

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?

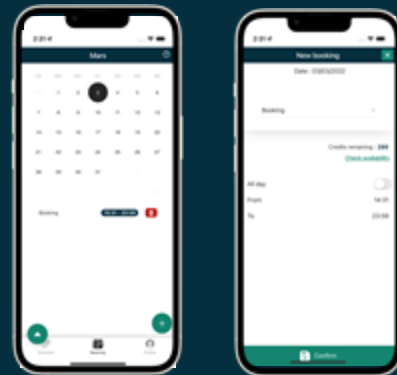
1. In due time, **you will receive an e-mail invitation** in your inbox. You have nothing to do prior to receiving the invite.
2. **Accept the invitation** and setup a password for your user account.
3. Edit your profile to **add your license plate number**. This is crucial for a smooth parking access.
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.



First Come First Served (FCFS) Access

How to gain access to the parking facility with FCFS Access?

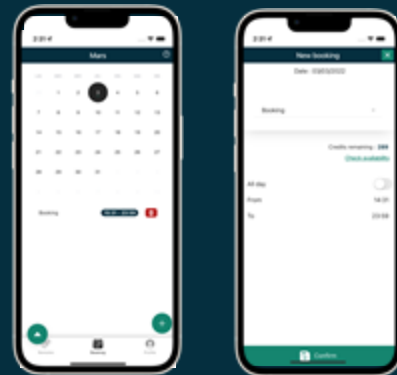
1. **Log in** to your app
2. Click on "**Remotes**" in the menu at the bottom of the screen
3. **Select** in the calendar **the day** for which you wish to make a booking
4. **Click on "+"** at the bottom right of your screen.
5. **Choose your access** and **specify the booking period**
6. Press "**Confirm**"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



Booking Access (BOOK)

How to 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)



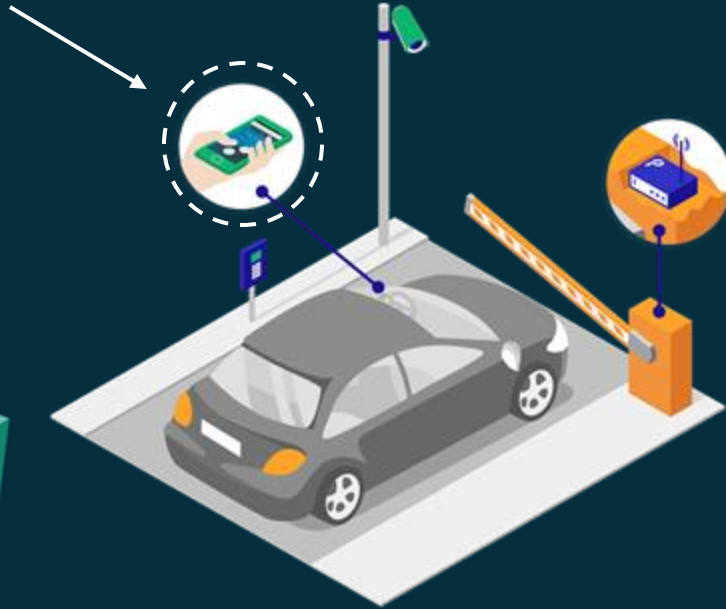
How to cancel a booking?

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. To do so, follow these steps: [Help Center article](#)

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 :

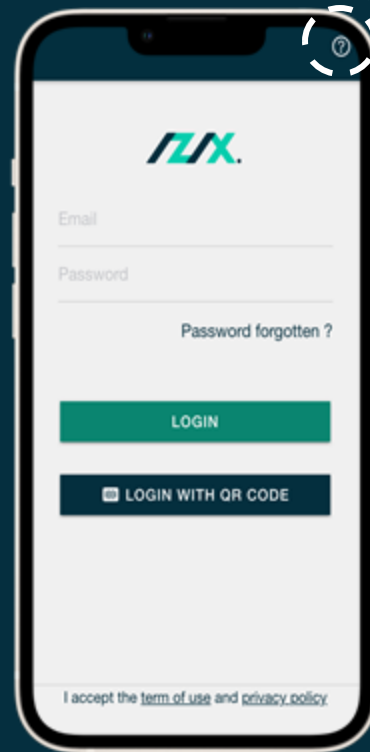
1. Once in front of the parking lot, enter your **personal code** (*****#) on the **keypad** and the gate will open if you have a valid access.
2. **Leave** the parking lot



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

A question, a problem?

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



Troubleshooting for the mobile app – For app use



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)