User Guide

A large building with a parking lot

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**Glasgow International Airport**

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1. **About This Document**

**Intended Audience**

This document is intended for all staff that require on site parking at Glasgow Airport.

**Overview**

The staff portal is operated online through the web and can be accessed with any device with a web based browser

Staff are required to register on the Portal with their details including vehicle registration number and parking area required.

No parking will be available until registration is complete and approved by the relevant business partner.

2 **. Using the portal**

**Accessing the Portal online**

Staff can access the online Portal by typing <https://glasgowstaff.apcoa.co.uk>

**(Save to favourites as this will be required to change details)**

**Registration**

Staff will need to create an account using an email address and password. Passwords need to contain at least 1 x Uppercase letter, 1 x Lowercase letter and be a minimum of 6 characters in length. See example screen below

Graphical user interface, application

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Please click ‘**Register’** to proceed to next screen

**Staff Details**

Staff are required to complete **ALL** fields on the below screen

Graphical user interface, application

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**Suppler Company Id** – Select which company you are working for from the drop down box.

**First/Last Name** – Type your name in the fields provided

**Email** – Enter email address

**Password** – Enter password

Ensure you tick you have read the T&C’s and click **Confirm** on the pop up window.

Click the ‘**I’m not a robot’** box.

Click ‘**Register**’ to continue.

**Document Approval**

A document submission is required for parking approval.

Please click on the down arrow next ‘Welcome’ on top right of page.

A screenshot of a computer

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Select ‘Submit New Document’

Click ‘Upload File’. Accepted documents are Airport ID badge or Driving licence or Passport if awaiting ID badge

Tick in box to confirm you wish to submit uploaded document

Click ‘Submit New Document’

Graphical user interface, text, application, email

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**You will not be able to proceed** until you have received an email informing you of approval of your document.

**Apply for Permit**

Click on ‘Apply for New Permit’

**Background pattern

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On next screen please select car park you have been allocated.

A screenshot of a computer

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**Vehicle Details**

Click on ‘Add Vehicle and complete all details of your vehicle in the POP Up

Graphical user interface, application

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Click ‘Add Vehicle’ when all field completed.

You can add multiple vehicles **but only 1 can be active per day**. A change in selected vehicle can take 1-2 hours to update on the system.

**Finalise Booking**

Please enter the start date parking is to commence. Permits will be valid for 2 years.

Tick to accept T&C

Click ‘Book Now’

Graphical user interface, application

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**Booking Confirmation**

Once booking is successful, you will be taken to a confirmation screen as shown below.

Graphical user interface, text, application, chat or text message

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An email confirmation will also be sent to the email address used for registration.

**Renew/Change details.**

Log into the Staff Portal using same web address: <https://glasgowstaff.apcoa.co.uk>

Graphical user interface

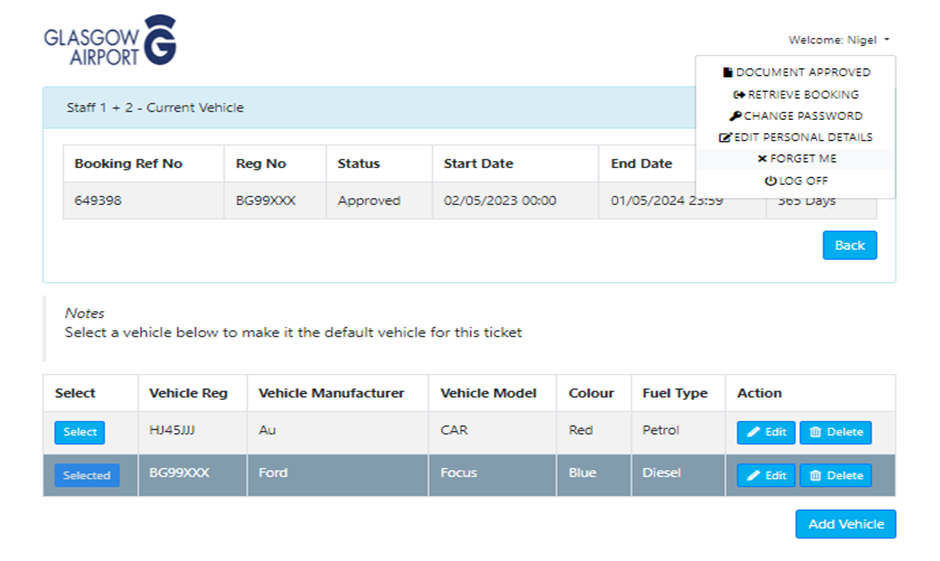
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Click the option you require – Renew, Change Vehicle Details or Cancel Permit.

Graphical user interface, application

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Click Change Vehicle to Edit, Delete or Add a new vehicle registration or, change which vehicle you are using.

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**Leaving your current Employer**

Click Forget me

**Graphical user interface, application

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Enter the email address, tick in box ‘I’m not a robot’ and click submit.

You will receive an email with a link to click. Click on link to finalise cancellation of staff parking permit.

If you change employers within you WILL HAVE to apply for a new permit.