

- **SmartTags**
 - New parking access credentials available upon new parker request
 - Requests received before 2pm will be delivered same business day
 - Requests received after 2pm will be delivered the next business day
 - SmartTags should be installed on the windshield, behind the rearview mirror with the light gray side facing out
- **Account Setup – Billing & Validations**
 - <https://www.highwoods.com/smartpark> - Access all sites from here
 - Access Account – takes you to the SmartPark Web Portal where you can manage your parking account
 - Online Validations – takes you to the new electronic Validation website
 - Login information to be emailed upon setup request
 - Please email SmartPark if you need additional users setup
- **SmartPark Web Portal**
 - View monthly invoices and account history
 - Add and edit parkers
 - Setup credit card payments or place a credit card on file for recurring monthly payments
- **Validations**
 - Validations can be done via website, mobile app, or printed chaser tickets
 - Validations are billed in a post-paid format on the 1st of each month based on the prior month's activity
 - Validations will be billed based upon time parked even if a higher value was applied.
 - *Example – A Full Day validation is applied on the ticket, but the parker only parks for 1 hour. We will bill for 1 hour instead of the full day rate.*