



1616 N Fort Myer Dr, Ste 1120, Arlington, VA 22209  
CELL (202) 870-0614 | FAX: (561) 833-7267

# ACCESS CONTROL EQUIPMENT REPLACEMENT PROJECT

## FREQUENTLY ASKED QUESTIONS

### FAQ'S

#### 1. What changes were made at the 6700 Garage?

One Parking installed a NEW Fully Automated Revenue Control/Access System.

#### 2. Why was the equipment replaced?

The previous garage access equipment did not include a revenue control system that was PCI Compliant. The New/Modern Equipment offers innovative technologies such as: Easy Access, ADA Compliant, 24/7 Live Video Chat with a Customer Service Representative (at all exit lanes), Anti-Pass Back, On-Line Validation Payment Options for Visitors, and a convenient downloadable Mobile Payment App.

#### 3. Will the parking rates remain the same?

There was no changes made to the monthly parking rates. This rate can be changed from time to time. *Monthly Rate: \$70.00*

Parking rates for visitors is currently:

*0-15 Minutes: Free*

*1 Hour: \$2.00*

*All Day: \$5.00*

*Multiple Days: \$5.00 per day*

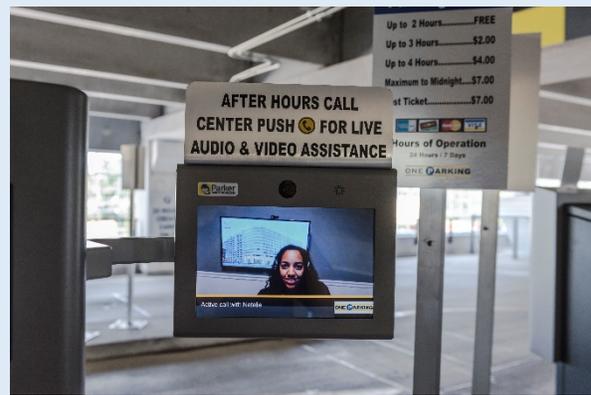
## 4. What does the New Equipment look like?



Entrance & Exit Lanes



Parking Column



24/7 Live Video Chat at Each Exit

## 5. FOB Use.

There is a change in terms of usage of building FOB to enter/exit the parking garage. You will be required to swipe the FOB at every entry and exit. You will not be able to open the gate for someone else, as the new revenue control system will have an enabled pass-back feature. That means that the FOB can only be used in logical order in/out, in/out.

**NIH Employees:** All **6710B employees** will have the option to either receive a parking FOB from One Parking to access the garage OR allow One Parking to manually load the NIH issued cards into the garage system. All **6700B Employees** will receive a FOB for Garage access.



Building/Parking FOB

FOB may be used at any device to enter and exit parking facility; however, the user must go through a complete entry and exit cycle before coming into the facility a second time. All activations/deactivations of access cards will be managed by the One Parking team. Please use attached forms for any changes and email it to [gjuhas@oneparking.com](mailto:gjuhas@oneparking.com). These forms are also available on the Capital Gateway Electronic Tenant Handbook.

### Using the Access FOB:

- 1) Place building issued access card near black scanner on the column.
- 2) The card will be read and the gate will rise.
- 3) Parker may enter or exit.

## 6. Visitor Use; What type of payment is accepted, and how will one pay for parking?

### PAY at EXIT LANE with credit card ONLY.

- 1) Proceed to the exit lane with the ticket and insert the ticket into the yellow slot on the column. The guest will be prompted to process payment shown on the screen.
- 2) Place credit card in slot with the magnetic stripe down and to the right.
- 3) The payment will be deducted and a receipt will be given.
- 4) The gates will rise and the parker may exit.



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## 7. What does the ticket look like?



## 8. What about validations for my guests?

Validations for guests will be provided with paper validation “chaser” tickets, which can be inserted into the exit column, to satisfy the entire parking fee. A “chaser” ticket is a paper validation, as opposed to an electronic validation. You may purchase chaser tickets through One Parking by email at [gjuhas@oneparking.com](mailto:gjuhas@oneparking.com) or 202-835-0038 and it will be delivered to you. The request form is also available on the Capital Gateway Electronic Tenant Handbook.

### **Chaser Ticket Use: (These can be pre-purchased by the tenants)**

- 1) Insert chaser ticket into the exit column.
- 2) Insert original ticket into the exit column.
- 3) The gates will rise and the parker may exit.



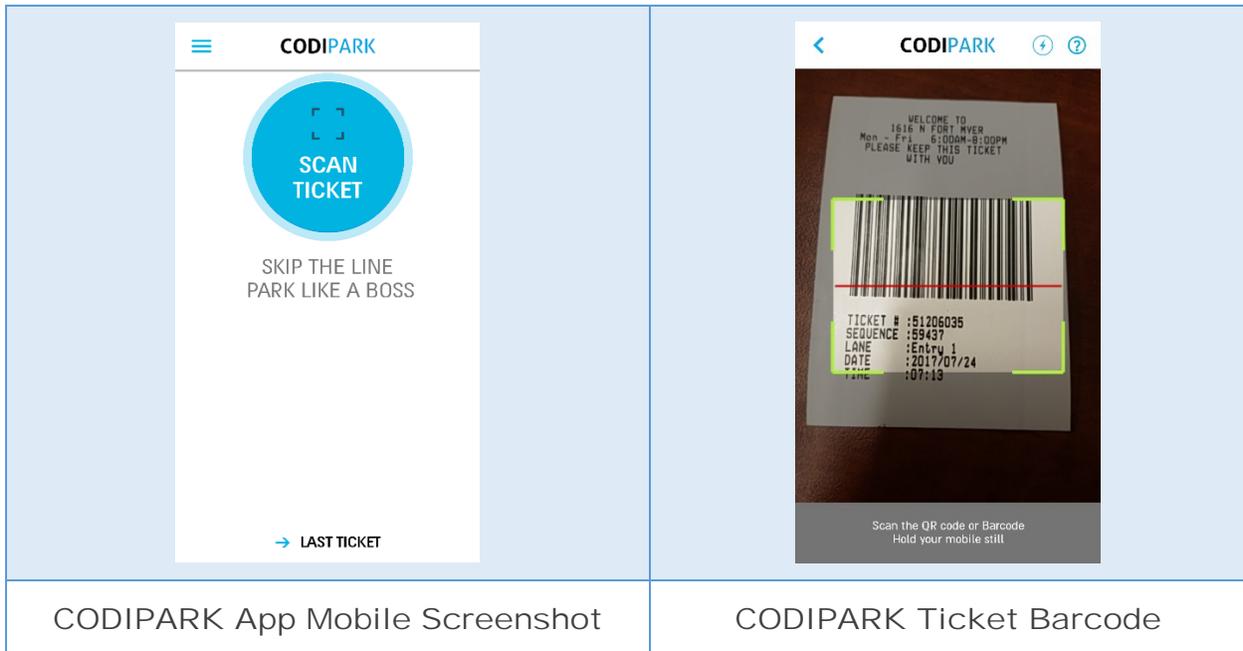
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"Chaser" Validation Ticket Sample

**9. Is there any other form of payment?**

Yes, you can download the Mobile App “**CODIPARK**” and pre-authorize payment for parking by scanning the ticket prior to your exit. Please read more at [www.codipark.us](http://www.codipark.us). You will then insert the ticket in the exit column, and you are on the way! CODIPARK will send you a receipt via email and you can access the history of your transactions within the App.



# ONE PARKING

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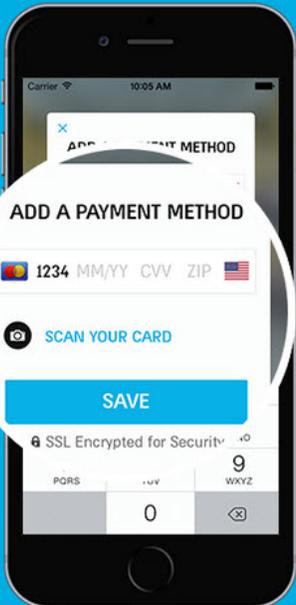
A smartphone screen showing the CODIPARK app logo, which consists of a blue 3D 'P' on a square base, with the word 'CODIPARK' in blue text below it. The logo is centered within a white circular highlight.

DOWNLOAD OUR APP  
AND PARK THE SMART WAY



A smartphone screen showing the CODIPARK app interface. A large QR code is centered on the screen, highlighted by a white circular overlay. The app's name 'CODIPARK' is visible at the top of the screen.

SCAN YOUR PARKING TICKET  
LIKE A BOSS



A smartphone screen showing the 'ADD A PAYMENT METHOD' screen in the CODIPARK app. A white circular highlight focuses on the card information entry fields, including a card number '1234 MM/YY CVV ZIP', a 'SCAN YOUR CARD' button, and a 'SAVE' button. Below the card fields, there is a note 'SSL Encrypted for Security' and a numeric keypad.

PAY WITH YOUR MOBILE PHONE  
ENTER YOUR CREDIT INFORMATION JUST ONCE



A smartphone screen showing the 'PAY & GO' screen in the CODIPARK app. A large white circular overlay with a blue checkmark and the text 'APPROVE PAYMENT' is centered on the screen. Below the overlay, there is a 'TICKET PRICE' field with a right-pointing arrow.

GO! EXIT THE PARKING FACILITY, LIKE A BOSS.  
SAVE TIME AND SKIP THE LINE

## 10. What if a parker needs assistance?

The parking equipment will be equipped with a 2-way Audio/Video System. Press the “Help/Intercom” button, and you will be connected to a Live Customer Service Representative, who is available 24/7 to assist.



## 11. Time schedule for reversible gate?

The Middle Lane of the Three-Lane Entrance is a reversible entry/exit. Its purpose is to allow increased traffic flow depending on the time of day.

- Entry: 4:00AM until 10:59AM
- Exit: 11:00AM until 3:59AM

## 12. Is there any other information I should know?

Should a team member forget their FOB, please direct them to pull a ticket to enter the garage. They then are to visit the guard stationed at the 6700A lobby desk. The guard will check the person's name against the garage user list and distribute a free chaser ticket for the day. Should this protocol be abused by an individual, management will bring this issue to the attention of the appropriate tenant contact for further discussion.

**PLEASE NOTE: One Parking will have staff on hand for two weeks following the gate installation to ensure full functionality of the new equipment, and assist tenants and their guests, as they become more familiar using the new system.**

Again, thank you for your patience during this transition. If you have any questions and/or concerns, please contact the Portfolio Manager, Gabriel Juhas, at [gjuhas@oneparking.com](mailto:gjuhas@oneparking.com) or 202-870-0614.