

FlashValet Portal

How to Add New Users

Here is how you add users to the FlashValet App and the FlashValet Portal (for both FlashValet and FlashPARCS).

Topics:

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Add New User

1. Select the **Users** tab in the left menu of the FlashValet Portal <https://portal.flashvalet.com>.
2. Select **Add New**.

The screenshot displays the FlashValet Portal interface for 'FlashParking Sales'. On the left, a vertical sidebar menu contains various navigation options, with 'Users' highlighted by a dashed circle. The main content area is divided into two sections. The top section is a search form titled 'Search' with input fields for 'First Name', 'Last Name', and 'Role', and a 'Show Deleted' checkbox. Below the search form are two buttons: 'Search' and 'Add New', with the 'Add New' button circled by a dashed circle. The bottom section is a table titled 'Users' with columns for 'First Name', 'Last Name', 'Mobile', 'Email Address', and 'Type'. The table contains several rows of user data.

First Name	Last Name	Mobile	Email Address	Type
5	5			Dispatch
Allison	Noblitt		an@flashparking.com	GarageA
Allison Val	Demo 1		anval@flashparking.com	None
api	sidwalk		api@flashparking.com	Dispatch
Brea	K		bk@flashparking.com	Dispatch
Brea Val	Demo 1		bkval@flashparking.com	None
Carlos	Hernandez		ch@flashparking.com	Dispatch
Carlos Val	Demo 1		chval@flashparking.com	None
Catering	Validator		catering@fpsales.com	None
Chelsea	M		cm@flashparking.com	Dispatch
Chelsea	Moses		cmoseswarner@gmail.com	None
Chelsea Val	Demo 1		cmval@flashparking.com	None

- Enter the user information in the Details section, and include an **Email Address** for the Dispatcher user type to serve as the username.

The screenshot shows the 'Details' section of the user management interface. A search bar at the top is labeled 'Search Users'. The left sidebar contains various navigation options, with 'Users' selected. The main form area is titled 'Details' and contains the following fields and controls:

- Email Address:** A text input field with a red asterisk and 'required field' error message above it, circled in red.
- First Name:** A text input field with a red asterisk above it.
- Last Name:** A text input field with a red asterisk above it.
- State:** A dropdown menu.
- Mobile Number:** A text input field.
- Payroll ID:** A text input field.
- Password:** A text input field with a red asterisk above it.
- Repeat Password:** A text input field with a red asterisk above it.
- Master Valet:** A checkbox.
- Can Monitor:** A checkbox.
- Receive Email Alerts:** A checkbox.
- User Type:** A dropdown menu with 'Valet' selected.
- Location:** A dropdown menu.
- Ticket Type:** A dropdown menu.
- Front Desk:** A checkbox.
- Provider:** A checkbox.
- Validation User Only:** A checkbox.
- Validator Skip PIN:** A checkbox.

- Select **User Type** to manage the new user's access to the FlashValet App.

		Use Cases	
		Log in to Location	Log in to Garage (Garage Mode)
User Types	Valet		
	Dispatcher	X	
	Garage Manager		X
	Garage and Dispatcher	X	X

5. Select **Roles** to manage the new user's access to the **FlashValet Portal**:

Roles

Monthly Accounts

Operations

Payroll

Reports Only

Time And Attendance

Save New Cancel

		Use Cases		
		Location Manager	Monthly Accounts FlashValet	Accounting
Roles	Monthly Accounts	x	x	
	Operations	x		
	Payroll	x		
	Reports Only			x
	Time and Attendance	x		

Frequently Asked Questions

What settings should a location manager have?

Here is a sample user configuration that has access to both the FlashValet App and the FlashValet Portal:

The screenshot shows the user configuration page for Jane Doe in the FlashValet Portal. The page is titled "FlashParking Sales, Jane Doe" and includes a sidebar with navigation options such as Dashboard, Time And Attendance, Reports, Company Details, Ticket Search, Garages, Lots, Locations, Monthly, Operating Modes, Surveys, Users, My Details, Time Sheet, and Video Tutorials. The main content area is divided into sections: Details, Roles, and Override Rates.

Details

Created: 1/4/2018 11:14 AM

Email Address: (required field)

First Name: (required field)

Last Name: (required field)

State:

Mobile Number:

Payroll ID:

Password:

Repeat Password:

Master Valet:

Can Monitor:

Receive Email Alerts:

User Type:

Location:

Ticket Type:

FlashPARCS Tag:

Front Desk:

Provider:

Validation User Only:

Validator Skip PIN:

Roles

Monthly Accounts:

Operations:

Payroll:

Reports Only:

Time And Attendance:

Buttons: Save, New, Cancel, Delete

Override Rates

Operating Mode	Rate Plan	Pay Rate
No results found		

Add New

Why can't I log into the FlashValet app?

Ensure the user's **User Type** is set to **Dispatcher** or **Garage and Dispatcher**. Ensure the User Type is set to **Garage Manager** or **Garage and Dispatcher** for locations using **Garage Mode**.

How do I reset my password?

You can reset your password through the FlashValet App or Portal.

FlashValet Portal:

1. Go to **Users** > select user that needs password reset
2. Input a new password into the Password fields

Log In Screen (FlashValet App or FlashValet Portal):

Select **Lost your password?** prompt and follow the steps

What happened to the left menu options in the FlashValet Portal?

Selecting certain settings in the User details can limit the FlashValet Portal view. Things to check:

- Ensure your user does not have a Location linked on the Location drop-down
- Check that Reports Only is not selected