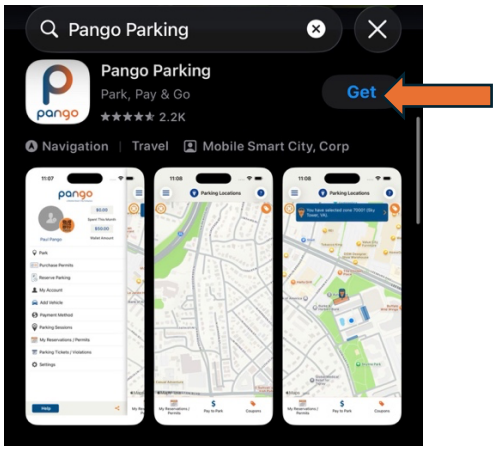
Instructions for On-Street Parking using the Pango Parking App

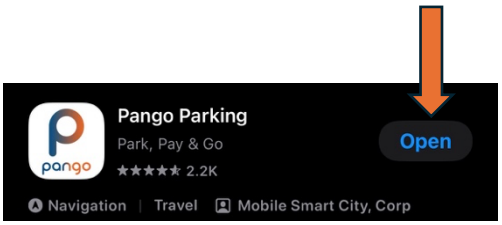
Scranton Public Library
500 Vine Street, Scranton PA 18509
570-348-3000

Step 1 – Download the App

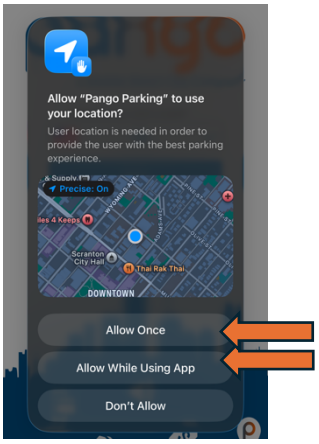
- If using an iPhone, open the App Store. (look for this icon)
  If using an Android phone, open the Google Play Store. (look for this icon)
- Using the search option, search for "Pango Parking."



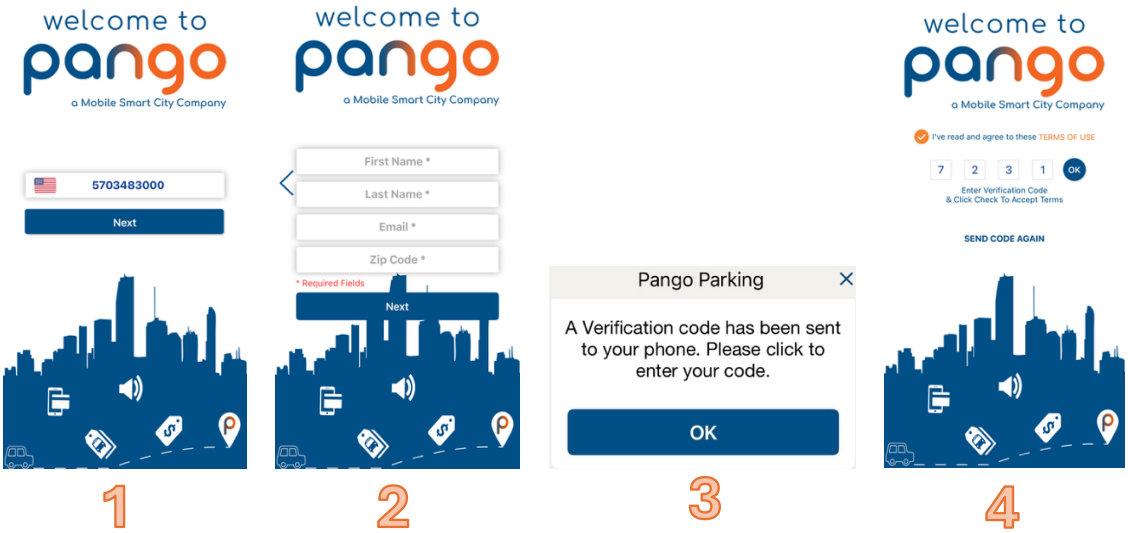
- Touch "Get" or "Install" to add the app to your phone. You may be asked to confirm the download or enter a password.
- After downloading, touch "Open" or find the Pango Parking app on your home screen.



Step 2 – Creating an Account



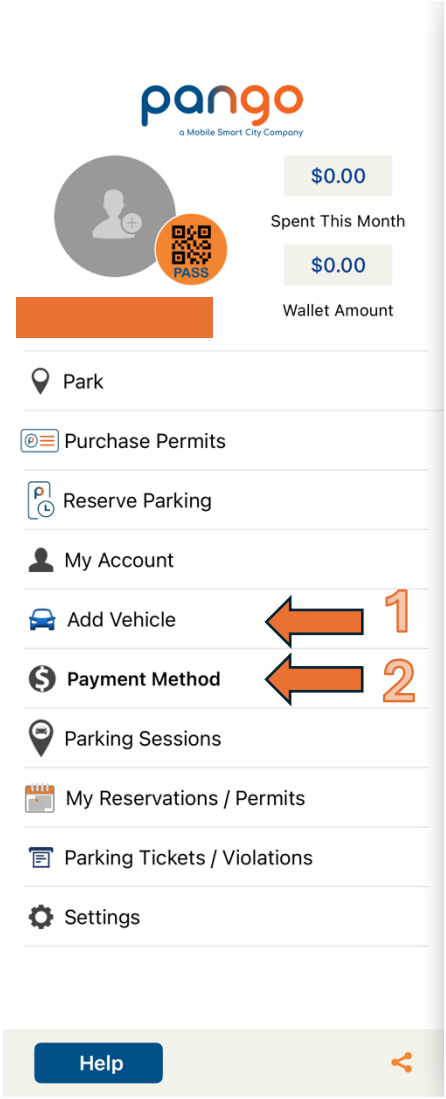
- The first time you open Pango Parking, it will ask for permission to access your location. In order for the app to be able to find available parking stations near you, you must provide it with this access. You can choose "Allow Once" for one-time use or "Allow While Using App" to give it permission to find your location whenever the app is opened. Choosing "Allow Once" means you will see this pop-up every time you open the app.
- You may see another pop-up asking if you want to receive notifications from Pango Parking. If this appears, choose based on your preference. You do not need to agree to receive notifications to be able to use the app.
- To begin creating your account:
    1. Enter your phone number and tap "Next."
    2. Next, enter your name, email address, and zip code and tap "Next."
    3. Then, Pango will send you a 4-digit code via text message to confirm your account. Touch "OK" to continue.
    4. Touch the box next to "I've read and agree to these TERMS OF USE," enter your 4-digit code, and tap "OK."



- After completing these steps, your account will be created.

Step 3 – Adding Your Personal Information

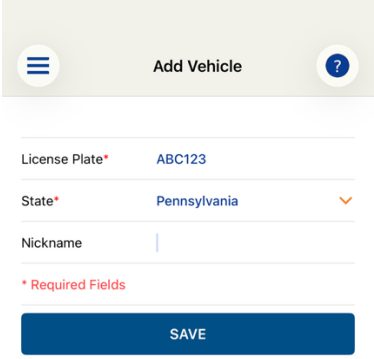
- When you open the Pango Parking app, it will show you a map of your current location. From here, you may use the icons at the bottom of the screen: "My Reservations/Permits," "Pay to Park," or "Coupons." We recommend entering your vehicle and payment information first to make paying for parking easier in the future.
- Begin by touching the three parallel, horizontal lines to open the menu.



•From the menu, you will need to use "Add Vehicle" and "Payment Method" to complete your account setup and be ready to park:

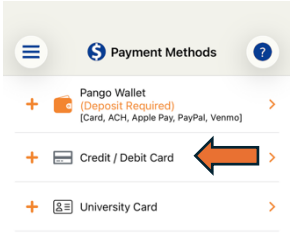
1. Adding a Vehicle

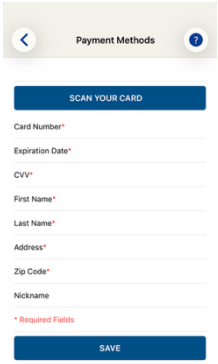
- Tap "Add Vehicle."
- Enter License Plate number, State, and Nickname (if desired) associated with your vehicle.
- Touch "Save" to save the vehicle to your account. You may save up to 5 vehicles.



2. Adding a Payment Method

- Tap "Payment Method."
- Choose the type of payment method you'd like to add to your account.
- Enter your card information or use the "Scan my Card" button.
- Touch "Save" to save your payment to your account.

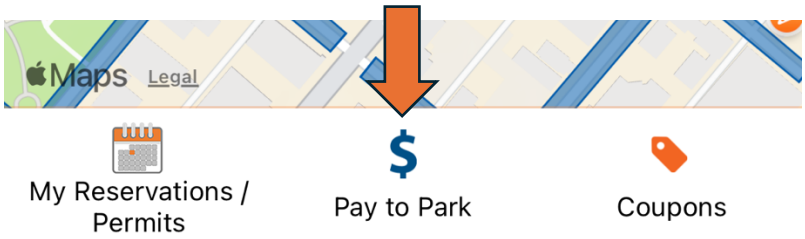




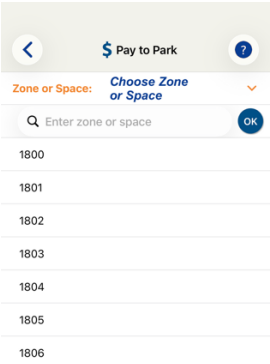
Step 4 – Parking & Payment Using Pango

- Open the app to bring up a map showing your current location.
- There are two easy ways to pay for parking:

1. "Pay to Park" Icon
   - Touch the icon at the bottom menu of the app that reads "Pay to Park."

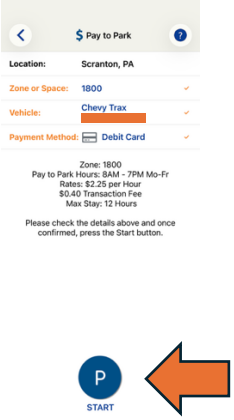


   - This icon will bring up a list of nearby Zones. Choose the Zone you parked at from the list or type in your Zone at the top of the screen where it reads "Enter zone or space."

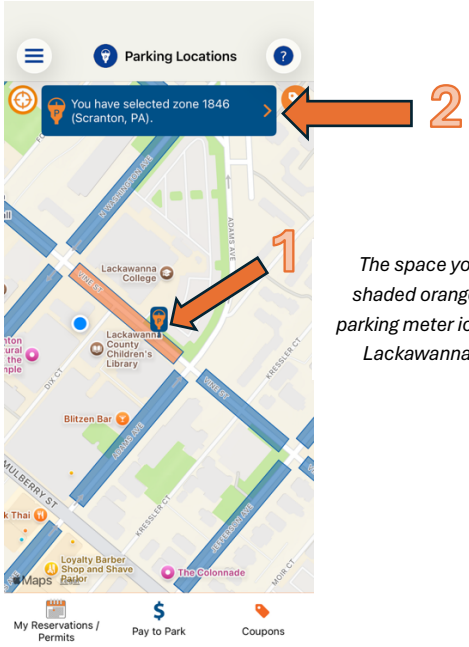


Zone numbers can be found on pay stations located near where you park your vehicle.

   - After selecting your Zone, you will be taken to a screen to confirm your Zone, Vehicle, and Payment Method. You will also see the hours when parking is available, the rate you will pay, and the maximum stay. To confirm and process your payment, press the blue circle.

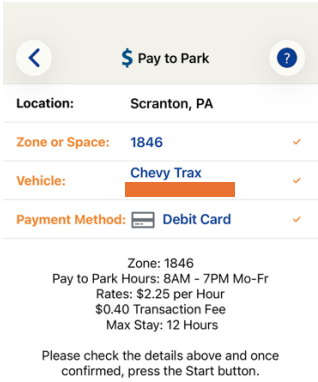


2. Choose Your Location to Park
   - From Pango's map, you can see blue shaded rectangles. Tapping anywhere in the shaded regions drops a pin on that Zone to show where you are parking. The Zone will change from blue to orange, and a pop-up will appear telling you which Zone you have selected.

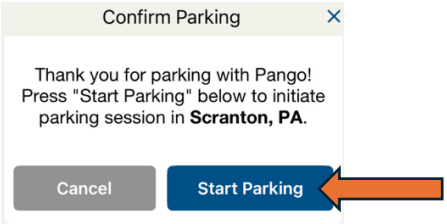


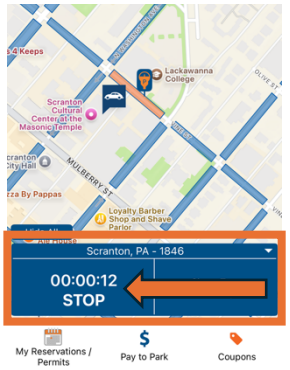
The space you select on the map will be shaded orange. Location is marked by the parking meter icon, here shown in front of the Lackawanna County Children's Library.

   - Tap the pop-up that appears to be taken to the confirmation screen where you will confirm your Vehicle, Payment Method, and be able to see the rate you will pay and the maximum stay. To process your payment, press the blue circle.

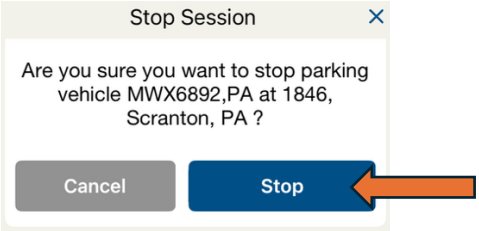


- With either method, after pressing the blue circle you will see a pop-up asking you to confirm that you would like to park. Touch the blue “Start Parking” button to agree.

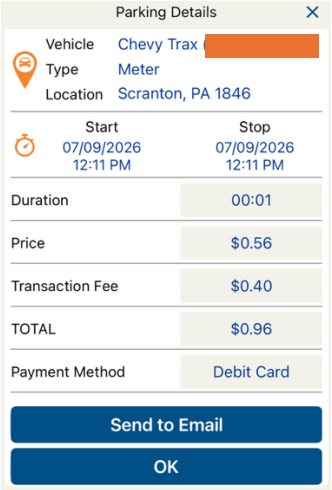




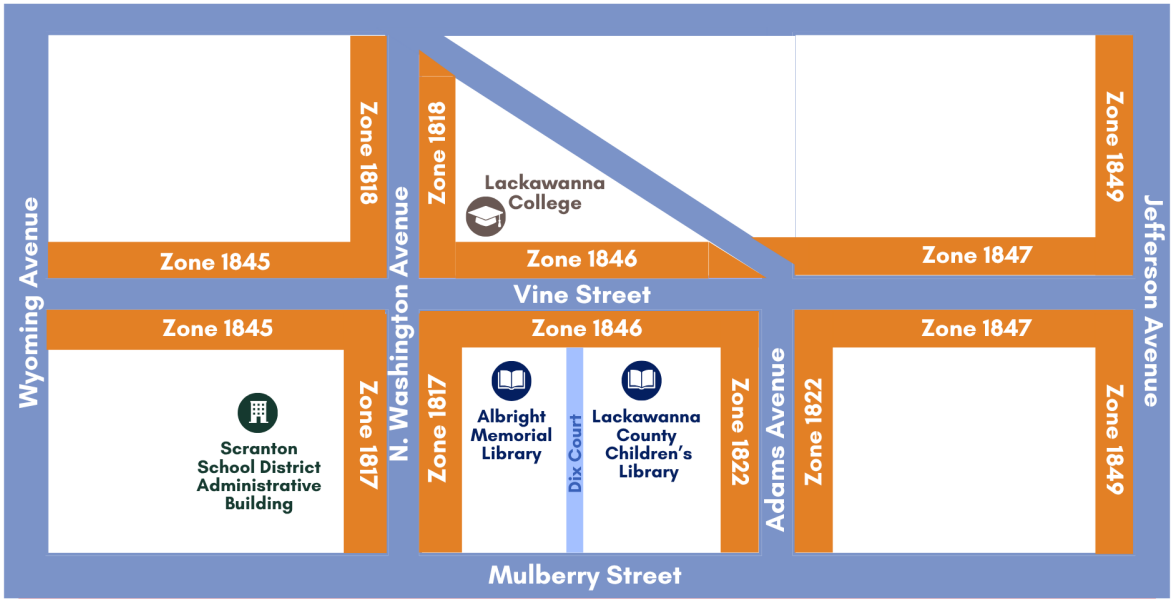
- Once you confirm your payment, you will see new information appear at the bottom of the parking map showing you the Zone you have parked in, a timer, and your Vehicle’s information. The timer will run in real time, showing you how long you have been parked for.
- When you are finished and want to stop paying the meter, tap “STOP” in the bottom lefthand corner of the blue box.
- A pop-up will appear asking you to confirm by pressing the blue “Stop” button. ***Please note that you must stop your parking session or the timer will continue to run and you will be charged for the maximum stay.***



- After confirming, you will see a breakdown including your start and stop times, the price you paid, and your payment method. If you wish to have a receipt emailed to you, press “Send to Email,” otherwise press “OK.”



Please reference the parking map below to see where on-street parking is available near the Library and/or to reference Zone numbers when entering your parking information manually on the Pango App.



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