



WHITEHORSE
CITY COUNCIL

Whitehorse SSP Portal – Mobile User Journey

Version 8.2.1

1 October 2026

Mobile Log in Steps

1. The user is presented with the SSP login screen and can sign in using an email and password, Google, or Apple.



WHITEHORSE
CITY COUNCIL

Email

Password

Login

[Register as a new user](#)

[Forgot your password?](#)

or

 Login with Google

 Login with Apple

2. The user selects Register as a new user, enters the required details, and selects Register. An activation email is sent to the registered email address. After activating the account, the user can return to the login screen.



WHITEHORSE
CITY COUNCIL

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](#)

3. The user enters their email and password and selects Login or chooses a social sign-in option.



WHITEHORSE
CITY COUNCIL

Email

Password

Login

[Register as a new user](#)

[Forgot your password?](#)

or

 Login with Google

 Login with Apple



4. To sign in with Google, the user enters or selects their Google account and selects Next.

 Sign in with Google

Sign in

to continue to [orikan.tech](#)

Email or phone

[Forgot email?](#)

Create account

Next

5. To sign in with Apple, the user enters their Apple Account details and selects Continue, or uses a passkey.

 Apple Account



Use your Apple Account to sign in to 'ePermits WHC'.

Email or Phone Number



Having set up 'Sign in with Apple', information about your interactions with Apple and this device may be used by Apple to help prevent fraud. [See how your data is managed...](#)

Continue

 Sign in with Passkey

Requires iOS 17 or macOS Sonoma or later.

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Privacy Policy

6. After signing in, a new user may see no matching permits. Existing users can review their permits or start a new permit application from My Permits.







My Permits

View and manage your active, pending and expired permits.

+ New Permit Application

Permits

 Sort and filters

Sort and filter permits



No matching permits

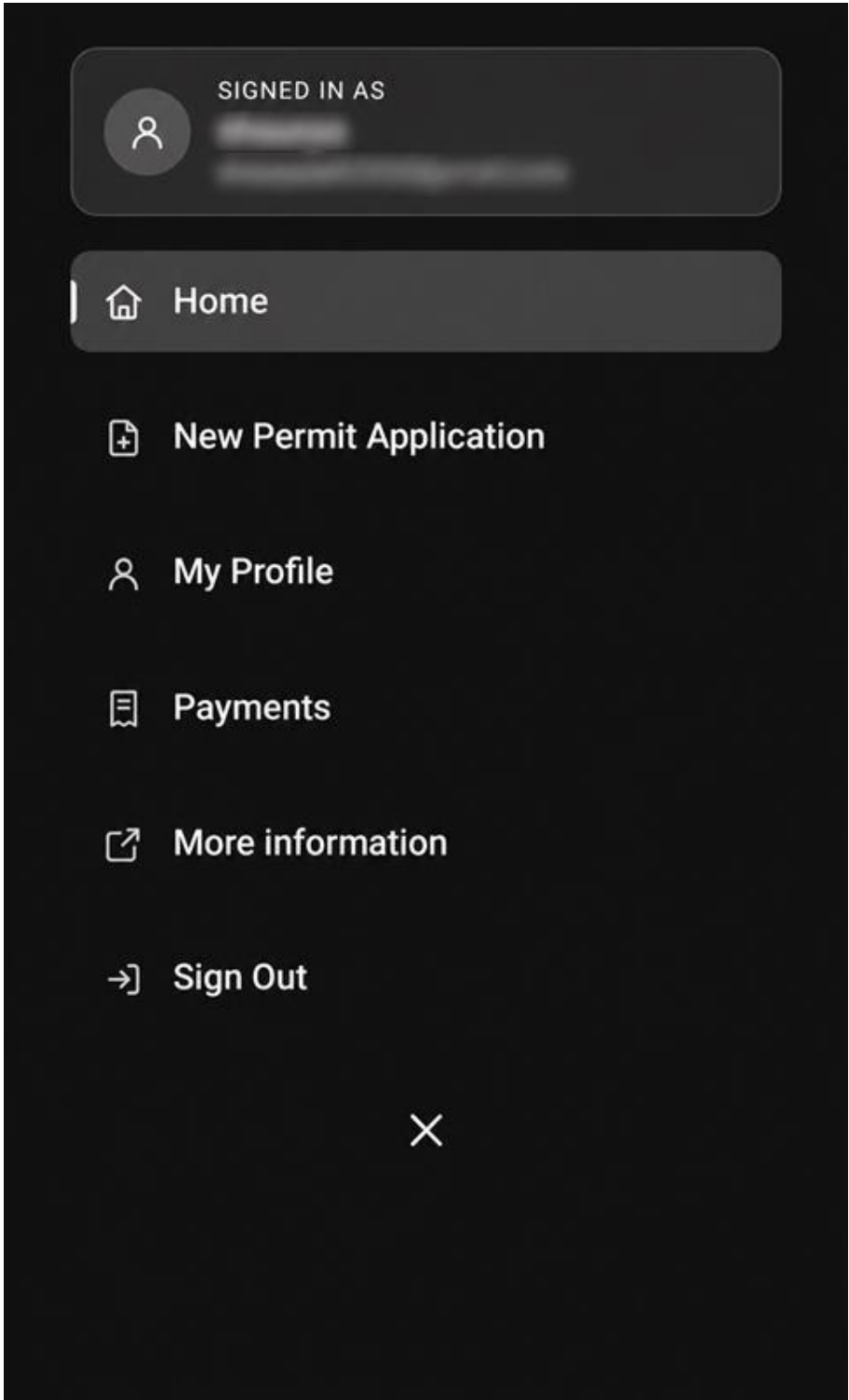
No permits match the selected filters. Change your criteria or clear the filters.

Clear filters

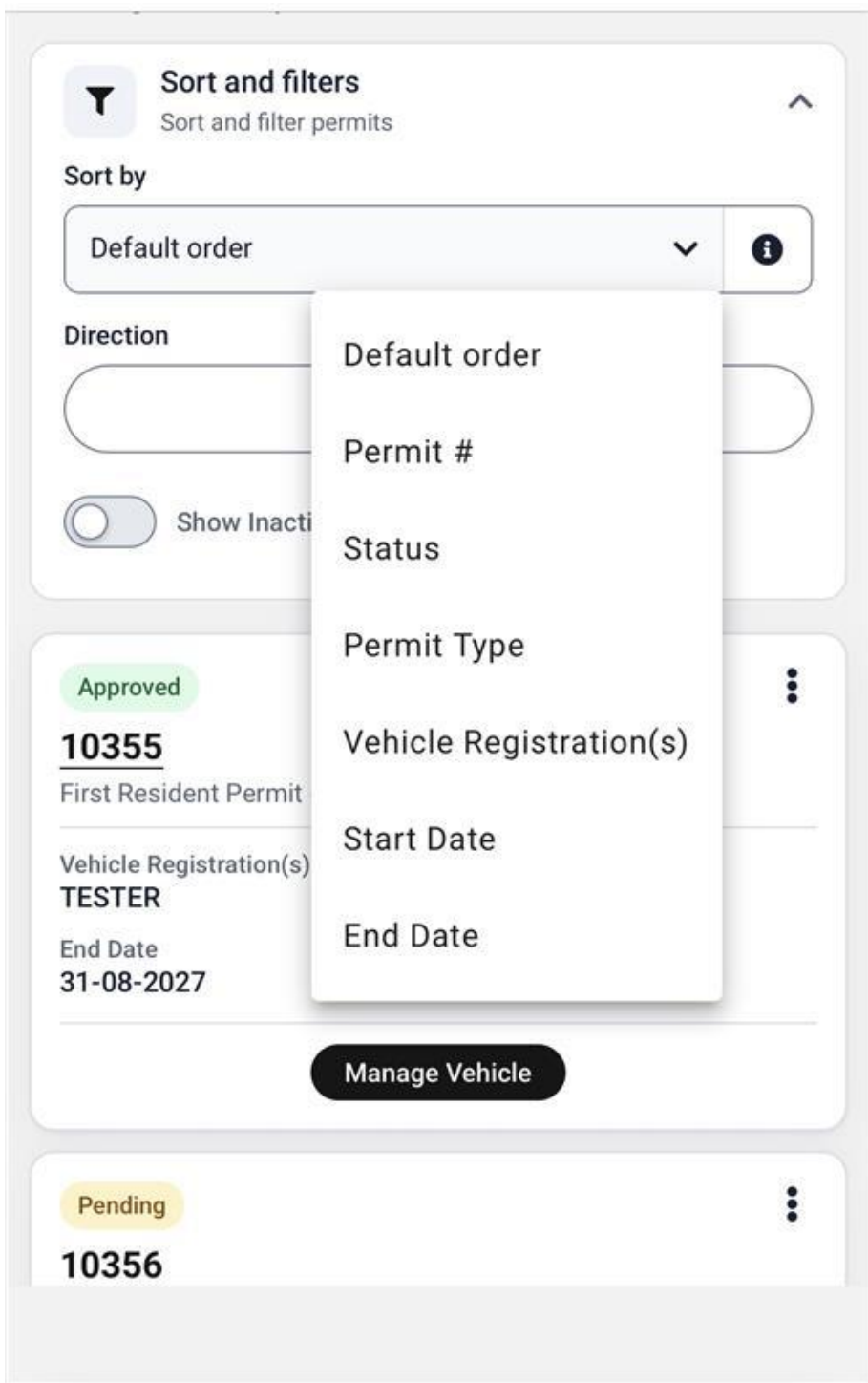
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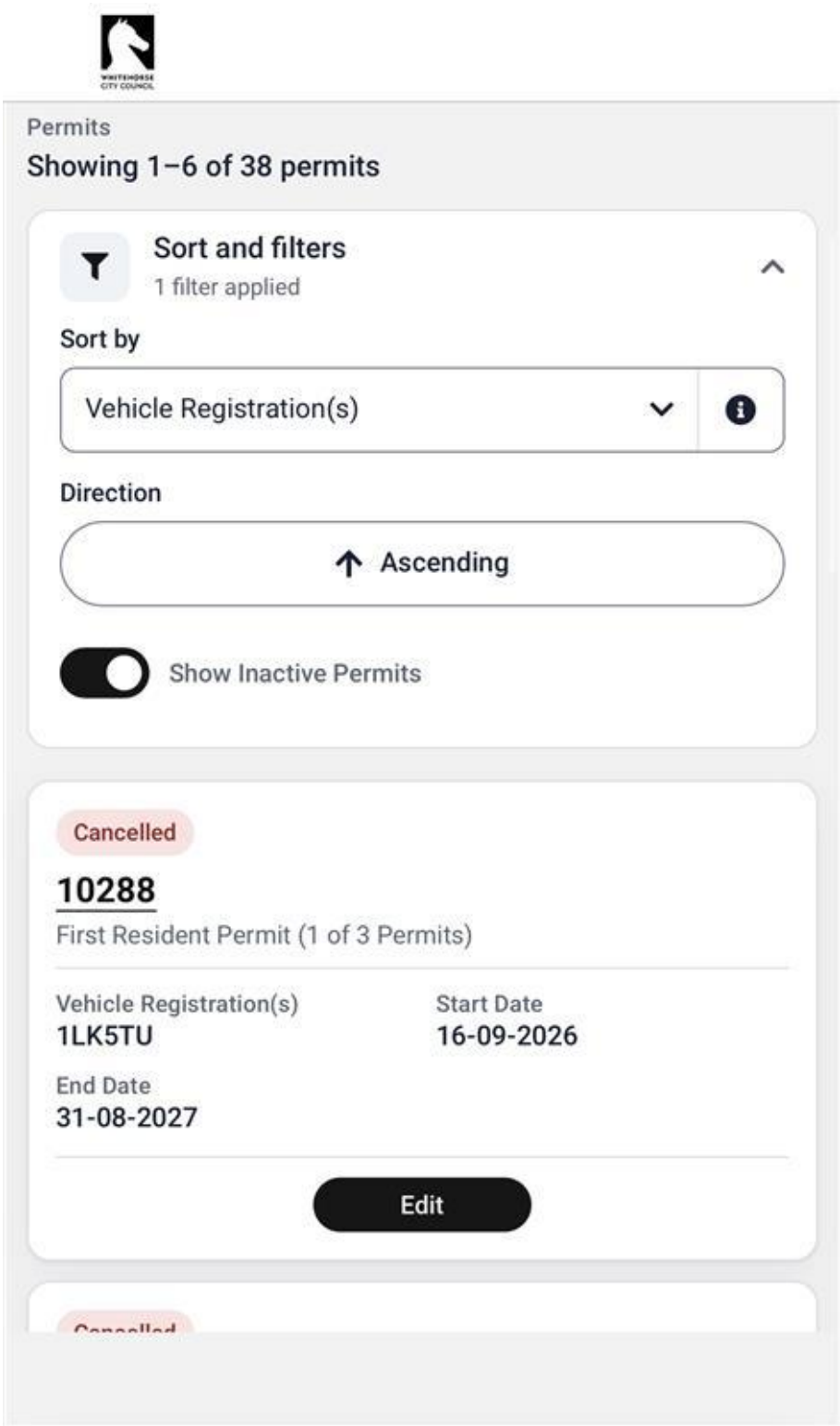
7. The user opens the navigation menu to access the main SSP options and navigate to different sections of the portal.



8. From My Permits, the user opens Sort and filters and selects how the permit list should be sorted.



9. The user turns on Show Inactive Permits to display cancelled or inactive permits.



10. As a new user, the user enters their profile and address details to complete registration.







User Profile



Create User Profile - Whitehorse City Council ePermits

Please complete the registration process to proceed further.

User Details

Title

First Name *

Last Name *

Address Details

Address *

Enter your address

11. The user completes their contact details, confirms the verified address information, and selects Save.



Area

E2

Contact Details

Mobile Phone *

Email *

Save

Deactivate Account

12. The user opens New Permit Application and selects Residential Permits.



Permit Group

Enter a valid address within the Whitehorse municipality that qualifies for a Residential Parking Permit. If the address is not eligible, an error message will be displayed (in a yellow box) when you save your information and you will be unable to continue with the application.

PERMIT GROUP

Residential Permits

Apply For Permit

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13. The user reviews the available residential permit types and selects the required permit.

Residential Permits

→

Permit Type *

First Resident Permit (1 Of 3 Permits)

Residential Permits ...

i

Second Resident Permit (2 Of 3 Permits)

Residential Permits ...

i

Third Resident Permit (3 Of 3 Permits)

Residential Permits ...

i

14. The user reviews the eligibility message and selects Proceed to continue.

Residential Permits

→

Eligibility Message

For eligibility criteria, parking zone details, and parking conditions for the issue and use of permits specific to your zone, please visit our website: [Residential Parking Permits | Whitehorse City Council](#)

This permit is free of charge. Each property is eligible for only one free First Permit. If this permit type has already been issued to your property, please apply for the next available option (i.e. the Second Permit).

Proceed

Cancel

15. The application form opens. The user reviews the permit type, date range, start date, and end date.

Apply for a Permit

→

Resume Later

Submit

Close

Permit Type *

First Resident Permit (1 of 3 Permits)

Permit Details

Date Range

Oct 1, 2026 - Sep 30, 2027

Start Date *

02/10/2026

End Date *

30/09/2027

Fee

16. The user reviews their personal details and confirms that the address is verified.



User Details

Title

First Name *

Last Name *

Mobile Number *

Email

Address

25 Agnes Street, Blackburn South VIC 3101

Documents

17. The user reviews or uploads the required proof of occupancy and any additional supporting documents.



Documents

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

_Report_2513550_1502972.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.

Delete

Add

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

If any extra documents are needed

Delete

Add

18. The user enters the vehicle registration and state, confirms whether the vehicle is registered at the address, and selects OK.



Add

Vehicle Details

Vehicle Registration *

TEST

Vehicle State *

VIC

Notes

Notes

☒ Registered At Address

Cancel

OK

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

Submit

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19. The user reviews the added vehicle, accepts the Terms and Conditions, and selects Submit.

Vehicle Details

REGO

TEST

STATE

VIC

NOTES

MANAGE

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](#) *

Submit

Accept Terms And Conditions

RULES FOR WHERE YOU CAN PARK

You can only use your permit in the zone associated with your property.

Zone	Where you can park
Zone A & B	The street where you live and the adjacent streets.
Zone C	The street where you live and the adjacent streets.
Zone D	Only in the street where you live

Scroll to read more >

Scroll to read more >

Ok

20. The user opens the navigation menu and selects My Profile.



SIGNED IN AS



Home



New Permit Application



My Profile



Payments



Reset Password



More information



Sign Out



21. In My Profile, the user reviews or updates their personal and address details.





User Profile



Edit User Profile - Whitehorse City Council ePermits

User Details

Title

First Name *

Last Name *

Address Details

Address *



22. The user reviews the remaining profile details and selects Save, or selects Deactivate Account if required.



Area

E2

Contact Details

Mobile Phone *

Email *

Save

Deactivate Account

23. The user opens the navigation menu and selects Sign Out.

SIGNED IN AS

Home

New Permit Application

My Profile

Payments

Reset Password

More information

Sign Out

24. The portal confirms that the user has logged out and provides an option to return to the login page.



Logged Out

You are now logged out.

Login to Whitehorse City Council