



HOOVER PAVILION GARAGE CARPOOL PROGRAM

Enjoy a stress-free ride with your coworkers to the Palo Alto hospital campus.

If you are experiencing any issues, please email TransportationServices@stanfordhealthcare.org.

HOW THE CARPOOL PROGRAM WORKS

- 1** Set Up Your Stanford Medicine Parking Account in the Stanford Medicine Parking App
- 2** Fill Out the Carpool Sign-Up Form
 - Fill out the easy **carpool sign-up form** to set up your carpool group
 - Once your information is submitted, Transportation Services will confirm and register your carpool group in the parking system
- 3** Book a Daily Parking Permit
 - Use the Stanford Medicine Parking app and book a daily parking permit to the Hoover Pavilion Garage (see the next pages for detailed instruction)
- 4** Carpool to the Hoover Pavilion Garage!



Click or scan to sign up!



FEATURES

- 2 or more carpool riders will park for \$2 (75% off the daily parking permit price)
- 3 or more people in a carpool park for FREE

Reduce carbon footprint

Automatic gate-entry

stanfordmedicinetransportation.org
TransportationServices@stanfordhealthcare.org
650-736-8000



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STANFORD MEDICINE PARKING APP GUIDE

Step 1: Set Up Your Stanford Medicine Parking Account

Use the Stanford Medicine Parking app to book a parking permit at the Hoover Pavilion Garage. If you already have a Stanford Medicine Parking Account, you may skip this step.

1 Download the Stanford Medicine Parking app from the [Apple App Store](#) or [Google Play Store](#)

- Alternatively, you may visit:
<http://stanfordmedicinetransportation.org/parkingapp>



2 Open the app and select “Sign-up” to create a new account

- When asked if you are a Stanford Medicine employee, select “Yes”



3 Once the account registration form within the parking app is completed, you will be prompted to enter a confirmation code sent to you by text or email

- Within 24-48 hours you will receive a confirmation email that your account has been approved

All new accounts will be reviewed and verified by Stanford Medicine Transportation Services. New accounts cannot be used to purchase a daily parking permit until the verification process is completed. Please allow 1-3 days for verification. For questions about new account verification, please contact [650.736.8000](tel:650.736.8000) or TransportationServices@stanfordhealthcare.org

Email

Password

SIGN IN

[Forgot Password?](#) [Sign Up](#)

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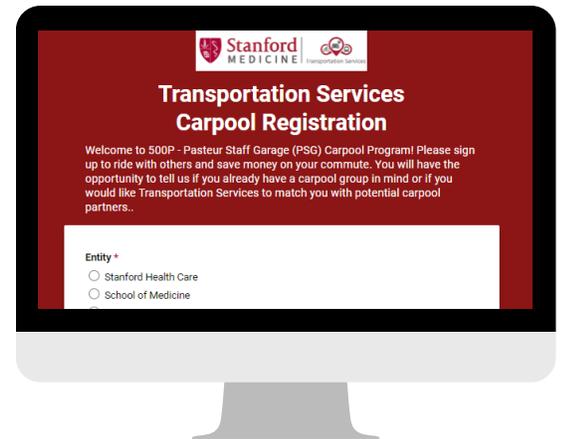
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Step 2: Fill Out the Carpool Sign-up Form

Fill out the Carpool Program Sign-up Form to ride with others and save money on your commute!

1 Click on the Carpool Program Sign-up Form [here](#)

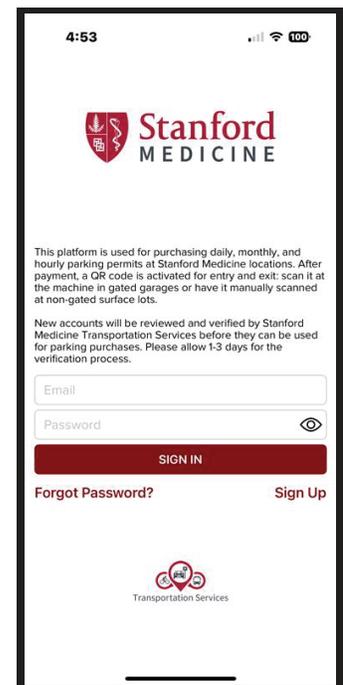
- To sign up, enter the work email addresses of your carpool partners
- In the form, there will be a question asking if you would like to consider being matched with additional carpool partners
- Once the carpool sign-up form is submitted, Transportation Services will send a confirmation email within 24-48 hours



Step 3: Purchasing a Permit

The driver that is designated for the carpool group will be the one to purchase the Hoover Pavilion Garage parking permit. Please follow the steps below to purchase a parking permit:

1 Open the Stanford Medicine Parking app or use the website to login using your Stanford email address and password



stanfordmedicinetransportation.org
TransportationServices@stanfordhealthcare.org
650-736-8000

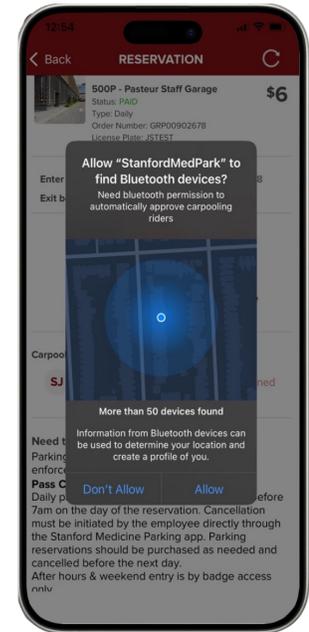


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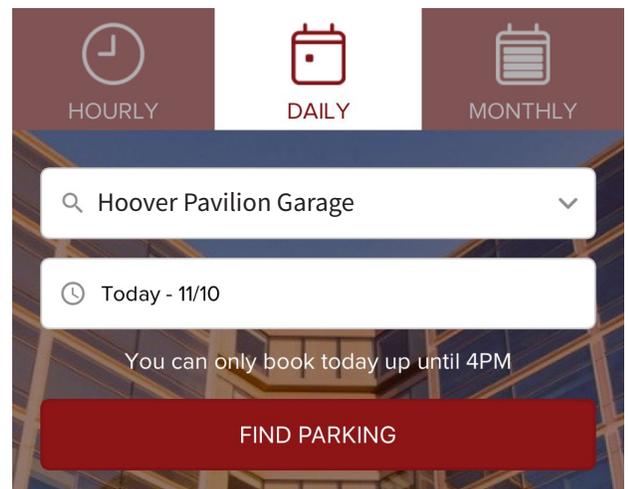
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Step 3 (Continued): Purchasing a Permit

- 2** The first time you log in, you will be asked to set up your Bluetooth permissions. A pop-up will appear on your screen:
 - The carpool program requires your Bluetooth enabled to open the garage gates and to verify your carpool group
 - On iPhones, you will see a pop-up requesting Bluetooth permissions. Please select “Allow”
 - Each member of your carpool group should have Bluetooth permissions allowed
- 3** Next, you will see a screen showing your parking permit options
 - It will default to the current date until 4pm the same day
 - Starting at 4pm, you can book for the following day



- 4** Select “Find Parking”

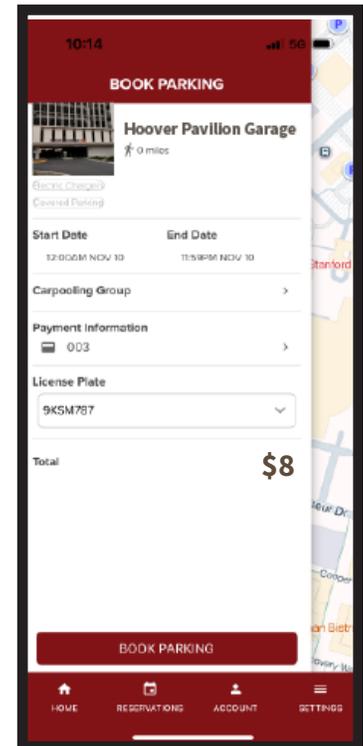


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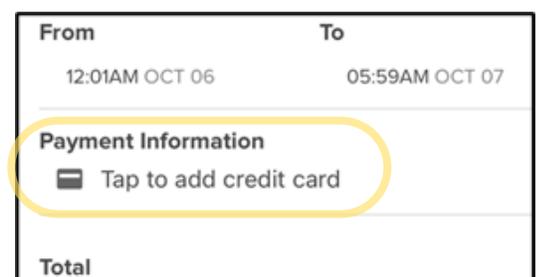
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Step 3 (Continued): Purchasing a Permit

- 5 Select the arrow with the parking permit price that is pointing to Hoover Pavilion Garage. Then select “Book Now” at the bottom of the screen.
- 6 A tab will show up displaying the details of the parking permit
- 7 Select “Carpooling Group” to identify who you will be carpooling with
 - You will see the list of everyone who is in your carpooling group
 - Select each person you will be carpooling with that day
 - If you add 1 person from your carpooling group, your parking will be \$2 (75% off the daily parking permit price)
 - If you add 2 or more people, your parking will be free



- 8 To add payment information, select “Tap to add credit card”
 - If you need to update your payment method, please delete the old payment information before attempting to add a new one



- 9 Once steps 1-8 are completed, select "Book Parking" to confirm your reservation
- 10 After you have confirmed, you will be able to view your reservation on the “Reservations” tab in the app

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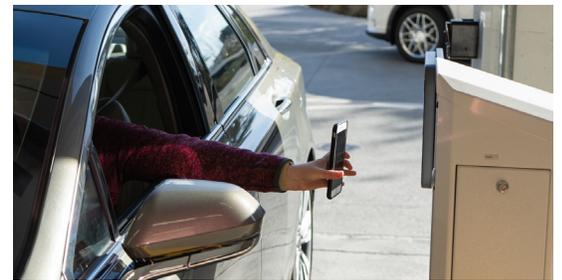
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Step 4: Entering Hoover Pavilion Garage

It is easy to enter Hoover Pavilion Garage with your carpool riders. Please ensure all riders have Bluetooth enabled on their devices. Simply pull up to the gate of the garage, and it will automatically open through LPR (License Plate Reader) camera.

Enter the Hoover Pavilion Garage staff entrance by turning into the Hoover Pavilion South Lot from Quarry Road

- 1** Ensure all riders have Bluetooth enabled on their devices. Bluetooth is used to verify that your carpool group is in the vehicle together.
- 2** When you arrive at the parking garage with your carpool group, pull up to the entry gate and the gate should open automatically.
- 3** **If the gate does not open:**
 1. Open the Stanford Medicine Parking app
 2. Select “Reservations” at the bottom to view your reservation
 3. Enlarge the QR code by selecting it
 4. Scan the QR code at the entry machine to open the gate



Step 5: Verifying Carpool Status

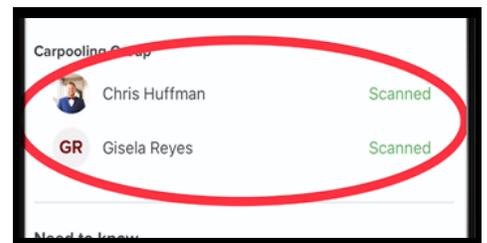
Your carpool group must enter the garage together to verify the carpool group’s status. If any of the rider’s status shows as “Not Scanned”, the parking permit will revert back to the full price or the price for the number of riders who are scanned. Please note that the carpool verification should automatically occur using Bluetooth.

Important Note:

To ensure entry, the app must remain open at **all times**.

- If application is closed, rider will receive notification on phone that driver is scanning them in. If notification is clicked, rider will be redirected to reservation details and scanned in automatically.

- 1** **Within 5 minutes of entering the garage, each rider’s status should automatically change to “Scanned.” This means that the carpooler is verified**
 - Select the refresh button on the top right-hand corner if a rider's status does not change to "Scanned"

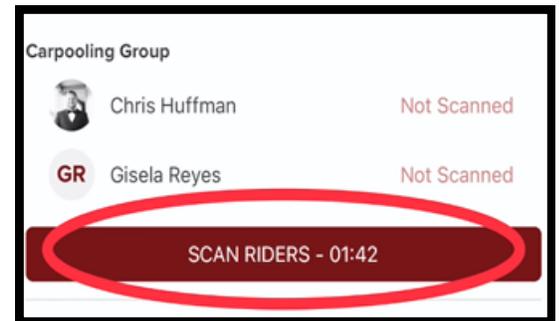


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Step 5 (Continued): Verifying Carpool Status

- 2** If riders are not automatically scanned within 4 minutes (there is a visible timer in the “Reservations” tab, each rider should enlarge their QR code and the driver must select “Scan Riders” to manually scan each rider’s QR Code
- 3** All riders must be verified (scanned) within 5 minutes to receive the discounted carpool parking price
 - If any of the riders are not scanned, the parking permit will revert to the full price or to the price for the number of riders who are scanned



Step 6: Exiting Hoover Pavilion Garage

To exit the garage, simply pull up to the exit lane, and it will open automatically.

If the gate does not open, scan the QR code from your reservation again at the exit machine.

- If you have trouble exiting, push the intercom button on the machine or call 650.736.8000
- Please note, if you scanned your QR code upon entry, you must scan your QR code to exit

