MEDICAL OFFICE BUILDINGS
December 7, 2023

Patient Guides for Parking System

Metropolis has provided a patient guide for the parking system that we encourage you to distribute to your patients.

The guide will help patients complete the one-time registration from the comfort of their home before they come in for their next appointment. Our hope is that this will alleviate confusion for your patients and staff, and support on-time arrival for their appointments. We encourage you to send this to all of your patients electronically and/or in your next regular mailing. We also encourage you to include this with your new patient welcome information.

Please note it is not necessary for patients to download an app on their cell phone. The registration can be completed through the Metropolis website. The guide also includes a warning about avoiding phishing ads or sites that have been problematic for some Android users.

Please let us know if it would be helpful if we provided you with the native (Word) version of these guides for easy editing and customization to suit your practice and patients.

Brenda Schiffman
Sr. Property Manager

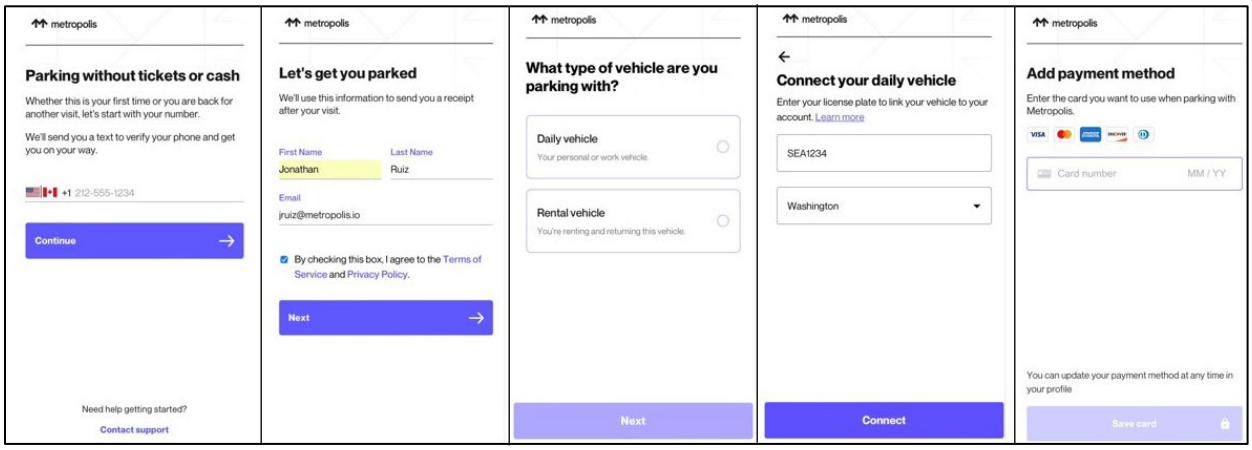
Please post or distribute.

To our valued Patients,

Our parking garage has adopted new technology.

Prior to your next appointment, please follow these steps to register in the system (please don't wait until you arrive at the parking garage, as internet service is not available):

1. From your computer, cell phone or any internet connection, click on this link to register: https://app.metropolis.io/sign-in
   ****Be mindful of internet phishing ads or sites. Do not follow any pop ups or prompts that take you to a website other than Metropolis* metropolis *****
   ****It is not necessary to download an app onto your cell phone.****
2. Registration is a one-time setup and can be completed in advance of leaving home for your appointment.
3. Add your license plate number and credit card information for contactless payment.
4. At the end of your parking session, just drive out.



How it works:

The parking facility uses pay-by-plate technology. Each time your vehicle drives through the entrance and exit, a camera takes a photo of your license plate and records a timestamp to facilitate the visit. When you drive out, your account will automatically be charged for the duration of your parking session. Next time you visit our office you will be set to go, no need to repeat the registration process.

If you forget to take a photo of your license plate, or set up your account, please complete the steps above from our office or the building lobby prior to exiting the garage (there is no internet service in the parking garage). Should you need further assistance, please contact Metropolis:

help@metropolis.io
seattle@metropolis.io
Phone: 206-386-2230

metropolis

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