



Whitehorse City Council
379–399 Whitehorse Road
Nunawading VIC 3131
Locked Bag 2 Nunawading VIC 3131

ABN: 39549568822

Telephone: (03) 9262 6333
Fax: (03) 9262 6490
NRS: 133 677
TIS: 131 450
customer.service@whitehorse.vic.gov.au
www.whitehorse.vic.gov.au

CREATING AN ePERMIT ACCOUNT

Creating an ePermit account is quick, easy, and free. ePermits can be applied for via a browser on any web-enabled device (i.e. desktop PC, laptop, iPad, tablet).

Logging into ePermits for the first time

Before you start applying for permits, you need to connect your online account to your address.

1. Go to <https://whitehorse-epermits.orian.tech/ssp/> and select 'Register New User' (if you don't already have an account)

WHITEHORSE
CITY COUNCIL

Email

Password

Login

[Register as a new user](#)

[Forgot your password?](#)

2. Follow the email instructions to log in. If you don't receive the email, please check your Spam/Junk folder.
3. Once you log in to your ePermit account, enter your residential address.

Address Details

Can't find your address? Enter manually ☐

Address *
379 Whitehorse Road, NUNAWADING VIC 3131

Area
C3



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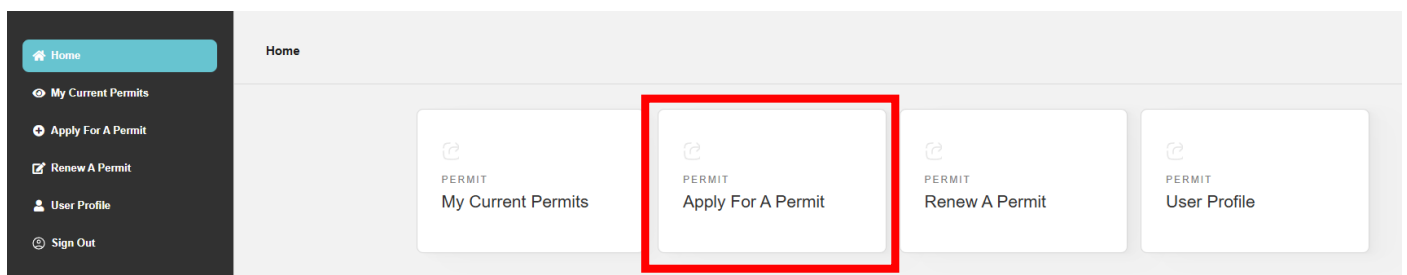
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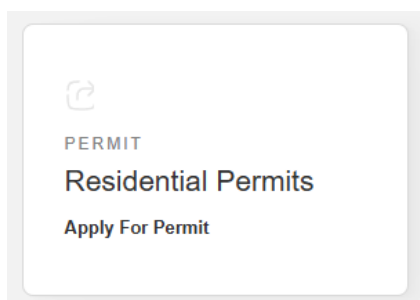
4. If your address is not eligible for an ePermit, an error message will be displayed in a yellow box when you save your information and you will be unable to continue with the application.

This address is not recognised as being in a Regulated Parking Permit Scheme Area and may not be eligible for parking permits.
If your property is in a permit area, the address you entered may not be the official address of the property.

5. Select 'Apply for a Permit'



6. Select 'Residential Permits'



7. Select either 'First Residential Permit', 'Second Residential Permit' or 'Third Residential Permit' from the permit type drop-down field

Permit Type *

-- Please Select --

-- Please Select --

First Resident Permit (1 of 3 Permits)

Second Resident Permit (2 of 3 Permits)

Third Resident Permit (3 of 3 Permits)



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8. Select 'Proceed' and complete your ePermit application

Permit Type *

First Resident Permit (1 of 2 Permits) ▼

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

Forgotten your password

If you have forgotten your password, select 'Forgot your password' on the ePermit sign-in screen. Enter your email address and select 'Reset'. You will receive an email with a link to update your password.



Forgot your password?

Enter your username to request a password reset by email.

Email *

Email

Reset

[Cancel](#)