

NTU Barrier-Free Smart Parking System FAQs

Early Sign-Up Promotions

1) Q: What are the promotions offered for early sign-up with *GoParkin*?

A: The discount will be effective from 4 August 2020 for:

a) Season parking - \$5 off September 2020

b) Hourly parking - 30 minutes free parking per day, for month of September 2020, in any **one** car park at NTU main campus (except NIE car parks). The 30 minutes duration includes the grace period of 15 minutes (Refer to Q4).

General Information

2) Q: What is the difference between the conventional Electronic Parking System (EPS) and the new barrier-free system?

A: The new barrier-free system identifies drivers through their vehicle registration number instead of their In-Vehicle Unit (IU) number. It is also integrated with the mobile app, *GoParkin* to allow drivers to pay for their parking fees via mobile payment instead of cash cards.

3) Q: Do I need to install an additional reader in my vehicle for the deduction of car park fees?

A: No. The deduction of car park fees can be made using two methods:

Registration of vehicle with *GoParkin* app or web portal (<https://portal.goparkin.io>) and select credit/debit card payment.

NETS/Cash card/CEPAS/EZ-link card payments are available via the In-Vehicle Unit (IU) or at the exit terminal of car park gantries.

4) Q: Is there a grace period for passenger drop-offs?

A: Yes, there is a 15-minutes grace period.

5) Q: Where can I top-up my cash card on NTU campus?

A: Please refer to the list of NETS top-up machines on campus via this link http://www.ntu.edu.sg/has/Carparks/Pages/NETS_top-up.aspx.

About Car Park Zones and Charges

6) Q: Is there a layout plan of the car park zones?

A: Please refer to NTU Office of Housing and Auxiliary Services, Transportation Car park webpage, http://www.ntu.edu.sg/has/Carparks/pages/zones_charges.aspx for more details.

7) Q: What are the current parking charges?

A: Please refer to NTU Office of Housing and Auxiliary Services, Transportation Car park webpage, http://www.ntu.edu.sg/has/Carparks/pages/zones_charges.aspx for more details.

8) Q: Will motorcycles be charged?

A: Parking is free for motorcycles.

9) Q: Can a member of the public apply for season parking at NTU main campus?

A: Season parking is only available to NTU faculty, staff and students who have business relationships with NTU.

10) Q: I have applied for season parking at NTU main campus. Do I need to re-apply for season parking at NIE, LKCMedicine and NTU@one-north car parks?

A: Yes, the car parks for each NTU entity are handled by the respective car park administrators. For any enquiries on NIE, LKCMedicine and NTU@one-north car parks, please write to:

- NIE - nieded@nie.edu.sg
- LKCMedicine – lkcmedicine_operations@ntu.edu.sg
- NTU@one-north – ahon@ntu.edu.sg

11) Q: Will a season holder be given a season parking label?

A: No, season holders will be identified by their registered vehicle's In-Vehicle Unit (IU) and registered vehicle license plate.

12) Q: Are season holders guaranteed a parking lot?

A: Season parking holders are guaranteed a car park lot by zone only, not by a particular car park.

For example, a Zone 1 season holder will have to park at other car parks in Zone 1, or at other car park zones lower than Zone 1 (i.e. Zones 2a, 2b, 3 Covered and 3 Open) (Refer to Qn 10), if his/her preferred car park is full.

13) **Q: Which are the car parks that a particular zone season holder can park at?**

A: Season parking holders enjoy parking at no charge for car parks in other zones, where the monthly season charges are equal to or lower than their monthly season charge. Please refer to the table below for illustration:

Season Parking Zone	Car Parks in Zone				
	1	2a	2b	3	3
1	No charge				
2a					
2b					
3 (Covered)					
3					
	Per minute charge				

14) **Q: I am an existing season holder. What do I need to do to continue with my vehicle's season parking from 1 September 2020?**

A: Please download the **GoParkin** app (available on Google Play/Apple Store) or go to <https://portal.goparkin.io> to apply for your new season parking. You may choose one of the payment methods available. There is no change to the monthly parking fee.

15) **Q: What are the season parking application changes under the new Smart Parking System?**

A: From 4 August 2020, all season parking applications must be applied through the **GoParkin** app (available on Google Play and Apple Store) or web portal <https://portal.goparkin.io>. There are no changes to season parking rates.

How to apply for season parking on **GoParkin**?

Staff and Students

- a) In the map navigation interface, select the "Nearby" icon (located at the top left hand corner), select the preferred car park from the list that is generated based on your current location, click on "Apply", select the "Car Park Zone", "Start Date" and the "Vehicle No." for the season parking application, and click on "Next" to select your "Identity Type".
- b) Select "Identity Type" and key in the requested details as stated below.
 - a. For staff – to check your "Employee ID", please login to your Workday account, select "Profile", your "Employee ID" can be found under "Job Details".
 - b. For students – your Matriculation number can be found on your Student Matriculation Card.
- c) Upload your verification documents, such as the front of your staff or student pass (**please do not upload your NRIC, passport or other personal documents**) and "Submit" your application.

Will my season parking be renewed automatically?

For employees - you will receive notification of auto-renewal and payment deduction before the end of each month. No action required if you intend to continue with season parking.

For students - reapplication of season parking is required each month.

16) Q: I am a visitor; how do I pay for parking charges:

A: Visitors can pay via their In-Vehicle (IU) device, or exit terminal of the car park gantry with their Cash card, CEPAS, NETS and Ez-link cards.

Alternatively, visitors can download the **GoParkin** mobile app (available on Google Play and Apple Store) or access the web portal <https://portal.goparkin.io> to register and pay using Credit/Debit Cards.

17) Q: I am driving a foreign vehicle without an In-Vehicle Unit (IU). How do I pay for my parking charges?

A: The deduction of car park fees can be made using two methods:

Registration of vehicle with **GoParkin** app (available on Google Play and Apple Store) or web portal (<https://portal.goparkin.io>) and select credit/debit card payment.

NETS/Cash card/CEPAS/EZ-link card payments are available via the In-Vehicle Unit (IU) or at the exit terminal of car park gantries.

Please use the intercom or car park hotline at 6592 3098 if assistance is required.

18) Q: I will be going overseas or out-of-office this month. Can I suspend my season parking temporarily?

A: No, temporary suspension of season parking is not allowed.

19) Q: Do I get a pro-rated refund if I terminate my season parking?

A: You can terminate your season parking if you do not need it anymore. However, there is no refund of unexpired season parking fee.

20) Q: Will there be refunds for season or hourly parking?

A: There will be no refunds for both season and hourly parking.

About Season Parking Application

21) Q: What do I need to register an account?

A: You just need to download the **GoParkin** app (available on Google Play and Apple Store) or go to <https://portal.goparkin.io> to complete the registration. You can then select your preferred parking fee payment mode.

22) Q: What are the information I need to get ready before I begin the registration?

A: 1) Vehicle plate number; 2) IU number; 3) Employee ID from Workday / Student Matriculation Number (NRIC not required); 4) Picture of your Staff/Student pass

23) Q: Why do I need a mobile number for my account?

A: Your mobile number will be your account username, password recovery and 2FA.

24) Q: Can I register the same vehicle to more than one account?

A: No, vehicles can only be tied to a single mobile number for security purpose.

25) Q: Where can I register for an account?

A: Registration can be done via the **GoParkin** app (available on Google Play and Apple Store) or visit <https://portal.goparkin.io>.

26) Q: Do I have to register for an account before entering the car park?

A: You do not need a registered **GoParkin** account to enter into the car park. The system will register your parking session the moment your vehicle enters the car park and the charges will either be

- a) billed from your registered account if you have set one up after entering the car park
- Or
- b) deducted from your cash card/CEPAS/NETS/Ez-link card if you have not registered for a **GoParkin** account

Do note that enforcement action will be taken if you do not pay the parking charges.

27) Q: Do I have to register for an account if my purpose is to drop off/pick up passengers?

A: If you drop off/pick up passengers within the 15 minutes grace period, payment will not be required, therefore no-account registration is required.

However, motorists are encouraged to register for an account in case you remain in the car park beyond the grace period.

28) Q: I have changed my mobile number. How can I migrate my account to new mobile number?

A: If there is a change in your mobile number, please email us at enquiry@goparkin.com.sg with your old mobile number, vehicle number and new mobile number. Please allow us three (3) working days to process your request. We will update you via email once we have completed the process, and you may then sign in to your **GoParkin** app account with your new mobile number.

29) Q: How will I know if my season parking application is successful with the *GoParkin* app?

A: Season parking at the NTU main campus is subject to availability of preferred car park zones. The **GoParkin** app will automatically inform drivers of their application status. You will be notified if your application is approved.

30) Q: Is there a cut-off date for season parking applications using the *GoParkin* app and portal?

A: Season parking application on **GoParkin** is available 24/7. Please note that full month season parking fee will apply regardless of date of application during the month.

31) Q: Can I switch to a different car park zone for my existing season parking?

A: Car park zone change can only be made at the start of the following month.

If you have applied to the wrong car park zone, please submit an enquiry through “Feedback” in the **GoParkin** app or portal.

32) Q: I recently bought new vehicle; can I transfer my season parking to my new vehicle?

A: Yes, please provide your new vehicle type, registration number and IU number via the “Feedback” function in the **GoParkin** app, or call car park hotline at 6592 3098.

Please note that the transfer of season parking is only allowed for the registered season holder. The transfer of season parking to another season holder is not permitted.

33) Q: I have just changed my vehicle. How do I update my new vehicle registration number?

A: For users who are parking on an hourly basis, you can directly amend your vehicle number in the **GoParkin** app.

For users who are existing season parking holders, please provide your new vehicle type, registration number and IU number via the “Feedback” function in the **GoParkin** app, or call car park hotline at 6592 3098.

34) Q: I want to terminate my season parking. How can I do so?

A: You can submit a request via the “Feedback” function in the **GoParkin** app or web portal <https://portal.goparkin.io>, or call car park hotline at 6592 3098. There is no refund for termination of season parking before the end of the month.

About Hourly Parking

35) Q: How do I activate my parking session?

A: Once you have registered with **GoParkin**, parking session will begin when your vehicle enters the car park and end when your vehicle exits the car park.

36) Q: After entering a car park, I realised that I have registered for an account with the wrong vehicle registration number. What should I do?

A: For users who are parking on an hourly basis, you may amend your vehicle number in the **GoParkin** app.

For users who are existing season parking holders, please provide your new vehicle type, registration number and IU number via the “Feedback” function in the **GoParkin** app, or call car park hotline at 6592 3098.

About Payment

37) Q: I am using a rented vehicle. Do I have to make payment?

A: Yes, you have to register an account in the **GoParkin** app. Please remove your vehicle registration number immediately when you have returned your vehicle.

38) Q: What will happen if I accidentally drive my vehicle into a car park through the exit lane or vice versa in a barrier-free car park?

A: Please follow the directional markings available on the ground and use the correct lanes. Do note that enforcement action will be taken if you do not pay for the parking charges.

39) Q: I have a registered account on the *GoParkin* app. What happens when I exit the car park with my cash card inside the IU?

A: The system will recognise the vehicle registration number and deduct money via your *GoParkin* account.

40) Q: What are the types of credit cards accepted to make payment?

A: The *GoParkin* app accepts Credit/Debit (Visa/MasterCard) to make payment.

41) Q: Can I use my NTU matriculation card or NTU staff pass as a cash card to make payment?

A: Yes, the deduction will be made via the conventional Electronic Parking System (EPS).

42) Q: Why is my bill and parking fee different?

A: The *GoParkin* app consolidates parking sessions, and the bill would be reflected when the parking fees either (whichever is earlier)

a) Accumulates to a minimum fee of \$5

Or

b) After two days

For enquiries, please write to enquiry@goparkin.com.sg or contact the car park hotline at 6592 3098.

43) Q: Do I need to leave the mobile app on all the time when I am using the car park?

A: No, the parking charges will automatically be updated in the registered account for the *GoParkin* app.

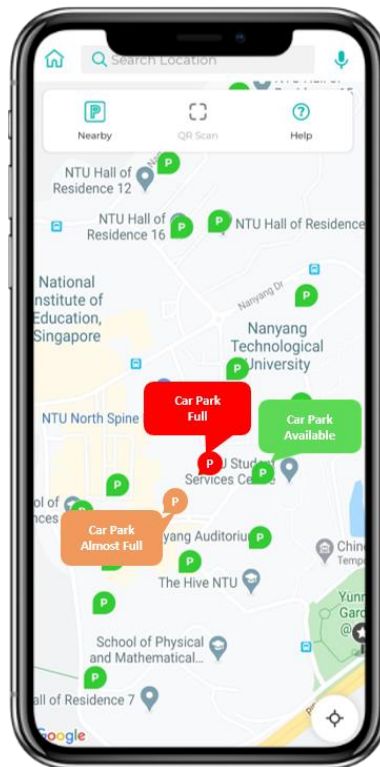
44) Q: I have made a payment transaction using my GoParkin app/web portal. Will I be able to print out an invoice from the car park gantry?

A: Only e-receipts will be available via the *GoParkin* app/web portal. Please select "Transactions", to download a copy of the receipt.

About Map Navigation

45) **Q: How do I know which car parks have available lots?**

A: Please refer to the screenshot below.



46) **Q: Why am I not able to see the car parks near me?**

A: Please enable the location function in your mobile phone setting.

About Troubleshooting

47) **Q: The *GoParkin* app is not loading.**

A: Please check if there is 3G/4G internet connection in your phone, and activate your data if there is no internet coverage. If the problem persists, please restart your phone, and try again.

48) **Q: Do you have the latest version of *GoParkin*?**

A: The *GoParkin* app software is updated regularly. Please check that you have the most current version on Google Play or Apple Store.

49) Q: What browser works best for the GoParkin portal?

A: The GoParkin portal works better on Google Chrome.

50) Q: Is *GoParkin* compatible with my smartphone?

A: **GoParkin** is compatible with Android 8 and Apple iOS 10 and above.

51) Q: *GoParkin* is not showing my vehicle location. What do I do?

A: Please enable the location tracking function in your phone.

52) Q: I am not able to download my parking receipt under the Transactions tab.

A: Please submit a feedback to us via the "Feedback" function in the **GoParkin** app. Alternatively, you may screenshot your e-receipt.

About Illegal Parking

53) Q: My vehicle has been wheel clamped within the car park compound and I have been charged with a fine. Who do I call?

A: You may contact the car park hotline at 6592 3098. The contact number will be indicated on the notification slip placed on your windscreen. The fee for releasing a wheel clamp is \$50 (excluding GST). The wheel clamp will be released after you have made payment.

For illegally parked vehicles outside the car park compound, please contact NTU Campus Security Division at 6790 5200.

54) Q: I would like to request for Prepaid Tickets for an event. What are the procedures to do so?

A: Please submit a request through ServiceNow@NTU, Under "Request for Services", Click on "Campus Services", and Select "Car Park Pre-paid Tickets Request".

Please provide the details of the event, such as the event itinerary with your application.

55) Q: I have an event coming up and I would like to request for reservation of car park lots for VIP guests. Who do I contact?

A: Please contact the NTU Campus Security Division at csdgo@ntu.edu.sg. The following details have to be provided:

- Event Name:
- Date of Event:
- Name of VIP Guest(s):
- Designation of VIP Guest(s):
- Company/Designation:
- Vehicle Plate No
- Car Park Location:
- No. of car park lots/specific lots required:
- Remarks (if any):

Contact Us

56) Q: Who can I contact for further information?

A: For any enquiries or feedback, please write to enquiry@goparkin.com.sg or contact the car park hotline at 6592 3098.