

4411 is becoming EasyPark

Switch guide for business users
(PRO)

What's changing?

4411 is becoming EasyPark in Belgium. This means your business 4411 account will be switched over to EasyPark — a powerful, modern parking solution for businesses. The switch is designed to cause as little disruption as possible. You and your employees can simply keep parking as usual throughout the switch process.



Important to know

- ✓ The switch happens largely automatically. You'll go through a short step-by-step plan (explained below) and the rest takes care of itself.
- ✓ Your linked direct debit is transferred automatically. You'll need to add any other payment methods yourself in the EasyPark app.
- ✓ Your parking history isn't carried over automatically — download your statements before the switch.
- ✓ The 4411 app remains available for a short period after the switch, so you can still view your history and account — for example, to download statements.

Who is this guide for?

This guide is for administrators of business (PRO) multi-user accounts at 4411. As an administrator, you're responsible for switching over all employees within your organisation. Employees automatically receive a confirmation of the switch.



All EASY accounts must be switched over individually

As administrator, you handle the switch for the PRO accounts, but this doesn't apply to your employees' EASY accounts. They'll receive a notification in the app so they can easily start their own switch.

Action: Download your statements

Do this before the switch. The 4411 app will close after a while. Download your statements in time so you don't lose anything.

Via the 4411 app:

- Go to Account → Statements
- Download outstanding and paid statements

Via mijn.4411.be:

- Log in with your mobile number and password
- Click Statements in the menu
- Download and save your statements

Step-by-step: Your Switch



Step 1 Open the 4411 app

- You'll see a pop-up when you open the app: '4411 is now EasyPark'.
- Tap 'Start switch' to begin the switch.
- You can also come back to this later — a banner will remain visible in the app until you've completed the switch.



Step 2 Read the information before you begin

- You'll see an overview of what is and isn't transferred.
- Linked direct debit is transferred automatically. Credit cards and other payment methods are not.
- Active parking sessions remain active in the 4411 app until they expire.
- Your history remains available for as long as the 4411 app is active. Want to still see it afterwards? **Then don't forget to download your statements before you switch over the account.**
- Tap 'Continue' when you're ready to proceed.

Step 3 Step 1/3 — Check your EASY contact details

- Check that your phone number, email address and address are correct.
- You'll use these details to log in to EasyPark.
- Something not right? Edit your details via 'Account' before continuing.
- Tap 'Confirm and continue'.

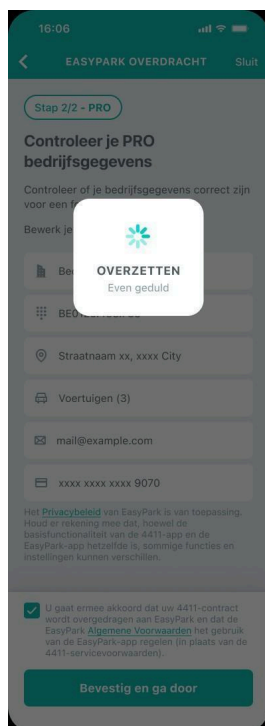
Step 4 Step 2/3 — Check your PRO company details

- Check your company name, VAT number, address and payment method.
- You'll also see how many vehicles and employees are linked to your account.
- Details not correct? Update them via mijn.4411.be.
- Tap 'Confirm and continue'.



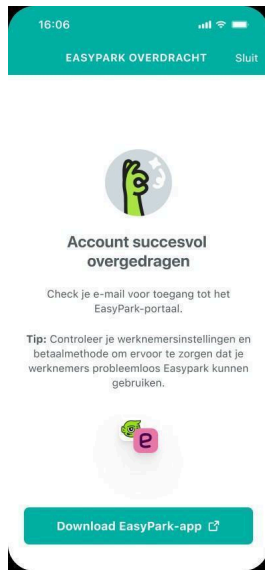
Step 5 Step 3/3 — Inform your employees and administrators

- Your employees and administrators are automatically informed about the switch. **That's why it's important to inform them before you switch over the accounts.**
- After the switch, they'll park using the EasyPark app.
- Confirm your agreement and tap 'Switch account'.



Step 6 One moment — your account is being switched over

- The switch is now being processed. This only takes a few moments.
- Don't close the app during this process.



Step 7 Done — your account has been switched over

- You'll receive an email with access to the EasyPark Business portal.
- Download the EasyPark app via the button below.
- Tip: check the employee settings and payment method in the EasyPark Business Portal so your team can get started right away.

As administrator, you handle it for your team

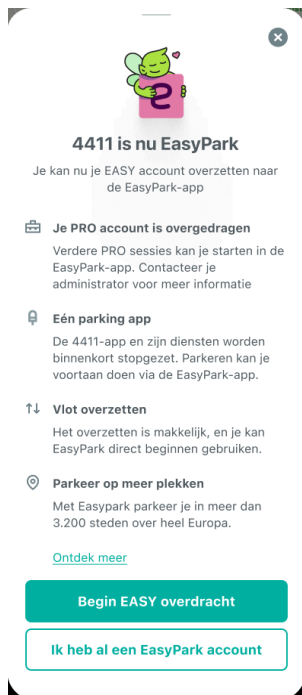
As administrator, you handle the switch for the PRO accounts, but this doesn't apply to your employees' EASY accounts. They'll receive a notification in the app so they can easily start their own switch.

Need help?

Our team is here for you. Check our information page for more details, or get in touch via the contact form.

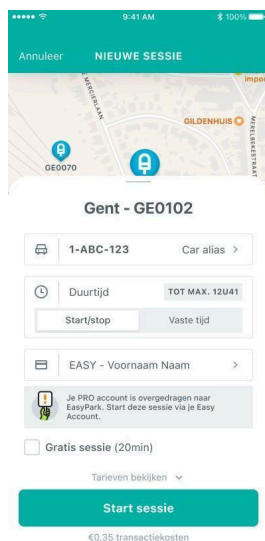
Situation 1: Flow for your employees: PRO account has been switched over

If you, as administrator, have already switched over the 4411 PRO account, employees will receive a notification about this in the app. Your employee will be asked to switch over their EASY account. Within 4411, the employee can then only start sessions via their EASY account.



Step 1 Switch notification in the app

- When starting a new session, the notification appears: 'Your PRO account has been transferred to EasyPark.'
- From here, the employee can start the EASY switch right away.



Step 2 Parking via the 4411 app

- The 4411 app remains available for a short time for parking actions.
- In this case, the employee can only select the EASY account to start the session.
- After the switch, the PRO account is no longer available for new sessions in the 4411 app.

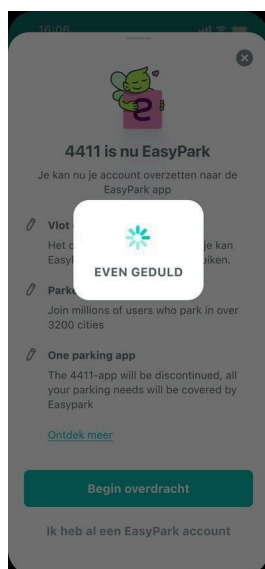
Situation 2 — Employee already has an EasyPark account

If an employee taps 'I already have an EasyPark account' on the switch screen, they'll see the following steps. The existing EasyPark account is linked to the business account — no new account is created.



Step 1 Confirm the merging of accounts

- You confirm that an EasyPark account already exists on this device.
- The notification explains that the existing account will now be used for both personal and business sessions.
- History and active sessions remain available.
- Tap 'Continue' to confirm.



Step 2 One moment — accounts are being merged

- The link is being processed. This only takes a few moments.
- Don't close the app during this process.



Step 3 Done — account updated

- The account has been successfully updated.
- Open the EasyPark app to start parking.
- Tip: check whether your preferred payment method is already linked to your account.
- You can also manage your account via www.easypark.com.

Frequently asked questions

I'm the administrator of a 4411 PRO account. What do I need to do?

As administrator, you're responsible for switching over the entire account, and for informing your employees and co-administrators. Your employees will also be notified by 4411 about the switch and will be asked to switch over their own Easy account to EasyPark.

When exactly does the switch take place?

The exact date differs per organisation. Small accounts receive an invitation in the app as soon as their account is due. Larger accounts agree on the date together with our team.

What happens to my parking history and payment details?

Your parking history isn't automatically carried over to EasyPark. So download your statements before the switch via the 4411 app or mijn.4411.be. Your linked direct debit is transferred automatically; you'll need to add other payment methods yourself in EasyPark.

My employees also have an EASY account with 4411. What now?

Your employees will be asked to switch over their own Easy account to EasyPark. This happens via a simple step-by-step plan in the 4411 app.

How long will I still have access to the 4411 app after the switch?

The 4411 app remains available for a short period after the switch, but will eventually be closed down. So make sure you download your statements in time.

Can I simply keep parking during the switch?

We aim to arrange the transition in a way that causes as little disruption to you as possible. After the transition, you will receive an invitation to create an EasyPark account, allowing you to easily park using the EasyPark app.

I have a question that isn't listed here. Where can I go?

Get in touch via the contact form on our website. Our team will help you as quickly as possible.
