

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

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



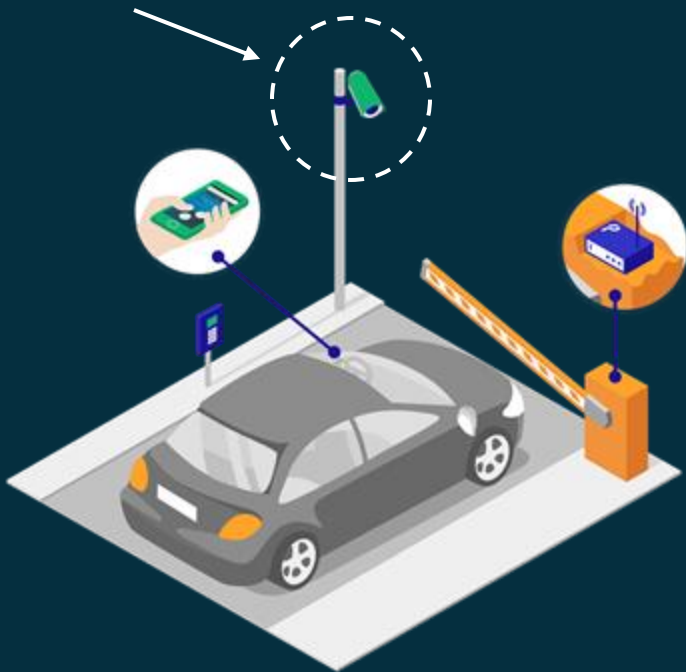
My first steps as a user

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. You will then end up in your account on the software. You can take time browsing the interface and checking your account information.
3. **Download the “Izix” app**. At this point, you would have received another email with a link that directly connects you to the Store.
4. **Log in** with the same email and password.



How do I get access through **number plate recognition**?



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 there are still available spots**
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**?



Entrance :

1. Once in front of the parking lot, enter your **personal code** (*****#) on the **keypad** and the gate will open **if there are still available spots**.
2. Get in

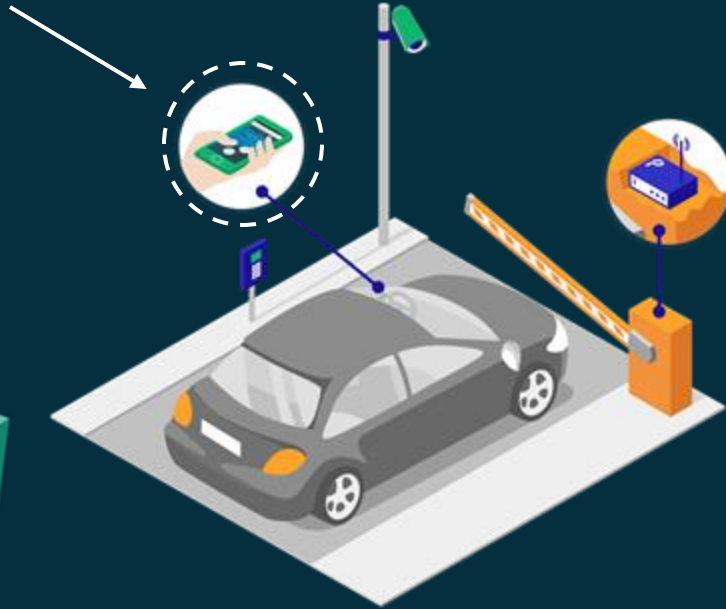
Exit :

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.

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. Press "**Enter**" and the gate will open **if there are still available spots**


Exit :

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

Troubleshooting with automatic number plate recognition



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



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)

Troubleshooting for the mobile app



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

- 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"*

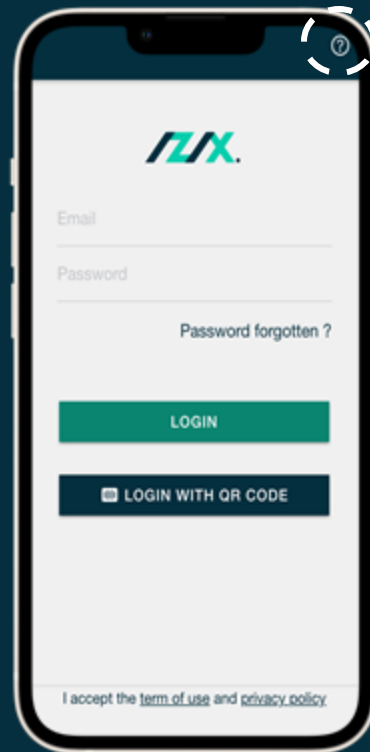
- Make sure you are connected to **WIFI / 4G**
- Make sure you have **allowed the app** to access your **geolocation** ([iOS](#) ↗ / [Android](#) ↗)

Location: "I get the error message "Located too far from the barrier"

- Make sure your geolocation is in "high accuracy" mode ([Android](#) ↗)

A question, a problem?

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



RIX