NUS <> GoParkin App User Guide (New Users)

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1. Registering	a GoParkin account	
Back	PH SG	< Registration
		+65 🗸 Mobile No.
GOP	arkin™	Password 💿
		Register
(P.)		Register for an account
		Vehicle no. and IU no.
		• To pay : Credit/Debit card no. and details
+65 🗸 Mobile No.	>	
		Note:
Password	0	At least 8 characters.
5		At least an uppercase and a lowercase letter.
Login	(J)	At least a special character: 1/@# By clicking Register, I agree to the Terms and Privacy Policy.
Register	Forgot Password?	
Use app without n	egistration	
1. Ensure correct 2. Tap on 'Registe	country is selected er'	1. Fill in your mobile no. & password in the respective fields

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password in the respective fields 2. Tap on 'Register'



Verify Mobile Number

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Enter the verification code sent to you at

+6591111111

Request Code

1. Enter verification code sent to your mobile number. If code not received, tap on 'Request Code'

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2. Setting up your GoParkin account

	<	Add Vehic	cle	
I		Choose your vehicle type		
	Car	Truck/Van Bus	Taxi Motorcycle	
	* Country of	Registration		
	sc	MY	РН	
	* Vehicle Cat	egory		
	Convent	itional Hybrid	Electric	
	* Purpose			
	\rightarrow \square	Parking	EV Charging	
	* Vehicle No.			
	IU No.			
	* Required	1 field(s)		
email	1. Se vehic 2. Fil	lect your v cle categor Il in vour ve	ehicle type, y & purpose ehicle no. an	

3. Tap on 'Save'

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< Add Card S					
* Credit/Debit	Card				
1234 5678	1234 5678				
* Expiry Date	* CVV/CVC				
MM/YY	CVV/CVC	1			
	Submit				
	VISA 😭				

Add card details Tap on 'Submit' (for those who skipped this step, card can still be added later)

3. Add card to your GoParkin account







1. For those who skipped the adding of card during account setup stage, tap on side menu

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1. Tap on 'My Account' menu

1. Tap into 'Credit/Debit Card'



		/hat is a bill? (
		E
Credit/Debit Car	d Bill	ing History
		~
TEST MODE		>
TEST MODE Add your payn	nent inforn	> nation
TEST MODE Add your payn Card information	nent inform	> nation © Scencar
TEST MODE Add your payn Card information Card number MM / YY	nent inform visi cvc	> nation © Scan can
TEST MODE Add your payn Card information Card number MM / YY Billing address	nent inform vis cvc	> nation © Scan can
TEST MODE Add your payn Card information Card number MM / YY Billing address Country or region Singapore	nent inform	> nation © Scan car

1. Key in your card details

4. Add vehicles to your GoParkin account



1. Tap on side menu



1. Tap on add button

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Choose your vehicle type Image: Truck/Van Bus Truck/Van Bus Taxi Motorcycle Taxi MY PH e Category Inventional Hybrid Electric se Parking EV Charging	Choose your vehicle type Choose your vehicle type Truck/Van Bus Taxi Motorcycle Country of Registration SC MY PH Achicle Category Conventional Hybrid Electric Aurpose Parking EV Charging ehicle No. No
Truck/Van Bus Taxi Motorcycle Ty of Registration SC MY PH e Category noventional Hybrid Electric se Parking EV Charging e No.	Car Truck/Van Bus Taxi Motorcycle
Truck/Van Bus Taxi Motorcycle rry of Registration SG MY PH e Category PH Electric see EV Charging EV Charging	Car Truck/Van Bus Taxi Motorcycle Country of Registration SC MY PH Achicle Category Conventional Hybrid Electric Purpose Parking EV Charging ehicle No. No
ry of Registration SC MY PH se Category Hybrid Electric see EV Charging Parking EV Charging	Country of Registration SC MY PH Achicle Category Conventional Hybrid Electric Purpose EV Charging ehicle No.
SG MY PH le Category enventional Hybrid Electric se Parking EV Charging e No.	SG MY PH Vehicle Category Conventional Hybrid Electric Purpose Parking EV Charging ehicle No.
e Category niventional Hybrid Electric se Parking EV Charging e No.	Achicle Category Conventional Hybrid Electric Purpose Parking EV Charging ehicle No. No.
Parking EV Charging	Conventional Hybrid Electric Purpose Parking EV Charging ehicle No. No
Parking EV Charging	Purpose Parking EV Charging ehicle No. No
Parking EV Charging	Parking EV Charging ehicle No.
e No.	ehicle No.
	No.
	No.
	* Required field(s)
quired field(s)	
quired field(s)	
	* Required field(s)

5. Paying for hourly parking



1. Find carpark in the search field



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



 Parking session starts automatically when vehicle enters the carpark.
 Your parking charges will be automatically deducted from the card you added to your account.

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Car Park ABC SAZ123A am, 25 Oct 2024 am, 25 Oct 2024 Fee SGD 0.64 ins -SGD 0.00 0.59 0.05 t SGD 0.64	Pai	rking
am, 25 Oct 2024 am, 25 Oct 2024 Fee SGD 0.64 ons -SGD 0.00 0.59 0.05 t SGD 0.64	Car Par SAZ123/	k ABC
Fee SGD 0.64 ons -SGD 0.00 0.59 0.05 t SGD 0.64	 10:00 am, 25 O 10:32 am, 25 O 	ct 2024 ct 2024
ons -SGD 0.00 0.59 0.05 t SGD 0.64	Parking Fee	SGD 0.64
0.59 0.05 sgd 0.64	Promotions	-SGD 0.00
0.05 5GD 0.64	Subtotal	0.59
sGD 0.64	GST (9%)	0.05
	Total Cost	SGD 0.64
	Total Cost	so

Encounter any problem(s)? Contact Us

1. You can find your transaction record & billing history under 'Transaction' menu



6. Applying for season parking

1. Under 'New Application', select your season parking location

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Season Parking

Q Search area/carpark name here

NTU

NTU / NIE / LKC / One-north

> NATIONAL PARKS

> > NParks

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Season Tickets

UOB

UOB

NUS National University of Singapore

NUS

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Parking' menu





1. You will see a popup message on the information required for each identity type

6a. Applying for season parking (Staff / Staff Reserve)

Type of Applicant Basic Details Upload File Car Park	<	Season Parking Applica	ation Ne
Car Park NUS Bukit Timah Campus Identity Type: Student Staff Reserve NUS Email	O Type of Applica	ant Basic Details	Upload File
NUS Bukit Timah Campus	Car Park		
		NUS Bukit Timah Camp	Pus
	Identity Type: Student NUS Email	Staff	Staff Reserve
Next		Next	



 Select the car park for season parking application
 Select your identity type and provide indicated information
 ⁹ Tap on 'Next' Select your season start date, vehicle no., and auto-renewal preference (optional)
 Tap on 'Next'



Upload relevant verification document Acknowledge T&C Tap on 'Submit'

6b. Applying for season parking (Student / Tenant)

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Seaso	n Parking Application	Next
O	Basic Details	Upload File
Car Park		
NUS	Bukit Timah Campus	
Identity Type: Student S NUS Email	taff	Staff Reserve
	Next	



 Select your season period and vehicle no.
 Tap on 'Next'

 Select the car park for season parking application
 Select your identity type and provide indicated information
 Tap on 'Next'



Upload relevant verification document Acknowledge T&C Tap on 'Submit'

6. Applying for season parking

< Season Parking	C Applications	< Application Details
New Application Season Tick	season_2025-02-01_SQL1234L_NParks@HP-1 Applied on 26 Dec 2024	Pending Payment
NTU / NIE / LKC / UOB	SQL1234L Pending Approval season_2025-01-01_SQL1234L_NParks@BTNR Applied on 26 Dec 2024	Car Park Zone NUS Bukit Tima
NATIONAL PARKS	SQL1234L Pending Approval Season_2025-01-10_SQl12341_NUSBukitTimahCamp us	Start Date
NParks NUS	SQI12341 Pending Payment season_2025-01-01_SQH1234H_UOBPlazalAndII	Payment Method Credit/Deb
	Applied on 23 Dec 2024 SQH1234H Pending Approval	Make Payment Encounter any problem(s)? Contact Us
	season_2024-12-24_SQH1234H_NParks@SBG Applied on 23 Dec 2024 SQH1234H Pending Approval	

1. Tap on icon to check your season parking application status

1. Tap into each application for more details 2. For 'Pending Payment' status, tap into the application to make Payment

1. Tap on 'Make Payment' to activate your season parking

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) Jan 2025

SGD 94.83

SQI12341

oit Card 🗸





1. Tap on 'Season Tickets' to see all your activated season tickets

7. Terminating season parking auto-renewal

<	Season Parking	0	< Sea	son Parking Details	C Termination of Season Parking
New Ap	pplication Season Ti	ickēts	NUS Bukit	Timah Campus	Vehicle No.
NATIONAL PARKS	Singapore Botanic Cardens 01 Jan 2025 - 31 Jan 2025 SQM1234M	Active	NUS Bukit Tir Start Date 10 Jan 2025	End Date 28 Feb 2025	Season Parking
	NUS Bukit Timah Campus 10 Jan 2025 - 28 Feb 2025 SQK1234K	Active	Auto Renew ON	Amount \$80.00/mth	* Termination Date
NATIONAL PARKS	The Animal Lodge 01 Jan 2025 - 31 Jan 2025 SQL1234L	Active	Vehicle No.	Payment Method Credit/Debit Card	* Required field(s)
NATIONAL PARKS	The Animal Lodge 01 Jan 2025 - 31 Jan 2025 FAQ123R	Active		Download	
	NUS Bukit Timah Campus 10 Feb 2025 - 31 Mar 2025 SQM1234M	Active			
	NUS Bukit Timah Campus 30 Dec 2024 - 31 Jan 2025 SQM1234M	Active			

1. Under 'Season Tickets', tap into the season ticket you want to terminate auto-renewal for

1. Tap the termination button

 Select your vehicle no., season parking ticket and termination month you want to terminate auto-renewal for
 Tap on 'Submit'

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1. Once your request has been approved, your autorenewal flag will be turned off

o. 11 <	Season Parking			on Parking Details	Change of Vehicle
New Ap	plication Season	Tickets	NUS Bukit T	imah Campus	Current Vehicle No.
NATIONAL PARKS	Singapore Botanic Gardens 01 Jan 2025 - 31 Jan 2025 SQM1234M	Active	NUS Bukit Tima	h Campus End Date	+ Current IU No.
	NUS Bukit Timah Campus 10 Jan 2025 - 28 Feb 2025		10 Jan 2025 Auto Renew ON	28 Feb 2025 Amount \$80.00/mth	• New Vehicle No.
NATIONAL PARKS	The Animal Lodge 01 Jan 2025 - 31 Jan 2025	Active	Vehicle No.	Payment Method Credit/Debit Card	* New IU No.
	SQL1234L	Active	Payment for the next month's season paymonth.	aking will be automatically made on the 25th of the current	Effective Date
NATIONAL PARKS	01 Jan 2025 - 31 Jan 2025 FAQ123R	Active		Download	• Email
	NUS Bukit Timah Campus 10 Feb 2025 - 31 Mar 2025				Reason
	SQM1234M NUS Bukit Timah Campus	Active			
	30 Dec 2024 - 31 Jan 2025 SQM1234M	Active			I agree to give prior notice of 3 working days for any changes.
. Und	ler 'Season Tic	:kets', ticket	1. Tap the cl	hange vehicle	1. Select your current ve

1. Under 'Season Tickets', tap into the season ticket you want to transfer to another vehicle

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 Select your current vel no., new vehicle no. and effective date
 Key in your email and reason for change
 Tap on 'Submit'





Submit

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1. Once your request has been approved, your new vehicle no. will be reflected on your season ticket

NUS Bukit Timah Campus 10 Feb 2025 - 31 Mar 2025

NUS Bukit Timah Campus 30 Dec 2024 - 31 Jan 2025

FAQ123R

SQ012340

50012340

Active

Active

Active

FAQ:

1. I am a staff season parking holder at Kent Ridge Campus (KRC). Do I need to register or apply with GoParkin to allow free access to Bukit Timah Campus (BTC)?

No, you do not need to register or apply with GoParkin. If you are a KRC season parking holder and are charged when parking at BTC, please email enquiry@goparkin.com.sg for refund. Likewise, BTC staff season parking holders will continue to enjoy free access to KRC open car parks until further notice.

- 2. Are there other electronic payment methods besides credit/debit cards? Currently, the payment method is limited to credit/debit cards to streamline the process. However, we may explore additional electronic payment options in the future based on demand.
- 3. Can I apply for a season parking pass through the GoParkin web portal? Yes, you can. Simply signup & login to GoParkin web portal at (https://portal.goparkin.io/#/nus_login) to apply your season parking pass.
- 4. Who should I contact to reserve VIP parking lots after the transition to the new car park operator? For VIP lot reservations at BTC, staff may email their requests to enquiry@goparkin.com.sg.
- 5. What is the customer service number for feedback & inquiries regarding to BTC carpark. Ans: For feedback & inquiries, please contact the GoParkin hotline at 6592-3098 or email to enquiry@goparkin.com.sg.

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The End

For any enquiries or feedback, please

write to enquiry@goparkin.com.sg or

contact us at **+65 6592 3098**



