

Parking Reservation User Manual



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Mobile Application Account Setup

1. Download Wayleadr in the <u>App Store</u> or <u>Google Play Store</u>.





2. Once downloaded, open the app, **allow** it to send you notifications, and select **Login**. On the following screen, select **Login with SSO**.

WAYLEADR	WAYLEADR	x
"Wayleadr" Would Like to Send You Notifications Notifications may include alerts, sounds, and icen badges. These can be configured in Settings. Don't Allow Allow		Login Get started with your journey. Work Email Password Forgot Password?
Become The Office Hero Our cutting edge algorithm allows you to create new or automate existing space policy. Login	Become The Office Hero Our cutting edge algorithm allows you to create new or automate existing space policy. Login	Login with SSO

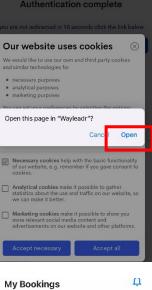
- 3. You will be directed to your browser, where you will be prompted to enter an email. Enter your **state-issued email address** in the email field and select **Sign In.**
 - a. Note: Courts & Legislature should login with <IAMusername>@wisconsin.gov & IAM username.

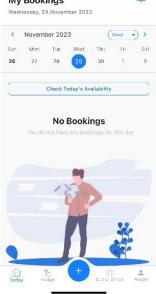
1	NAYLEADR
	Sign in with your single sign-on credentials
Em	nail
)	/ou@example.com
-	
	Sign In

4. You will be redirected to the State of Wisconsin Microsoft Login and asked to **enter your state-issued email address and password**. Wayleadr will use SSO to create your user account.

.last@wisconsin.gov	Enter password	
t access your account? Back Next	Password	NE WISCONSIN
o not use the "Forgot My Password" link bove. To reset your password or unlock your ccount, please use EIAM Self-Service or ontact your Agency Help Desk.	Use an app instead	Trying to sign you in
Warning! This system contains ate and U.S. Government information and all uipment, systems, services, and software nonected to this system are intended only for	Do not use the "Forgot My Password" link above. To reset your password or unlock your account, please use EIAM Self-Service or contact your Agency Help Desk.	
ficial business use. By accessing and using this stem, you are consenting to monitoring, cording, and auditing for law enforcement and her purposes. Unauthorized or improper use, or cess to, this system is prohibited and may biject you to state and federal criminal and civil	Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this	
osecution and penalties. At any time, the wernment may intercept, search, and seize any mmunication or data transiting or stored on is information system.	system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil	
Sign-in options	prosecution and penalties. At any time, the government may intercept, search, and seize any	

5. You will be asked if you would like to open the page in Wayleadr and select open.

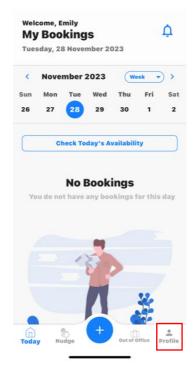




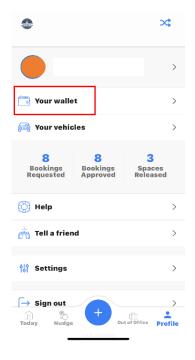
6. Once you are logged in you will be presented with the following screen. Your account is now created, and you can use SSO to log in to Wayleadr via the web or app going forward.

How to Add Funds to Your Mobile Wayleadr Wallet

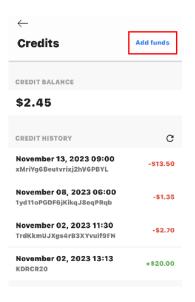
1. After downloading Wayleadr via the App or Google Play Store and logging into the application using SSO you will be presented with the My Bookings screen. Select the **profile** button at the bottom right of the screen.



2. On the profile screen, select Your Wallet.



3. On the Credit screen, you can see all your wallet transactions and your current balance. Select Add funds.



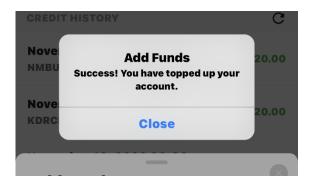
4. Add funds options will show up at the bottom of your screen. Your currency should default to USD. Edit the amount of **funds** you wish to add (\$20 minimum) and select **Checkout**.

~					
Credits	Add funds				
CREDIT BALANCE					
\$2.45					
CREDIT HISTORY	с				
November 13, 2023 09:00 xMriYg6Beutvrixj2hV6PBYL	-\$13.50				
November 08, 2023 06:00 Tyd11oPGDF6jKikqJ8eqPRqb	-\$1.35				
Add Funds	۲				
Currency	USD >				
Add Funds	20.00 >				
Checkout					

- 5. On the next popup you will **select your payment method**. If you already have a card setup you can select it and select **Pay.**
 - a. If you need to add a card to your wallet, select Add.
 - b. Enter your card and billing information. Select Pay.

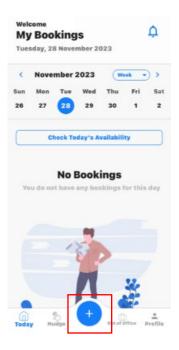
\leftarrow		Credits	Ad
Credits	Add funds		
		CREDIT BALANCE	
CREDIT BALANCE		\$2.45	
\$2.45		92.40	
		<	
CREDIT HISTORY	C	ć	Pay
November 13, 2023 09:00 xMriYg6Beutvrixj2hV6PBYL	-\$13.50	Or pay	with a card
		Card information	🖸 S
November 08, 2023 06:00 1yd11oPGDF6jKikqJ8eqPRqb	-\$1.35	Card number	VISA 🚺 🧌
×	Edit	MM / YY	cvc
Select your payment met	hod	Billing address	
		Country or region United States	
+ C Pay	VISA	ZIP	
+ Add Apple Pay3	3178	Save this card for futu	ıre Wayleadr paymen
∉ Pay		Pav	\$20.00

6. You will receive a Success! message and the funds will now show in Your Wallet.



Reserving a Space for the Future via Mobile Application

1. On the My Booking screen, select the "+" sign in the middle of the bottom of the screen.



2. You will be presented with the Space Request popup. Here you can edit your **vehicle** information (or add a new vehicle if necessary) and edit your **booking time** and **date** by selecting each option. Once all your preferences have been entered, select **Request Space**.

Му	ome, BOO aday, 28	-	 S mber 20)23		¢	Welcome My Book Tuesday, 28 N	_	Ĵ.		Boo	kings Novemb	er 2023		¢	M	icome y Boo Isday, 2	-		023		¢
Spa	ace re	ques	st			0		oer 2023 Tue Wed	(Week -> > Thu Fri Sat			nber 20 Tue N	23 (Ned Thu	Week 4 Fri		Sp	ace r	eque	st			0
Veh					567 (\$		26 27	28 29	30 1 2	26	27		29 30	1	2		hicle oking Ti	imes		s 1234		
800 <	king Ti	mes mber :			11:00		Space req	uest	0	Spa	ce re	quest				<	_	mber			nlh •	
Sun	Mon	Тиө	Wed	Thu	Fri	Sat	Vehicle	H	1234567 (Small)	Vehi	cle	_	a 12	34587	(Small)	Sun	Mon	Tue	Wed	Thu	Fri	Sat
20	30	81	4	2	8	4	Booking Time	s 8:00	0 AM 11:00 AM	Book	ting Tir	nes	8:00 AI	M -+ 11:	00 AM	28	-80	81	4	끹	8	4
÷	6	7	ş	0	40	44	< Novemi	oer 2023	(2Weeks -) >	<	Nover	nber 20	23 (2 Weeks	••	6	6	7	8	Ð	-10-	44
42	13	44	46	-16	47	18		Vehicle		Cano	al				Done	12	13	14	15	16	17	18
10	20	코카	22	28	24	25	a 1234567 (s	imall)		05	1.6		er M	16	Done	19	20	21	22	23	24	25
26	-27	28	29	30	1	2	Ac	ld new vel	nicle	06	30 45		09 10	30 45		26	27	28	29	30	۲	2
		Rec	juest Sp	ace				Cancel		08 09	00 15 30 43	AM PM	11 12 01 02	00 15 30 43	AM PM			Ree	juest Sp	ace		

3. The next screen will show your booking request. Your zone (building) will be listed here (shown as Department of Administration Building in example below). Be sure to click on this card to modify the zone to your building. Look over the details to confirm everything is correct. If it's not, select the **Back** button or click on the card to edit details. If it is correct, select **Next**. The Administration, Tommy G. Thompson, GEF 1 and Risser buildings all require badge access to enter. Be sure you have badge access to the building before you make your Wayleadr reservation. Users will not be given access to buildings other than their assigned headquarters.

You	lo not have any bookings for this day					
Spac	e request 🔋 😵					
< Back	r -					
тни 30	PARKINO 1234567 \$4.05 : Department of Administration Buildi 8:00AM ↔ 11:00AM					
	+ Add space					
Next						

4. The following screen will show all booking details including the total for the time requested and your account balance. If you have sufficient funds, select **Confirm Booking**. *If you do not have sufficient funds in your wallet, you will be presented with an error message and you will need to add funds*.

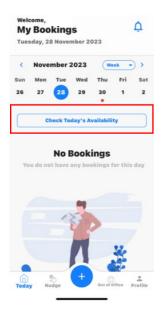
- AT AA AA A
Space request
K Back
BOOKINGS
PARKING
Thu, 30 Nov 2023 8:00AM → 11:00AM (\$4.05)
SUMMARY
Total \$4.05
Your Account Balance \$22.45
Confirm Booking

5. You will receive a **Space Confirmed** message and your booking, along with the **assigned stall number**, will show up on your My Bookings screen.

ce Confirmed
you've got a space!
IGS
30 Nov 2023 8:00AM → 11:00AM \$44.05

Booking a Space for Today via Mobile Application

1. On the My Booking screen, ensure that today's date is selected. Select **Check Today's Availability**.



2. You will be presented with a popup that will show you the current occupancy and availability at your building. If there is availability, you may select **Book**.

r	Today's availability					
	Pick the zone where you would like a space:					
	State of Wisconsin PARKING Department of Administration Building Available until 19:00 today					
	0% 10/10 spaces available					
	Book					
	State of Wisconsin (PARKING) GEF 1 (State Labor Building) Available until 19:00 today					
	0% 10/10 occupancy spaces available					
	Book					
	State of Wisconsin (PARKING) Risser Justice Center Available until 19:00 today					
	0% 10/10					

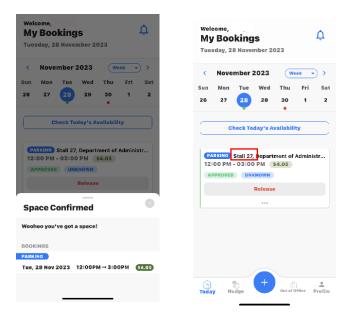
3. The next screen will show your booking request. Note that it will automatically book your space from the current time to the end of the day. To **edit the time of your booking select the time shown** and you will be able to edit the timeframe. Once your times are selected select **Done**. Review the details of your request and if everything is correct, select **Confirm**.

Today's availability	Today's availability	Today's availability
Pick the zone where you would like a space:	Pick the zone where you would like a space:	Pick the zone where you would like a space:
State of Wisconsin PARKING Department of Administration Building Available until 19:00 today	State of Wisconsin CARENCE Department of Administration Building Available until 19:00 today	State of Wisconsin CARSING Department of Administration Building Available until 19:00 today
0% 10/10 spaces available	0% 10/10 spaces available	0% 10/10 spaces available
Book	Edit Request	Edit Request
State of Wisconsin PARKING GEF 1 (State Labor Building) Available until 19:00 today	PARKING	PARKING Tuesday, 28 November 2023
0% 10/10	Tuesday, 28 November 2023 Opening hours: 6:00 AM 7:00 PM	Opening hours: 6:00 AM → 7:00 PM
occupancy spaces available	Vehicle 🚔 1234567 (Sm	all) Vehicle 🚔 1234567 (Small)
Book Space	Duration 9:45 AM → 7:00	PM Duration 12:00 PM → 3:00 PM
TUE PARKING UNKNOWN (\$12.48) : 28 Department of Administration Buildi	Cancel	Done Jarra 10an 11an 12pra 1pra 2pra 4pra 5pra
9:45AM → 7:00PM	10 30 112 15 10 30	
		AM Cancel Confirm
Next	01 15 04 15	Remove Booking Request
	02 30 05 30 93 45 95 45	

4. The details of your booking will be shown again in the summary. If all is correct, select Next. Your booking will be shown again along with the total cost and your account balance. If you have sufficient funds, you may select Confirm Booking. If you have insufficient funds, you will be presented with an error message and you will need to add funds.

Today's availability	Today's availability
Pick tete zone under a year weuted lifk es a genet. State of Wildershift Comparison Organisation Organisation Organisation Organisation Organisation Organisation Organisation Organisation Organisation	Pick the zine where you would like a space: State of Wiscondi (attaktio) Department of Administration available until 19:00 today 006 10/10 Book Space
State of Visconsin (*AGUNE) GEF 1 (State Labor Building) Available until 19:00 today 0% occupancy 10/10 spaces available	✓ Back BOOKINGS PARKING Tue, 28 Nev 2023 12:00PM → 3:00PM €5005 SUMMARY
Book Space	Total \$4.05
TUE PARKING UNKKNOVKI 1400 : 28 Department of Administration Buildi 12:00PM → 3:00PM	Your Account Balance \$22.45
Next	Confirm Booking

5. You will be presented with a Space Confirmed message and the reservation with the assigned stall number will show up on the My Bookings page.

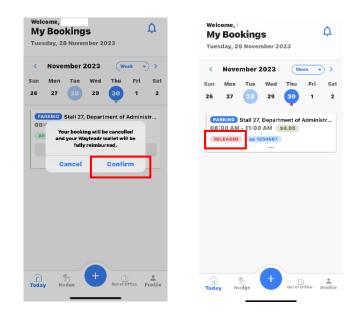


How to Release a Booking via Mobile Application

1. All your past, future, and present reservations are shown on the **My Bookings** page. Navigate to the booking you wish to release and select **Release**.



2. You will be presented with a message stating that your booking will be canceled and your Wayleadr wallet will be fully reimbursed. If you wish to proceed with the cancellation, select **Confirm**. The booking is immediately released and will be shown as such on your My Bookings screen.

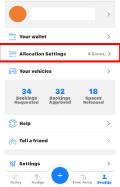


How to Update your Allocated Zone via Mobile Application

1. Open the Wayleadr app and navigate to Profile.



2. Select Allocation Settings.



- 3. **De-select** any zones that are not applicable to you.
 - a. Most users only need to access 1 zone.
 - b. You should only use Wayleadr at your assigned headquarters and/or your Agency Headquarters.
- 4. Select Update
 - a. Your preferences will be saved, and you will receive a success message at the bottom of your screen

Allocation Settings	
You can choose which zones to consider as alternatives here.	
Alternative zone settings	Ipdáto
State of Wisconsin - Department Administration Building	f 🔽
State of Wisconsin - Tommy G. Thompson Center	0
State of Wisconsin - Department Revenue Building	10
State of Wisconsin - ADA Parking Department of Revenue Building	
State of Wisconsin - ADA Parking TGTC	Э
State of Wisconsin - ADA Parking (i) Allocation settings saved	

Web Version Account Setup

- 1. To login using Single Sign-On (SSO), follow this <u>link</u> or type the following into your browser: <u>https://app.wayleadr.com/users/sign_in_sso</u>
 - a. A prompt regarding cookies will appear, select Accept Necessary.

	· · · · · · · · · · · · · · · · · · ·
We would like to use our own and technologies for	third party cookies and similar
 necessary purposes 	
 analytical purposes marketing purposes 	
You can set your preferences by se your consent at any time via the sh	electing the options below. Withdraw ield icon.
Learn more about how we use coo website	kies and who sets cookies on our
Necessary cookies help with th remember if you gave consent to	e basic functionality of our website, e.g. o cookies.
Analytical cookies make it poss traffic on our website, so we can	ible to gather statistics about the use and make it better.
	sible to show you more relevant social nts on our website and other platforms.
	100

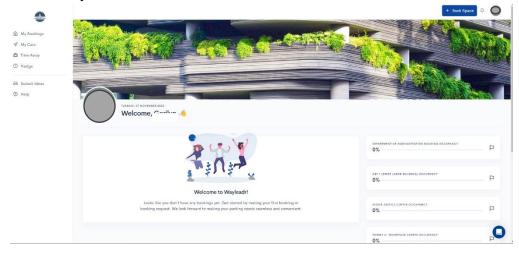
- 2. Enter your state-issued email address in the email field and select Sign In
 - a. Note: Courts & Legislature should login with <IAMusername>@wisconsin.gov & IAM username.

١	VAYLEADR
	Sign in with your single sign-on credentials
Em	ail ou@example.com
	Sign In
	Sian in using a different method? Sign In.

3. Wayleadr will use SSO to create your user account.

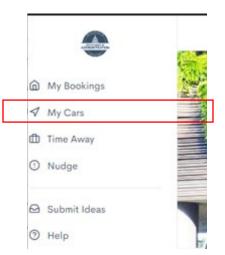
4. Once you are logged in you will be presented with the following screen. Your account is now created, and you can use SSO to log in to Wayleadr via the web or app going forward.

The first time you log in, you will be presented with a Wayleadr tour. Feel free to select next and follow the quick tour to get a feel for the layout of the website.



How to Add Funds to Your Web Version Wayleadr Wallet

1. After logging in to Wayleadr, navigate to the **My Cars** option on the left side of your screen.



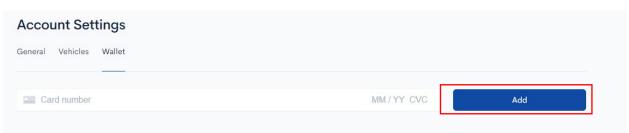
2. Under Account Settings select Wallet.

Acco	unt Set	tings		
General	Vehicles	Wallet		

3. If this is your first time uploading funds to Wayleadr, you will need to add a new card. Select Add new card.

General Vehicles Wallet		Add Funds
Payment Methods		Add new card
	You don't have any credit cards added to your account yet.	
	Add new card	

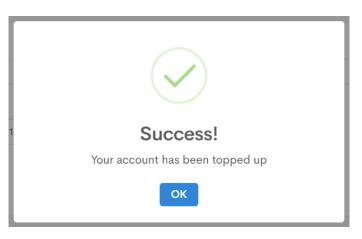
a. Enter your card number and select Add.



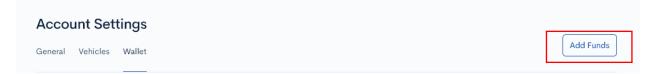
- b. You will be routed back to the Wallet page, where a **Card was Added Successfully** banner should appear at the top of your screen. Here you can add funds immediately by selecting the **currency** (USD \$), **Amount**, and **Payment Method**.
 - a. Note that you must upload a minimum of \$20.00. If a user leaves state employment, any funds remaining in their wallet will be refunded to the original point of payment.

Card was added successfully.			
	Account Settings General Vehicles Wallet		
	Currency USD (\$)	~	Amount Choose Custom Amount
	Payment Method	•	Custom Amount 5.00
	Add new card		Add Funds

c. Select Add Funds and you should be presented with a Success! message.

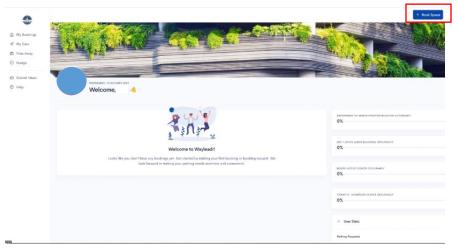


4. If you already have a card saved to your wallet, you may add funds by selecting the **Add Funds** option under **Account Settings/Wallet**.



Reserving a Space for the Future Web Version

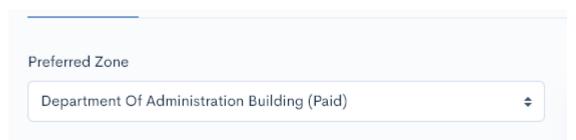
1. Select + **Book Space** in the top right corner of your home screen.



2. You will automatically be under the **Pre-Book Space** option.

Request Sp	pace
Pre-Book Space	Book for Today

- 3. Select your headquarters as your **Preferred Zone**.
 - a. Note that users will not be given access to facilities other than their assigned headquarters.



- 4. Select the **date** you wish to park.
 - a. Reservations may be made up to 2 weeks in advance.
 - b. Multiple dates may be selected if you wish to make multiple reservations at once.

11/08/2023, 11/10/2023	11/08/2023.	11/10/2023
------------------------	-------------	------------

5. Select a start time and end time for your reservation.

- a. Note: times in the app are listed as military time.
- b. Stalls are reservable between the hours of 6:00 AM (0600) and 7:00 PM (1900).
- c. The rate is \$1.35 per hour at the Administration Building
- d. The rate is \$1.50 per hour at the Tommy G. Thompson Center.

art Time	End Time	
\$	07:00	÷

- 6. Set up your **vehicle information**. This information is saved to your user profile and helps DOA patrol the reservable stalls as well as analyze the parker's needs. After the user adds this information once, it will automatically populate when the user makes future reservations. Users can also add a new vehicle at any time when booking a reservation.
 - a. Enter the vehicle plate number.
 - b. Enter the fuel source.
 - c. Enter the commute option.

Vehicle Plate		
Add A New Vehicle		¢
Vehicle Plate	Fuel source	
123456	Unknown	÷
Commute Option		
Car		\$

7. If the time and date(s) you have requested are available, that will be indicated by a dollar amount being shown next to your requested date(s), above the Book Space button. This amount will be charged to your Wayleadr wallet once you select **Book Space**. If there is no space available, an unavailable message will appear, and if you already have an existing conflicting reservation, that will be indicated by a message saying you already have a request at that time.

10th Nov	\$1.35
8th Nov	\$1.35
Total	\$2.70

8. If your booking is available, select **Book Space**.

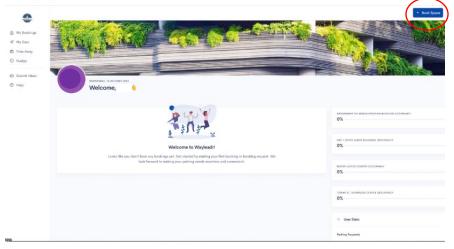
10th Nov	\$1.35
8th Nov	\$1.35
Total	\$2.70
Discover the benefits of using Wayleadr to guarantee requests are not approved, your credits will be refund	, , , ,
Book Space	

9. Your request should be automatically **approved**, and you will be routed back to the Home or My Bookings screen. Your new reservation(s) **along with their associated stall numbers** will appear on this screen. Ensure you park only in the stall assigned to you.

	THURSDAY, 02 NOVEMBER 2023 Welcome,	
	自 Add to calendar	88 ≔
10 NOV 2023 06:00 - 07:00	Stall 27, Department tration Building, State of Wisconsin Approved 1234567 (Requested By User)	:
08 NOV 2023 06:00 - 07:00	Stall 27, Department of Administration Building, State of Wisconsin (Approved 1234567 \$1.35 1(Requested By User)	:

Booking a Space for Today Web Version

1. Select "+ Book Space" in the top right corner of your home screen.



2. You will automatically be under the Pre-Book Space option. Select **Book for Today**.

STATE OF WISCONSIN DOA	
Request Space	
Pre-Book Space Book for Today	

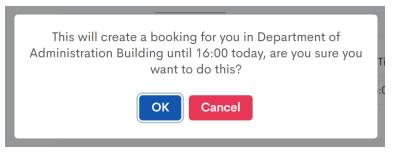
- 3. Navigate to your building.
 - a. If a space is available that will be indicated by a green **Space Available** message under the name of the location.
 - b. If there are no spaces available at the location, that will be indicated by a red Unavailable message.
 - c. If you lack the funds necessary to reserve a space, you will see a message regarding a Credit shortage.

STATE OF WISCONSIN DOA Request Space Pre-Book Space Book for Today			STATE OF WISCONSIN DOA Request Space Pre-Book Space Book for Today	
Department of Administration Building Space available \$1.35 Available Until 19:00 Today Current Occupancy: 10% -	Start Time End Time 15:0(♀ 16:0(♀	Book Now!	Department of Administration Building Unavailable Credit Sorry! You don't have enough credit. Current Occupancy: 40%	Unavailable

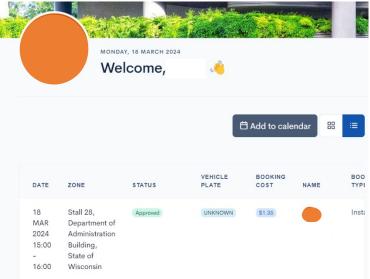
4. If there is a space available, select a **Start Time** and **End Time** for your same-day reservation. Your fee should update according to the timeframe you have selected. Select **Book Now!**

state of wisconsin Request Sp				
Pre-Book Space	Book for Today			
Department of A	Administration Building	Start Time	End Time	
Available Until 19: Current Occupano	00 Today	15:0(\$	16:0(\$	Book Now!

5. A confirmation message will pop up, showing the details of your requested reservation. If everything looks correct, select **OK**.



6. You will be routed back to the **My Bookings** page where the details of your reservation, including stall number, will be shown.



How to Release a Booking Web Version

1. All your past, future, and present reservations are shown on the **My Bookings** page. Navigate to the booking you wish to release and select the **More Menu (3 dots)** to the right of the booking.

	THURSDAY, 02 NOVEMBER 2023 Welcome,	
		☐ Add to calendar 🔠 🖽
10 NOV 2023 06:00 - 07:00	Stall 27, Department of Administration Building, State of Wisconsin Approved 1234567 \$1.35 Emily Gorman (Requested By User)	:

2. Select Cancel & Refund.

10	Stall 27, Department of Administration Building, State of Wisconsin Approved 1234567 \$1.35	:
06:00 - 07:00	(Requested By User)	View Booking
		Cancel & Refund

3. A prompt asking if you are sure that you want to release the booking will be presented. Select OK.



4. You should be presented with a successful release message, and you can navigate back to Wayleadr where your booking will still be shown but will be listed as **Cancelled**. The funds will be returned to your wallet.

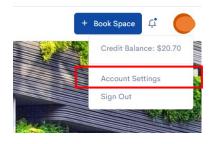
WAYLEADR	10 Stall 27, Department of Administration Building, State of Wisconsin
Your booking was released.	Cancelled 234567 \$1.35 NOV 2023 06:00 - 07:00 (Requested By User)
Back to Wayleadr	

How to Update your Allocated Zone Web Version

1. On the Wayleadr home page, **select your initials** in the upper right corner.



2. Select Account Settings.



3. Select Allocation Settings.

Acco	unt Set	tings		
General	Vehicles	Allocation Settings	Notifications	Wallet

- 4. **De-select** any zones that are not applicable to you.
 - a. Most users only need to access 1 zone.
 - b. You should only use Wayleadr at your assigned headquarters and/or your Agency Headquarters.

5. Select Update Preferences.

a. Your preferences will be saved, and you will receive a success message at the bottom of your screen.

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Seneral	Vehicles	Allocation Settings	Notifications	Wallet
Altern	ative zone p	references		
🗆 State	of Wisconsi	in , ADA Parking- Dep	artment of Reven	ue Building
🗆 State	of Wisconsi	in , ADA Parking- DOA	A Building	
🗆 State	of Wisconsi	in , ADA Parking- TGT	С	
🗹 State	of Wisconsi	in , Department of Ad	ministration Build	ing
🗆 State	of Wisconsi	in , Department of Rev	enue Building	
🗆 State	of Wisconsi	in , Tommy G. Thomps	on Center	
			Update	Preferences

- 1. Will Wayleadr do away with the current parking waitlist?
 - a. No. The Wayleadr application is only for daily/hourly parking. Regular parking/ stall share subscriptions will still be available for those working in the office 1 day or more per week, and waitlists will remain unaffected.
- 2. Will we be able to use our pre-tax parking accounts? Is Wayleadr going to be an approved vendor that won't require additional documentation when using pre-tax money from a parking account?
 - a. Yes. The employee will need to be able to provide proof of payment/receipt to Optum for the expense.
- 3. Is your wallet charged to your card when you make the reservation, or do you have to place money in the account beforehand?
 - a. The application requires the use of a "wallet" which the user would preload with funds (\$20 minimum) for use within the app. You can check stall availability before uploading funds to your wallet. When an employee leaves DOA, any funds remaining in their wallet will be refunded to the original point of payment.

4. Will there be a handicap stall with space for a vehicle with a lift?

a. No, none of the daily/hourly stalls are designated as handicap accessible.

5. Does the app have waitlist capability?

a. No.

6. Are advance reservations needed, or can I book on the day I need the stall?

- a. You can instantly book a stall by clicking on "Check Today's Availability" in the mobile app or on the web. If a stall is available, click on "Book", edit the time frame, and confirm your booking.
- b. Hourly same-day reservations are currently not supported by the Web version of Wayleadr. If a user makes a same-day reservation via the web, they will automatically be booked from the time of booking to the end of the day (19:00 or 7 PM) and be charged for that entire time. Users are strongly advised to exclusively use the mobile app to make same-day reservations.

7. How far out in advance can I book a stall?

a. You can book up to two weeks in advance.

8. When do I receive confirmation of my stall?

a. Booking is instant. You will only be able to complete a booking if a stall is available. Confirmation is received immediately.

9. Can I reserve the same stall each time?

a. The system will assign a stall at random each time you book.

10. What is the hourly rate?

- a. The hourly rate is \$1.35 at the Administration Building.
- b. The hourly rate is \$1.50 at the Tommy G. Thompson Center.

11. I reserved a stall but when I got there it was occupied. What do I do?

a. There is a "nudge" function in the application that you can use to notify someone who is in your spot. This will notify the violating parker and DOA Parking Management and will reassign you to an available stall. If no stall is available, contact DOA Parking Management to be relocated for your reserved time. The spaces will be patrolled and monitored daily. People without reservations or in the wrong stall are subject to citation.

12. How can I tell if the lot is full?

a. The application will indicate if there are no stalls available.

13. Can I cancel my reservation?

a. You may cancel your reservation up to 30 minutes before your booking starts. The full amount will be refunded to your Wayleadr wallet.

14. Can I park at a building that is not my headquarters?

a. Users will not be given access to buildings other than their assigned headquarters.

15. I am experiencing technical issues with the website or application, who can I contact?

- a. Wayleadr offers 24/7 Customer Service
 - i. Mobile: On the profile tab, select Help.
 - ii. Web: Select Help at the bottom of the menu on the left side of the screen.

16. I have other questions that are not answered here, who can I contact?

a. DOA Parking Management, <u>DOAParkingManagement@wisconsin.gov</u>, 608-264-9507.