2Park

User manual

Content of this manual

Purpose of this manual

This manual describes what you can do with 2Park.

2Park supports all kinds of products. Commonly used products are for example: a visitors' arrangement, using a temporary license plate and a license plate switch. Depending on your municipality or parking service you have certain products.

Features of 2Park

- One application with one login for all products:
    - Your own products that you have purchased via the E-Loket (sometimes also called P-Loket) and linked in 2Park;
    - Products authorized by others (these may also be from another municipality);
- The menu depends on the options of a selected product;
- Overview of all current and scheduled parking actions, temporary license plates and such on one screen;
- Monitoring of balances: it is not possible to use more than the balance of a product. It is also possible to set a balance alarm per product. You will then receive a warning when the balance falls below the set value;
- Automatic recalculation of maximum parking time in case of insufficient balance;
- Automatic end of day deactivation based on the paid parking time (municipality dependent);
- Possibility of issuing an authorization to a third party, whereby part of the own balance is allocated to the person who is authorized. A license plate can also be entered when issuing the authorization. In that case, the authorized person can only park with that license plate. If no license plate is specified, then the license plate choice is free by the authorized person (municipality dependent);
- Parking actions can be extended (municipality dependent);
- Parking actions can always be stopped by you prematurely;

- Parking actions may be in the future (scheduled actions) whereby the costs for that action are reserved but deducted from the balance;
- Depending on the municipality's regulation, the balance of a product can be topped up by means of a payment via Ideal;
- You can add license plates of regular visitors to a favorites list and provide them with a name. Parking actions for that license plate can be started and recognized more easily;
- Insight into the history of parking actions and transactions (debits and debits);
- Multilingual, currently Dutch and English;
- 5 different contrast / color combinations: the standard in which the application was developed and the following options for users with visual impairment: black-and-white, white-black, black-yellow and yellow-black;
- You can choose to stay logged in;
- You can put 2Park on a mobile device on your start screen.

E-Loket and 2Park

Some municipalities, renamed 'E-Loket' to 'P-Loket'. Where this document refers to E-Loket, you can also read P-Loket.

You purchase products in the E-Loket. When these products can be used in 2Park, you will receive an e-mail. This e-mail is sent to the e-mail address that you have specified in the E-Loket.

There is a link in the received e-mail to link the product you have purchased to 2Park.

When you click on this link there are two options:

You already have an account in 2Park
In this case you only need to confirm the linking of the new product by clicking on the [Confirm] button.

You do not have an account in 2Park yet
In this case you must first create an account in 2Park. The e-mail address where you received the e-mail is automatically used. All you have to do is enter a password and repeat it as a confirmation. After that your account is created and the product linked to it.

This is also visible in the E-loket in the details of a product. When a product can be used in 2Park, you can send yourself an e-mail again or link the product directly using the [Go to 2Park] button.

Please note: if you have applied for a resident permit for more than one license plate, you must activate one of the license plates with the 2Park product "License plate switch" (see *License plate switch*)**.**

Log in to 2Park

You must do the following to log in:

- Enter your email address;
- Enter your password;

Forgot password?

If you do not remember your password, you can click on 'Forgot password?'. A screen will appear on which you can enter your e-mail address. *Use the e-mail address you entered in the E-Loket!* You must also copy the data from the captcha and then click on the [Send] button. You will receive an e-mail at the e-mail address you entered. Click on the link in the mail. On the screen that appears, you must enter a new password and repeat it. *Read carefully what the requirements are for a password!* You must also copy the data from the captcha and then click on the [Change] button. Your password has now been changed and you can log in again.

Remember me

If you enable this option, your login details are saved on your computer or mobile device and you will be logged in automatically.

Log in

Click on [Log in] to log in.

Standard screen after logging in

After logging in, the standard screen appears. This is the overview of parking actions of the last used product. When you select a specific starting product in the settings, that product will be automatically selected after starting 2Park (see *Settings*):

The following information is displayed **at the top** of the screen:

- **Top left**: contrast settings
- **Top right**: language settings
- **Underneath:** the icon for the Menu: ☰ ;
- **In the middle:** the name of the selected product and the location;
- **Top right:** the balance of the selected product. This is only for the products that have a balance. The balance can be in euros, time (displayed in hours and minutes) or number of actions;
- **Below the selected product**: the selected menu option. After logging in or starting up 2Park, this is standard: *Parking actions* (see *Parking actions*).

Device dependent view

If you use 2Park on a desktop or laptop, you have more space on the screen than on a mobile device.

That is why the buttons that you can use in a certain situation are immediately displayed on a desktop or laptop.

Because that space is not present on a mobile device, those options appear after you press the button ⋮ . Click on the option that you want to use.

☰ The menu

Below is an explanation of the menu options:

X   Exit the menu without selecting a menu option.

*The menu options listed below are **dependent** on the selected product.*

🚗 Parking actions   With this option you get an overview of current and scheduled parking actions of the selected product and you can start a new parking actions.

💰 Top up   With this option you can top up the balance of the selected product. *This option is product dependent. For products for which top-up does not apply, this menu option is not shown in the menu.*

★ Favorites   With this option, favorites can be added and removed for the selected product. A favorite is someone who visits you more often and consists of a license plate and a name. A favorite can be used when starting a new parking action. *If you have been authorized for a product from another this option is not available.*

✍ Authorization(s)   If someone visits you often, you can authorize that person on your product so that he/she can start a parking action independently. *Whether this option is available depends on your municipality and / or on the selected product.*

🕐 History   This option gives you access to the parking actions and transactions (transactions are top ups and debited amounts from parking actions) for the selected product.

*The menu options listed below are **independent** of the selected product.*

P	All parking actions	With this option you get an overview of all current and scheduled parking actions of all products (if applicable). This option gives you quick insight into parking actions that you may want to stop, extend or delete. *The extend option is dependent on the product and your municipality.*
▤≡	All products	This option shows an overview of all municipalities / organizations for which you have your own or authorized products in 2Park. By clicking on the [Show products] button, the products related to the chosen municipality / organization appear. When you select a product, it appears at the top of the screen and you can work with this product. The menu shows the options that apply to the selected product.
⚙	Settings	With this option you can adjust 2Park settings. This is about selecting the product with which you want 2Park to start up.
⎋	Logout	Select this option to log out.
⊘	About 2Park	This option shows the version number of 2Park. If you have any questions and contact the applicable help desk, you can provide this number.

⚙ Settings

The following items can be set:

E-mailadres	The e-mail address with which you are logged in is shown here.
Start with product	Here you can indicate which product you want to start after you have logged in.

Click the [Save] button to save changes to the settings.

Top up

There may be products that have a balance. Depending on the product, you must first top up the balance before you can use the product.

Choose the option **Top up** from the menu to top up a balance.

The top up options that are (still) possible for the selected product appear on the screen. Select the option you want and click on the [Pay] button.

Payments are made via Ideal. After your successful payment your new balance will be visible.

You may not be able to top up. In that case you will see the reason for this on the screen. This is the case, for example, when the top-up of the balance is maximized and this maximum has been reached

You cannot top up a product that has been authorized to you and for which a balance has been made available to you. In this case the menu doesn't show the option 'Top up'.

🚗 Parking actions

This menu option displays the parking actions of the selected product.

There are two types of parking actions:

- *Current parking actions*: this is a list of actions that are currently active. These actions are shown in the tab: **Current**. The tab also shows the number of current parking actions;
- *Scheduled parking actions*: this is a list of actions with a start date and / or time in the future. These actions are shown in the tab: **Scheduled**. The tab also shows the number of scheduled parking actions;

You can easily switch between current and scheduled parking actions by clicking the desired tab.

A **current** parking action can have one or two options:

1. **Stop**: a confirmation screen appears with the parking action you want to stop. The unused costs of a parking action are credited to your balance (if applicable).
2. **Extend**: to extend an action a new end date and time must be set. With extensions, the same checks are carried out as with starting a parking action (see below). *Your municipality may have determined that a parking action cannot be extended. In that case this option is not visible.*

A **scheduled** parking action can have one or two options:

1. **Delete**: a confirmation screen appears with the parking action that you want to delete. If you delete the scheduled parking action, the already reserved costs will be credited to your balance.
2. **Extend**: to extend a scheduled action a new end date and time must be set. With extensions, the same checks are carried out as with starting a parking action (see below). *Your municipality may have determined*

that a parking action cannot be extended. In that case this option is not visible.
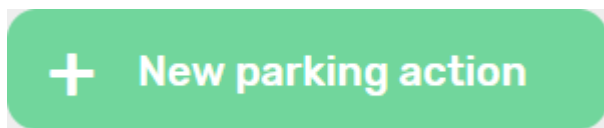
New parking action

You can start a new parking action by clicking on the [+] at the **bottom** of the screen. *Please note: the parking action applies to the selected product!*

To start a new parking action, a license plate must be entered first.

The start date and time may be entered. This field is set to "now" by default. If you want to specify a different day and time, click in the start date and time field. A screen appears on which you can set the start date and time.

The end date and time may be entered. By default this field is set at the end of the day (23:59:59). If you want to specify a different day and time, click in the end date and time field. *In all cases, only the applicable paid parking time will be charged!*

You add the parking action by clicking on [Confirm].

Look up license plate

With the help of this button you can look up a license plate that has already been used, so you don't have to type it. The screen that appears has 2 tabs: **Favorites** (see *Favorites*) and **Recently parked license plates** (not being favorites). A search function is available in both cases.

After selecting the desired license plate, this is transferred to the license plate field.

Checks

2Park performs a number of checks. The most important are:

1. Does end-of-day deactivation apply to the selected product? Your municipality may have determined that you may only park until the end of the day;
2. Is your balance sufficient to start the desired parking action?

If a parking action cannot be started due to one of the checks, a screen appears with a reason and an alternative proposal. Select what you want to do on this screen and confirm.

After confirming your choice, the parking action is started and appears in the list of parking actions. *Parking actions planned in the future are in the **Scheduled** tab.*

Parking actions for temporary license plate

In case you have a resident's permit with one license plate and you need to use a temporary vehicle, you need to enter the temporary license plate so it is linked to your permit.

In that case, select the correct product from the product list in 2Park (menu option: **All products**). Then start a new parking action:

- Start date and time: this is set to "now" by default. You can also set a date and time in the future;
- End date and time: this is empty, because in many cases it is not clear how long you will have a temporary vehicle.

By stopping the parking action, you indicate that the permit applies again to the license plate number that was registered in the E-Loket during the application.

Checks

2Park performs a number of checks. The most important are:

1. Have you entered an end date and time? 2Park checks if it is compliant with the maximum set parking time;
2. Is your balance sufficient to start the desired parking action?

If a parking action cannot be started due to one of the checks, an alternative proposal will be displayed. Select what you want to do on this screen and confirm.

After confirming your choice, the parking action is started and appears in the list of parking actions. *Parking actions scheduled in the future are in the* **Scheduled** *tab.*

Please note: as long as the parking action runs for the temporary license plate, that license plate applies to your permit. If you stop this action, or if the parking action ends on the date and time you specified, the license plate for which your permit was issued will apply again.

★ Favorites

This menu option displays the favorites of the selected product.

What is a favorite?

If someone visits you more often, you can add that person as a favorite. A favorite consists of a license plate and a name with a maximum of 10 characters so that you can easily recognize the visitor.

When do I use a favorite?

When you start a new parking action you can select a favorite. You do not have to enter a license plate in that case.

Please note: Favorites cannot be added for a product that is authorized to you.

Favorites that have already been registered are displayed in the favorites list. It also indicates how many favorites you have for the selected product.
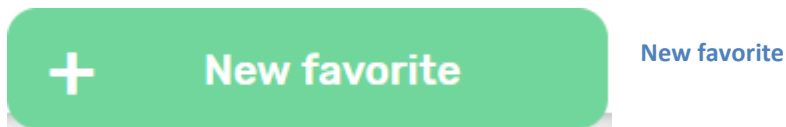
 New favorite

Enter the license plate number and favorite name of the person you want to add as a favorite. Click [Save] to add the favorite.

Favorites can be registered per product.

You can delete a favorite by clicking on the [Delete] button. A screen appears with the favorite you want to delete. Here you can confirm that you really want to delete it or keep it.

Authorization(s)

This menu option displays the permissions of the selected product and is available:

- *If your municipality has chosen this option;*
- *For own products (and not for authorized products).*

What is an authorization?

If someone visits you more often, you can authorize that person on your arrangement. If you do that, the visitor can park himself on your arrangement when he arrives at your home.

Authorizations that have already been registered are displayed in the list of authorizations. 2Park shows if the authorization has already been accepted.

You can withdraw an authorization by clicking on [Withdraw]. After you have confirmed the withdrawal, the remaining balance of the authorization will be transferred back to your own balance and the authorized person can no longer start parking actions on your arrangement.

New authorization

When adding a new authorization, the **e-mail address** of the authorized person must first be entered. At this e-mail address the authorized person will receive an e-mail with a link with which he / she can link this product to his / her 2Park account (possibly after first creating an account).

The second field is the **license plate**. Depending on your municipality and the selected product a license plate must be specified when adding an authorization. If a license plate is not required by your municipality, you have the option of entering a license plate. If you enter a license plate, the person you authorize can *only* park with that license plate.

With the third field you can specify which part of *your* **balance** you make available to the authorized person. The balance can be in euros, time (displayed in hours and minutes) or number of actions. This is indicated above this field. *If you leave this field blank, the authorized person can use your entire balance.*

Please note that you must continue to top up the balance yourself. The authorized person cannot do this himself.

After you have clicked [Save], the authorization will be saved and the authorized person will receive an e-mail.

Finally your new balance will be displayed.

History

This menu option displays the history of the selected product.

The history is subdivided into two tabs: **Parking actions** and **Transactions**. The tabs also indicate the number of parking actions or transactions.

The overview of *parking actions* lists all parking actions with license plates, start and end times and cost (in money, time or number of actions).

The overview of *transactions* provides insight into all changes in your balance. Here the top-ups and debits of your balance are shown and when that has occurred. Transactions are only visible for own products.

If you have issued authorizations on the selected product, you will also see the parking actions from authorized visitors.

You can switch between the parking actions and transactions by clicking the right tab.

You may have many parking actions and transactions. The last 10 are initially displayed. Click the [Show more] button to display the next 10. On mobile devices you can retrieve more records by swiping from bottom to top.

Finally, you can e-mail a complete overview of either the parking actions or the transactions to yourself (depending on the tab you are on) by clicking on the [Send history by email] button.

Note: after 13 weeks parking actions will be made anonymous for privacy reasons. This means that the license plate is no longer visible.

P **All parking actions**

In the chapter about the properties of 2Park it says:

One application with one login for all products:

- *Your own products that you have purchased via the E-Loket and linked in 2Park;*
- *Products authorized by others (these may also be from another municipality).*

It may therefore happen that you have a large number of parking actions or planned parking actions. For example: you have registered a number of visitors, people authorized by you have started parking actions, your car may have been serviced by the dealer and you have activated a temporary license plate, etc.

The overview of All parking actions shows them all, so you can immediately see if you need to take action, such as stopping or extending an action.

When you have found the right action, click on that 'card'. The corresponding product is then automatically selected (which you see at the top of the screen) and the parking actions of that product are displayed.

Also see *Parking actions.*

All products

In the chapter about the properties of 2Park it says:

One application with one login for all products:

- *Your own products that you have purchased via the E-Loket and linked in 2Park;*
- *Products authorized by others (these may also be from another municipality).*

Therefore it is possible that you have a large number of products that you can use in 2Park.

To keep an overview of your products in 2Park, the screen first shows the organizations (municipalities) whose products you have in 2Park. The data is clearly displayed on a 'card'. You see the name and logo of the municipality and how many products you have within that municipality.

By clicking on the [Show products] button, the products will appear within the municipality you selected.

The products are also shown on a 'card' with all relevant information:

- The name of the product;
- The location for this product;
- The validity period of this product;
- Any balance alarm you set if it concerns a product for which a balance applies. A blue alarm bell if an alarm has been set. A red alarm bell if the balance has fallen below the alarm value;
- The outstanding balance (if it concerns a product for which a balance applies);
- The number of parking actions (current and planned) for this product;
- If it is a product that has been authorized to you, it is stated here with the e-mail address of the person who has authorized you;

- In addition, it is indicated whether the product has expired or been blocked. In both cases you can no longer use the product. You can, however, remove such a product.

When you select the [Set balance alarm] option, the Set balance alert screen for that product appears. An example value is shown, which is adopted when [Set] is pressed. You can also enter a value yourself. This depends on the product in euros or in time. In the case of time, a number of hours can be set in the first field and the number of minutes in the second field.

When you press [Select], the Parking Actions screen for that product appears.

Logout

When you click this option from the menu, you will be logged out and the login screen will appear.

You may also be logged out automatically because you have not done anything with 2Park for a certain period of time, a so-called timeout. In that case you must log in again. The automatic logout takes place for security reasons.

About 2Park

This last menu option gives you information about the version of 2Park you are working with. If you need help and contact a help desk, you can be asked for this number.

Other products

License plate switch

If you have applied for a resident's permit for which you have specified multiple license plates, you must activate one of those license plates with 2Park.

2Park shows an overview of the license plates you specified. Click on the license plate to be activated and click on [Select].

Please note: as long as you have not selected a license plate, you run the risk of a parking fine!

Prepaid Parking

The prepaid parking product makes it possible to register parking actions at a selected location. The rate that applies at the relevant location will be charged. You can use this for street parking on the basis of a prepaid credit.

Pool permit (product for companies)

A pool permit makes it possible to start parking actions, whereby the maximum number of simultaneous parking actions depends on the number of parking rights that you have purchased from the municipality. As soon as the maximum number of simultaneous parking actions has been reached, 2Park will notify this when activating an additional parking action.

Notifications

In certain cases it may happen that you want to do something that is not possible. In that case you will receive a notification. They are further explained below.

You have insufficient credit on your balance to start a parking action at this time.

If you have not yet topped-up your balance or you have started / planned so many parking actions that there is not enough balance available for a new parking action, the above message will appear. To solve this, top-up your balance. If you have reached the maximum of the top-ups, you must wait until the new period starts to be able to do a new top-up.

For this period it is no longer possible to upgrade your credit because the maximum has been reached.

It is possible that your municipality has set a maximum for the amount to be topped-up per period. If this is the case and the total amount of top-ups exceeds this maximum, this message will appear. In this situation you have to wait until the new period starts to do a new upgrade.

The maximum number of concurrent actions has been reached

It is possible that your municipality has determined that you can only have x number of parking actions simultaneously. If you exceed this maximum when trying to start a new parking action, you will receive the above message and it is not possible to start a parking action at the specified time.

The solution can be to select a different time period so that the parking actions do not overlap.