



WHITEHORSE
CITY COUNCIL

Whitehorse SSP Portal - Frequently Asked Questions (SSP)

Version 8.2.1

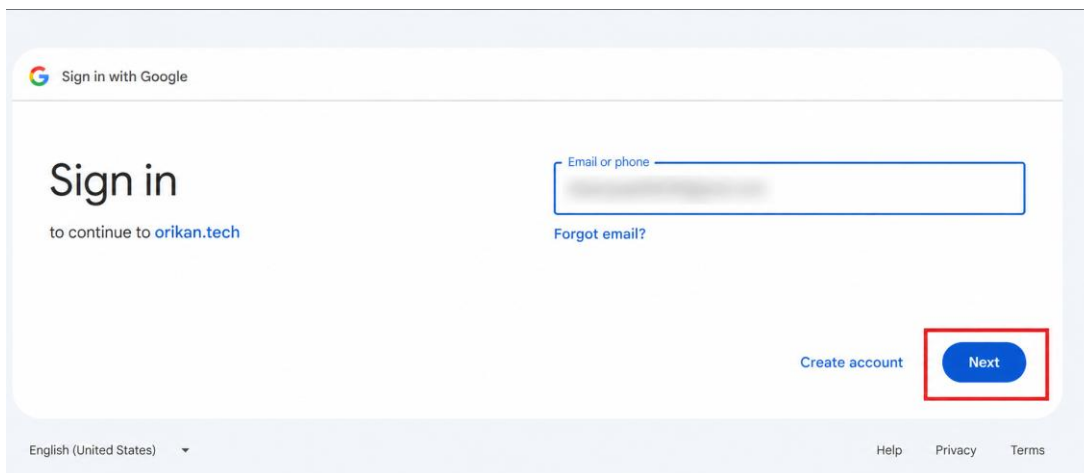
1 October 2026

Frequently asked questions

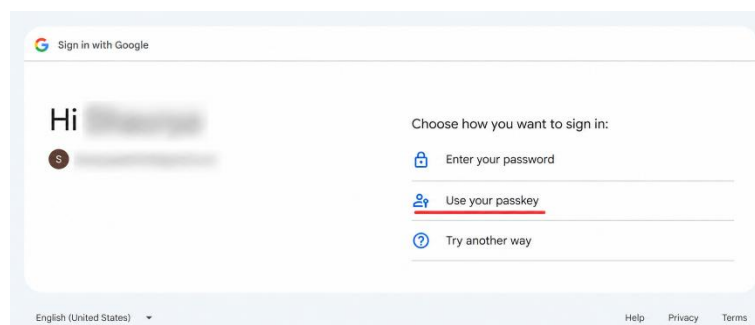
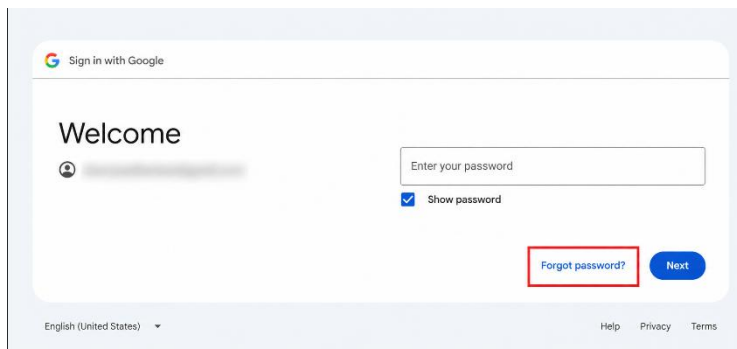
FAQ-1: HOW CAN I SIGN IN TO THE WHITEHORSE E-PERMITS PORTAL USING MY GOOGLE PASSKEY INSTEAD OF MY PASSWORD?

You can sign in to the Whitehorse e-Permits Portal using your Google passkey without entering your password, provided you have already set up a suitable passkey for your Google account on your mobile device.

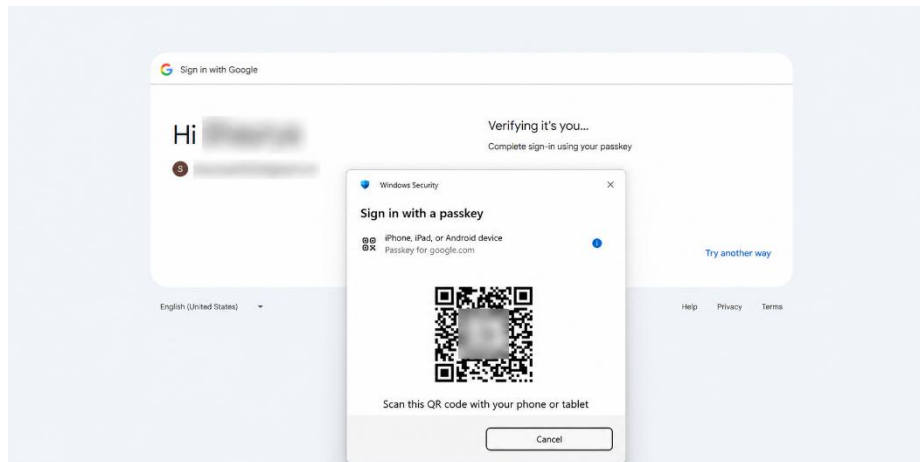
1. Enter the Google email address and click Next.



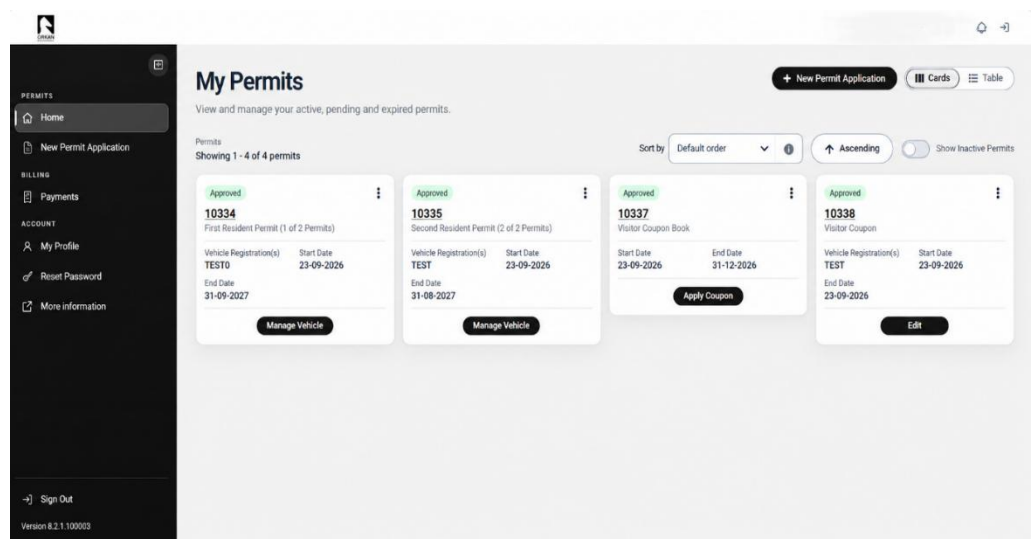
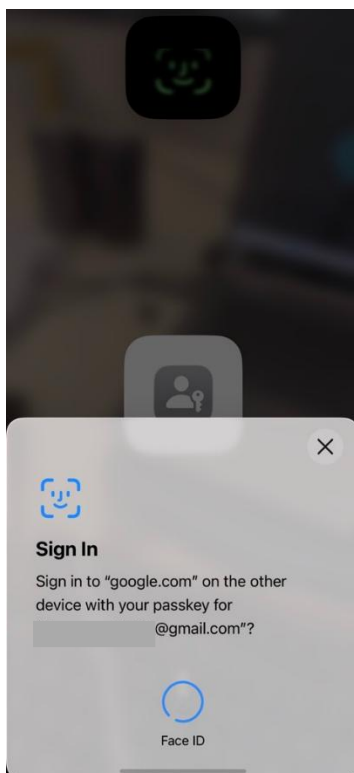
2. Click on 'Forgot Password'. Once you click on that you can see the option to Use your passkey.



3. Scan the QR code displayed on the computer screen using the mobile phone's camera.



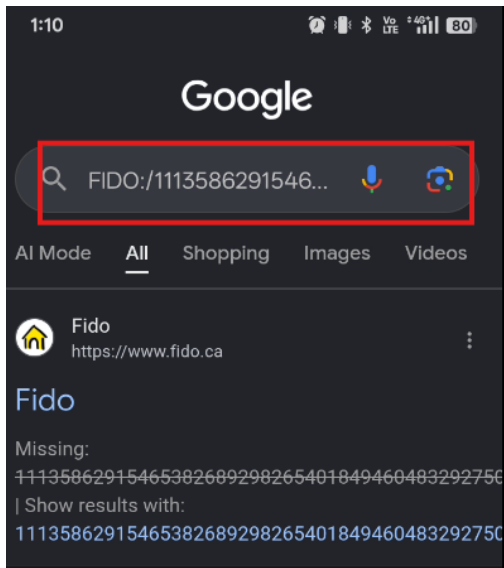
4. Authenticate using Face ID, fingerprint or the device screen lock. Once authenticated, the user will be automatically signed in to the ePermits Web Portal.



Alternatively, users can select **Enter your password**, which is the method we have recommended in the training video for simplicity as it is a more commonly used method.

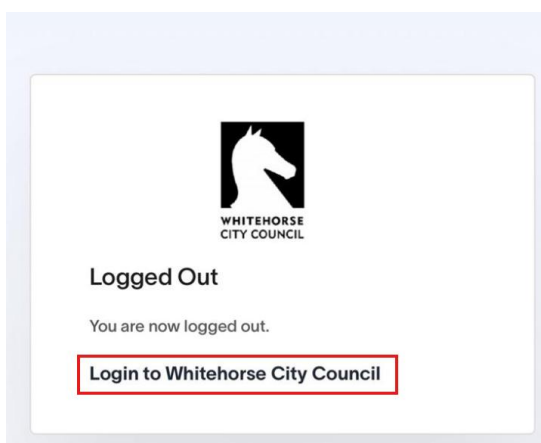
Note for Android users: If scanning the QR code opens a FIDO link in Google Search instead of prompting you to authenticate, your device may not be recognising the passkey authentication request correctly.

In this case, you can try installing a QR code scanner app from the Google Play Store and using it to scan the QR code again. Ensure the scanner supports passkey authentication links, as not all QR scanner apps do.

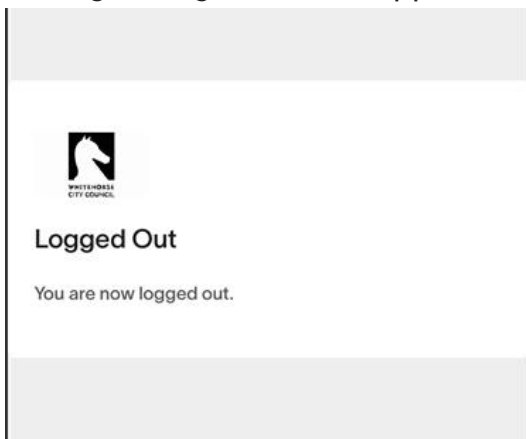


FAQ-2: WHY DOES THE "LOGIN TO WHITEHORSE CITY COUNCIL" LINK DISAPPEAR AFTER I SIGN OUT OF THE EPERMITS PORTAL ON MY MOBILE PHONE?

When you sign out of the Whitehorse ePermits Portal, a Logged-Out screen will appear with the "Login to Whitehorse City Council" link, allowing you to sign in again.



However, if you remain on this screen for an extended period, the session may time out, causing the login link to disappear.



This is expected behaviour and is part of the portal's security measures to help prevent unauthorised access.

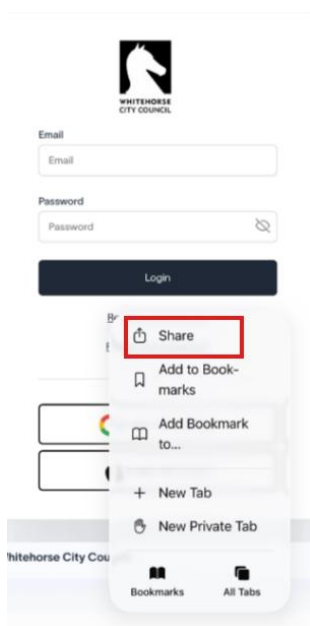
To sign in again, reopen the Whitehorse ePermits Portal and select the login option.

FAQ 3: CAN I BOOKMARK THE WHITEHORSE EPERMITS PORTAL ON MY MOBILE PHONE'S HOME SCREEN?

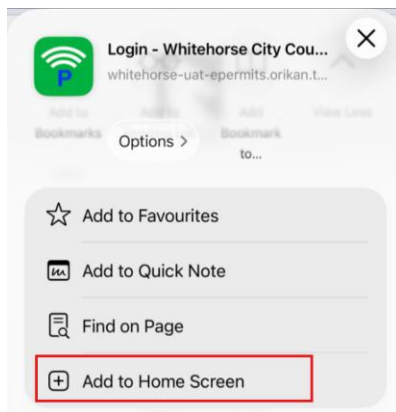
Yes, you can add the Whitehorse ePermits Portal to your mobile phone's home screen for quick and easy access.

For iPhone (iOS – Safari):

1. Open the Whitehorse ePermits Portal in Safari. Tap the three-dot menu (:) in the top-right corner and click the Share icon (square with an upward arrow).

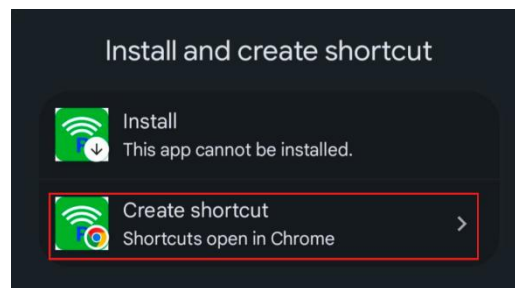
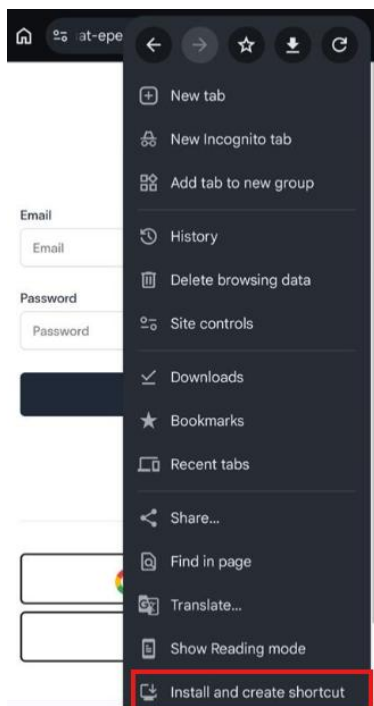


2. Scroll down and select Add to Home Screen. Enter a name for the shortcut (e.g., Login-Whitehorse City Council). Tap Add to save the shortcut to your home screen.

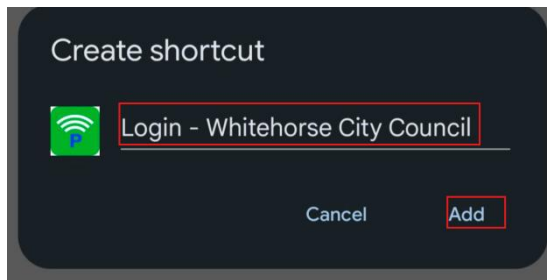


For Android (Google Chrome):

1. Open the Whitehorse ePermits Portal in Google Chrome. Tap the three-dot menu (:) in the top-right corner. Select Install and Create Shortcut.



2. Click Create Shortcut and add a name for the shortcut (e.g., Whitehorse ePermits). Tap Add to confirm.



Once added, you can access the Whitehorse ePermits Portal directly from your phone's home screen without manually opening the browser and entering the website address.