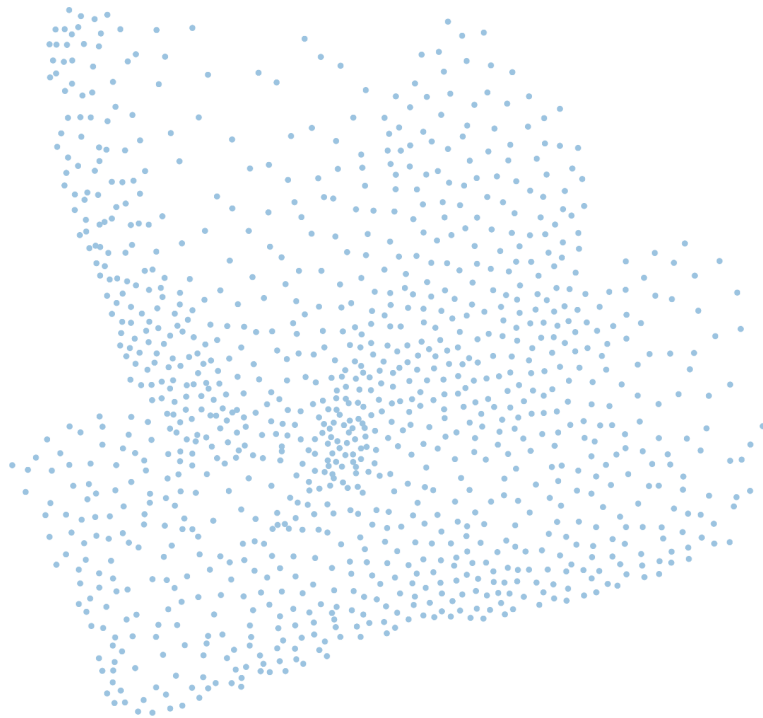


Flowbird GO+

- Camera solution

For version 1.13





Flowbird GO+ 1.13.
Issue 15,
Published: 2021-12-06.

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1 Introduction

In this chapter:

- [About this Manual](#) ^[6]
- [List of major changes](#) ^[7]
- [Structure of this book](#) ^[8]
- [System Requirements](#) ^[9]
- [Terminology](#) ^[9]

1.1 About Flowbird GO Plus

Flowbird GO Plus is a camera based garage and parking lot parking session and payment system.

During some time you may find the original name Flowbird GO in the application and on other locations.

The name Flowbird GO will be used for a barrier and RFID based entry system

This user guide describes the user interface for the Flowbird GO Plus web portal.

This portal will display all the scanned license plates both for the incoming and outgoing lanes of the parking area.

On entering the parking area, A camera will take an image. The camera will then try to scan the image with OCR. The result will be listed with a so-called confidence value. If the confidence value is above a specific level currently set to 85, a parking session will be started.

If the confidence is below 85, manual action must be taken to verify the result.

When leaving the parking area another camera will take an image and try to read it. If the confidence is again above 85, the system will finish the parking session.

1.1.1 Intended users of the guide

This user guide is intended for all Flowbirds Support administrations. Depending on the role you have in your company, some functions described in this manual will be available to you and some may not be available.

1.1.2 WayToPark users

This system works together with WayToPark. Started parking sessions are reported to WayToPark. If the end-user has registered her car for Flowbird GO Plus, WayToPark will report a started parking session to the users mobile app. When leaving the parking area, the session will be reported as finished and a payment will be done via the default payment method in WayToPark.

Note:

A WayToPark account is NOT needed for Flowbird GO Plus to work.

1.1.3 Payment options

1.1.3.1 WayToPark users

When leaving the parking area, the session will be reported as finished and a payment will be done via the default payment method in WayToPark.

Reference:

Read the WayToPark user guide for more details.

If the end-user has not registered her car, she must use the public page to pay as a no WayToPark user. See below.

1.1.3.2 Non WayToPark users

For non WayToPark end-users the portal has a [Public Web Portal](#)^[66] where she can pay for the parking within 48 hours. After 48 hours an [Invoice](#)^[34] will be sent to the registered owner of the car.

1.2 List of major changes

[For version 1.13 \(Issue 15\)](#)

Area	Page	Change
All pages		Keywords updated and added where they were missing.
Dashboard ^[19]		Pay-chart added values are also displayed in %
	Uncertain Camera Readings ^[21]	Suggestions improved
Administration ^[37]	Barrier manager ^[37]	page added
	Cameras ^[38]	Barrier Fields and Barrier configuration ^[40] page added
	Operators ^[43]	Details page split over 2 tabs Automatic adjustment extended StoreVehicleOverviewImage added Mask License plate data added
	Zone ^[55] - Add Operator ^[44]	Old details page split into two tabs <ul style="list-style-type: none"> • Operator details • Operator Settings

Area	Page	Change
		Using Barriers ^[59] page added incl. barrier setting buttons
Accounts ^[61]	User Roles ^[64]	page added
Intelligent Enforcement "Public" page ^[68]		page re-designed
	Dashboard ^[68]	Page added
	Filter area ^[69]	Page added
	List page ^[69]	Page added Ticket check-box added

[For version 1.12 \(Issue 14\)](#)

Area	Page	Change
Parking Sessions ^[27]		Added Tariff discount
Invoicing ^[34]		Status Flagged for invoicing added
Administration ^[37]	Operators ^[43]	added: - Days To Store Image - Automatic Adjustment Country Code - Minimum Not Paid Duration For Invoice - Allow Override Payment changed
	System Administration ^[50]	Infoscreen updated with number of free spaces
	Translation ^[52]	Page added
	Tariff Discount ^[60]	Page added

1.3 Structure of this book

The structure of this document is outlined below.

- [Introduction](#)^[6]: introduces this document itself.
- [General functions](#)^[10]: The term general functions imply tasks that are used throughout the system, independent of function or user role.
- [Dashboard](#)^[19]: this is a set of pages with the most common tasks. Some pages are equal in use as other pages but use a specific filter to allow fast access to the information.
- [Camera readings](#)^[26]: This page lists all the camera readings.
- [Parking Sessions](#)^[27]: This page lists all the parking sessions including the finished sessions.

- [Invoicing](#)^[34]: This is a list of invoices to be send.
- [Heartbeats](#)^[35]: this page lists the heartbeats sent in by the cameras.
- [Occupancy](#)^[36]: Displays the current occupancy of zones (parking lots)
- [Administration](#)^[37]: contains a set of pages used to configure the system. Some parts are only visible for an administrator
- [Accounts](#)^[61]: Mange User Accounts and User Roles
- [Log Out](#)^[66]
- [Public Web Portal](#)^[66]: The end-user can access a public portal to pay her parking fees when she is not using WayToPark.
- [Intelligent Enforcement "Public" page](#)^[68]: The Intelligent Enforcement pages allow the enforcers to verify the status of parked cars against their payments.

1.4 System Requirements

- Flowbird GO Plus is verified to work in:
 - Internet Explorer 11
 - Windows Edge
 - Google Chrome
 - Firefox
- We recommend that you use an Internet connection with a transmission rate (bandwidth) of at least 512 kilobits/second in the downstream direction (to the computer).

1.5 Terminology

The word list includes terms that may require a more detailed explanation.

Term	Explanation
Flowbird GO+	The camera based solution described in this manual
Flowbird GO	a Barrier and RFID based solution
CWO	You will in several pages find the term CWO. this refers to the old name of Flowbird WebOffice
OCR	Optical Character recognition. A process used to read characters from an image.
WayToPark	The Mobile application to allow parking using a mobile phone. In this context we revere to the back-office.
Confidence	a figure from 1 to 100 describing the accuracy an image could be read. Values below 85 are currently considered to have a low confidence.
VRN	Vehicle Registration Number. Also called License Plate.
WebOffice	Flowbird WebOffice back office portal.

Term	Explanation
View	a specific filter applied to a list page
Page	a List page to display specific information
Zone	an area, commonly a parking lot or garage,
CWT	Cale Web Terminal. All Flowbird terminals built on the CWT platform.

2 General functions

This chapter describes functions of the system that are the same on several pages.

Includes features are:

- [Log in](#)^[10]
- [Menu structure](#)^[12]
- [Filter functions](#)^[13]
- [Show record details](#)^[14]
- [List page settings](#)^[15]
- [Version information](#)^[17]
- [No Data](#)^[18]
- [Exporting data](#)^[18]
- [Limitations and exception](#)^[18]


[What dates and time do you see?](#)

All dates and times are in your local time.

2.1 Log in

To log in to the Flowbird GO Plus Web Portal use the URL you received from Flowbird in your preferred browser.

See [System Requirements](#)^[9] for a list of approved browsers. If your browser is not listed, it may work but we cannot guaranty it will work correctly on all pages.



Login

Username

Password

[Forgot Password](#)

Figure 1: Log in screen


Enter the user name and password provided by your administrator and click the [Login] button.

After successful log in, the [Dashboard](#)¹⁹⁾ will open.

Click the Forgot Password link to reset your password

Enter your username and email address in the new page and submit your request.

If the combination of username and email address exist in our database you will receive a reset mail.



Forgot your password?

Enter your email.

Username

Email

Verify your mailbox and click the link in the reset email to change your password.

FLOWBIRD



Hi [REDACTED]

Please access the following URL to proceed with changing your password:

[RESET PASSWORD](#)

Flowbird GO

goadmin.flowbird.io

2.2 Menu structure

All pages in the Flowbird GO Plus Web Portal use the same menu as displayed below.



Figure 2: Menu

The Flow logo in the upper left corner acts as the [Home] button. When clicking it you will return to the [Dashboard](#)^[19].

Hover over the menu to highlight the options.

Click on the highlighted option to select it.

The following pages and actions are available:

- Logo: contains the [Dashboard](#)^[19]; this is a set of pages with the most common tasks. Some pages are equal in use as other pages but use a specific filter to allow fast access to the information.
- [Camera readings](#)^[26]. This page lists all the camera readings.
- [Parking Sessions](#)^[27]. This page lists all the parking sessions including the finished sessions.
- [Invoicing](#)^[34]. This is a list of invoices to be send.
- [Heartbeats](#)^[35]. this page lists the heartbeats sent in by the cameras.
- [Occupancy](#)^[36] Displays the current occupancy of zones (parking lots)
- [Administration](#)^[37] contains a set of pages used to configure the system. Some parts are only visible for an administrator
 - [Cameras](#)^[38]. All the cameras in the system are listed here.
 - [Whitelist](#)^[41] vehicle that do not need to pay. E.g. service technicians
 - [Operator](#)^[43]. This page allows you to manage the operators.

- [System Administration](#)^[50] Contains several parts to configure the system. Only accessible by system administrators
- [Invoicing Statement](#)^[53]
- [Zone](#)^[55] used to configure parking lots
- Accounts
 - [User Accounts](#)^[62]. This page lists all the register users for Flowbird GO.
 - [My Account](#)^[66]
- [Log Out](#)^[66]

On smaller devices the menu will be accessible from the drop-down button at the right-hand side in the menu bar



2.3 Filter functions

Each list page or view has a filter area at the top of the page.

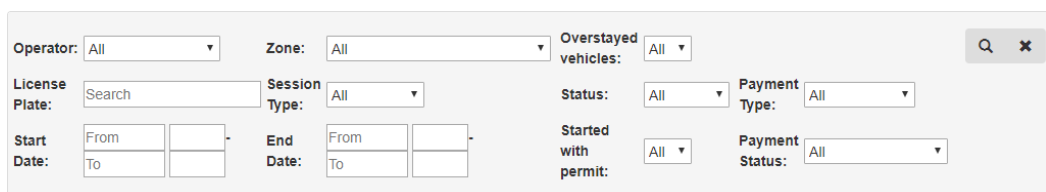




Figure 3: Example from the Ongoing Parking Session page

The layout of the filter will differ from page to page depending on the fields available and pre-set filter values. like the Confidence Threshold filter on the [Uncertain Camera Readings](#)^[21] page.

2.3.1 Filter types

- Search button . Apply the filter.
- Clear filter button . This button will clear the current filter. Note that it also will clear the pre-set values. Clearing a filter may cause the page to display records that normally would not be visible on the page.

- Drop-down list boxes

These filters will display a list of available options. Click the box to open the list. entering a character will bring you to the first occurrence with this character. If no value is available with that character, nothing will happen. The value for this box is default set to "All".
- Input boxes

This box allows you to enter a search string. Enter some characters and click the search button. All records that start with the search string will be listed.

- Date filters

Date filters allow you to select a date range. Date filters are on several pages default set to only display the last 7 days. The box with the text "From" contains the date and time beginning the filter with. The second box contains the date and time the filter ends with. Clicking a box will open the date and time picker.

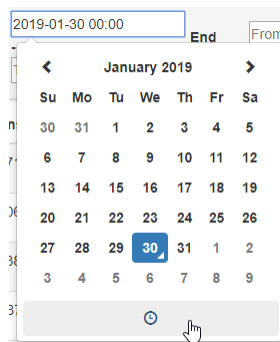


Figure 4: Date picker

- Click on the date to select your date. You can use the Month and Year bar to fast select a specific month if the target month is further away than 3 clicks with the arrows.
- Then click on the lower bar with the clock to open the time picker. Use the up and down arrows to set the time
 - Click the [From] box to set the start of the range.
 - Optional click the [To] box to set the end of the range.


2.4 Show record details

Depending on the page you can see more details or related records from other pages by clicking the [+] button at the beginning of the record.

License Plate	Zone	Country	Created Date	Lane Id	Camera Id	Lane Type	Confidence	Image
+ MBL798	5001 (Zone 1)	S	2018-11-23 08:00:00	1	31	In	75	

Figure 5: Record details hidden

In the example above the record is about a camera reading with low confidence. After verifying the reading a manual action will be available to display.

License Plate	Zone	Country	Created Date	Lane Id	Camera Id	Lane Type	Confidence	Image
MBL798	5001 (Zone 1)	S	2018-11-23 08:00:00	1	31	In	75	

Manual Action Log				
Change type	Old value	New value	Timestamp	User
Verification			2018-11-23 07:17:47	vinbev

Figure 6: Record details displayed

This section may also contain logs from the system

Click the [-] button to hide the details again.

2.5 List pages

- [Views or Pages](#) ¹⁵
- [Number of records displayed](#) ¹⁵
- [Width of the pages](#) ¹⁶
- [Ordering the list](#) ¹⁶
- [Changing the details of a record](#) ¹⁶
- [Displaying images](#) ¹⁷

2.5.1 Views or Pages

Flowbird GO Plus Web Portal uses a few types of pages that are used with several pre-defined filters (views). This will cause some columns to be empty and due to the filter used will never contain any data.

An example of this is the "Ongoing Parking Session" view that uses the "Parking Session" page.

Chapters that describe a view on a page only describe to working of the view. The details of the page are described on the list page itself.

You will find a link to that page in the chapter that describes the view.

2.5.2 Number of records displayed

List pages display a limited number of records at a time. You can change this so-called paging to display up to 100 records per page.

Select the number of records you want to see from the drop-down box at the bottom of the page.



Figure 7: Number of records

*Note:
longer lists take longer time to load.*

At the right-hand side of the bottom of the page you will find a page selector. Click the high number next to the [Next] button to navigate to the last page in the list.

2.5.3 Width of the pages

Some pages are wider than your screen!

It may happen that the data or buttons you want to find is outside of your screen.

Flowbird GO Plus does not use the default horizontal scroll-bar at the bottom of the window but has a scroll-bar at the bottom of the table.

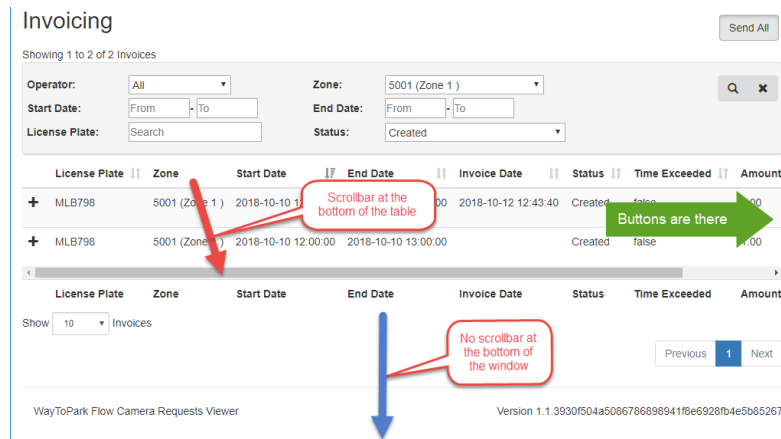



Figure 8: Page layout




2.5.4 Ordering the list

The record in a list page can be sorted using the sort buttons next to a field **License Plate** .

The button will change shape depending on the selected sort order.



Note:

You can only sort one column at a time. When sorting another column, the ordered one will be reset to unsorted.

	unsorted.
	Sort ascending (smallest to largest). Dates order youngest to oldest.
	Sort descending (largest to smallest). Dates order oldest to youngest.

2.5.5 Changing the details of a record

Some types of records can be added, edited or deleted:

- To add a record, click the [+] button or [Add New] button.
- To edit a record, click the [] button.
- To delete a record, click the [] button.

*Warning:
Deleting a record will be done immediately without confirmation. there is no undo option.*

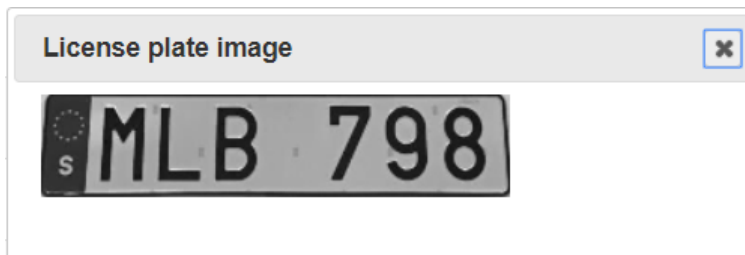
Other icons are explained on the pages where they occur.

2.5.6 Displaying images

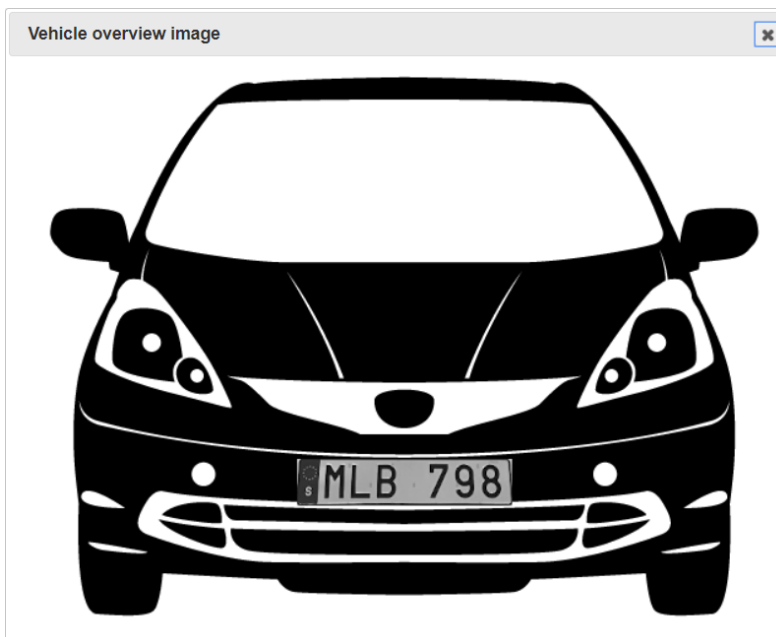
The Camera reading pages and parking session pages display 2 icons to show the License Plate and the vehicle. the visibility of the vehicle icon depends on the setting in the operator.



displays the license plate



displays the car with the license plate



2.6 Version information

At the bottom of each page you will see the name of the application and the installed version.

Flowbird GO

Version 1.1.dccda4193555a376436db383d8bd9d6a704245d7

Figure 9: Application name and Version Info

2.7 No Data Available

If for some reason a page has no records to display, e.g. due to too detailed filtering, the text "No data available in table" will be visible below the header of the table.

- If you are filtering, try to filter on less fields or shorten the search string and try again.
- If you do not filter and expect data to be available ask our support for help.

Parking Sessions

PDF Excel

Showing 0 to 0 of 0 entries

Q X

Operator: Zone: Overstayed vehicles:

License Plate: Session Type: Status: Payment Type:

Start Date: End Date: Started with permit: Payment Status:

To: To:

License Plate	Country Code	Zone	Start Date	End Date	Payment Date	Payment Type	Payment Status	Status
No data available in table								

Figure 10: No Data

2.8 Exporting data

In the upper right corner of a list page you will see two buttons:

- PDF
- Excel

These buttons allow you to export the list to a PDF or Excel file.

The exported list will use the current filter.

Note:

Exporting a complete list may take long time and may cause a time out.

2.9 Limitations and exception

This chapter list any limitations and exceptions in the system that are generic or do not have another place to document them.

Exceptions:

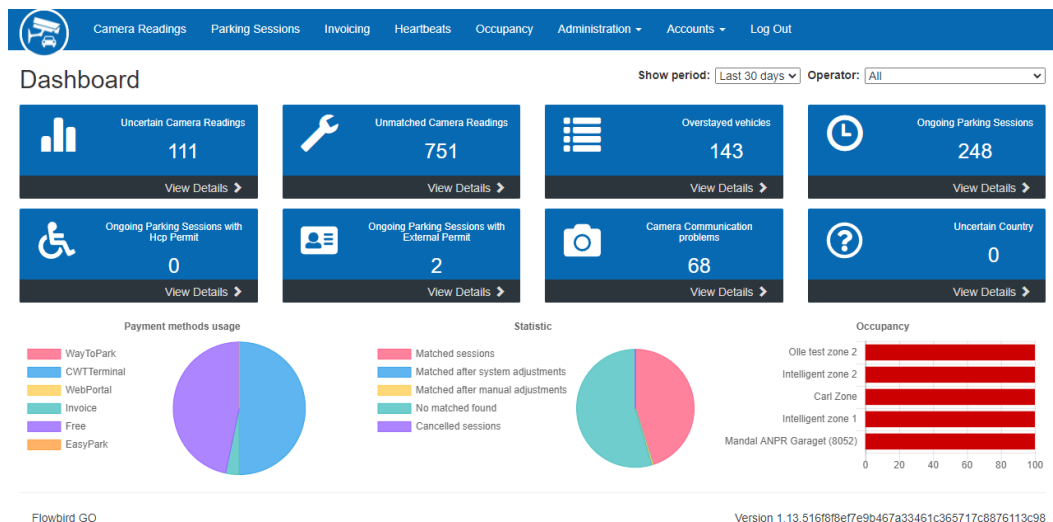
Normally, when matching camera reading from an out lane, all fields from both in and out reading shall match.

- When the Automatic adjustment is enabled, license plates may differ on 1 character. see [Automatic adjustments](#)^[34]
- When a parking session is paid for using WayToPark, no validation on the Country code is done

- Parking session with a low confidence can be paid for in a CWT terminal
- When a session is paid for in a CWT terminal and the parker leaves the garage after the grace time, the parker can pay the additional amount via the public web portal

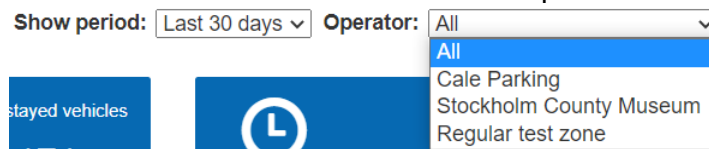
3 Dashboard

The dashboard is the first page you will see after log in.



This page will give easy access to the most important data.

- The first part between the header and the Dashboard buttons contains drop-down list boxes. The number of boxes depend on the user configuration.



- The list box to the left allows you to select the period to display for both charts from the drop-down box at the bottom of the page:
 - Last 7 days
 - Last 30 days
 - All Time
- the next list box contains all operators assigned to this account. See [Add User Account](#) for details on adding operators to accounts. Selecting "All" from the drop-down list will show data for all the operators assigned to the account. If no additional operators are assigned only the "All" option will be available.
- The second part contains links to pre-filtered pages with the most important information. Click on a page image to go the page details

Dashboard

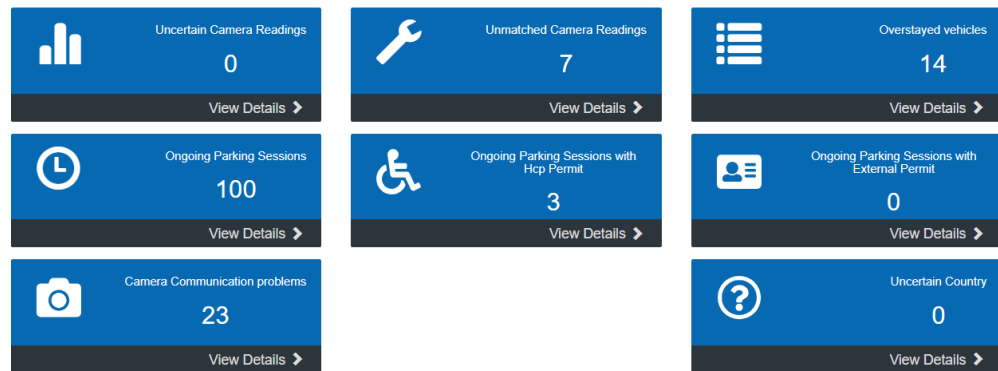
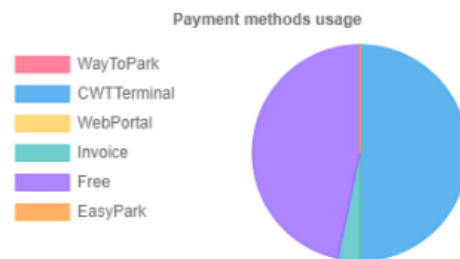
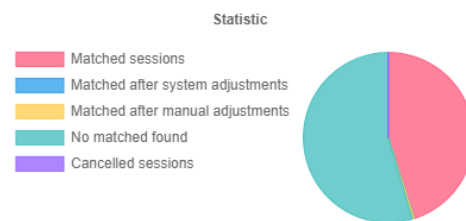


Figure 11: Dashboard

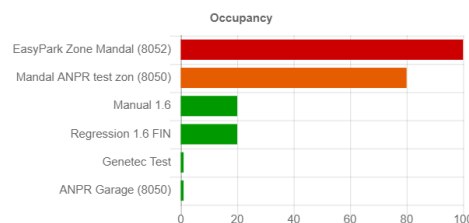
- The third part contains 3 graphs:
 - the left one depicts with a pie chart the payment methods used. Hoover over the chart to see additional data.



- The middle one depicts with a pie chart statistics about the level of match between in and outgoing camera readings. Hoover over the chart to see additional data.



- The right one gives an overview of the used payment methods and the Occupancy per zone. Hoover over the graphs to see additional data.



Clicking the Occupancy graph will take you to the [Occupancy](#)^[36] page showing the current occupancy state.

The Occupancy graph uses the following colours:



- 0-70% green

- 70-90% orange
- more than 90% Red color.

3.1 Uncertain Camera Readings

This view lists a sub set of the Camera readings page.

From version 1.5 the confidence is set per camera. see [Cameras](#)^[38]

The filter is default set to display only records with a confidence below 85 and not important:
The records on this page need to be verified and if needed, corrected before the system can start or finish a parking session for the license plate.

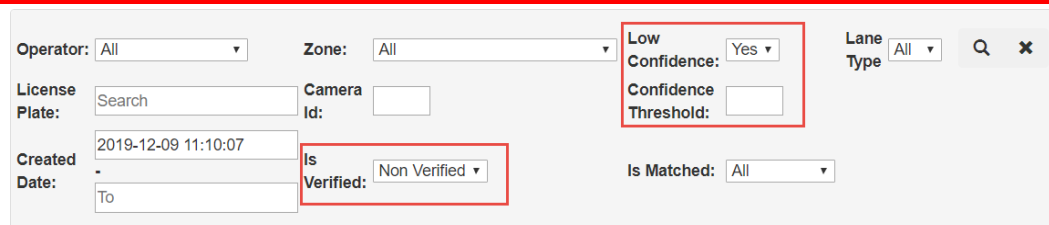




Figure 12:Default filter for Uncertain Camera Readings

See [Camera readings](#)^[26] for a description of the page.

3.1.1 Verify or edit a License Plate

For camera reading that are under the confidence threshold you must verify the reading and if necessary, correct it before a parking session can be started or finished.

- On the list page click the  button to verify the license plate if the image agrees with the license plate listed. this will set the record to verified and start the parking session.
- On the list page click the  button to open the edit license plate pop-up.

If a reading is taken when driving out of the garage and an earlier reading entering the garage is found that can match the recorded license plate, the Edit License Plate popup will suggest this as possible match.

In the example below the license plate read is XLB708 with a confidence of 80. The system found 2 open sessions XLB987 and MLB798 that can be a match. The system will try to find license plates with only one character difference then two and three until a maximum of 5 suggestions are found.

Clicking the button with the correct License Plate will update the record and mark it as verified.

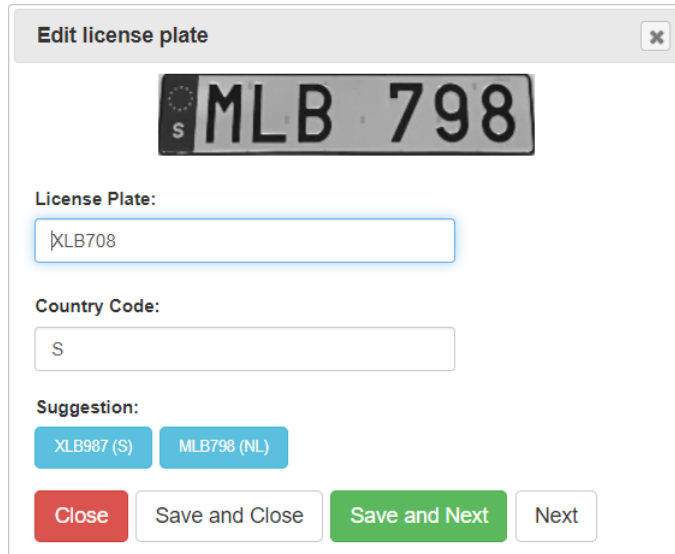


Figure 13: Edit License Plate pop-up

3.1.1.1 Edit the License Plate

In this example above the License plate is interpreted as MIB798.

This is obvious wrong as the I and the B should be closer to each other. The only possible combination is MLB798.

Change the License plate to MLB798 and click the [Save and Close] button to return the list page.

After editing a license plate, the record in the list page will show a green background.

Clicking the [+] to expand the details will show the change we made to the record and who has done it.

It is also possible to change the Country.

License Plate	Country	Zone	Created Date	Lane Id	Camera Id	Lane Type	Confidence
MLB798	S	Manuels - Garage 1	2020-11-27 10:00:00	1	51	In	80

Change type	Old value	New value	Timestamp Local	User
License Plate	MIB798	MLB798	2020-11-27 10:20:26	vinbev

Figure 14: License Plate changed

Change log fields:

List item	Explanation
Change type	The type of change made. In the example above "License Plate".
Old value	the original value.
New value	the edited value.
Timestamp	the date and time the change was made.
User	The user that made the change.

The system will now be able to create a parking session for this license plate.


Note:

The original camera reading will never change.

If you need to verify more License Plates, click on the [Save and Next] button.

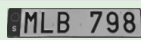
3.1.1.2 Verify only

If the reading is correct you still must verify readings that are under the threshold level to start a parking session.

- From the list page verifying can be done on the list page with the  button.
- From the Edit screen click the [Save and ...] button to tell the system that the record is verified.

After verifying a license plate, the record in the list page will show a green background.

Clicking the [+] to expand the details will show the change we made to the record and who has done it.

License Plate	Country	Zone	Created Date	Lane Id	Camera Id	Lane Type	Confidence
 MLB 798	MLB798	S	2020-11-27 10:00:00	1	51	Out	80

Change type	Old value	New value	Timestamp Local	User
Verification			2020-11-27 10:27:15	vinbev

Figure 15: reading verified

Note:

If you need to verify more License Plates, click on the [Save and Next] button.

3.1.1.3 Cannot verify

If you cannot verify a plate, click the [Next] or [Close] button to skip the current record.

In this case no parking session will be started or finished. Try to find an ongoing session on the [Ongoing Parking Sessions](#) page, [Unmatched Camera Readings](#) page or [Overstayed vehicles](#) page.

3.2 Unmatched Camera Readings

The unmatched Camera Reading view lists the camera readings on the "out" lane when no matching entering of the parking area could be found.

Verify the image and update the record accordingly to match it with an ongoing parking session. If you can find a match, this will result in finishing the ongoing parking.

the record will be removed from this list after the system found a matching "in" record.

Figure 16: Unmatched camera reading

See [Camera readings](#)^[26] for a description of the page.

3.3 Overstayed vehicles

If a car stays for longer than 48 hours, it will be listed on this view.

Figure 17: Overstayed vehicles

See [Parking Sessions](#)^[27] for a description of the page.

3.4 Ongoing Parking Sessions

The Ongoing Parking Sessions view displays all the started but not finished parking sessions.

Figure 18: Ongoing parking sessions

See [Parking Sessions](#)^[27] for a description of the page.

3.5 Ongoing Parking Sessions with HCP permit

The "Ongoing Parking Sessions with HCP Permit" view will limit the parking session to those that are ongoing and have a HCP permit registered.

The HCP permit must be registered in the [Public Web Portal](#)^[66] to become visible in Flowbird GO Plus.

Figure 19: Ongoing parking sessions with permit

See [Parking Sessions](#)^[27] for a description of the page.

3.6 Ongoing Parking Sessions with External Permit

The "Ongoing Parking Sessions with Eternal Permit" view will limit the parking session to those that are ongoing and have an external permit registered.

The permit must be registered in the public web portal for Flowbird Permit to become visible in Flowbird GO Plus.

See [Parking Sessions](#)^[27] for a description of the page.

3.7 Camera Communication Problems

The "Camera Communication Problems" page lists cameras that have not communicated with the system for more than 1 hour.

Normally this page should be empty.

With the [+] you can see in the details when the camera last send in data or did a heartbeat.

Camera 51 is a camera that has been registered in the system but not yet installed or activated on its location.

Camera Id	Zone	Description	Last heartbeat
+ 51	1955 (Manual001)	Manual001	

Figure 20: Camera communication problems

See [Camera](#)^[38] for a description of the page.

3.8 Uncertain Country

A camera reading is set to an uncertain country when the camera cannot detect the country the license plate belongs to.

In this case the Country Code field will be filled with a minus sign (-)

Filtering the parking sessions can be done with the filter Uncertain country set to Yes

Parking Sessions

Showing 1 to 1 of 1 Sessions

Operator: Manuals Zone: All Overstayed vehicles: All Uncertain country: Yes

License Plate: MBL125 Session Type: All Status: All Payment Type: All

Start Date: From To End Date: From To Started with hcp permit: All Payment Status: All

License Plate	Country Code	Zone	Start Date	End Date	Payment Date	Payment Type	Payment Status	Status
+	MBL125	-	1955 (Manual001)	2019-09-17 09:00:00	2019-09-17 09:11:00	CWT Terminal	Paid	Started

Parking sessions with uncertain countries come in as Camera readings and will remain there until they are paid for from a CWT terminal.

The parking session will remain in the status started until the car drives out of the parking lot.

4 Camera readings

The "Camera Readings" page list all the images taken by the cameras connected to the system.

If a Camera reading is found to be not accurate, the confidence value will be lower than the Confidence Threshold value set for the camera. You can verify and if needed, change the license plate. Records that are changes will be listed with a green background.

If a parking session is finished, it cannot be edited. This is visible with the Edit icon being of a lighter blue shade.

Also records that are matched to a WayToPark account cannot be edited to prevent losing the link to WayToPark.

See [Verify a License Plate](#)^[21] for how to verify and change a camera reading.

Camera Readings PDF Excel

Showing 1 to 10 of 12 Requests

Operator: All Zone: All Low Confidence: All Lane Type: All











License Plate: Search Camera Id: Confidence Threshold:

Created Date: 2020-11-11 11:28 To Is Verified: All Is Matched: All

License Plate	Country	Zone	Created Date	Lane Id	Camera Id	Lane Type	Confidence
+ MLB 798	MBL795	S	Manuals - Garage 1 2020-11-18 11:00:00	1	51	Out	80

Figure 21: Camera readings

List item	Explanation	
License Plate	The Vehicle registration identification The image taken is displayed to the left of the License Plate. use the icon next to the License Plate to edit or approve the camera reading. see Verify or edit a License Plate ^[21]	
Zone	The WTP zone the camera belongs to.	

List item	Explanation	
Country	the country the license plate originates from.	
Created Date	Date the record was created. default set to 7 days back from today	
Lane Id	The identifier of the lane.	
Camera Id	The identifier of the Camera. more details on the camera can be viewed in Camera ³⁸ .	
Lane Type	Select the Lane Type <ul style="list-style-type: none"> All/In/Out 	
Low Confidence	Select Yes to see the readings with a low Confidence. <ul style="list-style-type: none"> All/Yes/No 	
Confidence thresholded	The percentage of how well the image could be verified.	
Image	Click the  button to see the image from the camera to verify the License Plate. Click the  button to see the image of the vehicle.	
Is Matched	Allows you to filter on records that have a matching in and out record <ul style="list-style-type: none"> All/Matched/Unmatched 	
Is Verified	Allows you to filter on records that are verified <ul style="list-style-type: none"> All/Non verified/Verified 	

[Additional filter options](#)

- Operator. Select the name of the operator

5 Parking Sessions

The "Parking Sessions" page contains all the parking sessions, started and finished, with their payment data, if available.

The detail section of a record shows the Start and Stop (=finished) camera readings (red boxes).

It will also contain any changes made and verifications done (green box).

The list is wider than this manual can display. See below for a complete list of available fields.

Note:

Parking sessions with a low confidence can be paid in a CWT terminal.

Parking Sessions

Start Parking
 PDF
 Excel

Showing 1 to 4 of 4 Sessions

Q ✕

Operator:
 Zone:
 Overstayed vehicles:
 Status:

License Plate:
 Session Type:
 Uncertain country:
 Payment Type:

Start Date:
 Has permit:
 Started with hcp permit:
 Payment Status:

End Date:
 Permit Key:
 Amount:

<input type="checkbox"/>	License Plate	Country Code	Zone	Start Date	End Date	Payment Date	Payment Type	Payment S
<input type="checkbox"/>	-	MBL798	S	Manuels - Garage 1	2020-11-18 10:45:00	2020-11-18 11:00:00	Unknown	Unknown

Start Request

Camera Id: 51
 Confidence: 80
 License Plate: MBL795
 Created date: 2020-11-18 10:45:00
 Country Code: S
 Zone: Manuels - Garage 1

Stop Request


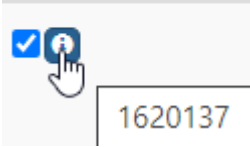





Camera Id: 51
 Confidence: 80
 License Plate: MBL795
 Created date: 2020-11-18 11:00:00
 Country Code: S
 Zone: Manuels - Garage 1

Change Log			
Change type	Lane type	Old value	New value
License Plate	In	MBL795	MBL798
License Plate	Out	MBL795	MBL798

Figure 22: Parking Sessions

List item	Explanation	
<input type="checkbox"/>	This check box allows you to Cancel a parking session ^[33] .	
+ / -	Open [+] or close [-] the log section for the selected record. See below for a description of the items that can be displayed in the log. A reprocessing log is available in Administration-> Reprocessing Log ^[50]	
License Plate	The Vehicle registration identification	
Country	The Country where the License plate is registered.	
Zone	The zone the camera belongs to.	
Start Date	Start of the parking session. Default set to 7 days back from now	
End Date	End of the parking session.	
Payment Date	The date the parking session was paid	
Payment Type	Where the payment has been done: <ul style="list-style-type: none"> • CWT terminal • Discarded • EasyPark • Free Session 	

List item	Explanation	
	<ul style="list-style-type: none"> • Invoice • Unknown • WayToPark • Permit • Web Portal  	
Payment Status	<ul style="list-style-type: none"> • Discarded • Invoice sent • Invoice sold • Marked For Invoice • Paid • Partially Paid • Unknown • WTP Failed • WTP Reprocessing 	
Status	<ul style="list-style-type: none"> • All • Started • Finished • Cancelled • Unknown 	
Session Type	<ul style="list-style-type: none"> • WayToPark if the License Plate is connected to WayToPark. • ANPR • Permit • Unknown • EasyPark 	
Started with hcp permit:	<p>Checked if the vehicle has a HCP permit</p> <p>All/Yes/No</p>	
Is Whitelisted	If checked, the vehicle is white-listed from paying for parking.	
Has Permit	<p>This field will be checked for parking sessions where the vehicle has a valid permit for the zone in the Flowbird Permit application.</p> <p>If there exist a valid permit no fees will be calculated.</p>	

List item	Explanation	
Permit Key	Allows filtering on a permit key. Permit keys are visible in the list when hovering over the  icon Has Permit 	
Amount	The amount paid. Blank if not paid. 0.00 for free sessions.	
Discount	The amount of discount for the parking session. See Tariff Discount ^[60]	
	This button allows you to stop a parking session from the administrator portal. Sessions that are already stopped will have a slightly lighter colour 	

[Additional filter options](#)

- Operator. Select the name of the operator
- Overstayed Vehicles: flagged when the vehicle is still parked after the maximum allowed parking time
All/Yes/No
- Uncertain country: flagged when the Country of the registration number is uncertain.
All/Yes/No

[Displaying the Log](#)

The log can be displayed by clicking the [+] sign in front of a record.



The following parts can be seen:

- Camera Details
- A change log
 - changes made in the record by e.g. users
 - re-processing events when the integration with a third party fails. See also [Reprocessing Log](#)^[50]

[Camera details fields:](#)

This area contains 2 columns:

- Start Request
- Stop request. This column will be empty for an ongoing session (Stop request not found)

List item	Explanation
License Plate image	The image of the license plate as it is scanned
Camera Id	The identifier of the Camera. more details on the camera can be viewed in Cameras ^[38] .
Confidence	The percentage of how well the image could be identified.
License Plate	The Vehicle registration identification
Timestamp	Date the record was created.
Country	the country the license plate originates from
Image	<p>Click the  button to see the image of the License Plate.</p> <p>Click the  button to see the image of the vehicle.</p>

[Change log fields:](#)

The change log will also display any re-processing attempts when the integration with a third party fails

List item	Explanation
Change type	The type of change made. In the example above "License Plate".
Lane Type	The lane type of the camera reading
Old value	the original value.
New value	the edited value.
Timestamp	the date and time the change was made.
User	The user that made the change.

Example of a reprocessing log

Reprocessing Log			
Reprocess type	Number Of Attempts	Last Attempt	Status
Easy Park Start	3	2020-04-01 10:18:38	Reprocess Failed

Example of a payment log

Session Payment				
Payment type	Amount	Payment date	Payment start date	Payment end date
CWTTerminal	10.00	2020-06-23 12:00:00	0001-01-01 01:00:00	0001-01-01 01:00:00

5.1 Start a parking session

It is possible to start a parking session manually when e.g. a car is not registered correctly by a camera

Click the [Start Parking] button to enter the parking session

Manual start parking session
✕

Operator: Cale Parking ▼

Zone: 1955 (Cale Garage) ▼

License Plate:* License Plate

Country Code:* Country Code

Start Date: 2019-03-28 11:57

Set End Date:

Cancel
Start session

- Select the Operator
- Select the Zone
- Enter the License Plate
- Enter the Country Code
- Set the start date and time
- Optionally check the Set End Date

When checked a new field is displayed to set the end date of the parking session.


In this case the parking session will be set to "Finished"

A manually entered parking session can be identified in the Manual Action log

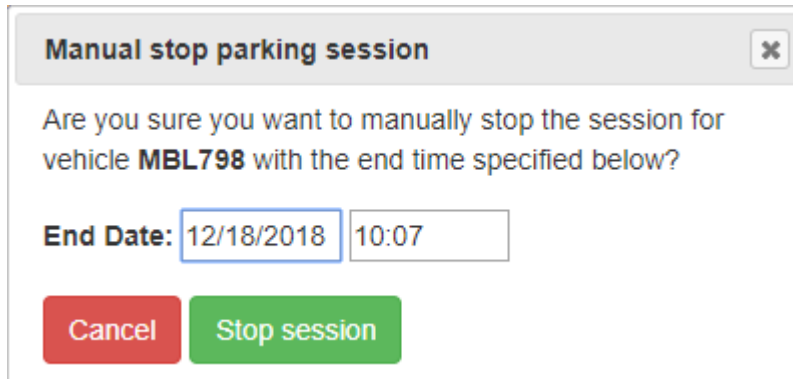
	License Plate	Country Code	Zone	Start Date	End Date	Payment Date	Payment Type	Payment Status	Status
<input type="checkbox"/>	ABC987	SE	1955 (Cale Garage)	2019-03-28 12:00:00	2019-03-28 13:00:00		Unknown	Unknown	Finished

Manual Action Log			
Change type	Old value	New value	Timestamp Local
Start Session			2019-03-28 12:10:27
Stop Session			2019-03-28 12:10:27

5.2 Stopping a Parking Session manually

If you want to stop a parking session manually, click the [Stop] button ().

A "Manual stop parking session" pop-up shows.



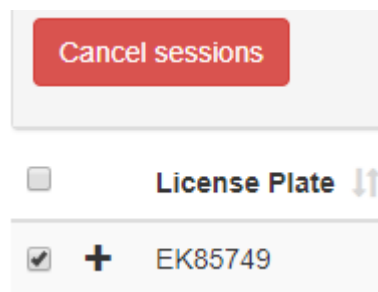
The dialog box is titled "Manual stop parking session" and contains the following text: "Are you sure you want to manually stop the session for vehicle **MBL798** with the end time specified below?". Below the text, there are two input fields: "End Date:" with the value "12/18/2018" and a time field with the value "10:07". At the bottom, there are two buttons: a red "Cancel" button and a green "Stop session" button.

Enter the stop date and time and click [Stop session].

Stopping a parking session manually will be listed in the manual action log with the user name of the person that stopped the parking session and the time the action was taken.

5.3 Cancel a parking session

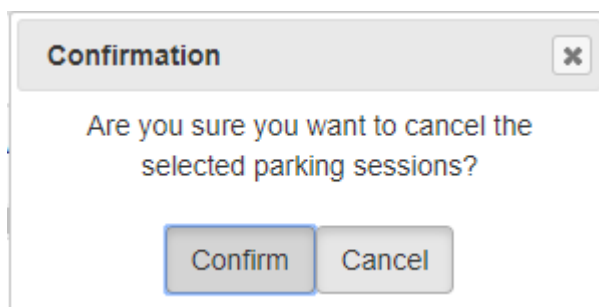
This option is only available for sessions that are not ended. I.e. the parking session has no end date.



The filter area contains a red "Cancel sessions" button. Below it, there is a checkbox and the text "License Plate" with a sort icon. Underneath, there is a checked checkbox, a plus sign, and the license plate number "EK85749".

Checking one or more boxes will display the [Cancel Sessions] button in the filter area.

Clicking this button will request a confirmation.



The dialog box is titled "Confirmation" and contains the text: "Are you sure you want to cancel the selected parking sessions?". At the bottom, there are two buttons: a "Confirm" button and a "Cancel" button.

After confirmation the status will be set to "Cancelled".

Clicking the [Cancel] button will cancel the cancellation!

5.4 Automatic adjustments

The function "Use automatic adjustments" can be activated in the operator settings.

This function; A.C.A. Fuzzy Logic" enables the system to match Vehicle Registration Numbers with only one character difference between the In reading and the Out reading

MLB503	S	1955 (Manual001)	2019-09-16 11:40:00	2019-09-16 12:40:00	Unknown	Unknown	Finished
--------	---	------------------	---------------------	---------------------	---------	---------	----------

Start Request Camera Id: 51 Confidence: 95 License Plate: MLB503 Created date: 2019-09-16 11:40:00 Country Code: S	Stop Request Camera Id: 51 Confidence: 95 License Plate: MLB505 Created date: 2019-09-16 12:40:00 Country Code: S
--	---

Change type	Lane type	Old value	New value	Timestamp Local
License Plate	Out	MLB505	MLB503	2019-09-16 12:52:06

E.g. a car with license plate MLB503 enters the garage with and has started a parking session. when leaving the garage, the license plate is scanned as MLB505.

The Fuzzy Logic will discover a difference of only on character. The last digit is read as a 5 instead of the original 3.

In the Change log you will find an entry that the License plate has been changed to match the reading when the car drove in.

The parking session will be finished.

6 Invoicing

The "Invoicing" page lists all the finished parking sessions that have not been paid within 48 hours.

To send the invoice you must click the [Send] button. After sending the invoice, you cannot longer click the button.

The [Send All] button will send all invoices that can be sent (have the status "Ready to send").

When the operator is set to "Manual Invoicing", the invoice is sent as an "Invoicing Statement" to the [Invoicing Statement](#) ⁵³ page where you can download it as PDF or Excel to create your own invoices.

This file will be sent even if no parking session are to be invoiced for the configured period.



Invoicing Send All

Showing 1 to 10 of 169 Invoices

Operator: All	Zone: All	Search: []	Find: []
Start Date: From [] To []	End Date: From [] To []	Status: Ready for sending	Time Exceeded: All

License Plate	Zone	Start Date	End Date	Invoice Date	Status	Time Exceeded	Amount
BZ45678	8052 (Mandal ANPR Garaget)	2019-01-29 10:00:00	2019-01-29 11:00:00		Ready For Sending		100.00
BZ45678	8052 (Mandal ANPR Garaget)	2019-01-29 10:00:00	2019-01-29 11:00:00		Ready For Sending		100.00

Figure 23: Invoicing

List item	Explanation
License Plate	The Vehicle registration identification
Zone	The WTP zone the camera belongs to.
Start Date	Start of the parking session.
End Date	End of the parking session.
Invoice Date	The date the invoice was created.
Status	<p>The current status of the invoice</p> <ul style="list-style-type: none"> • All • Flagged for invoicing • Ready for sending • Discarded • Processing error • Sent <hr/> <p><i>The invoices for the status "Flagged for invoicing" can be discarded</i></p> <hr/>
Time Exceeded	This checkbox is checked if time that has passed after paying in a CWT terminal minus the grace time to leave the parking area, otherwise it is left blank.
Amount	The amount to pay.
	Click this button to generate and send the invoice. After clicking the button, it will be disabled.
	Click this button to permanently discard the invoice. The user does not have to pay

7 Heartbeats

The heartbeats page displays a list over the heartbeats done. It includes the number of reading the camera has done since the previous heartbeat.

Heartbeats

PDF Excel

Showing 1 to 3 of 3 Heartbeats

Operator: Zone:

Timestamp:

Id	Camera Id	Zone	Timestamp	Number of Reads
125069	55	Manual 1.6	2020-01-07 09:00:00	10
125067	51	Manual001 (1955)	2019-09-16 09:00:00	1
125068	51	Manual001 (1955)	2019-09-12 13:00:00	1

Figure 24: Camera heartbeats

List item	Explanation
ID	The heartbeat ID.
Camera ID	The ID of the camera sending in the heartbeat.
Zone	The parking zone the camera belongs to.
Timestamp	The time stamp the heartbeat came in.
Number of reads	The number of readings the camera has done since the previous heartbeat.

Filter Options

The page can be filtered on:

- Operator. to only show the cameras for this operator. This field is not displayed in the list.
- Zone. to only display the cameras for the selected Zone.
- Timestamp from and/or to. This filter shows the camera reading that came in in the specified period.

8 Occupancy

The Occupancy Page shows the current occupancy for each parking zone for the selected operator.

Occupancy

Showing 1 to 2 of 2 Zones

Operator:

Zone	Number Of Spaces	Occupied Spaces	Occupancy
1001 (Occupancy low)	10	1	10%
1000 (Occupancy test)	10	2	20%

List item	Explanation
Zone	The WTP zone.
Number Of Spaces	The available number of spaces

List item	Explanation
Occupied Spaces	The number of spaces currently in use. the number of spaces can be set in Zone ^[55] in the administration section
Occupancy	The percentage of spaces used

9 Administration

This section contains the pages that are used to configure the system.

Some pages are only accessible for administrators.

- [Barrier manager](#)^[37]
- [Blocked Camera Readings](#)^[38]
- [Cameras](#)^[38]
- [Whitelist](#)^[41]
- [Operators](#)^[43]
- [Reprocessing Log](#)^[50]
- [System Administration](#)^[50]
- [Translation](#)^[52]
- [Invoicing Statement](#)^[53]
- [Zone](#)^[55]
- [Occupancy Reference](#)^[59]
- [Tariff Discount](#)^[60]

9.1 Barrier manager



The Barrier Manager page allows you to open a barrier remotely.

The barrier must be linked to a camera. See [Add a Camera](#)^[39].

Barrier Manager

Showing 1 to 2 of 2 Barriers

Operator: Zone:

Camera Id	Description	Zone	Operator	Options
52	Manual001 - In	Manuals - Garage 1	Manuals	
51	Manual001 - Out	Manuals - Garage 1	Manuals	

Camera Id	Description	Zone	Operator	Options
-----------	-------------	------	----------	---------

List item	Explanation
Camera Id	The ID of the Camera ^[38] that has the barrier enabled
Description	Name of the camera
Zone	Name of the parking zone

List item	Explanation
Operator	Name of the operator
Option	Button to open the barrier. After clicking the button you will get a message that the command has been sent.

9.2 Blocked Camera Readings

The Blocked Camera readings page displays the readings that are blocked with the "Request Blocking interval" setting in [Operators](#) ⁴³.

Blocked Camera Readings

Showing 1 to 6 of 6 Requests

Operator: Zone: Lane Type: License Plate: Camera Id: Created Date: To:

License Plate	Country	Zone	Created Date	Lane Id	Camera Id	Lane Type	Confidence	Image
	S	Cale Garage (1955)	2021-01-14 16:13:27	201	4	Out	98	
	S	Cale Garage (1955)	2021-01-14 16:26:53	201	4	Out	99	
	S	Cale Garage (1955)	2021-01-15 14:12:25	201	4	Out	99	
	S	Cale Garage (1955)	2021-01-20 13:35:43	201	4	Out	99	
	S	Cale Garage (1955)	2021-01-20 17:36:57	201	4	Out	100	
	S	Cale Garage (1955)	2021-01-20 17:55:18	201	4	Out	99	

9.3 Cameras

The "Cameras" page list all the cameras configured in your system.

Cameras use the Camera ID and the Token when communicating with the system to identify themselves. If no match is found the communication attempt will be ignored.

Camera Add New

Showing 1 to 10 of 28 Cameras

Operator: Zone:

Camera Id	Zone	Zone Id	Operator	Description	Parking Id	Token	Options
41	8052 (Mandal ANPR Garaget)	0331a90d-7976-4f74-8a22-2da633236ecf	Mandal Parkering	Camera added 14 dec	447	e59b952951470a6e28dc5e09e12228e05be5153bf9ebddfb81c0f82d5c19ab7c	
40	1955 (Cale Garage)	5fc90bbe-d458-45b8-83ce-214008020ccb	Cale Parking		9999	fa5a93532fe5c5391c5a0a8cf3836825a6bb018cdc3cc198b9d78ef671d1b695	
39	8052	0331a90d-7976	Mandal		447	1601e71e9e3a7d059e4f62a05f9e01744e4e388a016d4f5a466e2e2e67748f1	

Figure 25: Cameras

List item	Explanation
Camera Id	The ID of the Camera. This ID must be set in the Camera.
Zone	The parking zone the camera belongs to.
Zone Id	The unique GUID for the zone

List item	Explanation
Description	Additional information about the camera. E.g. the exact location in the building.
Token	A unique ID to verify that a camera sending in data belongs to this system. The token must be set in the camera on installation.

9.3.1 Add a Camera

To add a new Camera, click on the [Add] button.

A pop-up will be displayed:

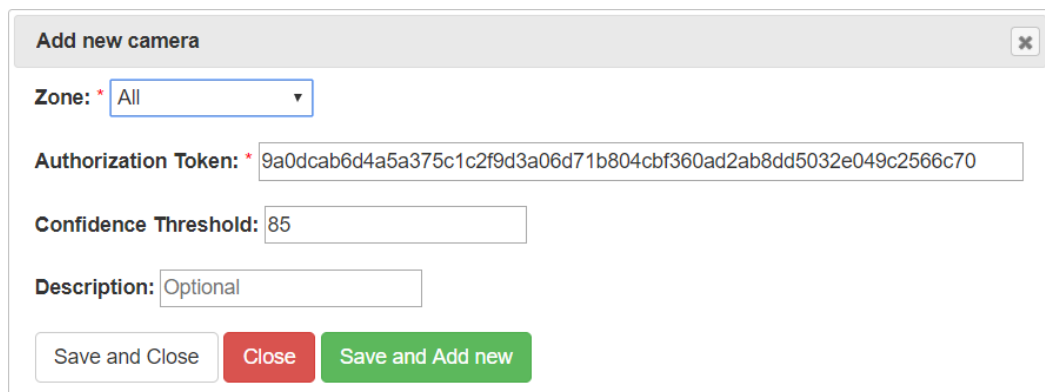


Figure 26: Add camera

- Select the Zone where the camera will be mounted.
- Set the Confidence Threshold
- Optional: add a description.
- Click the [Save and Close] button when ready.
- Click the [Close] button to cancel the action.
- Click the [Save and Add new] button to save and add another camera.

Use the Authorization Token in the camera to connect it to the system.

The ID will become visible in the list after saving.

Note:

The Camera ID and the Token must be set in the camera to allow it to communicate with the system.

9.3.2 Edit a Camera

To edit the camera, click on the [✎] button.

The following pop-up opens:

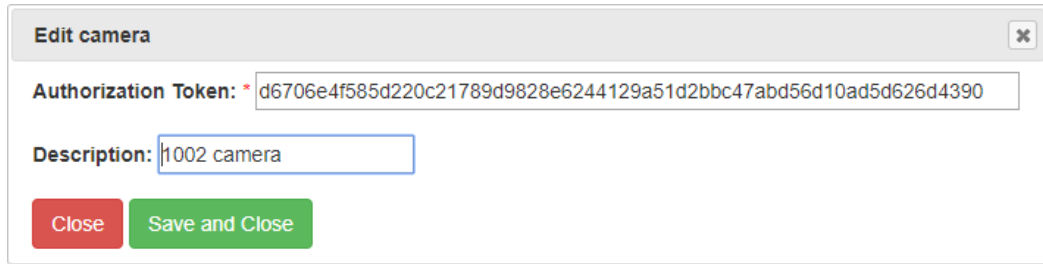


Figure 27: Edit camera

Change the Description and save the change.

9.3.3 Barrier configuration

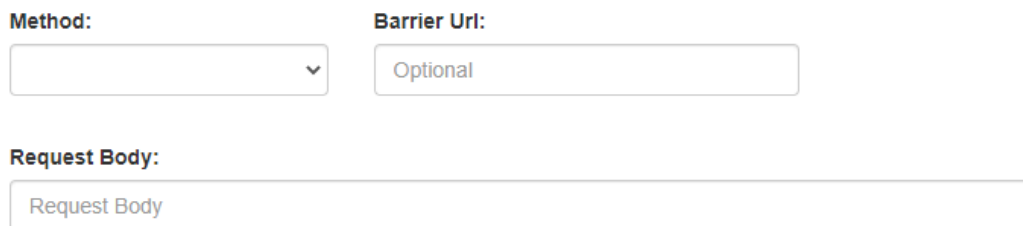
If a barrier is linked to a camera, you must configure the link in the Camera detail for the specific camera.

After activating the barrier in the [Zone Details](#)^[56] page, select the camera that manages the barrier for editing.

Note:

Normally only the barrier for the incoming lane will be configured.

In the lower part of the camera you will find 3 additional fields



- In the "Method" select the method to communicate with the server that manages the barriers. The method to use depends on the communication protocol the server expects:
 - PUT
 - POST
 - GET
 - PATCH
- In the "Barrier Url" specify the URL used to communicate with the server
- In the "Request Body" specify the request to send to the Barrier server. This data will include the barrier to manage and the action to take.
- Save the changes. The barrier will now become visible in the [Barrier manager](#)^[37] page.

Example

Note:

The exact format for this configuration depends on the equipment selected by the customer.

Method: PUT

Barrier Url: [http://\[Host\]/api/slot/0/io/relay/0/relayStatus](http://[Host]/api/slot/0/io/relay/0/relayStatus).

Request Body: {"slot":0,"io":{"relay":{"0":{"relayStatus":1}}}}

The slot indicates in this example barrier with ID 0

The relay status indicates the action. in this case open barrier 1

9.4 Whitelist

The Vehicle White-list allows you to add vehicles to an operator and a zone to allow the vehicle to park for free.

It is possible to add a vehicle to all zones of the operator.

Vehicle Whitelist

[PDF](#) [Excel](#) [Add New](#)

Showing 1 to 10 of 10 Vehicles

Operator: Q X

License Plate: Create Date: From To Description:

License Plate	Operator	Zone	Date Created	Valid From	Valid To	Description	Options
MLB987	Manuels	Manuels - Garage 2	2020-11-18 14:14:10			Maintenance	
MLB987	Manuels	Manuels - Garage 1	2020-11-18 13:37:32	2020-11-18 00:00:00		Maintenance	

List item	Explanation
License Plate	The Vehicle registration identification.
Operator	Name of the Operator.
Zone	The WTP zone the vehicle shall be white-listed for.
Date Created	The date the record was created.
Valid From	The date and time the vehicle is white-listed from.
Valid to	The date and time the White-list will expire.
Description	Add a reason for the whitelist
Options	Edit the selected vehicle ⁴³ Delete the selected vehicle.
	<i>The delete button does not ask for a confirmation!</i>

9.4.1 Add a vehicle

To add a vehicle to the White-list click the [Add New] button on the list page.

When a vehicle is added and has an ongoing session, the session will be made free of payment

✕
Add new vehicle

Operator: *

All
▼

Zone:

All
▼

License Plate: *

License Plate

Valid From:

Valid From

Valid To:

Valid To

Description:

Description

Save and Close
Close
Save and Add new

- Select the Operator
- Optionally select a Zone.
If you do not select a zone, the vehicle will be added to all zones for the selected Operator
- Enter the License Plate
- Optionally set the Valid from and/or Valid to dates
- Describe the reason for white-listing if needed
- Save the record

9.4.2 Edit a vehicle

Edit vehicle
✕

Operator: *

Zone:

License Plate: *

Valid From:

Valid To:

Close
Save and Close

To edit a vehicle:

- Click the [Edit] button (✎)
- Change the Operator if needed
- Select a new Zone if needed
- Change the License Plate in case you have a new vehicle
- Optionally set the Valid from and Valid to dates

9.5 Operators

This page allows you to manage the operators.

The page list all the operators available for you in the system.

System administrators can see all operators.
The Add and Delete buttons are only available for system administrators.

Operators Add New

Showing 1 to 3 of 3 Operators

Operator Name: Q ✕

Operator Name	Parking Id	Mobile Apps	Merchant Id	Auto Cancel Threshold	Show Overview image	Automatic Adjustments	Manual Invoicing	Options
Mandal Parking	447	WayToPark, EasyPark	90150103		true	false	false	✎ ✕
Manuals	9991	WayToPark	0		true	true	false	✎ ✕
Cale Demo	9999	WayToPark, EasyPark	0		false	false	false	✎ ✕

Figure 28: Operators

List item	Explanation
Operator Name	The name of the Operator.
Parking ID	The parking ID of the operator as defined in WebOffice
Mobile Apps	List all the mobile apps used by the operator
Merchant ID	The account number of the merchant used to transfer the payment to the operator
Auto Cancel Threshold	The number of hours after which a parking session id is cancelled by the system. Parking sessions that will pass the threshold will automatically be cancelled.
Show overview image	Displays an overview image of the car with the License plate
Automatic adjustment	" Automatic adjustments ^[34] " allows the system to link camera reading with one character difference
Manual Invoicing	Operators can choose to handle the invoicing manually and in that case an Invoicing Statement ^[53] (excel/PDF) containing the data needed for invoicing will be generated by the system and available for download in the portal.
Type	displays the AnprType <ul style="list-style-type: none"> • Standard • Intelligent Enforcement

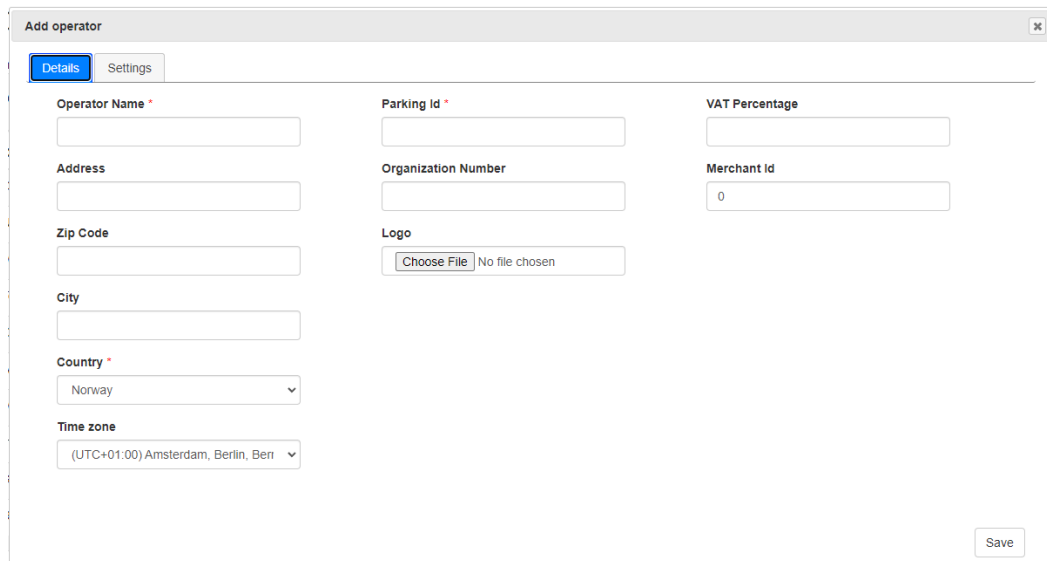
9.5.1 Add Operator

The add and edit pages are split over two tabs.

- Tab 1 contains the [Operator details](#)^[45]
- Tab 2 contains the [Operator settings](#)^[46]

1. Click the [Add] button to add an operator
2. Fill in the [Operator details](#)^[45] tab
3. select the [Operator settings](#)^[46] tab
4. configure the operator
5. Click [Save]

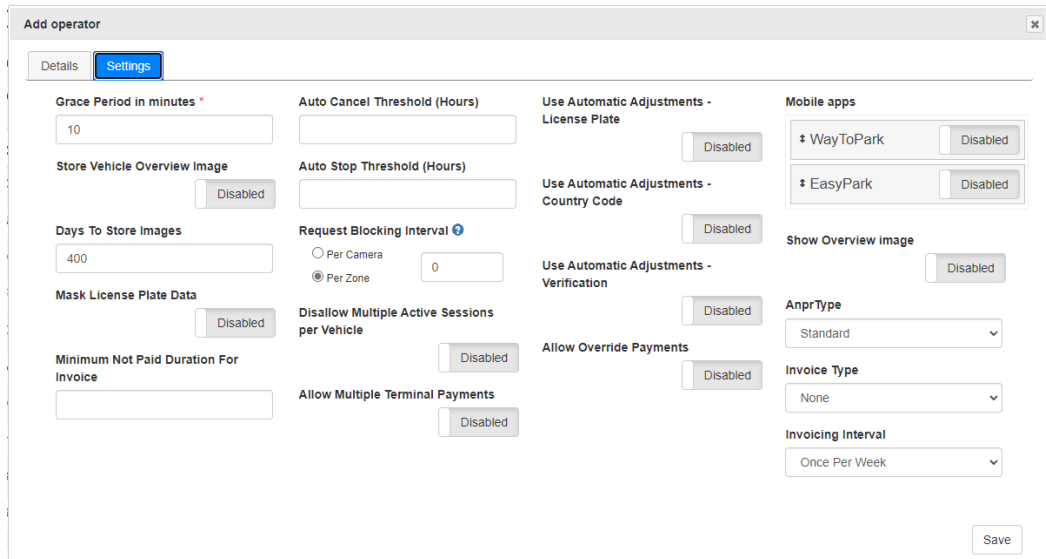
9.5.1.1 Operator details



- Enter the Operator name
- Optional: Enter the operator address, Zip code, and City. They will appear on the PDF receipt.
- Select the Country.
- Select a Time Zone
- Enter the Parking ID from WebOffice.
After entering the parking ID 2 additional fields will become visible. The Parking ID is needed to retrieve the correct data from WebOffice. See also the WebOffice User Guide. Both fields are mandatory:
 - Select an Article.
 - Select the Day Type Calendar to use.
- Optional: Add Organization Number. This will appear on the PDF receipt
- Optional: Upload a logo. This will appear on the PDF receipt.
- Set the VAT percentage. This will appear in the PDF receipt.
- Set the merchant ID.

Continue to the [Settings](#)⁴⁶ tab

9.5.1.2 Operator settings



- Set the Grace time. This is the time you have after paying in a terminal and leaving the garage. If you leave after the grace time has expired you must pay for the additional time
- Optional: Enable "Show Vehicle overview image". If enabled, the vehicle overview images will be stored.
- Optional: Specify the "Days To Store Images". Every day at midnight server time a job will run and remove all images (License plate and vehicle images) older than the set number of days. If left blank, no images will be removed.
- Optional: enable the "Mask License Plate Data". This option will mask the license plate data. This masking is done every day at midnight (server time) for camera readings that are not masked and are older than the number of days specified in the "Days To Store License plate" field. The masking is done for both the camera readings and parking sessions.

2 additional fields become visible:

- Specify the number of days after which the license plate data will be masked in "Days To Store License plate"
- Select the masking type
- Set the "Minimum Not Paid Duration For Invoice" to the number of minutes of a parking session duration that shall not be invoiced. I.e. parking session that are shorter than this number will not be invoiced.
- Set the number of hours to Auto Cancel a parking session.

Cannot be combined with Auto Stop

- Set the number of hours to Auto Stop a parking session.

*Cannot be combined with Auto Cancel
US ONLY*

- Set the "Request Blocking Interval" to specify the number of second between to duplicate camera readings. If a duplicate reading has been taken within the specified time the second reading will be ignored.

You can review the blocker readings on [Blocked Camera Readings](#)³⁸

- Select if you want the blocking to work per zone or per camera

- Optional: Enable the "Disallow Multiple Active Sessions per Vehicle" option to prevent multiple sessions for the same license plate in the same zone. If a vehicle enters the garage, any previous ongoing sessions in the same zone are automatically cancelled before starting the new one so there is only one ongoing session at a time.

When the session is cancelled, a manual action log is created about it

Change Log			
Change type	Old value	New value	Timestamp Local
System Cancellation			2021-01-20 12:00:11

- Optional: When the "Allow multiple payments in terminal" option is enabled, the end-user will be able to make additional payments in the terminal when they need extra time. During these additional payments the end-user will see the extra amount they must pay. The calculation will be done over the complete parking time from the beginning of the parking session, but the already paid amount will be subtracted.

- Optional: Enable "Use automatic adjustments" to allow the system to link camera reading with one character difference between the in- and outgoing reading.

The following options can be enabled:

- Use automatic adjustments - License Plate:

Enable "Use automatic adjustments - License Plate" to allow the system to link camera reading with one character difference between the in- and outgoing reading.

This action will be visible in the action log of the first reading.

When activating this, a new option "Use Automatic Adjustments for Terminal Payments" becomes available. If enabled then we allow for a small difference between the terminal and the camera reading, we assume that end-user entered their license plate correct in the terminal and modify the start request for a vehicle that we are able to match.

This change is visible for admin portal users in the change log.

GGG123 N Mandal ANPR Garaget (8052) 2021-01-21 09:03:00 2021-01-21 10:13:00 2021-01-21 10:12:23 CWT Terminal Paid Finished Anpr

Start Request		Stop Request	
Camera Id: 41	Confidence: 99	Camera Id: 41	Confidence: 99
License Plate: GGG122	Created date: 2021-01-21 09:03:00	License Plate: GGG123	Created date: 2021-01-21 10:13:00
Country Code: N	Zone: Mandal ANPR Garaget (8052)	Country Code: N	Zone: Mandal ANPR Garaget (8052)

Payment type	Amount	Payment date
CWT Terminal	117.00	2021-01-21 10:12:23

Change type	Lane type	Old value	New value	Timestamp Local
License Plate	In	GGG122	GGG123	2021-01-21 10:11:33

- Use automatic adjustments - Country Code:

Enable the Automatic Adjustment - Country Code to automatically set the country code to the code for the country selected earlier on this page. The code will be added to sessions where the country code is missing. It also will change the country to this default code when a Start and Stop reading can be combined but one reading is missing the country code. E.g. It will add S for Sweden or N for Norway.

All changes are logged in the Change Log

- Use automatic adjustments - Verification:

Enable "Use automatic adjustments - Verification" to allow the system to verify in- and outgoing camera readings even for camera readings with low confidence.

- Automatic adjustments - Only edit low confidence requests

Only visible when "Use automatic adjustments - License Plate" or "Use automatic adjustments - Country Code" is enabled.

If enabled then system will try adjust only session/request with low confidence and skip automatic adjustments if the confidence is high.

- Optional: When the "Allow Override Payment" is enabled, a payment made in a terminal for a session started with EasyPark or WayToPark will send the start date as end date to respective third party with a payment amount of zero (0) effectively stopping the parking session. This option is applicable e.g. when borrowing/renting a car that has an EasyPark or WayToPark account linked to it to allow the renter to pay manually in the terminal.
 - This also works for HCP tillstånd (Norway). In this case the tariff used will be the normal tariff.
 - This also works for Permit. In this case the tariff used will be the normal tariff.
 - White-listed sessions can also be paid for in the terminal
- Optional: Select one or more mobile app providers to communicate with. Set the priority of the apps by dragging them in the correct order.

The app listed first will be contacted when a parking session is started. If the first one does not accept the license plate, the second one will be tried. If no mobile app provider accepts the license plate, the payment of the parking session will be handled by the Flowbird GO Plus system.

When enabling EasyPark, a new field will become available to enter the EasyPark Operator ID.

- Optional: Enable "Show overview image" to display the overview icon in the camera readings and parking session pages.
- Select the ANPR Type
 - Standard
 - Intelligent enforcement.

When this option is selected 2 additional fields will become visible.

 - EnforcementGraceTimeEntry: the duration allowed between entering garage and paying in terminal before considered not paid for.
 - EnforcementGraceTimeExit: The maximum allowed duration between expiration of the parking payment and garage exit. If exceeded the session will be considered not paid for.

When using this setting the CWT terminal must be configured for pre-pay.

When the intelligent enforcement is selected a new web portal will become available for the enforcers. See [Intelligent Enforcement "Public" page](#)^[68] for a description of this page.

- This portal displays all the vehicles currently parked with their payment status. The page can be filtered on operator (if admin), zone, payment status, license plate, and the grace time.
- Payment for Intelligent Enforcement can only be done via the selected mobile application(s) or a CWT terminal
- Select the Invoicing Type:
Available options depend on the country setting!
 - None
 - Arvato - Collective Invoice. Sessions marked for invoicing are processed with a frequency set in the Invoicing Interval and send to Arvato in bulk. When selecting this type, an Invoice fee can be set in each [Zone](#)^[56].
 - Bember/Kredinor -
 - Manual Invoicing. The operator wants to manually handle the invoices.
- Depending on the Invoice Type an additional field "Invoicing Interval" may become available for you to set how often invoices are to be processed:

Invoicing Interval

Once Per Week ▾

Once Per Week

Once Per Two Weeks

Once Per Month

- Once per week

- Once per two weeks
- Once a month
- Save the record.

9.6 Reprocessing Log

The reprocessing log page displays the reprocessing attempts made when a third party does not respond.

Reprocessing Log

Showing 1 to 1 of 1 Logs

Operator:	<input type="text" value="All"/>	Zone:	<input type="text" value="All"/>	<input type="text" value="Q"/>	<input type="text" value="x"/>
License Plate:	<input type="text" value="Search"/>	Reprocess Type:	<input type="text" value="All"/>	Status:	<input type="text" value="All"/>

License Plate	Zone	Start Date	End Date	Reprocess Type	Number Of Attempts	Last Attempt	Status
TESTCORRUPTED9	EasyPark Zone Mandal (8052)	2020-06-16 10:00:02	2020-06-16 10:30:02	Tariff Calculation	2	2020-06-16 12:14:01	Reprocess Success

List item	Explanation
License Plate	The Vehicle registration identification.
Zone	The Zone the session is started in
Start Date / end Date	Start and End Date of the parking session
Reprocessing Type	<p>The type of reprocessing</p> <ul style="list-style-type: none"> ● Tariff Calculation (from WebOffice) Reprocessing after 1 min, then 5 min to next and finally wait 60 min. ● Easypark Start Reprocessing after 1 min, then 2 min to next and finally wait 5 min ● Easypark Stop Reprocessing after 1 min, then 2 min to next, then 5 min to next and finally wait 60 min
Number Of Attempts	Number of reprocessing attempts made.
Status	<ul style="list-style-type: none"> ● Reprocess Failed ● Reprocess Success

9.7 System Administration

The system Administration page contains two parts:

- [CWO Integration](#) ⁵¹

- [InfoScreen tokens](#) ⁵¹

9.7.1 CWO Integration

The System Administration page will display the number of failed sessions in the communication with WebOffice

System Administration

CWO2 Integration



Click the Force send button to force a retry of the failed sessions

9.7.2 InfoScreen tokens

InfoScreen tokens are used to connect a display to the Flowbird GO Plus portal to display a text and or License plate when entering or leaving the garage.

It also shows the number of free spaces. This text is always visible even when no car in entering or leaving the garage.

E.g. "Welcome MLB798"

If the number of spaces is available in the Zone configuration the Infoscreen will display the number of free spaces.

InfoScreen Tokens

+ Add

Showing 1 to 4 of 4 Tokens

Operator	Zone	Lane Id	Token	
Mandal Parkering	EasyPark Zone Mandal (8052)	1	5dh73b9960201b9e69geb9df101fdb64c348eb4f	✖
Mandal Parkering	EasyPark Zone Mandal (8052)	2	5dh73b9960201b9e69geb9df101fdb64c348eb4e	✖
Manual 1.6	Manual 1.6	1	579503972d9de7b61817503a632e621da8f113253d6f7da3d25adf78ab9a6aaa	✖
Manual 1.6	Manual 1.6	2	79903660c0f7f9d59784e723319509cc7370846ad6c574bca06869f922fc99b3	✖

To connect a display to Flowbird GO Plus use an URL like the example below:

<https://infoscreenazurewebsites.net/6dcc11868f07ce1ed77373deba0cf0930faf6794714fecaad6a0dd6b098fab79?culture=EN&displayAvailability=false>

- The first part before the question mark is the URL to your Flowbird GO Plus portal.
Example: <https://infoscreenazurewebsites.net/>

- The second part is the token generated when creating an InfoScreen Token

Parameters:

- Parameters in URLs start with question mark (?) after the base URL.
- Parameters are separated with an ampersand (&) sign
<https://someLink?parameter1¶meter2>

- Optionally, set a language using "culture=EN" where you replace the "EN" part with the culture code for the language to display. If this parameter is omitted, the info screen will use the default browser language.
- Optionally, set the visibility of the availability to false to hide it. If this parameter is omitted or set to true, the availability will be shown.



Flowbird GO

Free spaces: 8

After entering the complete URL in a browser press [enter] to activate it. then press F11 to make it full-screen.

The page will update itself when new information is available and will clean itself after a predefined period.

9.8 Translation

Translations

Showing 1 to 10 of 1,320 Translations

Language:
Original Text:
Resource:
Display:

Original Text	Translated Text	Language	Resource
Accounts	<input type="text"/>	Norwegian	Common
Accounts	<input type="text"/>	Dutch	Common
Accounts	Konto	Swedish	Common

This page allows you to translate the labels on the pages to any language implemented.

- Select the language to translate to
- Select the items to display
 - All
 - Translated texts
 - Untranslated texts
- If needed refine the list by searching the original text. For this you may want to take a screen-shot of the page you want to translate.
- The resource field allows additional filtering. The list below displays some search option
 - Common
 - Whitelist
 - Session

These translations are used on several pages

- User
- Administration
- Discount
- Operator
- Tariff
- Occupancy
- Dashboard
- PayPortal
- ...

When e.g. searching for accounts in the original text you will find both Common and User in the result. Enter User in the resource field to narrow the list down to the "User" resource only.

- Apply the filter

Translating

Translate each field you want to translate. When finished click the Save Translation button.

If a field is not translated, the original text will be used.


Note:

All unsaved translations will be lost when the Flowbird GO admin portal times out. Make sure to save before you leave.

9.9 Invoicing Statement

The Invoicing Statement page contains invoicing data per operator.

The statements can be exported to PDF or Excel to be handled by the operator's administration.



Invoicing statements are created when clicking on the  button of the selected invoice on the [Invoicing](#) ³⁴ page.

Click on the PDF or Excel icon to download the selected file in the requested format.

The number of sessions depicts the number of parking sessions included in the file.

Invoicing Statement

Showing 1 to 1 of 1 Invoices Statement

Operator	Number of sessions	Date Created	User	Pdf	Excel
Regression 1.6	6	2020-01-08 16:35:16	caleadmin		

Example of an Excel export of the Invoicing Statement listed above.

	A	B	C	D	E	F	G
1	Invoicing Statement						
2							
3	# DATE:	OPERATOR					
4	2020-01-08 16:35	Regression 1.6					
5							
6	SESSION ID	LICENSE PLATE	COUNTRY CODE	START DATE	END DATE	TIME EXCEEDED	AMOUNT
7	9fdc5858-fb7f-422a-81f7-95a978d4d967	GGG554	NO	2020-01-07 14:45:00	2020-01-07 14:46:00	False	18
8	ea96ad60-e291-4e96-bb02-23bc0167059f	FGM123	NO	2020-01-07 08:15:00	2020-01-07 08:35:00	False	18
9	6cfc2135-56fb-43d6-9cc0-00ff4a4040f2	MYL123	NO	2020-01-07 08:00:00	2020-01-07 08:05:00	False	18
10	311f3b18-91b0-4881-95dc-4a63dd2442a5	EV54321	NO	2020-01-07 08:00:00	2020-01-07 09:00:00	False	30
11	27cb6d27-3a1d-4028-b4db-4c6359200f7f	MY8920K0	NO	2020-01-06 12:45:00	2020-01-06 13:45:00	False	18
12	ca035872-0a0a-4861-a3eb-3d3361f914f3	PN12345	NO	2020-01-05 10:00:00	2020-01-07 10:00:00	False	39

9.10 Tariff Test

With the Tariff Test page you can verify the outcome of a specific tariff

Tariff Test

Zone Tariff

Operator
Cale Demo

Zone
USA Test Zone

Start Date
2020-07-01 09:43:00

Duration
0

License Plate

Calculate

Tariff Test

CWO Tariff

Operator
Cale Demo

CWO Tariff
1007 (1007)

Tick Value
100

Start Date
2020-07-01 09:43:00

Duration
120

Calculate

- Select the type of Tariff to test
 - Zone Tariff
 - CWO Tariff. Tariffs registered in WebOffice
- Select the Operator the tariff to test belong to
- Select the Tariff
- For CWO Tariffs:
 - set the tick value
- Set the start date or use the current one. The start date is important when using complex WebOffice tariffs where e.g. the weekends have another rate. You may also want to test when a tariff goes from paid time to e.g. blocked

time. You also may have some exemptions on the tariff for special event days of holidays.

- Set the duration in minutes.
- For Zone Tariffs:
 - Set a Vehicle Registration number.
- Click [Calculate]
- The result will be displayed below the calculate button. Note that no currency is depicted.
 In the CWO tariff example above, the tick value is set to 100. When the operator uses € then the result will be 10.00€

Calculate Amount: 10.00

9.11 Zone

Zones are used to define parking areas like garages.

this information is used for:

- filtering several views and pages to limit the list to the area you want to focus on
- to retrieve payment information (Tariff Packages, terminals) from WebOffice.

Zones

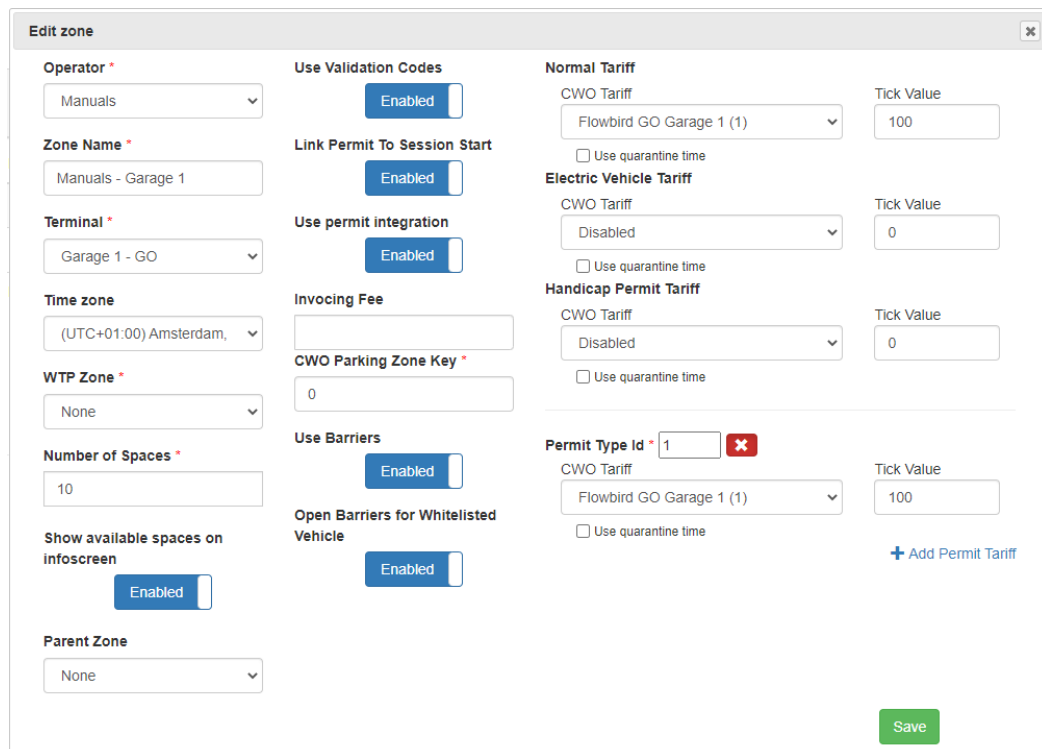
Showing 1 to 2 of 2 Zones

Operator: Q ✕

Zone Name	Operator Name	Timezone Name	Number of Spaces	Tariff Type
Manuals - Garage 1	Manuals	W. Europe Standard Time	10	
Manuals - Garage 2	Manuals	W. Europe Standard Time	10	

Zone Name	Operator Name	Timezone Name	Number of Spaces	Tariff Type
-----------	---------------	---------------	------------------	-------------

9.11.1 Add Zone



- Select the operator
- Set the Zone name
- Select a terminal. This list is populated with terminals from WebOffice with the terminal type "External Terminal"

When you also have a license for Permit, both the Permit terminals and Flowbird GO Plus terminals will be listed in the drop-down list. It is technically OK to use one terminal for both. But for statistics and reporting, we recommend to use separate terminals and name them in a clear way. E.g. Flowbird GO Plus - garage 1

- Select the time zone for the Zone
- If WayToPark is involved select a WTP Zone ID. Otherwise set this field to "None"
- Optionally set the number of spaces for [Occupancy](#)³⁶ calculation.
- If you set the Number of spaces, you can enable the "Show available spaces on infoscreen". This will display the number of free spaces on the infoscreen when a vehicle enters the garage.
- Optional select a Parent Zone. This makes it possible to override some of the settings from the parent for a specific area of the parent zone. E.g. Do not allow Permit parking in the parent Zone but do allow this in the child zone or assign a specific part of the parent zone for Handicap parking with a different tariff.
- Enable the "Use validation Code" to allow for registration of free parking hours from e.g. shops by means of Permit coupons. These coupons are registered

in Permit by the company handing them out. This solution is called "Permit Lobby" or "Kiosk" in Permit. The duration of these permits is set when configuring Permit.

After enabling the "Link validation code to session start" option becomes available.

Read the WebOffice Configuration Guide for Permit for how to set up the Permit Lobby using a Tokenized portal user.

Without the "Link validation code to session start", the free time is calculated from the time the free coupon is registered.

E.g. a vehicle enters the garage at 14:00. They get a free coupon at 14:30 for 1 hour.

When leaving the garage at 15:15 the final fee is calculated as follows:

14:00 to 14.30 paid

14:30 to 15:30 free

Enabling the "Link validation code to session start" moves the free time from the coupon to the beginning of the parking session:

In this example, it gives the first hour free

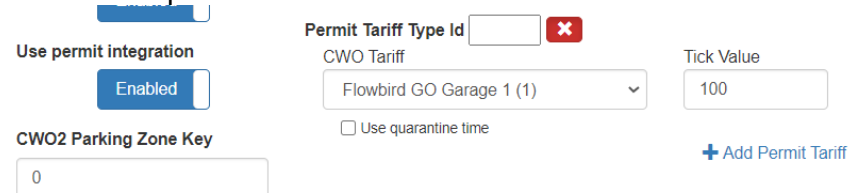
14:00 to 15:00 free

15:00 to 15:15 paid

- Optionally Enable permit integration.

This will activate the integration with Flowbird Permit.

When this option is activated two additional fields will become available:



Both field must be set.

- CWO2 Parking Zone Key. Retrieve this Value from the Permit Zone in WebOffice.
The permit system will be checked each time a vehicle enters the zone. If the vehicle has a valid permit they will be given free parking.
- Permit Type ID. This is an identifier from the permit system and indicates the type of permit.



- Set the type ID
- Select the corresponding CWO Tariff
- Set the corresponding tick value
- Optionally check [the Quarantine check box](#)⁵⁸

A tariff must be added for each type of permit available for this Zone. Click the "+ Add Permit Tariff" link to add one.

A tariff can be removed using the red X button.

- Enable "Use Barrier" to activate the barrier solution. After enabling, a new button "Open Barrier for Whitelisted Vehicles" appears.
 - Enable "Open Barrier for Whitelisted Vehicles" to allow white-listed vehicles to enter the parking area with barrier

Note:

For Barriers to work for Permit added vehicles, the "Enable permit integration" must be enabled

See [Using Barriers](#)^[59] for more details.

- Optionally, set an Invoicing fee. This option is only available when the Arvato - Collective invoice type is selected in the [Operator](#)^[44].
- Select a normal tariff. This list is populated from WebOffice.
- When the operator Country is Norway, two additional tariffs become available.

Electric Vehicle Tariff

CWO Tariff	Tick Value
<input type="text" value="Disabled"/>	<input type="text" value="0"/>
<input type="checkbox"/> Use quarantine time	

Handicap Permit Tariff

CWO Tariff	Tick Value
<input type="text" value="Disabled"/>	<input type="text" value="0"/>

- Electrical Vehicle Tariff.
 - Select the CWO Tariff for this Zone (See WebOffice Permit configuration) and set its tick value
 - Optionally check [the Quarantine check box](#)^[58]
- Handicap Permit Tariff
 - Select the CWO Tariff for this Zone and set its tick value
- Save the record

9.11.1. The Quarantine check box 1

Tariffs can have the option to set a quarantine period. During this period, new purchases will be calculated from the first purchase that activated the quarantine period. The quarantine is calculated per vehicle and Zone.

This is used where tariffs have e.g. the first hour free to prevent re-using that free hour over and over again.

Normal Tariff

CWO Tariff	Tick Value
<input type="text" value="Flowbird GO Garage 1 (1)"/>	<input type="text" value="100"/>
<input checked="" type="checkbox"/> Use quarantine time <input type="radio"/> Per day <input checked="" type="radio"/> Per hour	
Number of Hours <input type="text" value="0"/>	

After checking the quarantine check-box you can select quarantine for 1 day or for a specific amount of hours.

9.11.1. Using Barriers 2

Barriers allow you to control a separate part of the garage only available for Permit holders and white listed vehicles.

[Zone configuration](#)

To set up a barrier you may want to create a separate zone (child zone) inside an existing zone. In this child zone:

- Set the Parent Zone to the parent garage. this will normally be a garage with standard Flowbird GO+ entry camera control.
- Enable the "Use Permit Integration" and select a "CWO Parking Zone Key" As Permit is configured in WebOffice you can find the correct Parking Zone ID there.
- Enable "Use Barriers".
- optionally, if you allow white-listed vehicles to enter this area, enable the "Open Barriers For Whitelisted Vehicles".
Remember to register the white-listed vehicle in [Whitelist](#)^[41].

[Camera Configuration](#)

Add the communication details for each barrier to the cameras involved.

Normally only the barrier for the incoming lane will be configured. The barrier for the outgoing lane will auto-detect a vehicle and open to let it pass.

See [Barrier configuration](#)^[40] for this.

[Barrier manager](#)

After configuring a camera, it will become visible in the barrier manager.

Here you can open a barrier on request manually.

See [Barrier manager](#)^[37].

9.12 Occupancy Reference

The Occupancy Reference page allows you to adjust the the occupancy calculation to mirror the correct number of occupied spaces.

Enter a new record with the correct amount of occupied spaces to "reset" the Occupancy calculation to the correct percentage. The new occupancy percentage is calculated from the Date Reference after entering a record.

Occupancy Reference

+ Add

Showing 1 to 1 of 1 References

Operator:	Manuals	Zone:	All	<input type="text" value=""/>	<input type="text" value=""/>
Zone	Date Reference	Date Created	Number Of Occupied Spaces	Occupancy	
Manuals - Garage 2	2020-11-23 11:52:00	2020-11-23 11:52:49	2	20%	

9.12.1 Add Occupancy reference

Add Reference ✕

Operator:

Zone:

Reference Date:*

Occupied Spaces:*

- Select the Operator
- Select the Zone
- Select the date and time you calculated the actual occupancy. The current occupancy will be calculated taking the started end finished session after the entered date into account.
- Set the number of occupied spaces
- Click [Add] to save the record

9.13 Tariff Discount

Tariff discounts are discounts on the tariff linked to the zone.

Discounts are used when the start and end time of a parking session are inside the discount period. When one of the times is outside the discount period, no discount will be calculated.

Tariff Discount

Add New

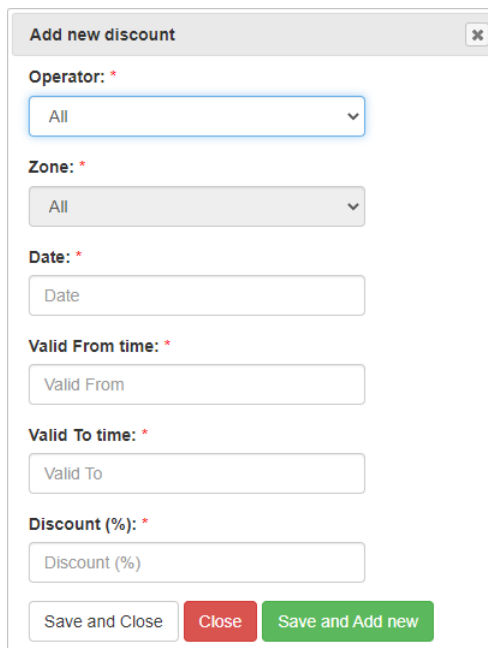
Showing 1 to 2 of 2 Discounts

Operator:	All	Zone:	All	<input type="text" value=""/>	<input type="text" value=""/>
Date:	From	To	<input type="text" value=""/>	<input type="text" value=""/>	
Date	Zone	From time	To time	Discount (%)	
2021-07-21	Manuals - Garage 2	13:00	15:00	23	<input type="button" value="✕"/> <input type="button" value="📄"/>
2021-07-13	TMC Test	05:03	13:00	50	<input type="button" value="✕"/> <input type="button" value="📄"/>

- A tariff discount only is valid for one day in the specified period
- A Tariff discount can be deleted or copied.
- A Tariff discount cannot be deleted after it has expired.

[Adding a discount](#)

To add a discount, click the "Add New button in the upper right corner



- Select the operator
- Select the Zone
- Select the date
- Set the start end end time
- Set the discount in percent (%)
- Save the discount

[Copying a discount](#)

To copy a discount, click the "Copy" button

A pop-up is shown with all the fields but the date filled in from the original discount

- Change any setting if needed.
- Select a date and save the discount

10 Accounts

This section contains the pages for user management:

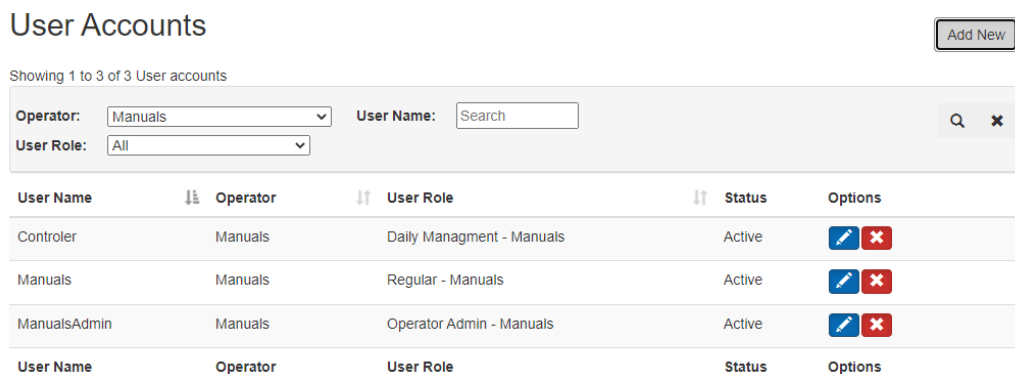
- [User Accounts](#) ⁶²

- [My Account](#) ⁶⁶

10.1 User Accounts

The User Accounts page allow you to create user and reset their passwords if needed.

Can only be viewed by Operator Administrators and System Administrators!









User Name	Operator	User Role	Status	Options
Controler	Manuals	Daily Management - Manuals	Active	 
Manuals	Manuals	Regular - Manuals	Active	 
ManualsAdmin	Manuals	Operator Admin - Manuals	Active	 

Figure 29: User accounts

Accounts can be deleted using the  button. Deleted account are not visible in the list and cannot be re-activated again.

List item	Explanation
User Name	The Account identifier.
Operator	The name of Operator the account is linked to. Defaults to their company when viewed by an administrator.
User Role	The User Role assigned to this User Account. See User Roles ⁶⁴ .
Status	An account can be set to active or inactive.

10.1.1 Add User Account

To add a User, click the [] button.

A pop-up will be displayed.

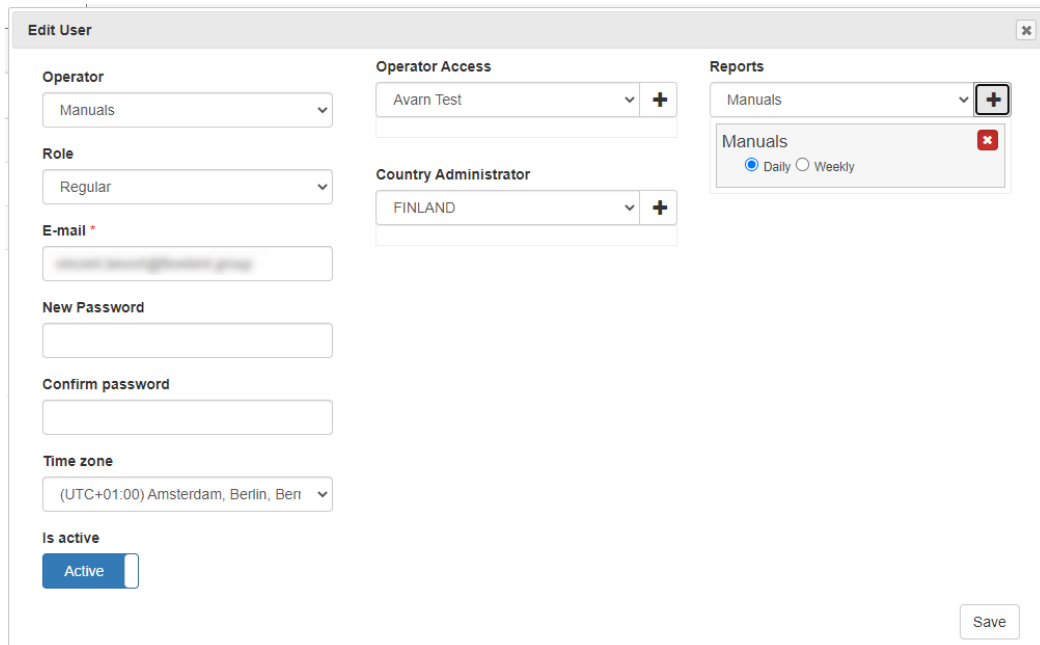






Figure 30: Add user

- Insert a user name and email.
- Select a default Operator. This operator will be used during login in as the current operator
- Select the user role.
Select one from the drop-down list
See [User Roles](#) ^[64]
- Set the password.
- Confirm the password.
- Select the Time Zone for this user.
- Optionally: Select additional operators that can be managed by this user. Selecting access to the operator's data is done on the Dashboard. To view the data for a specific operator, the user must navigate to the Dashboard.
 - To add an additional operator , select the operator and use the Add button 
 - To remove an operator use the delete button  behind the operator.
- Optionally: select a Country for this user to act as country administrator. Selecting a country will grant access to all operators in that country. Operators that are added later will automatically be included in this access. Selecting access to the operator's data is done on the Dashboard. To view the data for a specific operator, the user must navigate to the Dashboard.
 - To add a country, Select the country and use the Add button 
 - To remove a country use the delete button  behind the country.
- Optionally: Select a report. A separate report in Excel format will be sent for each operator selected.

- Select how often the report will be send, Daily or Weekly.
The reports contain a summary over parking sessions per zone for the selected operators.

- Click [Save].

10.1.2 Edit User Account

When editing a User Account you can do one of the following actions:

- The most common reason to edit a User Account is to reset the password.
- It is also possible to grant or remove administrator rights.
- You can set the account to inactive to prevent the user from logging in temporary
- Change the Time Zone

10.2 User Roles

The User Roles pages allows you to create a user role for a specific function in your company.

Each user can only have one role assigned.

User Roles Add New

Showing 1 to 3 of 3 User Roles

Operator: Role Type:

Name	Operator	Type	Options
Daily management	Manuals	Regular	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Operator Admin	Manuals	Operator Administrator	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Regular	Manuals	Regular	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Only a user with a role that has access to User Roles page is able to create or modify roles. I.e., disable or enable access to a specific page.

For each operator there will be 2 default roles.

- A Operator Administrator Role
- A Regular User Role.

A role can specify the pages a user with the role can see. See [Add a User Role](#)^[65].

- Click the [Add] button to create a new role
- Click the Edit button next to a role to change its configuration
- Click the delete button to delete a role.
User Roles cannot be deleted if a User Account is assigned to that role.

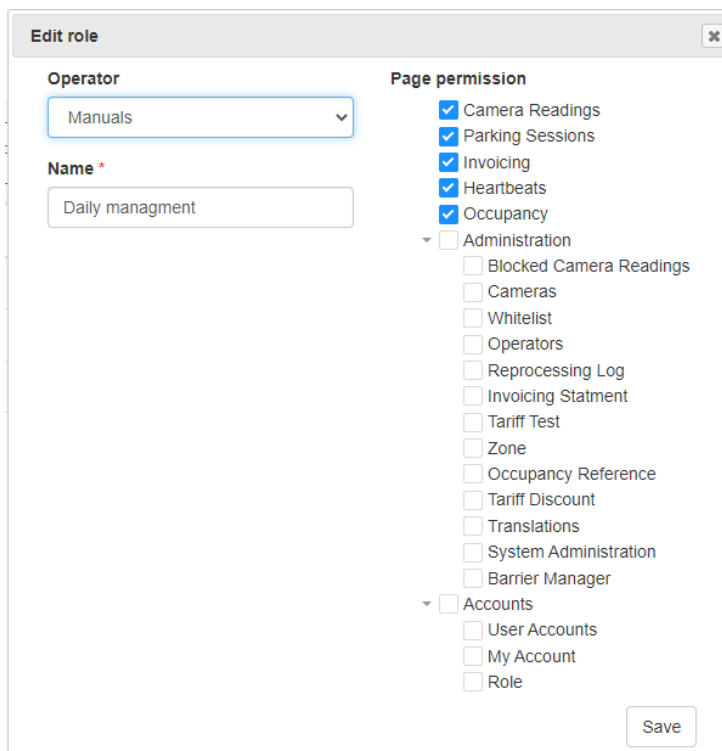
To delete a role you must remove all accounts from it by assigning them to another role

List item	Explanation
Name	The name of the role.
Operator	The name of Operator the role is linked to. Defaults to their company when viewed by an Operator administrator
Type	<p>The type of user role</p> <ul style="list-style-type: none"> • Regular Users. They cannot see this page. • Operator Administrators Can only create regular users and administrators within their Company • System Administrators

10.2.1 Add a User Role

To add a User Role Click the [Add] button in the list view.

- Select the Operator to add the role to
- Give the role a descriptive name
- Select the page(s) that the role shall have access to
- Save the role

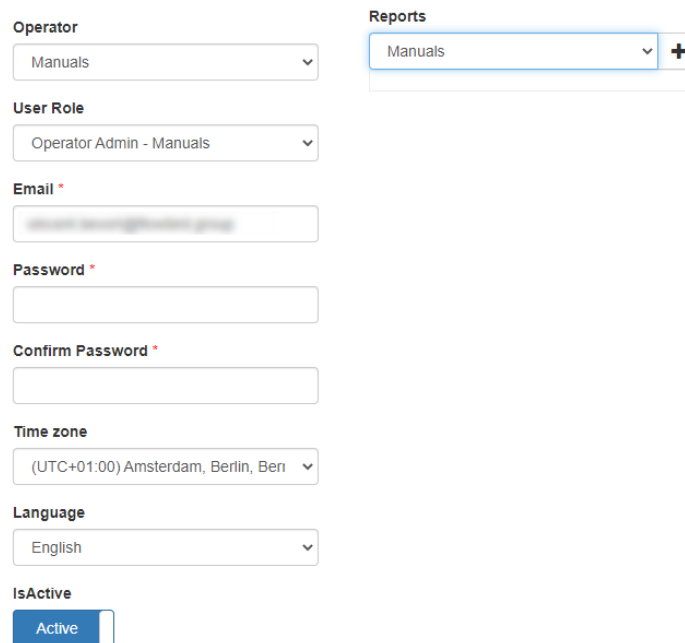


10.3 My Account

Use the My Account page the change your password on a regular base.

You can also select a report to be sent to you on a regular base. See [Add User Account](#) [62] for a description of the reports

My Account



The screenshot shows a 'My Account' form with the following fields and controls:

- Operator:** A dropdown menu with 'Manuals' selected.
- Reports:** A dropdown menu with 'Manuals' selected and a '+' icon to the right.
- User Role:** A dropdown menu with 'Operator Admin - Manuals' selected.
- Email *:** A text input field with a blurred email address.
- Password *:** A text input field.
- Confirm Password *:** A text input field.
- Time zone:** A dropdown menu with '(UTC+01:00) Amsterdam, Berlin, Ben' selected.
- Language:** A dropdown menu with 'English' selected.
- IsActive:** A toggle switch currently set to 'Active'.

Figure 31: My account

11 Log Out

The Logout menu option will log you out of the system and display the login page again.

12 Public Web Portal

The end-user can access a public portal to pay her parking fees when she is not using WayToPark.

The current example displays the page in Swedish.



Figure 32: Public portal

The page allows you to pay within 48 hours after finishing your parking and payment of additional parking time when exceeding the grace time when paid in a CWT.

It also allows you to register a Handicap License (Norway only).

If you will try to pay later than 48 hours after the parking session was finished, you will not find your parking. An invoice will be sent to the registered owner of the car.

Payable sessions

If you find one or more records, you will be allowed to pay.

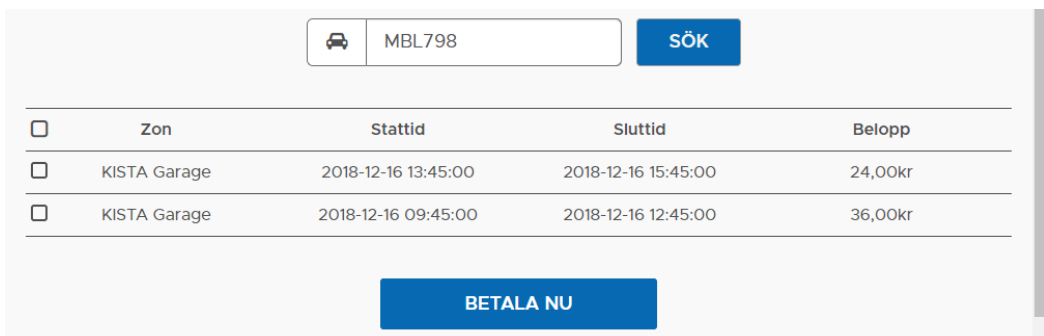


Figure 33: payable sessions

- Select the records to pay.
- Click the [Pay Now] (Betala nu) button.
- A pop-up will open depending on the connected payment method.
- IF asked, select the card type you want to pay with.
- enter the card details like Card number, expiration date, and CVC number.
- Confirm the payment.
- After an approved payment you will be able to retrieve a receipt in PDF format.

13 Intelligent Enforcement "Public" page

The Intelligent Enforcement pages allow the enforcers to verify the status of parked cars against their payments.

The page is accessed via <https://intelligentenforcement.azurewebsites.net/> and uses the same log in as the Flowbird GO Plus portal.

- After successful log in you will see the [Dashboard](#)^[68] page.

- From the dashboard you can access the [List page](#)^[69] listing all the ongoing parking sessions.

Zone	License Plate	Country Code	Amount	Start Date	Payment Start	Payment End
Intelligent zone 1	VFR123	S	4.00	2021-11-23 14:31:00	2021-11-23 14:33:00	2021-11-23 15:33:00
Intelligent zone 1	HFR123	S	3.00	2021-11-23 14:30:00	2021-11-23 14:49:00	2021-11-23 14:52:00
Intelligent zone 1	RET129	N		2021-02-11 11:58:00		

13.1 Dashboard

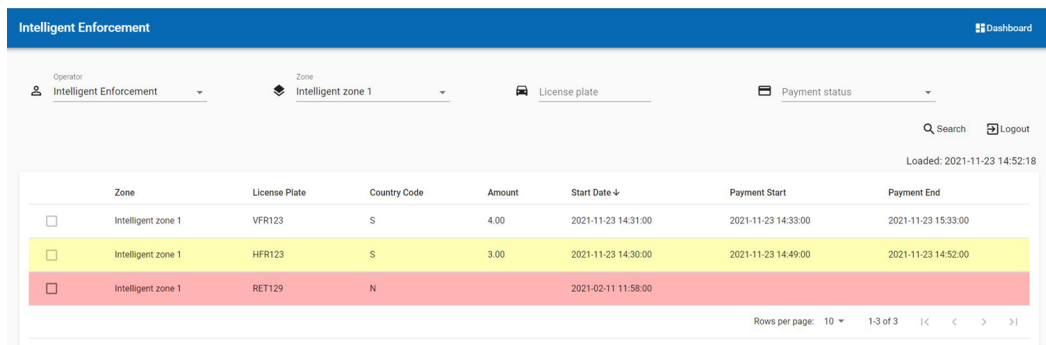
When opening the Intelligence Enforcement page you will see the dashboard.

The dashboard will display an overview of the current status of the parking sessions for the selected operator

The parking Session button in the upper right corner will show all the parking sessions for the selected operator and hide the dashboard. the link "Show all Data" will do the same.

13.2 List page

The List page displays all the ongoing parking sessions



Zone	License Plate	Country Code	Amount	Start Date	Payment Start	Payment End
<input type="checkbox"/> Intelligent zone 1	VFR123	S	4.00	2021-11-23 14:31:00	2021-11-23 14:33:00	2021-11-23 15:33:00
<input type="checkbox"/> Intelligent zone 1	HFR123	S	3.00	2021-11-23 14:30:00	2021-11-23 14:49:00	2021-11-23 14:52:00
<input type="checkbox"/> Intelligent zone 1	RET129	N		2021-02-11 11:58:00		

You will see a timestamp just above the list on the right side of the screen reminding you when the page was loaded.


Rows are coloured depending on the payment status:

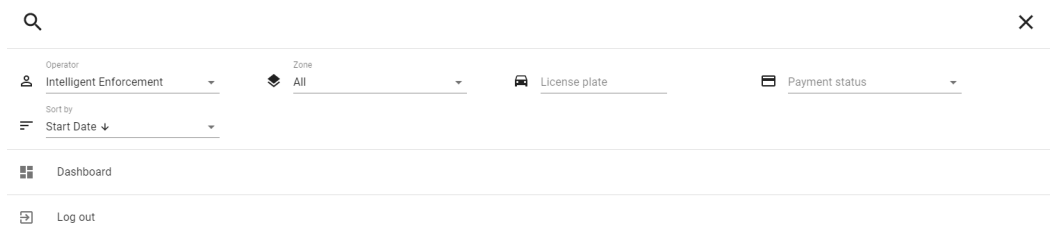
- Red: Not paid
- Yellow: within grace time
- Blank: Paid for

List item	Explanation
Check box	<p>This check box can be checked if a ticket has been issued by an enforcer.</p> <p>A button "Ticket Issued" shows when the enforcer checks one or more boxed. When clicking this button a pop-up asks for the data and time the ticket was issued. When clicking "set" the status change is saved.</p> <p>Warning: This change cannot be undone!</p>
Zone	The parking zone where session was started
License Plate	Plate number of the vehicle
Country Code	Country code of the vehicle
Payment Start	Local start time of the payment made (if empty there is no payment)
Payment End	Local end time of the payment made (if empty there is no payment) incl. Grace time
Start Date	The date recorded from the camera when the vehicle entered
Amount	Amount paid for the session. (if empty there is no payment)

13.3 Filter area

The filter area contains the filter, a short-cut to the dashboard, and a logout button.

If the filter is not visible, use the menu button () in the top left corner to open it.
Close the filter with the (X) in the upper right corner



The page can be filtered on:

- Operator
- Zone
- License Plate
- Payment Status

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