



WHITEHORSE
CITY COUNCIL

Whitehorse SSP Portal - Web User Journey

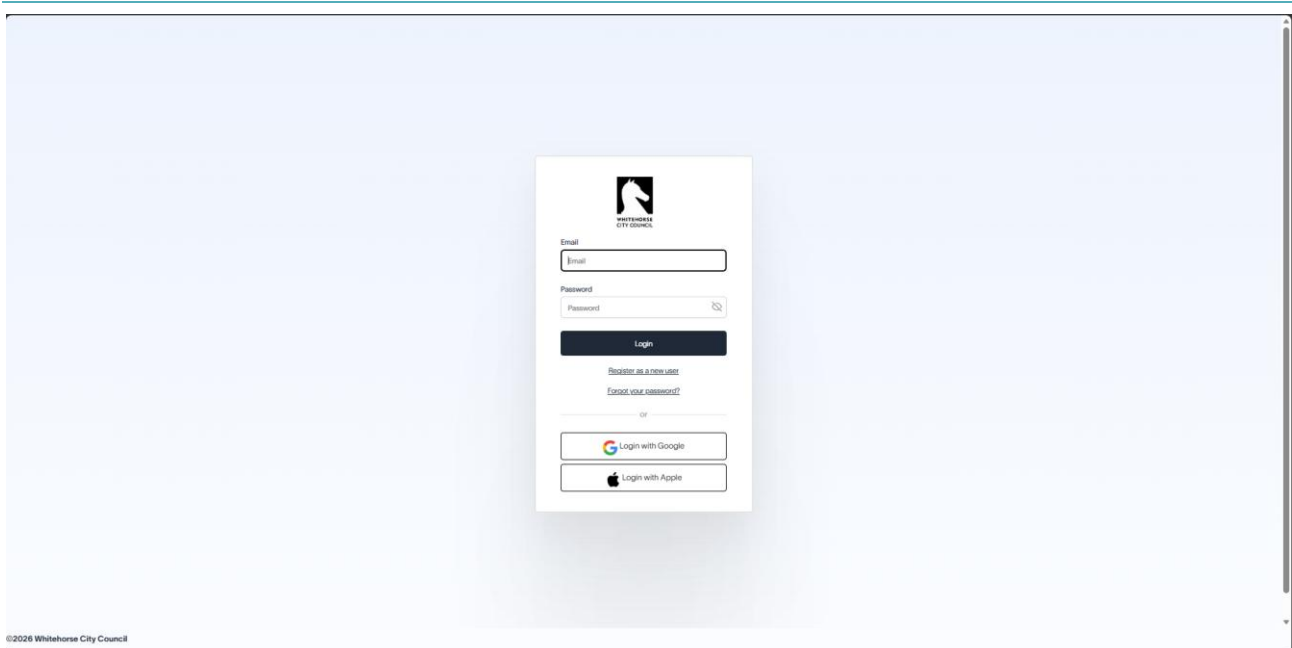
Version 8.2.1

1 October 2026

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Account Registration and Sign-in



1. The user is presented with the SSP login screen.



Register New User

Creates a new account. Confirmation of email address is required prior login. Further instructions will be emailed.

Email address*

First Name* Last Name*

Password* Confirm Password*

[Register](#)

[Cancel](#)

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2. The user selects Register New User, enters the required details, and selects Register.



New User Registration Confirmation

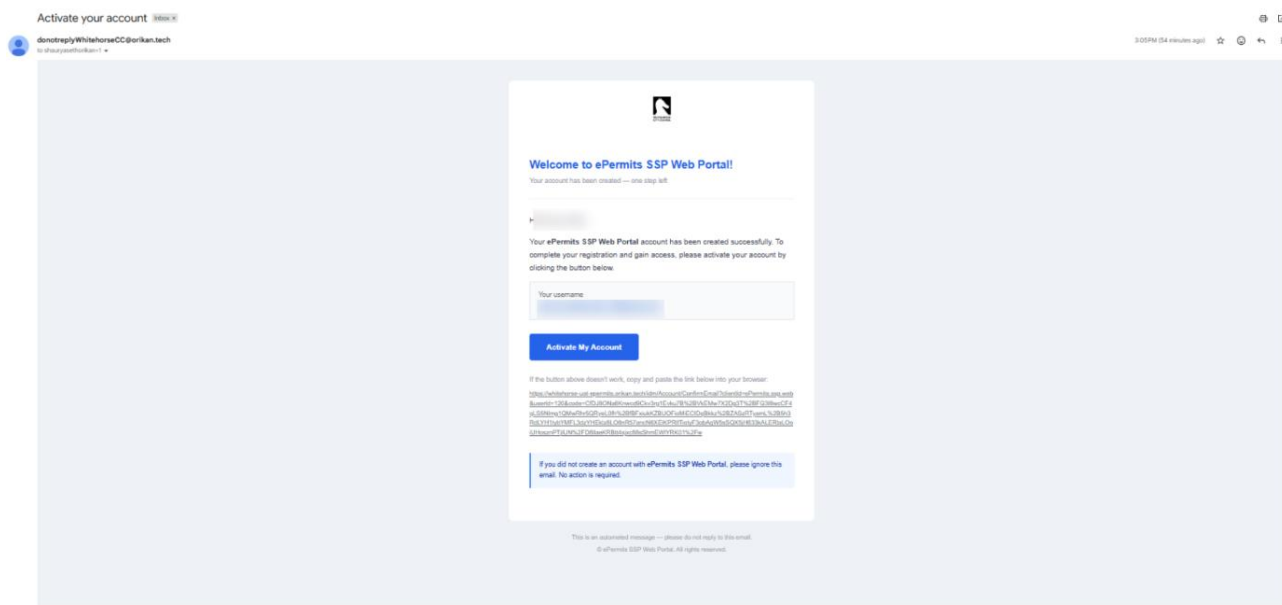
Please follow the instructions sent in email. If you don't receive the email, please check your spam/junk folder.

We have just sent you an email with a link to confirm your email.

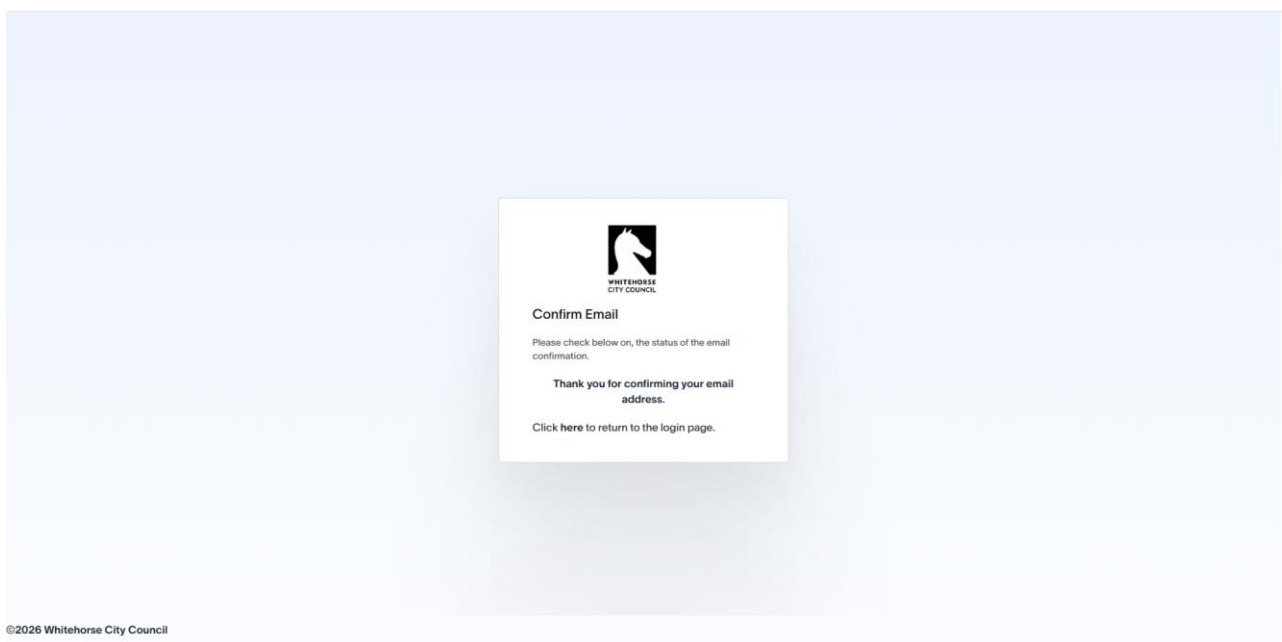
[Click here to return to the login page.](#)

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3. After registering, the user sees a confirmation message advising that activation instructions have been sent.

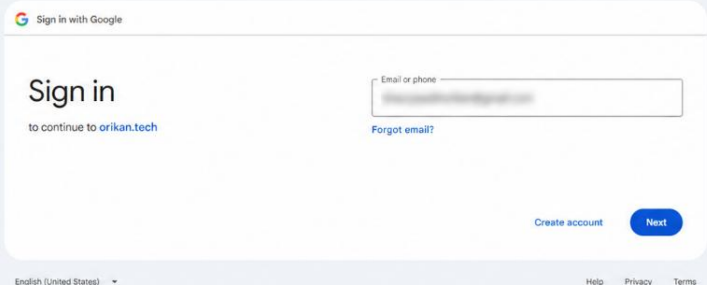


4. The user opens the activation email and selects Activate My Account.



5. The portal confirms the email address and provides a link for the user to return to the login screen.

GOOGLE SIGN-IN



The screenshot shows the Google Sign-in interface. At the top, it says "Sign in with Google". Below this, the heading "Sign in" is followed by "to continue to orikan.tech". There is a text input field labeled "Email or phone" containing a blurred email address. A link "Forgot email?" is positioned below the input field. At the bottom right, there are two buttons: "Create account" and "Next". The footer includes "English (United States)" with a dropdown arrow, and links for "Help", "Privacy", and "Terms".

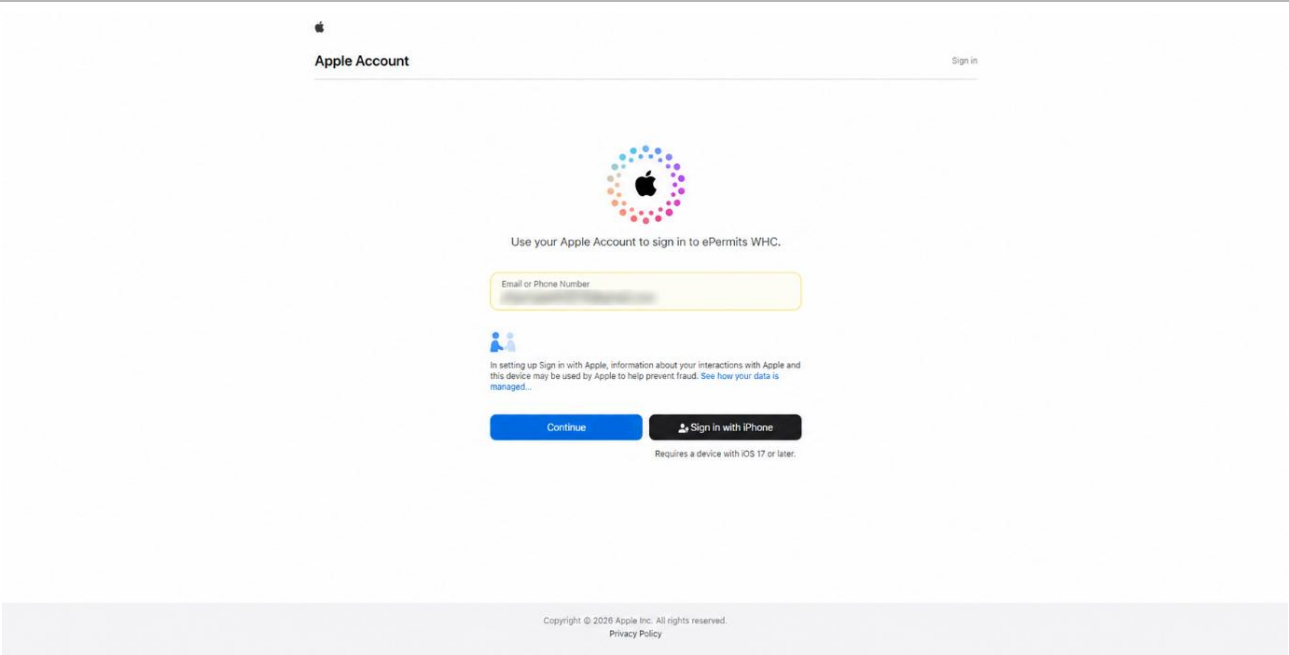
6. To sign in with Google, the user enters their Google email address and selects Next.



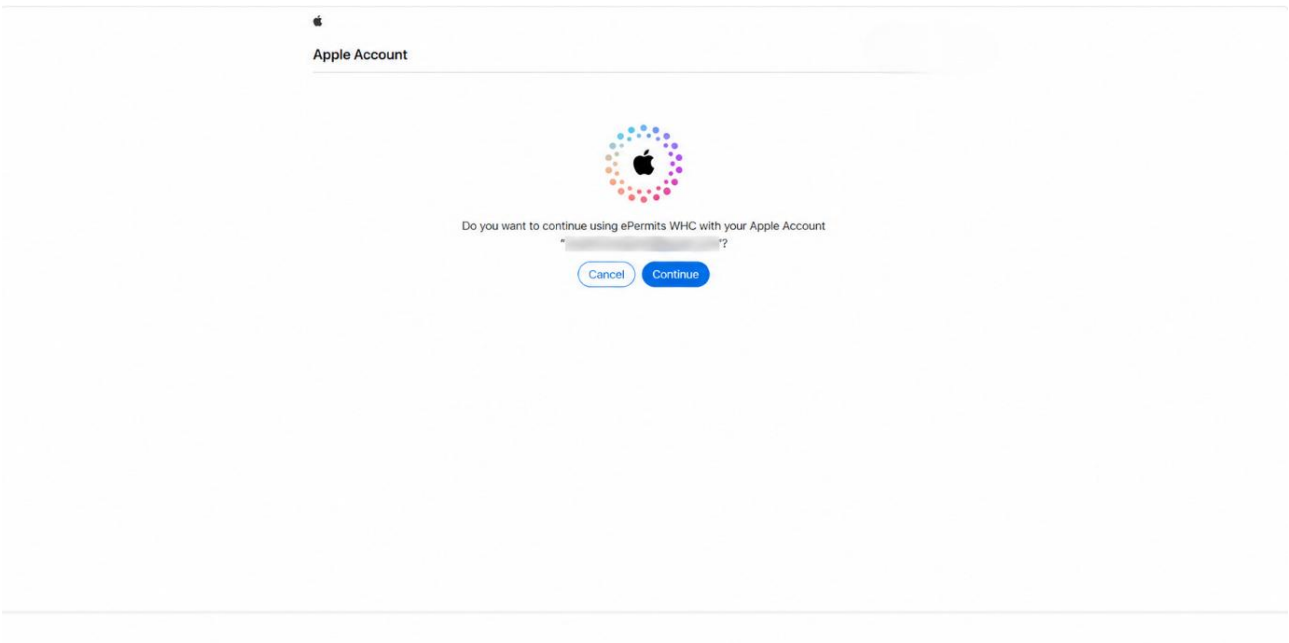
The screenshot shows the Google Welcome page. At the top, it says "Sign in with Google". Below this, the heading "Welcome" is followed by a user icon and the email "jgmail.com". There is a text input field labeled "Enter your password" containing masked characters (dots). A checkbox labeled "Show password" is below the input field. At the bottom right, there are two buttons: "Forgot password?" and "Next". The footer includes "English (United States)" with a dropdown arrow, and links for "Help", "Privacy", and "Terms".

7. The user enters their Google password and selects Next to continue.

APPLE SIGN-IN

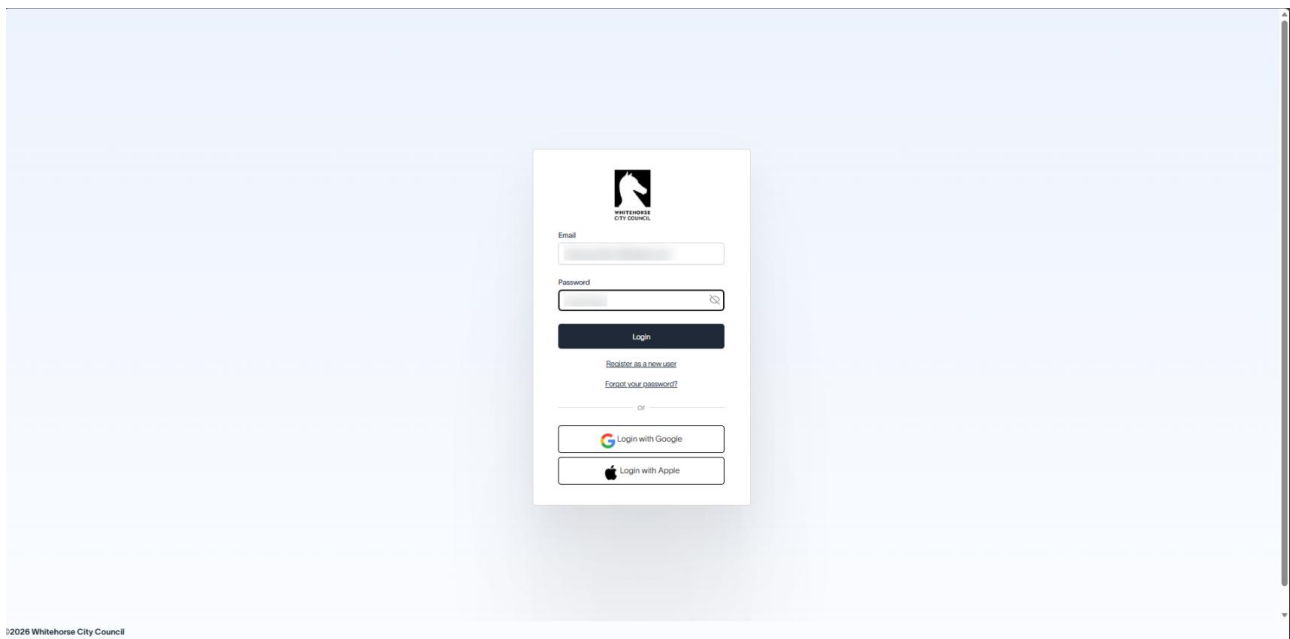


8. To sign in with Apple, the user enters their Apple Account email or phone number and selects Continue.



9. The user confirms that they want to continue to the Whitehorse SSP with their Apple Account.



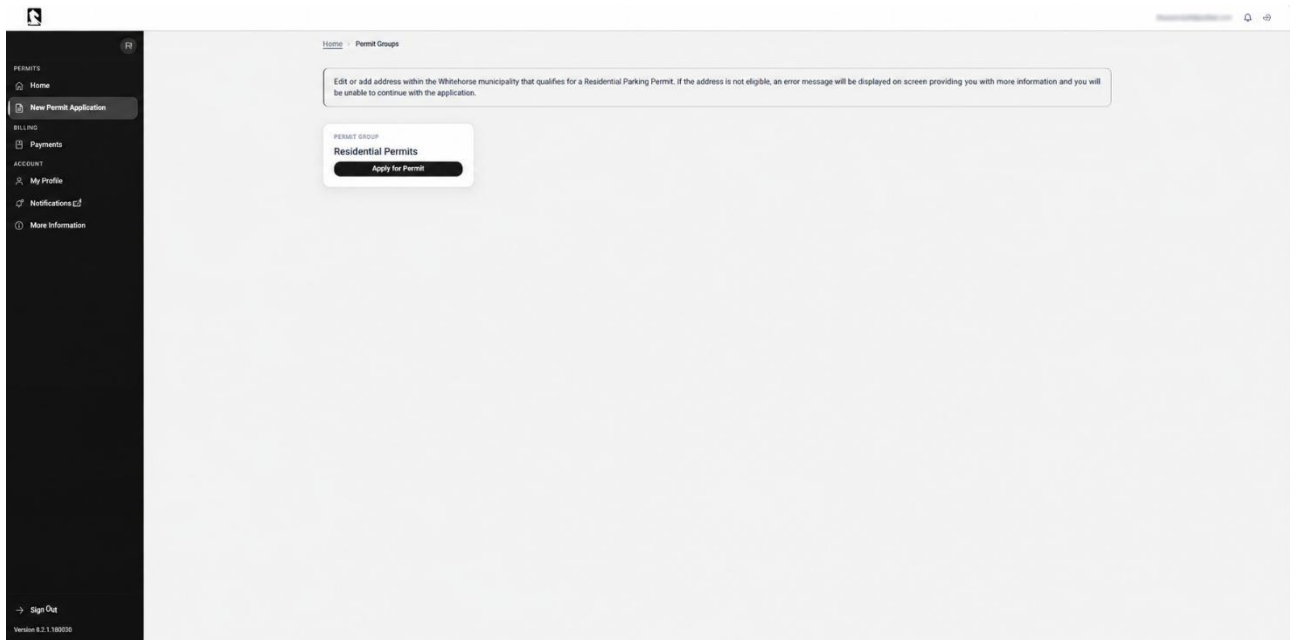


10. The user returns to the SSP login screen and signs in using the registered account.

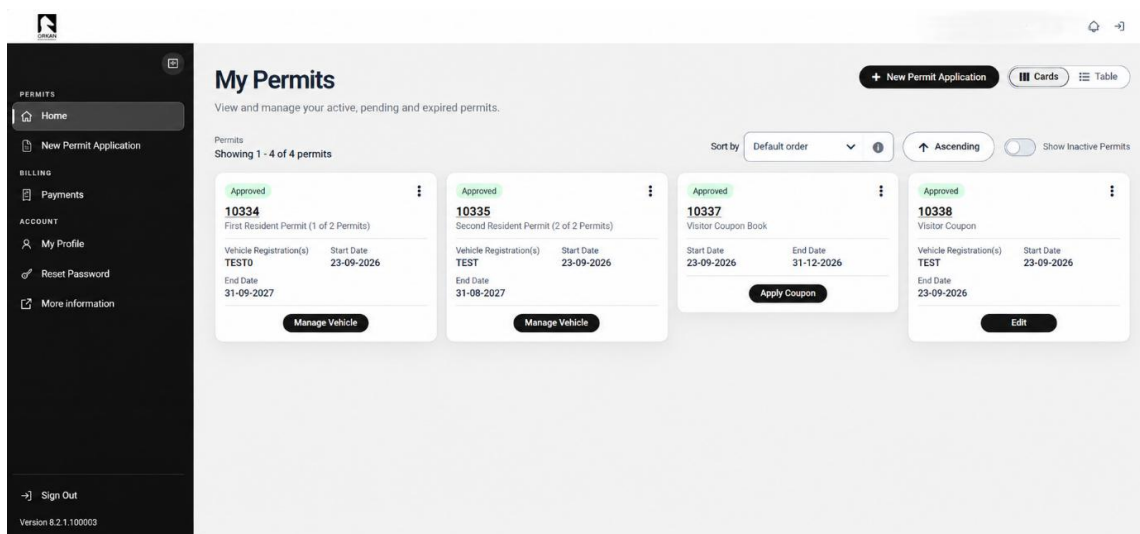
Profile Setup

11. After signing in for the first time, the user completes their profile details and selects Save.

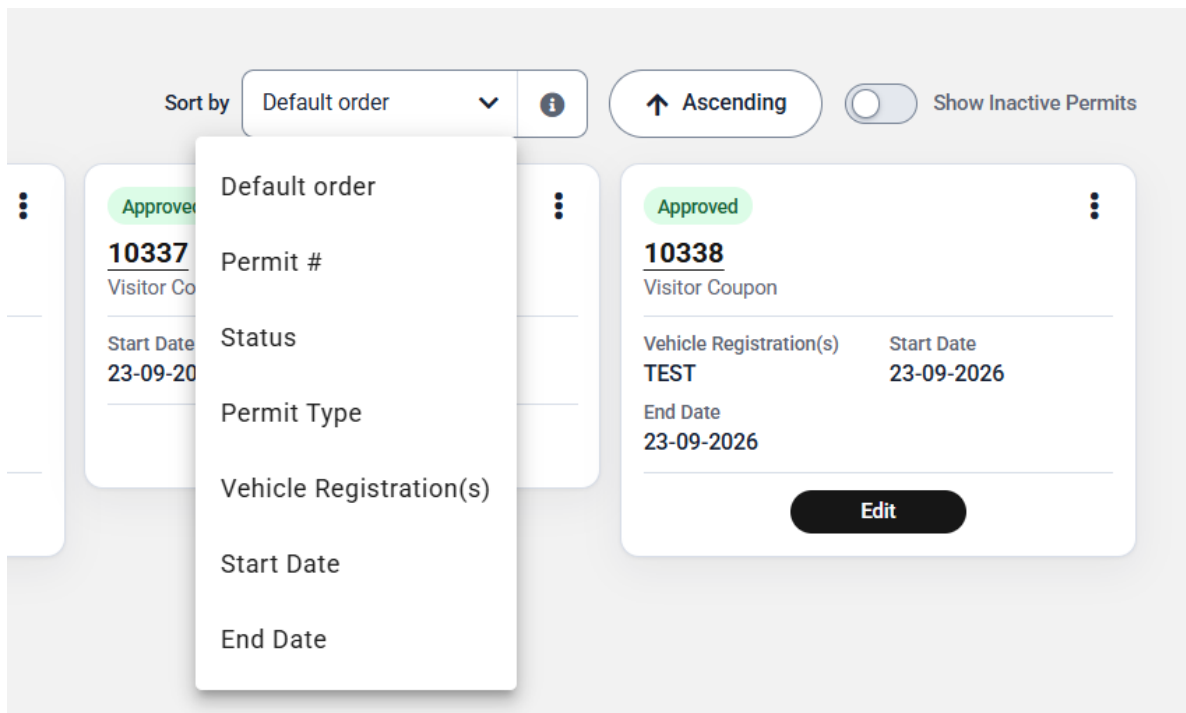
My Permits Views



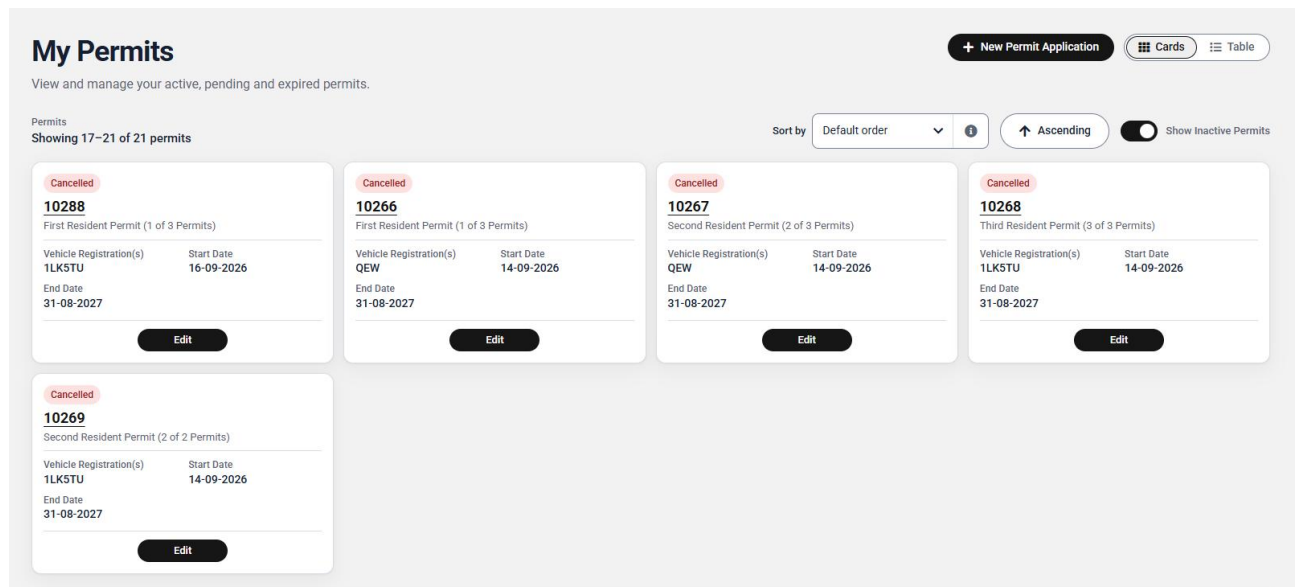
12. New users, or users without a permit application, are directed to the New Permit Application tab from the Home Screen to apply for a permit.



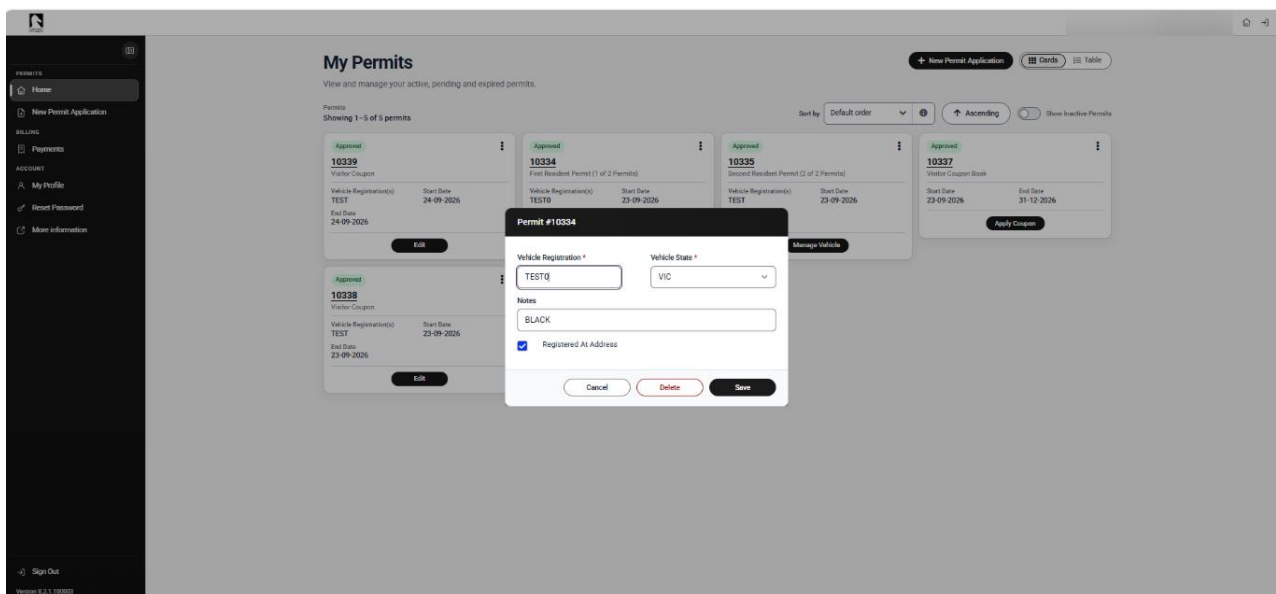
13. On subsequent logins, users who have applied for permits can view their active and pending permits in Card view on the My Permits page.



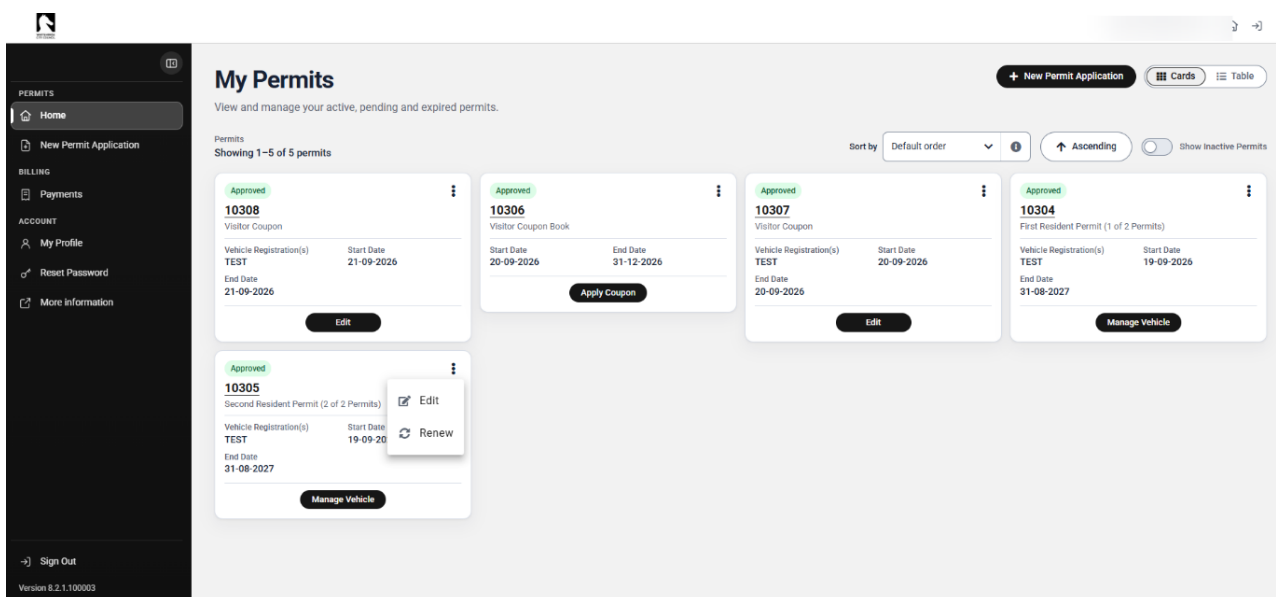
14. The user opens Sort by and chooses how the permit cards are ordered.



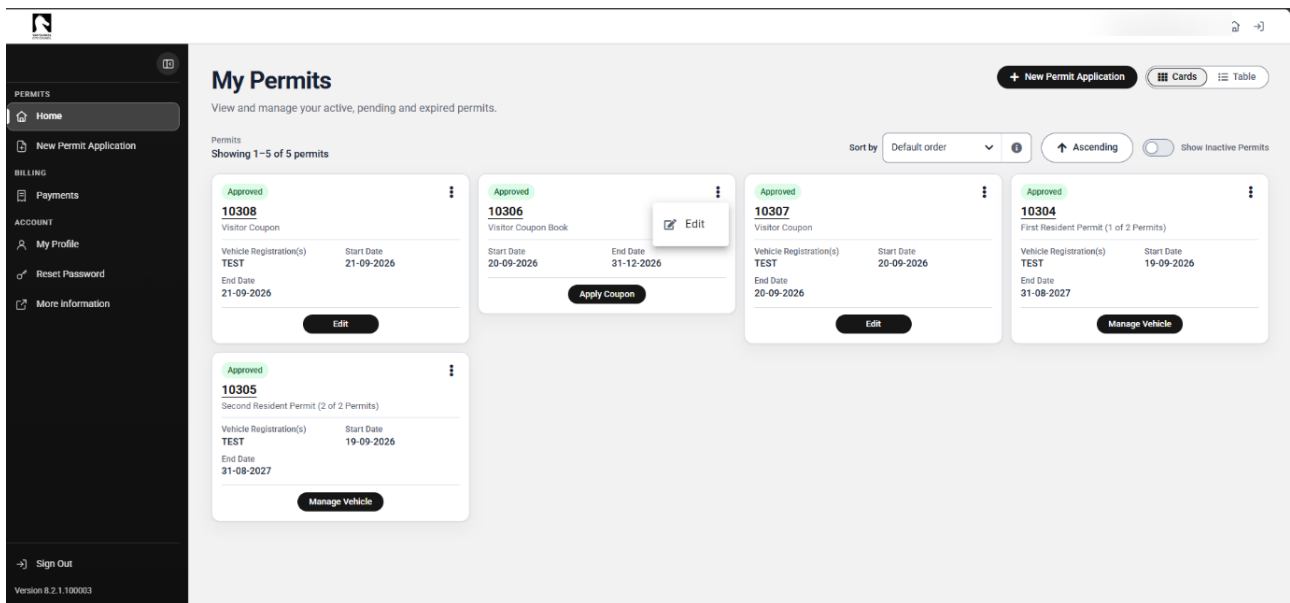
15. The user turns on Show Inactive Permits to display cancelled or inactive permits in Card view.



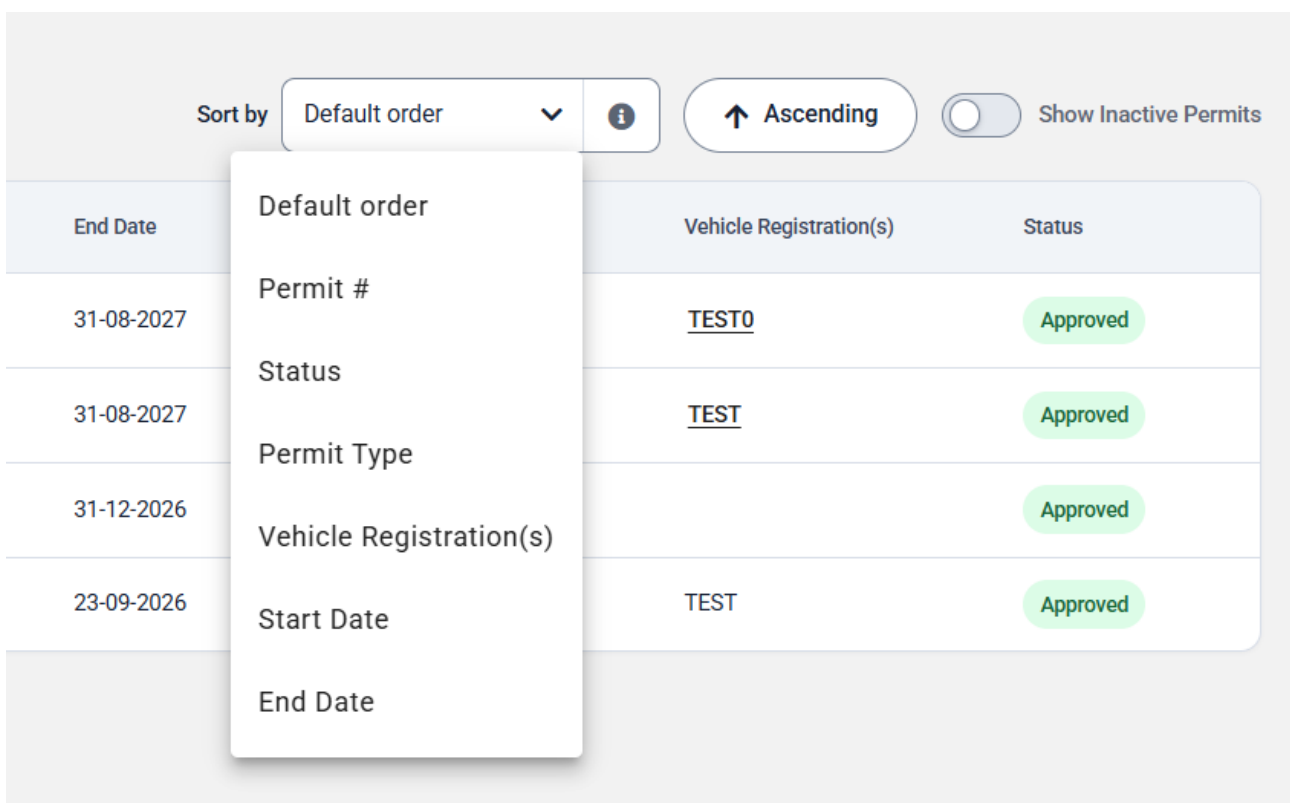
16. The user selects Manage Vehicle, reviews or updates the vehicle registration, state, notes, and address status, then selects Save.



17. The user opens the actions menu for a residential permit to access options such as Edit or Renew.



20. The user selects Table to view permit details in a table format.



21. In Table view, the user opens Sort by and chooses how the permits are ordered.

My Permits

View and manage your active, pending and expired permits.

New Permit Application

Cards

Table

Permits

Showing 16–20 of 21 permits

Sort by

Default order

Ascending

Show Inactive Permits

Permit Type	Permit #	Start Date	End Date	Manage Vehicle(s)	Vehicle Registration(s)	Status
Visitor Coupon	10287	16-09-2026	16-09-2026		1SK5LK	Cancelled
First Resident Permit (1 of 3 Permits)	10288	16-09-2026	31-08-2027		1LK5TU	Cancelled
First Resident Permit (1 of 3 Permits)	10266	14-09-2026	31-08-2027		QEW	Cancelled
Second Resident Permit (2 of 3 Permits)	10267	14-09-2026	31-08-2027		QEW	Cancelled
Third Resident Permit (3 of 3 Permits)	10268	14-09-2026	31-08-2027		1LK5TU	Cancelled

22. The user turns on Show Inactive Permits in Table view to include cancelled or inactive permits.

PERMITS

Home

New Permit Application

BILLING

Payments

ACCOUNT

My Profile

Reset Password

More Information

Sign Out

Version 8.2.1.100003

My Permits

View and manage your active, pending and expired permits.

Permits

Showing 1–5 of 5 permits

Sort by

Default order

Ascending

Show Inactive Permits

Permit Type

Manage Vehicle(s)

Vehicle Registration(s)

Status

Visitor Coupon

TEST

Approved

Visitor Coupon Book

Approved

Visitor Coupon

TEST

Approved

First Resident Permit (1 of 2 Permits)

Update Vehicle

TEST

Approved

Second Resident Permit (2 of 2 Permits)

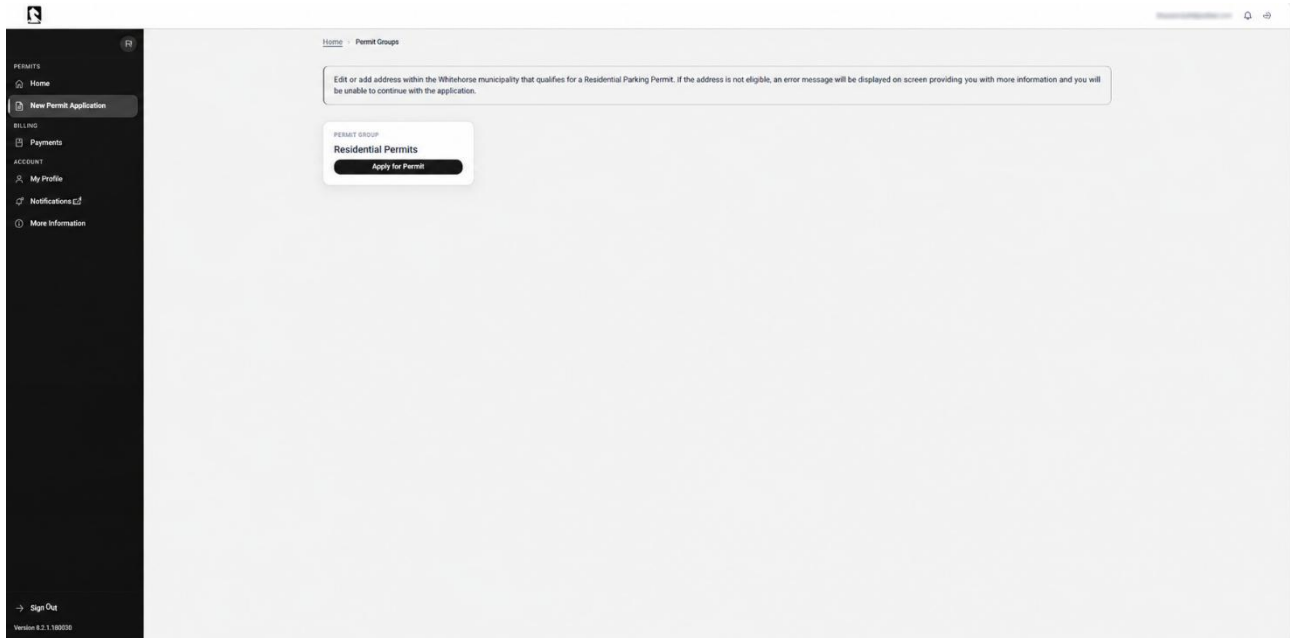
Update Vehicle

TEST

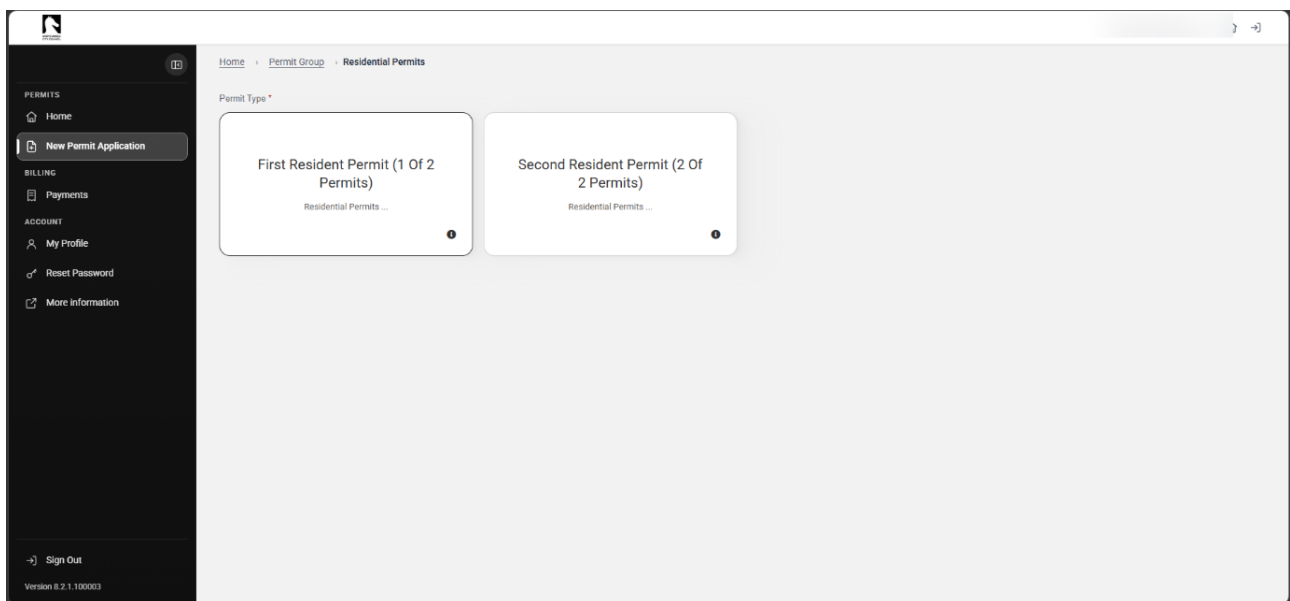
Approved

23. The user selects Update Vehicle in Table view, updates the vehicle details, and selects Save.

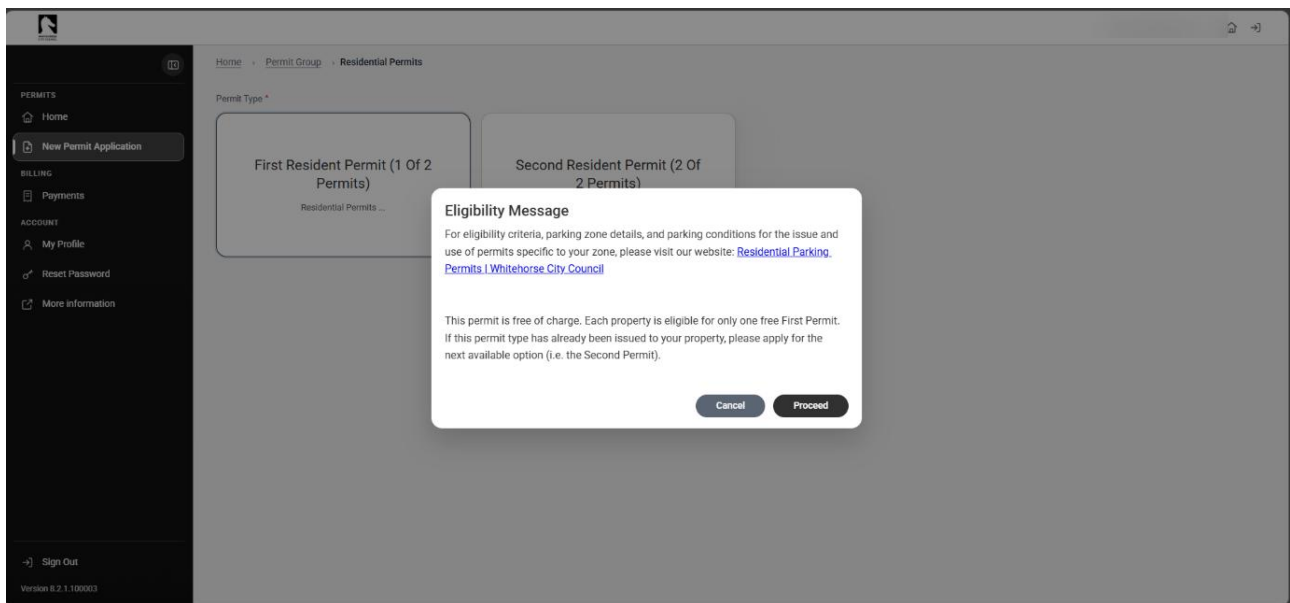
Residential Permits



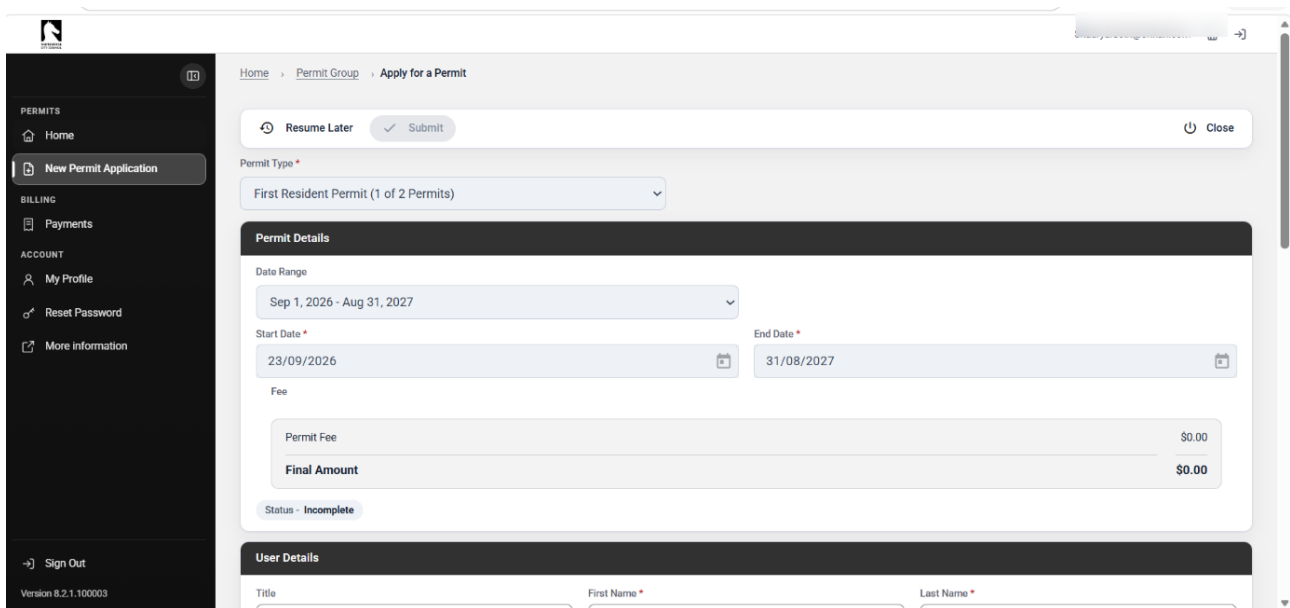
24. The user opens New Permit Application and chooses Residential Permits or Visitor Permits.



25. Under Residential Permits, the user selects the available First Resident Permit or Second Resident Permit.



26. The user reviews the eligibility message for the First Resident Permit and selects Proceed.



27. The First Resident Permit application opens. The user reviews the permit type, date range, start and end dates, and fee details.

User Details

Title: Mr First Name: Last Name: Mobile Number: Email: Address: [Green checkmark]

Documents

* Proof of Occupancy - Size to be under 5mb and file name to be under 25 characters *

VPP11528_20260918_2 (1).pdf

Accepted documents include :

- A residential lease or REIV bond lodgement
- A bank statement
- Any connected utility bill e.g. gas, electricity or phone account, or an email/letter acknowledging the account set up
- A pension or seniors health card care.

Add Delete

2. Extra Documents - Size must be under 5mb & must be under 25 characters

If any extra documents are needed

Add Delete

28. The user reviews their personal details and uploads the required proof of occupancy or supporting documents.

Vehicle Details

Vehicle Rego	State	Notes	Manage
TEST	VIC		Edit Delete

Vehicles Remaining : 0

Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

29. The user reviews the vehicle details and custom information, then accepts the declaration and Terms and Conditions.

The screenshot shows the 'New Permit Application' page. A modal titled 'Vehicle Details' is open, allowing the user to enter vehicle information. The modal contains the following fields and options:

- Vehicle Registration ***: A text input field containing 'TEST'.
- Vehicle State ***: A dropdown menu showing 'VIC'.
- Notes**: A text input field.
- Registered At Address**: A checkbox that is checked.

At the bottom of the modal are 'Cancel' and 'OK' buttons. The background page shows sections for 'Vehicle Details', 'Custom Information', and a 'Submit' button at the bottom right.

30. The user adds or edits the vehicle registration, state, notes, and registered-at-address option, then selects OK.

The screenshot shows the 'Apply for a Permit' page. The 'Permit Details' section is expanded, showing the following information:

- Permit Type ***: A dropdown menu showing 'First Resident Permit (1 of 2 Permits)'.
- Date Range**: A dropdown menu showing 'Sep 1, 2026 - Aug 31, 2027'.
- Start Date ***: A date input field showing '23/09/2026'.
- End Date ***: A date input field showing '31/08/2027'.
- Fee**: A table showing the permit fee and final amount.

Item	Amount
Permit Fee	\$0.00
Final Amount	\$0.00

The status is 'Incomplete'. Below the permit details is the 'User Details' section, which includes fields for Title, First Name, Last Name, Mobile Number, and Email.

31. The user reviews the completed First Resident Permit details before submitting the application.

2. Extra Documents - Size must be under 5mb & must be under 25 characters
If any extra documents are needed

[Add](#) [Delete](#)

Vehicle Details

Vehicle Rego	State	Notes	Manage
TEST	NSW	BLACK	Edit Delete

Vehicles Remaining : 0

Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

[Resume Later](#) [Submit](#)

32. The user confirms the vehicle details and Terms and Conditions, then selects Submit.

Home > Permit Group > Apply for a Permit

[Resume Later](#) [Submit](#) [Close](#)

Permit Type *

First Resident Permit (1 of 2 Permits)

Permit Details

Date Range

Sep 1, 2026 - Aug 31, 2027

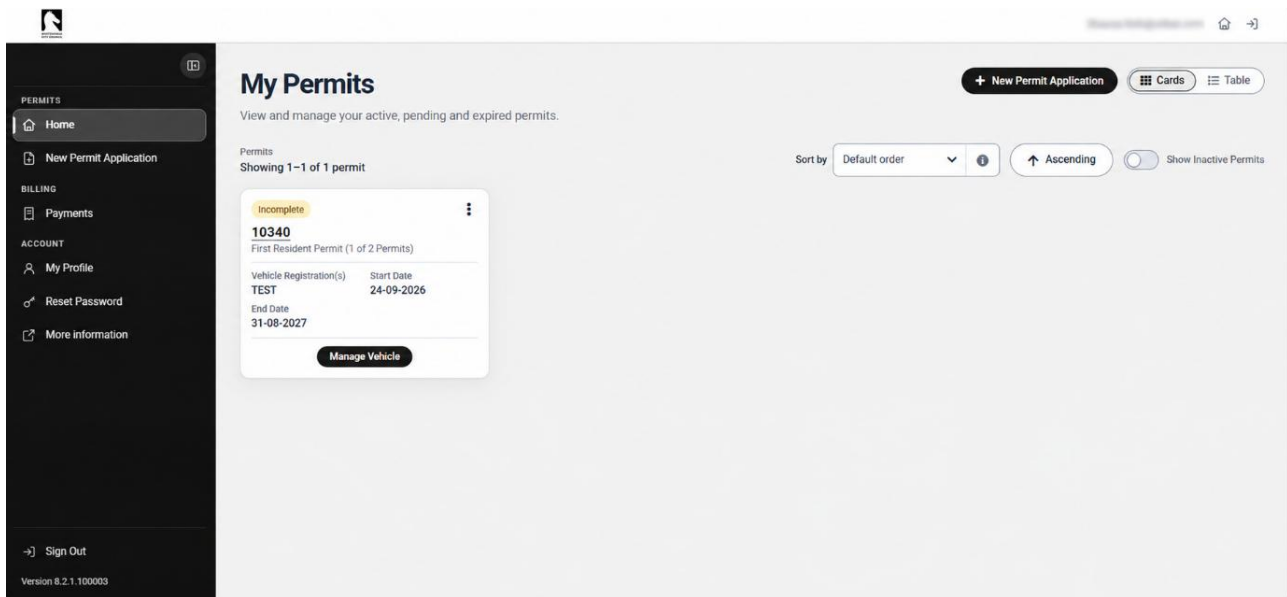
Start Date * 24/09/2026 End Date * 31/08/2027

Fee

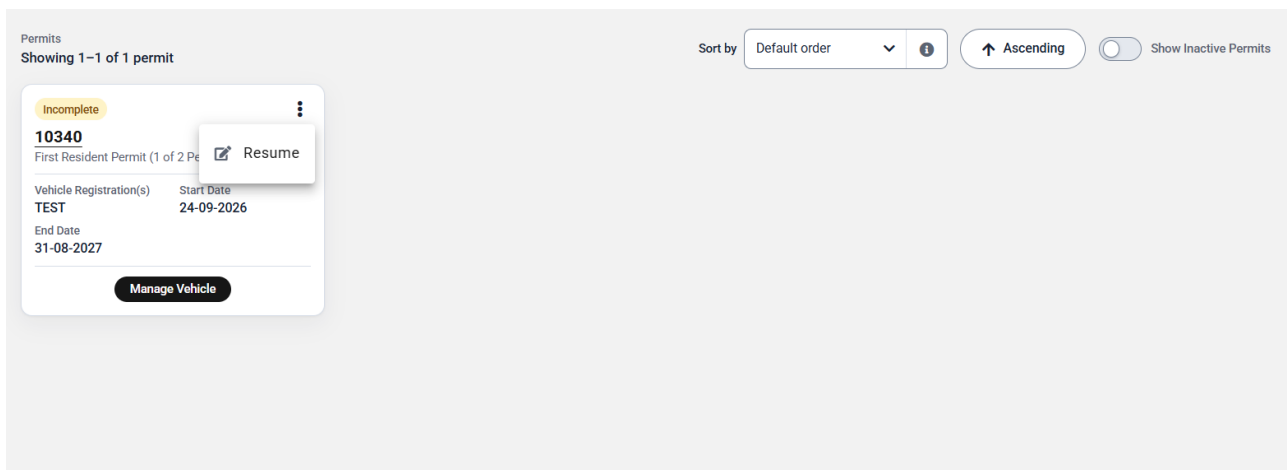
Permit Fee	\$0.00
Final Amount	\$0.00

Status - Incomplete

33. While the application is incomplete, the user can choose Resume Later or Submit once all required information is ready.



34. After saving the application, the First Resident Permit appears in My Permits with an Incomplete status.



35. The user opens the permit actions menu and selects Resume to continue the saved application.

Home → Apply for a Permit

Submit Close

PERMIT NUMBER: 10340 PERMIT TYPE: First Resident Permit (1 of 2 Permits) PERMIT STATUS: Incomplete

Permit Details

Date Range: Sep 1, 2025 - Sep 30, 2026

Start Date: 24/09/2026 End Date: 31/08/2027

Fee Summary

Permit charges and adjustments

Permit Fee	\$0.00
Final Amount	\$0.00

Status: Incomplete

User Details

36. The resumed application displays the permit number, permit type, permit status, and previously entered permit details.

2. Extra Documents - Size must be under 5mb & must be under 25 characters
If any extra documents are needed

Add Download Delete

Vehicle Details

Vehicle Rego	State	Notes	Manage
TEST	NSW	BLACK	

Vehicles Remaining: 0

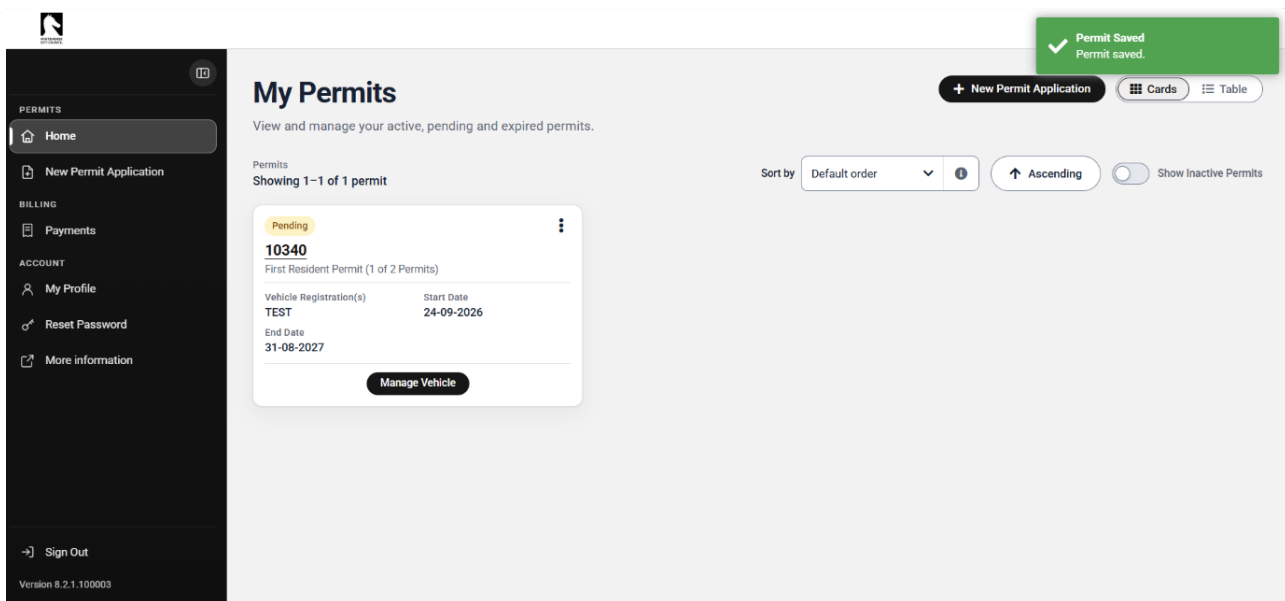
Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

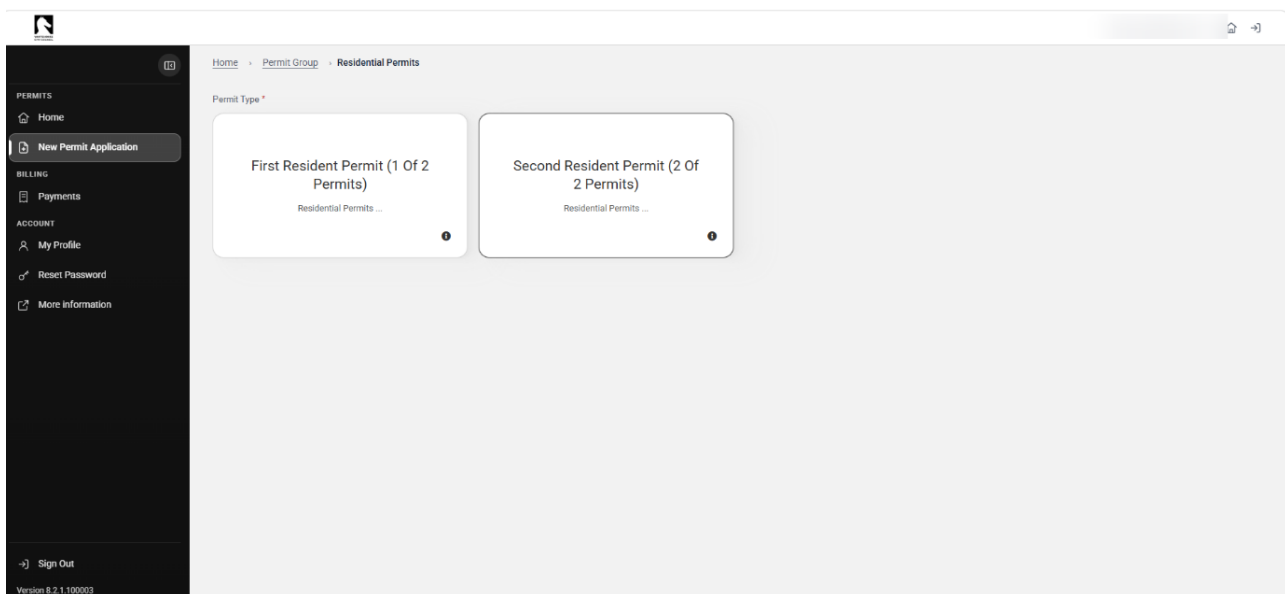
☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

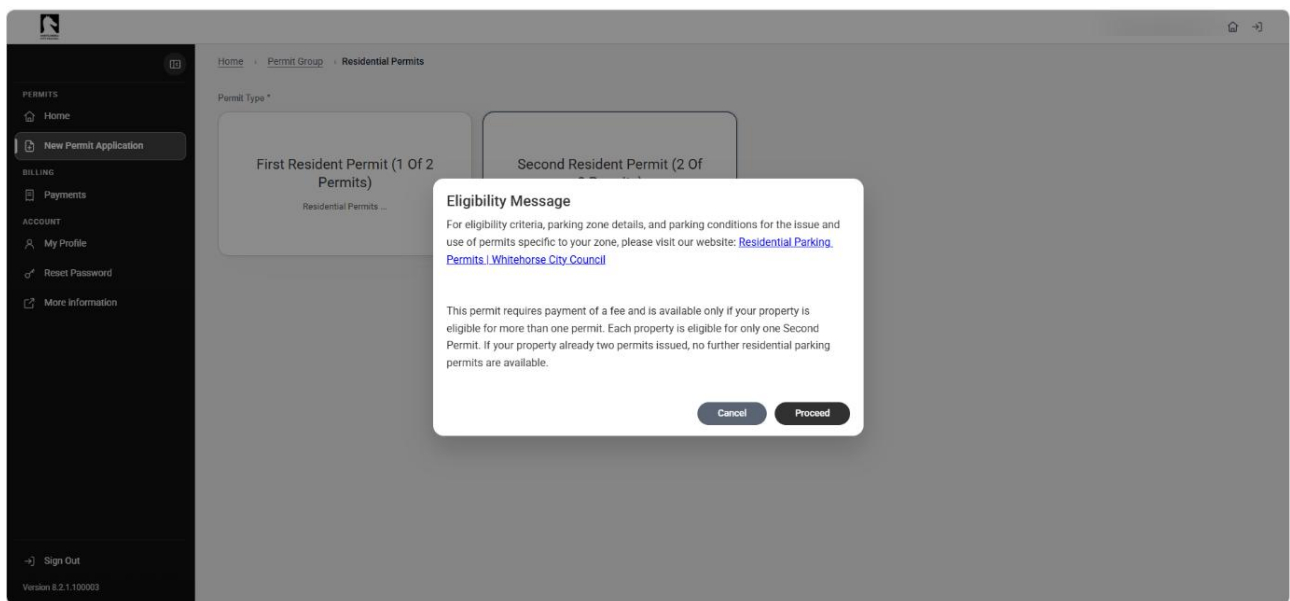
37. The user reviews the remaining vehicle and custom information and selects Submit when the application is complete.



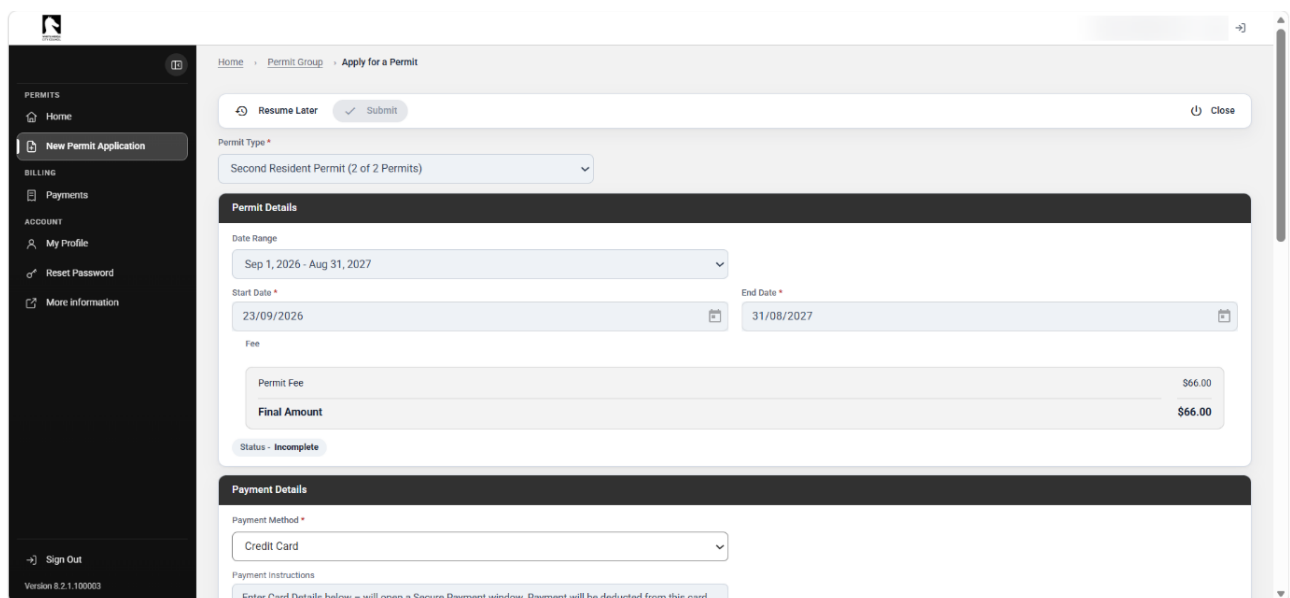
38. After submission, the user returns to My Permits and sees the First Resident Permit with its updated status and confirmation message.



39. The user returns to Residential Permits and selects the next available residential permit type.



40. The user reviews the eligibility message for the Second Resident Permit and selects Proceed.



41. The Second Resident Permit application opens. The user reviews the permit dates and fee amount.

The screenshot shows the 'New Permit Application' page. On the left is a dark sidebar with navigation links: PERMITS (Home, New Permit Application), BILLING (Payments), and ACCOUNT (My Profile, Reset Password, More Information). At the bottom of the sidebar are 'Sign Out' and 'Version 8.2.1.100003'. The main content area has three sections: 'Payment Details' with a 'Payment Method' dropdown set to 'Credit Card' and 'Payment Instructions' explaining that card details will open a secure payment window; 'Payment Information' with fields for 'Card Holder Name', 'Card Number', 'Expiry Month', and 'Expiry Year', and an 'Enter Card Details' button; and 'User Details' with fields for 'Title' (set to 'Mr'), 'First Name', 'Last Name', 'Mobile Number', 'Email', and 'Address' (with a green checkmark icon).

42. The user selects a payment method and reviews the payment instructions and personal details.

This screenshot shows the same 'New Permit Application' page as before, but with the 'Add Card Details' modal open in the center. The modal contains fields for 'Cardholder name', 'Card number' (with a masked number and a Mastercard logo), 'Card expiry' (with a masked date), and 'Security code' (with a masked code). At the bottom of the modal are 'Close' and 'Save' buttons. The background page is dimmed, showing the 'Payment Details', 'Payment Information', and 'User Details' sections.

43. The user opens Add Card Details, enters the cardholder name, card number, expiry date, and security code, then selects Save.

Documents

1. Proof of Occupancy - Size to be under 5mb and file name to be under 25 characters *

Accepted documents include : A residential lease or REIV bond lodgement A bank statement Any connected utility bill e.g. gas, electricity or phone account, or an email/letter acknowledging the account set up A pension or seniors health card care.

Vehicle Details

Vehicle Rego	State	Notes	Manage
This permit does not have any vehicles.			

Vehicles Remaining : 1 Add Vehicle

Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

44. The user reviews the supporting documents, vehicle section, custom information, and Terms and Conditions before continuing.

Documents

1. Proof of Occupancy - Size to be under 5mb and file name to be under 25 characters *

Accepted documents include : A residential lease or REIV bond lodgement A bank statement Any connected utility bill e.g. gas, electricity or phone account, or an email/letter acknowledging the account set up A pension or seniors health card care.

Vehicle Details

Vehicle Registration * Vehicle State *

Notes

☒ Registered At Address

Cancel OK

Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

45. The user selects Add Vehicle, enters the vehicle registration details, and selects OK.

Home > Permit Group > Apply for a Permit

Resume Later Submit Close

Permit Type *

Second Resident Permit (2 of 2 Permits)

Permit Details

Date Range

Sep 1, 2026 - Aug 31, 2027

Start Date *

24/09/2026

End Date *

31/08/2027

Fee

Permit Fee	\$56.00
Final Amount	\$66.00

Status - Incomplete

Payment Details

46. The user reviews the Second Resident Permit details and fee before submitting the application.

My Permits

View and manage your active, pending and expired permits.

+ New Permit Application Cards Table

Permits Showing 1-2 of 2 permits

Sort by Default order

Ascending Show Inactive Permits

Permit ID	Status	Permit Type	Vehicle Registration(s)	Start Date	End Date	Action
10340	Pending	First Resident Permit (1 of 2 Permits)	TEST	24-09-2026	31-08-2027	Manage Vehicle
10341	Incomplete	Second Resident Permit (2 of 2 Permits)	-	24-09-2026	31-08-2027	Manage Vehicle

47. My Permits shows the First Resident Permit and the saved Second Resident Permit with their current statuses.

PERMITS

- Home
- New Permit Application

BILLING

- Payments

ACCOUNT

- My Profile
- Reset Password
- More information

Sign Out

Version 8.2.1.100003

Add Download Delete

Vehicle Details

Vehicle Rego	State	Notes	Manage
This permit does not have any vehicles.			

Vehicles Remaining : 1 Add Vehicle

Custom Information

☒ Update your vehicle details on the portal immediately, before using your permit, and review the conditions for your specific Parking Zone. Conditions vary between zones.

☒ By Ticking This Box You Agree To The [Terms And Conditions](#) *

Resume Later Submit

48. The user completes any remaining vehicle information, accepts the Terms and Conditions, and selects Submit.

Home Apply for a Permit

Submit Close

PERMIT NUMBER 10341 PERMIT TYPE Second Resident Permit (2 of 2 Permits) PERMIT STATUS Incomplete

Permit Details

Date Range: Sep 1, 2025 - Sep 30, 2026

Start Date: 24/09/2026 End Date: 31/08/2027

Fee Summary

Permit charges and adjustments

Item	Amount
Permit Fee	\$66.00
Final Amount	\$66.00

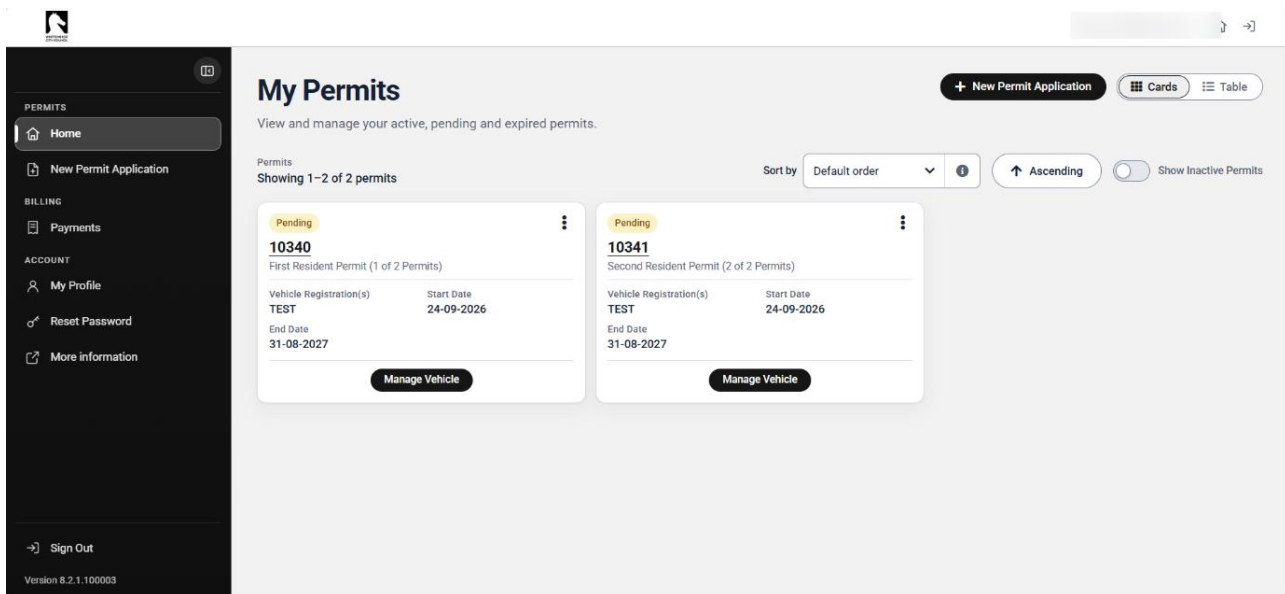
Status: Incomplete

Payment Details

Sign Out

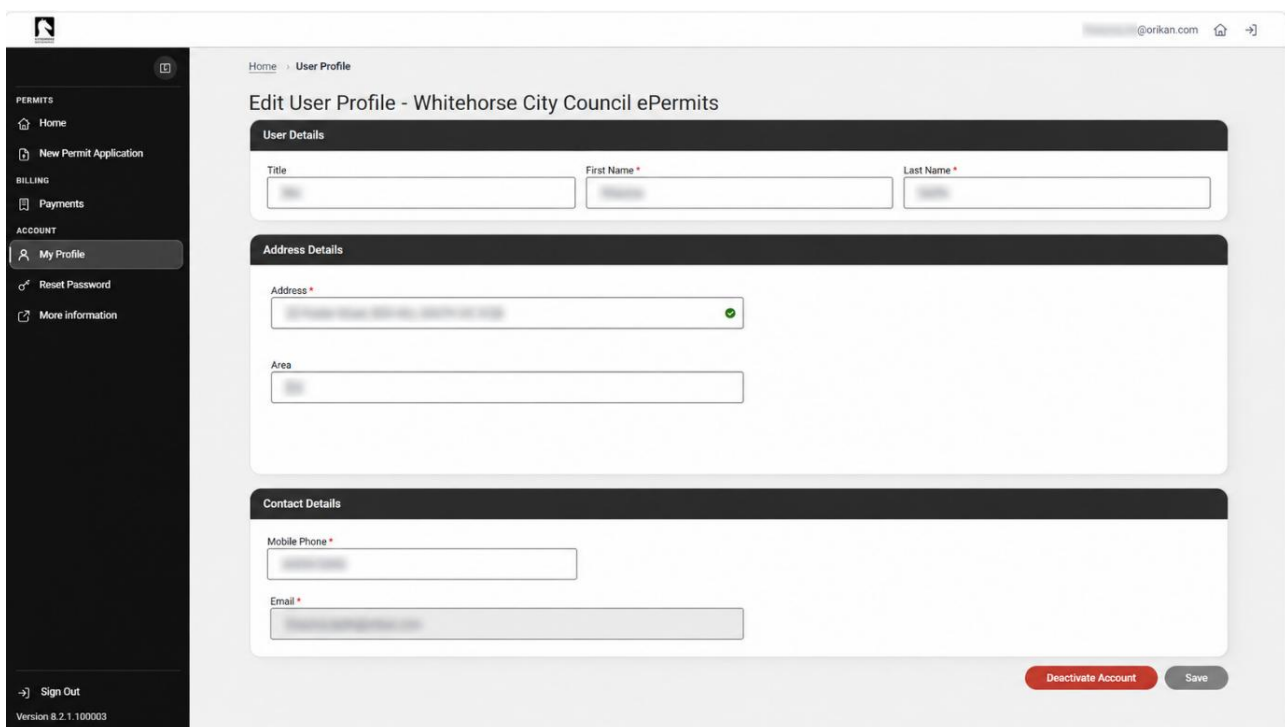
Version 8.2.1.100003

49. When the application is resumed, the user reviews the saved Second Resident Permit number, type, status, dates, fee, and payment details.



50. After completion, My Permits shows both residential permits with their current statuses.

Profile and Account Options



51. From My Profile, the user reviews or updates their profile, address, and contact details, then selects Save if changes are made.

Home › User Profile

Edit User Profile - Whitehorse City Council ePermits

User Details

Title First Name Last Name

Address Details

Address

Area

Contact Details

Mobile Phone

Email

[Deactivate Account](#) [Save](#)

[Sign Out](#)

<https://www.whitehorse.vic.gov.au/residents/parking/parking-permits-and-zones>

52. The user selects More information from the navigation menu to open additional parking permit information.

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Select Language [Other sites](#) Search...

[Apply, Pay, Report](#) [Residents and Community](#) [Planning and Building](#) [Arts and Leisure](#) [About Whitehorse](#)

[Home](#) [Listen](#)

Parking Permits and Zones

Jump to:

- [Parking Permits](#)
- [Accessible \(Disabled\) Parking Permit Bays](#)
- [Residential Parking Permit Zones](#)
- [Trader Parking Permit](#)

Parking Permits are available to assist residents, construction workers, traders, and people with disabilities to have access to appropriate parking close to where they live, work and attend medical appointments.

Parking zones indicate where specialist road users such as bus, taxi, delivery, mail van, and truck drivers can safely stop and

53. The Whitehorse City Council Parking Permits and Zones webpage opens with further permit and parking zone information.

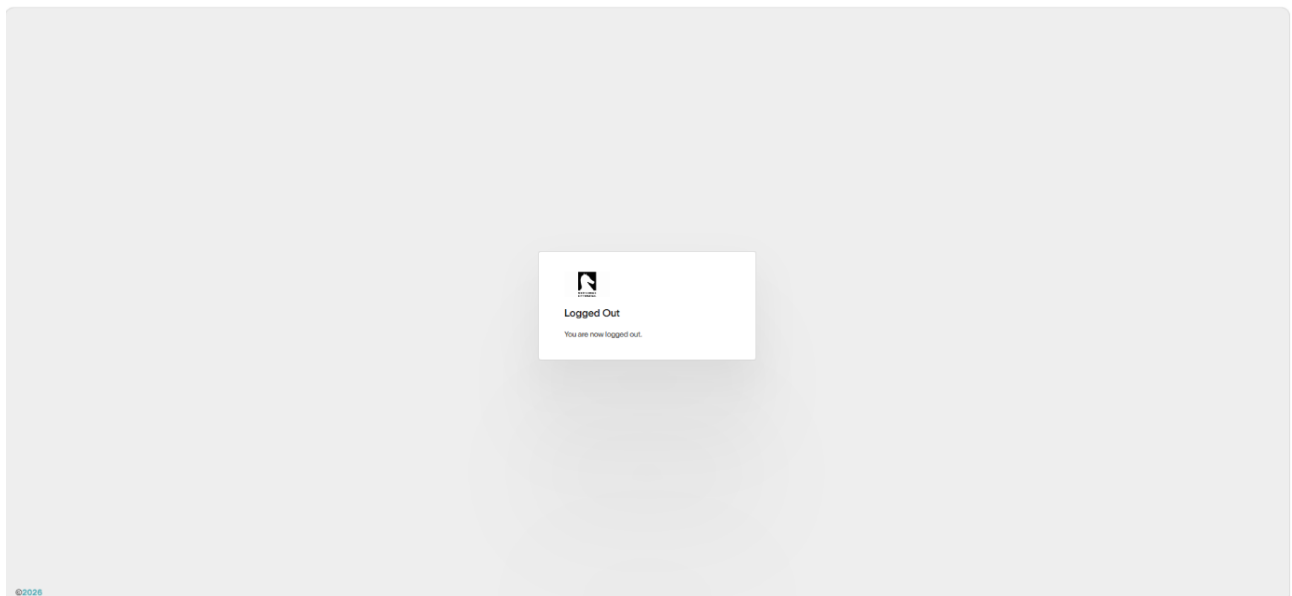
The screenshot shows the 'Edit User Profile' page for Whitehorse City Council ePermits. A green notification banner at the top right states: 'Reset Password success. Reset Password Email sent successfully.' The page contains three main sections: 'User Details' with fields for Title, First Name, and Last Name; 'Address Details' with fields for Address and Area; and 'Contact Details' with fields for Mobile Phone and Email. At the bottom right, there are buttons for 'Deactivate Account' and 'Save'. The left sidebar includes links for Home, New Permit Application, Payments, My Profile, Reset Password, and More Information, along with a Sign Out button and version information (8.2.1.100003).

54. The user selects Reset Password and receives confirmation that the password reset email was sent successfully.

This screenshot shows the 'Edit User Profile' page with the same layout as the previous one. The notification banner is no longer present. The form fields for User Details, Address Details, and Contact Details are visible, along with the 'Deactivate Account' and 'Save' buttons. The left sidebar remains the same, providing navigation options for the user.

55. The user can return to My Profile to review the saved account details after completing account actions.

Sign Out



56. The user selects Sign Out, and the portal confirms that the user has been logged out.