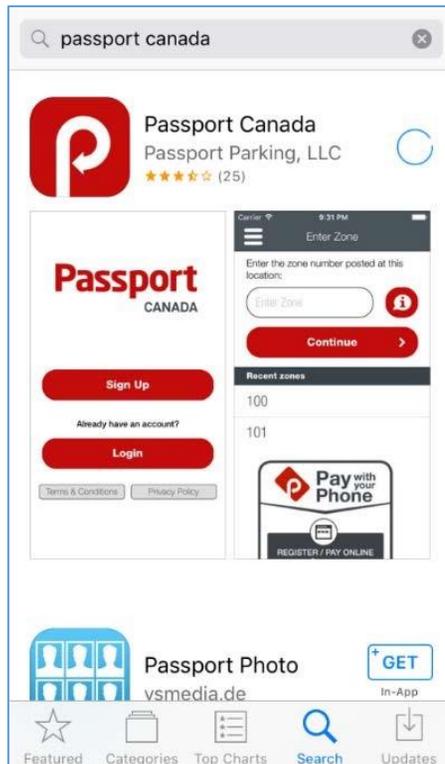


# User Guide to *Passport Canada* Parking App

## STEP 1:

In the *App Store* for Apple devices, or *Google Play* for Android devices, search Passport Canada and proceed to download the app.



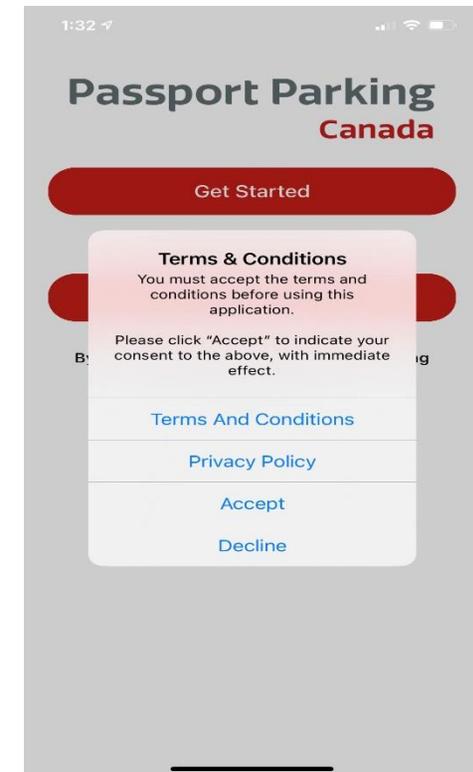
## STEP 2:

Open the app once the download has completed. A pop-up box will appear on your device's screen. By selecting "Allow", you are permitting the app to send your phone pop-up notifications for when your parking time is nearing expiration or has expired.



## STEP 3:

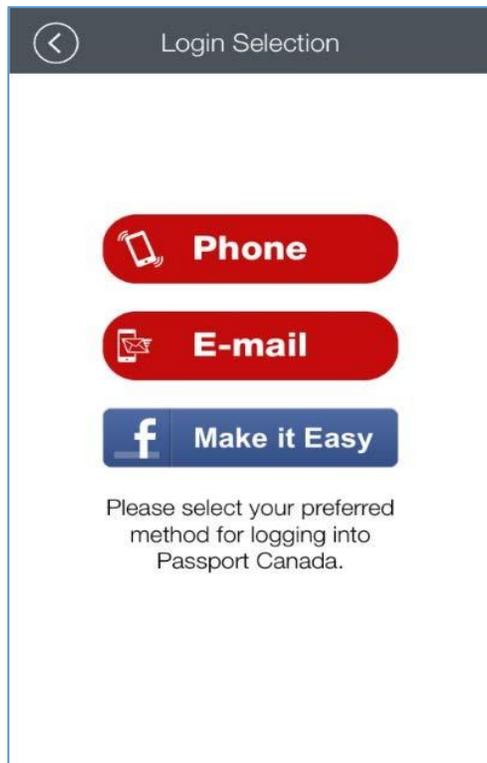
Once you have selected *Allow*, select the *Sign-Up* button. A *Terms & Conditions* pop-up box will appear on your device's screen. Read the *Terms & Conditions* of the Passport Canada app carefully; press *Accept* if you agree and continue to the next step. If you do not agree, press *Decline* and exit the app.



# User Guide to *Passport Canada* Parking App

## STEP 4:

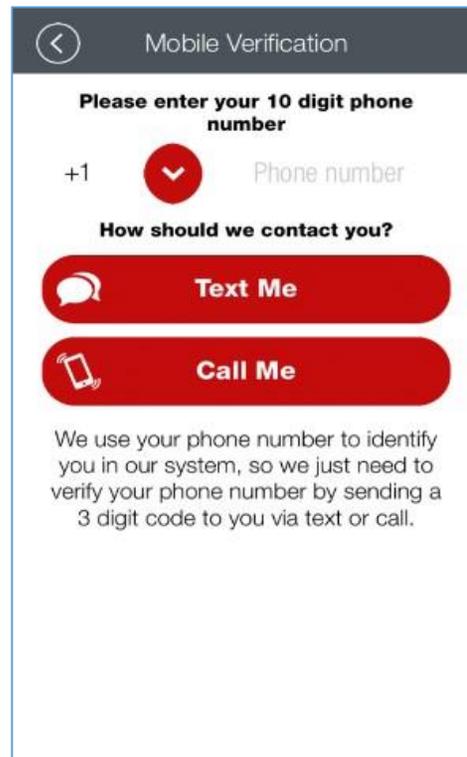
Once you have selected *Accept* for the *Terms & Conditions*, the app will proceed to *Login Selection*. Choose your preference for how you wish to login to your account from the three options – 1) Phone, 2) E-mail, and 3) Facebook.



## STEP 5:

### Option 1: Phone

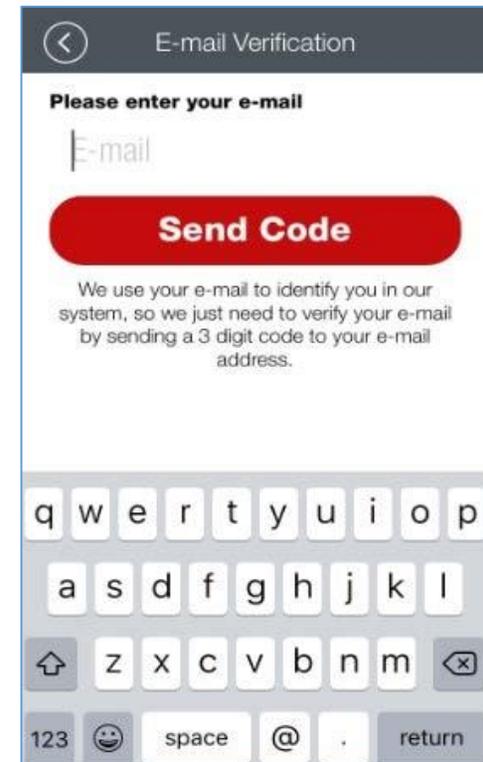
Selection of this option will deliver you to the *Mobile Verification* section.



To receive your three digit mobile *Verification Code*, enter the mobile phone's area code and phone number in the space that says *Phone Number*. You are given two options to receive the code: 1) text message, or 2) automated call to your mobile phone.

### Option 2: Email

Selection of this option will direct you to the *Email Verification* section.



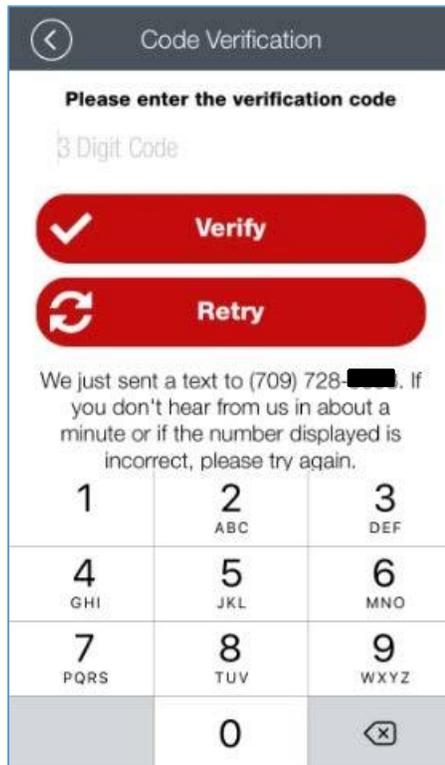
To receive your three digit *Verification Code*, enter your email address in the space that says *Email* and then click the *Send Code* button. An email with the *Verification Code* will be sent to your email account. Be sure to check your Junk Mail folder if an email does not appear in your inbox.

# User Guide to *Passport Canada* Parking App

## STEP 6:

### Option 1: Phone

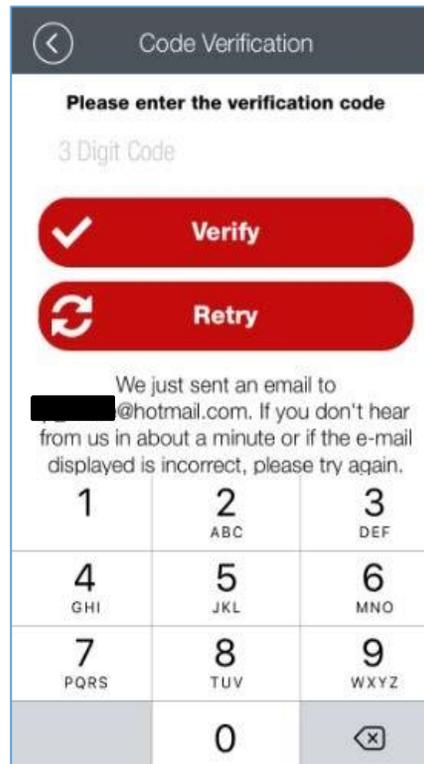
Once you received your three digit *Verification Code* via text message or automated phone call, enter the code into the space labeled *3 Digit Code*. Click the *Verify* button.



The screenshot shows the 'Code Verification' screen with a back arrow in the top left. Below the title is the instruction 'Please enter the verification code' and a text input field labeled '3 Digit Code'. There are two red buttons: 'Verify' with a checkmark icon and 'Retry' with a refresh icon. Below the buttons is a message: 'We just sent a text to (709) 728-██████. If you don't hear from us in about a minute or if the number displayed is incorrect, please try again.' At the bottom is a numeric keypad with digits 1-9, 0, and a clear button (X).

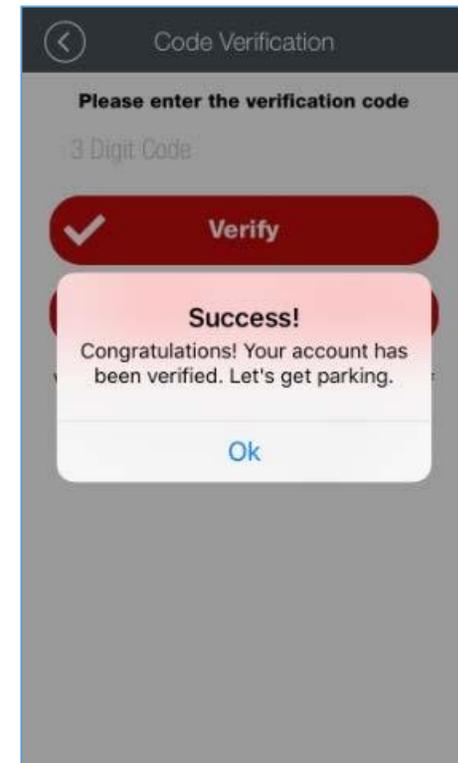
### Option 2: Email

Once you've received your three digit *Verification Code* via email, enter the code in the space labeled *3 Digit Code*. Click the *Verify* button.



The screenshot shows the 'Code Verification' screen with a back arrow in the top left. Below the title is the instruction 'Please enter the verification code' and a text input field labeled '3 Digit Code'. There are two red buttons: 'Verify' with a checkmark icon and 'Retry' with a refresh icon. Below the buttons is a message: 'We just sent an email to ████████@hotmail.com. If you don't hear from us in about a minute or if the e-mail displayed is incorrect, please try again.' At the bottom is a numeric keypad with digits 1-9, 0, and a clear button (X). The digits 2, 3, 4, 5, 6, 7, 8, and 9 have corresponding letters below them: 2 (ABC), 3 (DEF), 4 (GHI), 5 (JKL), 6 (MNO), 7 (PQRS), 8 (TUV), 9 (WXYZ).

A pop-up box when completing either option appear when the verification is successful.

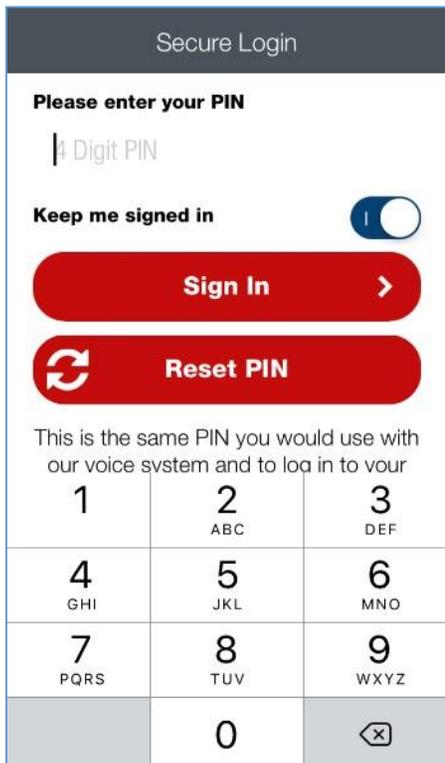


The screenshot shows a pop-up box with a white background and a pink border. It has a title 'Success!' and the text 'Congratulations! Your account has been verified. Let's get parking.' Below the text is an 'Ok' button.

# User Guide to *Passport Canada* Parking App

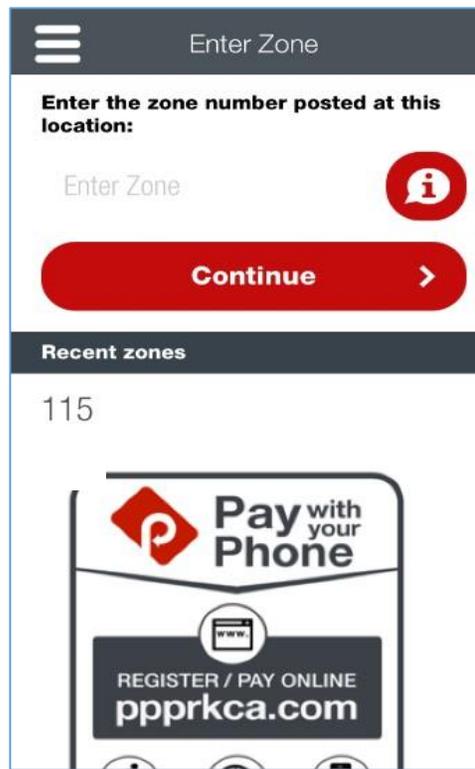
## STEP 7:

The app will route you to the next page where you will be required to create your own 4 digit Personal Identification Number (PIN). Enter your PIN into the space that says *4 digit PIN*. If displayed, swipe the button to the right that says *Keep me signed in* if you wish to automatically log into your account each time you click the app icon. Click the *Sign-In* button. If you choose not to swipe the *Keep Me Signed-In* button, be sure to **remember your PIN as you will require it for access to your account.**



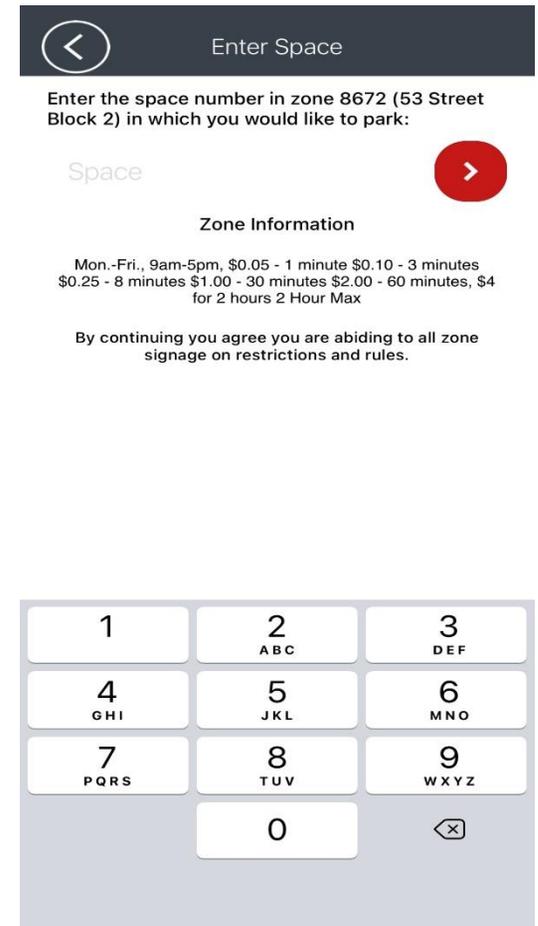
## STEP 8:

You are now ready to park! Once you have signed in, the app will direct you to enter the zone number for the area you wish to park. All parking meters in Yellowknife have a Passport Canada sticker with the applicable zone number located on the front of the meter. Enter the zone number displayed in the space that says *Enter Zone* and click the *Continue* button.



## STEP 9:

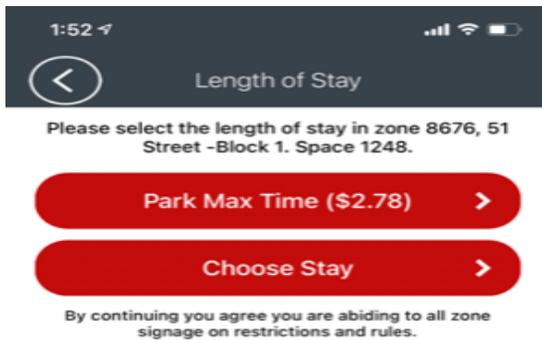
Once you've entered the zone number, you will be routed to the *Enter Space* page. This page will provide you with information on the zone location, and parking rates. This page will require you to enter the parking space number. There is a unique space number on each parking meter.



# User Guide to *Passport Canada* Parking App

## STEP 10

After you enter the space number, you will be able to choose the length of your stay. You can either choose to park for the maximum amount of time allowed or choose an amount of time up to the maximum allowed.



After choosing your length of stay, you will be prompted to enter your payment information. You can confirm transaction details here including zone and space information, fees, and length of stay. For every transaction, a convenience charge of \$0.35 will be applied.

If you did not pay for the maximum amount of time allowed, you can choose to extend.

Your remaining time will be displayed at the top of the screen.