

NUS <> GoParkin Web Portal User Guide (New Users)

Last Updated: 27 Dec 2024



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3. Add Card
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7. Terminate Season Parking Auto-Renewal
8. Suspend Season Parking



1. Register a GoParkin account



+65 ▾ Mobile No.

Password 

[Forgot Password?](#)

Login

OR

Register

Helpline : 6592 3098

1. Go to https://portal.goparkin.io/#/nus_login
2. Click on 'Register' to create a new account

1. Register a GoParkin account



+65 Mobile No.

Password

Confirm Password

- At least one uppercase letter.
- At least one lowercase letter.
- At least one special character: !@#\$%^&*.
- At least 8 characters.

I agree to the Terms and Privacy Policy.

Register

Already Registered?

Login

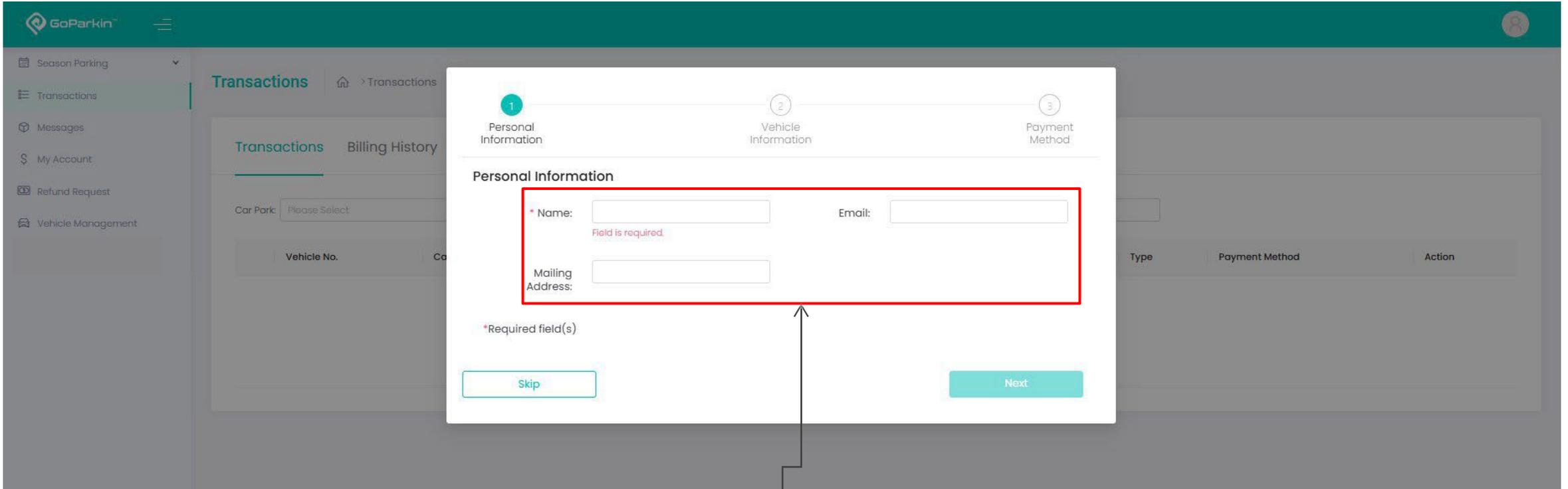
1. Key in your mobile no. & password
2. Acknowledge Terms & Privacy Policy
3. Click on 'Register'

1. Register a GoParkin account

A screenshot of the GoParkin mobile application's account creation verification screen. At the top is the GoParkin logo and the text 'GoParkin™ Create Your Account'. Below this, it says 'Enter the verification code sent to you at +6591111119' with a link for 'Change mobile no.'. A red box highlights a four-digit numeric input field. Below the input field is a teal 'Verify' button, a 'Resend verification code.' link, an 'Already Registered?' link, and a 'Login' button.

1. Enter the verification code sent to your mobile number. If code not received, click 'Resend verification code'.
2. Click on 'Verify' once code is keyed in.

2. Set up your GoParkin account



GoParkin

Season Parking
Transactions
Messages
My Account
Refund Request
Vehicle Management

Transactions > Transactions

Transactions Billing History

Car Park: Please Select

Vehicle No. Ca

Type Payment Method Action

1 Personal Information

2 Vehicle Information

3 Payment Method

Personal Information

* Name: Email:

Field is required.

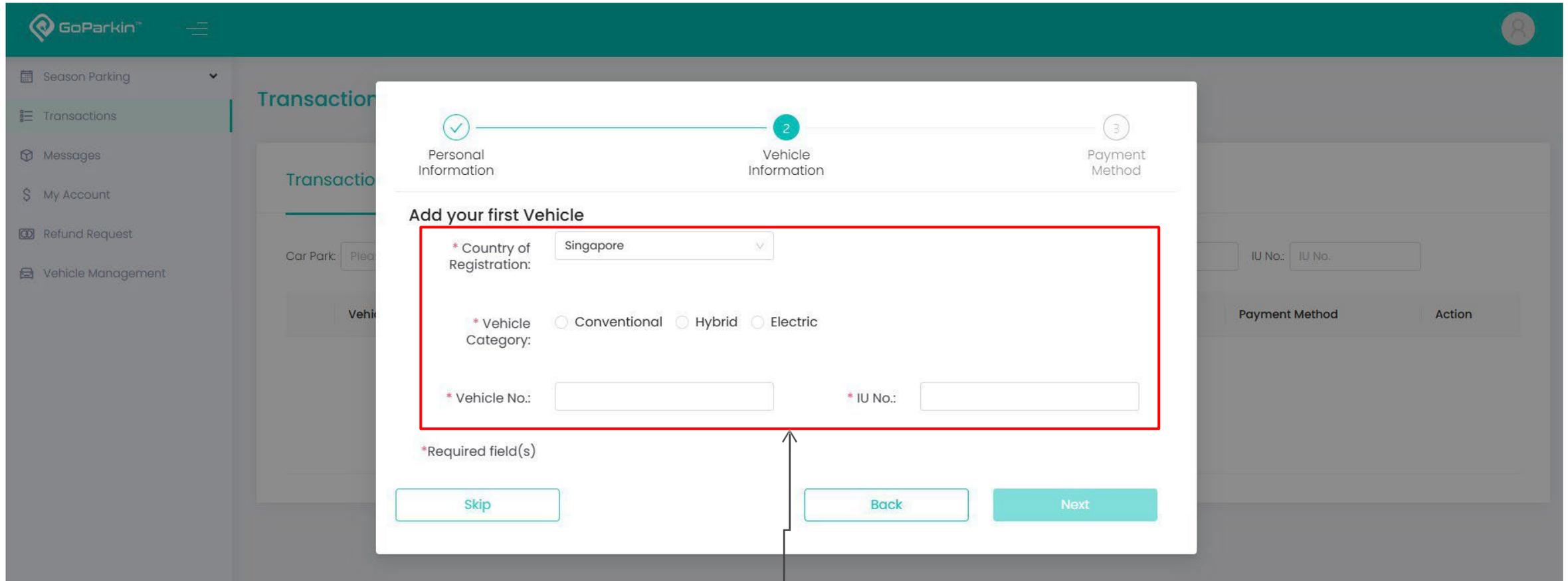
Mailing Address:

*Required field(s)

Skip Next

1. Key in your name, email & mailing address
2. Click 'Next'

2. Set up your GoParkin account



GoParkin™

Season Parking
Transactions
Messages
My Account
Refund Request
Vehicle Management

Transaction

Transaction

Car Park: Plea

Vehi

1 Personal Information

2 Vehicle Information

3 Payment Method

Add your first Vehicle

* Country of Registration: Singapore

* Vehicle Category: Conventional Hybrid Electric

* Vehicle No.:

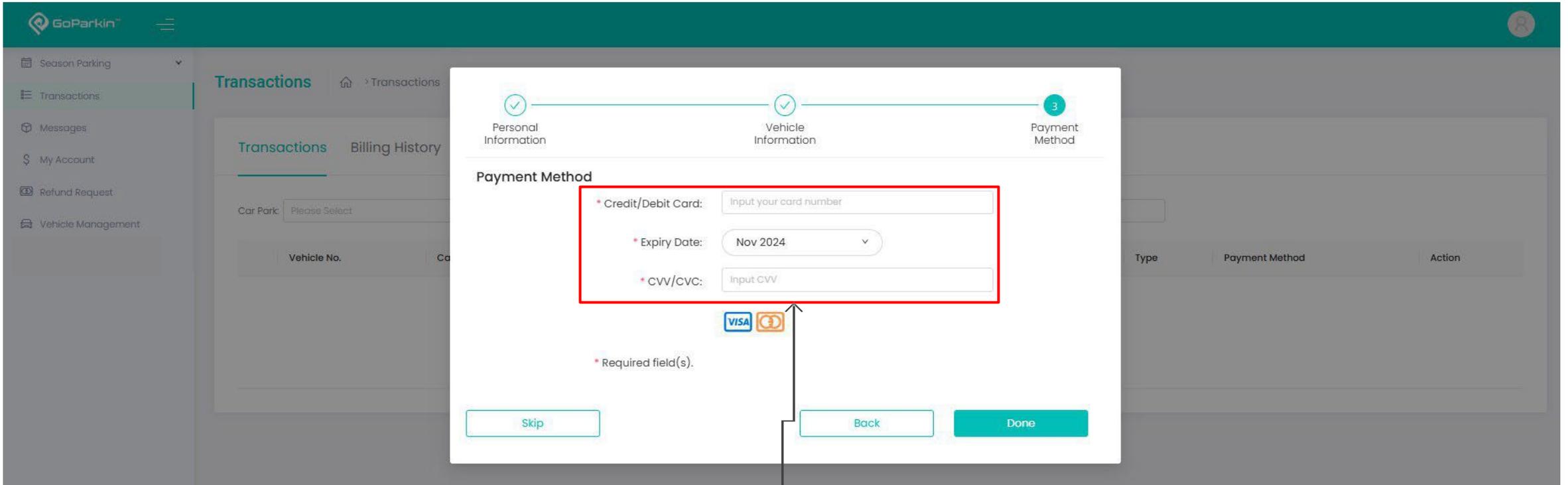
* IU No.:

*Required field(s)

Skip Back Next

1. Select your Country of Registration & Vehicle Category
2. Key in your Vehicle No. & IU No.*
3. Click 'Next'

2. Set up your GoParkin account



The screenshot shows the GoParkin account setup process. The 'Payment Method' step is highlighted with a red circle and the number 3. The 'Credit/Debit Card' field is highlighted with a red box. The 'Expiry Date' is set to 'Nov 2024'. The 'CVV/CVC' field is labeled 'Input CVV'. Below the fields are the logos for VISA and Mastercard. A red arrow points from the 'Done' button to the text box below.

Personal Information Vehicle Information **3** Payment Method

Payment Method

* Credit/Debit Card: Input your card number

* Expiry Date: Nov 2024

* CVV/CVC: Input CVV

VISA 

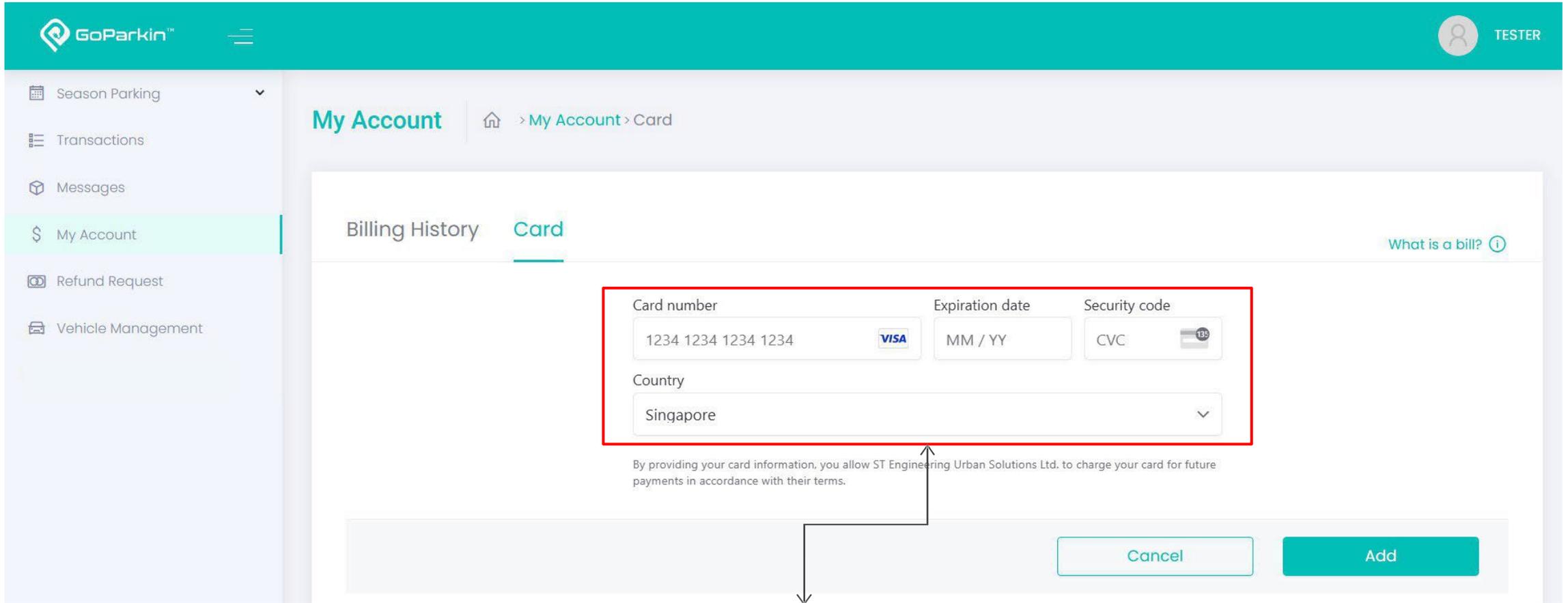
* Required field(s).

Skip Back Done

1. Key in your credit/debit card details
2. Click 'Done'. Added vehicle & card can be found under 'Vehicle Management' & 'My Account' menu respectively.

Note: With immediate effect, E-payment will no longer be supported for season parking payment. E-Payment refers to internet banking and PayNow/PayLah!.

3. Add card to your GoParkin account

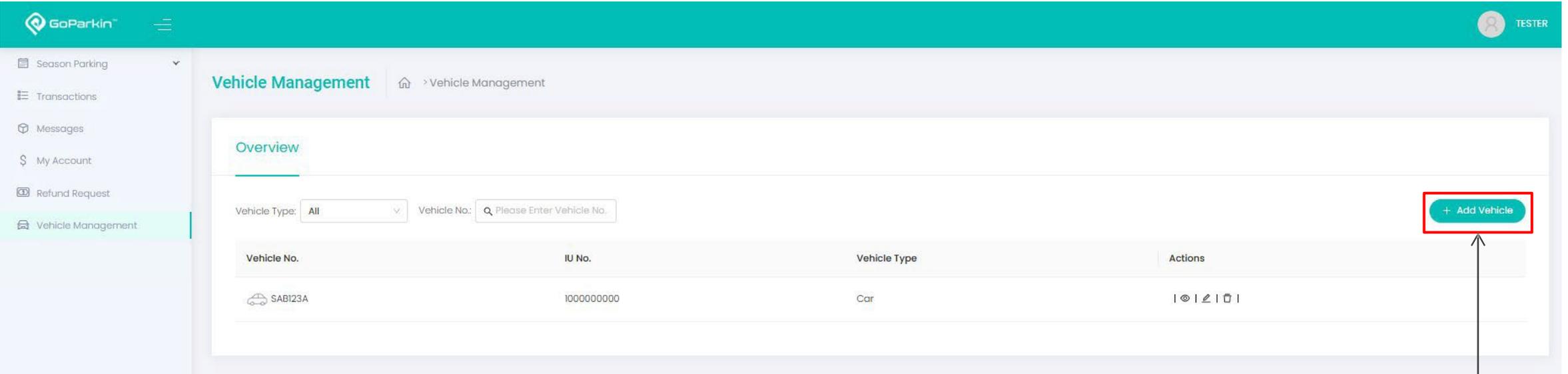


The screenshot shows the GoParkin user interface. At the top, there's a teal header with the GoParkin logo on the left and a user profile icon labeled 'TESTER' on the right. Below the header is a navigation menu with options: Season Parking, Transactions, Messages, My Account (highlighted), Refund Request, and Vehicle Management. The main content area is titled 'My Account' and has a breadcrumb trail: Home > My Account > Card. Under 'My Account', there are two tabs: 'Billing History' and 'Card' (which is active). To the right of the 'Card' tab is a link 'What is a bill?' with an information icon. The card details form is enclosed in a red box and contains the following fields: 'Card number' (with a placeholder '1234 1234 1234 1234' and a 'VISA' logo), 'Expiration date' (with a placeholder 'MM / YY'), 'Security code' (with a placeholder 'CVC' and a card icon), and 'Country' (with a dropdown menu showing 'Singapore'). Below the form is a disclaimer: 'By providing your card information, you allow ST Engineering Urban Solutions Ltd. to charge your card for future payments in accordance with their terms.' At the bottom right of the form are two buttons: 'Cancel' and 'Add'. A red arrow points from the 'Add' button to the 'Card number' field.

1. If you've skipped the add card section during account setup stage, you can still add card by clicking on 'My Account' menu & go to 'Card' tab
2. Key in your card details
3. Click on 'Add'

Note: With immediate effect, E-payment will no longer be supported for season parking payment.
E-Payment refers to Internet banking and PayNow/PayLah!

4. Add vehicles to your GoParkin account



GoParkin

Season Parking

Transactions

Messages

My Account

Refund Request

Vehicle Management

Vehicle Management

Vehicle Management

Overview

Vehicle Type: All

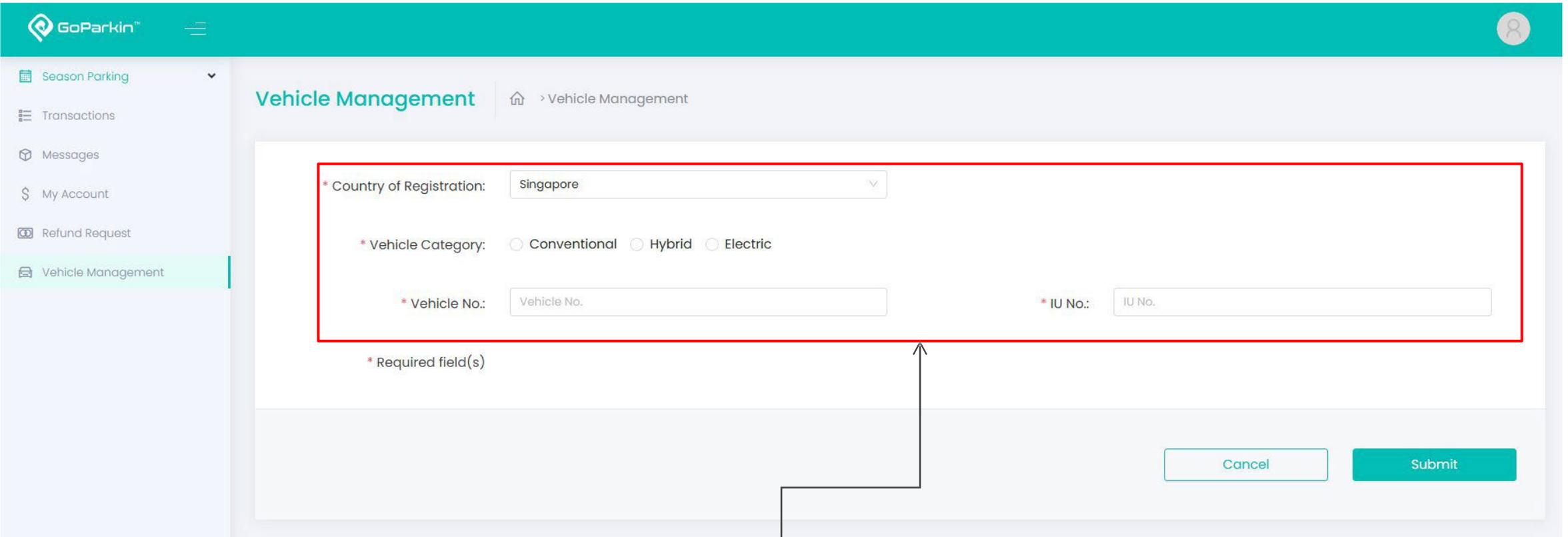
Vehicle No.: Please Enter Vehicle No.

Vehicle No.	IU No.	Vehicle Type	Actions
SAB123A	1000000000	Car	

+ Add Vehicle

1. Click on 'Vehicle Management' menu
2. Click on 'Add Vehicle' button

4. Add vehicles to your GoParkin account



GoParkin™

Season Parking

Transactions

Messages

My Account

Refund Request

Vehicle Management

Vehicle Management

> Vehicle Management

* Country of Registration: Singapore

* Vehicle Category: Conventional Hybrid Electric

* Vehicle No.: Vehicle No.

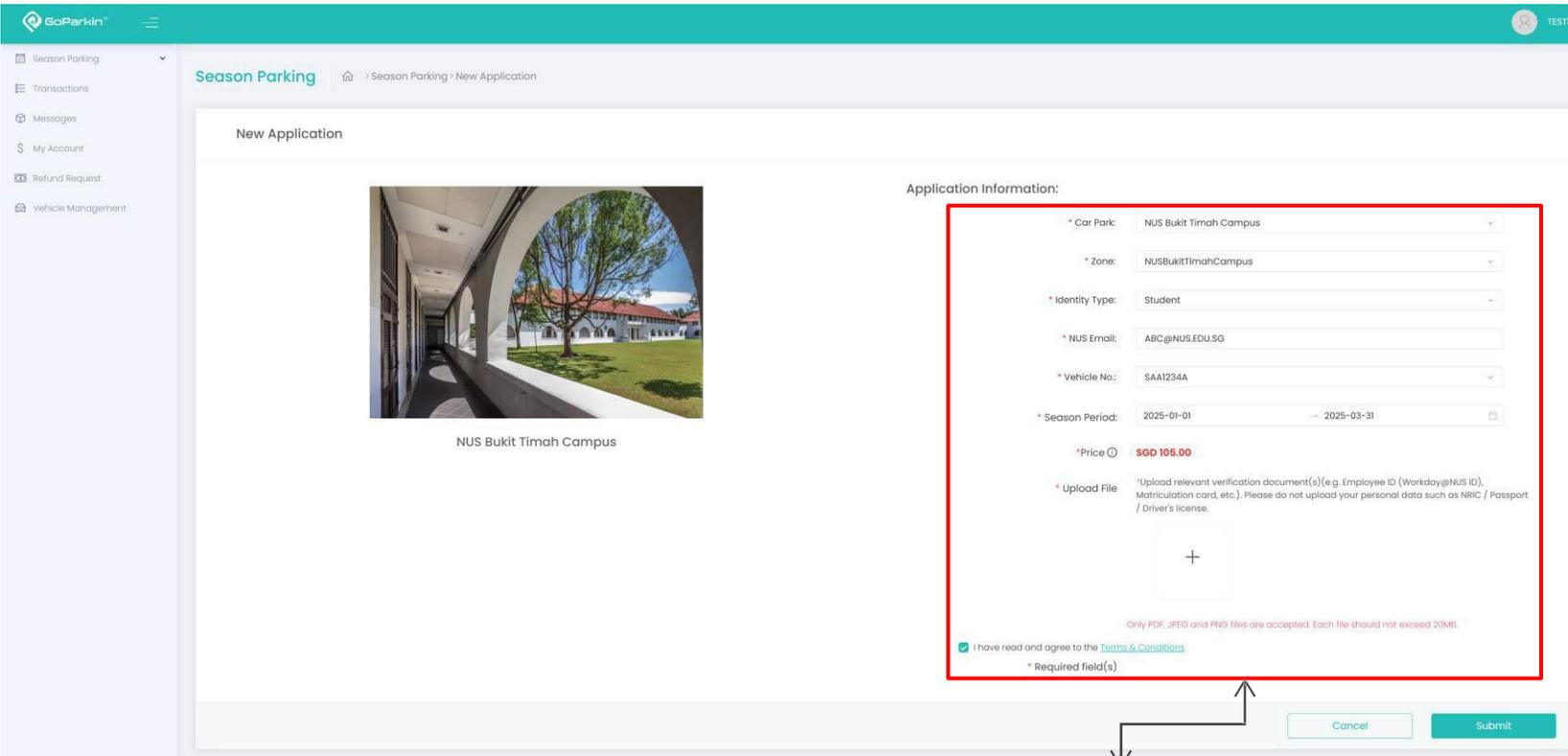
* IU No.: IU No.

* Required field(s)

Cancel Submit

1. Select your Country of Registration & Vehicle Category
2. Key in your Vehicle No. & IU No.*
3. Click 'Submit'

5. Apply for season parking (Student & Tenant)



Application information:

- * Car Park: NUS Bukit Timah Campus
- * Zone: NUS Bukit Timah Campus
- * Identity Type: Student
- * NUS Email: ABC@NUS.EDU.SG
- * Vehicle No.: SAA1234A
- * Season Period: 2025-01-01 -- 2025-03-31
- * Price: SGD 105.00
- * Upload File: Upload relevant verification document(s) (e.g. Employee ID (Workday@NUS ID), Matriculation card, etc.). Please do not upload your personal data such as NRIC / Passport / Driver's license.

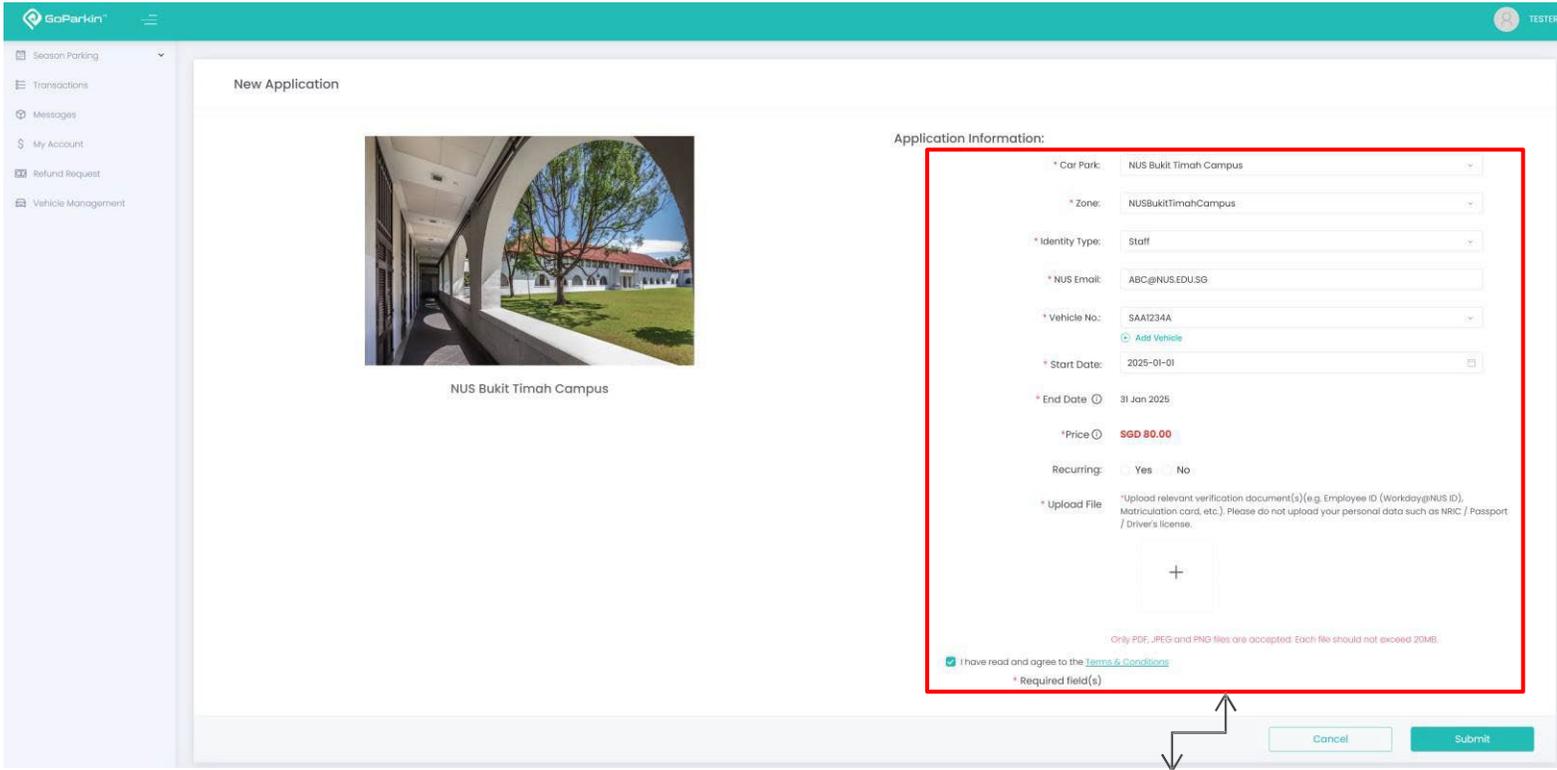
I have read and agree to the [Terms & Conditions](#)

* Required field(s)

Cancel Submit

1. Click on Season Parking menu & select 'New Application'
2. Select the carpark for season parking application
3. Select your identity type
- 4a. For 'Students', please indicate your NUS email, the season period you would like to purchase, and upload your student card
- 4b. For 'Tenants', please indicate your NUS representative email, the season period you would like to purchase, and upload the email approval from NUS
5. Select your Vehicle No.
6. Acknowledge Terms & Conditions
7. Once all required fields are filled, click 'Submit'

5. Apply for season parking (Staff & Staff Reserve)



New Application

NUS Bukit Timah Campus

Application Information:

- * Car Park: NUS Bukit Timah Campus
- * Zone: NUSBukitTimahCampus
- * Identity Type: Staff
- * NUS Email: ABC@NUS.EDU.SG
- * Vehicle No: SAA1234A [Add Vehicle](#)
- * Start Date: 2025-01-01
- * End Date: 31 Jan 2025
- * Price: SGD 80.00
- Recurring: Yes No
- * Upload File:
*Upload relevant verification document(s) (e.g. Employee ID (Workday@NUS ID), Matriculation card, etc.). Please do not upload your personal data such as NRIC / Passport / Driver's license.

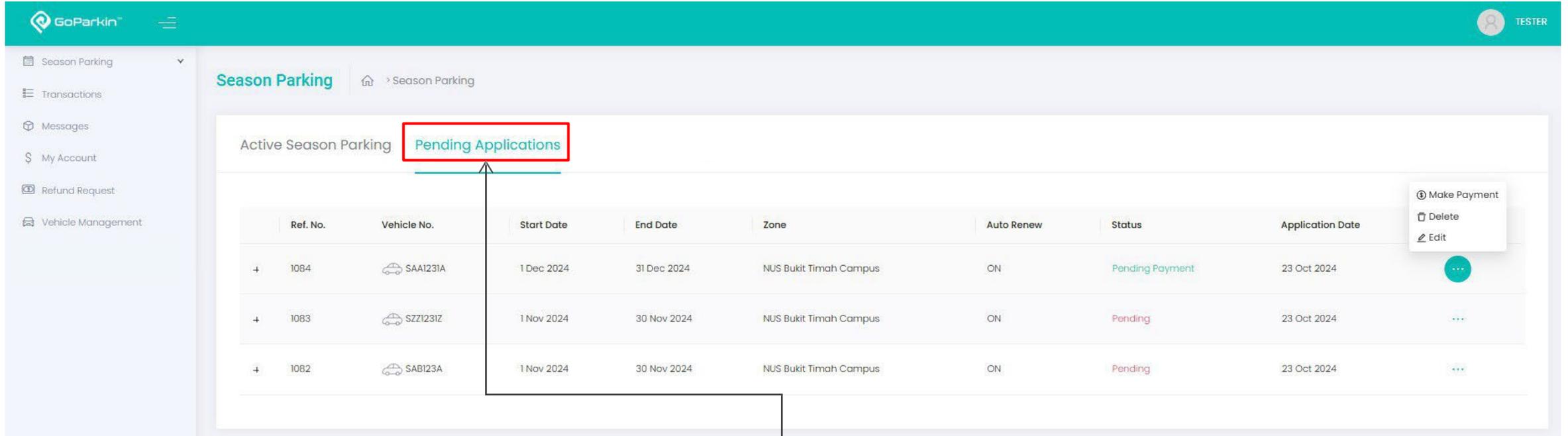

Only PDF, JPEG and PNG files are accepted. Each file should not exceed 20MB.

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

* Required field(s)

1. Click on Season Parking menu & select 'New Application'
2. Select the carpark for season parking application
3. Select your identity type
- 4a. For 'Staff', please indicate your NUS email, your season start date, and upload your staff card
- 4b. For 'Staff Reserve', please indicate your NUS email and your season start date
5. Select your Vehicle No. For adding of 2nd vehicle, click on 'Add Vehicle' button to make selection for Vehicle No. 2.
6. To enable auto-renewal of your season pass, select 'Yes' for Recurring field. If no selection is made, auto-renewal will be OFF by default.
7. Acknowledge Terms & Conditions
8. Once all required fields are filled, click 'Submit'

5. Apply for season parking



Season Parking

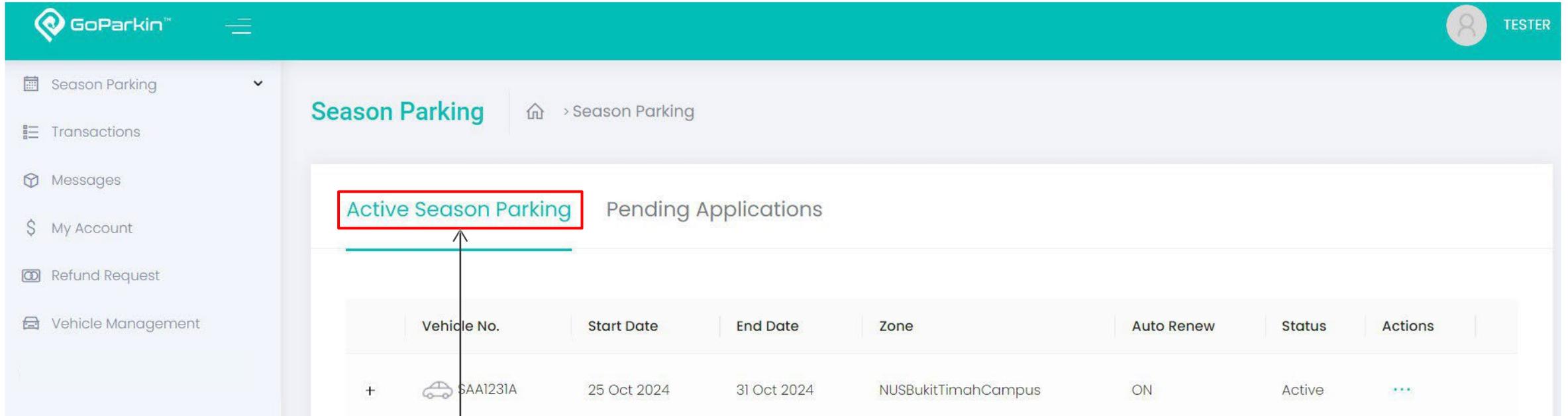
Active Season Parking **Pending Applications**

	Ref. No.	Vehicle No.	Start Date	End Date	Zone	Auto Renew	Status	Application Date	
+	1084	 SAA1231A	1 Dec 2024	31 Dec 2024	NUS Bukit Timah Campus	ON	Pending Payment	23 Oct 2024	
+	1083	 SZZ1231Z	1 Nov 2024	30 Nov 2024	NUS Bukit Timah Campus	ON	Pending	23 Oct 2024	
+	1082	 SAB123A	1 Nov 2024	30 Nov 2024	NUS Bukit Timah Campus	ON	Pending	23 Oct 2024	

- Make Payment
- Delete
- Edit

1. You will receive an SMS, email and in-app notification from GoParkin regarding the successful submission of your season parking application
2. You can view all your season parking applications that are pending approval under the 'Pending Applications' tab in the Season Parking-Summary page.
3. Should there be an issue with processing your payment, status will be reflected as 'Pending Payment', and you will receive an SMS, email and in-app notification to alert you that payment was unsuccessful. Click on the action button and select 'Make Payment' to complete your season parking payment.

5. Apply for season parking

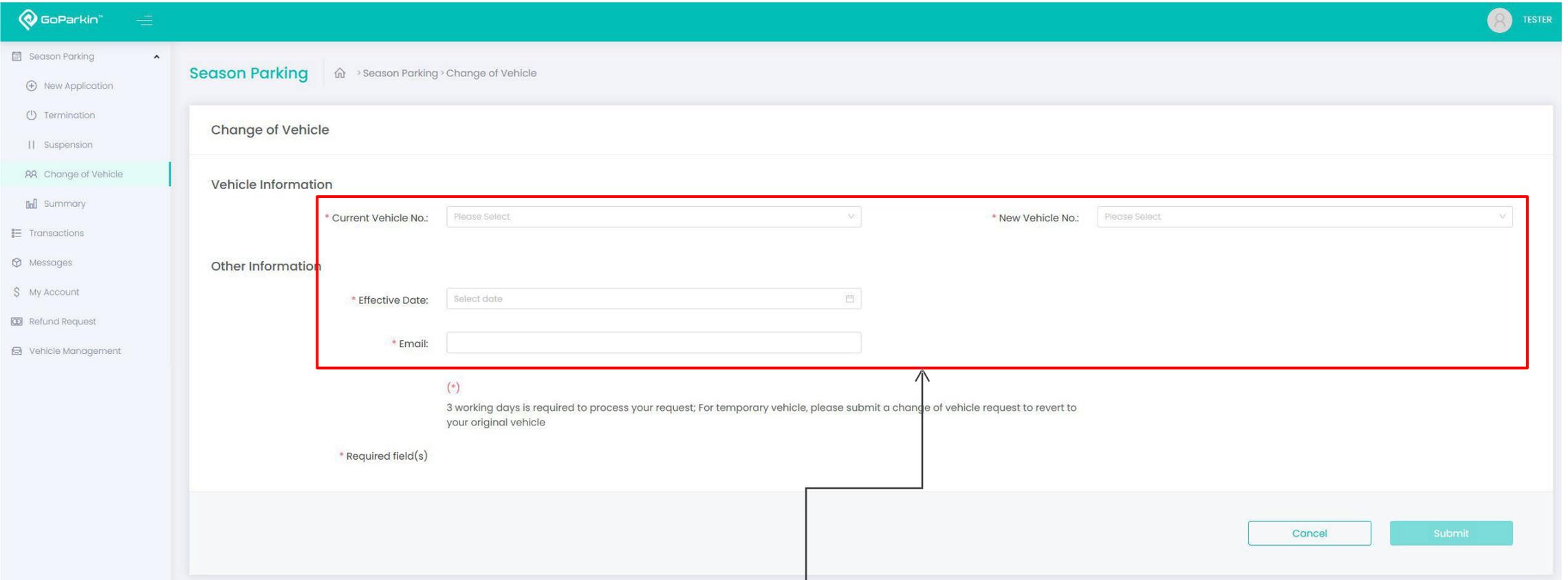


The screenshot displays the GoParkin app interface. The top navigation bar is teal with the GoParkin logo and a user profile icon labeled 'TESTER'. A sidebar menu on the left lists various options: Season Parking, Transactions, Messages, My Account, Refund Request, and Vehicle Management. The main content area is titled 'Season Parking' and shows two tabs: 'Active Season Parking' (highlighted with a red box) and 'Pending Applications'. Below the tabs is a table with the following data:

	Vehicle No.	Start Date	End Date	Zone	Auto Renew	Status	Actions
+	 SAA1231A	25 Oct 2024	31 Oct 2024	NUSBukitTimahCampus	ON	Active	...

1. You will receive an SMS, email and in-app notification from GoParkin once your season parking application has been approved
2. You can view all your active season parking records under the 'Active Season Parking' tab in the Season Parking-Summary page

6. Transfer season parking to another vehicle



GoParkin

TESTER

Season Parking

Season Parking > Change of Vehicle

Change of Vehicle

Vehicle Information

* Current Vehicle No.: Please Select

* New Vehicle No.: Please Select

Other Information

* Effective Date: Select date

* Email:

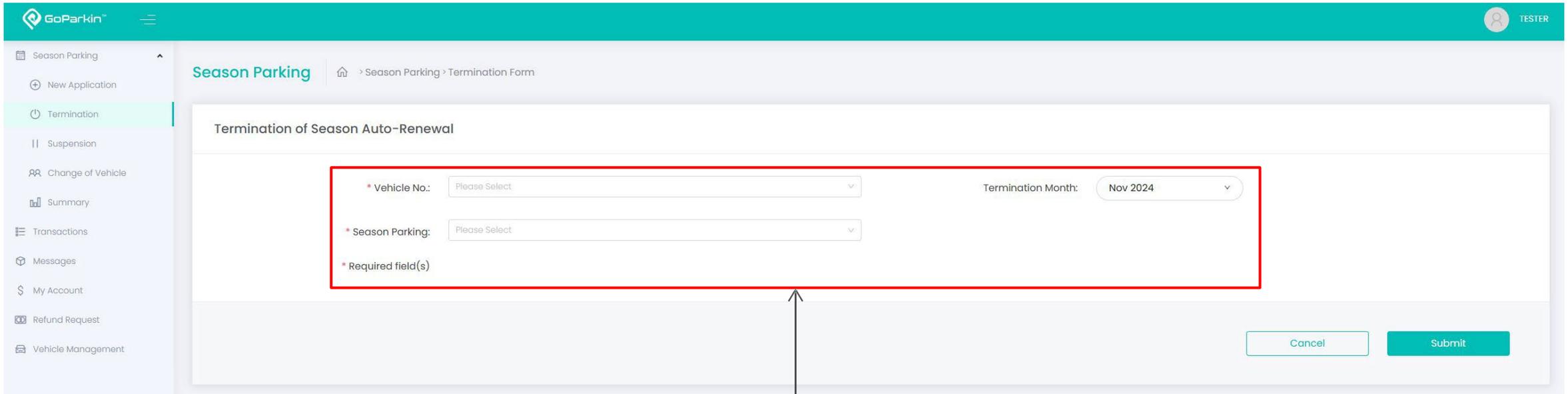
(*)
3 working days is required to process your request; For temporary vehicle, please submit a change of vehicle request to revert to your original vehicle

* Required field(s)

Cancel Submit

1. Click on Season Parking menu & select 'Change of Vehicle'
2. Select current vehicle no. with the season parking & new vehicle no. to transfer the season parking to
3. Select the effective date for new vehicle no.
4. Key in your email address if field is blank
5. Click 'Submit'. Upon successful submission, you will receive an SMS, email and in-app notification. GoParkin will take 3 working days to review and approve your request. Once request is approved, you will receive an SMS, email and in-app notification to inform you of the approval.

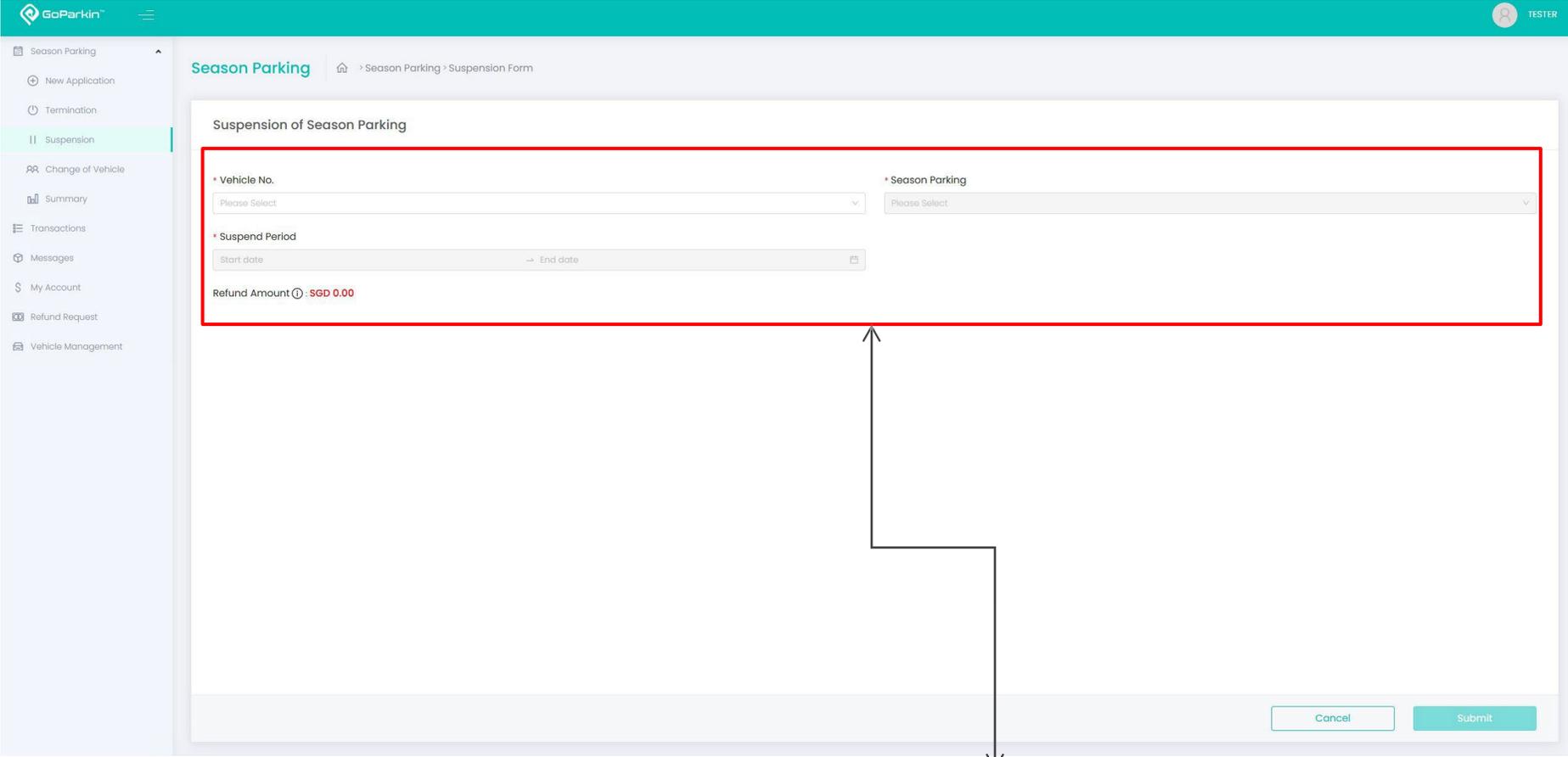
7. Terminate auto-renewal for season parking



The screenshot shows the GoParkin web interface. On the left is a navigation menu with options: Season Parking, New Application, Termination (highlighted), Suspension, Change of Vehicle, Summary, Transactions, Messages, My Account, Refund Request, and Vehicle Management. The main content area is titled 'Season Parking' and contains a 'Termination Form'. The form is titled 'Termination of Season Auto-Renewal' and includes three dropdown menus: '* Vehicle No.' (Please Select), '* Season Parking:' (Please Select), and 'Termination Month:' (Nov 2024). A red box highlights these three fields. Below the form are 'Cancel' and 'Submit' buttons. A double-headed arrow points from the red box to the instructions below.

1. Click on Season Parking menu & select 'Termination'
2. Select the vehicle no. & season parking you want to request for termination of auto-renewal
3. Select the termination month
4. Click 'Submit'. Upon successful submission, you will receive an SMS, email and in-app notification. GoParkin will take 3 working days to review and approve your request. Once request is approved, you will receive an SMS, email and in-app notification to inform you of the approval.

8. Suspend season parking



GoParkin

Season Parking

Season Parking > Suspension Form

Suspension of Season Parking

* Vehicle No.

* Season Parking

* Suspend Period →

Refund Amount

Cancel Submit

1. Click on Season Parking menu & select 'Suspension'
2. Select the vehicle no. & season parking you want to request for suspension of season parking
3. Select the period you would like to apply for suspension
4. Click 'Submit'

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 mobile app?**

Yes, you can. Simply download the GoParkin Mobile app from Google Play or the Apple Store 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)

