# Admin Portal
# How to manage Monthly and Residential Accounts in Manual Mode

You can manage your Monthly Parker's account details and parking
access through the Admin Portal.

## Topics:

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## Add New Account

1.  Select the Monthly tab in the left menu of the Admin Portal
    https://portal.flashvalet.com.

2.  Select a Location and click Add New.

3.  Complete the required information and enter the number of parking spots allowed for
    this account in the Parks.

4.  Click Save.

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5. Enter Contact and Vehicle Information.

6. Add a Mobile Number to allow parker to text request their vehicle.

7. Select Add New under the Cars section and enter vehicle information. Please note: The Nickname is required and will be how the system identifies the car if one account has multiple cars linked.

8. Add Decal and Key Tag numbers in the following format: [monthly location alpha prefix][6-digit number on the tag].

**Contacts**

| First Name | Last Name | Mobile Number | ID Tag |
|---|---|---|---|
| Jane | Doe | (555) 555-5555 | |

Add New

**Cars**

| Name | Make | Model | Color | State | License | Decal | ID Tag |
|---|---|---|---|---|---|---|---|
| BlueAccord | Honda | Accord | Blue | TX | 123ABC | XXX123456 | |

Add New

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Frequently Asked Questions

## What's the difference between Resident and Monthly Accounts?

A resident account holder can text ahead for their vehicle at any time, even if the vehicle tag is not scanned and there is no current issued valet ticket for that account.

A monthly account holder can only text ahead for their vehicle if their tag is scanned and the monthly valet ticket is currently issued.

## How are email addresses used?

Email addresses are only used for your own information and reporting purposes. In Manual Monthly Mode, our system will not email your parkers.

## How does the texting feature work for my monthly/resident parkers?

Monthly parkers with a mobile number registered to their account text Car to the location's dedicated phone number.

The system will prompt monthly parkers to specify which vehicle for accounts with multiple cars (e.g. Please text A for your Honda or B for your BMW.

The system sends the vehicle selection to the New tab in the FlashValet App for the attendant to accept.

## What are reports that I can run to manage my monthly parkers?

All the reports in the Admin Portal with the Monthly pre-fix will generate monthly parker data.

Popular reports include:

- Monthly Arrival Detail
- Monthly Departure Detail
- Monthly Parking Customer List

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