

Getting Started with Text2ParkMe!

Text2ParkMe is an SMS-based parking payment system that allows users to initiate, pay for, and extend temporary parking sessions directly from their mobile devices via text message. Its primary purpose is to provide a fast, app-free alternative for transient parkers to secure parking on the go. This article is intended for OPS-COM administrators to help them understand and support the end-user setup and SMS workflow.

Setup and Configuration

Before users can initiate a parking session via text, they must configure their profile and register a vehicle.

Admin Side: Administrators must ensure that the Text2ParkMe module is enabled and a dedicated phone number is provisioned for the organization.

User Side: Users must log in to their portal account and complete a one-time setup process to link their mobile device to their payment profile.

1. Log in to the OPSCOM-Go! User Portal and click **Your Profile**.
2. Enter a valid mobile phone number in the **Personal Information** section.
3. Scroll to the **Users Settings** section and locate the **Parking Expiry Reminder** field.
4. Select the preferred SMS reminder timeframe (e.g., 5, 10, or 15 minutes) or select **No reminder**.

5. Register a credit card and ensure the Text2ParkMe subscription is active. Detailed instructions can be found on the [Manage your Payment Methods & Subscriptions](#) page.
6. Register the vehicle license plate in the **Register the Vehicle(s)** section if one is not already present on the account.

Not all parking providers support Text2ParkMe. Ensure your organization has the module active and properly configured before communicating this functionality to your end-users.

Using this Feature

Administrators can use the following instructions to guide users through navigating the SMS text prompts to purchase or extend parking.

Initiating a Parking Session

1. Text **ParkMe** to the designated Text2ParkMe phone number provided by your organization using the registered mobile phone.
2. Text **P** to start parking or **Q** to quit the session.
3. Text the number corresponding to the desired parking lot from the provided list.
4. Text the number of minutes required for the parking session.
5. Text **C** to continue if the time is correct, or **L** to go back to the lot selection step.
6. Text the number corresponding to the registered license plate, or type the plate number directly if it is unregistered.
7. Text **C** to confirm the purchase or **L** to go back to the previous options.

8. Check your device for a confirmation text and email detailing the parking expiry time.

Extending a Parking Session

1. Text **E** to the designated Text2ParkMe phone number.
2. Follow the automated SMS prompts to add additional time to the active session.

Managing SMS Communications

Users can text the following system commands at any time to manage their messaging preferences:

- **Opt-out:** Text **STOP**, **STOPALL**, **UNSUBSCRIBE**, **CANCEL**, **END**, or **QUIT** to immediately halt all automated messages from the system.
- **Opt-in:** Text **START**, **YES**, or **UNSTOP** to resume receiving messages.
- **Support:** Text **HELP** or **INFO** for information on controlling messages and interacting with the system.

The SMS system is conversational. Every time a user texts the access number, the system will reply with clear instructions for the next required step.

Best Practices and Considerations

- **Promote reminder settings: Administrators should encourage users to enable SMS reminders during their initial setup.**

Receiving a text 5 minutes before parking expires significantly reduces accidental violations and improves the overall user experience.

- **Ensure profile accuracy: Remind users that their caller ID must exactly match the mobile number entered in their profile.** If a user attempts to text the system from a different phone, the system will not be able to locate their payment profile or registered vehicles.

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