

## Job Aid 15.1 Pay by Phone Passes

This Job Aid describes how to navigate the Pay by Phone Yodel Admin Portal which will enable credentialed DPR designated DPR Pay by Phone District Admin users to manage their pay by phone pass program locally in real-time. Below this Job Aid provides step by step instructions regarding pay by phone passes.

1. Take a park offline
2. Take a parking lot or pass offline
3. Turn Pass Online for Sales - Weekend, Holiday, or Offline Pass

Yodel admin is a browser-based application and can be accessed here using credentials provided by DPR: <https://admin.yodelpass.com/>

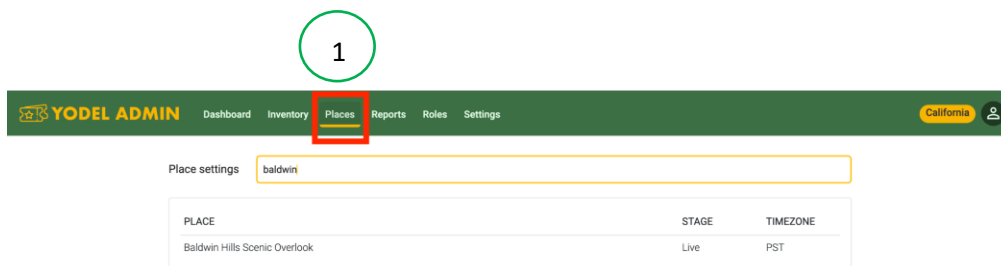
*The actions in this Job Aid must be performed in the Yodel Admin Portal.*

### Take a park offline

Use this option to stop sales for a park. Admin users also can put a message on the parks description page to tell patrons the reason for park closure.

Follow the steps below to take a park offline using Yodel admin.

1. Click on the **Places** tab on the navigation pane and search for the park using the search bar as shown below:



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2. Click on the park name and select the availability section as shown below:

The screenshot shows the Yodel Admin interface for 'Baldwin Hills Scenic Overlook'. The top navigation bar includes 'Dashboard', 'Inventory', 'Places', 'Reports', 'Roles', and 'Settings'. The 'Availability' section is highlighted with a red box and a green circle labeled '2'. Below this, the 'Currently Available (Make Unavailable Now)' section is visible, featuring a 'Place Stage' dropdown menu set to 'Live' and an 'Offline Stage Display Message' text area containing 'Park closed due to inclement weather.' Below these are several rows of pass names with edit icons, including 'Disabled Discount', 'Lifeguard Assistant', 'One Day Small Game', 'Vishal Radha Payal Test', 'Distinguished Veteran', and 'test1'.

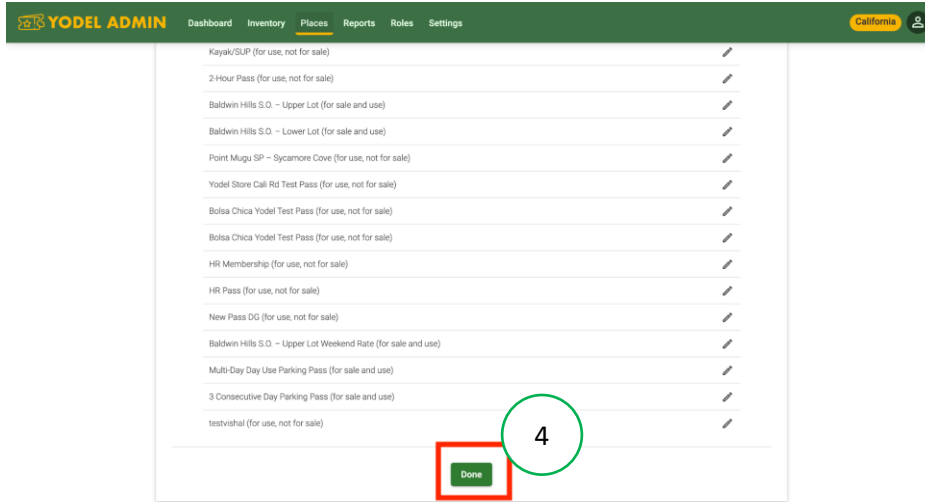
3. Click on the availability filter and select status as offline.

3A. Users also have the option to edit the display message that will be shown to patrons once the park is taken offline, as shown below:

The screenshot shows the Yodel Admin interface for 'Baldwin Hills Scenic Overlook' with the 'Availability' section selected. The 'Place Stage' dropdown menu is now set to 'Offline' and is highlighted with a red box and a green circle labeled '3'. The 'Offline Stage Display Message' text area is also highlighted with a red box and a green circle labeled '3A', containing the text 'Park closed due to inclement weather.' The rest of the interface, including the pass list, remains the same as in the previous screenshot.

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4. After making these changes, scroll to the bottom of the page and click **DONE**. Changes will be saved and replicated on the Yodel app.

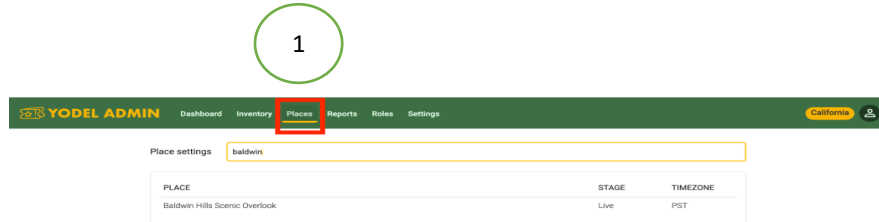


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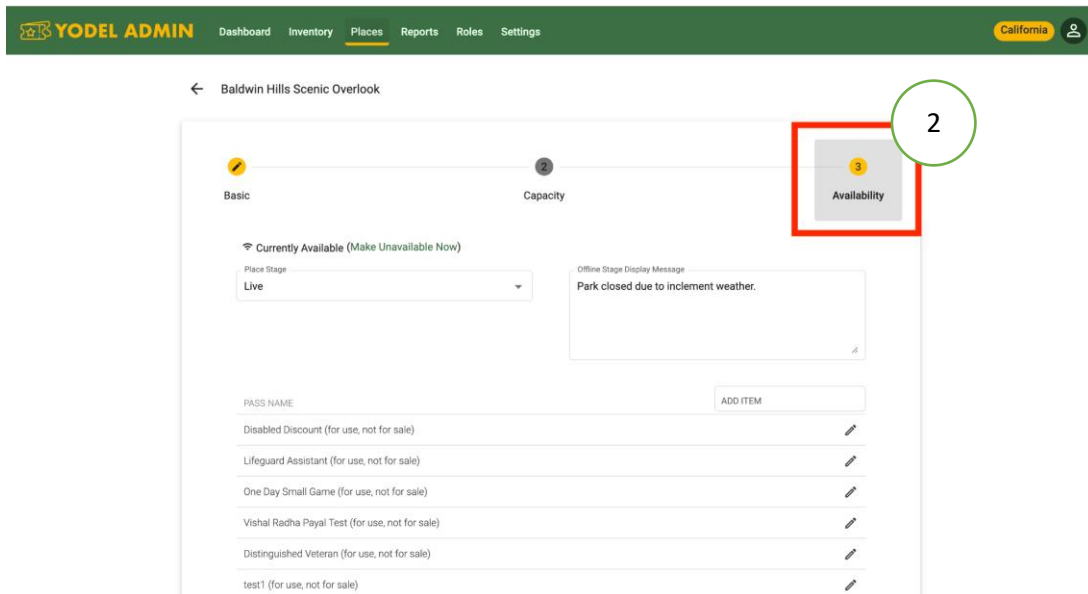
## Take a Parking Lot/Pass Offline

All parking lots have been assigned a different pass in Yodel. To stop pass sales for a particular parking lot, DPR admins can take the pass offline in real-time. This action will prevent the pass from appearing on the Yodel purchase screen, and patrons will not be able to purchase a pass for that parking lot.

1. Click on the **Places** tab and search for the park using the search bar as shown below:

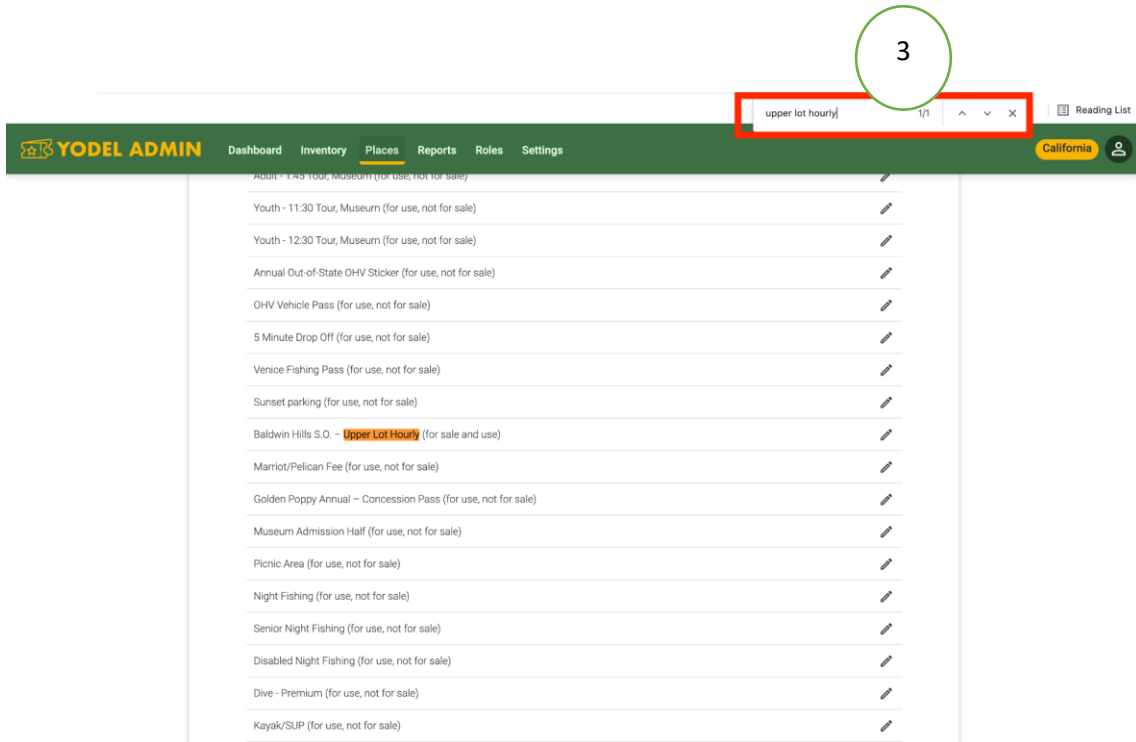


2. Click on the park name and select the availability section as shown below:

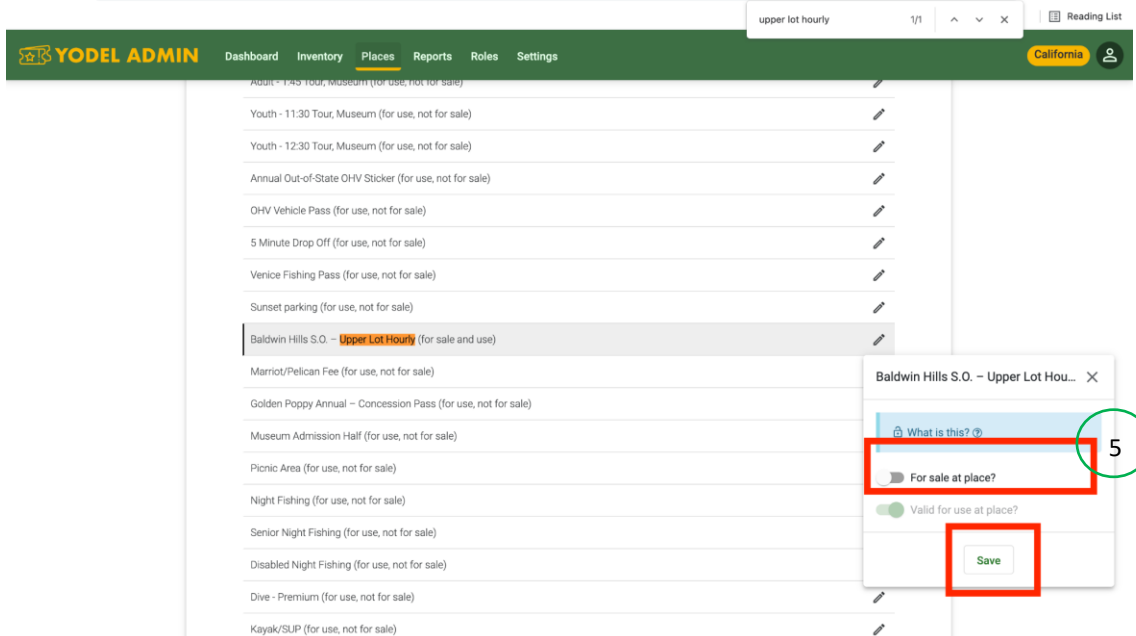


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3. Search for the pass/parking lot using **ctrl+f** on the browser as shown below:



5. Click on the **edit icon** next to pass name and turn off pass sales by moving the toggle to the left and **save** as shown below:



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- After clicking on **Save**, please ensure that the pass description reads, **not for sale** as shown below:

The screenshot shows the YODEL ADMIN interface. The top navigation bar includes 'Dashboard', 'Inventory', 'Places', 'Reports', 'Roles', and 'Settings'. The 'Places' tab is active. The main content area displays a list of passes, each with a description and an edit icon. The pass 'Baldwin Hills S.O. - Upper Lot Hourly (for use, not for sale)' is highlighted with a red box, and a green circle with the number '6' is overlaid on it. Other passes in the list include 'Adult - 1:45 Tour, Museum', 'Youth - 11:30 Tour, Museum', 'Youth - 12:30 Tour, Museum', 'Annual Out-of-State OHV Sticker', 'OHV Vehicle Pass', '5 Minute Drop Off', 'Venice Fishing Pass', 'Sunset parking', 'Marriot/Pelican Fee', 'Golden Poppy Annual - Concession Pass', 'Museum Admission Half', 'Picnic Area', 'Night Fishing', 'Senior Night Fishing', 'Disabled Night Fishing', 'Dive - Premium', and 'Kayak/SUP'.

Pass Description	Action
Adult - 1:45 Tour, Museum (for use, not for sale)	✎
Youth - 11:30 Tour, Museum (for use, not for sale)	✎
Youth - 12:30 Tour, Museum (for use, not for sale)	✎
Annual Out-of-State OHV Sticker (for use, not for sale)	✎
OHV Vehicle Pass (for use, not for sale)	✎
5 Minute Drop Off (for use, not for sale)	✎
Venice Fishing Pass (for use, not for sale)	✎
Sunset parking (for use, not for sale)	✎
<b>Baldwin Hills S.O. - Upper Lot Hourly (for use, not for sale)</b>	✎
Marriot/Pelican Fee (for use, not for sale)	✎
Golden Poppy Annual - Concession Pass (for use, not for sale)	✎
Museum Admission Half (for use, not for sale)	✎
Picnic Area (for use, not for sale)	✎
Night Fishing (for use, not for sale)	✎
Senior Night Fishing (for use, not for sale)	✎
Disabled Night Fishing (for use, not for sale)	✎
Dive - Premium (for use, not for sale)	✎
Kayak/SUP (for use, not for sale)	✎

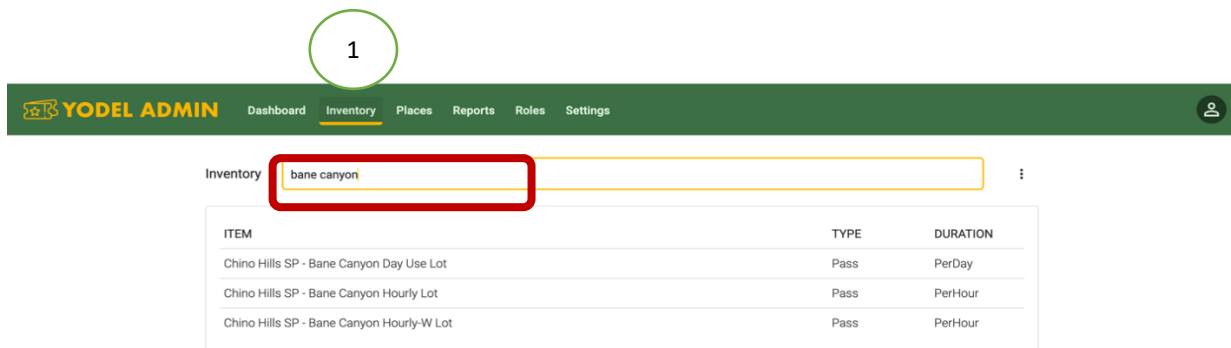
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### Turn Pass Online for Sales

All parking lots have been assigned a different pass in Yodel. To turn pass online (or back online) for sales for a particular parking lot, DPR admins can bring the pass online for sales in real-time. This action will allow the pass to appear on the Yodel app purchase screen so that patrons will be able to purchase a pass for that parking lot.

*Note - Weekend and Holiday Day & Hourly Passes need to be turned on and off manually using the process below and the process described above for turning passes off. We recommend that you turn the Weekend and Holiday Passes on for sale after you have turned the regular day use and hourly off so that customers will not have multiple pass choices for the same period of time. For parks that are selling weekend rates every weekend work with your park team to standardize and SOP time for performing these operations.*

1. Click on the **Inventory** tab and search for the pass using the search bar as shown below:



The screenshot shows the Yodel Admin interface. The 'Inventory' tab is selected in the top navigation bar. A search bar contains the text 'bane canyon'. Below the search bar is a table with the following data:

ITEM	TYPE	DURATION
Chino Hills SP - Bane Canyon Day Use Lot	Pass	PerDay
Chino Hills SP - Bane Canyon Hourly Lot	Pass	PerHour
Chino Hills SP - Bane Canyon Hourly-W Lot	Pass	PerHour

<https://yodel-dev.usedirect.com/admin/>

2. Select the pass that needs to be brought online and click on availability section:
  - 2a. Add the park name where this pass will be made available to be sold

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← Chino Hills SP - Bane Canyon Hourly Lot (Source)

2

Item Basics 2 Duration 3 Pricing 4 Availability 5 Shopping Cart 6 Wallet

Currently Available For Sale  Valid for use limited to

2a

ADD ITEM  
chino  
Chino Hills SP

Next



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3. Once the park is added, please ensure the setting in the pass is set to available for sale and use.
- 3a. Click the next button at the bottom of the screen to save changes

The screenshot shows the YODEL ADMIN interface for editing a pass. The navigation bar includes 'Dashboard', 'Inventory', 'Places', 'Reports', 'Roles', and 'Settings'. The current page is titled 'Chino Hills SP - Bane Canyon Hourly Lot (Source)'. The 'Availability' tab is selected, showing a progress indicator with steps 1 through 6. Step 3, 'Currently Available', is circled in green and labeled '3'. Below this, the 'PLACE NAME' field contains 'Chino Hills SP (for sale and use)', which is highlighted with a red box. A toggle switch for 'Valid for use limited to purchase place' is turned on. At the bottom, a green 'Next.' button is circled in green and labeled '3a'.