

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

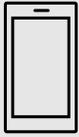
Use the Stanford Medicine Parking App to purchase a Daily, Monthly or Carpool parking permit at Hoover Pavilion Garage

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

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.

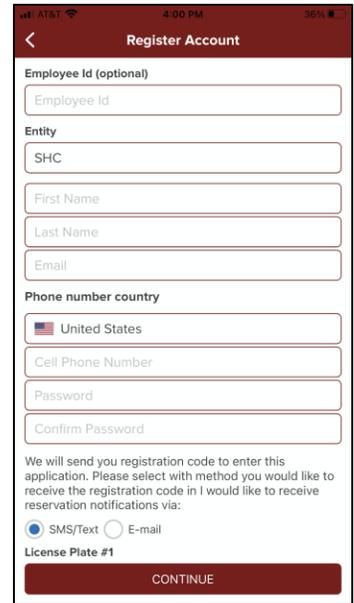


2 Open the app & tap “Sign up” to create a new account. When asked if you are a Stanford Medicine Employee, tap “Yes”.



3 You will be asked to fill out:

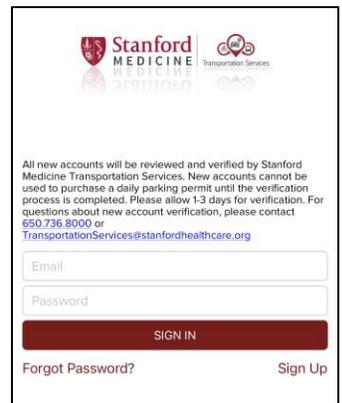
- Employee ID (EID)
Please note this is your EID, not your SID
- Name
- Email (work email address is required)
- Phone number
- At least 1 valid license plate number



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!

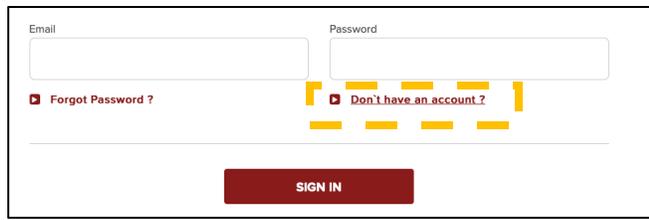
Step 1



Alternative: Setting up your account in the Web Browser

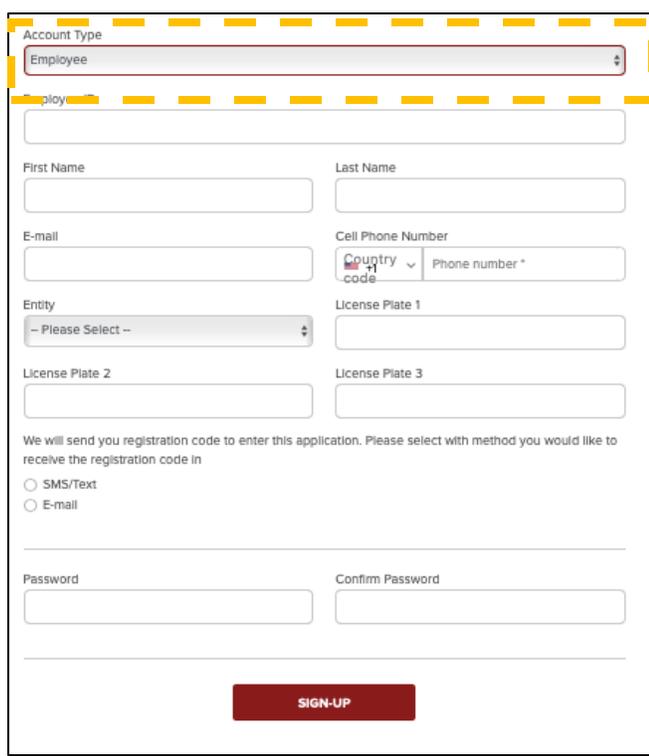
1 Visit <http://stanfordmedicinetransportation.org/parkingapp>

2 Click “Don’t have an account?”



The screenshot shows a login form with fields for Email and Password. Below the fields are two links: "Forgot Password?" and "Don't have an account?". The "Don't have an account?" link is highlighted with a yellow dashed box. A red "SIGN IN" button is at the bottom.

3 Select “Employee” under “Account Type”



The screenshot shows the account creation form. The "Account Type" dropdown menu is highlighted with a yellow dashed box and has "Employee" selected. Other fields include First Name, Last Name, E-mail, Cell Phone Number (with Country and Phone number sub-fields), Entity (dropdown), License Plate 1, License Plate 2, License Plate 3, Password, and Confirm Password. A "SIGN-UP" button is at the bottom.

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

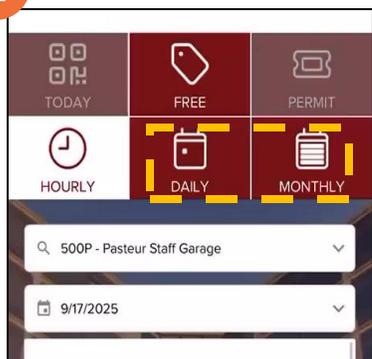
Please note that it may take up to 3 business days for your account to be reviewed and verified.

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



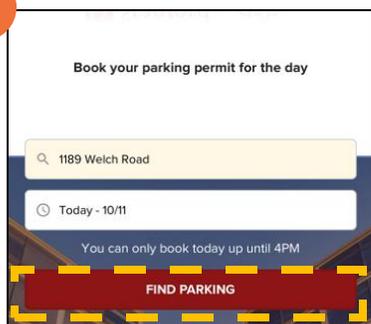
1

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.

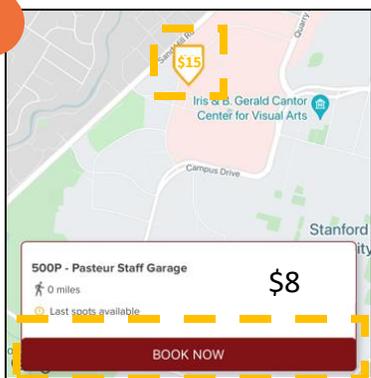
2



2

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

3



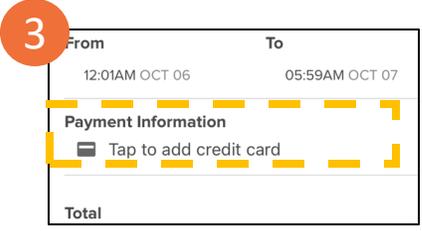
3

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

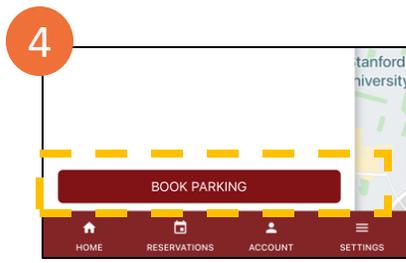
Purchasing a Daily or Monthly Parking Permit for the Hoover Pavilion Garage (HPG)



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

Multiple credit cards can be added to your payment information on the mobile app. One credit card will be the default payment option.

To change the default payment option, simply click the desired credit card you would like to switch to.

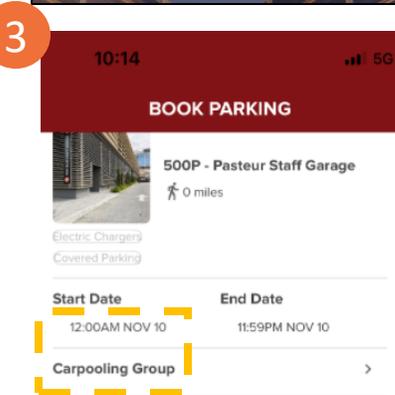
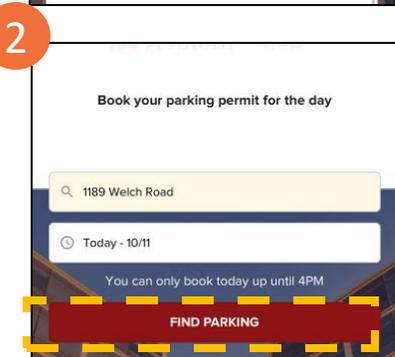
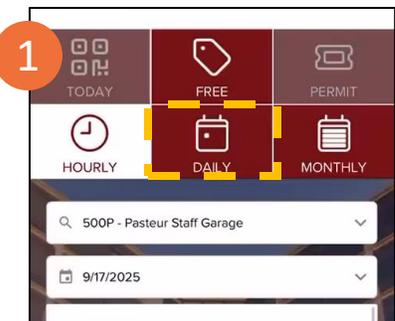


4 Tap “Book Parking” to confirm your reservation
You will receive an email confirmation of your reservation, and the confirmation will also appear in the “Reservations” tab of the app.

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](#)
Once the carpool sign up form is submitted,
Transportation Services will send a confirmation
email within 24 hours

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.

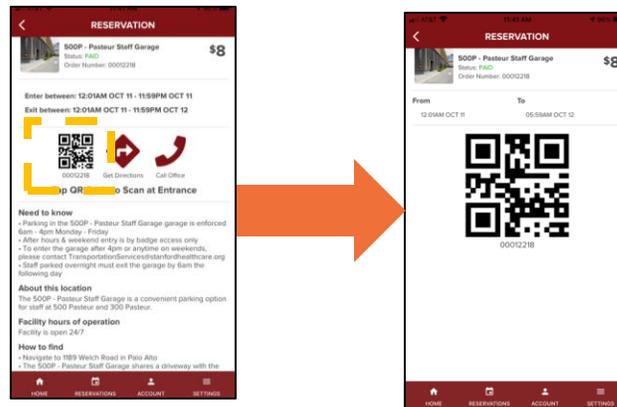
Step 3 Entering & Exiting the Hoover Pavilion Garage Daily/Monthly

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



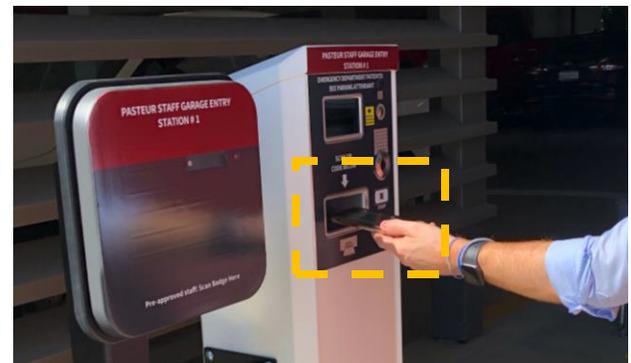
3 Tap on the QR code to enlarge it



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.

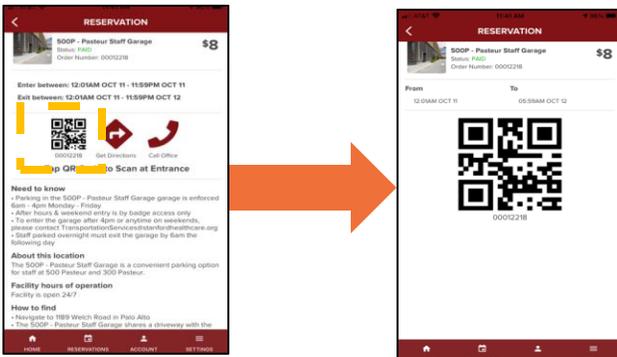
Exit is allowed between 12:01am on the day of the reservation – 5:59am the following day. If you have trouble exiting, push the intercom button on the machine, or call 650.736.8000



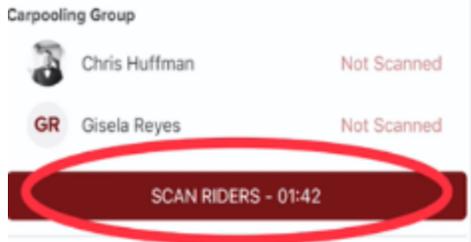
Step 3 Entering & Exiting the Hoover Pavilion Garage Carpool

- 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

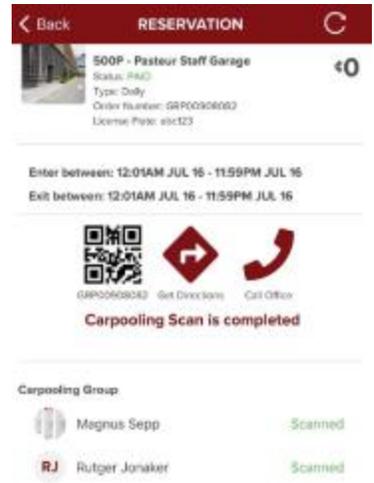
- 3 Tap on the QR code to enlarge it



- 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



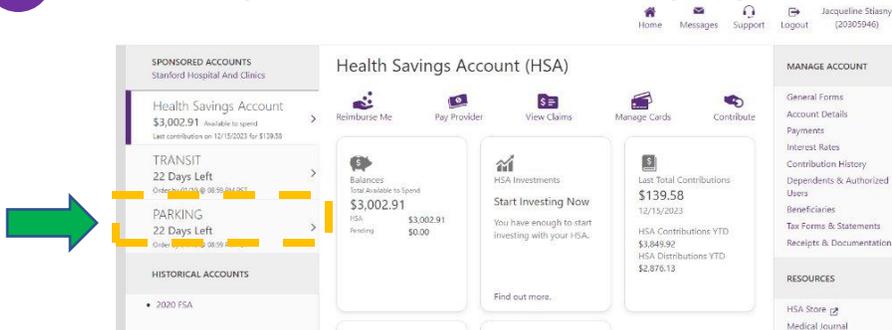
How to Use Pre-Tax Funds to Purchase Parking

- 1 Decide how many 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 month prior to use.
*For example, orders placed by August 10th, will add funds to your parking card by September 1st. If this is your first order, **your Parking card will be mailed** to the address on your HealthEquity account after the order is placed. For future parking orders, your card will be reloaded.*

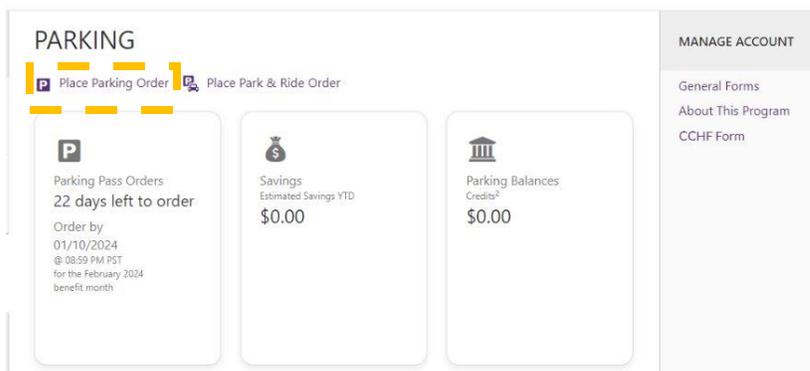
HealthEquity Parking card delivery note: Orders placed by the 10th of the month will arrive at the end of that month for use during the next month. For example, an order placed by January 10 will arrive by the end of January for February use. Orders placed after the 10th move to the next cycle, so an order on January 15 will arrive at the end of February for March use.

How to place an order for parking in HealthEquity

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



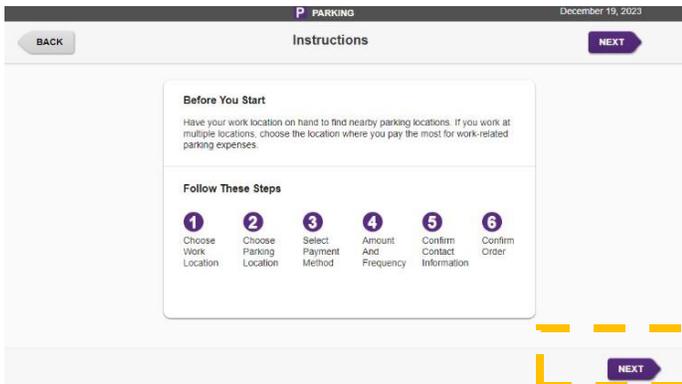
- 2.2 Click “Place Parking Order” to proceed to the next step.



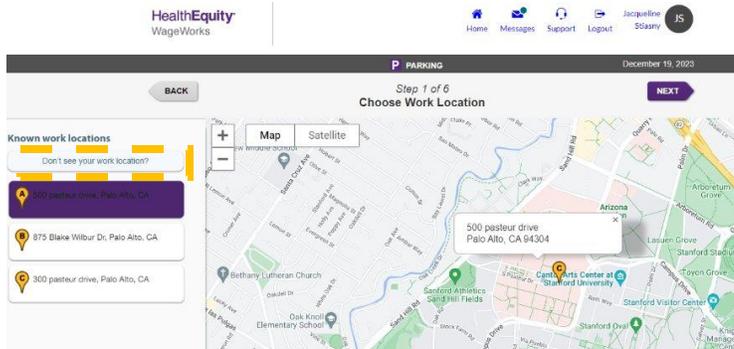
How to Use Pre-Tax Funds to Purchase Parking

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

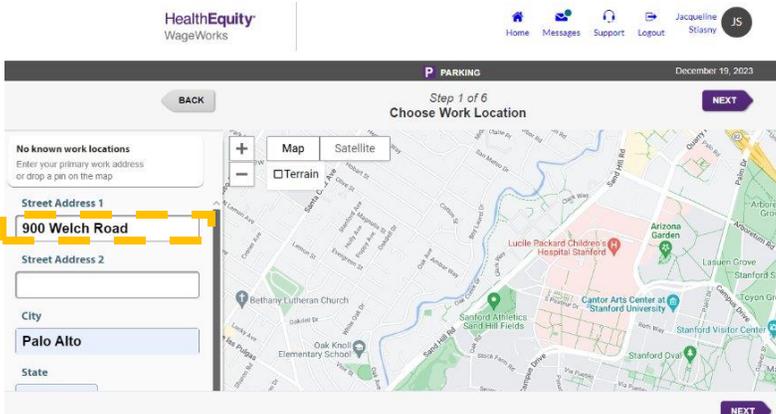
2.3 Read and click “Next”.



2.4 Select your **work location** or “Don’t see your work location” if it’s not on the list.



Optional: Manually enter your primary work location **if it is not listed.**

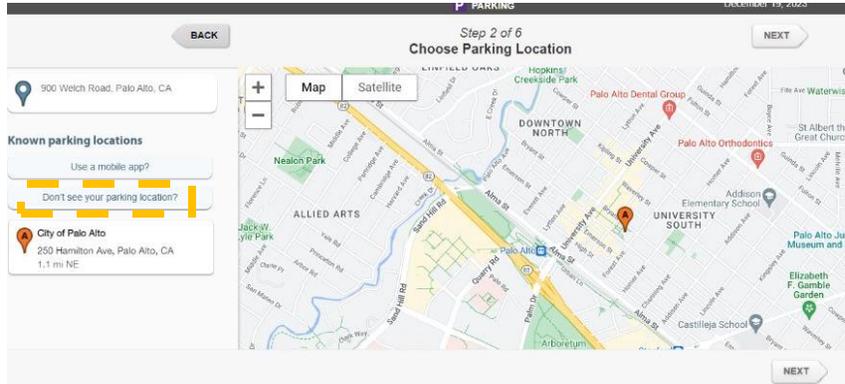


How to Use Pre-Tax Funds to Purchase Parking

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

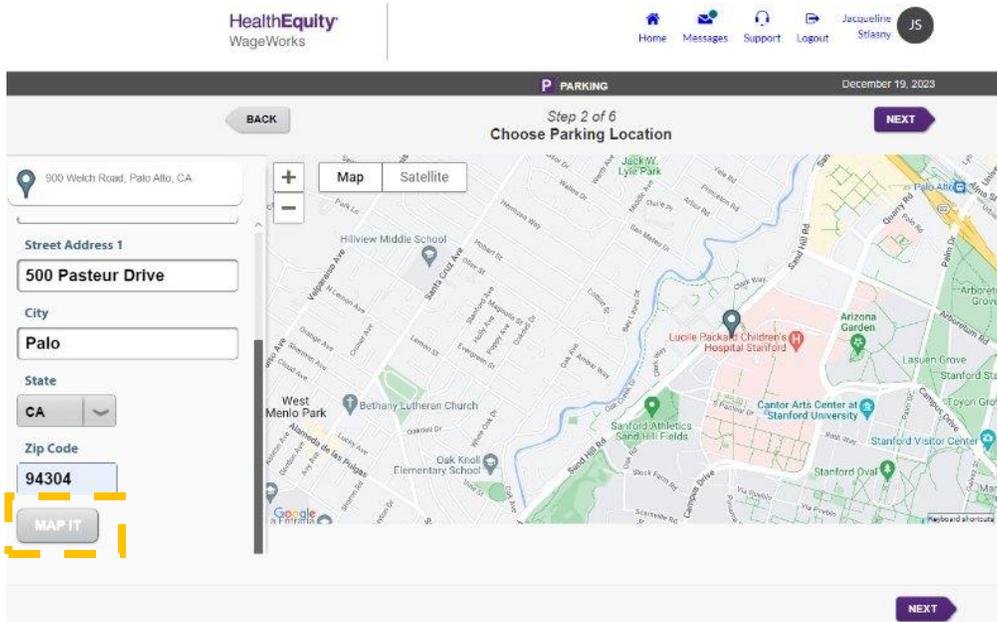
2.5

Select your **parking location** or “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.

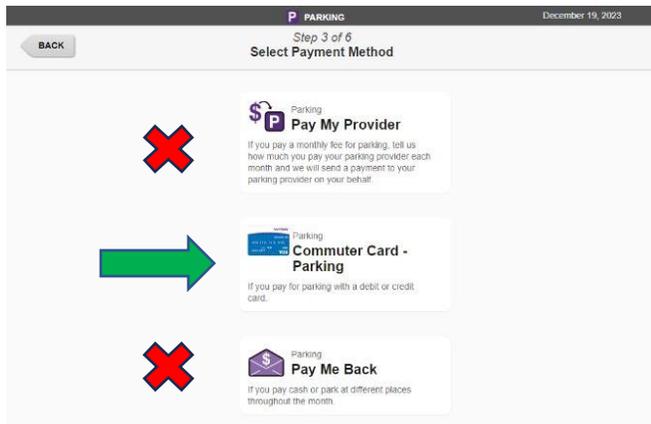
Optional: Manually enter your **parking location** and street address **if it is not listed**. Then, select “Map It”.



How to Use Pre-Tax Funds to Purchase Parking

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

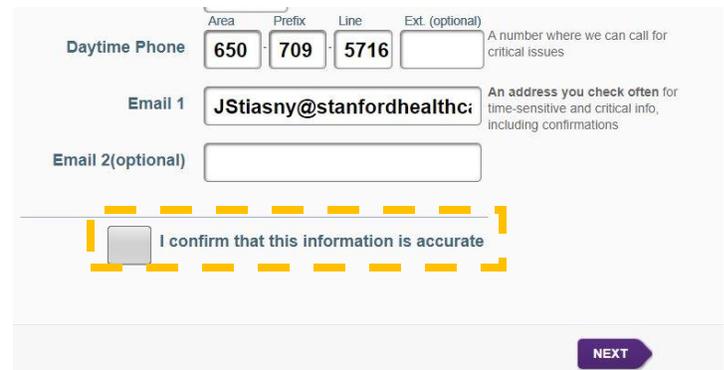
- 2.6 Select Commuter Card – Parking. **Do NOT** select “Pay My Provider” for any Stanford parking.



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



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

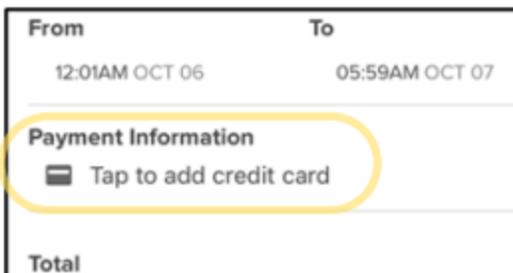


How to Use Pre-Tax Funds to Purchase Parking

- 3 The card will arrive in about three weeks. When the HealthEquity Parking Card arrives in the mail, link the card to the Stanford Medicine Parking App. This will allow you to pay for the parking with pre-tax dollars.

Optional: 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](#).