

NUS <> GoParkin App User Guide (New Users)

Last Updated: 27 Dec 2024



Contents

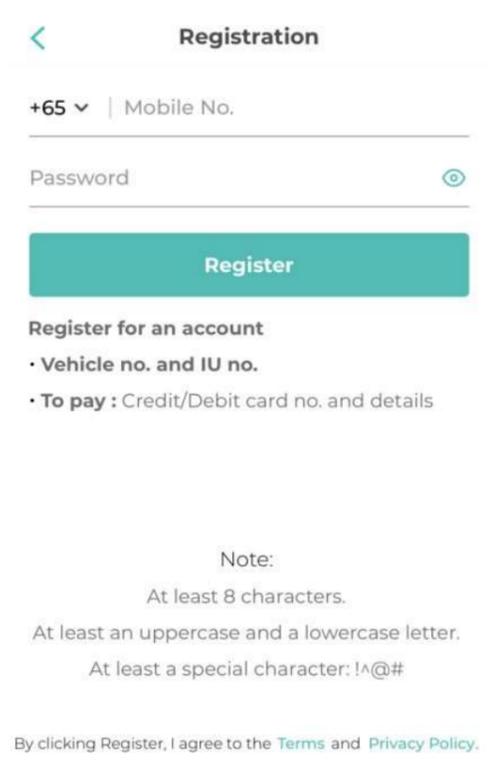
1. Account Registration
2. Account Setup
3. Add Card
4. Add Vehicles
5. Paying for Hourly Parking
6. Apply Season Parking
7. Terminate Season Parking Auto-Renewal
8. Transfer Season Parking



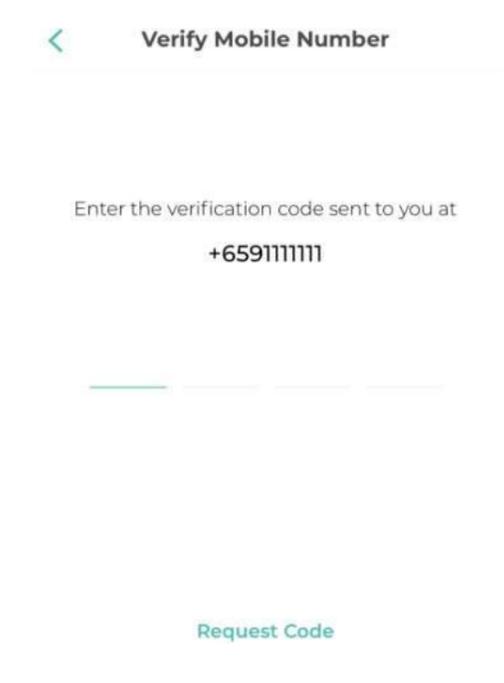
1. Registering a GoParkin account



1. Ensure correct country is selected
 2. Tap on 'Register'
- 3 |

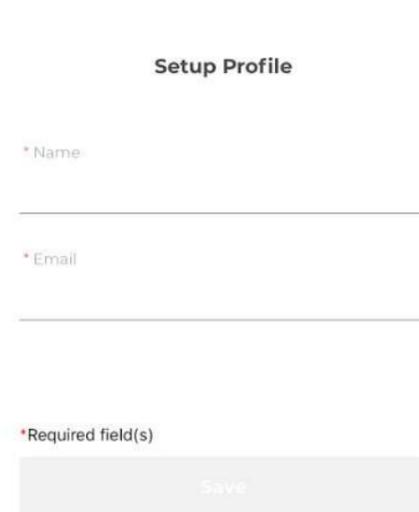


1. Fill in your mobile no. & password in the respective fields
2. Tap on 'Register'



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

2. Setting up your GoParkin account



Setup Profile

* Name

* Email

* Required field(s)

Save

1. Fill in your name & email
2. Tap on 'Save'

4 |



Add Vehicle

Choose your vehicle type

Car Truck/Van Bus Taxi Motorcycle

* Country of Registration

SG MY PH

* Vehicle Category

Conventional Hybrid Electric

* Purpose

Parking EV Charging

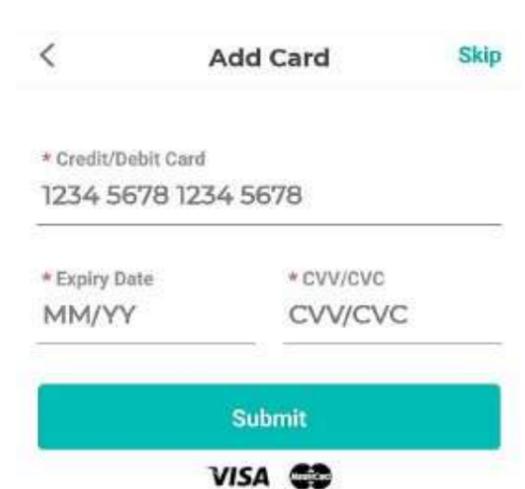
* Vehicle No.

IU No.

* Required field(s)

SAVE

1. Select your vehicle type, country, vehicle category & purpose
2. Fill in your vehicle no. and IU no.
3. Tap on 'Save'



Add Card Skip

* Credit/Debit Card

1234 5678 1234 5678

* Expiry Date * CVV/CVC

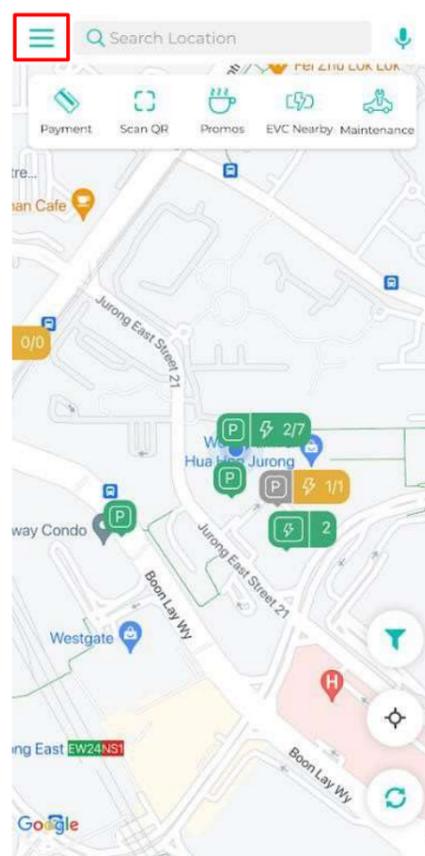
MM/YY CVV/CVC

Submit

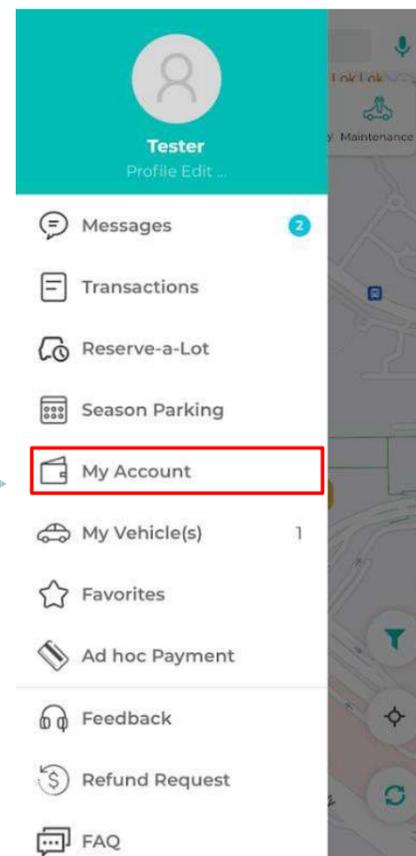
VISA

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

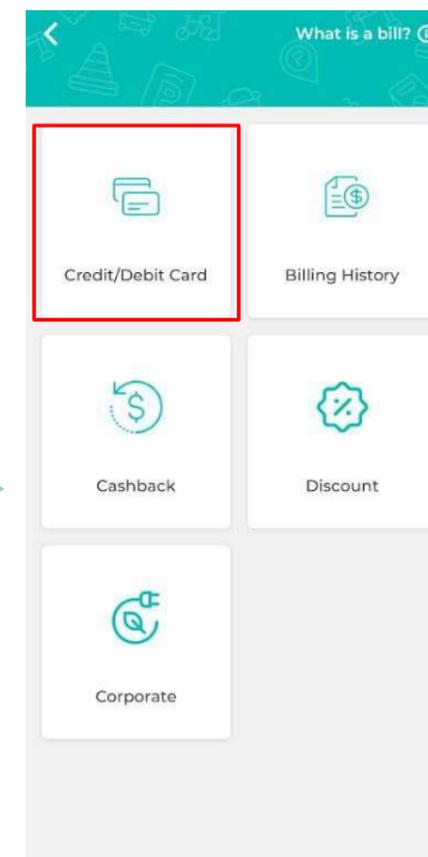
3. Add card to your GoParkin account



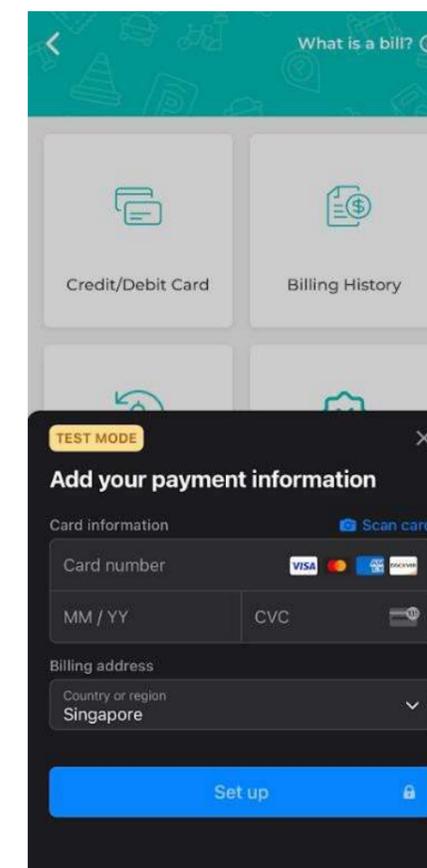
1. For those who skipped the adding of card during account setup stage, tap on side menu



1. Tap on 'My Account' menu

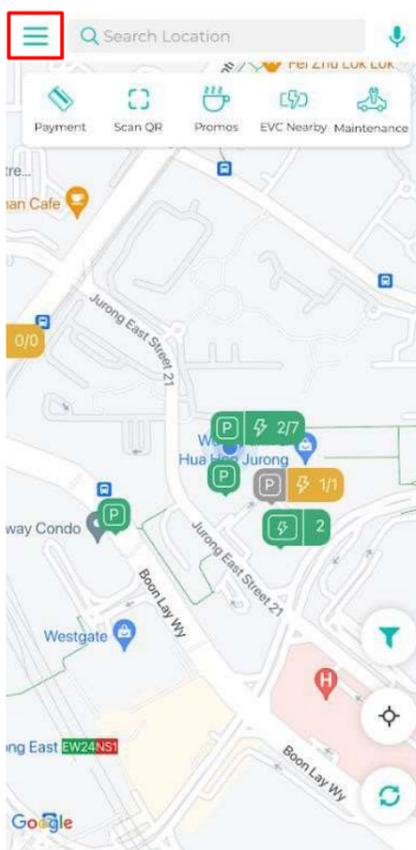


1. Tap into 'Credit/Debit Card'

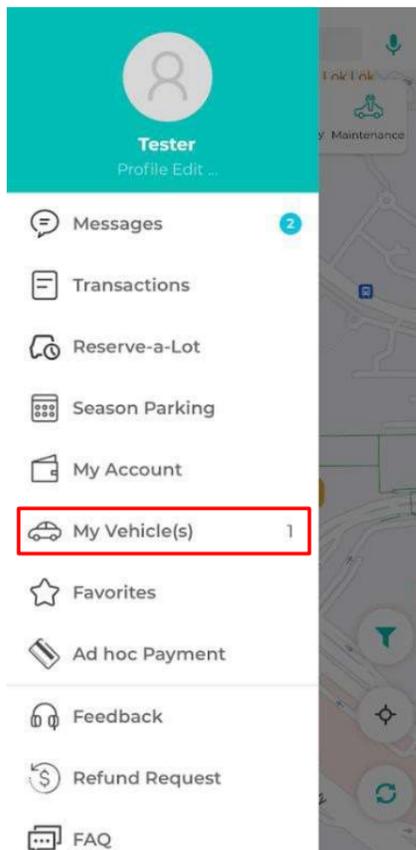


1. Key in your card details

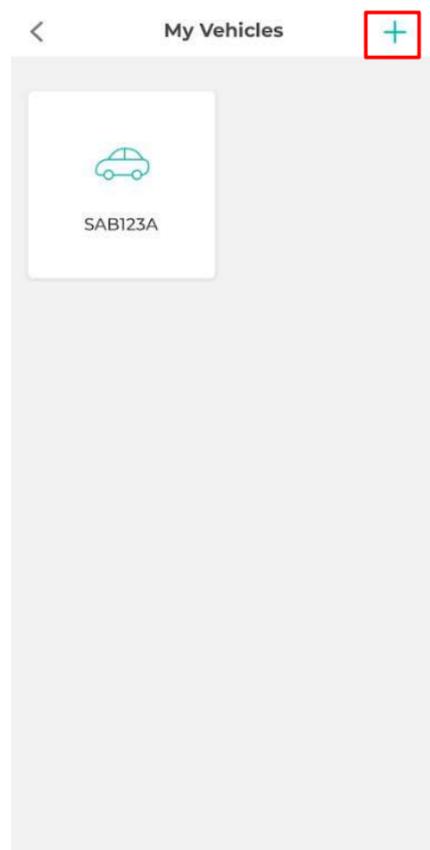
4. Add vehicles to your GoParkin account



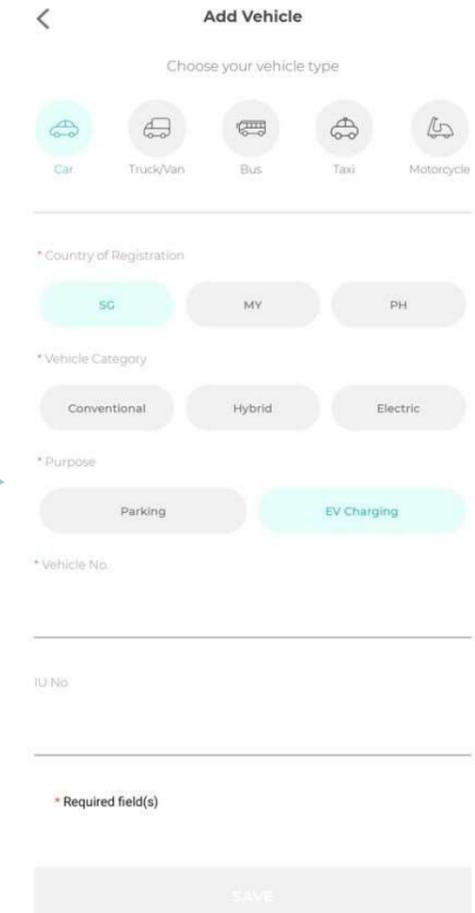
1. Tap on side menu



1. Tap on 'My Vehicle(s)' menu



1. Tap on add button

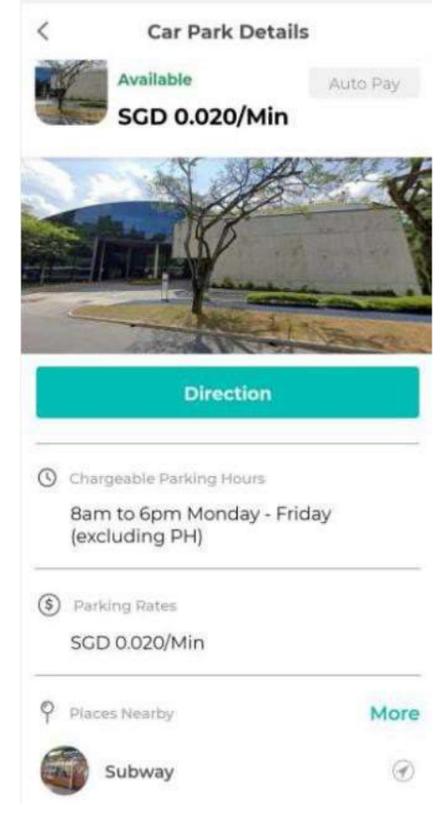


1. Select your vehicle type, country, vehicle category & purpose
 2. Fill in your vehicle no. and IU no.
 3. Tap on 'Save'

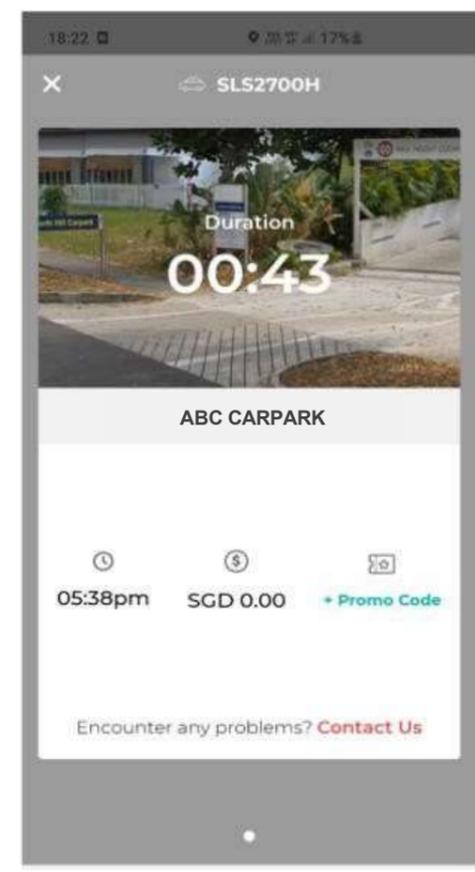
5. Paying for hourly parking



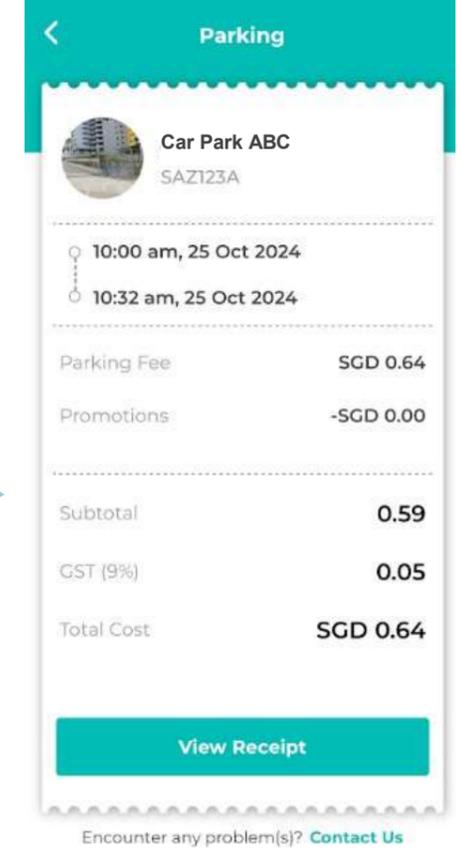
1. Find carpark in the search field



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

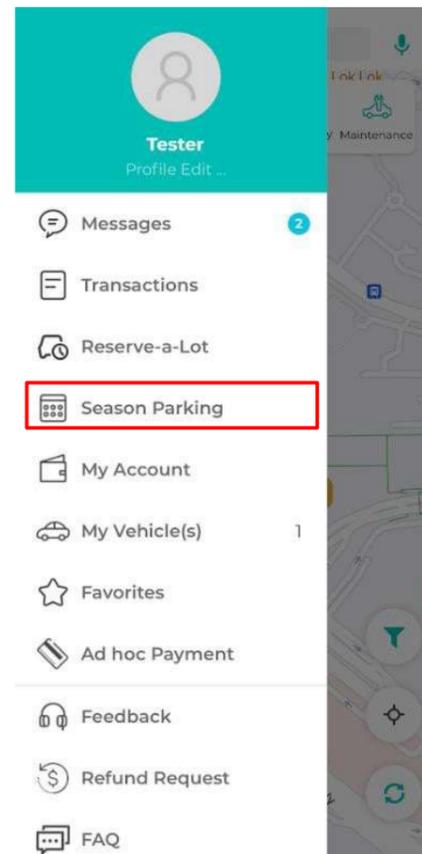


1. Parking session starts automatically when vehicle enters the carpark.
2. Your parking charges will be automatically deducted from the card you added to your account.

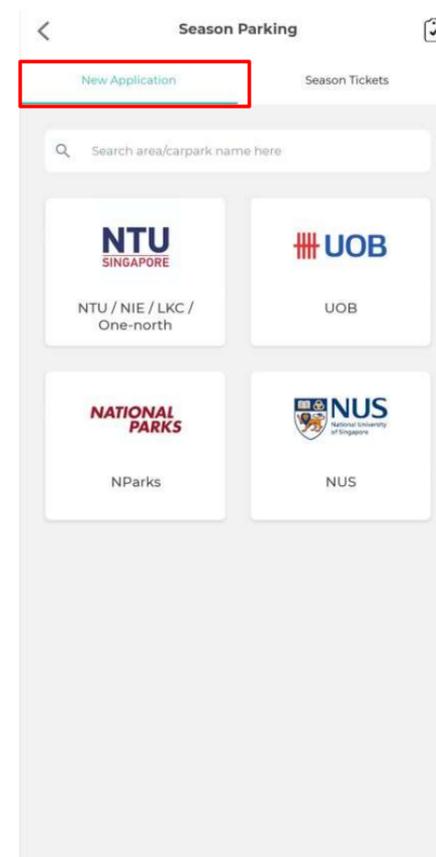


1. You can find your transaction record & billing history under 'Transaction' menu

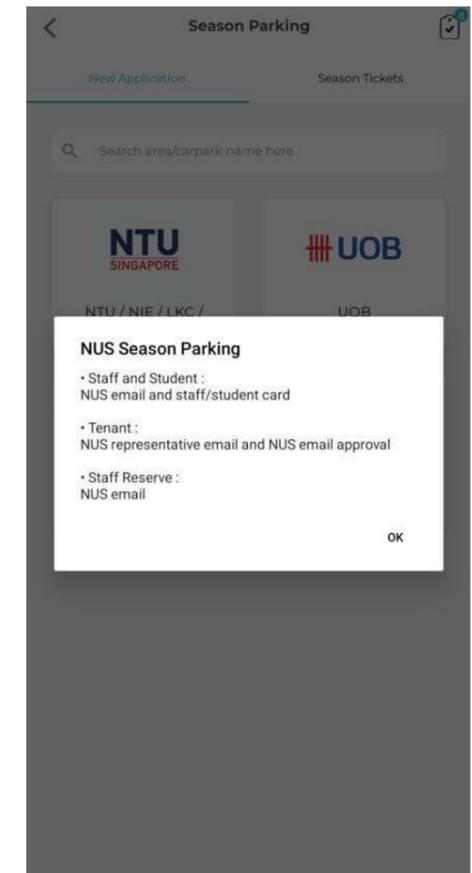
6. Applying for season parking



1. Tap on 'Season Parking' menu

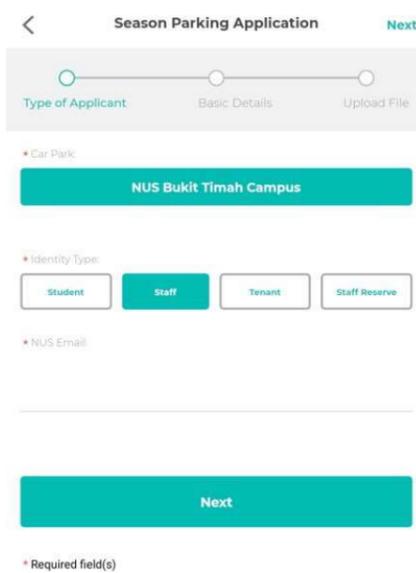


1. Under 'New Application', select your season parking location

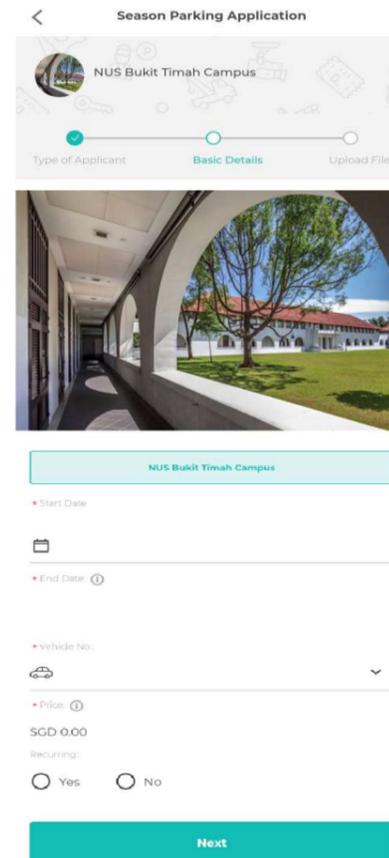


1. You will see a popup message on the information required for each identity type

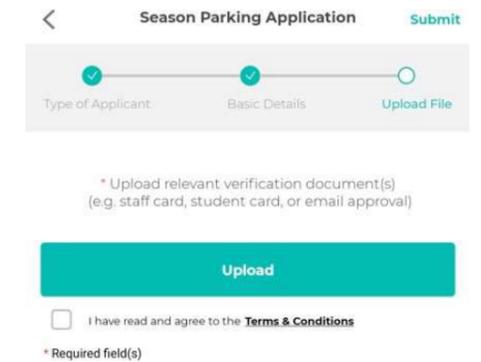
6a. Applying for season parking (Staff / Staff Reserve)



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

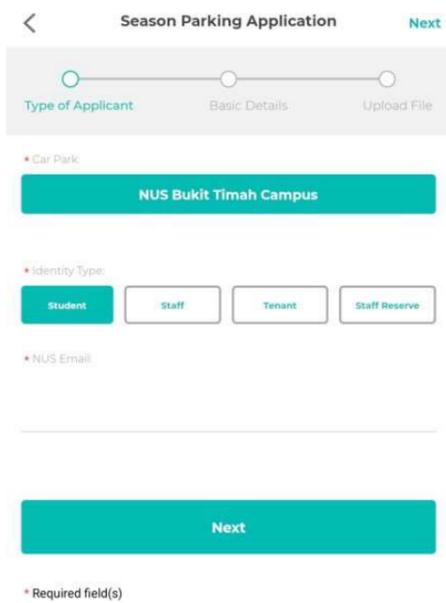


1. Select your season start date, vehicle no., and auto-renewal preference (optional)
2. Tap on 'Next'



1. Upload relevant verification document
2. Acknowledge T&C
3. Tap on 'Submit'

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



Season Parking Application Next

Type of Applicant Basic Details Upload File

* Car Park

NUS Bukit Timah Campus

* Identity Type

Student Staff Tenant Staff Reserve

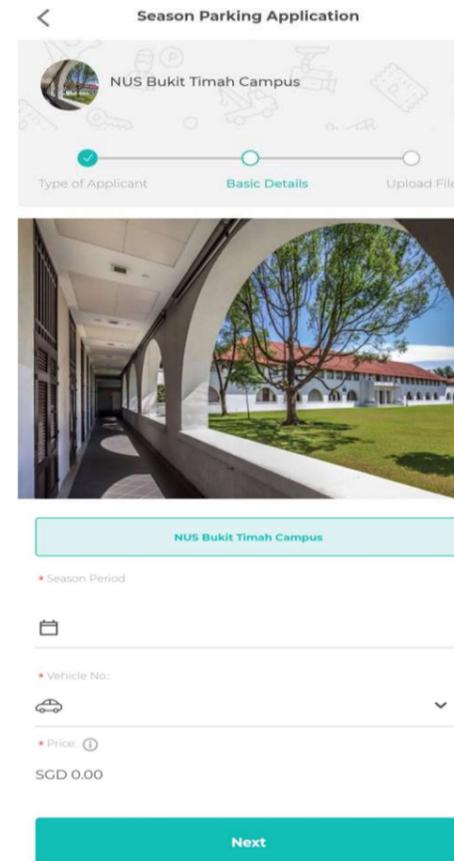
* NUS Email

Next

* Required field(s)

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

10



Season Parking Application

NUS Bukit Timah Campus

Type of Applicant Basic Details Upload File

* Season Period

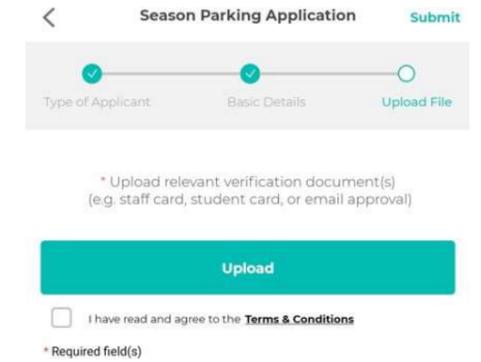
* Vehicle No.

* Price ⓘ

SGD 0.00

Next

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



Season Parking Application Submit

Type of Applicant Basic Details Upload File

* Upload relevant verification document(s)
(e.g. staff card, student card, or email approval)

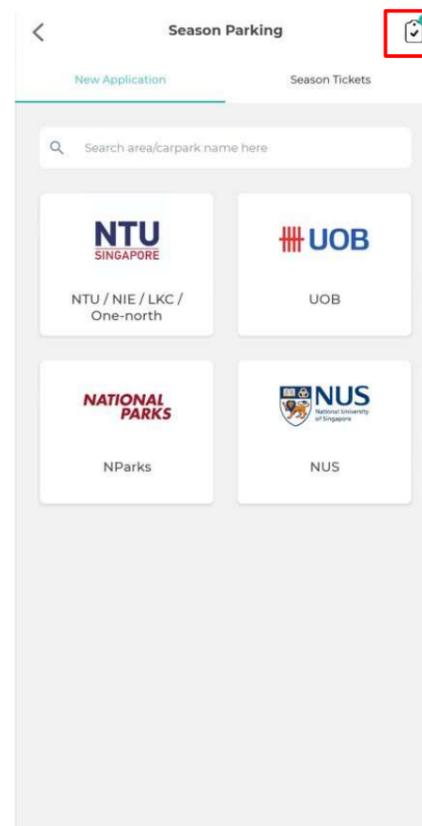
Upload

I have read and agree to the [Terms & Conditions](#)

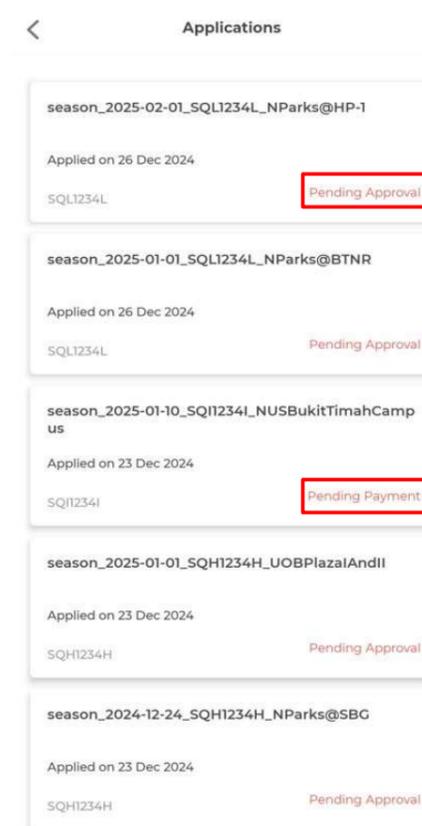
* Required field(s)

1. Upload relevant verification document
2. Acknowledge T&C
3. Tap on 'Submit'

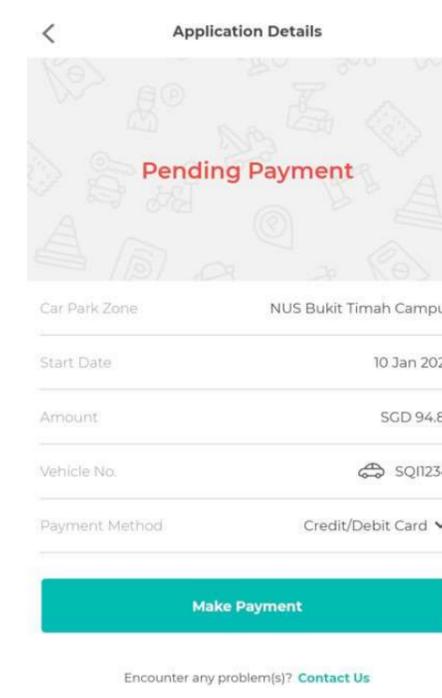
6. Applying for season parking



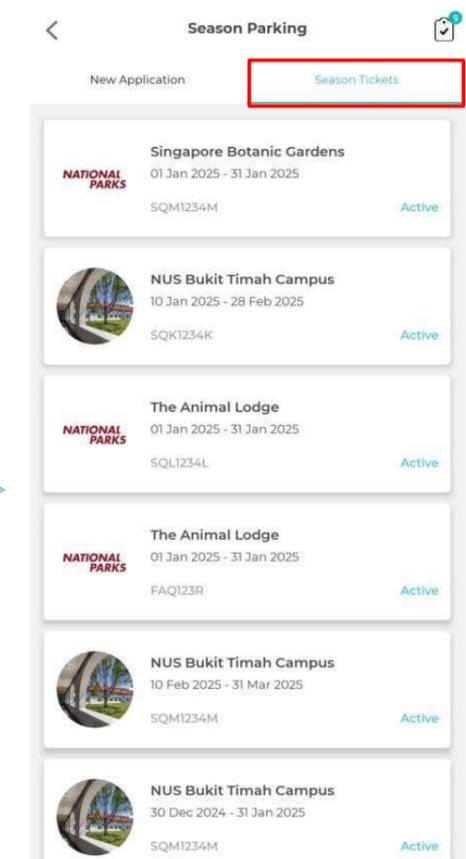
1. Tap on icon to check your season parking application status



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

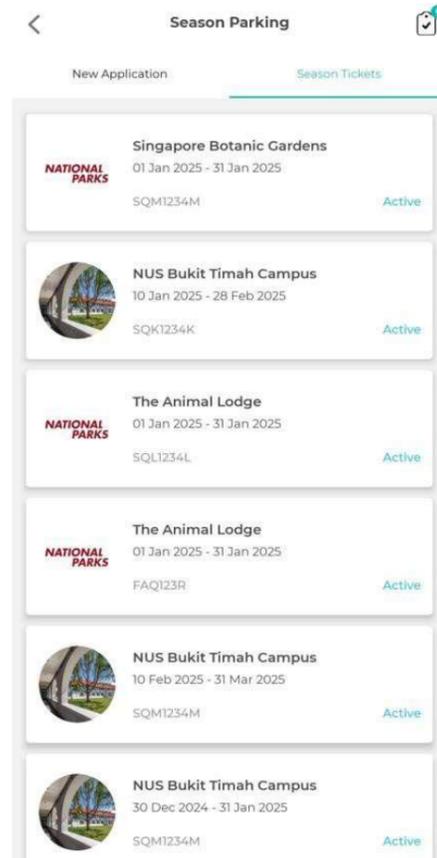


1. Tap on 'Make Payment' to activate your season parking

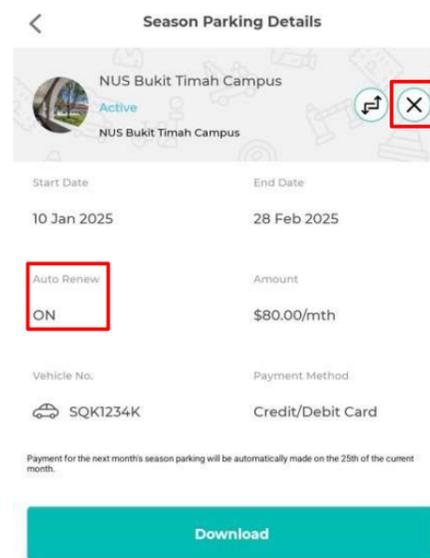


1. Tap on 'Season Tickets' to see all your activated season tickets

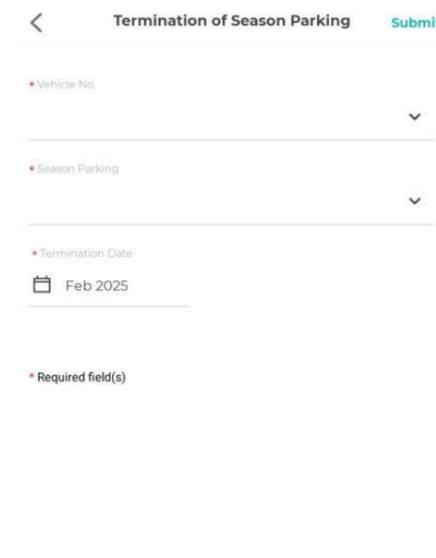
7. Terminating season parking auto-renewal



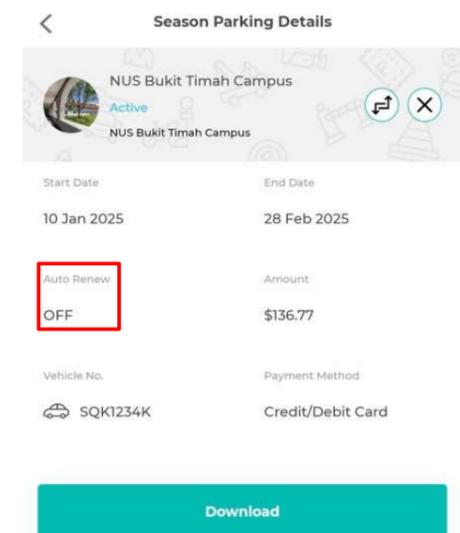
1. Under 'Season Tickets', tap into the season ticket you want to terminate auto-renewal for



1. Tap the termination button

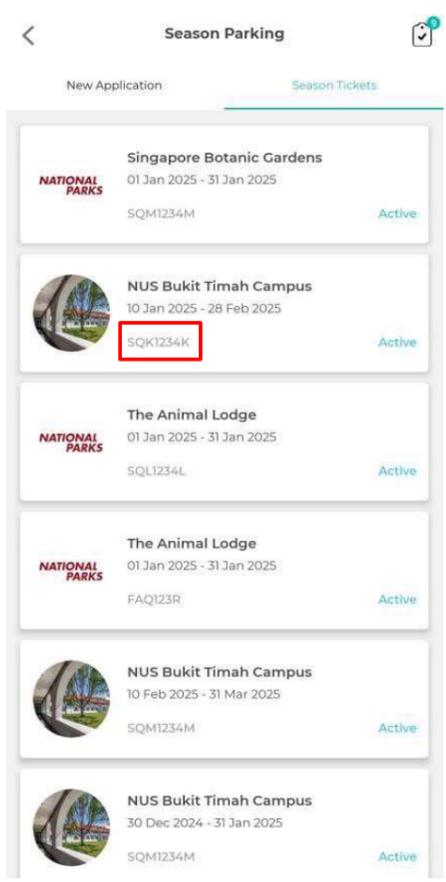


1. Select your vehicle no., season parking ticket and termination month you want to terminate auto-renewal for
2. Tap on 'Submit'

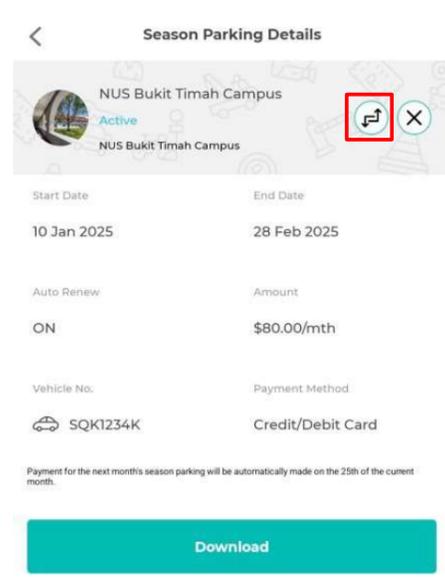


1. Once your request has been approved, your auto-renewal flag will be turned off

8. Transferring of season parking



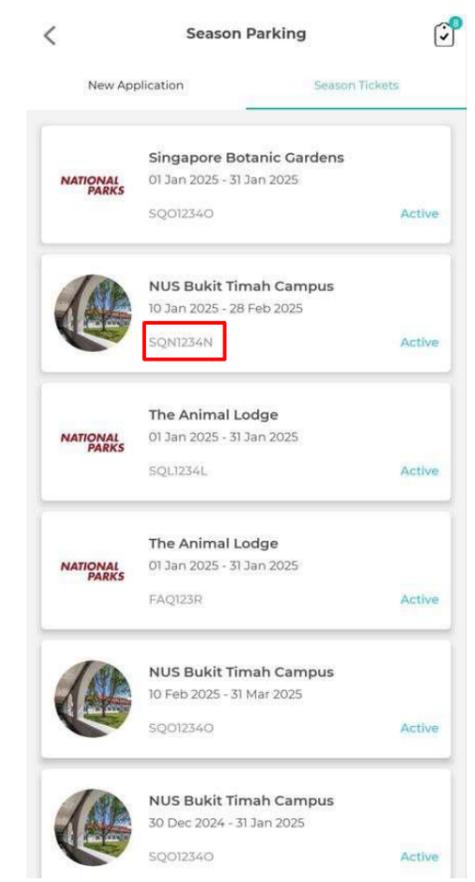
1. Under 'Season Tickets', tap into the season ticket you want to transfer to another vehicle



1. Tap the change vehicle button



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



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

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.

The End

For any enquiries or feedback, please
write to enquiry@goparkin.com.sg or
contact us at [+65 6592 3098](tel:+6565923098)

