ONLINE PERMIT ACCOUNT

Flowbird has developed an innovative, virtual permit account solution for handling parking permit codes that can be used by residents, their visitors and other user groups. Having the permit codes online allows operators to have full control of who is entitled to a reduced tariff. This document will describe the process of creating an OPA codes within the Flowbird WebOffice to be used at the CWT terminals.

CREATING AN OPA CODE

1.) Under User Administration / Online Account, click on the **Accounts** tab. On the Accounts page, click on the Insert button (sheet of paper icon) at the top of the page.

2.) On the Accounts page, click on the Insert button (sheet of paper icon) at the top of the page.

3.) On the Accounts Details page, use the following required fields to create an OPA code.


Required Items	Explanation
Account ID	Enter the code that will be used at the terminal. The code can be alphanumerical with capital letters only.
Company	Select your FWO Company
Password	Use the same Account ID (OPA code) for the Password and Confirm Password
Tariff Package	Select the tariff package for the rate/ free time calculation

The following fields are optional to assist in identifying the purpose of the OPA code and set up limitations of when and where the code can be used.

Optional Items	Explanation
First & Last Name	Enter the name of the person or department that will be using the code

Email	Enter the email address associated to the owner of the code
Address	Enter the address associated to the owner of the code
RFId	Enter the RFId code if using a QI code
Valid To	Select a date that the code will expire. The OPA code can be reactivated after it exceeds the Valid to date
Terminal Node Type	Select the area/ Lot where the codes can be used

4.) Once all the information has been entered and any limitations/ restrictions have been set, click the SAVE button 🔘 at the top of the Account Details page.

5.) Next, go back into the OPA Account code that was just created to set the time balance. Add time by entering an amount into the Time Amount field, then click Save.
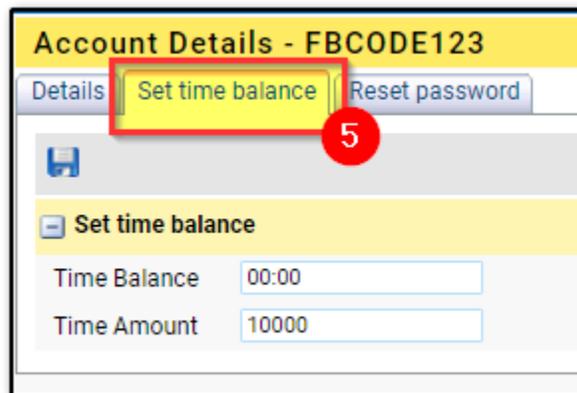
PARKING CODES

The Parking Codes are similar to the Online Permit Accounts (OPA), except for the fact that this is more used to create system generated codes that you can manage, as opposed to using codes that are specific to your business. Parking Codes are codes which a user can generate and give to friends and visitors. Below are the steps on how to create and manage the Parking Codes within the Flowbird WebOffice.

CREATING A PARKING CODE

1.) Under User Administration / Online Account, click on the **Parking Codes** tab.
2.) On the Parking Codes page, click on the Insert button (sheet of paper icon) at the top of the page.

3.) On the Parking Code Create page, you can use the following fields to create a code or several codes.

Item	Explanation
Code	Enter "10" as the prefix number. The system will generate the remaining digits for the code.
Description	Describes what the code will be used for
Tariff Package	Select the tariff package for the rate/ free time calculation
Max Usage	Number of times a code can be used before it is disabled. Leaving this field blank will have the code set for unlimited usage
Number of Codes to Create	You can create multiple codes at one time, all beginning with the prefix listed in the Code filter.
Terminal Node Type	Select the area/ Lot where the codes can be used.

4.) When you click Save, the code will display at the top of the page.

Once the code(s) have been created, you and distribute them as needed. When it is time to bill the customer for the number of times the code(s) have been used, you and find this information using the instructions below.

FINDING NUMBER OF USAGES

1.) Under User Administration / Online Account, click on the Parking Codes tab.
2.) In the Code filter, type in the customers code that was given to them.

3.) Hit APPLY to initiate the search, and you will be able to see the number of times the code has been used, then bill accordingly.