

Highlands Parking Management

Entity-Paid Options for Visiting Individual Parking

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Options for Covering Visiting Individual Parking and Transaction Fees with ParkMobile

ParkMobile offers several options for UAB and affiliated entities to reduce parking fees for patients, visitors, research participants, and others:

- Personal Pages (ParkMobile app not required)
 - Best for entities with a high number of visiting individuals unable to utilize ParkMobile app
 - Parking session started by UAB or affiliated group for individual upon arrival at the department or unit
 - Department uses “personal account” associated with credit card to cover 100% of parking and transaction fees for individual
- Promo Codes (requires using the ParkMobile app for parking sessions)
 - Best for entities able to communicate to visiting individuals in advance of arrival
 - Code provided to visiting individual and **applied before** starting a parking session
 - Parking session started in app after entering promo code
 - Reduce parking and transaction fees by 100%
- Validation Codes (requires using the ParkMobile app for parking sessions)
 - Best for when visiting individuals have already started a parking session
 - Parking session started in app upon arrival
 - Code provided to visiting individual and **applied to an active** parking session
 - Reduce parking and transaction fees by 100%

Note: These options should not be used to pay for UAB employee parking (including HSF and Health System employees) with limited exceptions. Contact UAB Transportation management to discuss possible exceptions.

Option 1: Personal Pages

“Personal pages” may be set up by entities and used to cover parking and transaction fees on behalf of visiting individuals. Individual arrives at entity location and provides vehicle information. Parking session is started by entity on the individual’s behalf. All parking and transaction fees are paid via the payment method used by the entity in setting up the account. To setup, see section at end of document entitled “Setting Up a ParkMobile Personal Page.”

1. Visiting individual process
 - a. Individual parks vehicle in hourly parking area indicated by ParkMobile signage
 - b. Individual captures and provides the entity representative with the following information
 - i. Name
 - ii. Vehicle license plate number
 - iii. Parking zone number (located on signage in lot)
2. Entity enters visiting individual information into ParkMobile Personal Page
 - a. Use a browser to visit ParkMobile Personal Pages
 - i. Link: <https://dlweb.parkmobile.us/Phonixx/personalpages/login.aspx>
 - ii. **Note:** To setup an account, see section “Setting Up a ParkMobile Personal Account (Personal Page)” at end of document.
 - b. Enter email address into the “Enter your username” blank.
 - i. **Note:** Email address must be accessible by entity representatives to access OTP code and manage parking activities (i.e., inputting visitor vehicle information).
 - c. Select “Send OTP”
 - d. Login to the email account associated with the account to
 - i. Identify the email (from info@alerts.parkmobile.io)
 - ii. Enter the code into the “Enter verification code” blank
 - e. On the “Personal Pages” screen, select “Start parking” from the left-hand column
 - f. **Important:** You must select the “Visitor” tab to input the visiting individual’s information.
 - g. Enter the following information for the visiting individual
 - i. “Name”
 - ii. “License Plate Number”
 - iii. Select “United States” from the “Country” drop-down menu
 - iv. Select “Alabama” from “ST/Prov” drop-down menu
 - v. “Zone” number (number is on ParkMobile signage)
 - vi. “Email address”
 - h. Select “Start Parking”
 - i. Visiting individual has no fee and all parking and transaction fees are paid via the payment method set up in the personal account of the entity.
 - i. **Note:** Entity will be responsible for initial fees any fees associated with extension of parking session.
3. UAB Transportation provides a 20-minute grace period between the time parked vehicle is identified by LPR system and active parking session being created by entity.

Option 2: Promo Codes

Promo codes are entered prior to starting a parking session. Code is entered into the ParkMobile app followed by a parking session being activated upon arrival. Promo codes reduce 100% of parking and transaction fees for visiting individual and are applied to bill for UAB or affiliated entity.

1. Entity provides UAB Transportation with the following information
 - a. Entity Name
 - b. Entity Contact
 - i. Name
 - ii. Phone
 - iii. Email
 - c. Billing Contact (if different from entity contact)
 - i. Name
 - ii. Phone
 - iii. Email
 - d. Payment method
 - i. GL/GA account string (full account number)
 - ii. Check
 - iii. Credit card (incurs 3% transaction fee)
 - e. Total number of promo codes expected for the year (only charged for codes used)
2. UAB Transportation
 - a. Works with ParkMobile to create codes
 - b. Sends entity promo codes
 - c. Bills entity for promo codes used
3. Visiting individual process
 - a. Entity provides individual with promo code.
 - b. Individual uses ParkMobile app to enter promo code.
 - i. In the app, select “Settings,” the “Add New”
 - ii. Enter the promo code, then “Save”
 - c. Individual arrives at Highlands and parks vehicle in hourly parking area indicated by ParkMobile signage.
 - d. Individual uses ParkMobile app to start a parking session.
 - i. Input parking zone number (located on signage in lot)
 - ii. Set duration of parking session (i.e., 1 hour, 2 hours, etc.; maximum 8 hours)
 - iii. Enter vehicle information
 - iv. Apply promo code for payment method
 - v. Note: Option to create account to make future parking sessions easier.
 - e. Fee is reduced to \$0 for individual and billed to entity.
 - i. Note: Entity will be responsible for initial fees any fees associated with extension of parking session.
 - f. Individual continues to entity’s location.

Option 3: Validation Codes

Validation codes are applied after an active parking session is started in the ParkMobile app. Validation codes reduce 100% of parking and transaction fees for visiting individual and are applied to bill for UAB or affiliated entity.

1. Entity provides UAB Transportation with the following information
 - a. Entity Name
 - b. Entity Contact
 - i. Name
 - ii. Phone
 - iii. Email
 - c. Billing Contact (if different from department contact)
 - i. Name
 - ii. Phone
 - iii. Email
 - d. Payment method
 - i. GL/GA account string (full account number)
 - ii. Check
 - iii. Credit card (incurs 3% transaction fee)
 - e. Total number of validations expected for the year (only charged for codes used)
2. UAB Transportation
 - a. Works with ParkMobile to create codes
 - b. Sends entity validation codes
 - c. Bills entity for validation codes used
3. Visiting individual process
 - a. Individual arrives at Highlands and parks vehicle in hourly parking area indicated by ParkMobile signage.
 - b. Individual uses ParkMobile app to start a parking session.
 - i. Input parking zone number (located on signage in lot)
 - ii. Set duration of parking session (i.e., 1 hour, 2 hours, etc.; maximum 8 hours)
 - iii. Enter vehicle information
 - iv. Setup payment method (credit/debit card only)
 - v. Note: Option to create account to make future parking sessions easier.
 - c. Individual arrives at entity's location.
 - d. Entity representative provides validation code.
 - e. Individual enters validation code into the ParkMobile app.
 - f. Fee is reduced to \$0 for individual and billed to entity.
 - i. Note: Entity will be responsible for initial fees any fees associated with extension of parking session

Setting Up a ParkMobile Personal Page

1. Visit the ParkMobile Personal Page
 - a. Link: <https://dlweb.parkmobile.us/Phonixx/personalpages/login.aspx>
2. Select “Sign Up Now”
3. Choose membership option
 - a. Select “Basic Membership (free)”
4. Enter Personal Details
 - a. Example
 - i. First Name – UAB
 - ii. Last Name – Transportation
 - iii. Email Address – transportation@uab.edu
 1. **Important:** Email address must be accessible by entity representatives to log in for future parking activities (i.e., inputting visitor vehicle information).
5. Enter Mobile Phone and Vehicle Details
 - a. Example
 - i. Mobile Number – 205-934-3513
 - ii. License Plate Number – S0001A
6. Select “Next”
7. On the ParkMobile Wallet page, select “No” from the drop-down menu, then select “Next”
8. Select payment method from available options
 - a. PayPal
 - i. Enter PayPal information, then select “Next” (skip to step 9).
 - b. Visa, Mastercard, Discover, American Express, JCB
 - i. Enter Primary Credit Card information, then select “Next”
9. Your account setup is complete.
10. Manage your account.
 - a. Use the appropriate section under “Management” to change information including
 - i. Alerts & Messages
 1. Turn on/off messages via email or mobile phone for
 - a. Parking session started
 - b. Parking session ended
 - c. Parking reminder (extending parking)
 - d. Overnight reminders
 - e. Payment receipts
 - ii. Payment Method
 1. Update payment information
 - b. Use the “Payment History” link under the “Overview” section to review parking sections by date
11. Return to **“Option 1: Personal Pages”** for instructions to start a parking session for a visiting individual.