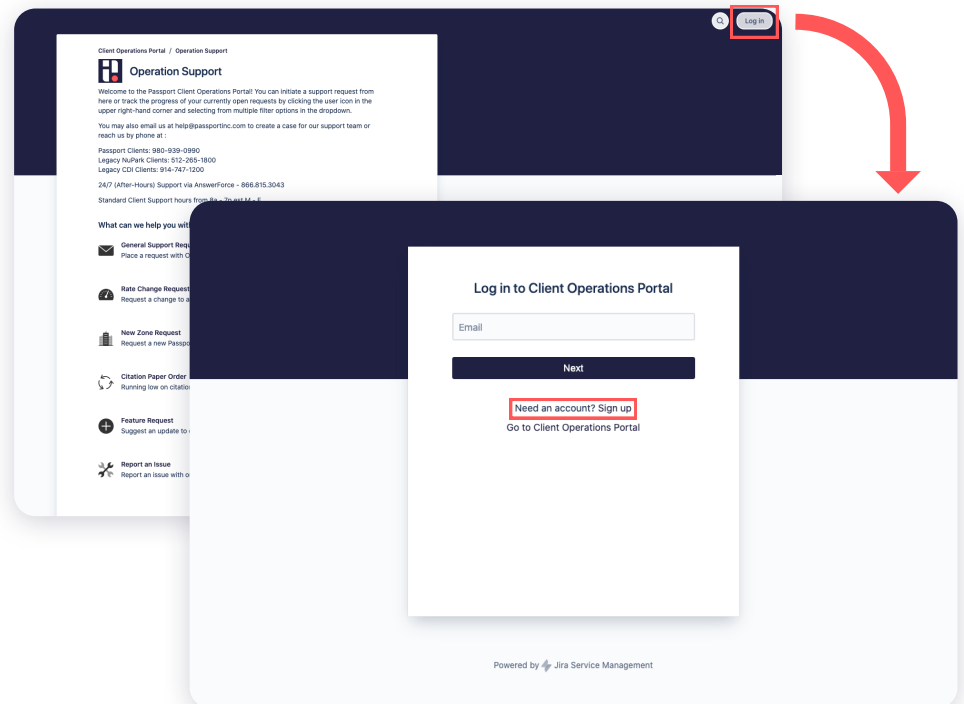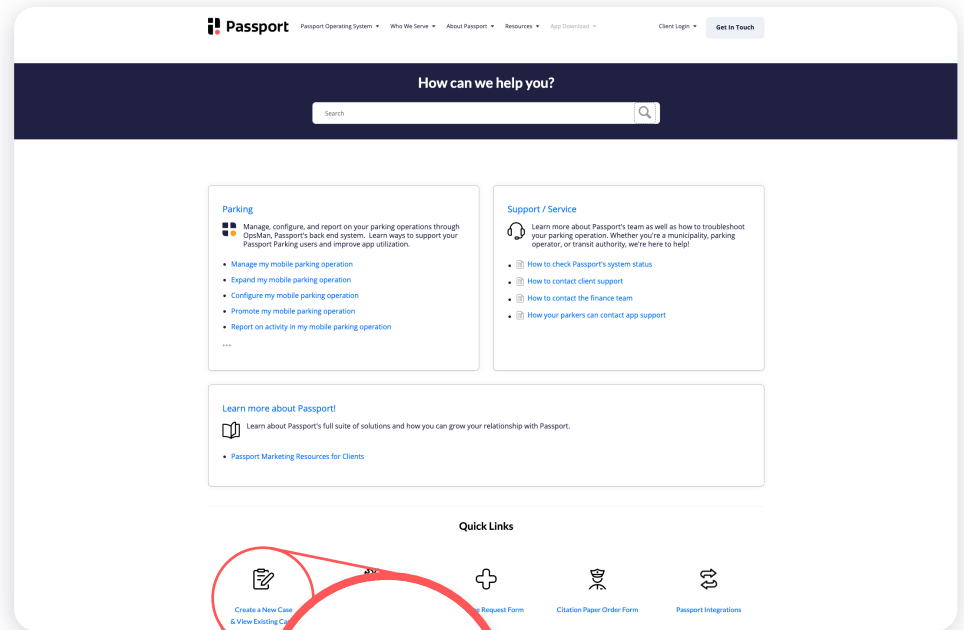# Passport Operations Support Portal

User Guide

V 0221

GETTING STARTED

1. Navigate to **success.passportinc.com** in your browser

2. And click **Create a new Case** bottom left of the page.

3. **Sign up for a new account** if you haven't already (recommended), by clicking the **Log in** button in the top right of the **Operation Support** page. You will need this to tie your case(s) to a Client account.

NEW CASE SUBMISSION OPTIONS

Once logged into the Support Portal, your case submission options are presented.

- **General Support (Most Popular):** Request Passport update the system for you.

- **Rate Change Request:** Fill out this form to update existing rates.

- **New Zone Request:** Fill out this form to setup a new zone.

- **Citation Paper Order:** Fill out this form for a paper order. We also have a self service site to order blank paper rolls at **store.passportinc.com**

- **Feature Request:** Submit new feature ideas to our product team for future product roadmap considerations.

- **Report an issue:** This form creates an **Incident Case** rather than a Request.

Client Operations Portal / Operation Support

Operation Support

Welcome to the Passport Client Operations Portal! You can initiate a support request from here or track the progress of your currently open requests by clicking the user icon in the upper right-hand corner and selecting from multiple filter options in the dropdown.

You may also email us at help@passportinc.com to create a case for our support team or reach us by phone at :

Passport Clients: 980-939-0990
Legacy NuPark Clients: 512-265-1800
Legacy CDI Clients: 914-747-1200

24/7 (After-Hours) Support via AnswerForce - 866.815.3043

Standard Client Support hours from 8a - 7p est M - F

What can we help you with?

What can we help you with?

General Support Request
Place a request with Operation Support

Rate Change Request
Request a change to an existing Mobile Pay Parking rate

New Zone Request
Request a new Passport Parking zone for Mobile Pay, Permits, or Enforcement

Citation Paper Order
Running low on citation paper? Use this form to order new more.

Feature Request
Suggest an update to existing Passport products or Services

Report an Issue
Report an issue with our product

Powered by Jira Service Management

GENERAL SUPPORT REQUEST FORM

What can we help you with?

✉ **General Support Request**
Place a request with Operation Support

Subject *

Priority

Low

Body

Due date

e.g. 11/Feb/21 📅

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send   Cancel

RATE CHANGE REQUEST FORM

What can we help you with?

Rate Change Request
Request a change to an existing Mobile Pay Parking rate

Priority

Low

When should this Rate go live?

e.g. 11/Feb/21 📅

Zone Number

What zone(s) would you like this rate applied to?

Rate Type

○ Flat Rate
○ Variable Rate
○ Special Event Rate
○ None

Rate Amount

How much should this rate charge? If an existing rate on another zone would suffice, please state as much here.

Rate Name

Rate Start Date & Time

e.g. 11/Feb/21   e.g. 11:58 AM

If this is a special event rate, please let us know when it should start

Rate End Date and Time

e.g. 11/Feb/21   e.g. 11:58 AM

If this is a special event rate, please let us know when it should end

Send   Cancel

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NEW ZONE FORM

What can we help you with?

New Zone Request
Request a new Passport Parking zone for Mobile Pay, Permits, or…

Priority

Low

Zone Launch Date

e.g. 11/Feb/21

Description

If you would like this new zone to replicate the settings of an existing zone, or if any additional information may be required, please add it here.

Zone Name

Zone Street Address

What are the operating hours of this zone?

If there are operating hours for the new zone, please enter them here. If an existing zone already has the hours and rate associated with this new zone, please state that here.

Type of Parking Environment

○ Space Based
○ LPN Based
○ None

On/Off Street

Rate Type

○ Incremental (ex: $1/hour - choose your stay)
○ Flat rate (ex: $5 for 8 hours)
○ All-Day flat rate (ex: $10 all-day)
○ Other
○ None

Rate Amount

CITATION PAPER ORDER FORM

What can we help you with?

Citation Paper Order
Running low on citation paper? Use this form to order new more.

Priority

Low

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Please attach the latest proof (visual file) of custom citation design.

Number of rolls

Paper Type

○ Custom
○ Default (Blank)
○ None

Printer Name and Model

Passport

FEATURE REQUEST FORM

Standard Client Support hours from 8a - 7p est M - F

What can we help you with?

Feature Request
Suggest an update to existing Passport products or Services

Summary *

Priority

Low

Description

Send   Cancel

REPORT AN ISSUE FORM

Standard Client Support hours from 8a - 7p est M - F

What can we help you with?

Report an Issue
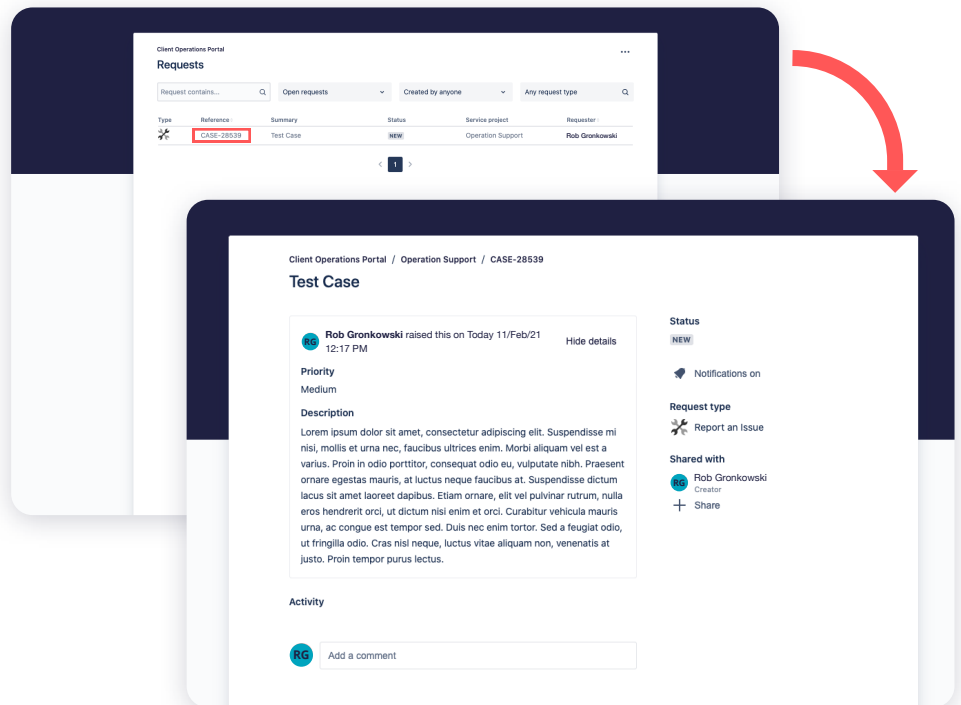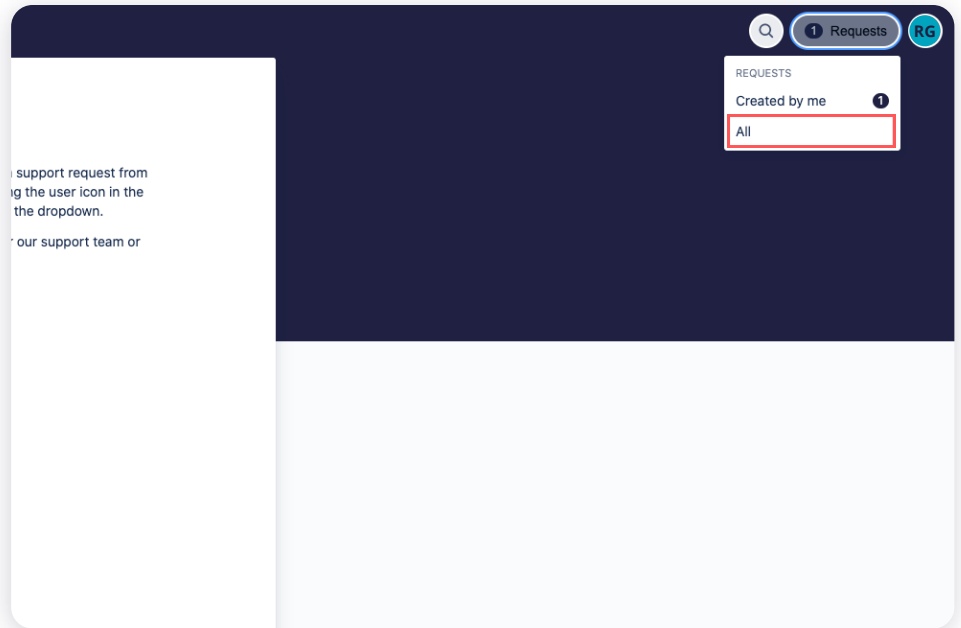Report an issue with our product
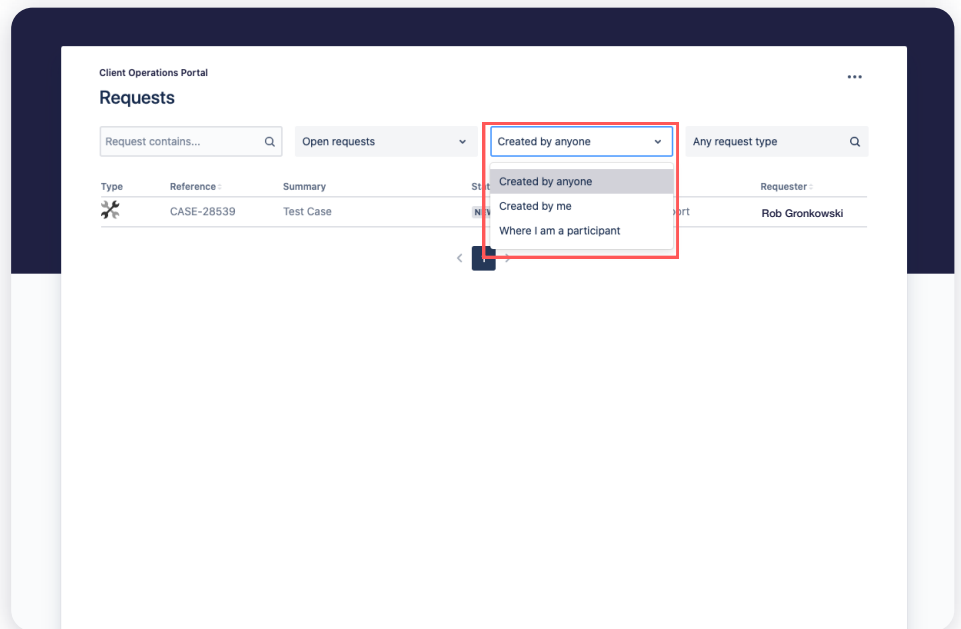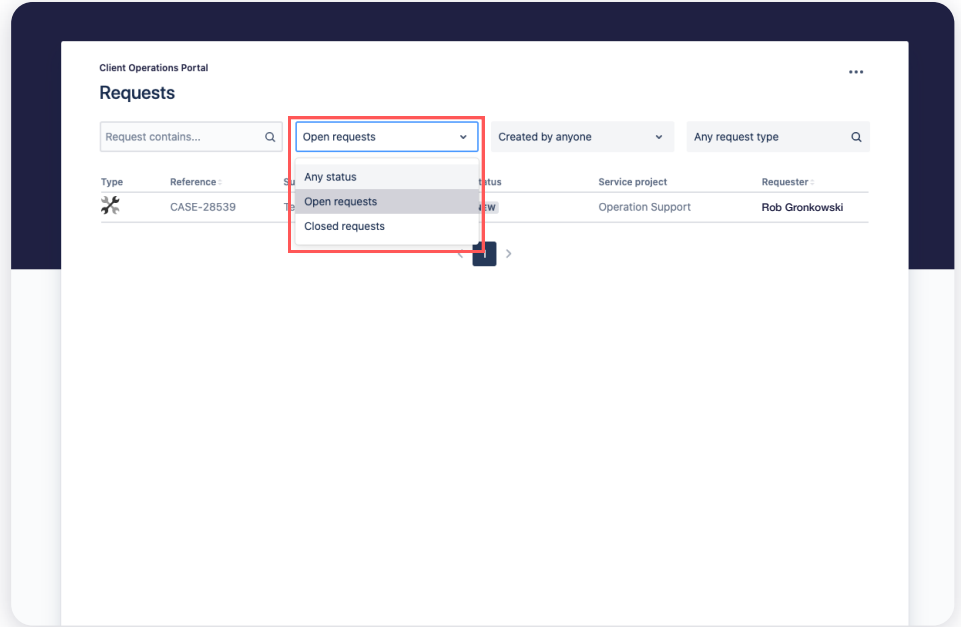
Summary *

Priority

Low

Description

Send   Cancel

Passport

CASE MANAGEMENT

- To help you manage cases, you can access cases created by yourself or any case someone has shared with you (All) by clicking on the **Requests** button in the top right corner of the Client Success Portal.

- If you need to add visibility into any case you have submitted to another team member, on the right side, click the **Share button** and add the name or email address you wish to share with.

- In your list of cases, you can filter by **Any**, **Open**, or **Closed**.

- Select this drop down to filter by case creation. This allows the user to filter down to cases created by you or cases not submitted where you are a participant.

Passport

![Passport]

success.passportinc.com