

Overview:

Approved staff can purchase Monthly, Daily, and Hourly parking permits* for select Stanford Health Care locations with the Stanford Medicine Parking app



Step 1: Set Up Your Account

See pages 2-3 for details

- A Download Stanford Medicine Parking app from the [Apple App Store](#) or [Google Play Store](#)
- B Sign up for an account with your Stanford Medicine email address
- C Within 3 business days, you will receive a confirmation that your account has been approved

Step 2: Purchase a Permit

See page 4 for details

Use the Stanford Medicine Parking app to purchase a Monthly, Daily, or Hourly parking permit

Stanford Health Care & Lucile Packard Children's Hospital Employees with 30+ years of service: contact SpacePlanning@stanfordchildrens.org or TransportationServices@stanfordhealthcare.org to request a free permit at your designated work location

*Hourly parking permits can only be purchased by **off-site and remote staff**

Questions? Contact TransportationServices@stanfordhealthcare.org or call 650.736.8000

Step 1



Setting Up Your Account in the Mobile App

1 Download the Stanford Medicine Parking app from the Apple App Store [here](#) or Google Play Store [here](#)
Prefer to use your computer? See the following page for instructions on using the web version.

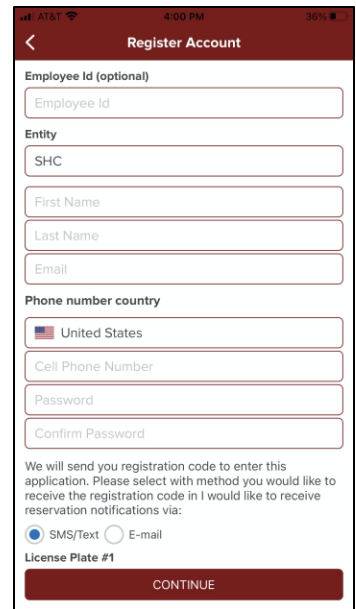


2 Open the app & tap “Sign up” to create a new account. When asked if you are a Stanford Medicine Employee, tap “Yes”.



3 You will be asked to fill out:

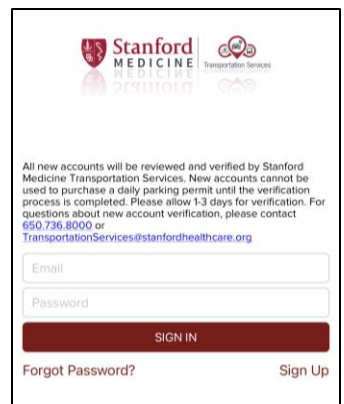
- Employee ID (EID)
- Stanford Entity
- Department
- Work Location
- Name
- Email (work email address is required)
- Phone number
- At least 1 valid license plate number



4 You will be prompted to enter a confirmation code sent to you by text or email. Enter the code.

- Please wait for your account to be approved

Please note that it may take up to 3 business days for your account to be reviewed and verified.



5 **Within 3 business days you will receive a confirmation email that your account is approved.**
 Sign into your account and start parking!

Step 1



Alternative: Setting Up Your Account in the Web Browser

1 Visit <http://stanfordmedicinetransportation.org/parkingapp>

2 Click “Don’t have an account?”

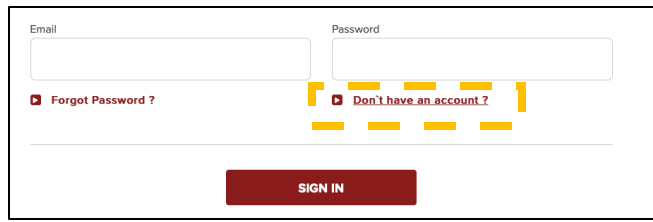
3 Select “Employee” under “Account Type”

- 4 You will be asked to fill out:
- Employee ID (EID)
 - Stanford Entity
 - Department
 - Work Location
 - Name
 - Email (work email address is required)
 - Phone number
 - At least 1 valid license plate number

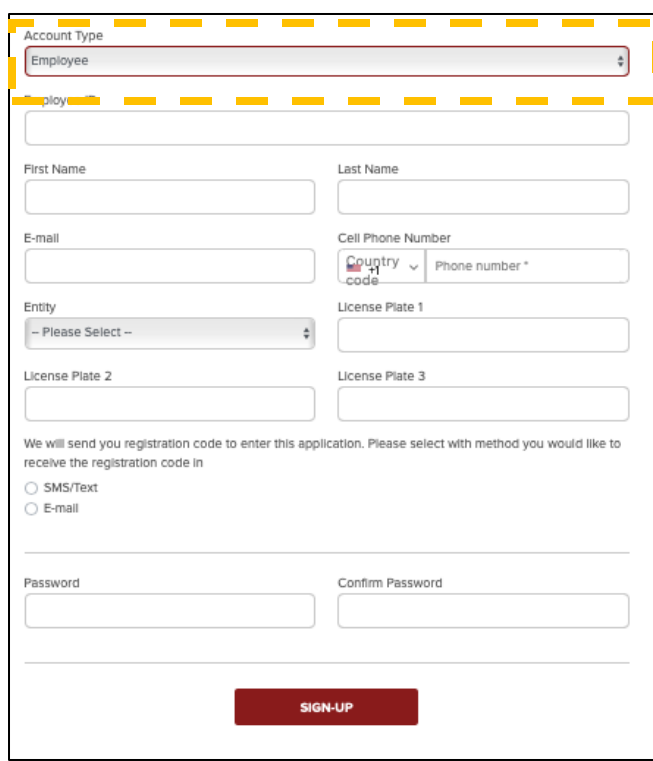
5 You will be prompted to enter a confirmation code sent to you by text or email. Enter the code.

- Please wait for your account to be approved

Please note that it may take up to 3 business days for your account to be reviewed and verified.



This screenshot shows the login interface. It includes fields for 'Email' and 'Password', a 'Forgot Password?' link, and a 'Don't have an account?' link which is highlighted with a yellow dashed box. A red 'SIGN IN' button is at the bottom.

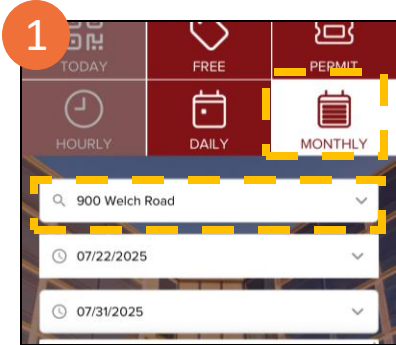


This screenshot shows the registration form. The 'Account Type' dropdown menu is highlighted with a yellow dashed box and has 'Employee' selected. Other fields include 'Employee ID', 'First Name', 'Last Name', 'E-mail', 'Cell Phone Number' (with 'Country code' and 'Phone number' sub-fields), 'Entity' (dropdown), 'License Plate 1', 'License Plate 2', and 'License Plate 3'. There are radio buttons for 'SMS/Text' and 'E-mail' to receive the registration code. 'Password' and 'Confirm Password' fields are at the bottom, along with a red 'SIGN-UP' button.

6 **Within 3 business days you will receive a confirmation email that your account is approved.**
Sign into your account and start parking!

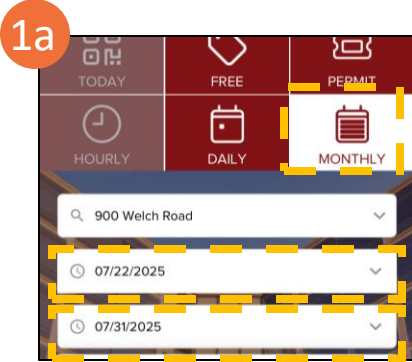
Step 2

Purchasing a Monthly Parking Permit

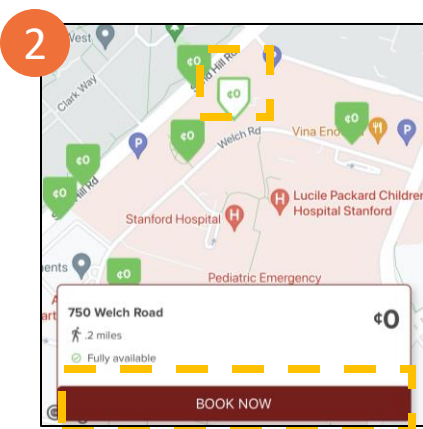


1 Open Stanford Medicine Parking App or Website

Select Monthly, select your parking location, then tap “Find Parking” on the home screen



1a To book a **recurring** monthly permit, select your desired start and end dates for your permit. The system will charge monthly based until your selected end date.

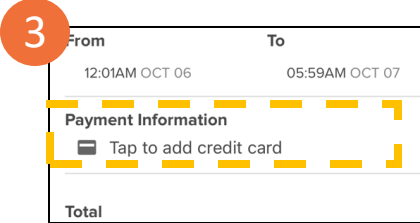


2 Tap on the arrow pointing to your parking location, and then tap “Book Now” at the bottom of the screen

If the arrow is green that means there’s plenty of space in the lot. If the arrow is yellow, only a small number of permits are available.

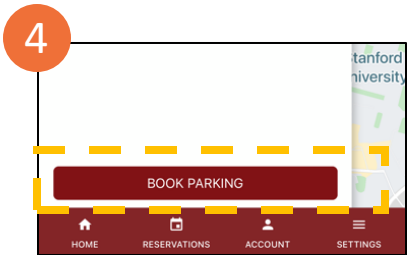
Step 2

Purchasing a Monthly Parking Permit



3 To add payment information, click “Tap to add credit card”

Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.



4 Tap “Book Parking” to confirm your reservation

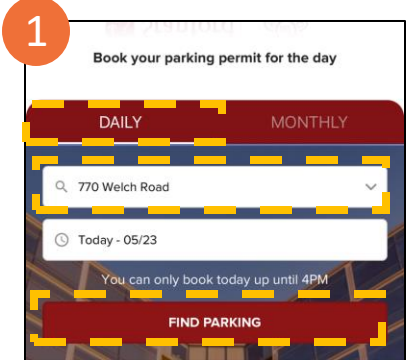
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.



- 5
- If you see a gate arm with a QR code scanner, scan your reservation to enter
 - If no gate arm or scanner is present, your reservation will be verified by license plate

For QR code scanner issues, contact a nearby parking attendant or call the Hospital Transportation Operations Center (HTOC) at 650-736-8000.

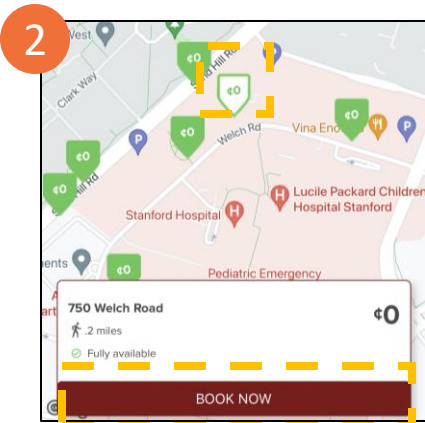
Step 2 Purchasing a Daily Parking Permit



1 Open Stanford Medicine Parking App or Website

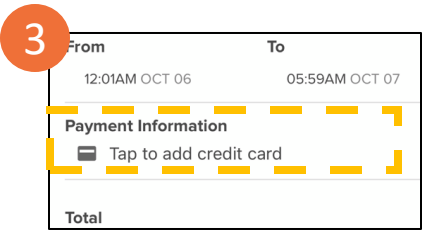
Select Daily, select your work location, and then tap “Find Parking” on the home screen

Please note: between 12:01am – 4:00pm, you can purchase same-day parking. Between 4:00pm – 11:59pm, you can purchase parking for the following day.



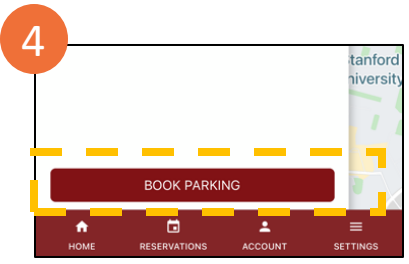
2 Tap on the arrow pointing to your parking location, and then tap “Book Now” at the bottom of the screen

If the arrow is green that means there’s plenty of space in the lot. If the arrow is yellow, only a small number of permits are available.



3 To add payment information, click “Tap to add credit card”

Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.



4 Tap “Book Parking” to confirm your reservation
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.

5 Show your reservation to the parking attendant when you arrive at your parking location

Cancellations: Daily parking permits may be cancelled no later than 11:59 pm on the evening prior of the reservation

Step 2**Purchasing a Daily Parking Permit**

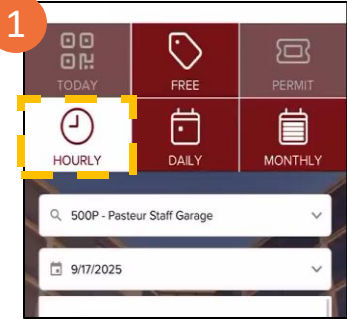
- 5 • If you see a gate arm with a QR code scanner, scan your reservation to enter
- If no gate arm or scanner is present, your reservation will be verified by license plate

For QR code scanner issues, contact a nearby parking attendant or call the Hospital Transportation Operations Center (HTOC) at 650-736-8000.

Cancellations: Daily parking permits may be cancelled no later than 11:59 pm on the evening prior of the reservation

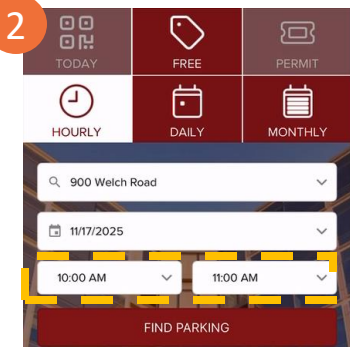
Step 1

Purchasing an Hourly Parking Permit

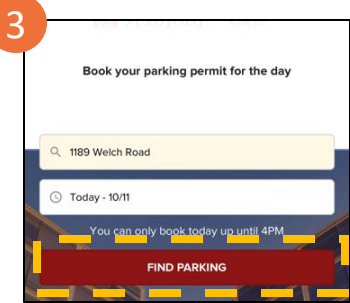


- 1 Open Stanford Medicine Parking App or Website; Select “Hourly” Parking.

Please note: The reservation window is active from 6:00 am-4:00pm, Charges stop at 4:00 PM; users may exit any time after 4:00 PM without additional charges.

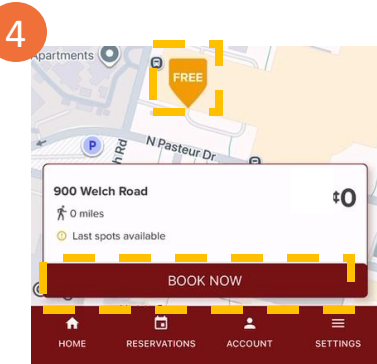


- 2 After selecting “Hourly” parking, select the time slots for your Hourly reservation in the drop-down menu



- 3 After selecting the time slot, select Find Parking

Note: Only 20 stalls per garage are assigned for Hourly Parkers so space is limited. If the arrow is green, it means there is plenty of space in the garage. If the arrow is yellow, only a few permits are available.

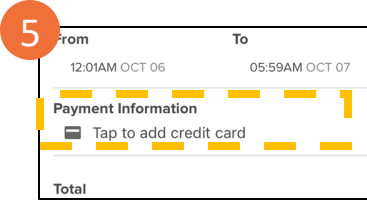


- 4 Ensure you select the correct garage from the drop-down menu & Tap on the “Book Now” button at the bottom of the screen to checkout

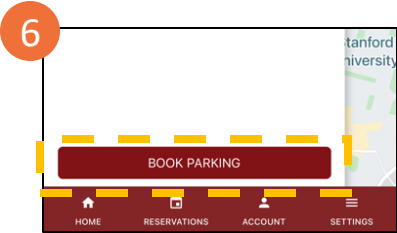
Ensure you arrive within 30 minutes before or after your reservation start time. If you do not arrive within the 30-minute grace period, the reservation will be cancelled.

Step 2

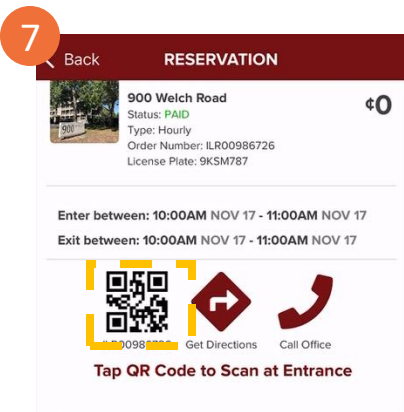
Purchasing an Hourly Parking Permit



5 To add payment information, click “Tap to add credit card”
Only one payment method may be saved at a time. If you need to update your payment method, please delete the old payment information before attempting to add a new one.



6 Tap “Book Parking” to confirm your reservation
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.



7 After your reservation is placed you are now able to enter the garage up to 30 minutes before your reservation start time.

8 When you arrive at the parking garage pull up to the entry gate and the gate should open automatically within 5 seconds. If the gate doesn't open automatically, navigate to the Stanford Medicine Parking app and scan your QR Code for entry/exit

Hourly Rates:

- First 2 hours free
- \$3 per hour after the first 2 hours
- Maximum daily fee after 5th Hour: \$18

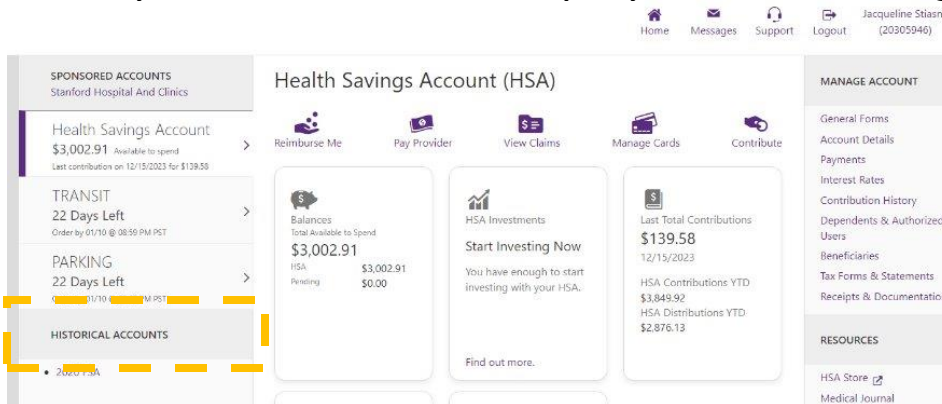
Please note: Charges are based on reservation start time and payment is calculated based on exit time.

How to Use Pre-Tax Funds to Purchase Parking

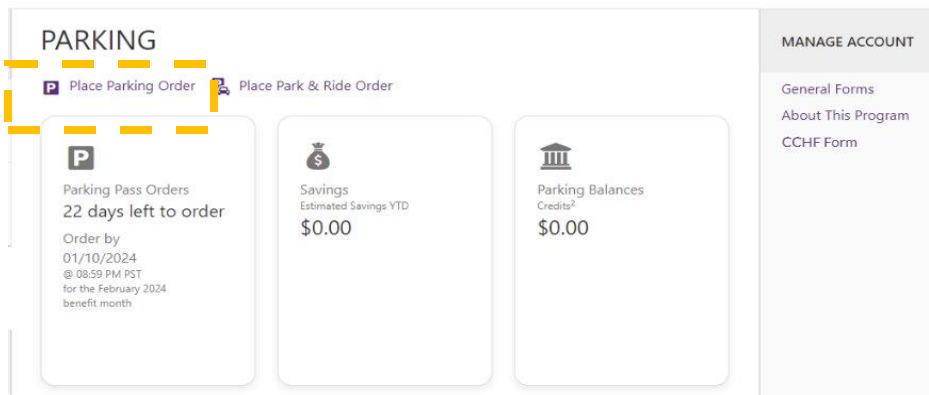
- 1 Decide how much pre-tax dollars you want to spend for parking during the month
- 2 Using HealthEquity, place an order for pre-tax dollars to be loaded onto a HealthEquity Parking Card for the month. Place your order by the 10th of the previous month.
For example, orders placed by August 10th, will add funds to your parking card by September 1st. Your Parking card will be mailed to you after your first order is placed. For future parking orders, your card will be reloaded.

How to place an order for parking in HealthEquity

- 1 To start your order in HealthEquity, select “Parking”



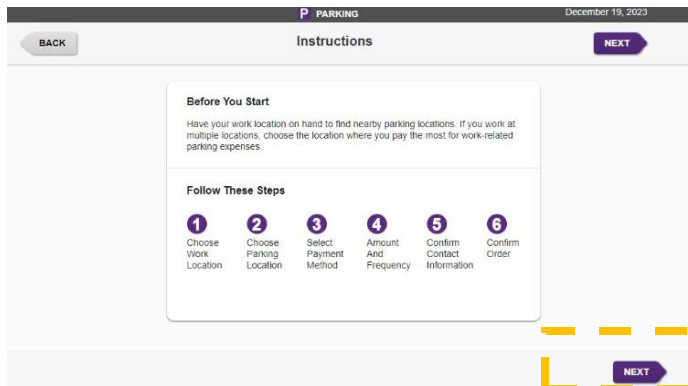
- 2 Click “Place Parking Order”



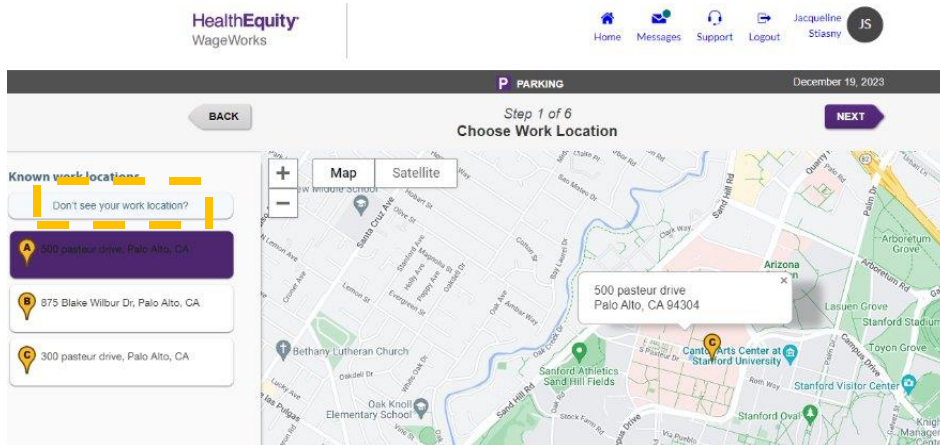
How to Use Pre-Tax Funds to Purchase Parking

How to place an order for parking in HealthEquity (continued)

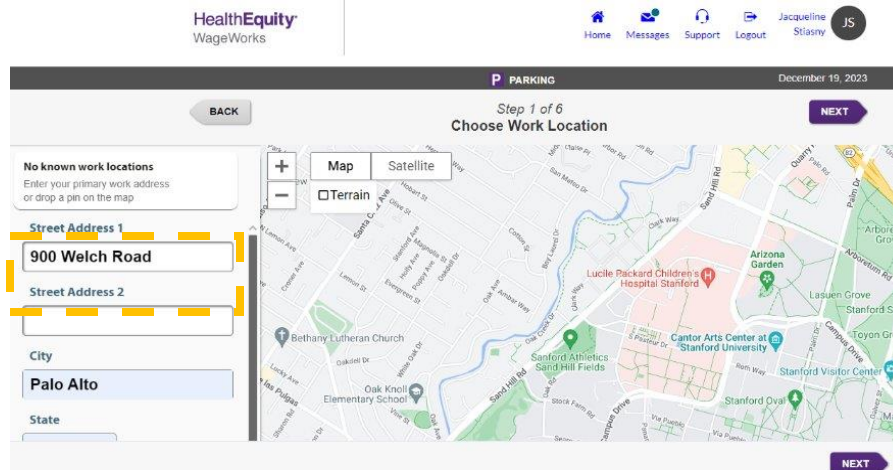
3 Read and click “Next”



4 Select “Don’t see your work location if it’s not on the list”



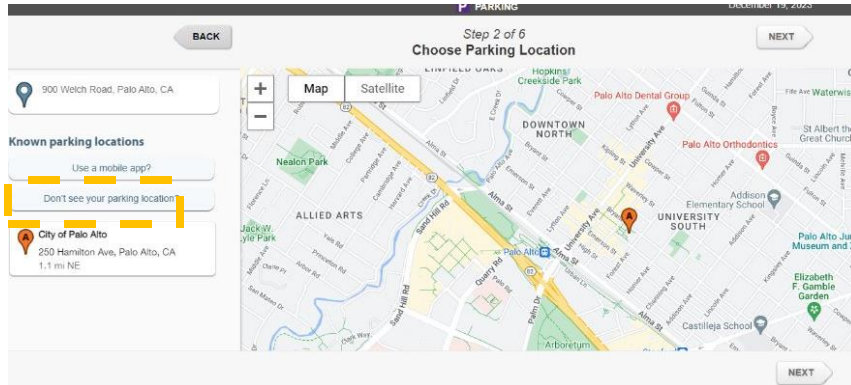
5 Enter your primary work location



How to Use Pre-Tax Funds to Purchase Parking

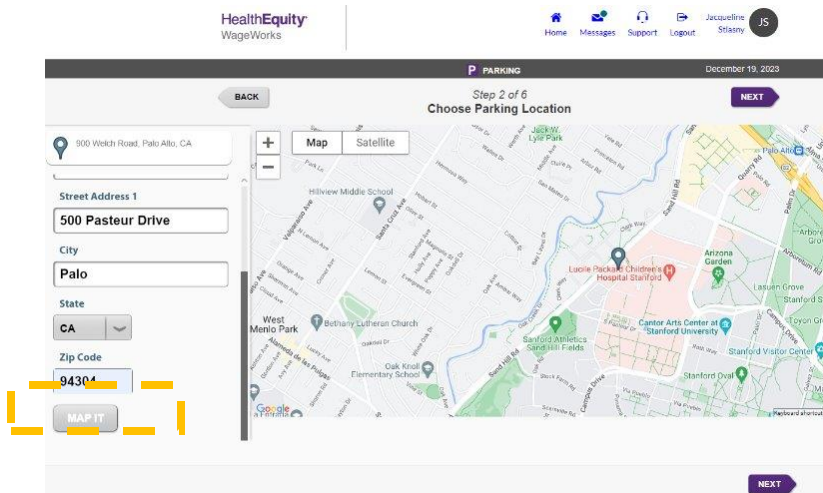
How to place an order for parking in HealthEquity (continued)

- 6 Select “Don’t see your parking location if it’s not on the list.”



Important: The list is below where it says “Don’t see your parking location. The list is not the box on the top left of the page.

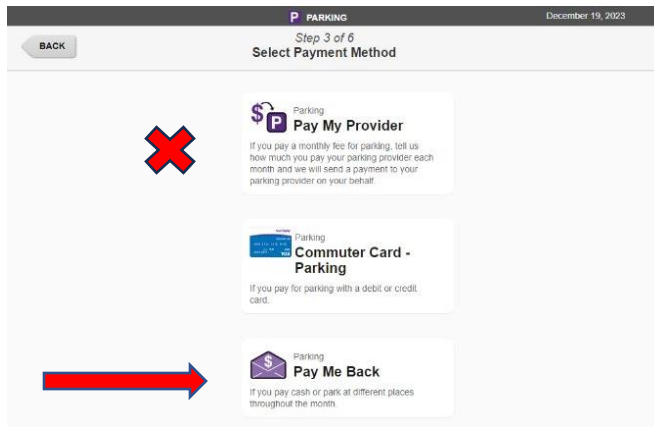
- 7 Enter your parking location and street address. Then, select “Map It”



How to Use Pre-Tax Funds to Purchase Parking

How to place an order for parking in HealthEquity (continued)

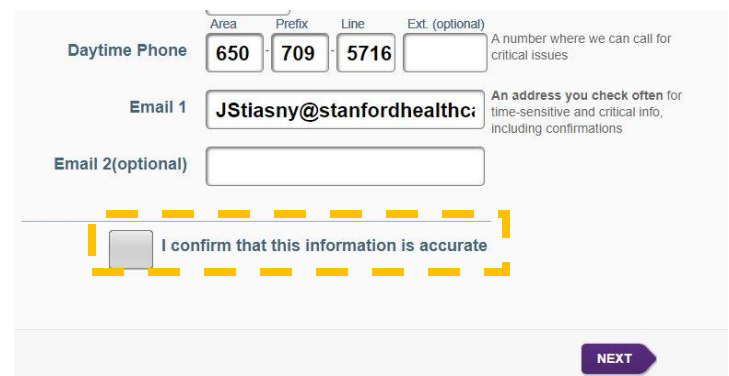
- 8 Select Commuter Card – Parking. **Do not select “Pay My Provider for any Stanford parking.**



- 9 Enter your order amount for the benefit month. Select your desired frequency for the order.



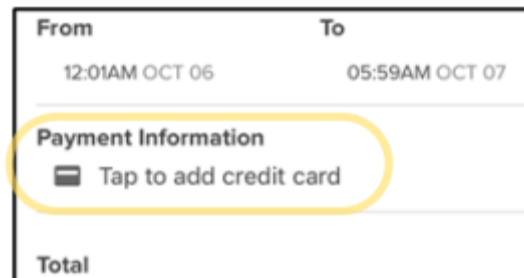
- 10 Confirm that the information is correct by selecting the box.



How to Use Pre-Tax Funds to Purchase Parking

- 3 Link the Parking card to the Stanford Medicine Parking App. This will allow you to pay for the parking with pre-tax dollars. You might want to have a secondary credit or debit card linked to the app, in case you don't have enough pre-tax funds on your Parking Card.

Note: Once funds are loaded onto your HealthEquity Parking card, they are non-refundable. If your employment at Stanford Medicine ends, you will have 90 days to use Parking card funds



For additional information regarding Pre-Tax Benefits, please visit this flyer [linked here](#).

Frequent Asked Questions

1. How will parking enforcement work?

License plate readers mounted on enforcement vehicles will verify valid permits. Repeated violations may result in towing.

2. Can staff use the app to manage permits?

Yes. Staff can purchase monthly, daily, or hourly parking permits with recurring payments directly through the app for convenience.

Commuter Benefits & Alternative Transportation

3. Can staff use pre-tax dollars to pay for parking and commuting?

Yes. Eligible staff can use pre-tax dollars for up to \$340/month in parking and an additional \$340/month for transit or vanpool through the HealthEquity Commuter Benefits Program.

4. How do I enroll in commuter benefits?

1. Log into the Luum Commuter Platform using Single Sign On (SSO):
 - SHC Staff: <https://shc.luum.com>
 - LPCH Staff: <https://smch.luum.com>
 - Stanford School of Medicine (SoM) staff can enroll in and use commuter benefits through [Edenred](#).

5. When can I load funds onto my HealthEquity Parking card?

Orders must be placed by the 10th of the previous month for funds to be available by the 1st of the following month. *Example: To have funds available on September 1, place your order by August 10*

6. If I run out of money on my Parking card during the month, can I add more funds for that month?

No. Additional funds cannot be added mid-month. You will need to wait until the next ordering cycle.

7. If I have extra money on my card or leave Stanford Medicine, can I get a refund?

No. Unused funds are not refundable, even if you leave employment.

8. What other commute options are available for staff?

1. Free Stanford commuter buses (Santa Clara, Campbell, Menlo Park, East Bay)
2. Free Transit with a Stanford Medicine Clipper Card, Carpool, vanpool, biking options available