How to **easily** access your parking lot?

*The **user guide** to understand your new access system*

My first steps as a user

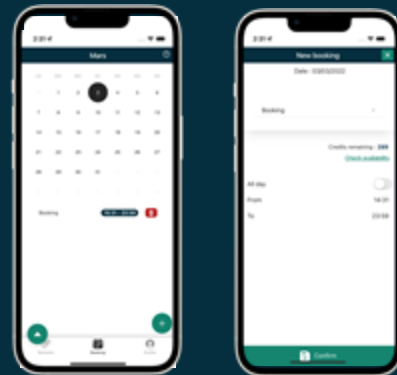Concretely, what are the steps I need to follow to access my parking lot?

1. In due time, **you will receive an e-mail invitation** in your inbox. You have nothing to do prior to receiving the invite.

2. **Accept the invitation** and setup a password for your user account.

3. Edit your profile to **add your license plate number**. This is crucial for a smooth parking access.

4. **Download the "Izix" app**. At this point, you will have received another email with a link that directly connects you to the Store.

5. **Log in** with the same email and password. The app is required as it offers functionalities that are not available on the web interface.

Booking Access (BOOK)

How to book a parking spot (through the mobile app)?

1. **Log in** to your app
2. Click on "**Booking**" in the menu at the bottom of the screen
3. **Select** in the calendar **the day** for which you wish to make a booking
4. **Click on "+"** at the bottom right of your screen.
5. **Choose your access** and **specify the booking period**
6. Press "**Confirm**"
7. You now have an **access right to the parking on the schedule of your bookings**
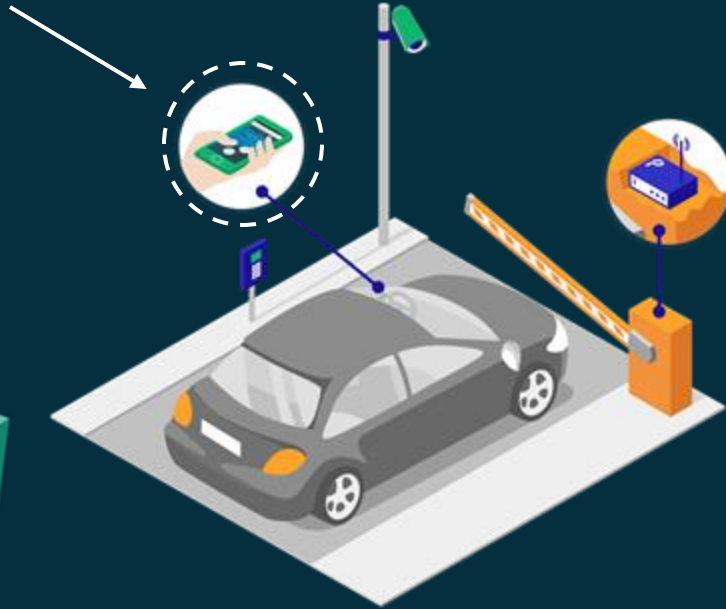
Booking Access (BOOK)

How to cancel a booking?

Via the **Izix mobile app:**

1. Click on **"Booking".**
2. Click on the date on which you want to delete your booking
3. Click on the "**Delete" icon** to the right of the booking to be cancelled
4. Click on **"Delete"** to confirm

How do I get access through the **app**?

Entrance :

1. Once in front of the parking, **turn on your internet connection & your geolocation**
2. Open your **Izix app**
3. Click on the remote linked to your reservation of the day
4. Press "**Enter**" and the gate will open

Exit :

1. Once in front of the exit gate, **turn on your Internet connection & your geolocation**
2. Open your **Izix app**
3. Click on the remote linked to your reservation of the day
4. Press the "**Exit**" button and the gate will open.

How do I get access through number plate recognition? (Camera device required)

Entrance :

1. Once in front of the parking, **drive slowly** towards the barrier. The camera will read your license plate and **the gate will open** if you have a **valid access**.
2. Get in

Exit :

1. To exit the parking, **drive slowly** towards the barrier. The camera will recognize your license plate number and **the gate will open** if you have a **valid access**.
2. Leave the parking

Warning: To access the parking through number plate recognition, do not forget to register your license plate.

How can I access through code? (Keypad required)

Entrance :

1. Once in front of the parking lot, enter your **personal code** (******#) on the **keypad** and the gate will open if you have a valid access.
2. Get in

Exit :

1. Once in front of the parking lot, enter your **personal code** (******#) on the **keypad** and the gate will open if you have a valid access.
2. **Leave** the parking lot

Tip : do not forget to enter "#" after your 6-digit code.

Troubleshooting **for the mobile app – For app use**

/Z/X

Login: *"I can't log in to the app"*

→ Make sure you accepted the Izix invitation and set up a password
→ Make sure you have downloaded the **IZIX app**
→ Make sure you are connected to **WIFI / 4G**

Access to the parking: *"I can't access the parking"*

→ Make sure you are connected to **WIFI / 4G**
→ Make sure you have **allowed the app** to access your **geolocation** (iOS ↖ / Android ↖)

Localisation: "*You receive the message "Too far from gate""*

→ Make sure your geolocation parameters are at the finest level (Android ↖)

Troubleshooting **with** automatic number plate recognition – For camera use

Registered license plate: "*I can't access the parking with ANPR*"

→ Have you registered your number plate on your Izix account ?
([Help Center ↖](#))

Readable license plate:

→ Make sure your license plate remains clean so it can be read easily

Vehicle position & speed:
→ Make sure your vehicle is positioned in the cameras' line of sight and drive slowly towards the access gates. Once you are in front of the gates, please stop for a few seconds.

Troubleshooting **with personal code – For keypad use**

Parking access: "My code doesn't work"

→ Make sure you have **entered "#" after your 6-digit code** (you will find it in your mobile app and on the web platform)

A question, a problem?

Access our **help center** and support through the app.