



Fountainhead Heights – Garage Parking FAQ



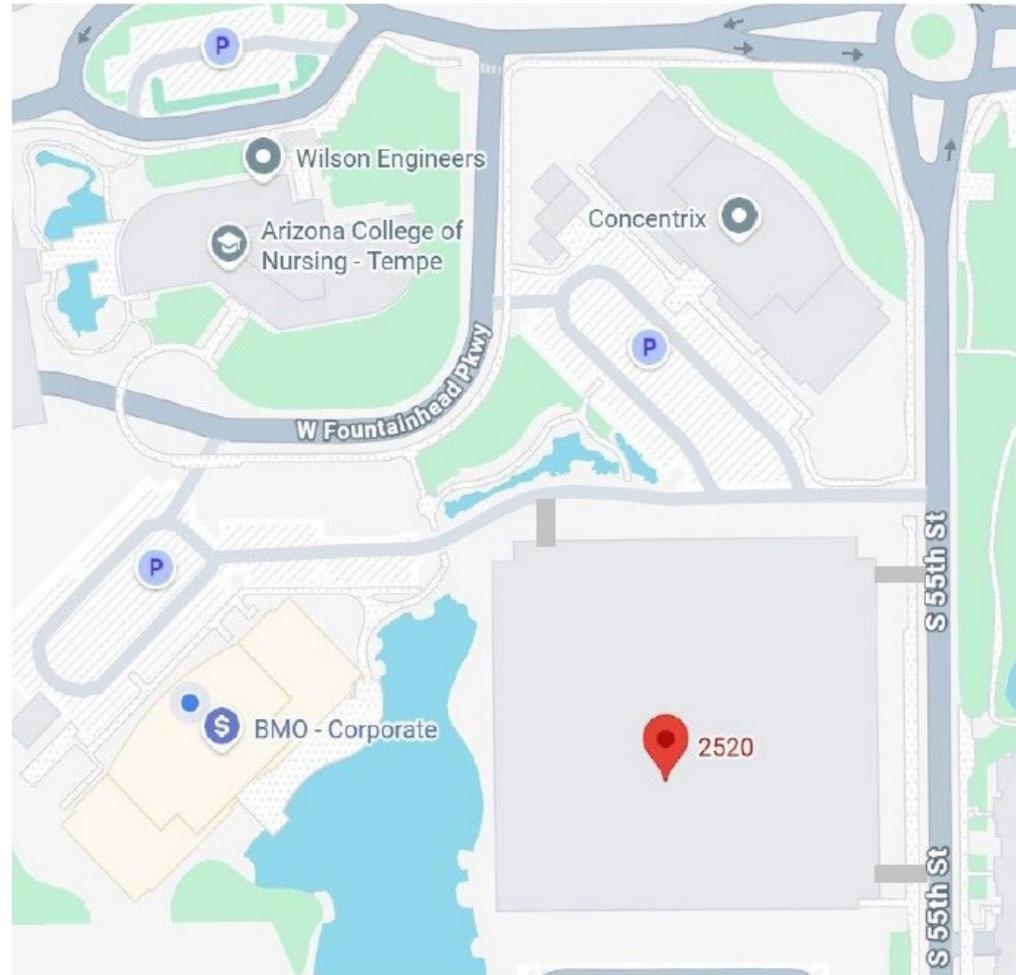
Garage Address – 2520 S. 55th Street



Garage Entrance Locations

There are three 3 entrances into the garage:

- ✓ 2 Entrances are on S. 55th Street
- ✓ 1 Entrance is on the north side of the parking garage





What to expect at each garage entrance:

When approaching the parking garage from the **north** or **S. 55th Street**, each entrance will look similar.

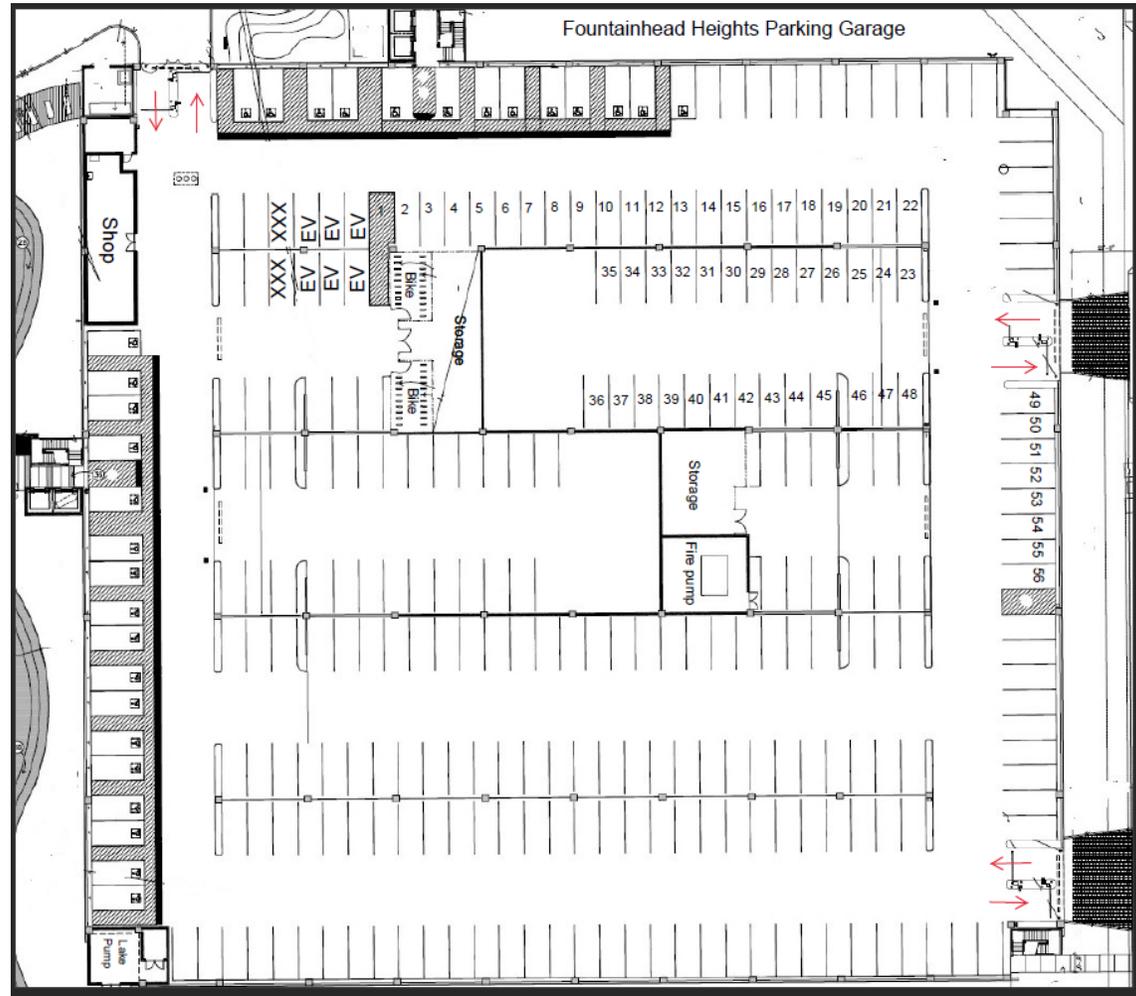
Please pull forward to the **parking arm** and **come to a complete stop**. The **kiosk** will be located on **your left**, as shown.



Where can I park?

Garage parking is **first come, first served**, with the following exceptions:

- ✓ AZ College of Nursing Students may park on the 5th or 6th floors only
- ✓ (6) EV Charging spaces are available –
 - ✓ Please use EV spaces only while actively charging
 - ✓ Kindly move your vehicle once charging is complete.
- ✓ Reserved spaces (numbered or a signed) are not part of open parking.
 - ✓ Please contact your Office Manager with questions regarding reserved parking.





How do I gain access to the parking garage?

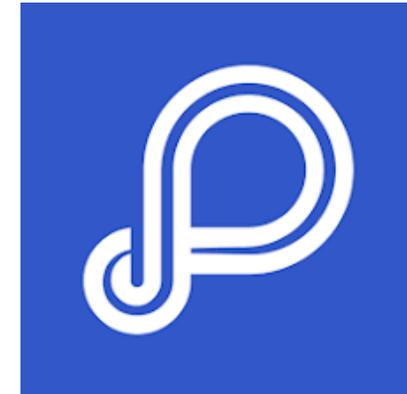
Please contact your Office Manager and provide the following:

- ✓ First and last name
- ✓ Vehicle make and model
- ✓ Vehicle color
- ✓ License plate state
- ✓ License plate number



Downloading and using the App to access the parking garage:

- 1) On your mobile device, download the **ParkWhiz** app from the **App Store** or **Google Play**.
- 2) Once installed, open the app to get started.



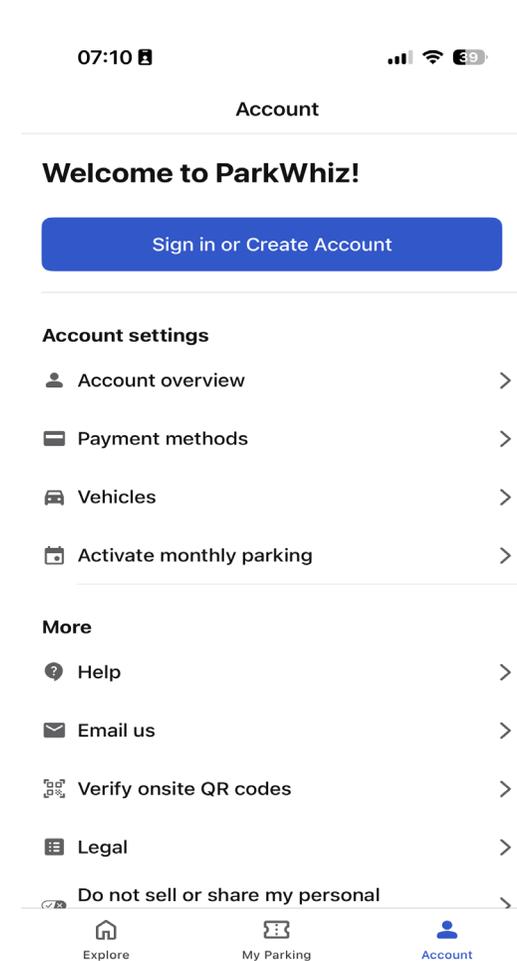
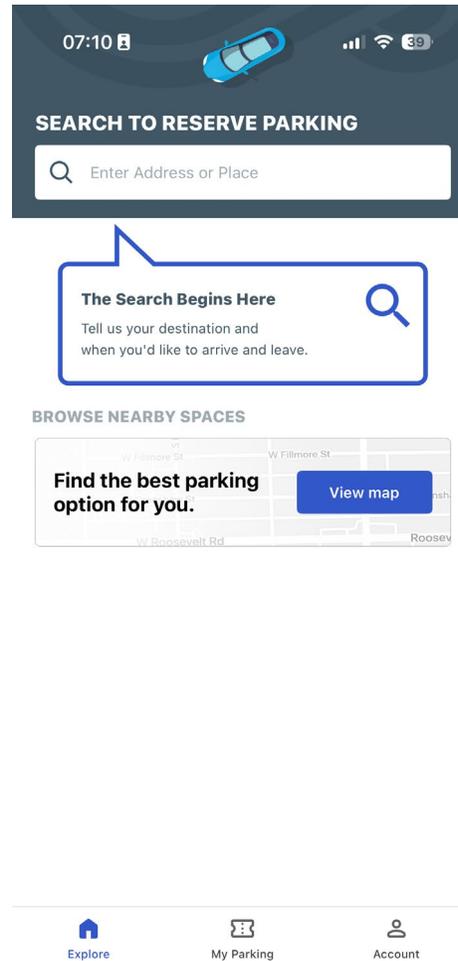


Click on “get started”

Tap on the “account” icon on the bottom right

Select “sign in or create account”

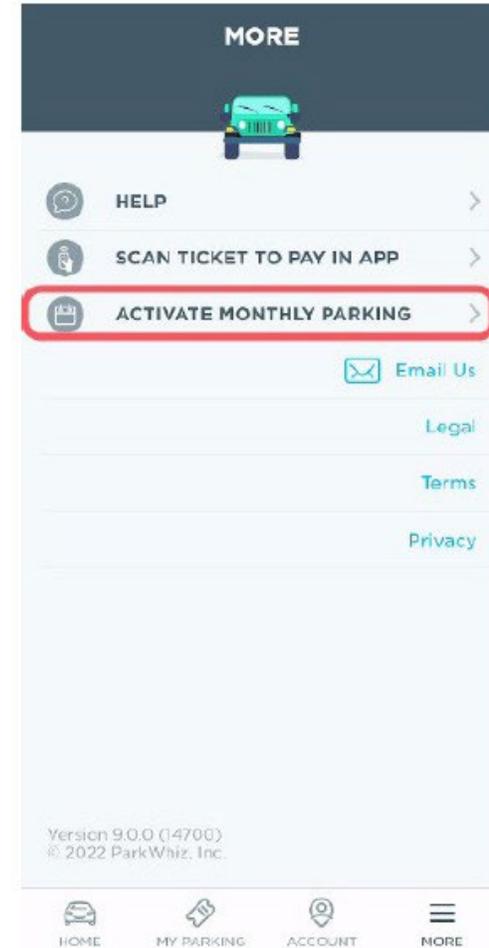
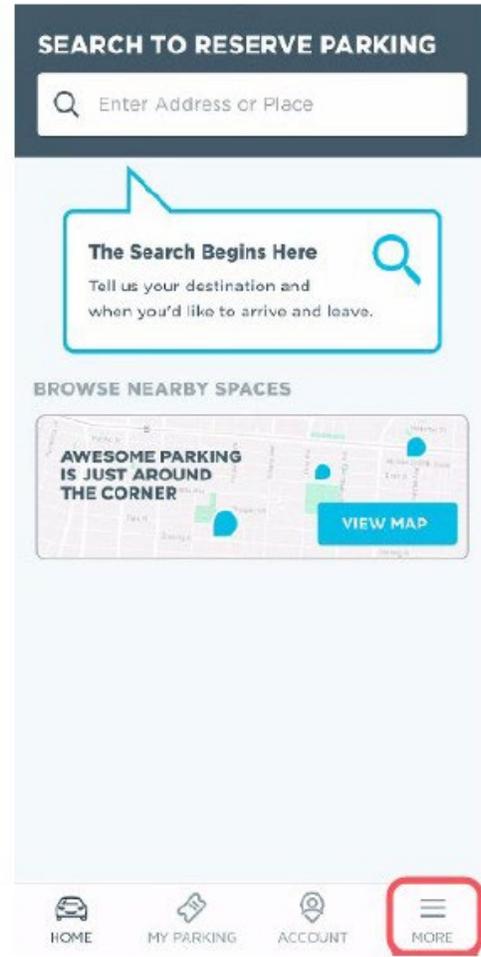
You will get a verification code sent to your email that you will provide in this app





Tap on the “more” icon on the bottom right (three horizontal bars). If that option is unavailable, click on “account”

Select “Activate Monthly Parking”

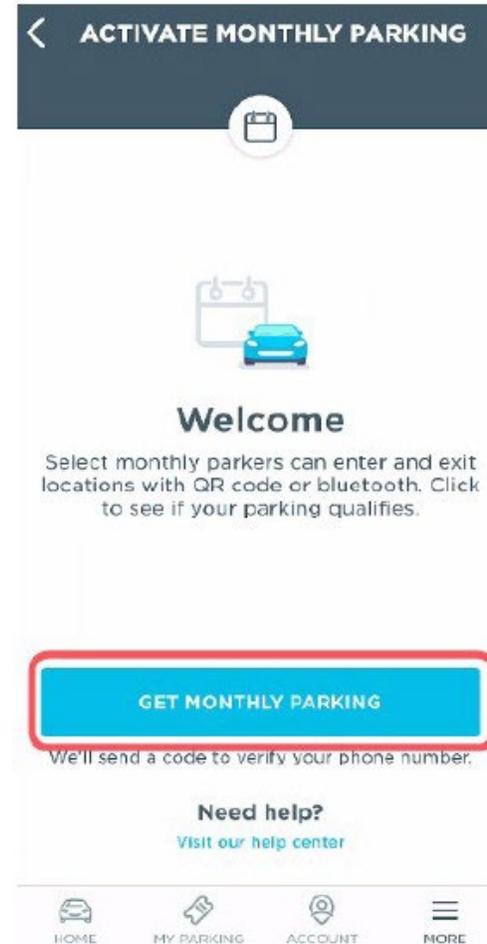




Tap on the “Get Monthly Parking”

A popup text message will appear on your screen

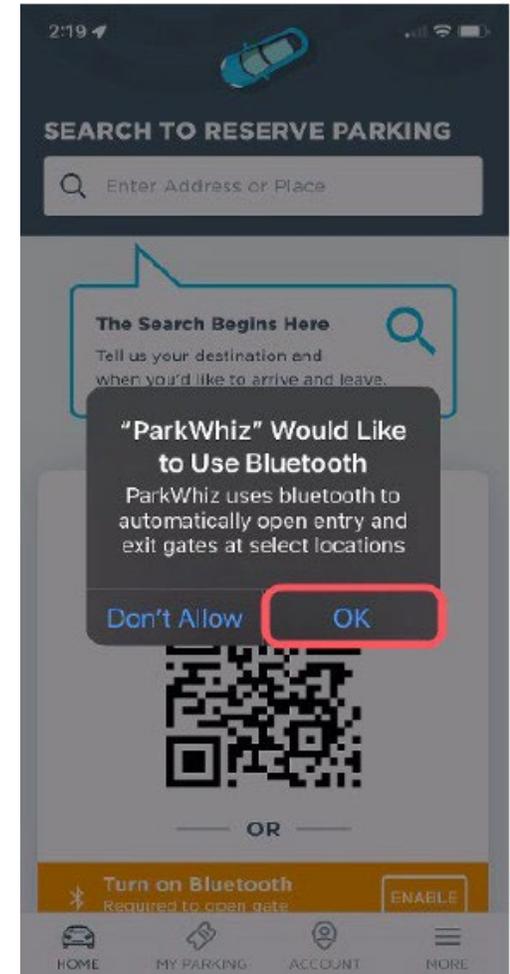
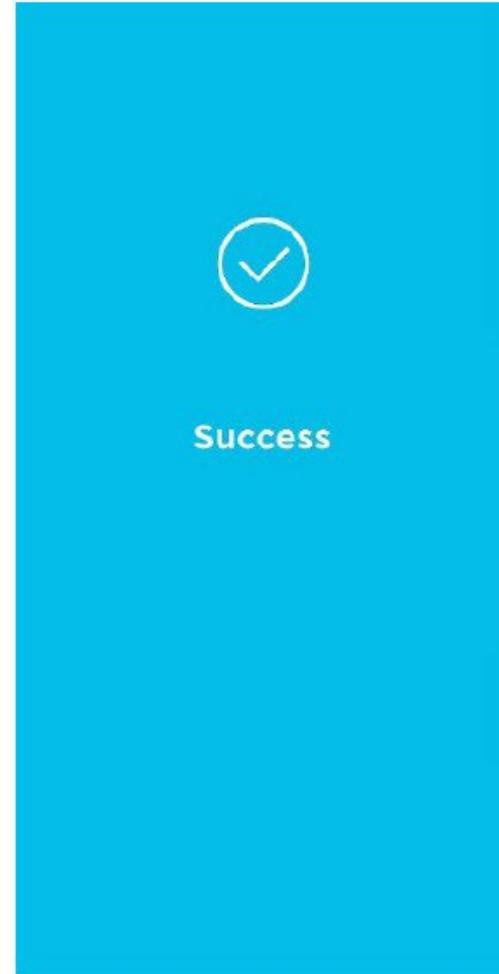
Send the automatic generated code composed in the text message (this will verify your cell phone)





The system will respond via text message confirming the device has been registered and the app will confirm with a success screen.

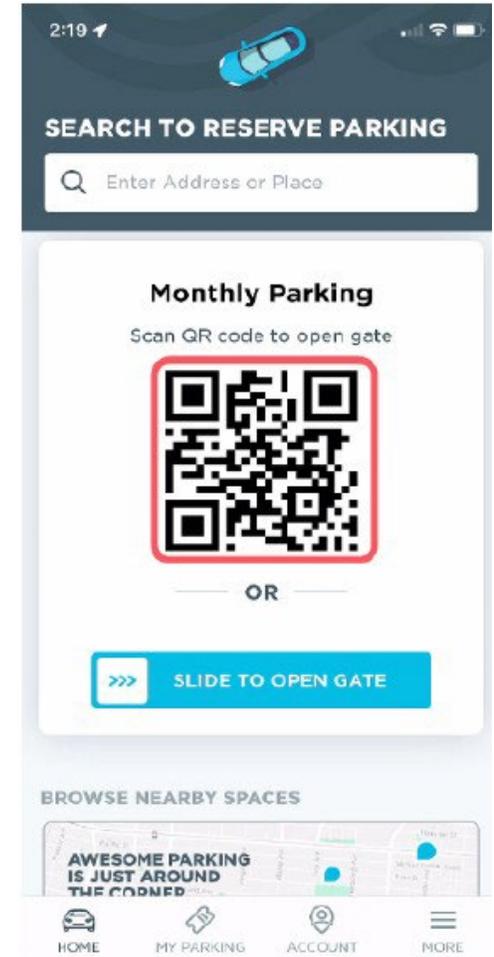
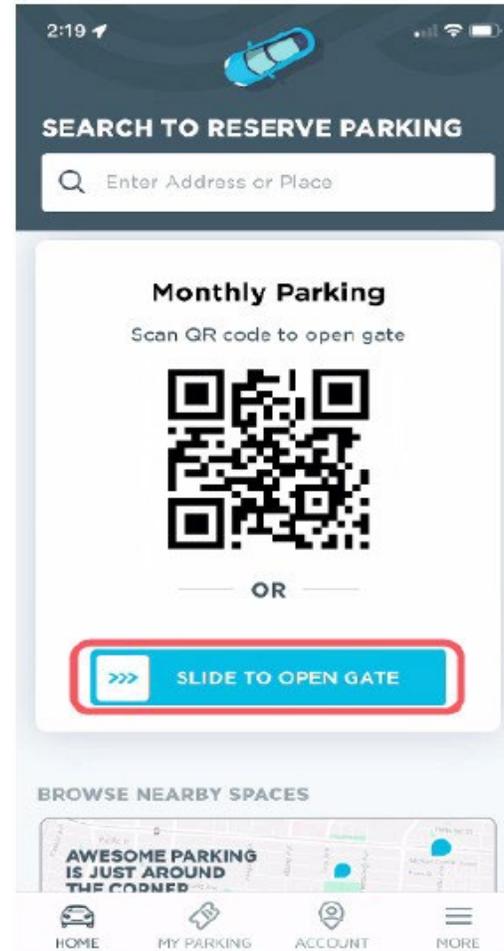
A phone setting popup message will ask permission to use Bluetooth. Tap OK to allow the app to use the mobile device's Bluetooth.





Using the ParkWhiz App

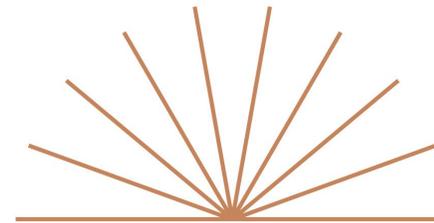
- 1) Make sure your vehicle is within arm's length of the kiosk.
- 2) Open the **ParkWhiz** app on your mobile device.
- 3) From the **Home** tab, either **slide to open** or tap **Open Gate** to raise the parking arm.
- 4) **QR Code Access (Secondary Option):** Scan the QR code on the kiosk's laser reader to raise the arm. *(You can tap the QR code on your screen to enlarge it.)*





Troubleshooting Tips & Tricks

- ✓ The “**Activate Monthly Parking**” function won’t work until Property Management programs your info.
- ✓ Make sure **Bluetooth** is turned on.
- ✓ Only **one phone number** can be linked to your mobile device.
- ✓ Use **your own credential** to enter/exit; sharing it will prevent access.
- ✓ Do **not piggyback** (follow another car); this will cause errors.
- ✓ The app only works **while in your vehicle**; testing on foot will not work.
- ✓ If you have trouble **exiting**, pull up to the kiosk and press **Help**. A 24/7 call center can raise the arm. *(They cannot let anyone in.)*
- ✓ If you **change vehicles**, report the new info to your Office Manager.



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— HEIGHTS —

Still Have Questions or Issues?

Please contact your **Office Manager** and provide as much detail as possible, including:

- ✓ Which entrance you were using
- ✓ The date and time you attempted to use the **ParkWhiz** app