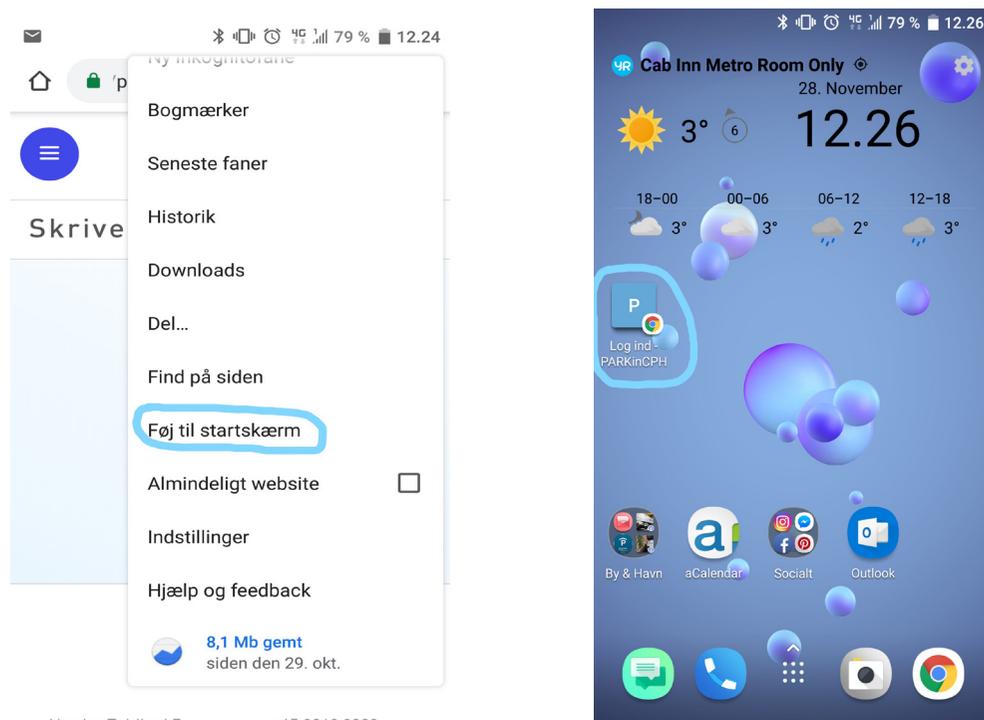
ADD PARKinCPH TO HOME SCREEN

ADD PARKinCPH TO YOUR HOME SCREEN

When you open PARKinCPH in your web browser (Crome, Safari, etc.) from your smartphone / tablet, you can choose to add the website to your home screen. By doing this you create a “shortcut” on your home screen.

How this is done can vary from phone to phone and from browser to browser.

Below is shown how this might look:



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