NTU Smart Parking
GoParkin Web Portal User Guide
https://portal.GoParkin.io
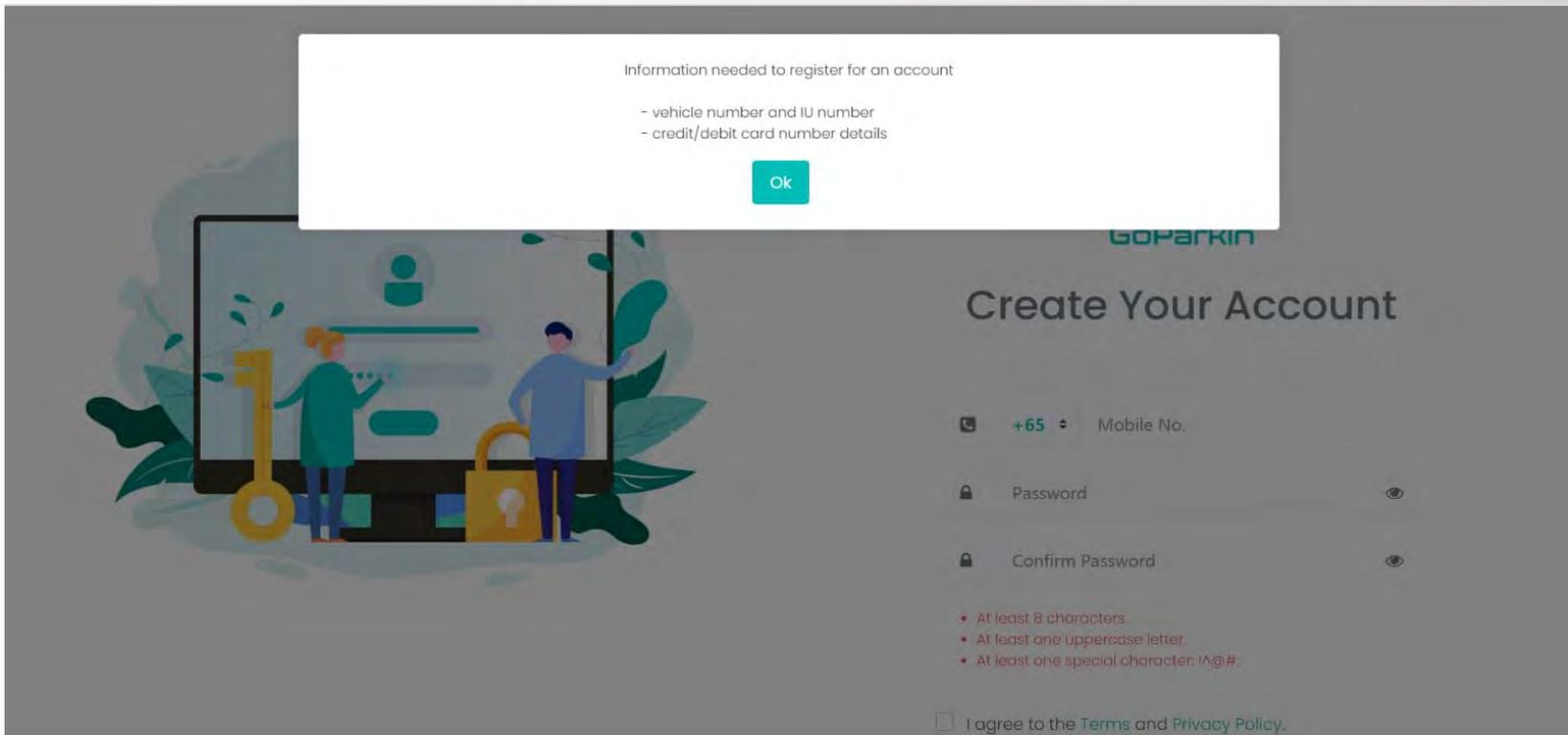
GoParkin Web Portal
Registration
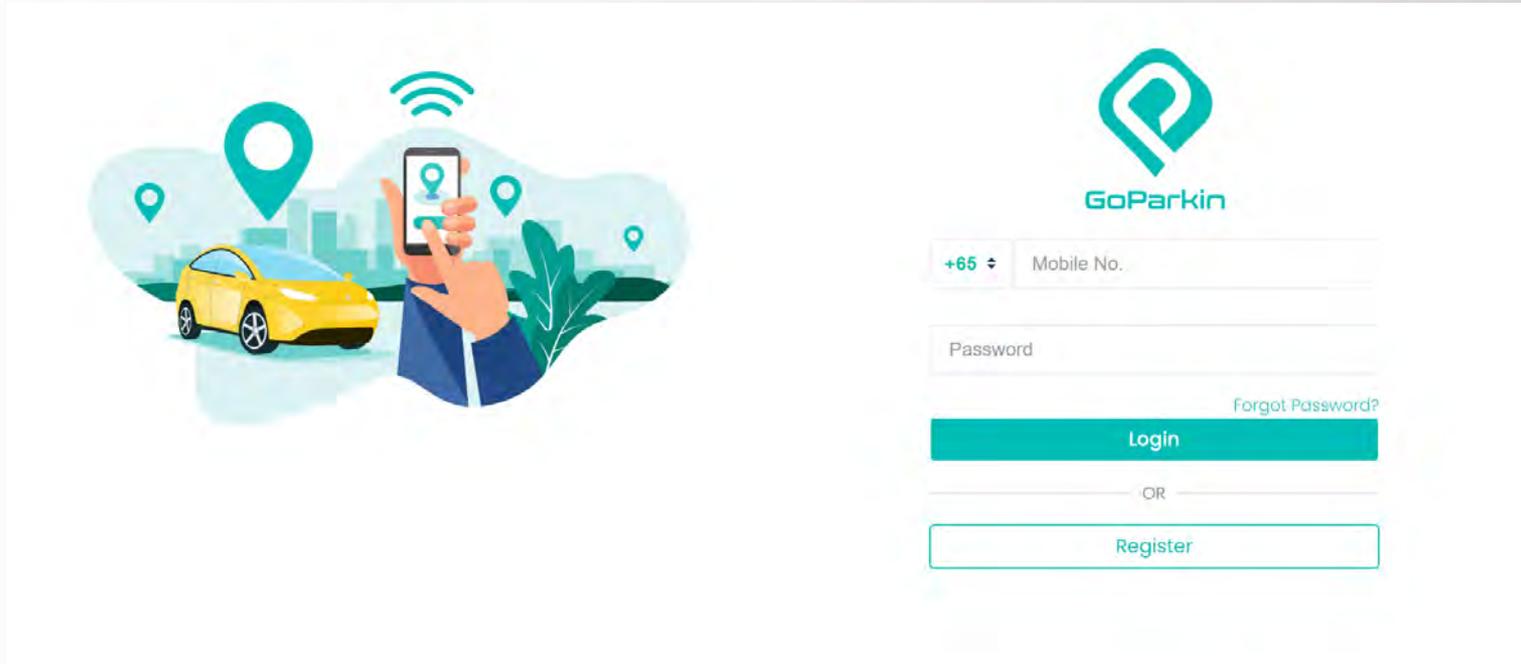
1. Click "Register" for first time registration.

2. Log in with your mobile number & password if you have registered an account with us.

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Registration

You need the following to register for an account:

GoParkin Web Portal

Registration

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.

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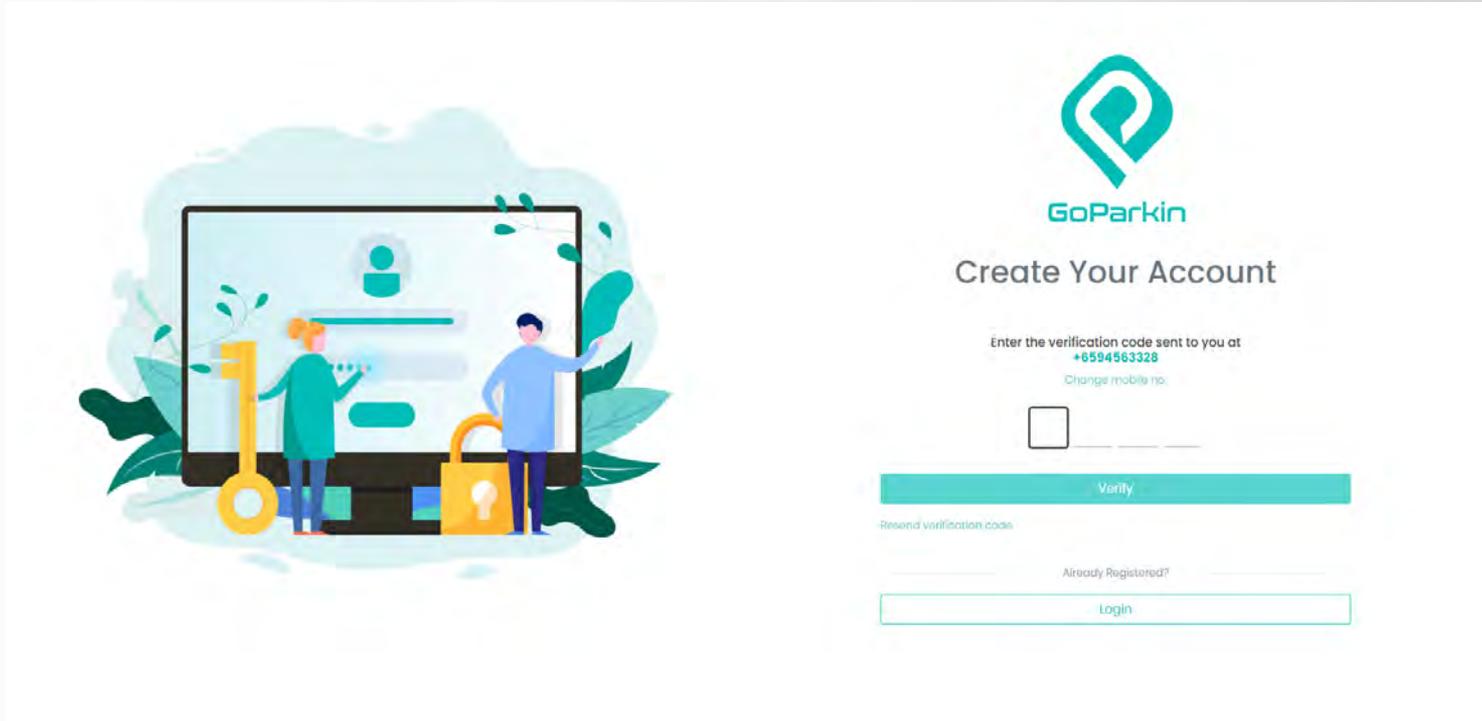
Registration

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".

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Registration

1. Key in your personal information.

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

3. Click Next.

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GoParkin Web Portal
Adding Vehicle Details

1. Choose "Country of Registration".

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

3. Click "Next".

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Adding Credit Cards

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.

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For Additional Vehicles
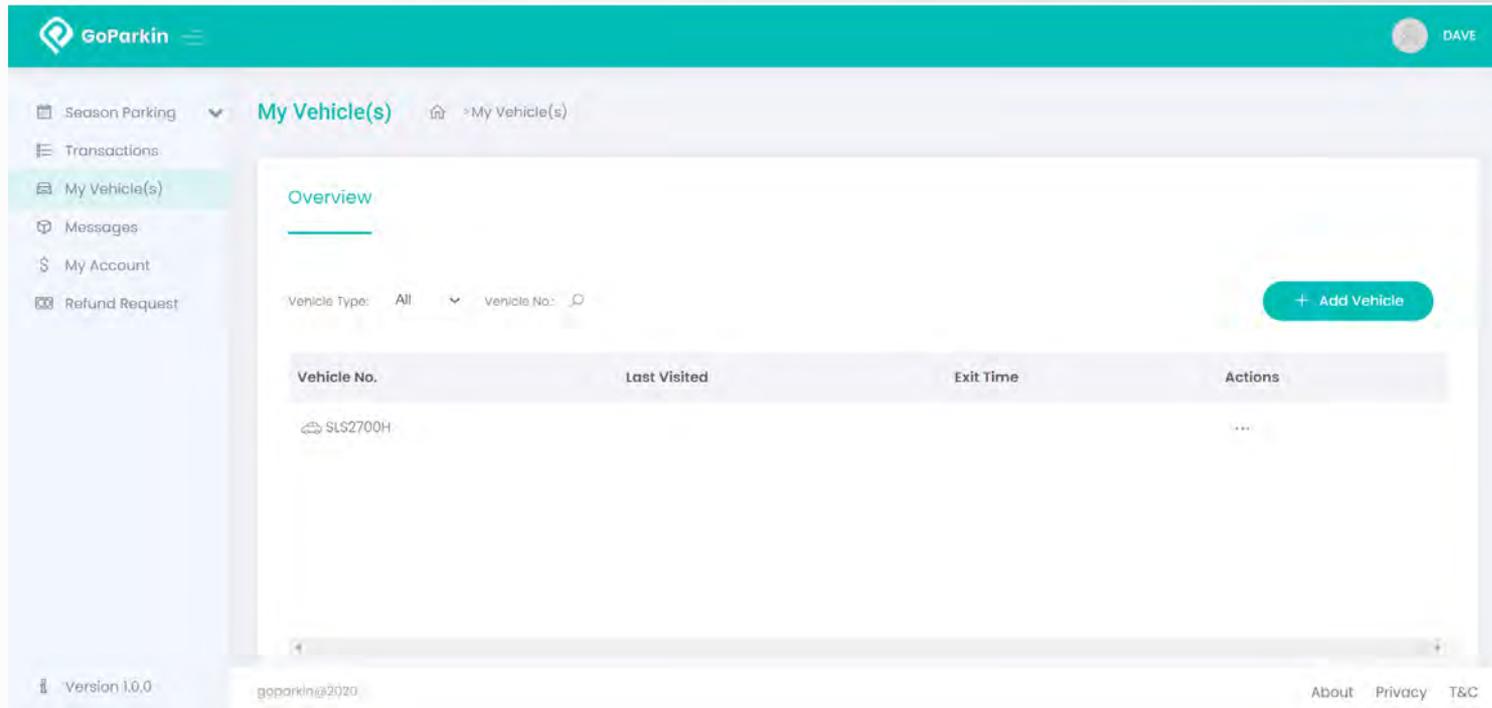
1. Choose "My Vehicle(s)" in the main menu.

2. Click on "+ Add Vehicle".

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For Additional Vehicles

1. Choose "Country of Registration".

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

3. Click "Submit".

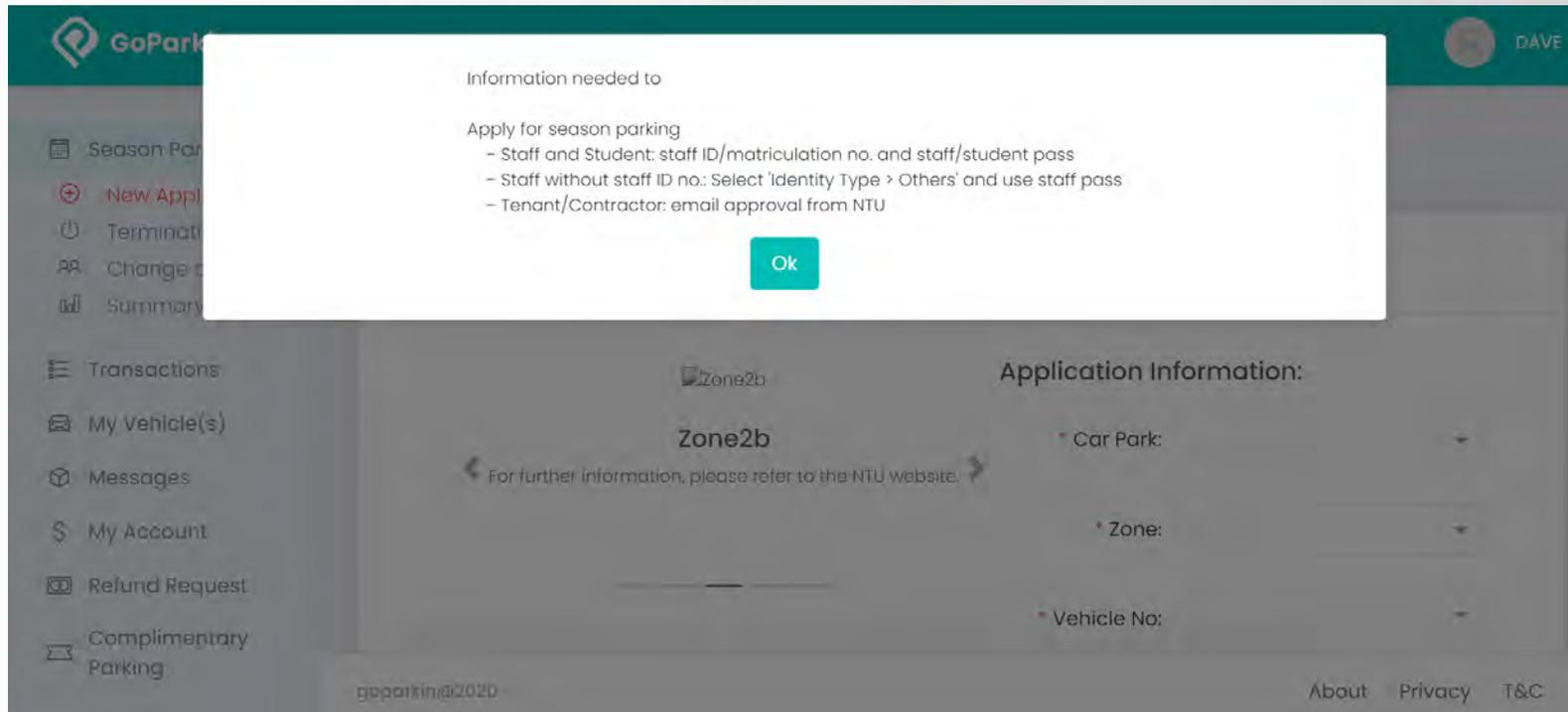ST Engineering
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For Additional Vehicles
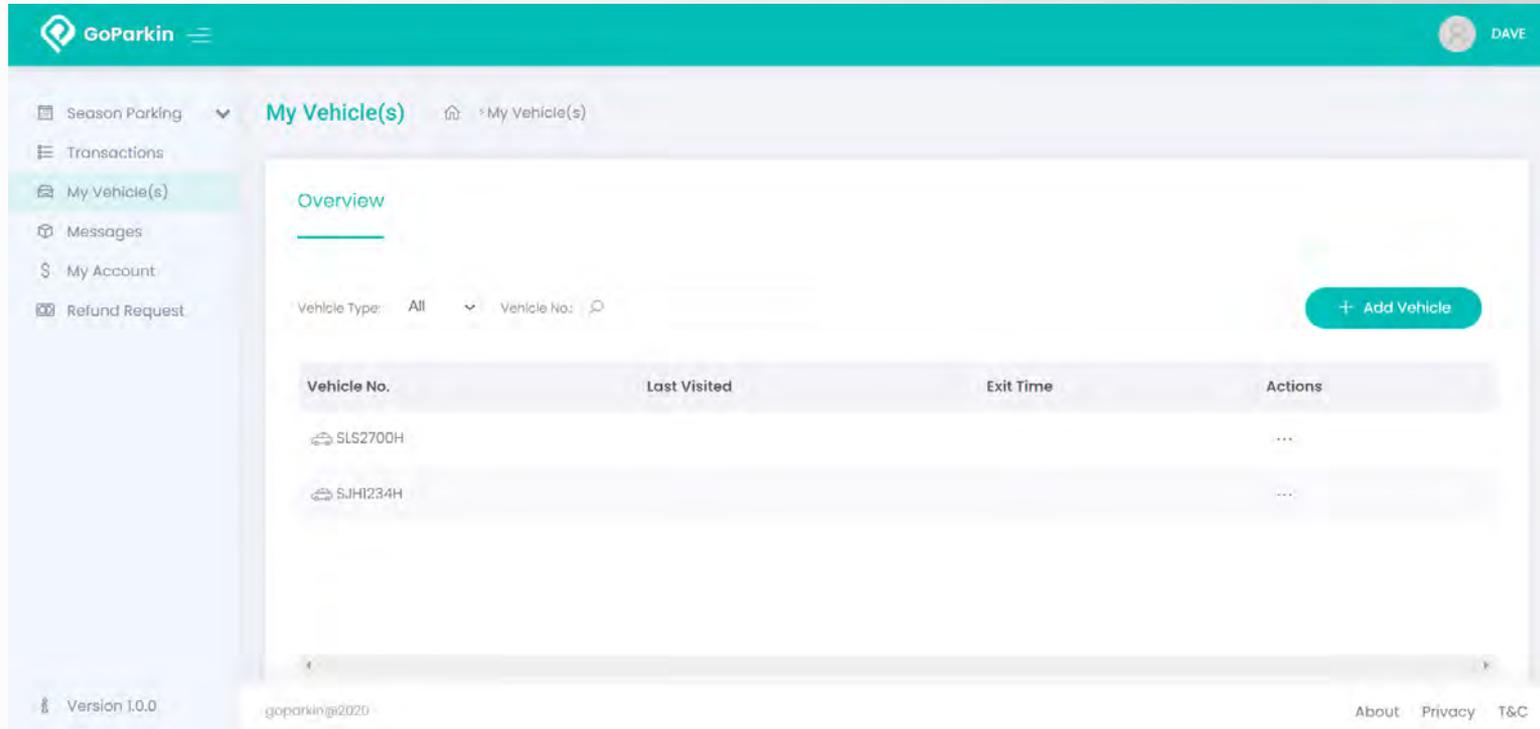
Your registered vehicles will now be shown in "My Vehicle" page. There is no limit to the number of vehicles you can add.

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Season Parking Application

You need the following information for season parking application:

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Season Parking Application

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

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Season Parking Application

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".

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Season Parking Application

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.

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Season Parking Application
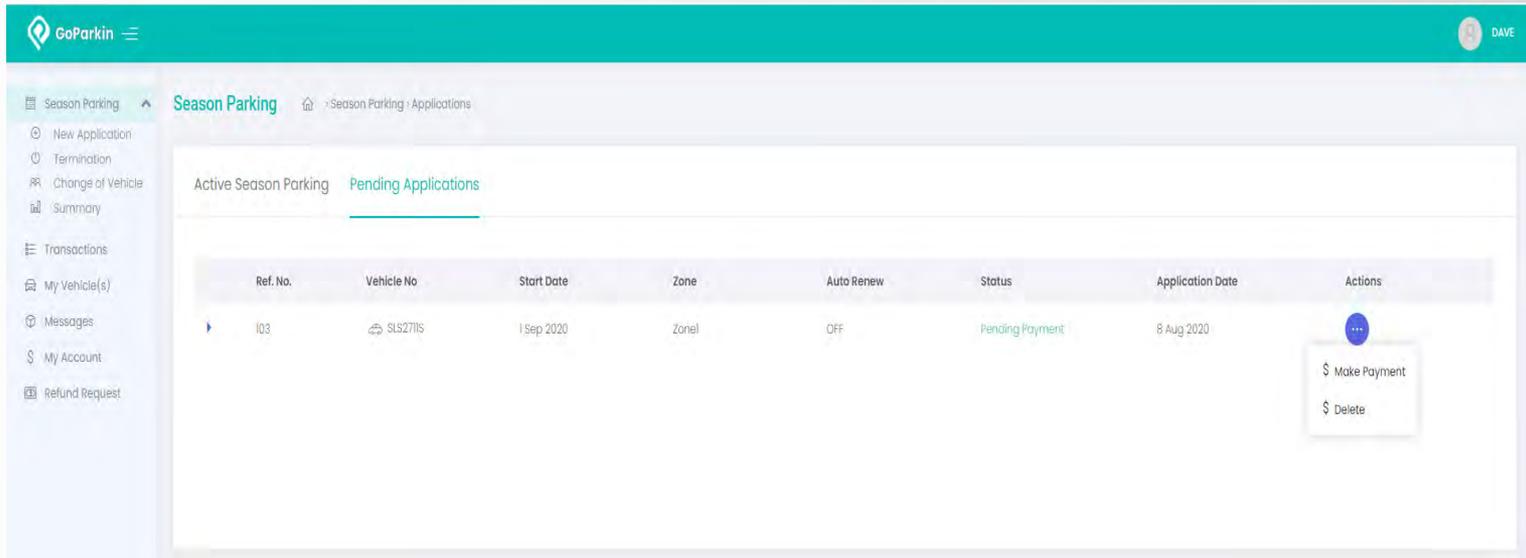
1. SMS and In-App messages will be sent to your registered mobile number once your season parking is verified.

2. **You may proceed to make payment in the "Pending Applications" tab under the Season Parking menu.**

3. Click on "…" under the Action column.

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Season Parking Application
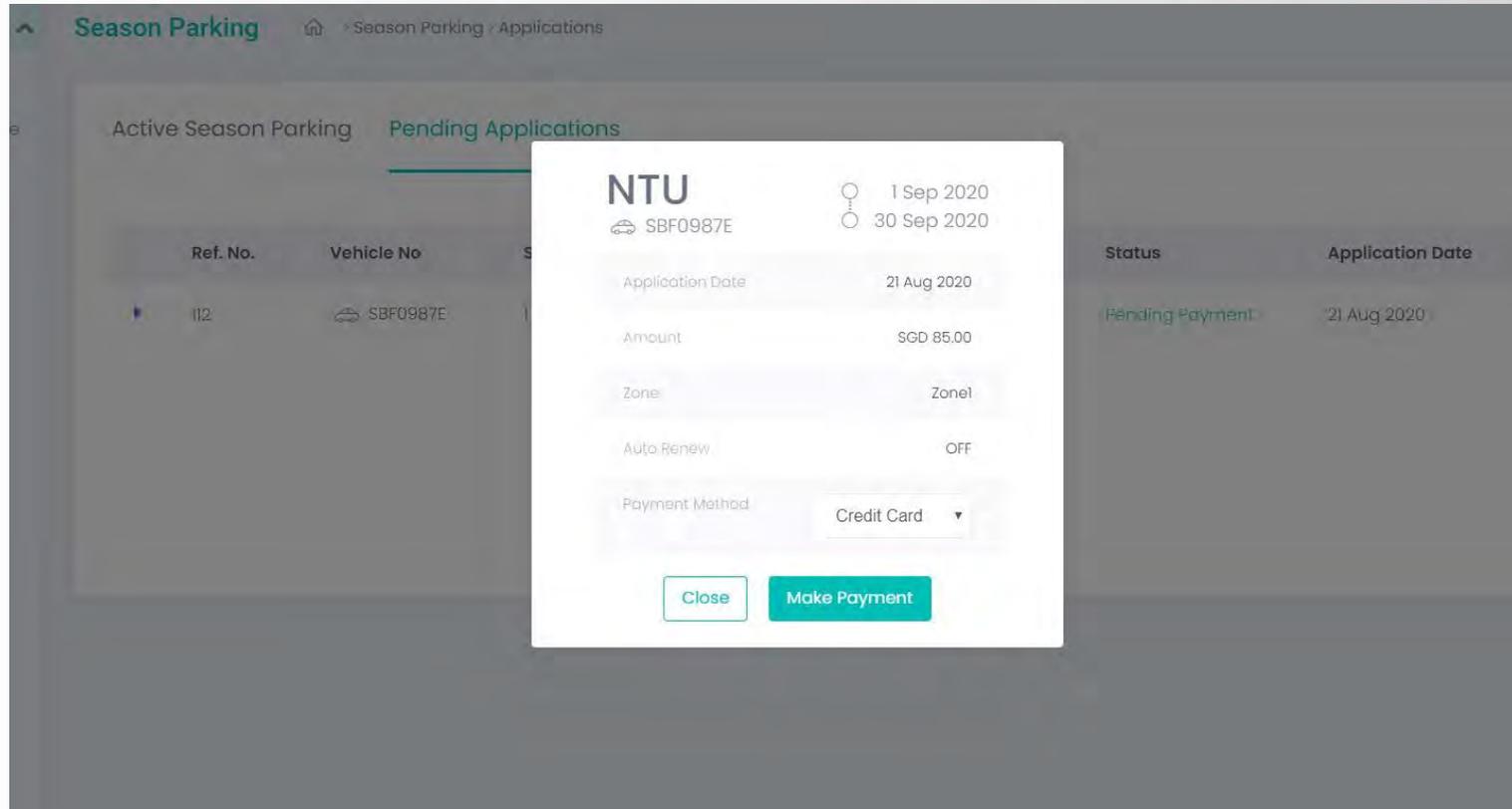
1. Check that all your application details are correct.

2. Choose your preferred payment method & Click "Make Payment".

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Season Parking Application

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.

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Change of Season Vehicle

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

GoParkin Web Portal

Change of Season Vehicle

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.

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