



NTU Smart Parking GoParkin Web Portal User Guide

<https://portal.GoParkin.io>




GoParkin




Fast Parking Search

Find available lots on the go.

.....




GoParkin




Flexible Parking Time

Adjust on-street parking session conveniently.

.....




GoParkin




Cashless Parking

No more handling of cash

.....



GoParkin





Parking Made Simple

Discover more

Let's Get Started

GoParkin Web Portal

Registration



GoParkin

+65 ▾ Mobile No.

Password

[Forgot Password?](#)

Login

OR

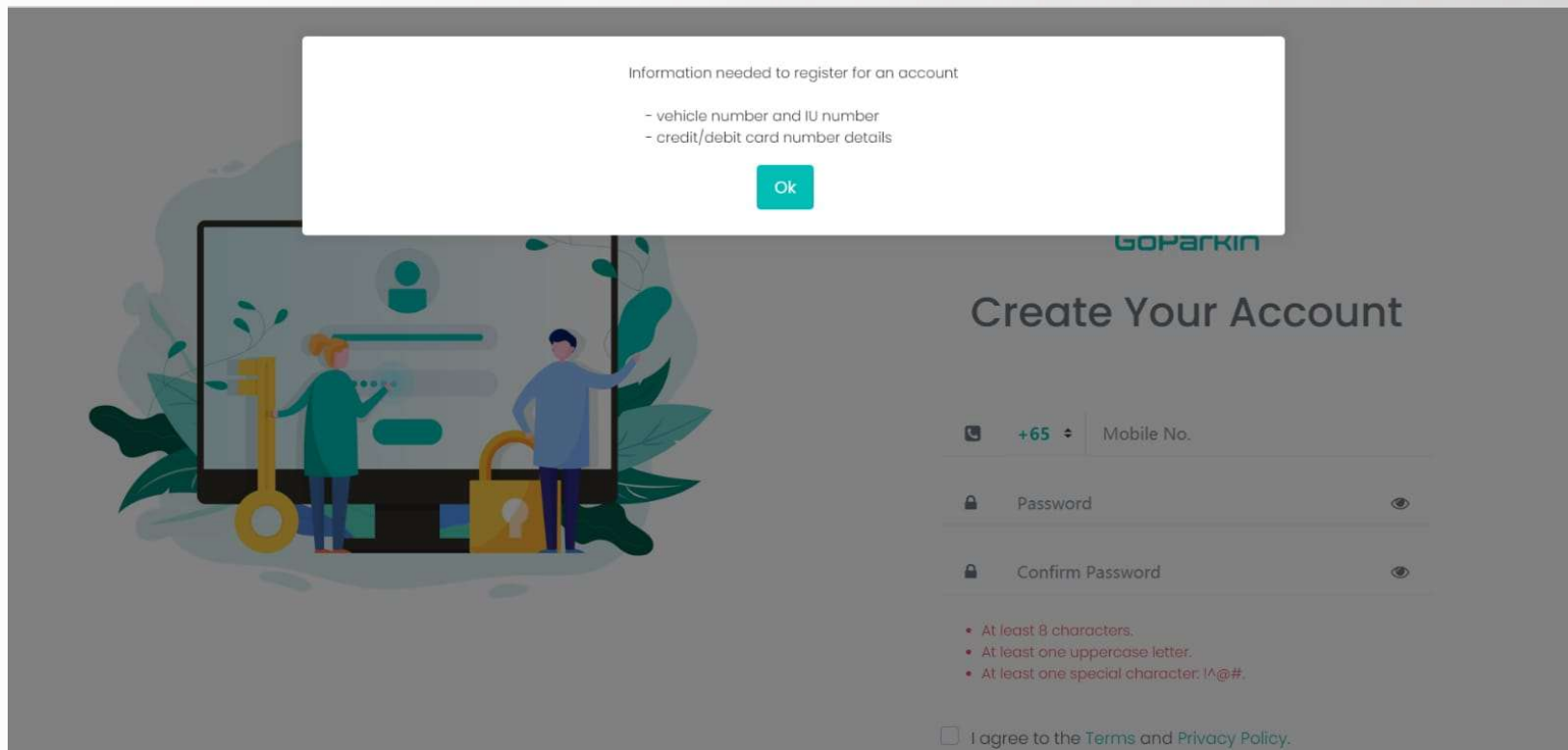
Register

1. Click “Register” for first time registration.
2. Log in with your mobile number & password if you have registered an account with us.

GoParkin Web Portal

Registration

You need the following to register for an account:



The screenshot shows the GoParkin registration page. A white popup box is centered on the screen, containing the following text:

Information needed to register for an account

- vehicle number and IU number
- credit/debit card number details

Below the list is a green "Ok" button. The background of the page is a dark grey with a light illustration of two people interacting with a large screen. The screen displays a user profile icon and a padlock icon. The text "GoParkin" is visible at the top right of the page. The main heading is "Create Your Account". Below the heading are three input fields: "Mobile No." with a dropdown menu showing "+65", "Password", and "Confirm Password". Each field has an eye icon to the right. Below the input fields are three bullet points:

- At least 8 characters.
- At least one uppercase letter.
- At least one special character: !^@#.

At the bottom of the form is a checkbox labeled "I agree to the Terms and Privacy Policy."

GoParkin Web Portal

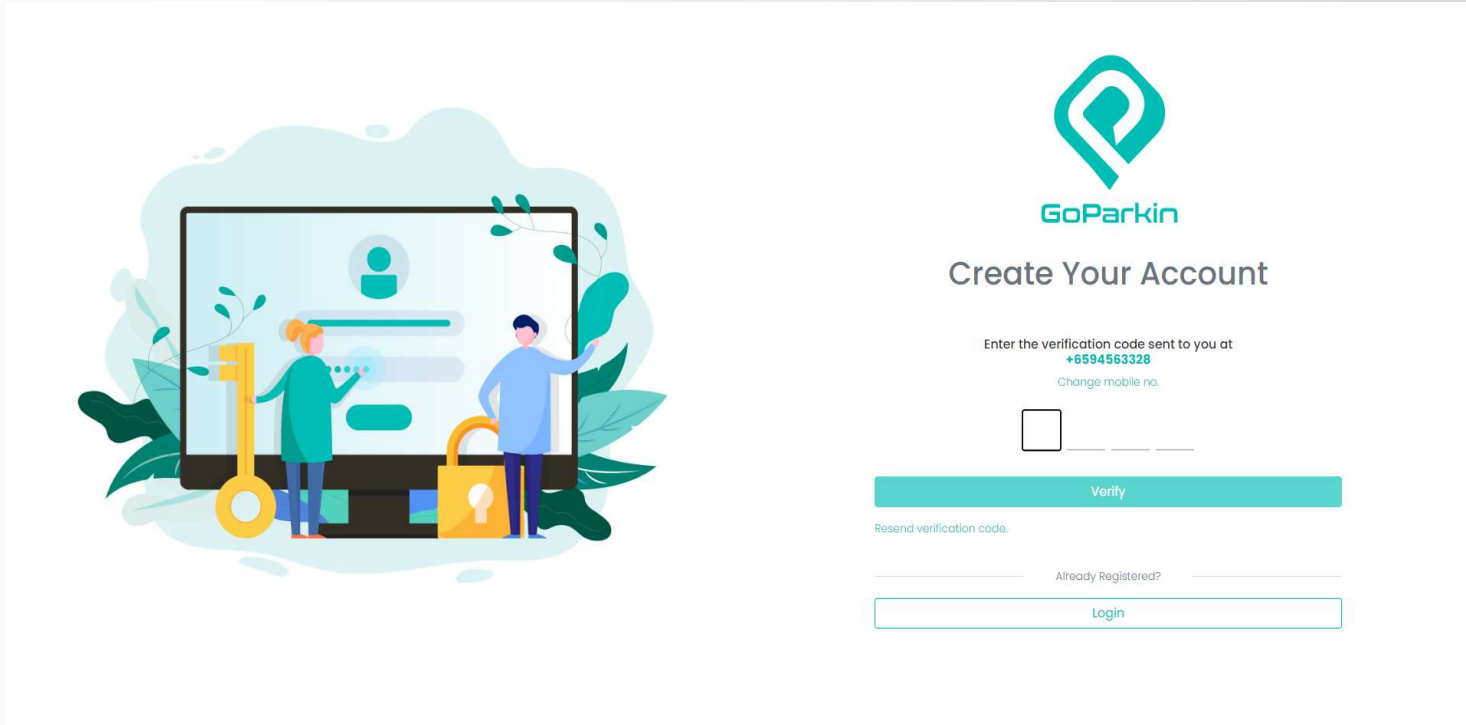
Registration

A screenshot of the GoParkin web portal's registration page. At the top is the GoParkin logo, a teal square with a white stylized 'P' inside. Below the logo is the heading "Create Your Account". The form includes a mobile number field with a dropdown menu set to "+65" and a "Mobile No." label. Below that are two password fields: "Password" and "Confirm Password", each with a lock icon and an eye icon for visibility. Under the password fields are three red bullet points: "At least 8 characters.", "At least one uppercase letter.", and "At least one special character: !^@#.". Below the password fields is a checkbox labeled "I agree to the Terms and Privacy Policy.". At the bottom of the form is a teal "Register" button, a link for "Already Registered?" with an underline, and a "Login" button.

1. Key in your mobile number, password & re-enter your password in the "Confirm Password" field.
2. Your password should contain at least 8 characters, with at least 1 upper case letter & 1 special character :!^@#.
3. Tick to agree to the Terms and Privacy Policy, & click Register.

GoParkin Web Portal

Registration



1. An SMS message with a 4- digit verification code will be send to your registered mobile number.
2. Key in the 4-digit verification code & “Click Verify”.

GoParkin Web Portal

Registration

1. Personal Information 2. Vehicle Information 3. Payment Method

Personal Information

* Name: Email:
Field is required.

Mailing Address:

*Required field(s)

Skip Next

1. Key in your personal information.

2. Fields with asterisk * are Required field(s).

3. Click Next.

GoParkin Web Portal

Adding Vehicle Details

The screenshot shows the GoParkin web portal interface. A modal window titled "Add your first Vehicle" is displayed over the main content. At the top of the modal, a progress indicator shows three steps: 1. Personal Information, 2. Vehicle Information (highlighted with a teal circle), and 3. Payment Method. Below the progress indicator, the form contains the following fields:

- * Country of Registration: Singapore (dropdown menu)
- * Vehicle No.: [input field]
- * IU No.: [input field]

At the bottom of the modal, there are three buttons: "Skip" (light blue), "Back" (light blue), and "Next" (teal). The background shows the GoParkin navigation menu with options like "Season Parking", "Transactions", "My Vehicle(s)", "Messages", "My Account", and "Refund Request".

1. Choose
“Country of
Registration”.

2. Key in your vehicle
number & IU
number(for
Singapore
registered vehicles
only).

3. Click “Next”.

GoParkin Web Portal

Adding Credit Cards

The screenshot shows the GoParkin web portal interface. A modal window is open, displaying a three-step process: 1. Personal Information, 2. Vehicle Information, and 3. Payment Method. The 'Payment Method' step is active. The form includes the following fields:

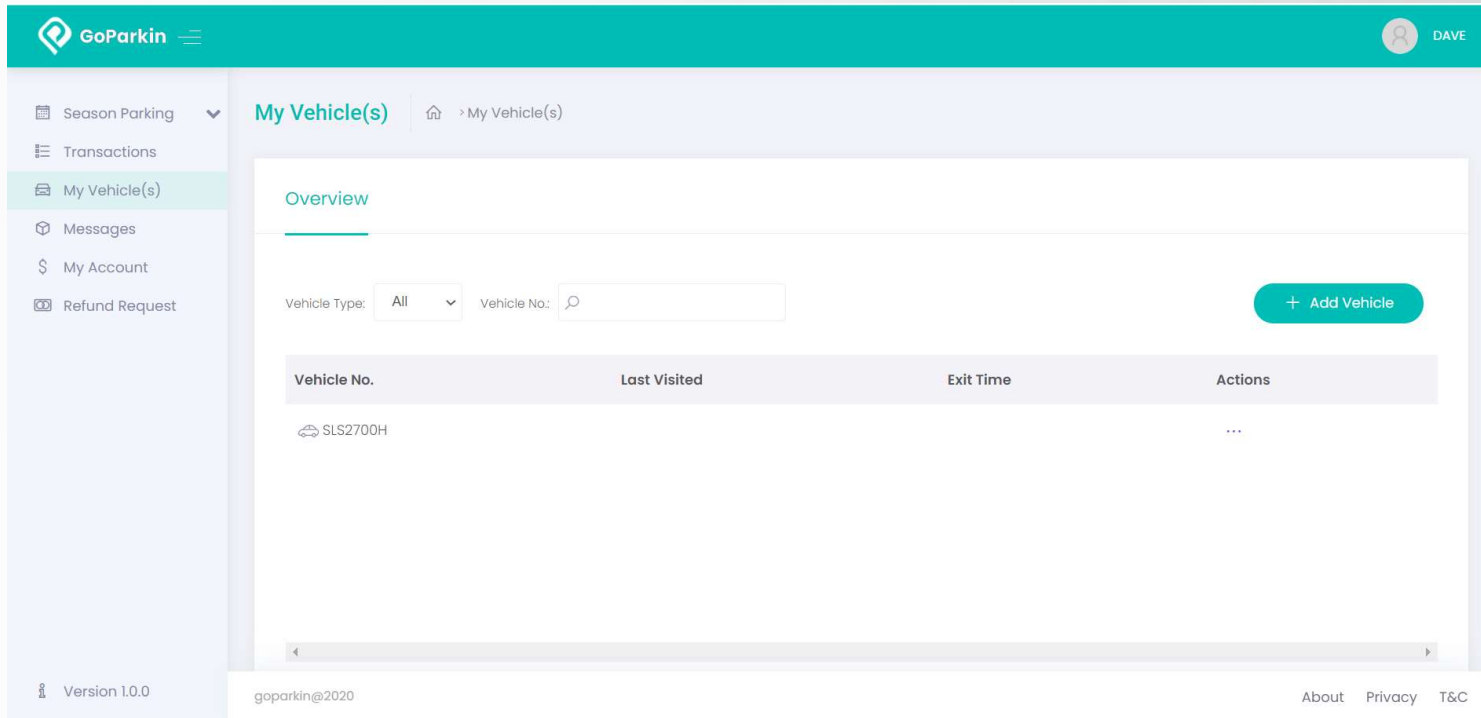
- * Credit/Debit Card: Input your card number
- * Expiry Date: Sep 2020
- * CVV/CVC: Input CVV

Logos for VISA and Mastercard are displayed below the CVV/CVC field. A note indicates that only VISA and Mastercard are accepted. At the bottom of the form, there are three buttons: Skip, Back, and Done.

1. Key in your preferred credit/debit card details for payment method & “Click Done”.
2. Only MasterCard & VISA are accepted. Other payment modes will be available later.
3. Your credit card details will be shown under “My Account” in the main menu.

GoParkin Web Portal

For Additional Vehicles



1. Choose “My Vehicle(s)” in the main menu.
2. Click on “+ Add Vehicle”.

GoParkin Web Portal

For Additional Vehicles

The screenshot displays the 'My Vehicle(s)' page in the GoParkin web portal. The page features a teal header with the GoParkin logo and the user name 'DAVE'. A left sidebar contains navigation links: 'Season Parking', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area is titled 'My Vehicle(s)' and contains a form with the following fields:

- * Country of Registration: Singapore (dropdown menu)
- * Vehicle Type: Car (dropdown menu)
- * Vehicle No.: [text input field]
- * IU No.: [text input field]

A note below the fields states: * Required field(s). At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.

At the bottom of the page, the footer includes 'Version 1.0.0', 'goparkin@2020', and links for 'About', 'Privacy', and 'T&C'.

1. Choose “Country of Registration”.
2. Key in your vehicle number & IU number (for Singapore registered vehicles only).
3. Click “Submit”.

GoParkin Web Portal

For Additional Vehicles

The screenshot displays the GoParkin web portal interface. The top navigation bar is teal with the GoParkin logo and a user profile icon labeled 'DAVE'. A left sidebar contains menu items: Season Parking, Transactions, My Vehicle(s) (highlighted), Messages, My Account, and Refund Request. The main content area is titled 'My Vehicle(s)' and includes a breadcrumb trail '> My Vehicle(s)'. Below the title is an 'Overview' section with a search filter for 'Vehicle Type' (set to 'All') and a 'Vehicle No.' search input. A '+ Add Vehicle' button is located to the right of the search input. A table below lists the registered vehicles:

Vehicle No.	Last Visited	Exit Time	Actions
SLS2700H			...
SJH1234H			...

At the bottom of the page, there is a footer with 'Version 1.0.0', 'goparkin@2020', and links for 'About', 'Privacy', and 'T&C'.

Your registered vehicles will now be shown in “My Vehicle” page. There is no limit to the number of vehicles you can add.

GoParkin Web Portal

Season Parking Application

You need the following information for season parking application:

The screenshot displays the GoParkin web portal interface. A modal window is open, providing the following information:

Information needed to
Apply for season parking

- Staff and Student: staff ID/matriculation no. and staff/student pass
- Staff without staff ID no.: Select 'Identity Type > Others' and use staff pass
- Tenant/Contractor: email approval from NTU

An "Ok" button is visible at the bottom of the modal.

The background shows the "Application Information" form with the following fields:

- Zone2b (selected)
- Car Park: [Dropdown menu]
- Zone: [Dropdown menu]
- Vehicle No: [Dropdown menu]

Additional text in the background includes: "For further information, please refer to the NTU website." and "goparkin@2020".

GoParkin Web Portal

Season Parking Application

The screenshot displays the 'New Application' page in the GoParkin web portal. On the left, a navigation menu includes 'Season Parking', 'New Application', 'Termination', 'Change of Vehicle', 'Summary', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area features a map of 'Zone 3 Covered' with a legend indicating 'Car Park Zone'. To the right of the map is the 'Application Information' form, which includes dropdown menus for 'Car Park', 'Zone', 'Vehicle No', and 'Identity Type', and a date selector for 'Start Date' set to 'Sep 2020'. Below the form, there is a section for uploading verification documents, with a note: 'Upload relevant verification document(s) (e.g. Staff ID, Matriculation card, etc.). Do not attach your NRIC/Passport.' and a warning: 'Only PDF, JPEG and PNG files are accepted. Each file should not exceed 20MB.' A 'Submit' button is located at the bottom right of the form.

1. Choose “New Application” under the Season Parking Tab on the Menu.
2. Choose the car park season parking zone you wish to apply for & the vehicle number.
3. Choose “Identity Type”, eg staff/student/tenant, & key in the details eg staff/student pass/other relevant documents

GoParkin Web Portal

Season Parking Application

The screenshot shows the 'GoParkin' web portal interface. The main content area is titled 'New Application' and features a map of 'Zone 3 Covered' on the left and a form on the right. The map shows a blue-shaded area representing the 'Car Park Zone' with a legend below it. The form, titled 'Application Information:', contains the following fields:

- * Car Park: [Dropdown menu]
- * Zone: [Dropdown menu]
- * Vehicle No: [Text input]
- * Identity Type: [Dropdown menu]
- * Start Date: [Date picker showing 'Sep 2020']

Below the form is a file upload section with a '+' icon and the text: 'Upload relevant verification document(s) (e.g. Staff ID, Matriculation card, etc.). Do not attach your NRIC/Passport.' A note below the upload area states: 'Only PDF, JPEG and PNG files are accepted. Each file should not exceed 20MB.' At the bottom of the form are 'Cancel' and 'Submit' buttons. A '* Required field(s)' note is located at the bottom right of the form area.

1. Key in the season parking start month.
2. Upload relevant verification document(s) such as (e.g. Staff ID, Matriculation card, etc.). Do not attach your NRIC/Passport.
3. Click "Submit".

GoParkin Web Portal

Season Parking Application

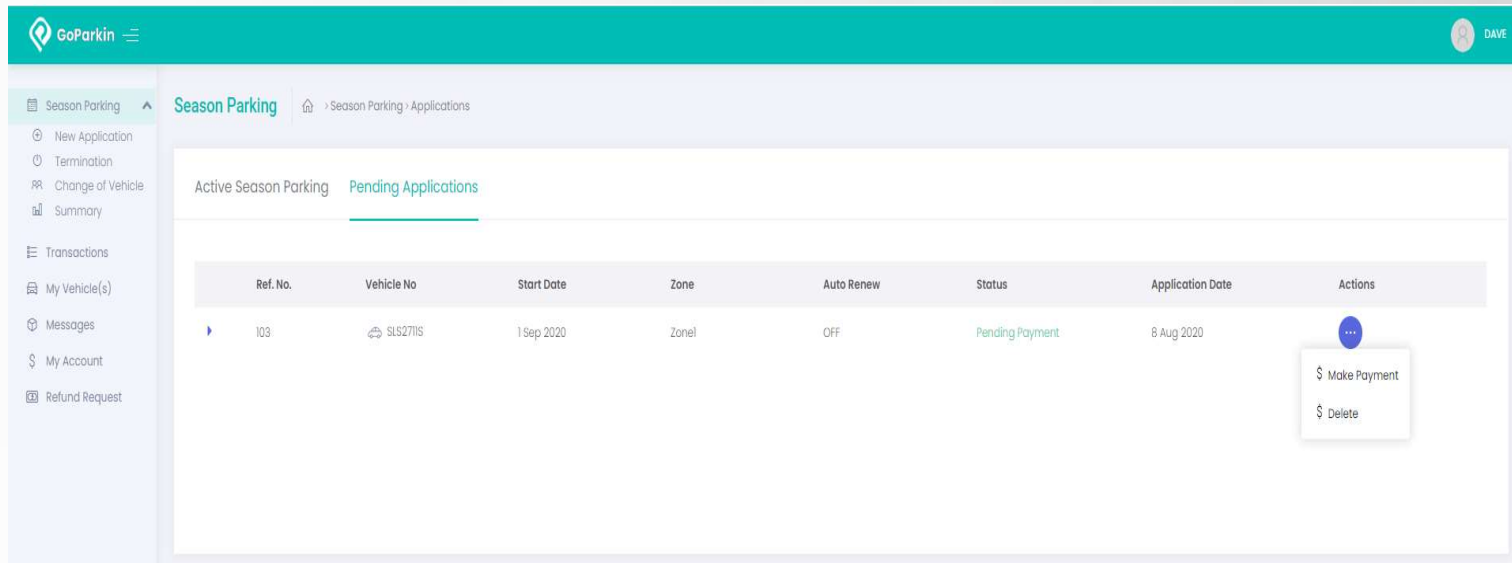
The screenshot shows the GoParkin web portal interface. A notification box at the top center reads: "Your season parking application has been received. It is currently pending approval. When it is approved, payment will be required to secure your season parking." Below the notification is a table with the following data:

Ref. No.	Vehicle No	Start Date	Zone	Auto Renew	Status	Application Date	Actions
742	ABC2222A	1 Jul 2020	Zone2a	OFF	Pending Payment	22 Jul 2020	...
741	ABC2222A	1 Jul 2020	Zone1	OFF	Pending	22 Jul 2020	...
734	ABC2222A	1 Aug 2020	Zone3Covered	ON	Pending	21 Jul 2020	...
703	SKL1234A	1 Aug 2020	Zone1	ON	Pending Payment	18 Jul 2020	...
698	DHJYG55	1 Aug 2020	Zone3Covered	ON	Pending	17 Jul 2020	...

1. Your application will be submitted for verification checks, which will take 3 working days.
2. You can check your application status in the sub-section "Summary", under "Season Parking" in the menu.

GoParkin Web Portal

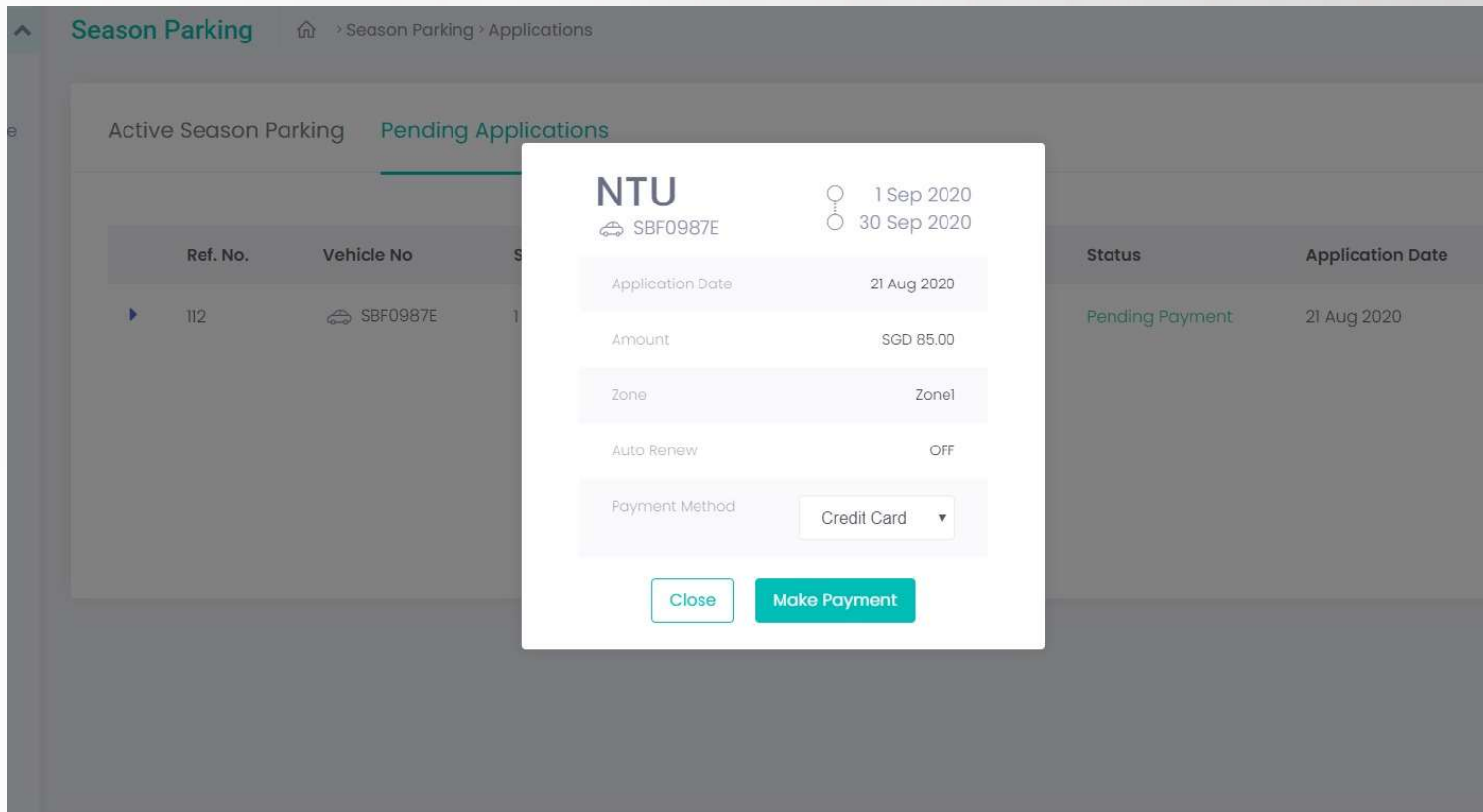
Season Parking Application



1. SMS and In-App messages will be sent to your registered mobile number once your season parking is verified.
2. You may proceed to make payment in the “Pending Applications” tab under the Season Parking menu.
3. Click on “...” under the Action column.

GoParkin Web Portal

Season Parking Application



1. Check that all your application details are correct.
2. Choose your preferred payment method & Click "Make Payment".

GoParkin Web Portal

Season Parking Application

The screenshot shows the GoParkin web portal interface. The top navigation bar is teal with the GoParkin logo and a user profile icon labeled 'DAVE'. A left sidebar menu includes options like 'Season Parking', 'New Application', 'Termination', 'Change of Vehicle', 'Summary', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area is titled 'Season Parking' and has two tabs: 'Active Season Parking' (selected) and 'Pending Applications'. Below the tabs is a table with the following data:

Ref. No.	Vehicle No.	Start Date	End Date	Zone	Auto Renew
5dddffec-7098-46d5-a28b-03be007d3659	SLS27IIS	1 Sep 2020	30 Sep 2020	Zone1	ON

1. Your Season Parking application is successful!
2. Your active season parking details can be found in the “Active Season Parking” tab under the Season Parking menu.

GoParkin Web Portal

Change of Season Vehicle

The screenshot displays the GoParkin web portal interface. The top navigation bar is teal with the GoParkin logo and a user profile icon labeled 'DAVE'. The left sidebar menu is light blue and contains the following items: Season Parking (expanded), New Application, Termination, Change of Vehicle, Summary, Transactions, My Vehicle(s) (highlighted), Messages, My Account, and Refund Request. The main content area is titled 'My Vehicle(s)' and features an 'Overview' section. Below the overview, there is a search bar with 'Vehicle Type' set to 'All' and a 'Vehicle No.' input field. A '+ Add Vehicle' button is located to the right of the search bar. Below the search bar is a table with the following columns: Vehicle No., Last Visited, Exit Time, and Actions. The table contains two rows of data:

Vehicle No.	Last Visited	Exit Time	Actions
SLS2700H			...
SJH1234H			...

At the bottom of the page, there is a footer with 'Version 1.0.0' on the left, 'goparkin@2020' in the center, and 'About Privacy T&C' on the right.

Choose “Change of Vehicle” under the Season Parking in the main menu.

GoParkin Web Portal

Change of Season Vehicle

The screenshot shows the 'Change of Vehicle' form in the GoParkin web portal. The form is divided into two main sections: 'Vehicle Information' and 'Other Information'. In the 'Vehicle Information' section, there are two dropdown menus: '* Current Vehicle No.' and '* New Vehicle No.'. In the 'Other Information' section, there are three input fields: '* Effective Date:' (with a calendar icon), '* Email:', and a note indicating that a 3-working-day processing time is required. A legend at the bottom left of the form states '* Required field(s)'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'. The left sidebar contains navigation options: 'New Application', 'Termination', 'Change of Vehicle' (highlighted), 'Summary', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The footer includes 'Version 1.0.0', 'goparkin@2020', and links for 'About', 'Privacy', and 'T&C'.

1. Key in your current and new vehicle number
2. Key in the effective date of the change and your email address.

1. The change process will take 3 working days
2. SMS and In-App messages will be sent to you once your request is processed.