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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 e-mail from PARKinCPH with an **ACTIVATION LINK**. Click the activation link in the e-mail to activate your profile. The activation link is valid for 24 hours. If you do not activate your profile before the link expires, you will have to start over.
- 9) Activate your profile.
- 10) Enter **E-MAIL** and **PASSWORD** to login to your profile.

02

MY INFORMATION

EDIT PROFILE

- 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.

UPLOAD FILES

- 1) From the menu **MY INFORMATION** you can upload document on request from By & Havn.
- 2) At the bottom of the page you find a list of documents, that have been uploaded to your profile, either by you or by By & Havn.
- 3) You can **DELETE** documents that you have uploaded yourself by clicking at the x. You cannot delete documents that By & Havn has uploaded.

03

PAYMENT CARD

ADD NEW PAYMENT CARD

- 1) From the menu in the top right corner select **PAYMENT CARD**.
- 2) Click **ADD PAYMENT CARD** to add a new payment card to your profile. Name your payment cards fx. Payment card 1, Payment card 2 etc.
- 3) It is possible to pay with the following types of payment cards: Dankort, Visa, MasterCard, JCB, and Union Pay.
- 4) Click **CREATE**, when you are done.

CHANGE PAYMENT CARD FOR SUBSCRIPTION

- 1) Add the new payment card to your profile (see step 1-4 above).
- 2) Find the subscription in the menu **MY PARKING LICENSES** or from **DASHBOARD**. Open the subscription by clicking on it.
- 3) In the field **PAYMENT CARD**, select the new payment card from the list.
- 4) Click **SAVE**.

DELETE PAYMENT CARD

- 1) You can delete a payment card from your profile in the menu **PAYMENT CARD** by clicking the X. Deleting a payment card is only possible if no active parking subscriptions or short-term parkings are linked to the payment card.

04

PARKING SUBSCRIPTION

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 the vehicle's **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. Click **NEXT**.
- 10) Fill in **PAYMENT INFORMATION** and **NAME** your payment card fx. my visa, and click **NEXT**.
- 11) Review your order and accept the **TERMS & CONDITIONS**.
- 12) Accept your order. You will receive an order confirmation by email.

CHANGE REGISTRATION NUMBER

- 1) Go to the menu **MY PARKING LICENSES** or find the subscription at **DASHBOARD**.
- 2) Click on the subscription to edit.
- 3) In the field **REGISTRATION NUMBER**, enter the new registration number. If the system cannot validate the registration number this is either because 1) you have not entered it correctly (must be entered without spaces and without special characters) or 2) your car was registered only recently (the register is update once a week). The system cannot validate foreign cars, so check an extra time to make sure your have entered correctly, if you drive a foreign car.
- 4) When you are done editing, click **SAVE**.
- 5) If you have entered your mobile number, you will receive a text message confirming the change of registration number.
- 6) 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.

PAYMENTS

- 1) Go to the menu **MY PARKING LICENSES** and click on the sub-menu **PAYMENTS**.
- 2) The list shows an overview of all payments for the subscription.
- 3) Click the **DOWNLOAD** symbol to see a copy of the payment receipt.

TERMINATE PARKING SUBSCRIPTION

- 1) Go to the menu **MY PARKING LICENSES** or find the subscription at **DASHBOARD**.
- 2) Click on the subscription to edit.
- 3) Click **TERMINATE SUBSCRIPTION**.
- 4) Select **TERMINATION DATE**. The calendar automatically shows the first possible termination date according to the termination notice for this product.
- 5) Click **TERMINATE** - your subscription is now terminated. You will receive a termination confirmation by email.

EXTEND PARKING SUBSCRIPTION

- 1) Go to the menu **MY PARKING LICENSES** or find the subscription at **DASHBOARD**.
- 2) Click on the subscription to edit.
- 3) Click **EXTEND SUBSCRIPTION** (NB. only if the subscription has not already expired).
- 4) 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**.
- 4) If the product is offered to multiple types of vehicles, select **TYPE**.
- 5) Select **COUNTRY OF REGISTRATION** and enter the vehicle's **REGISTRATION NUMBER**.
- 6) Enter **MOBILNUMMER**, if you want an SMS-confirmation and a SMS-reminder 30 minutes before the parking expires (recommended). No fees are charged.
- 7) Select **SMS LANGUAGE** (optional).
- 8) Select **START TIME**. Select date and time.
- 9) Select **END TIME**. Select date and time.
- 10) Click **NEXT**.
- 11) 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.
- 12) Review your order and click **APPROVE**. You receive an order confirmation by email.

EDIT SHORT-TERM PARKING

- 1) Go to the menu **MY PARKING LICENSES** or find the short-term parking at **DASHBOARD**.
- 2) Click on the short-term parking to edit.
- 3) You can change the **REGISTRISTRATION NUMBER**, if you entered incorrect.
- 4) You can change/add **MOBILE NUMBER**.
- 5) When you are done editing, click **SAVE**.
- 6) 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 **MY PARKING LICENSES** or find the short-term parking at **DASHBOARD**.
- 2) Click on the short-term parking to edit.
- 3) Click **EXTEND PARKING** - it is only possible to extend a parking if you have used a saved payment card.
- 4) Select new **END TIME**.
- 5) Click **EXTEND** - the parking is now extended.

STOP SHORT-TERM PARKING

- 1) Go to the menu **MY PARKING LICENSES** or find the short-term parking at **DASHBOARD**.
- 2) Click on the short-term parking to edit.
- 3) Click **STOP PARKING**.
- 4) Confirm that you want to stop the parking - the parking is now stopped.

06

MY PARKING LICENSES

MY PARKING LICENSES

- 1) Go to the menu **MY PARKING LICENSES**.
- 2) Here you find a list of your all your parking licenses.
- 2) You can **FILTER**, **SORT**, and **SEARCH** among your parking licenses.

07

MESSAGES

MESSAGE ARCHIVE

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

09

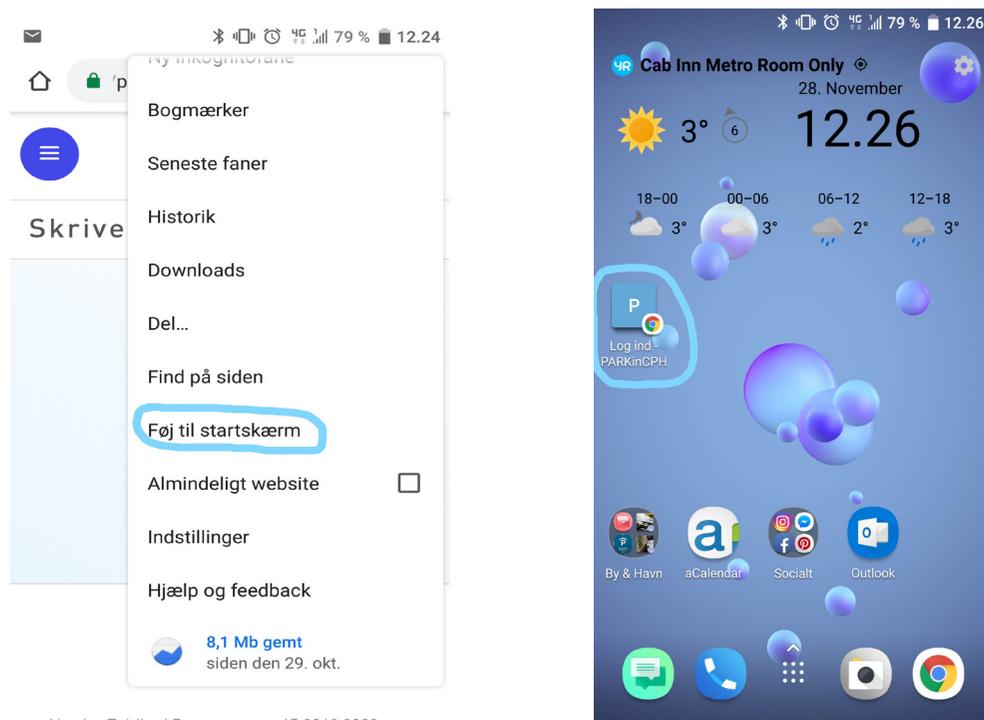
ADD PARKinCPH TO HOME SCREEN

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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