

June 12, 2023

Subject: City of Norfolk Monthly Parker System Change -Action Required

Dear Valued Parker,

We are writing to inform you of an important change regarding our Monthly Parking system. We will be implementing a new Monthly Parking Account System that will provide greater flexibility and convenience in managing your account.

To ensure the transition goes smoothly and to avoid any disruption in your monthly parking access, please login to your new system account by June 30, 2023. Once you login, you will want to add or update your vehicle license plate number on the Locations/Access tab of your account and place a credit card on file on the Manage Payment Options tab. You will receive a website link to our new Monthly Parking Account System on June 20, 2023, from email address norfolk@mgzephire.com. We recommend adding this address to your safe sender list to ensure you receive this and all communications going forward from the new system. This email will provide a link that will take you to our new secure parking portal page. From our secure parking portal page, you can access and manage your account details whenever you'd like with a Smartphone or Computer. In addition, you may also register by coming to our Customer Service Center located at 222 East Main Street, Norfolk Virginia 23510.

To get started, after you receive the welcome message from our new system, you will need your email address to log in the new account system. Your email address will become your username in the new system.

Please use the following links to review your account information:

- Individual Parkers (I pay my account separately):
<https://Norfolk.mgzephire.com/parkerportal>
- Group Accounts (I manage a group account for multiple parkers):
<https://Norfolk.mgzephire.com/groupportal>

After user set up, you will be able to review your account details in real-time. In addition, group account managers can see each parker assigned to your account, add/delete parkers, add parker license plate numbers, send and review messages, and enter your billing information.

Your next invoice in the new system will be generated on July 14, 2023. After registering, you will receive an email notification from the system with your August invoice attached.

We understand you may have questions or concerns about the new Monthly Parking Account System. To help address any potential issues, we have included a Frequently Asked Questions (FAQ) section at the end of this email. If you have any further questions, please don't hesitate to email us at: monthlyparking@norfolk.gov or call us at 1-757-664-6222.

Thanks for parking with the City of Norfolk as we continue to improve your parking experience.

Ray Stoner
Director, Parking Division City of Norfolk

Frequently Asked Questions (FAQ):

1. What is the new Monthly Parking Account System?

The new Monthly Parking Account System is a more flexible and convenient way to manage your monthly parking account with the City of Norfolk.

2. Why do I need to register?

Please register in the new system to ensure no disruption in your monthly parking access. Your email address will become your username in the new system.

3. When do I need to register?

Please register and enter your payment information by the end of this month to ensure no disruption in your monthly parking access.

4. Can I still stop by the offices to update my account information? You can still stop by our offices to update your vehicle information, change your address or payment method.

222 East Main Street
Norfolk, Virginia 23510

5. What is the final date to register?

All registrations must be completed by 11:59 pm on June 30.