

Overview:

Purchase Daily, Monthly or Carpool Permits at
Hoover Pavilion Garage (HPG)



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 4-6 for details

Use the Stanford Medicine Parking App to purchase a daily, monthly or carpool parking permit for HPG

Step 3: Entering & Exiting the Hoover Pavilion Garage

See page 7-8 for details

- A** When you arrive at the garage, wait for the LPR Camera to pick up your plate, if the gate doesn't auto open within 5 seconds, tap the QR code on your reservation confirmation, and scan it at the entry machine
- B** When you're ready to exit the garage follow the same process as entry, LPR will pick up your plate and auto open the gate, if it doesn't open within 5 seconds scan the QR code at the exit machine

Step 1



Setting up your account in the Mobile App

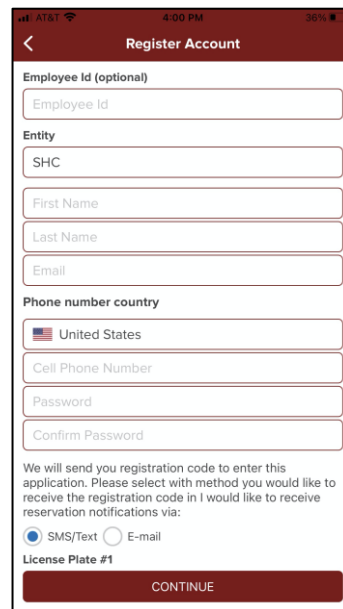
- Download the Stanford Medicine Parking app from the Apple app store [here](#) or Google Play Store [here](#)
Prefer to use your computer? See the following page for instructions on using the web version.



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

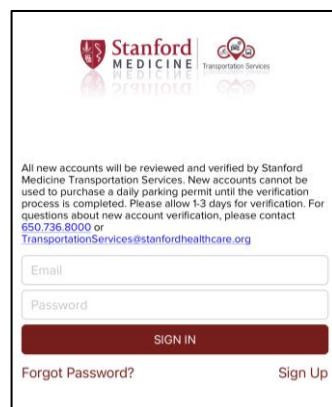


- You will be asked to fill out:
 - Employee ID (EID)
Please note this is your EID, not your SID
 - Name
 - Email (work email address is required)
 - Phone number
 - At least 1 valid license plate number



- 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.

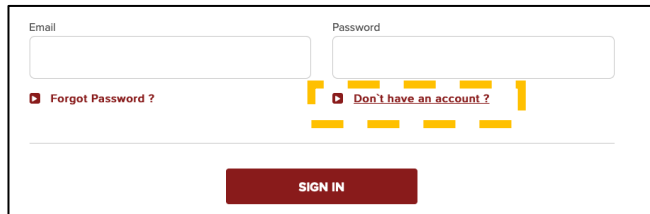
- Within 3 business days you will receive a confirmation email that your account is approved.**
Sign into your account and start parking!



Step 1 Alternative: Setting up your account in the Web Browser

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

2 Click “Don’t have an account?”

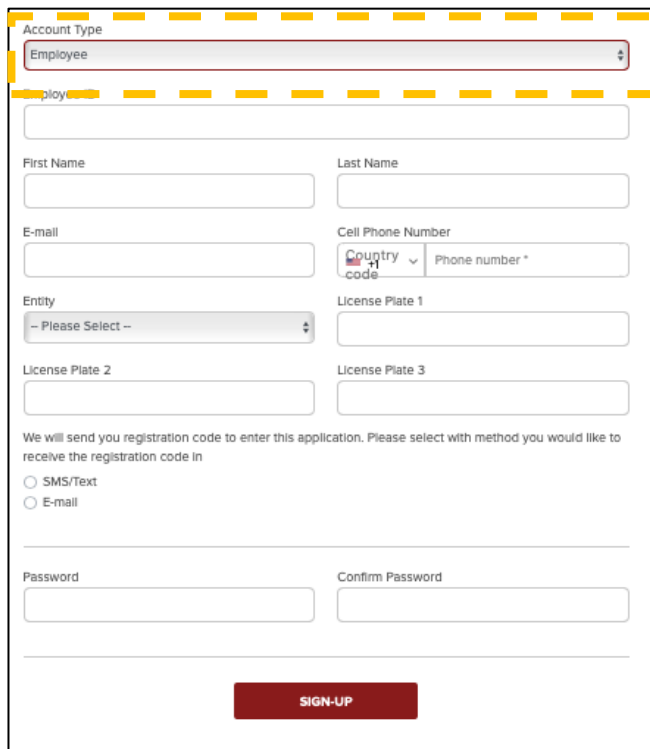


Email Password

☐ Forgot Password? ☐ Don't have an account?

SIGN IN

3 Select “Employee” under “Account Type”



Account Type
Employee

Employ

First Name Last Name

E-mail Cell Phone Number

Country Phone number *

Entity

License Plate 1

License Plate 2 License Plate 3

We will send you registration code to enter this application. Please select with method you would like to receive the registration code in

☐ SMS/Text
☐ E-mail

Password Confirm Password

SIGN-UP

4 You will be asked to fill out:

- Employee ID (EID)
Please note this is your EID, not your SID
- 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.

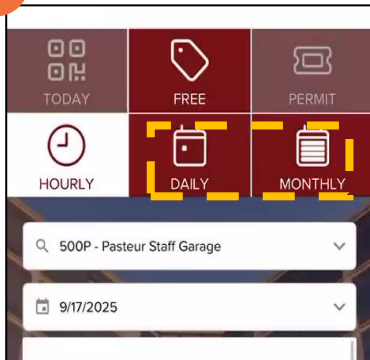
- Please wait for your account to be approved

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

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 Daily or Monthly Parking Permit for the Hoover Pavilion Garage (HPG)**

1

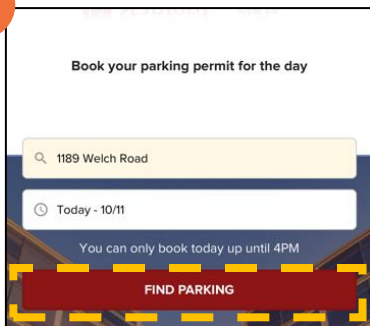


1 Open Stanford Medicine Parking App or Website

Select “Daily” or “Monthly” Parking.
Ensure the drop-down menu shows *Hoover Pavilion Garage* for your reservation

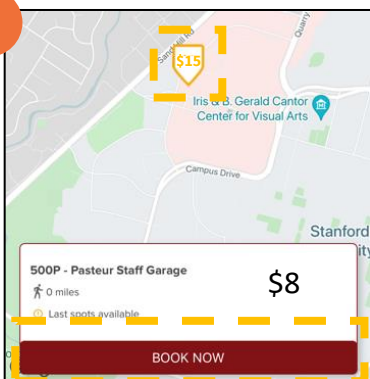
Please note: between 12:01am – 4:00pm, you can purchase same-day parking. Between 4:00pm – 11:59pm, you can purchase parking for the following day.

2



2 After selecting “Daily” parking, select “Find Parking” on the home screen

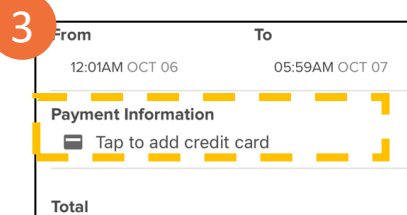
3



3 Ensure you select Hoover Pavilion Garage from the drop-down menu & Tap on the “Book Now” button at the bottom of the screen to checkout
If the arrow is green that means there’s plenty of space in the garage. If the arrow is yellow, only a small number of permits are available.

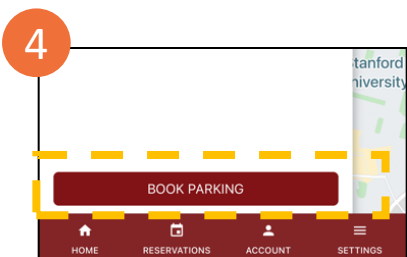
Cancellations: Daily parking permits for the Hoover Pavilion Garage may be cancelled no later than 7:00am on the scheduled parking date.

Step 2 Purchasing a Daily or Monthly Parking Permit for the Hoover Pavilion Garage (HPG)



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.

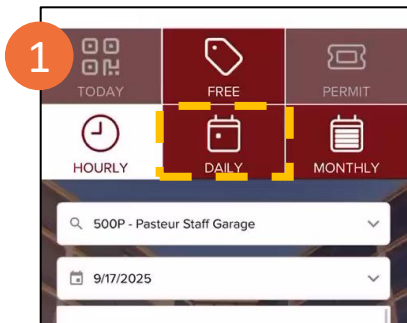


4 Tap “Book Parking” to confirm your reservation

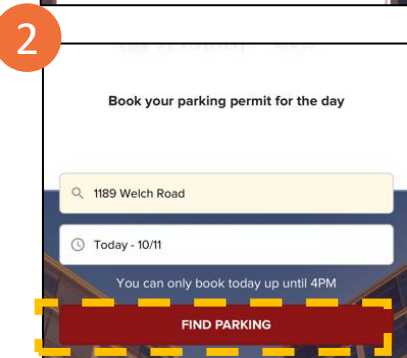
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.

Cancellations: Daily parking permits for the Hoover Pavilion Garage may be cancelled no later than 7:00am on the scheduled parking date.

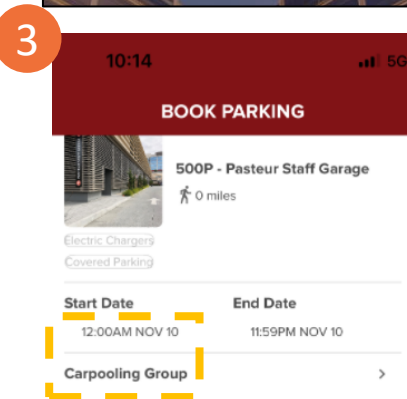
Step 2 Purchasing a Carpool Parking Permit for the Hoover Pavilion Garage (HPG)



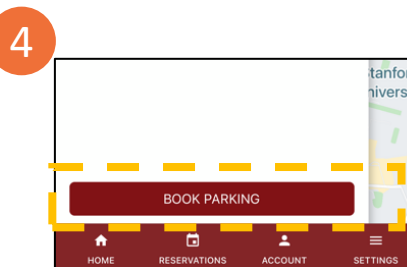
- 1 Open Stanford Medicine Parking App or Website
Select “Daily” Parking



- 2 After selecting “Daily” or “Monthly” parking, select “Find Parking” on the home screen



- 3 Select “Carpooling Group” and add users to your group for discounted parking.
If you haven’t signed up for carpool, navigate to the sign-up form here: [Transportation Services Carpool Registration](#)



- 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.

Cancellations: Daily parking permits for the Hoover Pavilion Garage may be cancelled no later than 7:00am on the scheduled parking date.

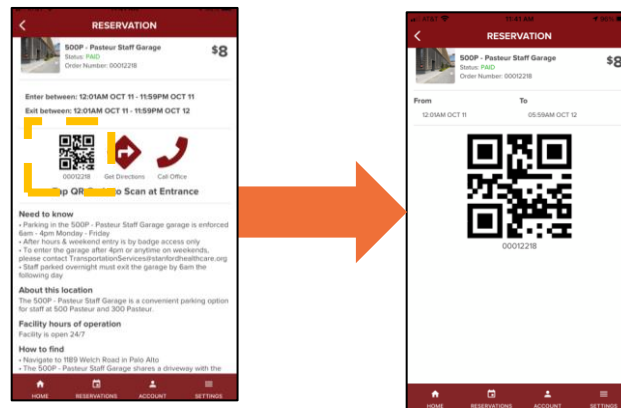
Step 3 Entering & Exiting the Hoover Pavilion Garage Daily/Monthly

1 When you arrive at the parking garage pull up to the entry gate and the gate should open automatically within 5 seconds.

2 If the gate doesn't open automatically, navigate to the Stanford Medicine Parking app. Tap "Reservations" at the bottom of your screen to view your reservation confirmation



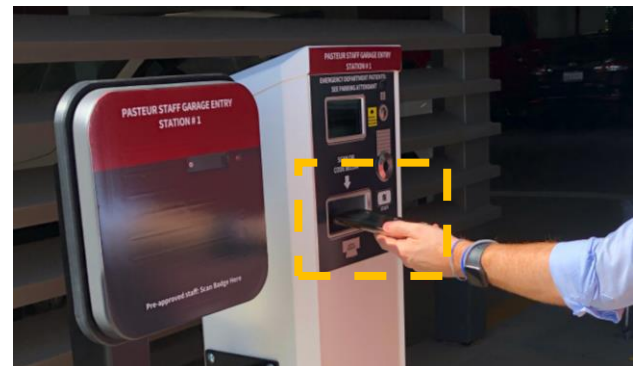
3 Tap on the QR code to enlarge it



4 Scan the QR code on your phone at the entry machine to open the gates
Entry is allowed between 12:01am – 11:59pm on the day of the parking reservation

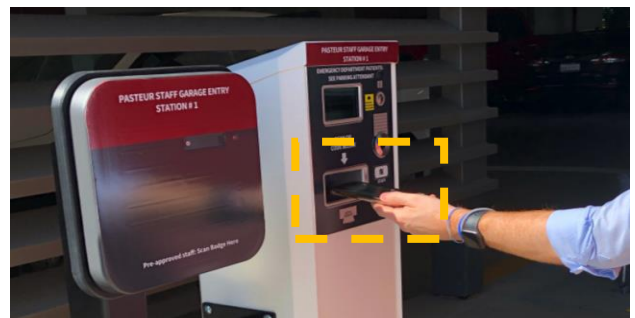
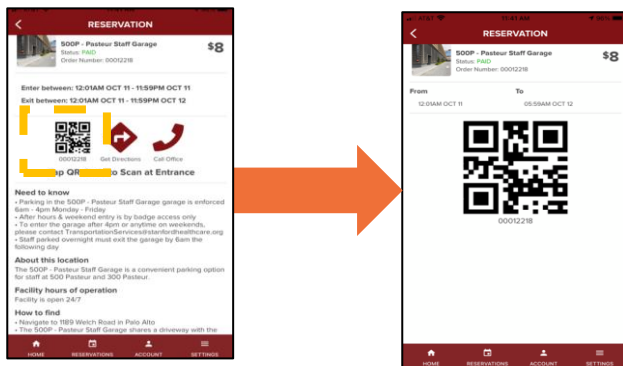
5 When you're ready to exit the garage, leave the same way you came via LPR or scan the QR code from your reservation again at the exit machine.

Exit is allowed between 12:01am on the day of the reservation – 5:59am the following day. If you have trouble exiting, push the intercom button on the machine, or call 650.736.8000

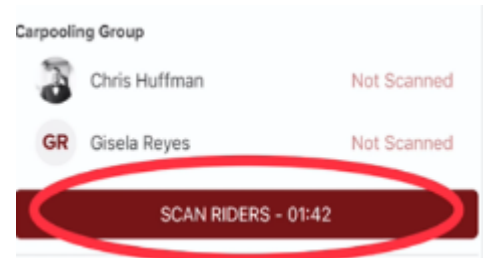


Step 3 Entering & Exiting the Hoover Pavilion Garage Carpool

- 1 When you arrive at the parking garage pull up to the entry gate and the gate should open automatically within 5 seconds.
- 2 If the gate doesn't open automatically, navigate to the Stanford Medicine Parking app. Tap "Reservations" at the bottom of your screen to view your reservation confirmation
- 3 Tap on the QR code to enlarge it



- 4 Scan the QR code on your phone at the entry machine to open the gates
Entry is allowed between 12:01am – 11:59pm on the day of the parking reservation



- 5 Verify Carpool Status:
Your Carpool group must enter the garage together to verify the carpool group's status.
 - a. Within minutes of entering the garage, each rider's status should auto change to "scanned". This means the carpooler is verified.
 - b. If Rider is not scanned automatically, a 5-minute timer is shown & Driver can manually scan the Riders QR codes to complete verification
 - c. Once scanning process is completed Driver and Rider will receive confirmation and the app will show both Riders scanned
 - d. To exit the garage, simply pull up and it will auto open the gate, If the gate doesn't open, scan the QR Code

