

NTU Smart Parking GoParkin Web Portal User Guide

<https://portal.GoParkin.io>



GoParkin



Fast Parking Search

Find available lots on the go.

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GoParkin



Flexible Parking Time

Adjust on-street parking session conveniently.

.....



GoParkin



Cashless Parking

No more handling of cash

.....



GoParkin



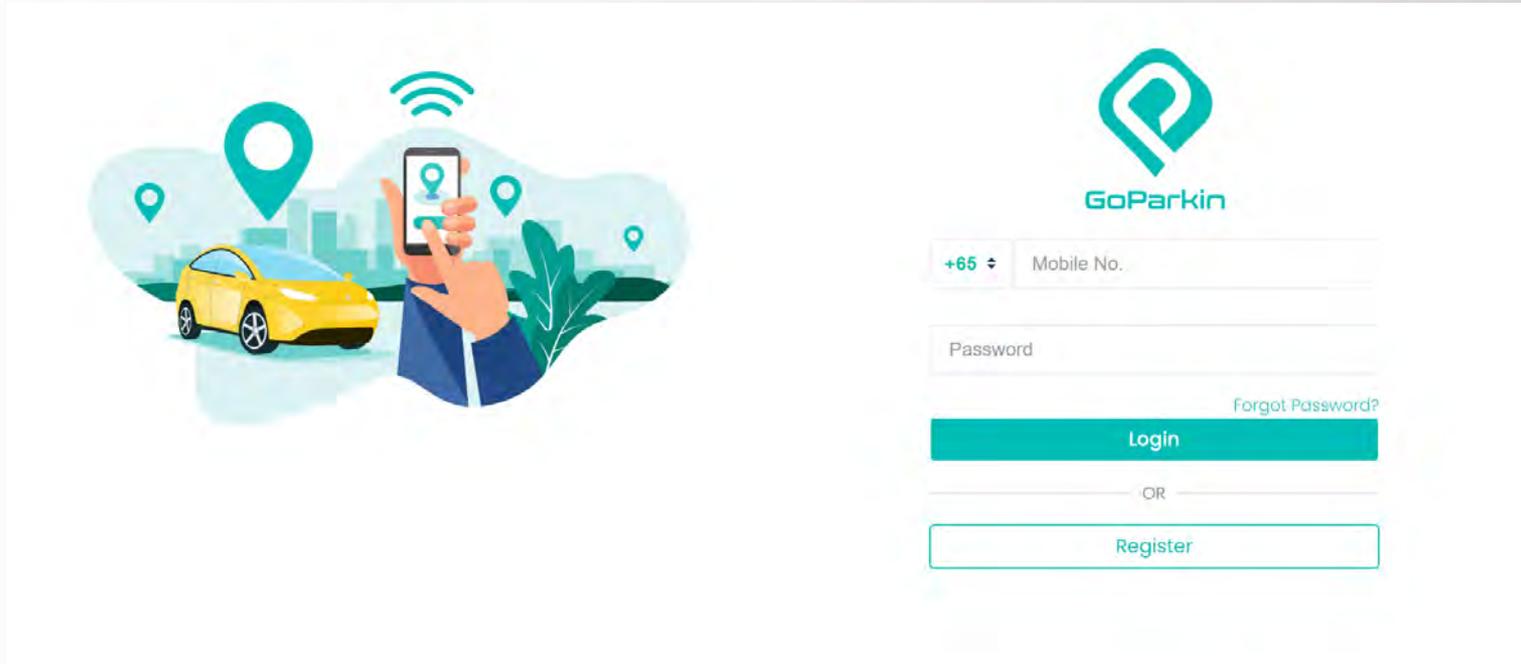
Parking Made Simple

Discover more

Let's Get Started

GoParkin Web Portal

Registration

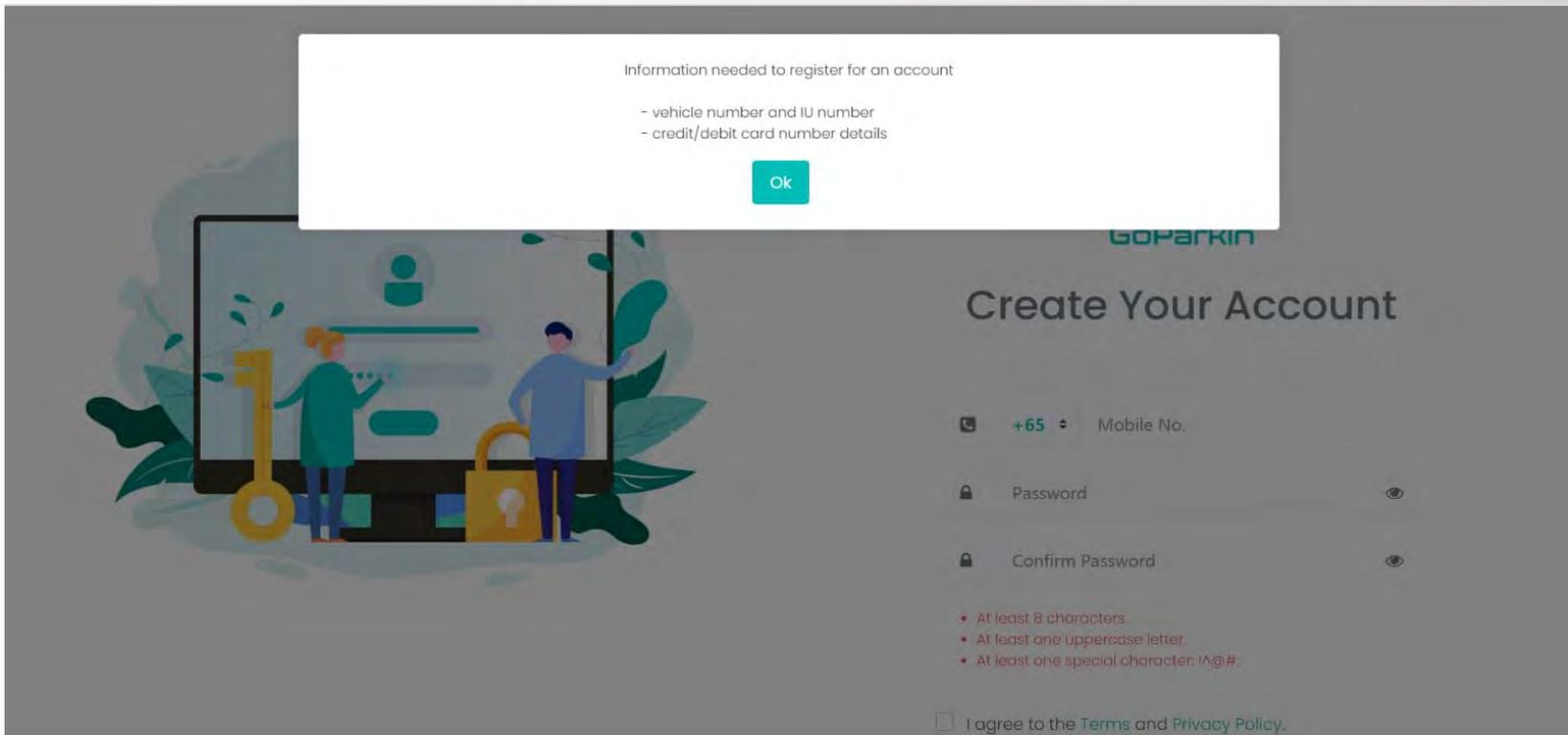


1. Click “Register” for first time registration.
2. Log in with your mobile number & password if you have registered an account with us.

GoParkin Web Portal

Registration

You need the following to register for an account:



The image shows a screenshot of the GoParkin web portal registration page. A white popup window is centered on the screen, displaying the following information:

Information needed to register for an account

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

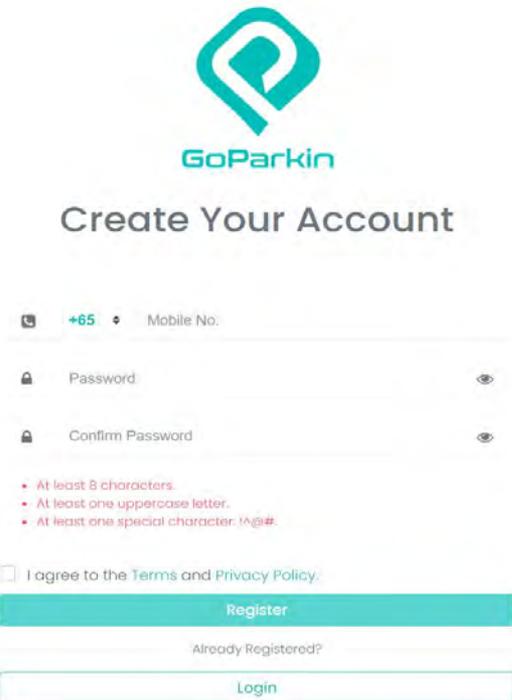
An "Ok" button is located below the list. The background of the page is a dark grey color with a large illustration of two people interacting with a large screen. The screen displays a user profile icon and a lock icon. The text "GoParkin" is visible at the top right of the page, and "Create Your Account" is prominently displayed in the center. Below this, there are input fields for "Mobile No." (with a "+65" country code selector), "Password", and "Confirm Password". Each field has a lock icon and a visibility toggle (eye icon). Below the input fields, there are three red bullet points indicating password requirements:

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

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

GoParkin Web Portal

Registration

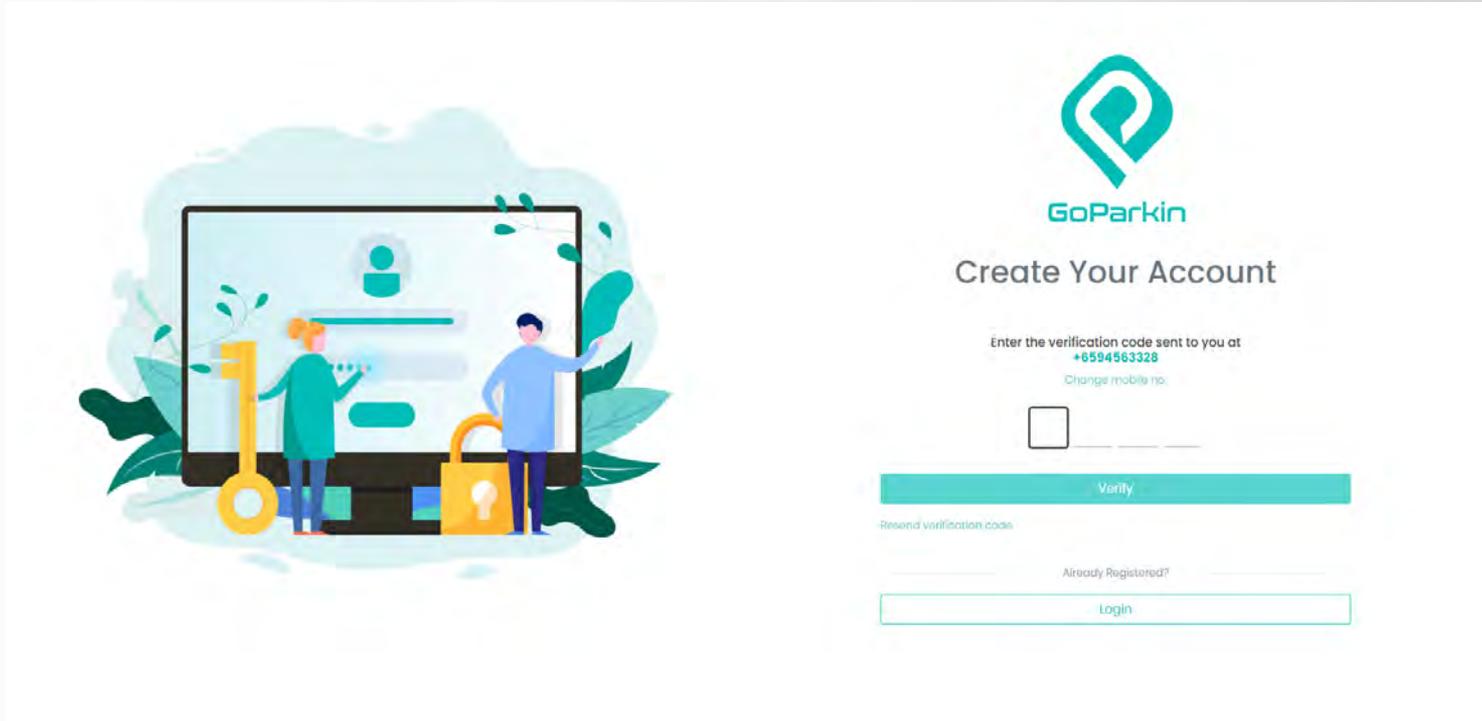


The screenshot shows the GoParkin registration page. At the top is the GoParkin logo. Below it is the heading 'Create Your Account'. The form includes a 'Mobile No.' field with a dropdown set to '+65', a 'Password' field with an eye icon, and a 'Confirm Password' field with an eye icon. Below the password fields are three red bullet points: 'At least 8 characters.', 'At least one uppercase letter.', and 'At least one special character: !@#'. There is a checkbox for 'I agree to the Terms and Privacy Policy.' and a teal 'Register' button. Below the button is a link for 'Already Registered?' 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

GoParkin

Season Parking Transactions

Transactions

My Vehicle(s)

Messages

My Account

Refund Request

Car Park

Vehicle No.

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, there is a progress indicator with 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). A note below the input fields states "*Required field(s)".

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 and options:

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

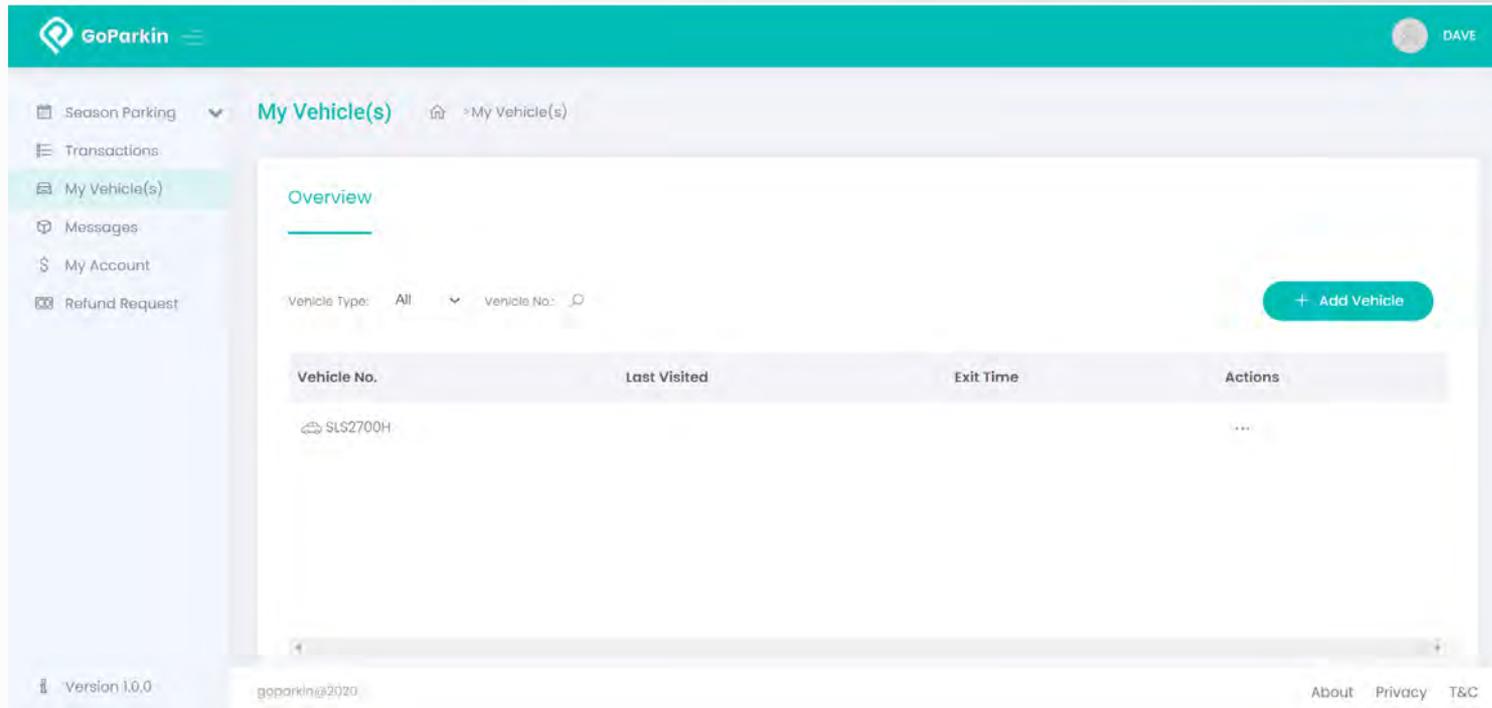
Accepted payment methods are shown as logos for VISA and MasterCard. A note at the bottom of the form states: * Required field(s).

Navigation buttons at the bottom of the modal are: 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 a user profile icon labeled 'DAVE'. A left sidebar contains navigation links: 'Season Parking', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area shows a form with the following fields:

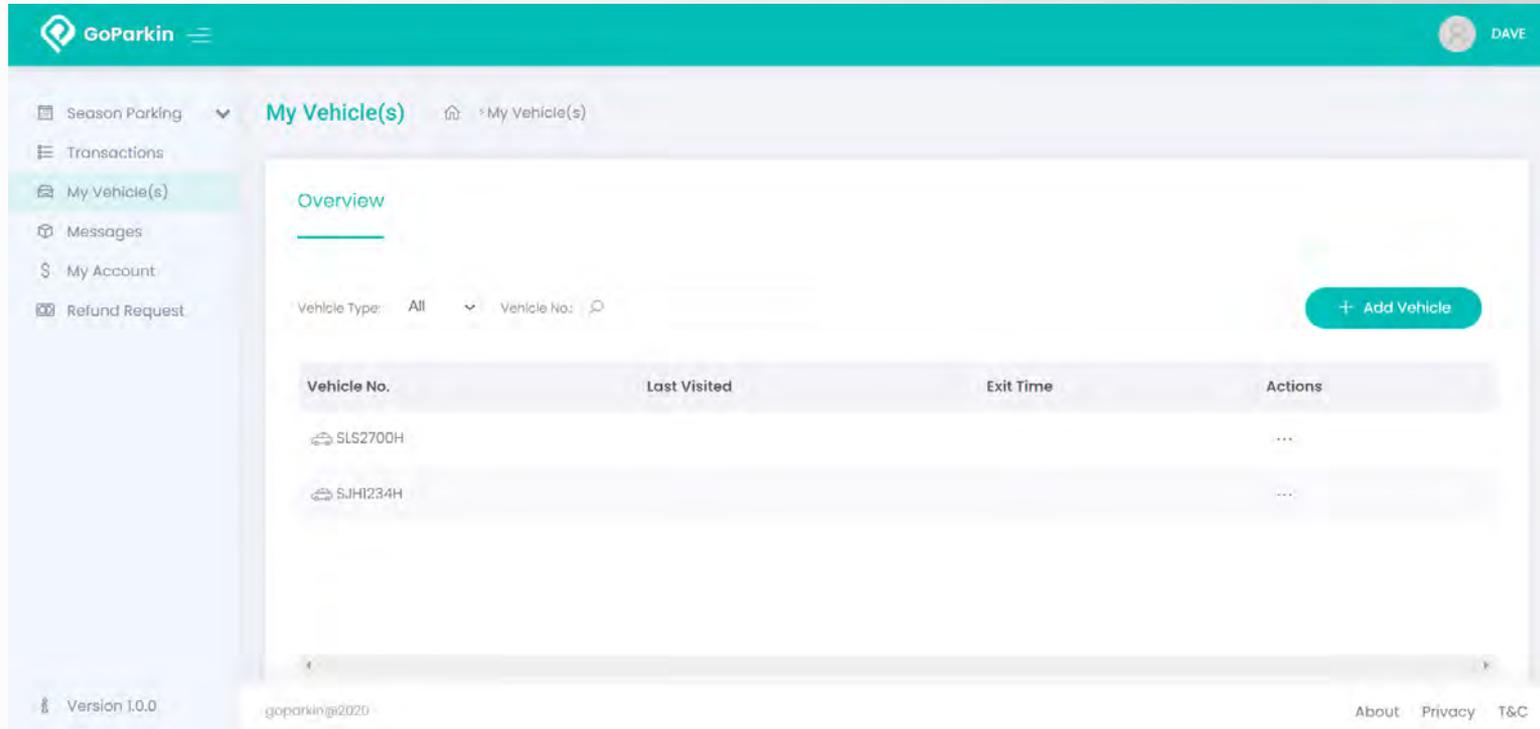
- * Country of Registration:** Singapore (dropdown menu)
- * Vehicle Type:** Car (dropdown menu)
- * Vehicle No.:** (text input field)
- * IU No.:** (text input field)

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

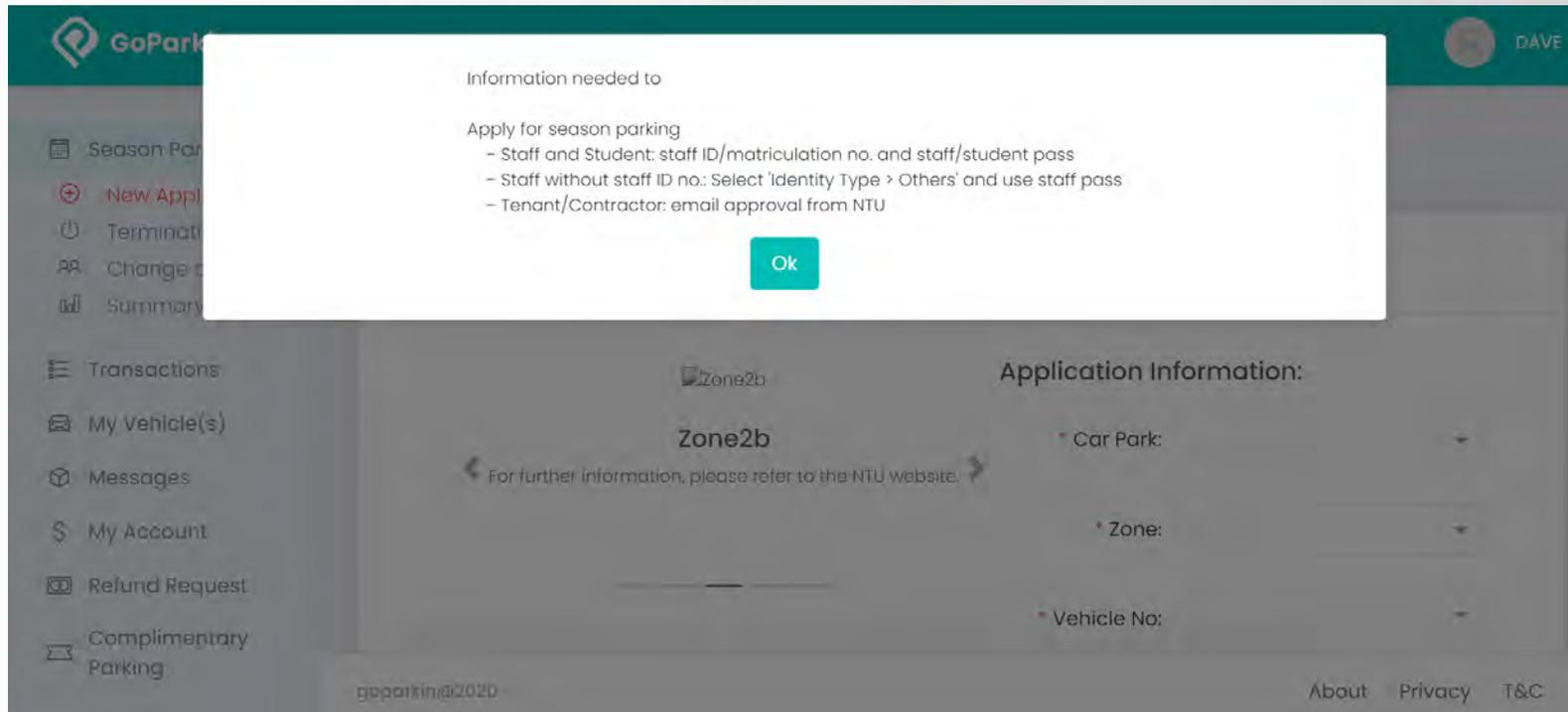


Your registered vehicles will now be shown in “My Vehicle” page. There is no limit to the number of vehicles you can add.

GoParkin Web Portal

Season Parking Application

You need the following information for season parking application:



GoParkin Web Portal

Season Parking Application

The screenshot displays the 'New Application' page in the GoParkin web portal. On the left, a navigation menu lists options like 'New Application', 'Termination', 'Change of Vehicle', 'Summary', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area is titled 'New Application' and features a map of 'Zone 3 Covered' with a legend indicating 'Car Park Zone' in blue. 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 is a file upload section with a plus sign and a note: 'Upload relevant verification document(s) (e.g. Staff ID, Matriculation card, etc.). Do not attach your NRIC/Passport.' A red note below the upload section 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 small asterisk indicates required fields.

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 displays the 'GoParkin' web portal interface for a 'Season Parking' application. The page title is 'New Application'. On the left, there is a navigation menu with options like 'New Application', 'Termination', 'Change of Vehicle', 'Summary', 'Transactions', 'My Vehicle(s)', 'Messages', 'My Account', and 'Refund Request'. The main content area is divided into two sections. The left section shows a map titled 'Zone 3 Covered' with a legend indicating 'Car Park Zone' in blue. The right section is titled 'Application Information:' and contains several dropdown menus: 'Car Park', 'Zone', 'Vehicle No', and 'Identity Type'. There is also a 'Start Date' field set to 'Sep 2020'. Below these fields, there is a section for uploading documents, with a note: 'Upload relevant verification document(s) (e.g. Staff ID, Matriculation card, etc.). Do not attach your NRIC/Passport.' and a plus sign icon. At the bottom right, there are 'Cancel' and 'Submit' buttons. A red asterisk indicates required fields.

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

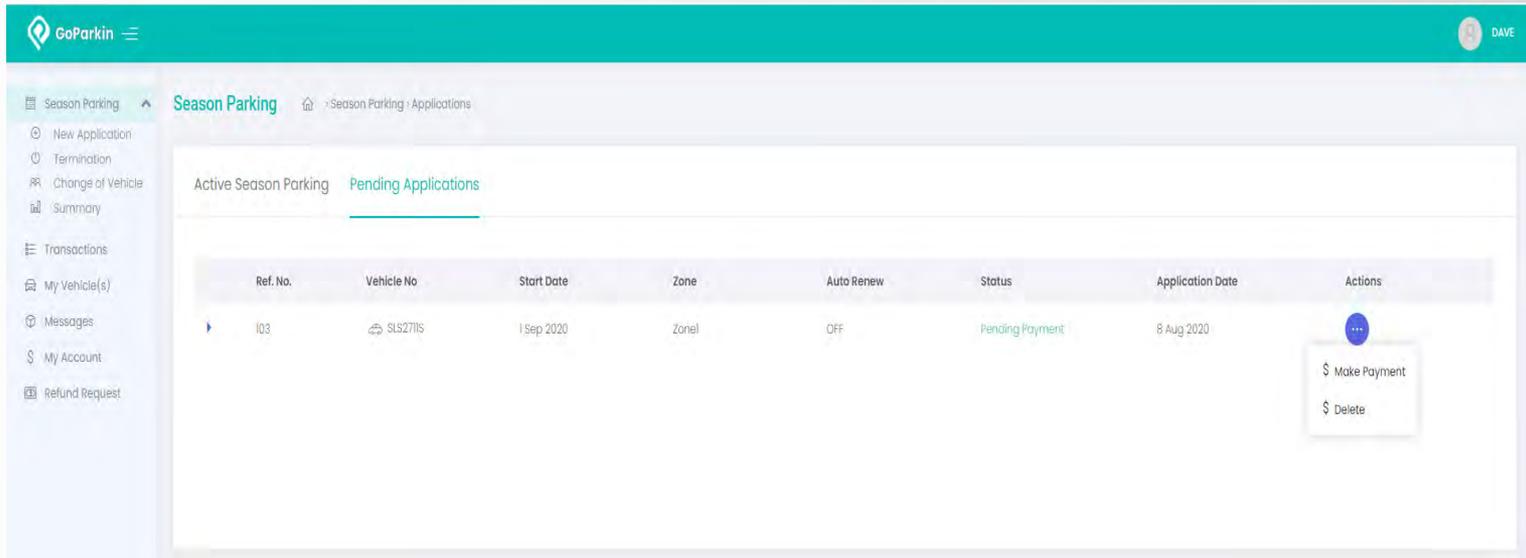
The screenshot shows the GoParkin web portal interface. A notification box at the top center reads: "Your season parking application has been received. It is currently pending approval. When it is approved, payment will be required to secure your season parking." Below the notification is a table with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

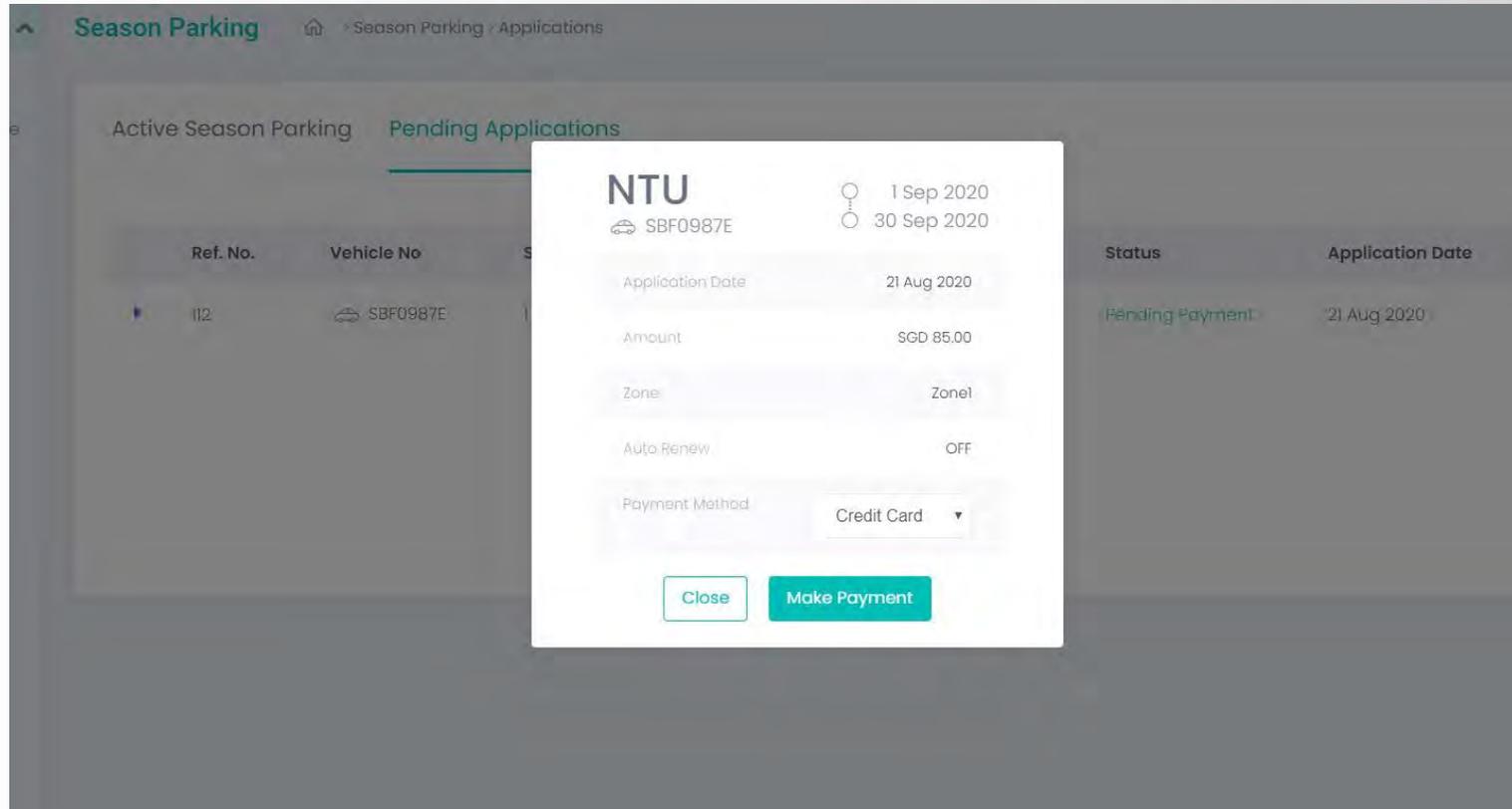
Season Parking Application



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 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 contains a menu with options: 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
5dddfec-7098-46d5-d28b-03be007d3659	SLS271S	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

GoParkin

DAVE

Season Parking

My Vehicle(s)

My Vehicle(s)

Overview

Vehicle Type: All Vehicle No.

+ Add Vehicle

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

Version 1.0.0 goparkin@2020 About Privacy T&C

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 red asterisk indicating a required field. Below the input fields, a red asterisk indicates that '3 working days is required to process your request'. 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 in red), '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.