



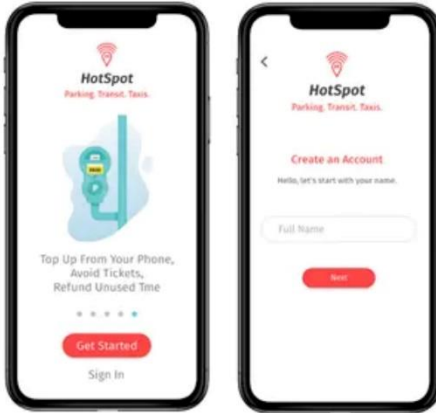
HotSpot

PARKING PERMITS

Your smart parking experience is here. Please follow these easy steps for setting up and using the HotSpot app on your smartphone!



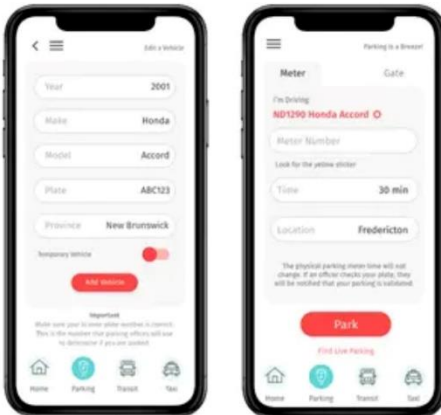
1



Download the app onto your smartphone.

Then, open the app, click "Get Started" and create your account. You will setup a User Name and Password and will need a unique phone number and email to do so.

2



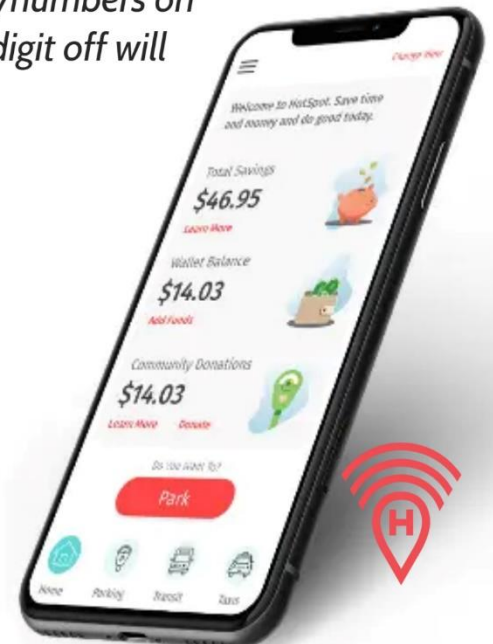
Click the "Parking" icon on the bottom menu bar.

Then click the three bars in the upper left corner. Select "Manage my Vehicles" to add your vehicle. You must enter vehicle information accurately.

NOTE: Please ensure you enter your vehicle license plates accurately. Please only enter the LARGE letters/numbers on the license plate. Even one digit off will result in a parking ticket.

3 ADD / MANAGE FUNDS

Before purchasing parking or a parking permit, you will need to set up your payment information. Click on the three bars in the upper left corner. Select "Manage my Account". Then click "Add/Manage Funds" and "Add Card". Follow the prompts for setting up your wallet.



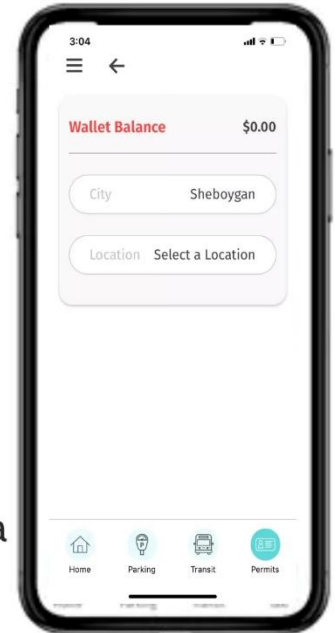


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4 Purchasing a Permit

To purchase a permit, click the "Permit" icon in the bottom menu bar. In the "City" box, make sure Sheboygan is listed (click the box to change the city if not listed). Then click "Location" to select your permit type.

Follow the prompts to purchase your selected permit. Make sure you've selected the correct permit before finalizing your purchase.



More About Parking Permits

- No refunds for permits canceled in the middle of a month. Please manage your account within the app to ensure billing preferences are correct.
- Permits must be assigned to a vehicle. Make sure you assign an active permit to the active vehicle.
- Only vehicles with active license plates can purchase parking. Please make sure your vehicle and contact information is always up-to-date.
- You may switch license plates within your account when temporary things happen such as a car breakdown, driving a spouse's car, etc. Customers may manage this within the app.

Customer Support

For billing issues, purchases, and customer service, please contact Customer Support. Click the three bars in the upper left corner, then click "Contact Us" and then select your reason.

Parking Tickets

Parking is enforced by the Sheboygan Police Department. Please call (920) 459-3333 for questions regarding parking tickets.

