

# **Frequent Parker Program (FPP) Registration How to Guide**

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## **1. FREQUENT PARKER PROGRAM INTRODUCTION**

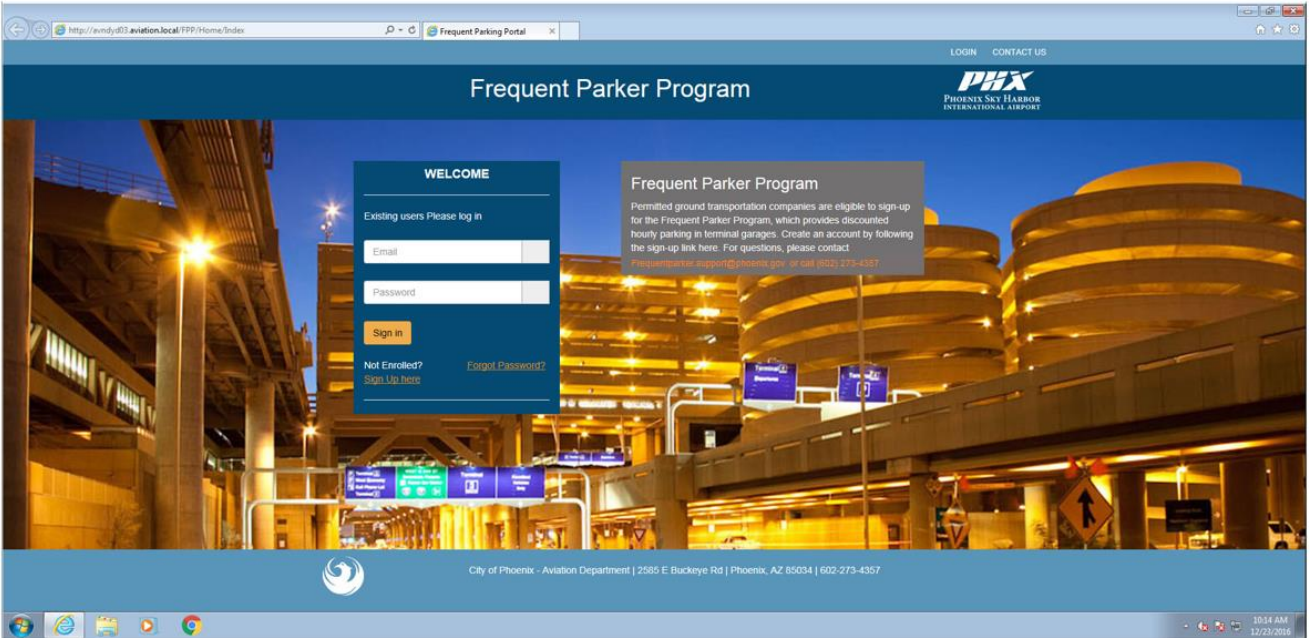
The Frequent Parker Program (FPP), is an essential new program that will be opened up to Ground Transportation (GT) Pre-Arranged Companies only in the first phase.

The Primary features of Frequent Parker Program are:

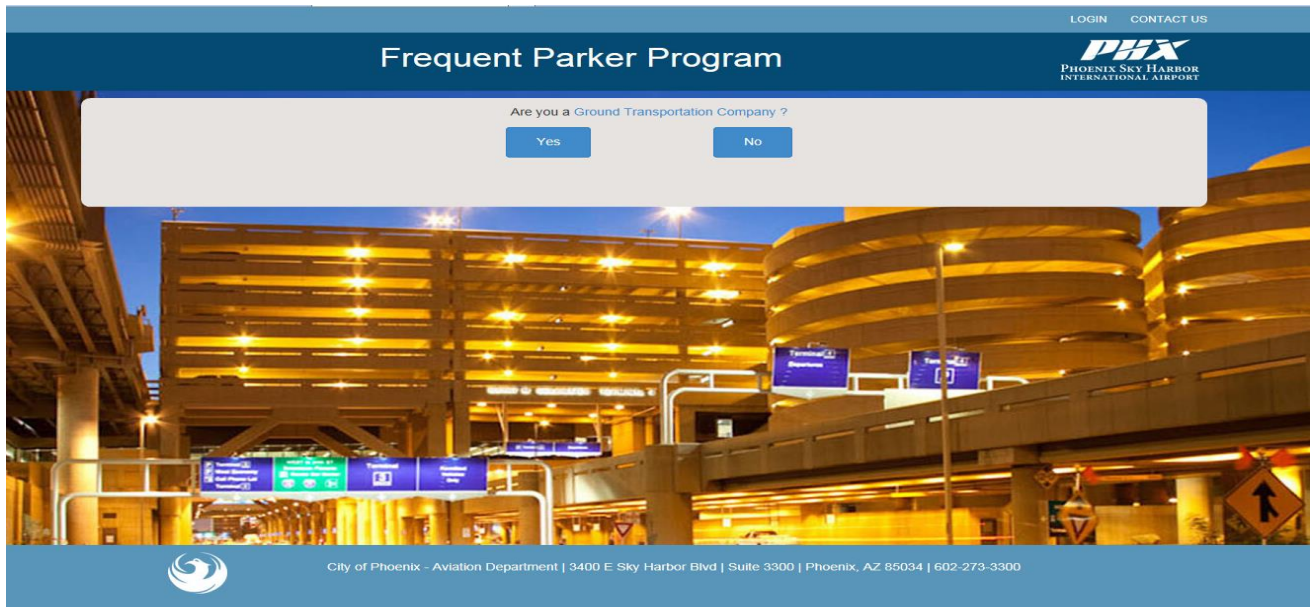
- Ground Transportation Pre-Arranged Companies will be able to take advantage of discounted hourly parking in terminal garages.
- Users will be able to perform nearly all necessary functions on-line to setup and manage their own Frequent Parker Program accounts.
- This manual will show step by step how to create a company account, register credit card, enter vehicle details, register participants, update your information, reset passwords and view reports.
- An appendix will be provided for additional information on variations.

## 2. GT PRE-ARRANGED COMPANY REQUESTS FREQUENT PARKER ACCOUNT

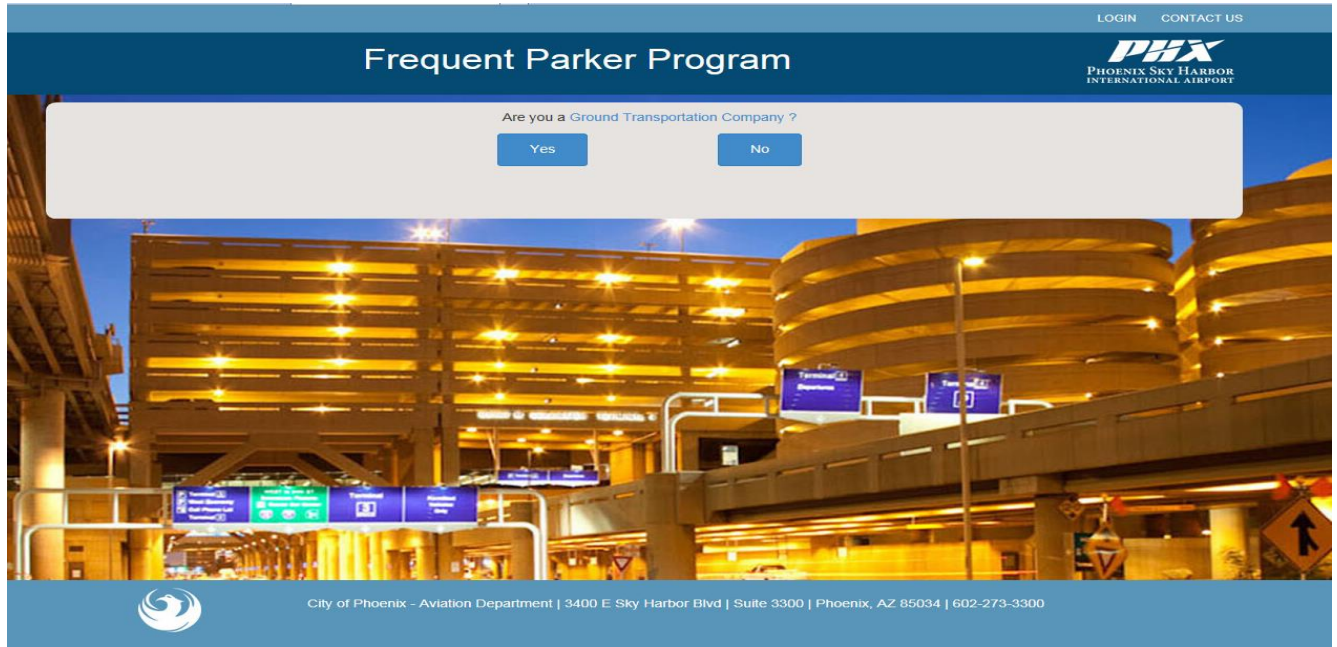
- User goes to Frequent Parker Program at SkyHarbor.com/ website: <https://parking.skyharbor.aero/FrequentParker>
- User goes to the login screen on the Frequent Parker website and clicks on Sign Up Here.



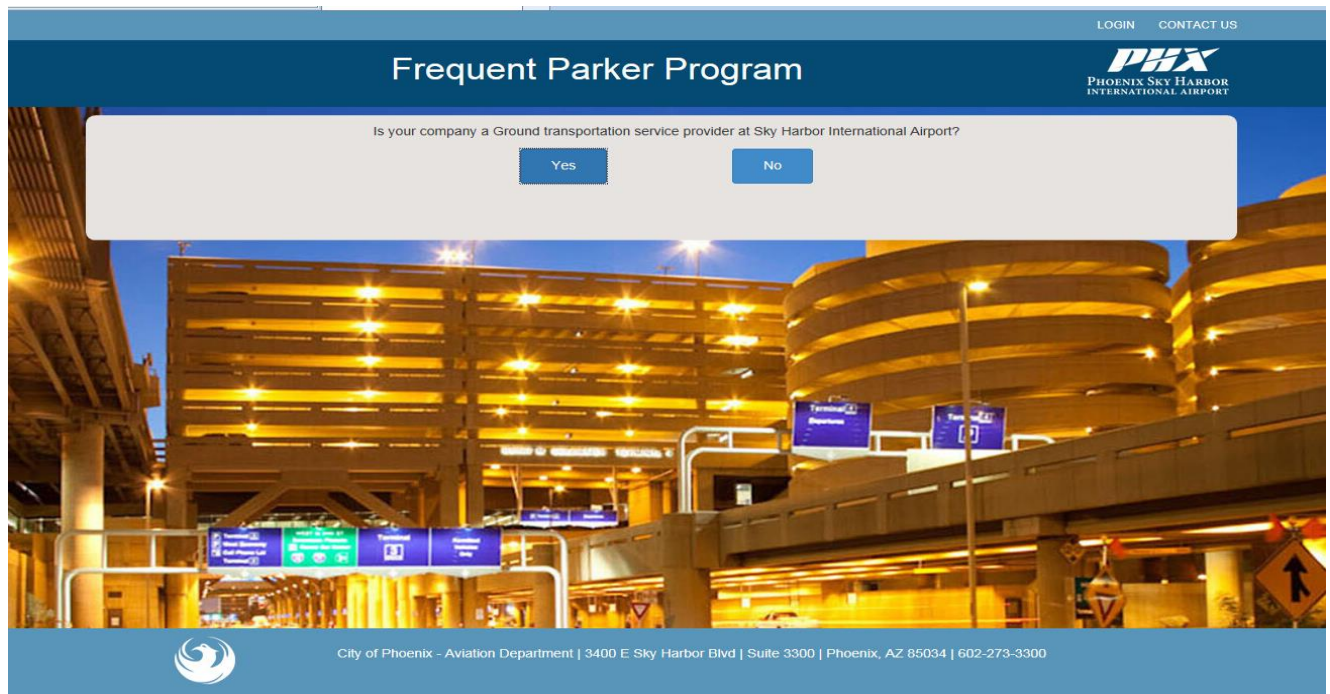
- User is sent to “Are You a Ground Transportation Pre-Arranged Company?” Screen.
- If user hovers over or clicks on [Ground Transportation Company](#), a description of Ground Transportation Company will pop up.



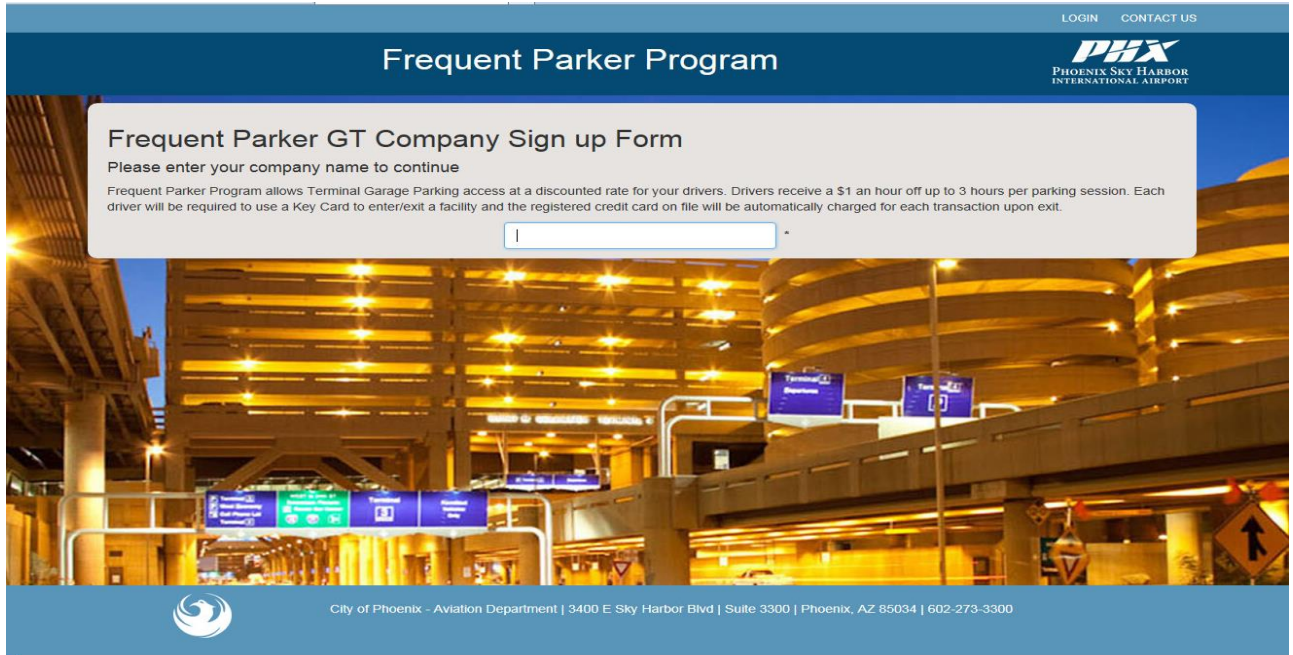
- User chooses  to “Are you a Ground Transportation Pre-Arranged Company?”.



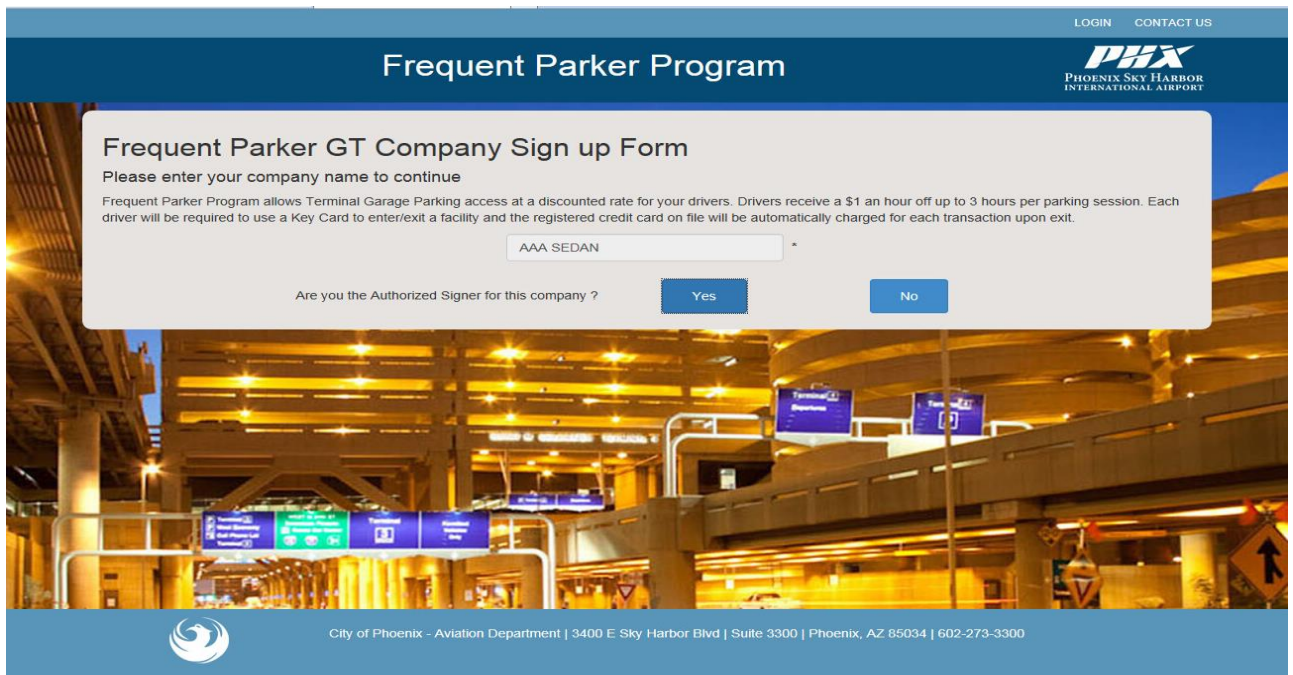
- User is taken to the “Is your company a Ground Transportation Service Provider registered at Sky Harbor International Airport?” screen: User chooses  to “Is your company a Ground Transportation Service Provider registered at Sky Harbor International Airport?”.



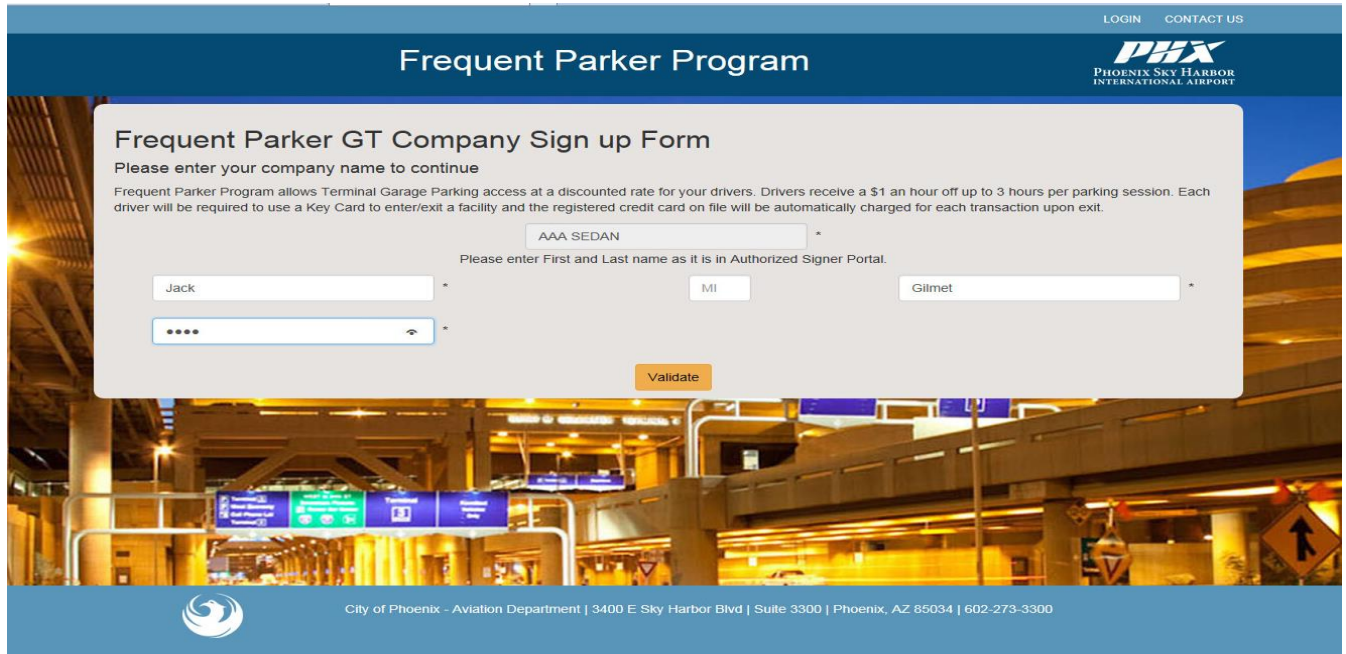
- User will see Frequent Parker GT Pre-Arranged Company Sign Up Form and will need to type in Company Name to continue.



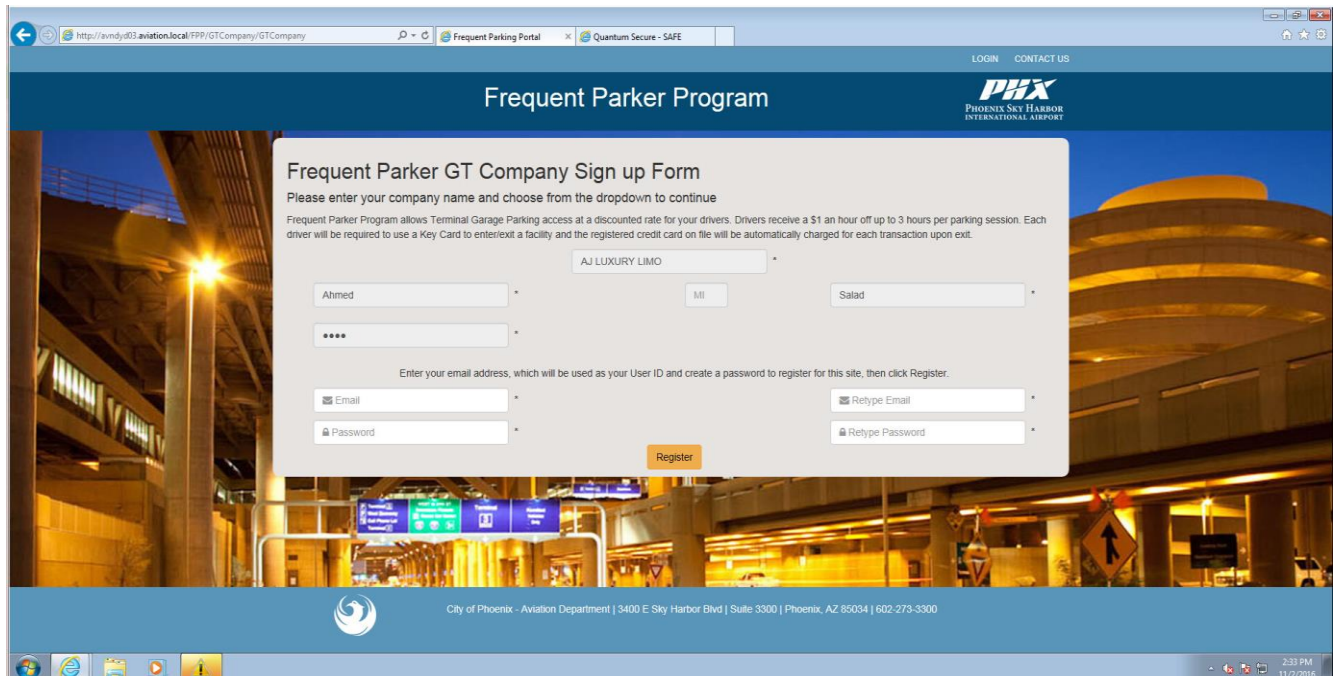
- User starts typing company name and all registered GT Pre-Arranges Company names show in drop down.
- User clicks on correct company.



- User will see “Are you the Authorized Signer for this company?”. User chooses Yes and they are prompted to enter their First/Last Name, and Authorized Signer Portal (SAFE) PIN for verification.
- The user enters their First/Last Name and Authorized Signer Portal (SAFE) PIN.



- User clicks Validate for system verification.
- User needs to enter a valid email address and create a password to register for this site.
- User clicks Register.



- System generates Check Your Email message.

The screenshot shows the 'Frequent Parker Program' page on the PHX Phoenix Sky Harbor International Airport website. A central white box with a grey border contains the following text:

**CHECK YOUR EMAIL**

We've sent you an email with a link to finish the registration process. You have 24 business hours to complete the registration process.

If you do not complete registration process within the next 24 business hours please re-register.

If you do not receive an email within the next 24 business hours please re-register.

Can't find the email? Try checking your spam folder.

If you are experiencing any issues please send us an email at [frequentparker.support@phoenix.gov](mailto:frequentparker.support@phoenix.gov) and provide detailed information. Or Call the Help Desk at (602) 273-4357

Thank you,  
Sky Harbor International Airport

The background of the page is a photograph of the airport terminal at night, illuminated by warm lights. The PHX logo and 'PHOENIX SKY HARBOR INTERNATIONAL AIRPORT' are visible in the top right corner. The footer contains the City of Phoenix logo and contact information: 'City of Phoenix - Aviation Department | 2585 E Buckeye Rd | Phoenix, AZ 85034 | 602-273-4357'.

- User clicks on the link provided in their email.

The screenshot shows an email interface. At the top, it displays the sender as 'airportparking@phoenix.gov' and the recipient as 'Donna Begonis'. The subject line is 'Verify Your Email - Frequent Parker Program'. Below the subject, it says 'Retention Policy CoP Default 90 day delete (90 days)' and 'Expires 4/5/2017'. A 'MessageHeaderAnalyzer' link is visible below the header.

The main body of the email features a blue header with the 'Frequent Parker Program' title and the PHX logo. The text reads:

Welcome to the Frequent Parker Program. You must first verify your email address in order to continue with the account set up process. **Your username is your email ID**

Please click on the URL below or copy paste the link into your browser to verify your account. You will be asked to enter in your password to verify your account

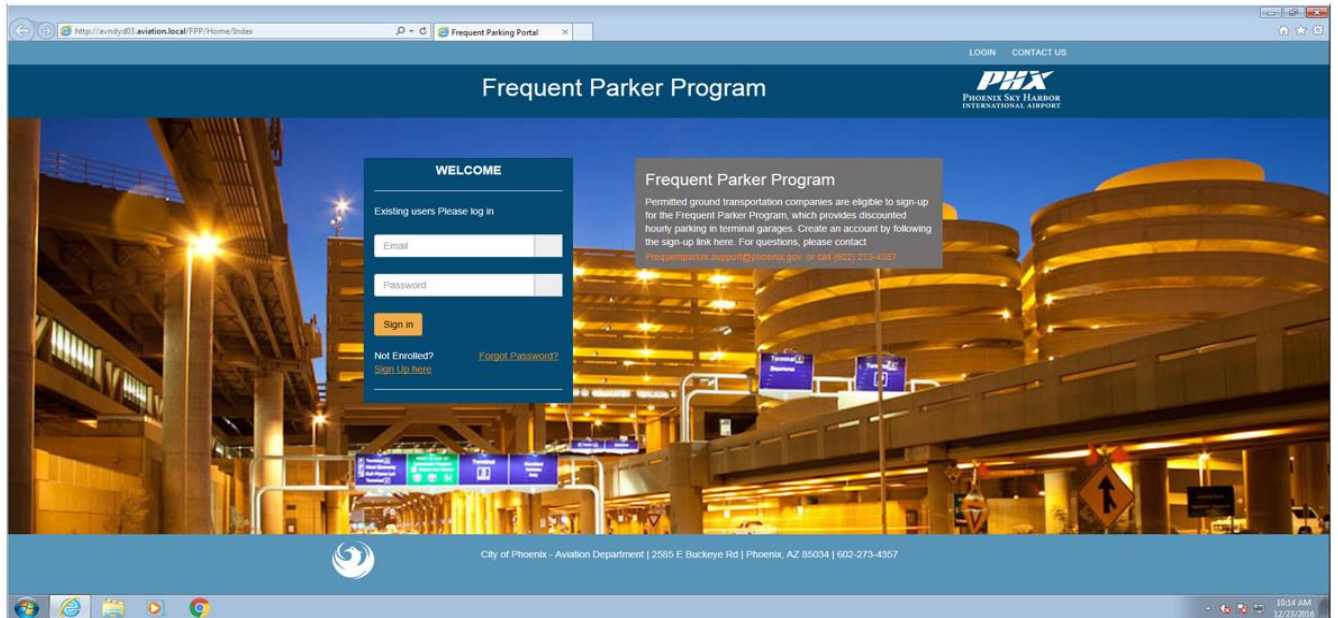
<http://avndvd03.aviation.local/fpp/RegisterCompany/VerifyEmail?RefID=84de80ca-13d7-43f8-8ea3-b1a5820a9b9a>

If you are experiencing any issues please send us an email at [frequentparker.support@phoenix.gov](mailto:frequentparker.support@phoenix.gov) and provide detailed information. Or call the helpdesk at (602) 273-4357.

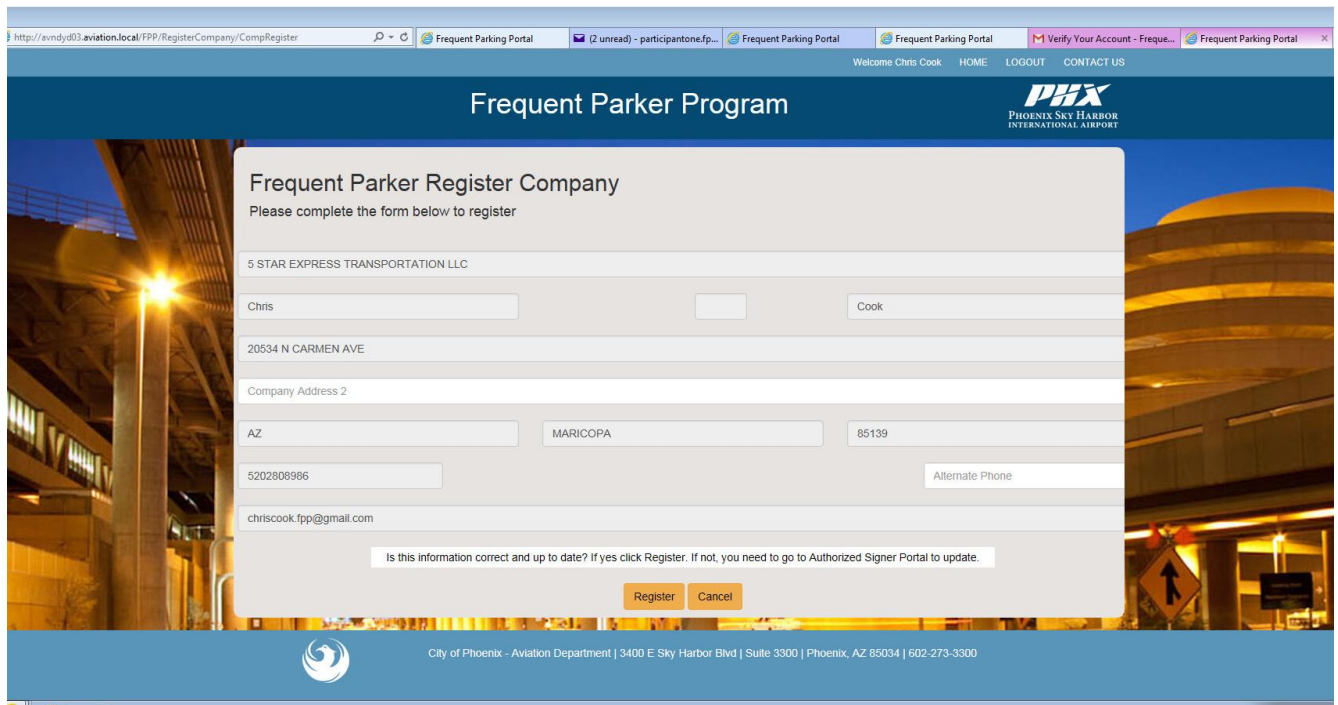
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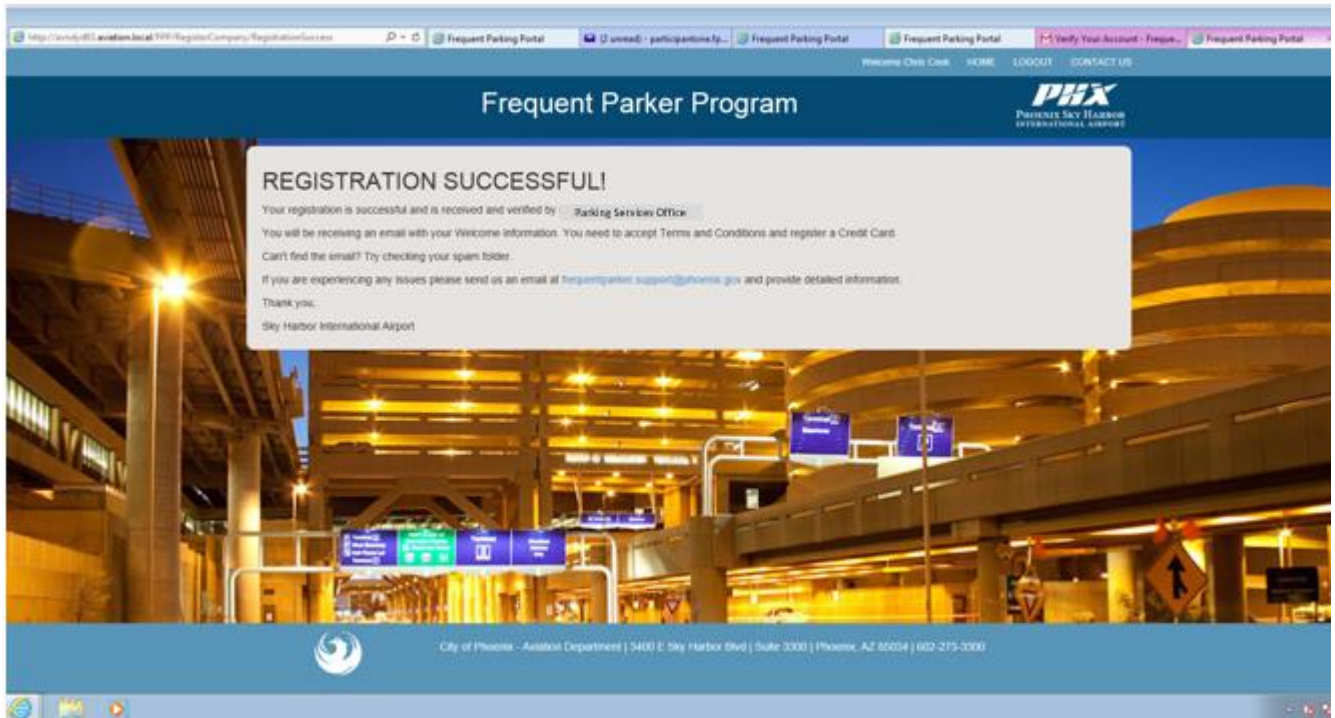
- Frequent Parker Program login page will appear with user's email auto populated. User will enter password they have created and click sign in.



- Registration screen is based on information from Authorized Signer Portal. User reviews all information to be sure it is correct and up to date.
- User clicks on Register.



- System generates Registration Successful screen.



- User will receive an email with a link to complete registration.



Thank you for registering in the Frequent Parker Program.

Please click on the URL below or copy paste the link into your browser to sign the terms and conditions and register credit card.  
<https://parking.skyharbor.com/fpp/Home/Index?ID=5a1a8e34-d812-47ac-987a-027bf1609925>

If you are experiencing any issues please send us an email at [frequentparker.support@phoenix.gov](mailto:frequentparker.support@phoenix.gov) and provide detailed information.