

USER DOCUMENTATION

Users will have three possible ways of first contact with our system.

- 1) They will begin by using the website and creating an account or logging in.

By this way, the user will have to provide their name, phone, email, license plate, credit card information and of course password, to create an account. Once the required credentials have been inputted, they will be saved in the database and the user will be able to log in next time using their email and password.

The user will then be able to view a map of the garage at the current time, or will be able to make a reservation by selecting a future date and time, and will be able to view a map of available places at the time selected as well.

User's will also have to specify if they want an eco-charging spot.

The user will receive a confirmation number and text one the reservation is confirmed.

When the customer arrives at the garage, their license plate will be recognized and they will be able to enter the garage. If a user's license plate is not recognized, they will be prompted for the confirmation number on the console interface. This allows the user to take different cars or even share spots.

The user will then be directed to their spot using a navigation algorithm.

The user should arrive within a half hour of their reservation or their reservation will be considered null. They may still be able to park as a walk-in if they arrive after the grace period.

The user will be expected to leave by or before their reservation finish time. They will not be towed or notified but they will receive an extra over-stay fee.

After logging in, the user will be able to also register for a contract to become a regular customer with a guaranteed spot each day.

The user simply needs to select "registration" to do so, and will be able to choose a spot to reserve for a month.

The user will be charged monthly instead of by each reservation and will receive a discounted rate. The user will then be treated as other customers when entering garage. If they cannot provide a confirmation number when their license plate is not recognized, they will be treated as a walk in customer.

- 2) Walk-in customers will be prompted to click "I am a walk-in" when they arrive at the garage. Walk-in's will only be permitted to park on the first floor, and will be turned away when that floor is full.

The walk in will have all the same options as the registered and reserved customers, such as eco-charging spot.

Walk-in's will require less information, as they can pay in cash when they leave so they will not be required to give credit card information. They will also not require confirmation number because their arrival is already confirmed, so they need not require phone number. They will just need to give name, their license plate will be scanned and recorded, and email for future use.

- 3) The third way a user will interact with our system is if they are a manager. The manager interface has different capabilities entirely than either of the customer interfaces. The manager will log in with administrative password. The manager needs to be able to set the prices and hours of the garage and its services. They will be able to do so via their own website and smart phone application. Managers will also be able to view particular information about the garage, such as data analytics, like busy times of the garage, and who has or has not paid. Managers will be able to create a reservation for a customer if for whatever reason need be. They will also be able to view information from a customer's profile.