

NTU Smart Parking GoParkin App User Guide



GoParkin



Fast Parking Search

Find available lots on the go.

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GoParkin



Flexible Parking Time

Adjust on-street parking session conveniently.

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GoParkin



Cashless Parking

No more handling of cash

.....



GoParkin



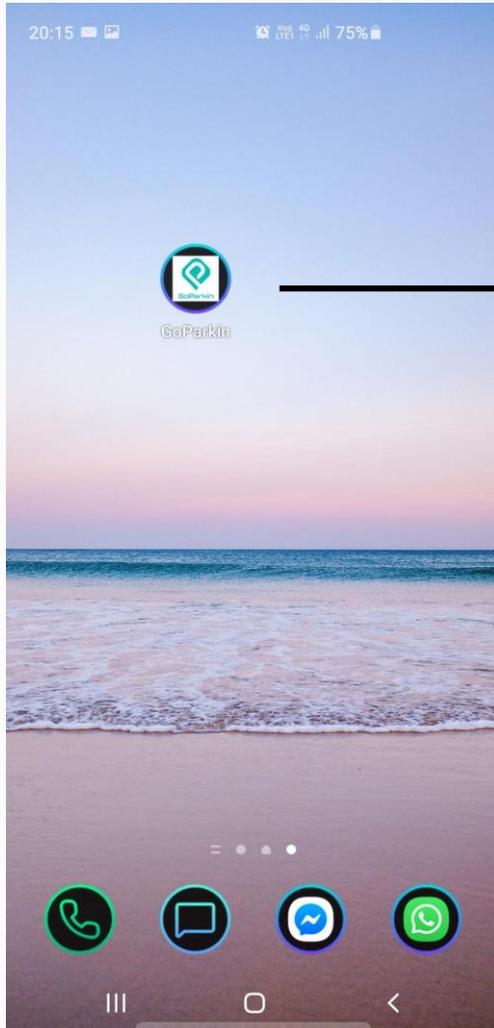
Parking Made Simple

Discover more

[Let's Get Started](#)

GoParkin Mobile App

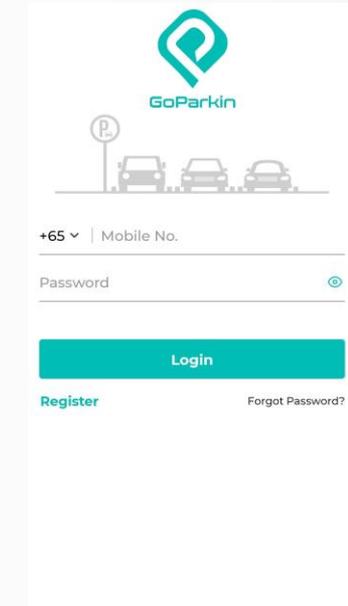
App Download



Mobile app not available for Huawei phones using Harmony Operating System

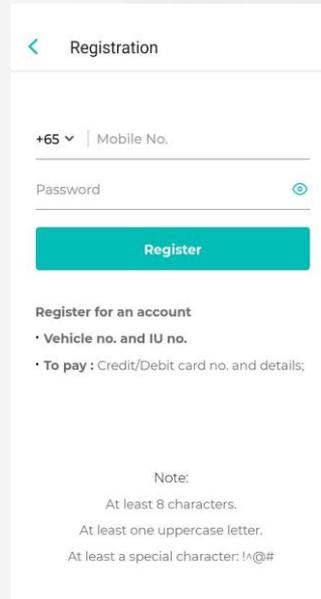
GoParkin Mobile App

Registration



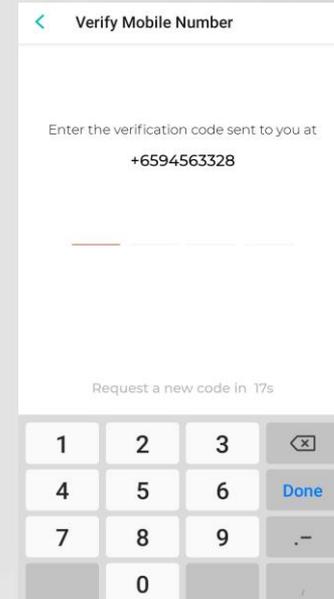
The screenshot shows the GoParkin mobile app registration screen. At the top is the GoParkin logo and a parking sign icon. Below that is a field for the mobile number with a dropdown menu set to '+65'. There is a password field with a toggle for visibility. A large teal 'Login' button is present, with a 'Register' link below it and a 'Forgot Password?' link to the right.

1. Click "Register" for first time registration.



This screenshot shows the registration form with more details. The mobile number field is filled with '+65'. Below it is a password field. A teal 'Register' button is visible. Underneath, there are instructions: 'Register for an account' followed by bullet points: '• Vehicle no. and IU no.' and '• To pay : Credit/Debit card no. and details;'. A 'Note' section at the bottom lists requirements: 'At least 8 characters.', 'At least one uppercase letter.', and 'At least a special character :!^@#.'.

1. Get ready your vehicle number, IU number & credit/debit card details.
2. Key in your mobile number.
3. Key in your password.
4. Your password should contain at least 8 characters, with at least 1 upper case letter & 1 special character :!^@#.



The screenshot shows the 'Verify Mobile Number' screen. It prompts the user to 'Enter the verification code sent to you at +6594563328'. Below the prompt is a numeric keypad with buttons for digits 1-9, 0, a backspace key, and a 'Done' key. A 'Request a new code in 17s' link is at the bottom.

1. An SMS message with a 4-digit verification code will be sent to you.
2. Key in the 4-digit verification code.

GoParkin Mobile App

Registration

Setup Profile

* Name
Dave

Mailing Address
100 Jurong East

Email
abc@gmail.com

*Required field(s)

Save

1. Key in your details.
2. Fields with asterisk * are required field(s).
3. Click "Save".

Add Vehicle Skip

Choose your vehicle type

Car Truck/Van

* Country of Registration
Singapore

* Vehicle No.
SLS2700H

* IU No.
8523654785

* Required field(s)

SAVE

1. Choose "Vehicle Type" & "Country of Registration".
2. Key in your vehicle number & IU number.
3. Click "Save".

Add Card Skip

* Credit/Debit Card
4242 4242 4242 4242

* Expiry Date
05/22

* CVV/CVC
123

Submit

VISA

1. Only MasterCard & VISA credit/debit cards are accepted.
2. Key in your 16-digit credit/debit card number, expiry date & CVV/CVC code.

Card Details

Credit/Debit Card
... 4242

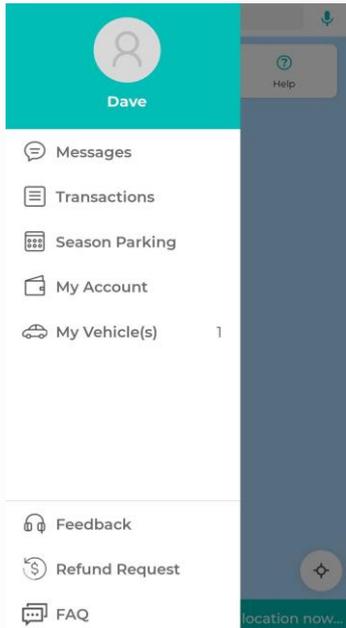
Expiry Date
05-2022

VISA

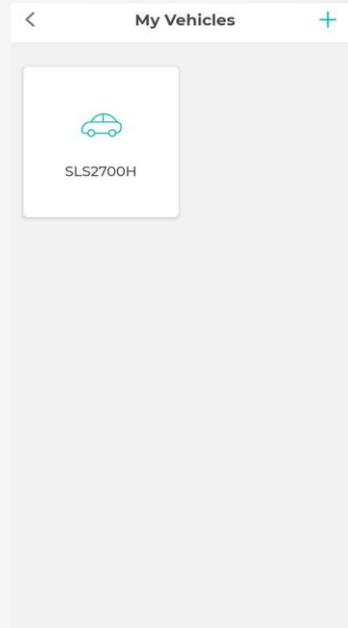
1. Your credit/debit card details will be shown under "My Account" in the main menu.

GoParkin Mobile App

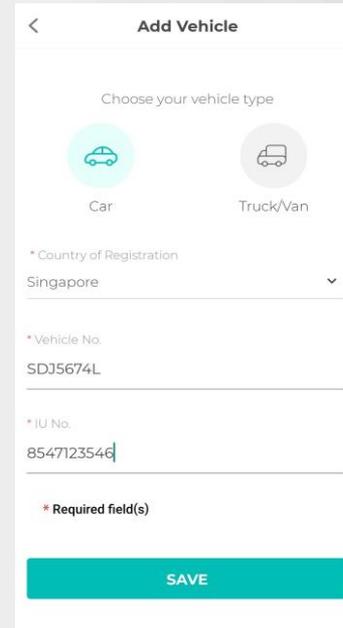
For Additional Vehicles



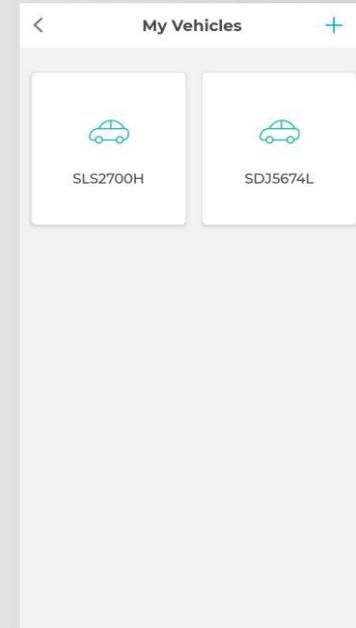
1. Go to the Home  button located at the top left corner of the page.
2. Click “My Vehicles”.



1. Click on the Add button  at the top right side of the page.



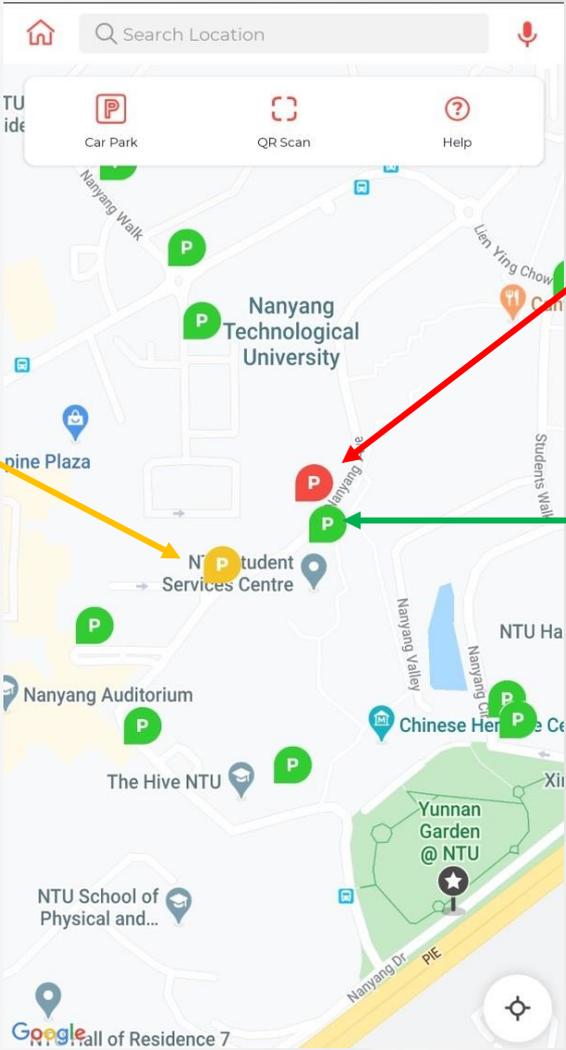
1. Choose the “Vehicle Type” & “Country of Registration”.
2. Key in your vehicle number & IU number.
3. Press “Save”.



1. Your vehicles will now be shown in “My Vehicle” page.

GoParkin Mobile App

Parking Occupancy



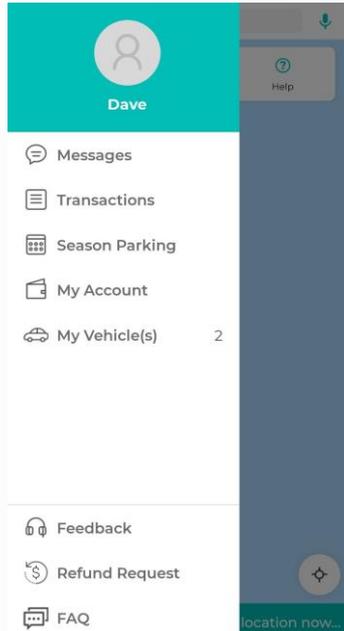
Car Park Almost Full

Car Park Full

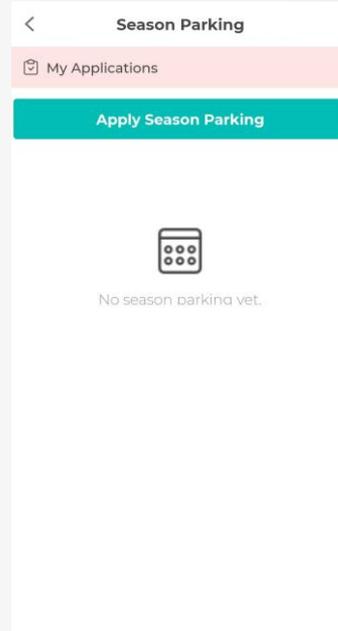
Car Park Available

GoParkin Mobile App

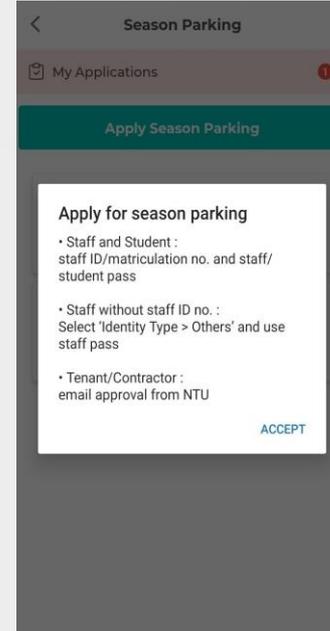
Season Parking Application



1. Go to the Home  button located at the top left corner of the page.
2. Click “Season Parking”.



1. Click on “Apply Season Parking”.



1. You need the above before you apply for season parking.
2. Click on “Accept” after you have entered all details.



1. Choose the season parking zone you wish to apply for.
2. Key in the season parking start month & the vehicle number.
3. Click on “Next”.

GoParkin Mobile App

Season Parking Application

Season Parking Appli... Next

Basic Details Type of Applicant Upload File

* Identity Type

Tenant

* Details

abc pte ltd

* Required field(s)

1. Choose identity type, eg staff/student/tenant.
2. Key in the details, eg staff/student pass/other relevant documents.

Season Parking Appli... Submit

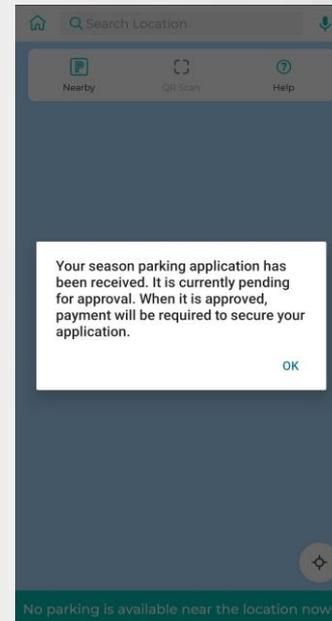
Basic Details Type of Applicant Upload File

Upload relevant verification document(s)
(e.g. Staff ID)

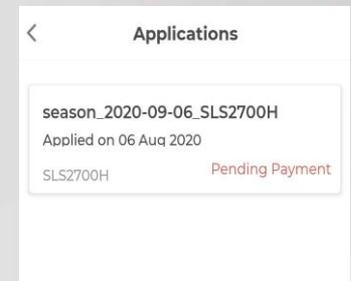
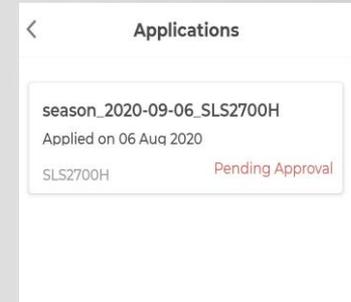
Upload

* Required field(s)

1. Upload relevant verification documents, eg staff/student pass/other relevant documents.



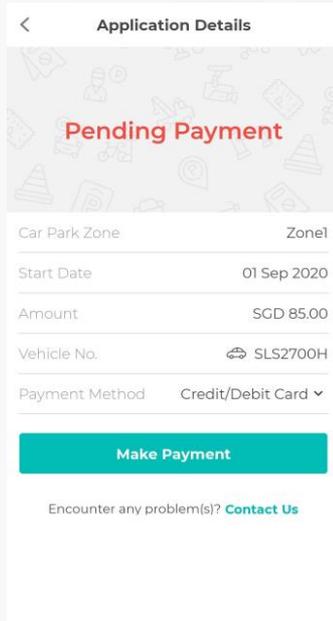
1. Your application will be submitted for verification checks.
2. The verification process will take 3 working days.



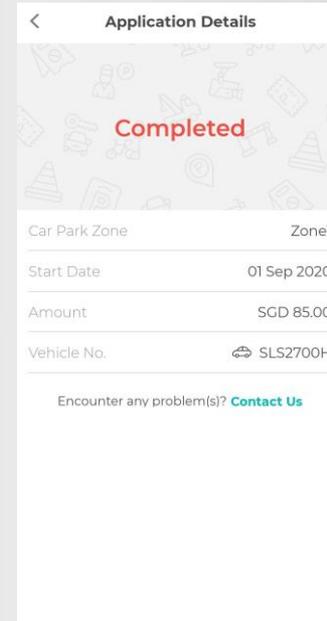
1. You can check your application status under “Season Parking” in the menu.

GoParkin Mobile App

Season Parking Application



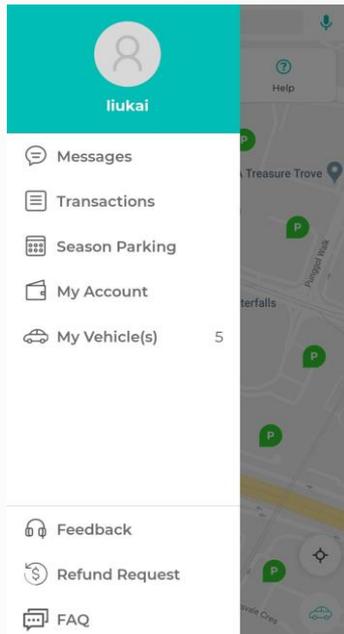
1. SMS and In-App messages will be sent once your season application is approved.
2. Click "Make payment".
3. **You must "Make payment" to complete the application process.**



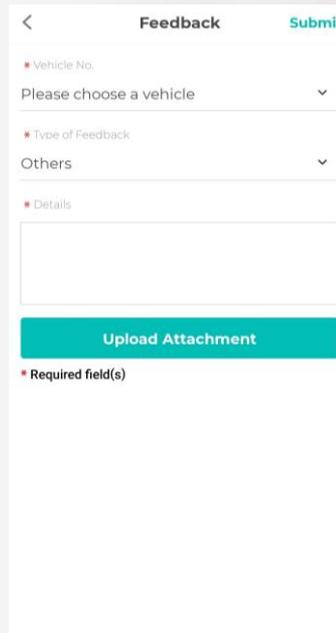
1. Your season application is completed!

GoParkin Mobile App

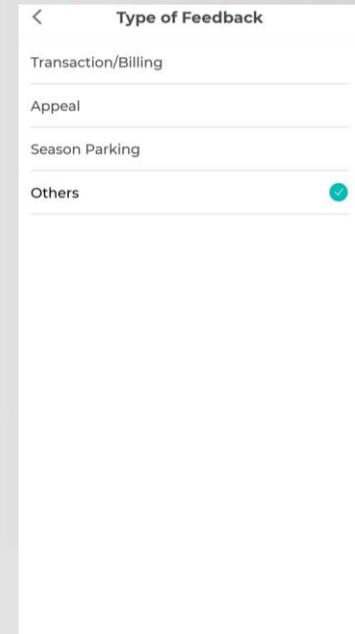
Change of Vehicle's Season Details



1. Go to the Home  button located at the top left corner of the page.
2. Click “Feedback”.



1. Choose your vehicle from your vehicle list.



1. Choose “Season Parking” under the “Type of Feedback”.

GoParkin Mobile App

Change of Vehicle's Season Details

< Feedback Submit

Vehicle No.
SBF2235E

* Type of Feedback
Season Parking

Season Parking Matter
Select season parking forms

* Details

Upload Attachment

* Required field(s)

1. Choose “Change of Vehicle” under “Season Parking Matter”.

< Change of Vehicle Submit

* Current Vehicle No.

* Current IU No.

* New Vehicle No.

* New IU No.

Effective Date
Aug 2020

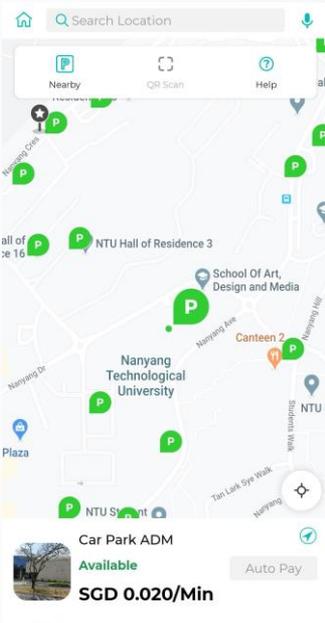
* Email

Reason

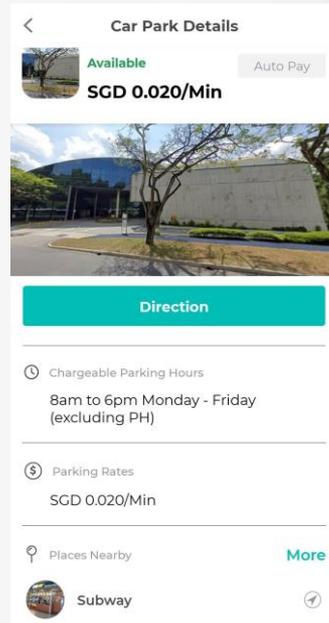
1. Key in your current and new vehicle number and IU number.
2. Key in the effective date of the change, your email address, and reason for the change.
3. The change process will take 3 working days.
4. SMS and In-App messages will be sent to you once your request is processed.

GoParkin Mobile App

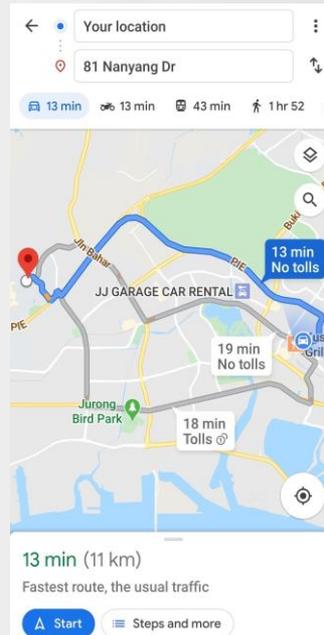
Hourly Parking



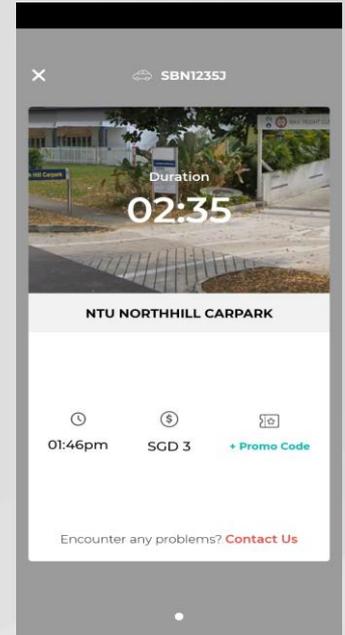
1. Find the car park in the “Search Location” field.
2. “Lots Availability” information are available for the “Requested Car Park” and other nearby car parks.



1. Parking details and nearby amenities information are available for reference.



1. The App provides navigation function to the car park from your current location.



1. Your parking session starts automatically when your vehicle enters the car park.
2. Your parking charges will be automatically deducted from your credit/debit card you added in your account.