User manual (H)eerlijk parkeren
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1 Introduction

Paid parking was introduced at the TU/e-campus on April 15, 2015. This is applicable for all TU/e employees, students and other campus residents. Because of the introduction of paid parking it was necessary to expand the existing parking system with new techniques such as license plate recognition and a new subscription system.

Access by car is now regulated through license plate recognition. If a license plate is not recognized, the subscriber can always access and leave the campus with his/her campus card. The campus card needs to be presented at the barriers, at the card icon, as indicated below.

The campus card - with or without picture - looks like this:

Per subscriber, access to the TU/e campus will only be granted for one vehicle at a time.

Subscribers can park their vehicle with their campus card in the areas that are made accessible for them. The following areas are connected to the system:
- TU/e-campus area
- Kranenveld (the parking area behind TNO-Helix-Matrix-Vertigo)
- MMS area

To park in the above areas, the subscriber needs to open an account on the following website:
http://www.heerlijkparkeren.nl/

Further instructions on how to create an account at (H)eerlijk parkeren and other features of the system are included in this manual.

In case you do not have internet access, the account can also be activated at the payment machines near parking area Kranenveld. The instructions on this machine will help you to complete the activation (more information can be found in chapter 6 of this manual).
Registration of a new user

The first time that you visit the site, you need to create an account. Below you will find out how to do this.

Visit the website http://www.heerlijkparkeren.nl/ and click on the link *hier* (‘Choose your location here’).

Select your location, ‘Technische Universiteit Eindhoven (TU/e)’ and click on the *registreren* (register) button.
The below screen will be shown. Please enter the email address you would like to use for your registration and create a password. **Attention:** this password requires 2 special characters. Make sure you remember the password! Then click on the *Maak account aan* (Create account) button.

You will then receive the below confirmation, the account has been created. Do **not** click on *Doorgaan* (Continue).
Open your mailbox and confirm the registration by clicking on the link in the email. A confirmation of your registration will appear.
3 Log in on (H)eerlijk parkeren website

Visit your personal page and log in with the username you created:

welkom bij (H)eerlijk Parkeren

Voer uw naam en wachtwoord in om in te loggen op uw persoonlijke pagina.
Registreer bij als u nog geen account heeft.

inloggegevens

Voer uw e-mailadres in:

E-mailadres:

Voer uw wachtwoord in:

Wachtwoord:

[ ] Log mij de volgende keer automatisch in

Inloggen

Ik heb mijn wachtwoord vergeten

Once only:

Give in your campus card nr. 1 (this number can be found on your campus card, front side on the left) and the registration code. The registration code is your date of birth as follows: JJJJ-MM-DD (do not forget the hyphens!) or a registration code will be sent to you separately by Parking Management. Then click on the Registreren (Register) button.

afrolding nieuw account

Op deze pagina kunt u uw parkeerkaart koppelen aan uw Eerlijk Parkeren account. Vul de onderstaande gegevens in en druk op

"Registreren" om uw kaart te koppelen.

Kaartnummer

RegistratieCode

Registreren

1 If you do not own a campus card, you should request for one at the TU/e Safety & Security department first.
Now register your personal details. Only the last name is mandatory. To use license plate registration, please make sure you register your license plate(s). When entering the license plate number, give in all numbers and letters in succession without spaces or hyphens, then scroll down in the menu and select the right country.

You can register a maximum of 2 license plates. However only one car at a time, registered to you as subscriber, can be on the TU/e campus.

Then click on the Opslaan (Save) button. Your account is now ready for use.
Unlocking parking account

If you give in the wrong password three times in a row, your account will be locked for the rest of the day. Your account will automatically be unlocked the next day; you will be able to log in using the correct login and password.

In case you do not remember your password or the password is incorrect, you can request for a new password via the link *Ik ben mijn wachtwoord vergeten* (I forgot my password).
5 Personal details

The tab *mijn gegevens* (my details) offers you the following options:

- change your details
- change your password
- change your email address
- sign out
6 Creating a parking account at the Kranenveld payment machine

6.1 Location machine Kranenveld

6.2 Creating a parking account

- Show card:

> PAS VOORHOUDEN

Select *Mijn gegevens* (my details):

![Mijn gegevens]

Then *Opnieuw activeren* (Activate again):

- Opnieuw activeren
- STOP
- OK

Then *Activeren* (Activate) and sign out:

![Activeren]

From now on you can always log in to perform the required actions, such as changing your details and upgrading your card.
7 Change of license plate number at machine Kranenveld

In addition to the possibility to change your details at the (H)eerlijk Parkeren website, you can change your license plate number at the black payment machine at Kranenveld (behind the TNO building, at the Dorgelolaan, see 6.1).

A campus card is required for this. If you would like to change your license plate number, the following screen will be shown.
Then click on *kenteken 1 aanpassen* (adjust licence plate number 1) or *kenteken 2 aanpassen* to change your license plate number. You can then enter the new license plate number. First type all the numbers and letters in succession without spacer or hyphens, then select the correct country from the scroll-down menu.

By clicking on ‘Verder’ (continue) you will confirm the changes.
8 My history

In the tab *my history*, your parking history is shown. The tab gives you the following options:
- checking your parking history
- printing your parking history
- sign out
9 Free parking days

A number of ‘free’ parking days per year is appointed to each TU/e employee, on the TU/e payroll \(^2\). To use these days you must create an account at (H)eerlijk parkeren. At the mijn historie tab you can check your remaining amount. In the below overview you can see if you have been charged or if a ‘free’ day was used. To further clarify the above, please check the below picture and notes.

- Column [Korting]: offered discount. If free parking days are used, a discount of € 2,00 per 24 hrs. will be shown.
- Column [Bedrag]: the rate per 24 hrs., in this case € 2,00.
- Column [Betaald]: the total amount paid per 24 hrs.

If you only use the free parking days, you do not have to charge your card; the free parking days will be used up first. You will not receive a message once the free parking days have all been used, on My TU/e you will be able to see the number of days you have\(^3\) and via your (H)eerlijk Parkeren account you can check your history to see how many days you have parked for the € 0,00 rate in the current year. When you have run out of free parking days, you will have to charge your (H)eerlijk parkeren account with at least € 25,00 to be able to park on the TU/e campus for € 2,00 per day. If you would like to end your subscription, the remaining amount will be refunded to your bank account. For this, you can send your request via email to parking@tue.nl. This is not done automatically, not even if you are no longer employed at the TU/e.

\(^2\) You cannot collect free parking days. Each year in January the number of free parking days for the current year will be added to your account. So if you have 3 days left at the end of the year and you are entitled to 12 free parking days a year, you will have a total of 12 days on the 5th of January (the measuring moment is January 5 each year).

\(^3\) If you are employed at the TU/e in the middle of a calendar year, the free parking days will proportionally be added to your parking account. If you terminate your employment contract during a calendar year, the used free parking days will not be settled.
10 My credit

At the tab *mijn tegoed* (my credit), your current credit is shown and can be upgraded. The tab *mijn tegoed* offers you the following options:

- upgrading your credit
- printing your transactions
- sign out

10.1 Upgrading via iDeal/ creditcard

Click on the *Opwaarderen* (upgrade) button to add credit to your account. Enter the amount and keep in mind that the minimum amount is € 25,00 (the maximum is € 400,00 per transaction).
If you would like to continue the transaction, click on the Betalen (Pay) button.

Follow the steps to complete the iDeal transaction.

If the transaction is completed, the below notification will appear. Click on the hier (here) button to return to your personal page:

If your credit is below € 10.00, you will receive an email to inform you about this. If you do not add credit to your account you will be able to access the TU/e campus, but you will not be able to leave the campus until you have added money to your account.

Warning: the e-mail mentioned above can end up in your spam mail (junk mail). Check them regularly. Through your mailbox menu you can specify that you do not consider this spam mails.
10.2 Upgrading via the machine

You have a campus card that you can charge for parking. Charging cannot only be done via ‘mijn webpagina’, payment with via iDeal, but also at the payment machine at Kraneveld (behind TNO building. See 6.1). This machine accepts Maestro (pin) and credit card payment. If you would like to charge your parking credit, the below page will be shown.

After charging, the remaining credit is shown at saldo: € (balance).
10.3 Printing the receipt

In the mijn tegoed (my balance) tab, an overview of your payments can be downloaded and printed. Click on the Afdrukken (Print) button. Then select the period you would like to print: Van… t/m…. (From… to…) Click Download to download the overview.
11 My locations

The ‘mijn locaties’ (my locations) tab shows which parking areas are available to you. Subscribers can use their campus card to park at the following parking areas:

- TU/e campus
- Kranenveld (the parking lot behind TNO-Helix-Matrix-Vertigo)
- MMS area