

Group Admin Portal User Guide

In the Group Admin Portal, you can manage various responsibilities such as account information, parkers, credentials, invoice and billing history review and payment processing on a monthly parking account with multiple parkers. This guide provides instructions on how to complete the most common tasks.

[Add or Update a Payment Method](#)

[Add, Cancel, or Update a Parker On the Account](#)

[Pay or Download an Invoice](#)

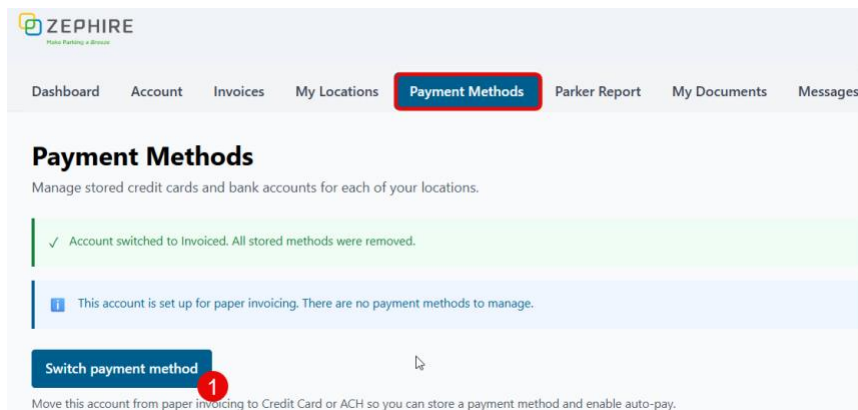
[View Virtual Credentials](#)

Add or Update a Payment Method

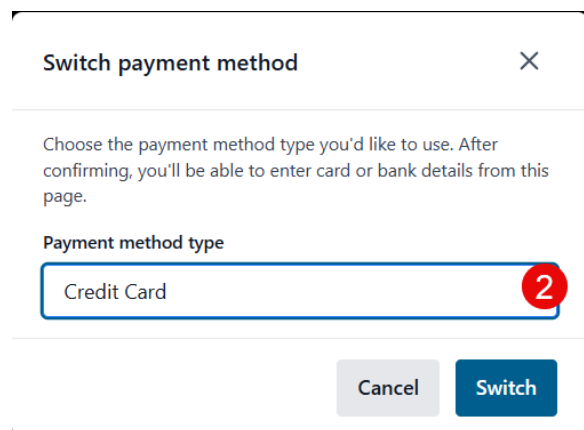
Through the **Payment Methods** tab, you can enroll in or update your payment method for automatic payment processing each month. Please note that only the account holder can change the payment type. Please contact your admin if this needs to change.

To change your account payment method:

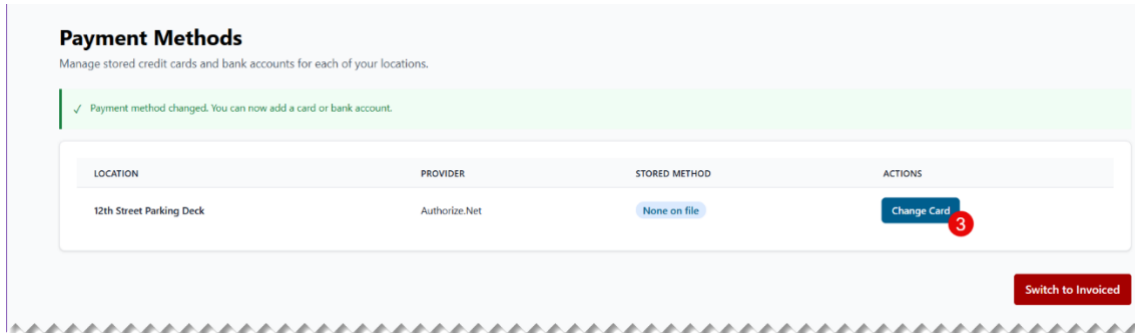
1. Click **Switch Payment Method**.



2. You will then have the option to change your payment method to **Credit Card or ACH** (if available). Once selected, click **Switch**.

The screenshot shows a modal dialog titled 'Switch payment method' with a close button (X) in the top right corner. The dialog contains the text: 'Choose the payment method type you'd like to use. After confirming, you'll be able to enter card or bank details from this page.' Below this text is a section labeled 'Payment method type' with a dropdown menu. The dropdown is currently set to 'Credit Card' and is highlighted with a red circle and the number 2. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Switch'.

- Once Credit Card or Check/ACH is selected, **choose the location** to add payment details to from the list. Then click **Change Card** to add your payment details to your account.



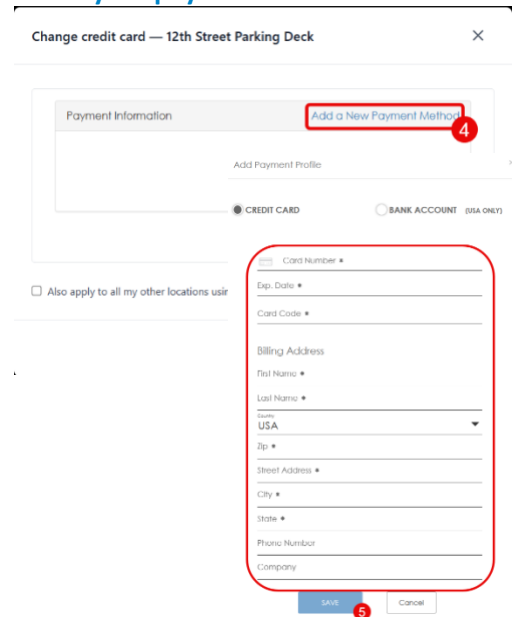
Payment Methods
Manage stored credit cards and bank accounts for each of your locations.

✓ Payment method changed. You can now add a card or bank account.

LOCATION	PROVIDER	STORED METHOD	ACTIONS
12th Street Parking Deck	Authorize.Net	None on file	Change Card ³

Switch to Invoiced

- The Update Payment Details pop-up window will open. **Enter your payment details here.**
- Click **Save** to save these payment details on file. Your account will then be enrolled in automatic monthly payments.



Change credit card — 12th Street Parking Deck

Payment Information **Add a New Payment Method** ⁴

Add Payment Profile

☒ CREDIT CARD ☐ BANK ACCOUNT (BIA ONLY)

☐ Also apply to all my other locations usin

Card Number *

Exp. Date *

Card Code *

Billing Address

First Name *

Last Name *

Country
 USA

Zip *

Street Address *

City *

State *

Phone Number

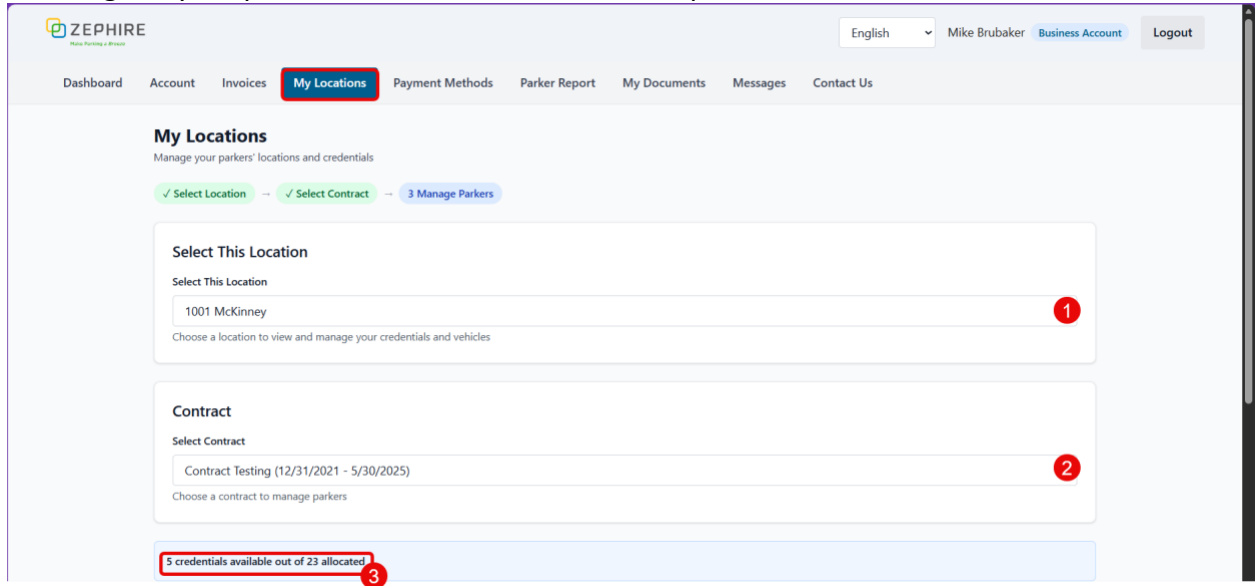
Company

Save ⁵ Cancel

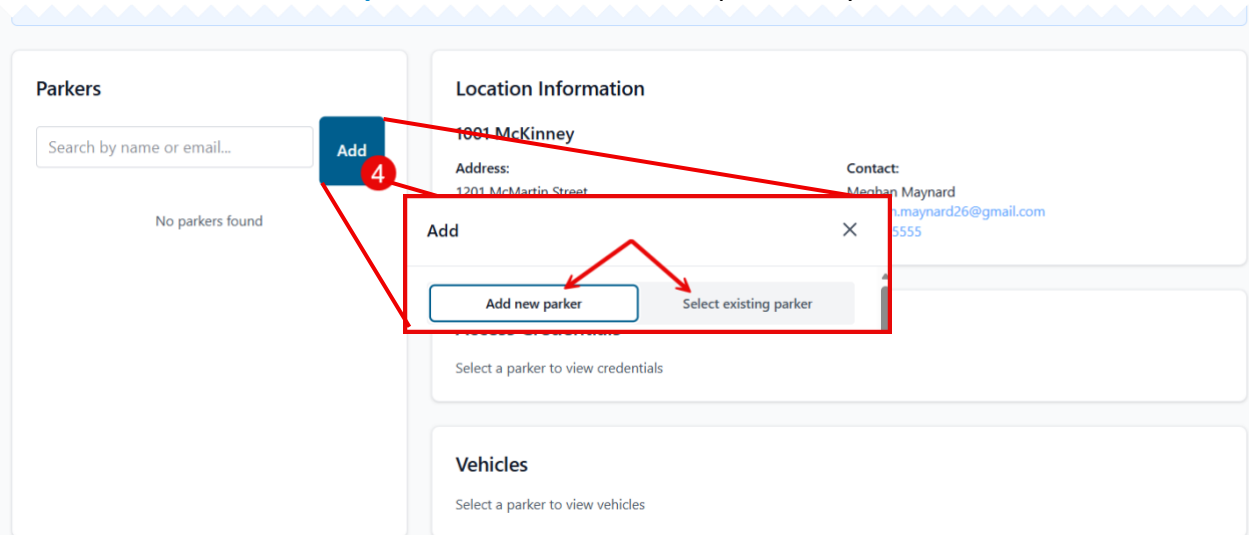
Add, Update and Cancel Account Parkers

Through the **My Locations** tab, you can view and manage parkers associated with your account, assign and manage credentials, and manage your parker's vehicle information. To start, first:

1. **Select the location** you wish to work with from the drop-down list.
2. If your account is part of a contract and the contract wasn't selected by default, choose the contract from this drop-down listing. Otherwise, you can skip this step.
3. The **Credential Pool Usage** field will tell you how many credentials you have available to assign to your parkers out of the total credential pool allotted.



4. You can add new parkers to your account by clicking **Add** and following the prompts to add a new parker to your account. When you click on Add, a dialogue box will open, and you can **Select existing parker** who is already part of your group from the **drop-down menu** or click **Add new parker** to add a brand new parker to your account.



5. To manage the parker, select the parker from this list.
6. Click Edit on the parker to change the phone number if the parker.
7. You can view the credentials from here.
8. This will show a list of vehicle for the parker. You can add vehicles to the parker by clicking on then Add Vehicle button.

Parkers

Add

Balboa, Rocky

Edit

Delete

Cancel credentials first

Blevins, Amber

Blue, Joe

Brown, Charlie

Brubaker, Mike

Group 21326, Admin Portal

Group 22726, Admin Portal

Group 3626, Admin Portal

Group Test 1/16/26, Admin Portal

Group Test 12926, Admin Portal

Keys, Alicia

Morrow, Mark

Location Information

1001 McKinney

Address:

1201 McMartin Street
S
Houston, TX 44333

Contact:

Meghan Maynard
meghan.maynard26@gmail.com
4409995555

Access Credentials

Add Credential

CREDENTIAL NUMBER	CREDENTIAL TYPE	START DATE	END DATE	SPACE TYPE	STATUS
1532	Vehicle Hang Tag	January 28, 2025	January 14, 2026	VIP	In Transit

Vehicles

Add Vehicle

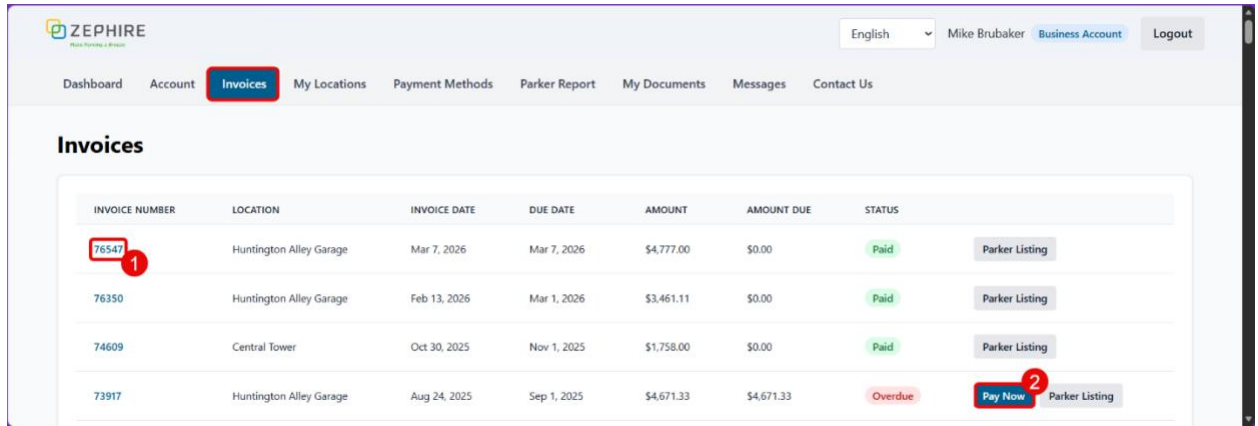
YEAR	MAKE	MODEL	COLOR	LICENSE PLATE	STATE	STATUS	COMMENTS	AC
No vehicles found								

Pay or Download an Invoice

You will want to start by heading to the [Invoices](#) tab to pay your invoice. In this tab, you can view, download, print, and pay your invoices. You can pay your invoices with a one-time credit card payment.

You will see a list of invoices. Both paid and unpaid.

1. Click the invoice number to view the Invoice. You can print it off from here as well for your records.
2. You can click [Pay Now](#) to make a one-time payment.

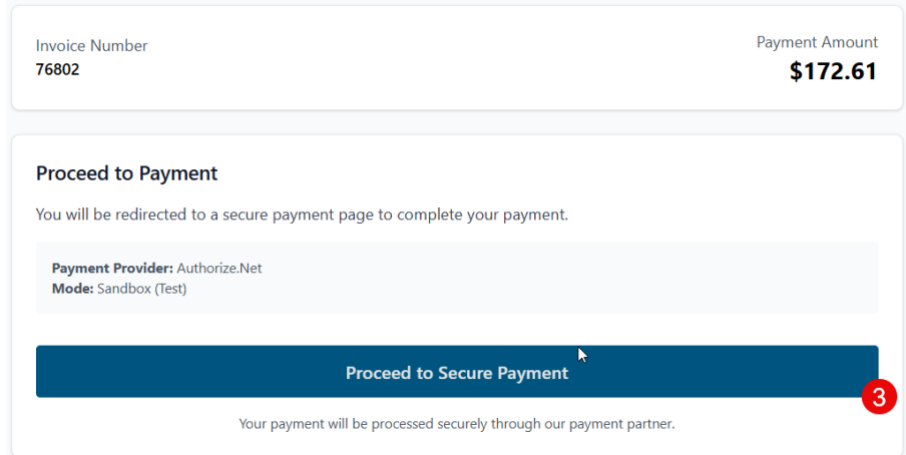


INVOICE NUMBER	LOCATION	INVOICE DATE	DUE DATE	AMOUNT	AMOUNT DUE	STATUS	
76547	Huntington Alley Garage	Mar 7, 2026	Mar 7, 2026	\$4,777.00	\$0.00	Paid	Parker Listing
76350	Huntington Alley Garage	Feb 13, 2026	Mar 1, 2026	\$3,461.11	\$0.00	Paid	Parker Listing
74609	Central Tower	Oct 30, 2025	Nov 1, 2025	\$1,758.00	\$0.00	Paid	Parker Listing
73917	Huntington Alley Garage	Aug 24, 2025	Sep 1, 2025	\$4,671.33	\$4,671.33	Overdue	Pay Now Parker Listing

Clicking the invoice number will take you to the invoice details screen. To download an invoice in a pdf format, you will want to click Download PDF. Please note: If the invoice is paid, it will have the “Paid” watermark.

- You will be presented with the payment amount. Click Proceed to Secure Payment to make the payment.

Make Payment



Invoice Number
76802

Payment Amount
\$172.61

Proceed to Payment

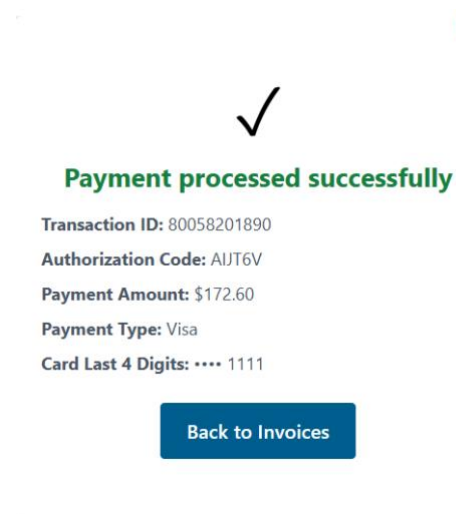
You will be redirected to a secure payment page to complete your payment.

Payment Provider: Authorize.Net
Mode: Sandbox (Test)

Proceed to Secure Payment

Your payment will be processed securely through our payment partner.

4. To add a card to the account, click Add a New Payment Method.
5. Enter in the details.
6. A dialog box will appear here. Thanking you for your payment. Click [Back to Invoices](#) to close the dialog box.
7. It will take you back to the payments screen. You will notice that the [Pay Invoice](#) button is gone



Add Payment Profile >

☒ CREDIT CARD ☐ BANK ACCOUNT (USA ONLY)

Card Number *

Exp. Date *

Card Code *

Billing Address

First Name *

Last Name *

Country
USA

Zip *

Street Address *

City *

State *

Phone Number

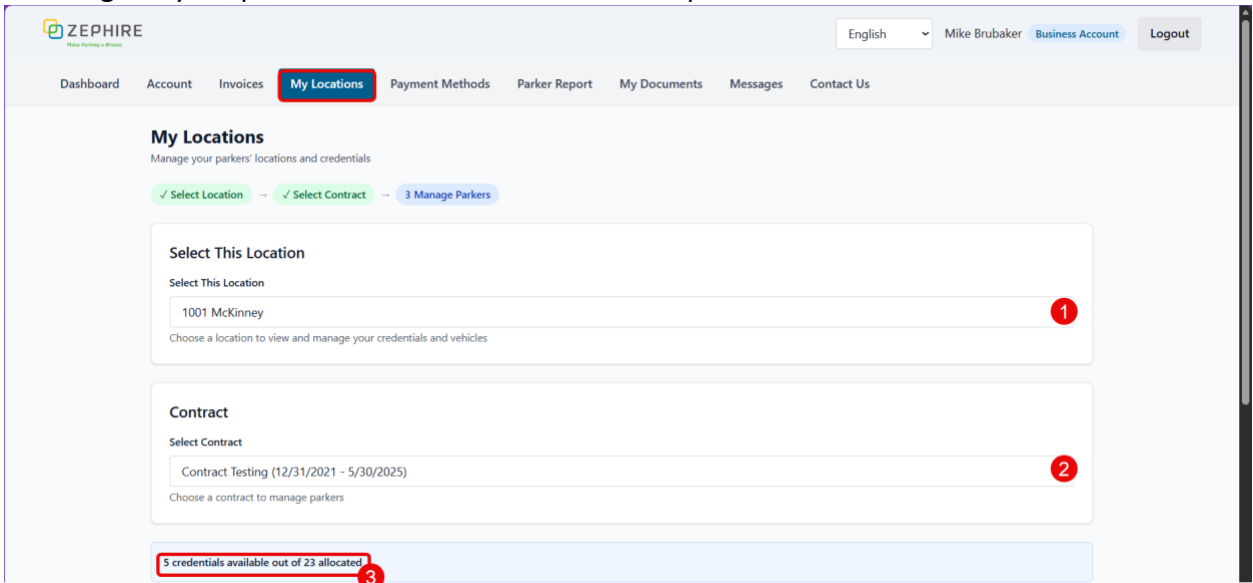
Company

SAVE Cancel

Viewing Virtual Credentials

You can view a virtual version of the credential from the group portal through the **My Locations** tab:

1. **Select the location** you wish to work with from the drop-down list.
2. If your account is part of a contract and the contract wasn't selected by default, choose the contract from this drop-down listing. Otherwise, you can skip this step.
3. The **Credential Pool Usage** field will tell you how many credentials you have available to assign to your parkers out of the total credential pool allotted.



4. Select the parker you want to view the credential for.
5. Under the credentials section, scroll right and click View.
6. The digital credential will show like this.

