



PENANG SMART PARKING

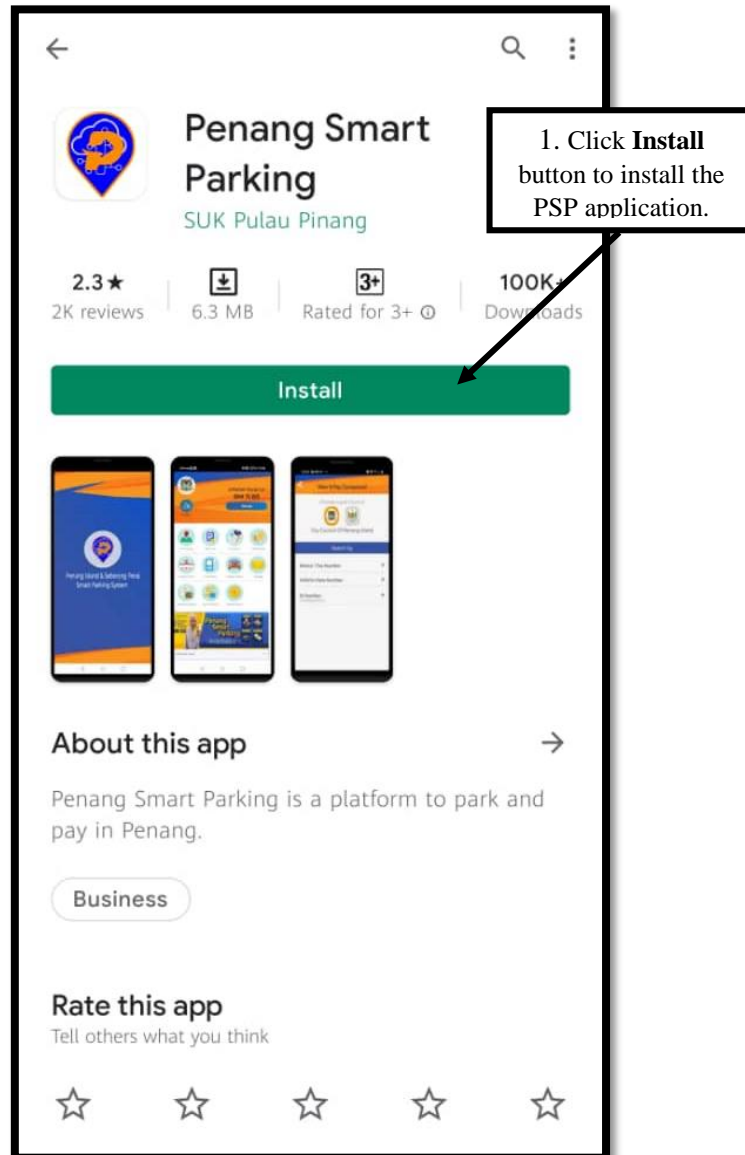
**USER MANUAL
PENANG SMART PARKING APPLICATION
(RELEASE 2.0.4)**

ANDROID VERSION



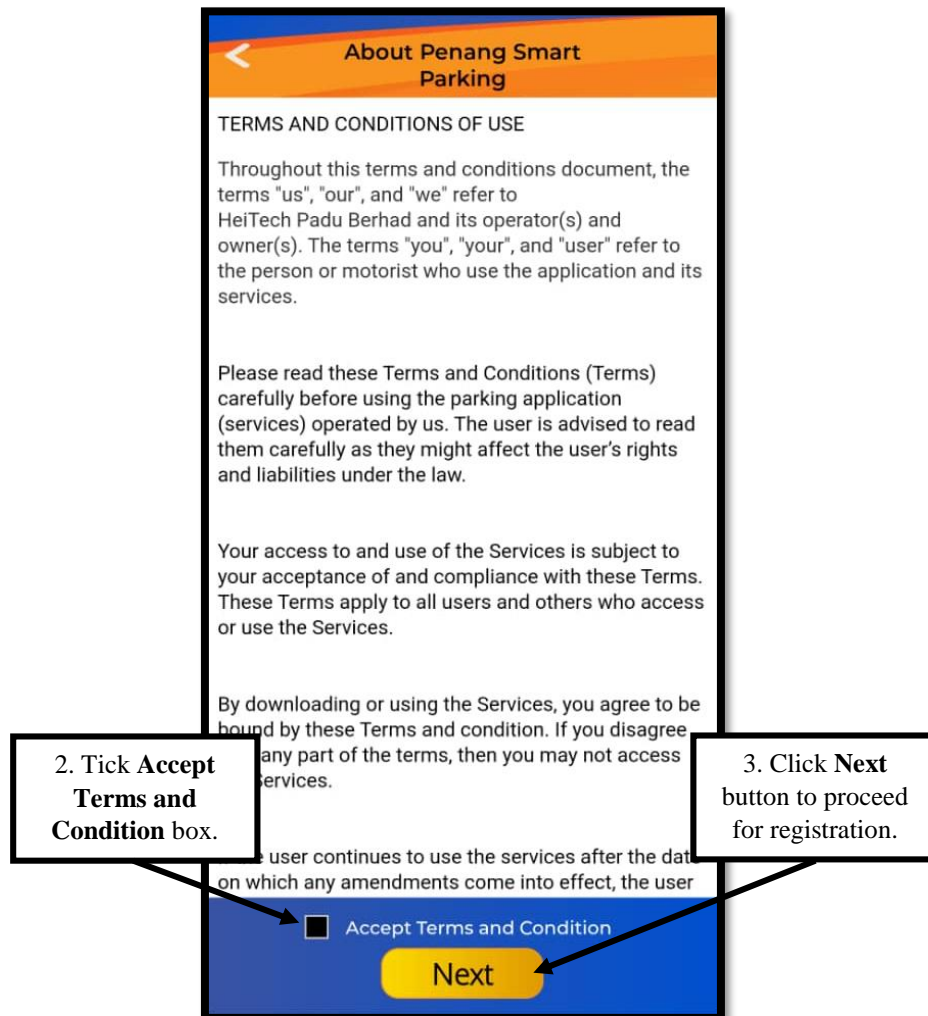
1. Installation of Penang Smart Parking Application

1. Open Android Play Store.
2. Search Penang Smart Parking application.
3. Click on ***Install*** button to install the application into the phone.

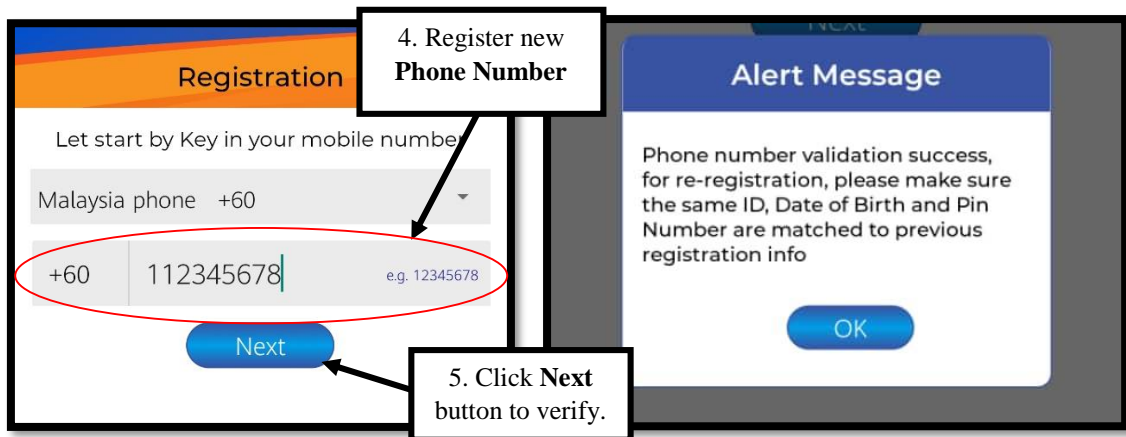


2. User Registration

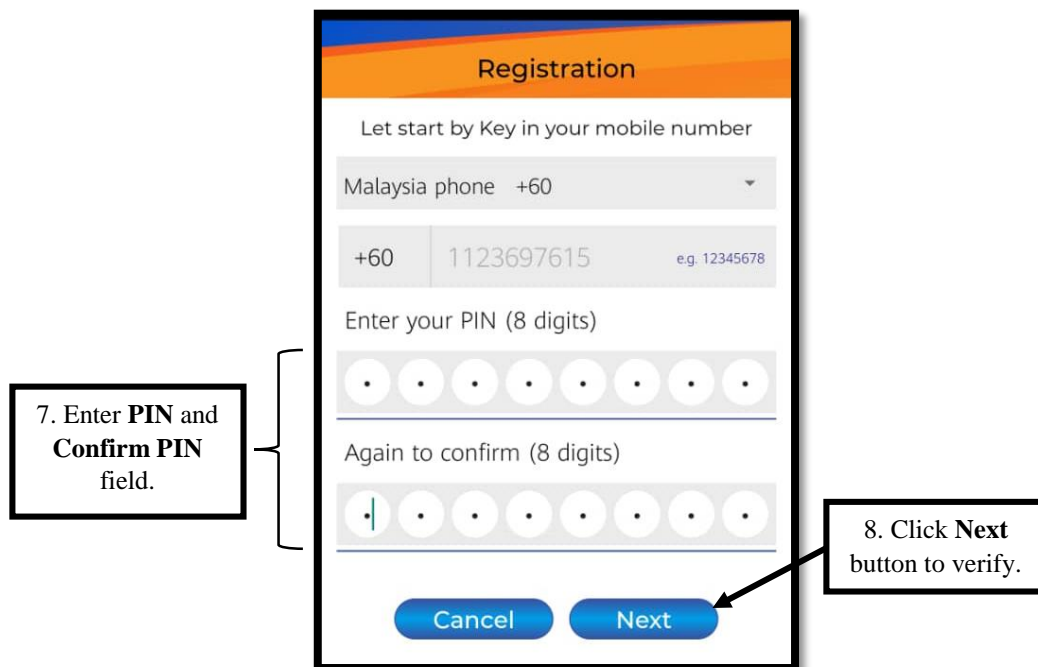
1. Read the **Terms and Conditions of use** Penang Smart Parking application.
2. Tick on Accept Terms and Condition box.
3. Click *Next* button to proceed for registration.



4. Enter **Phone Number** for registration.
5. Click on *Next* button to enter **Phone Number** again for verification.
6. Display alert message indicating phone number has been successfully validated.

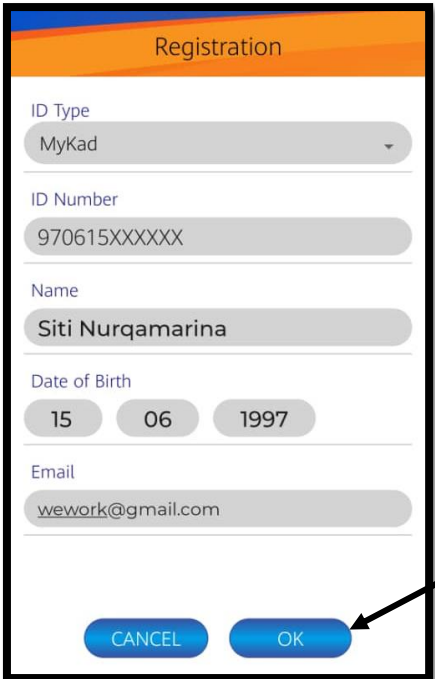


7. Enter **PIN** and **Confirmation PIN**.
8. Click *Next* to proceed for registration.



9. Select **ID Type** and Enter **ID Number**, **Name**, **Date of Birth** and **Email**.
10. Click **OK** to proceed with the registration or click **CANCEL** to cancel the registration.

9. Enter the **user's detail** into the required field.



The screenshot shows a mobile application registration screen titled "Registration". It contains several input fields: "ID Type" with a dropdown menu showing "MyKad", "ID Number" with the text "970615XXXXXX", "Name" with the text "Siti Nurqamarina", "Date of Birth" with three separate input boxes containing "15", "06", and "1997", and "Email" with the text "wework@gmail.com". At the bottom of the form are two blue buttons: "CANCEL" and "OK".

10. Click **OK** button to proceed the registration.

11. Login by using the **PIN** number that has been registered to use the application.
12. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
13. Click **OK** button.
14. System display the PSP application main page.

12. Choose **Local Council** button.

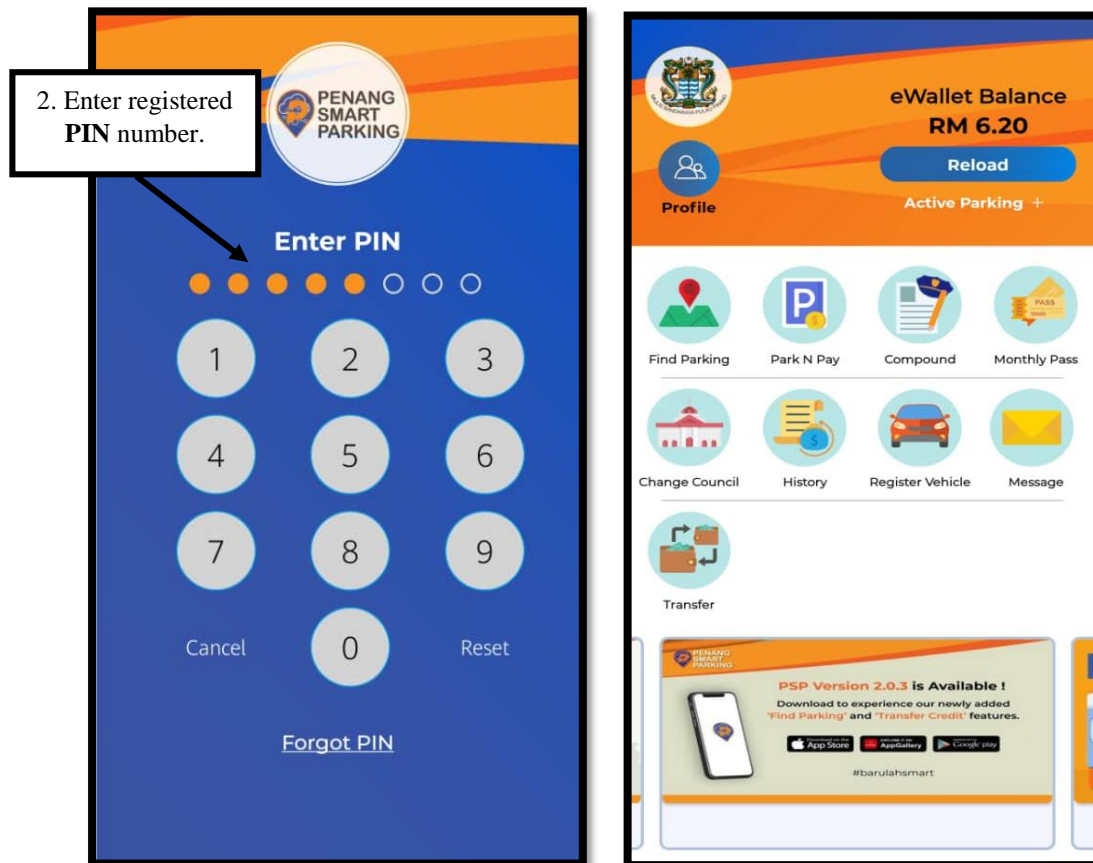


The screenshot shows a mobile application screen titled "Choose Local Council". It features a back arrow in the top left corner. Below the title, there is a section labeled "Choose Local Council" with two circular icons representing different local councils. Below these icons is a section labeled "Chooosed Council" (note the typo) with the text "City Council Of Penang Island". At the bottom of the screen is a blue button labeled "OK".

13. Click **OK** button.

3. User Login

1. Launch the mobile application.
2. Enter **PIN** that has been registered.
3. System display the PSP application main page.

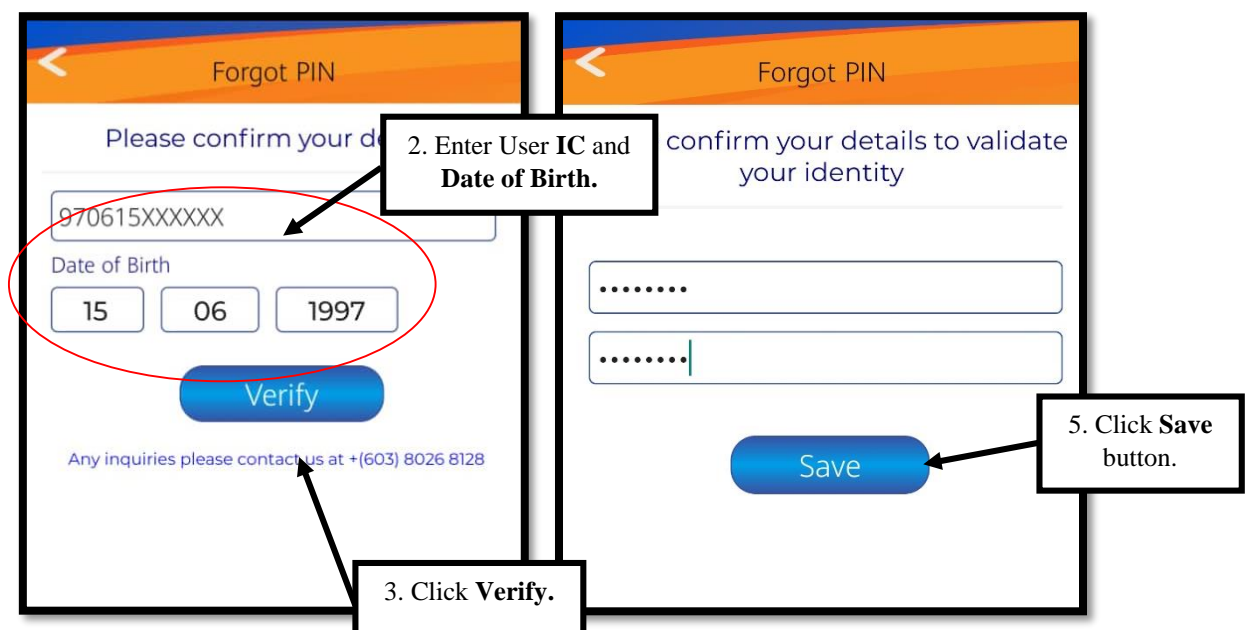


4. Forgot PIN

1. Click on **Forgot PIN** button to change password.

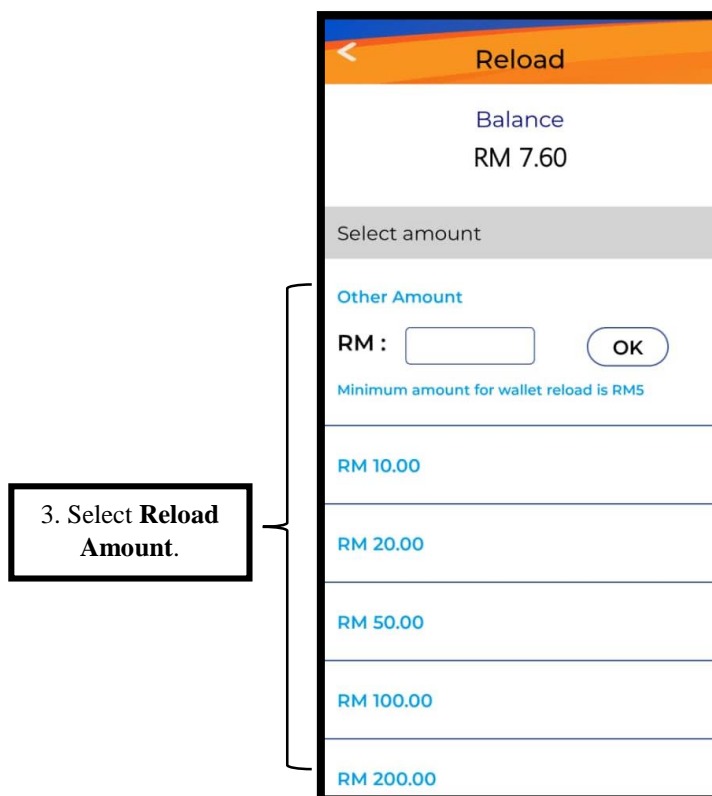
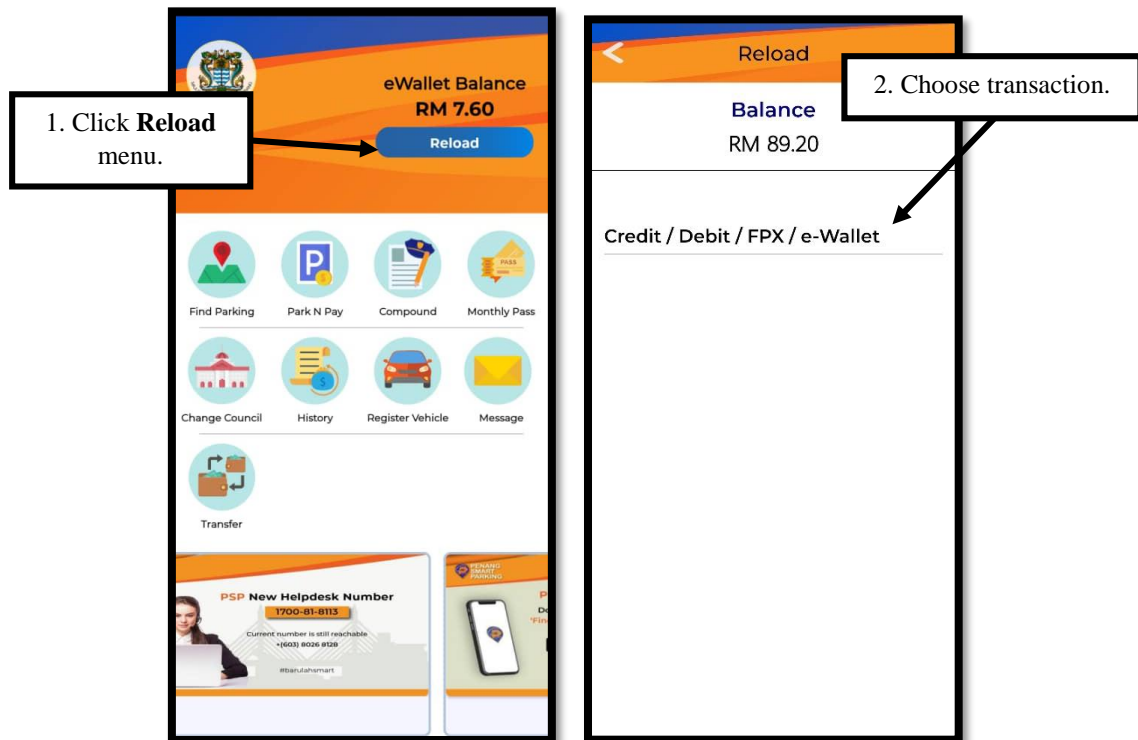


2. Enter **IC Number** and **Date of Birth** for user confirmation.
3. Click **Verify** button to validate user identity.
4. Enter new **PIN** and **Confirmation PIN**.
5. Click **Save** button.
6. Login again by enter **New PIN** to use the application.



5. Reload

1. Click **Reload** menu from the main page.
2. Choose transaction option. (**Example:** Credit/Debit/FPX/e-Wallet)
3. Select **Amount** to reload and proceed with the reload transaction.

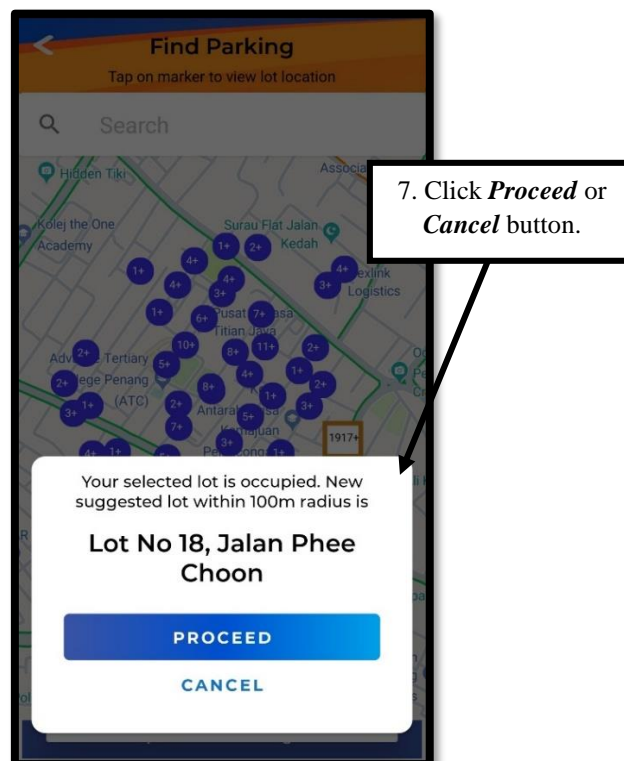
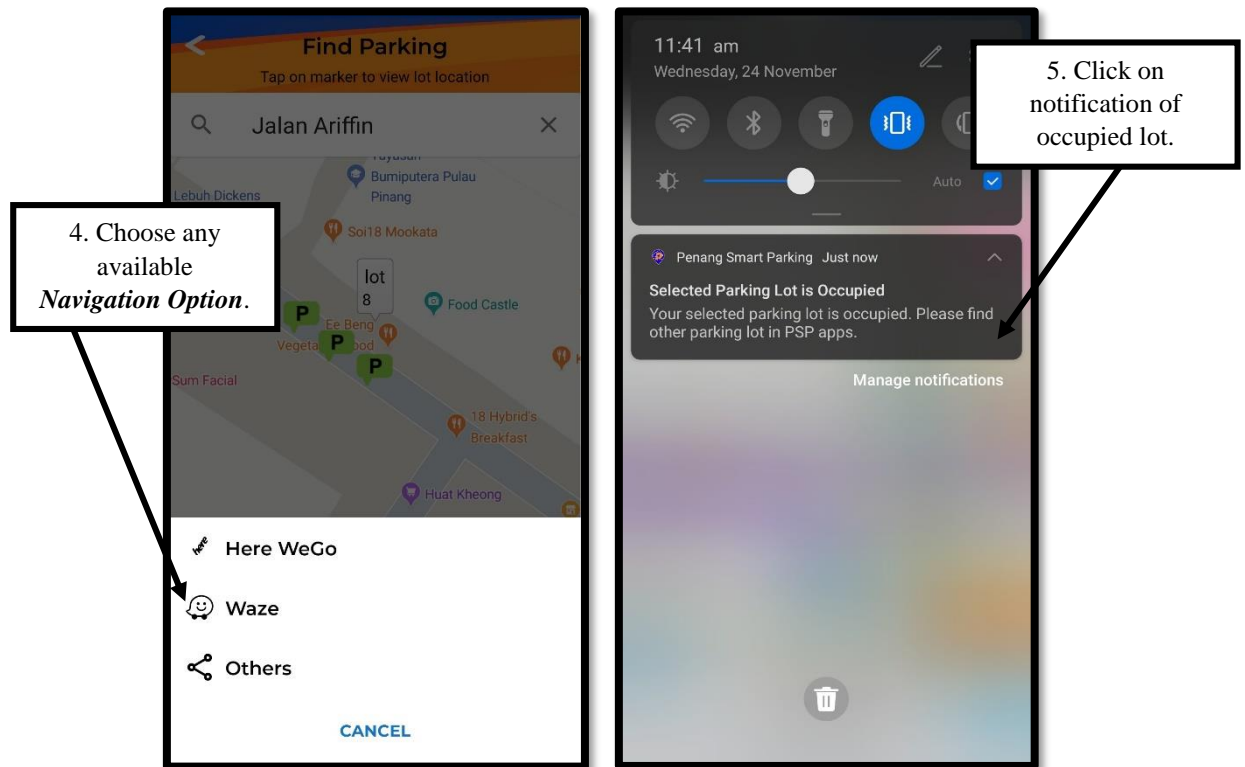


6. Find Parking

1. Click **Find Parking** menu from the main page.
2. Enter the parking location.
3. Tap on blue marker for preferred parking location. Tap on any **Lot**.



4. Choose any available *Navigation Option*.
5. Click on notification when lot is occupied during navigation.
6. Suggested nearby lot, within 100m will be displayed.
7. Click *Proceed* to agree with the suggested lot, or *Cancel* to choose manually.

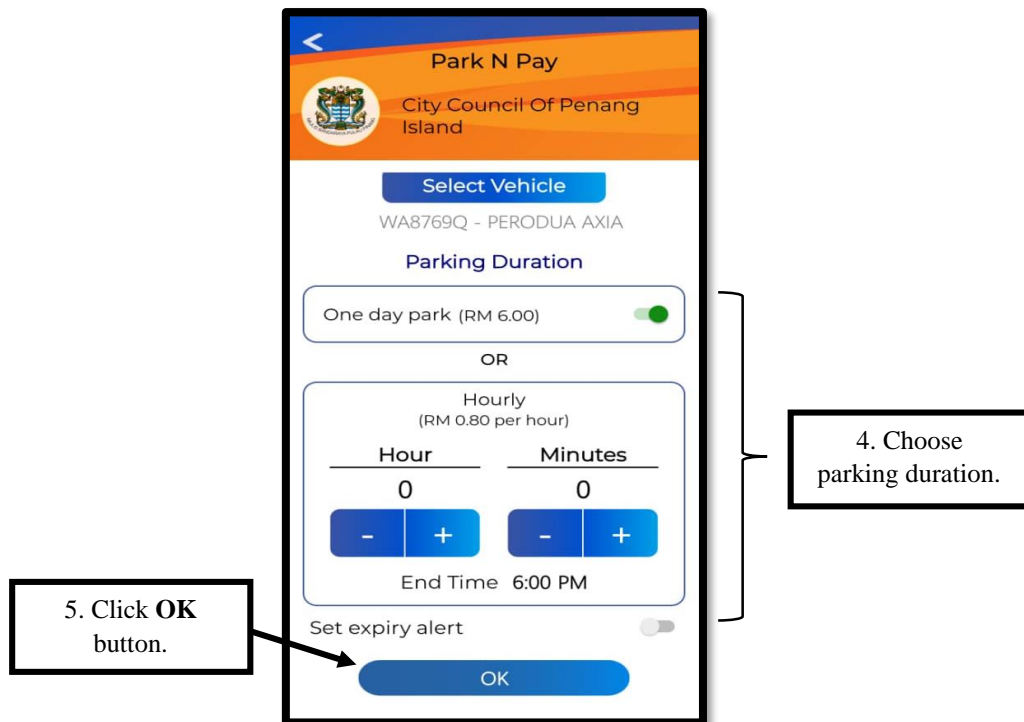


7. Park N Pay

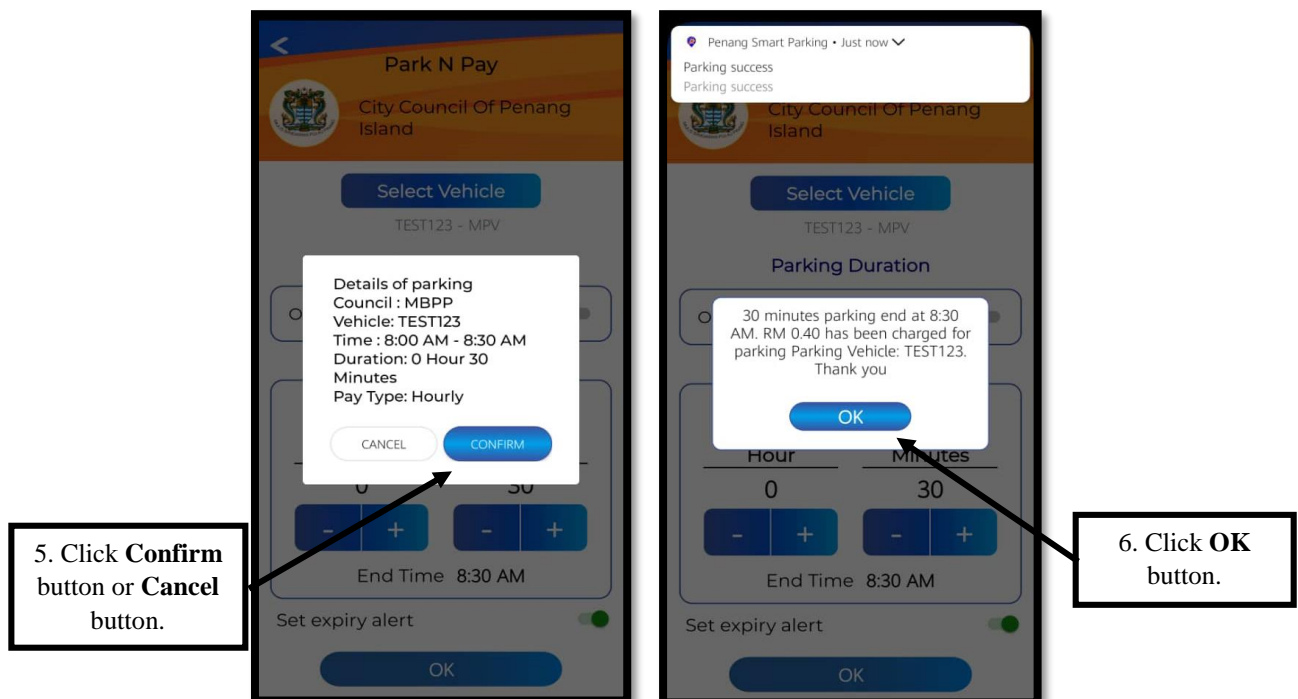
1. Click **Park N Pay** menu from the main page.
2. Click **Select Vehicle** button and wait until list of vehicle appears.
3. Select plate number from the vehicle list.



4. Choose **Parking Duration** either One Day Park or Hourly Park. Click “+” button to add minute/hour or “-” button to delete the minute/hour.
5. Click **OK** button to proceed with the payment.



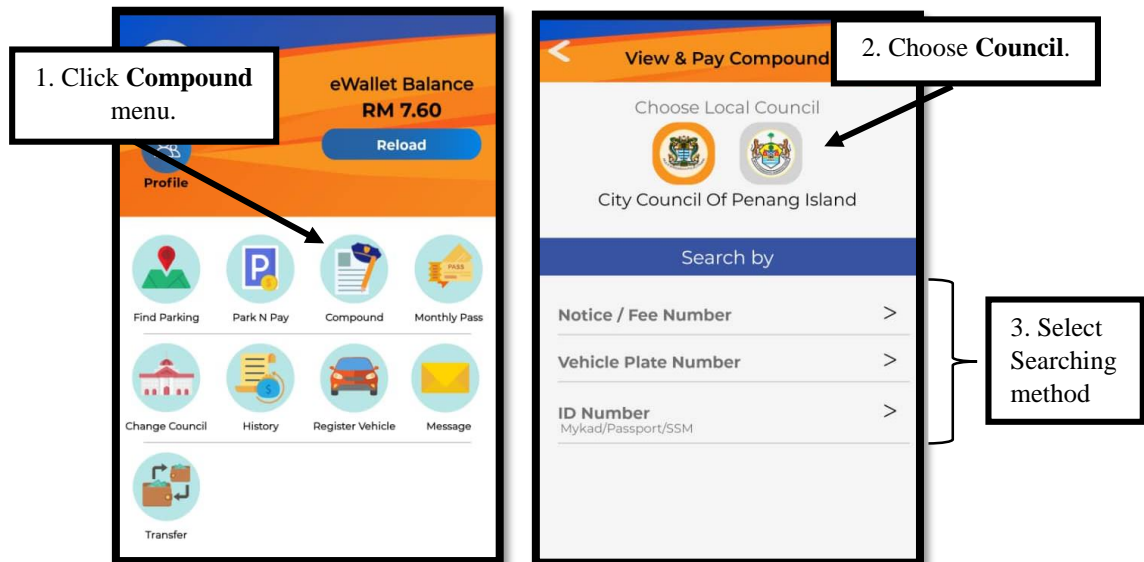
6. Click **Confirm** button to confirm the payment and wait until confirmation message appears or click **cancel** if need to cancel the payment.
7. Click **OK** button.



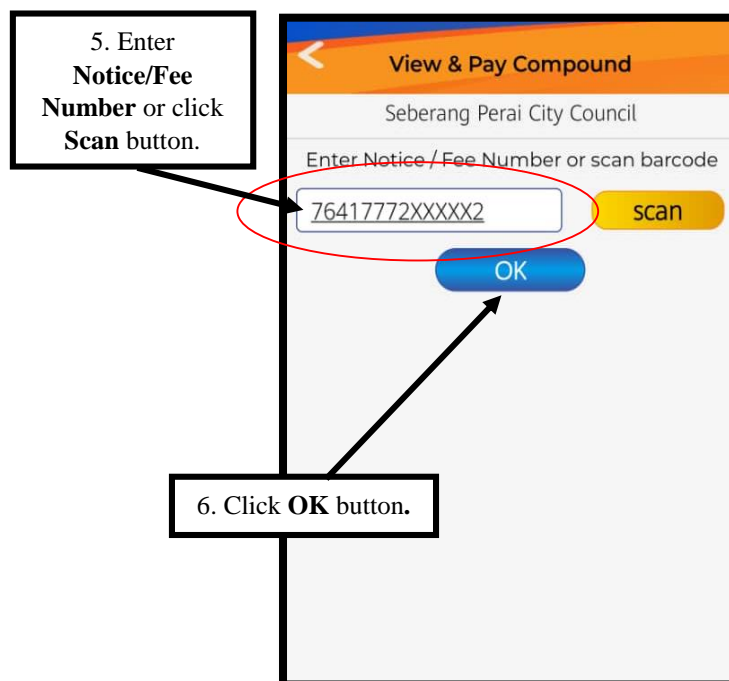
8. Park N Pay payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

8. Compound

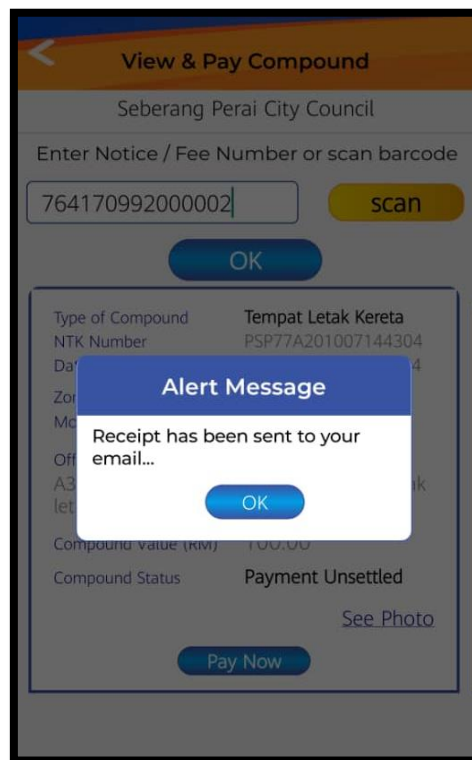
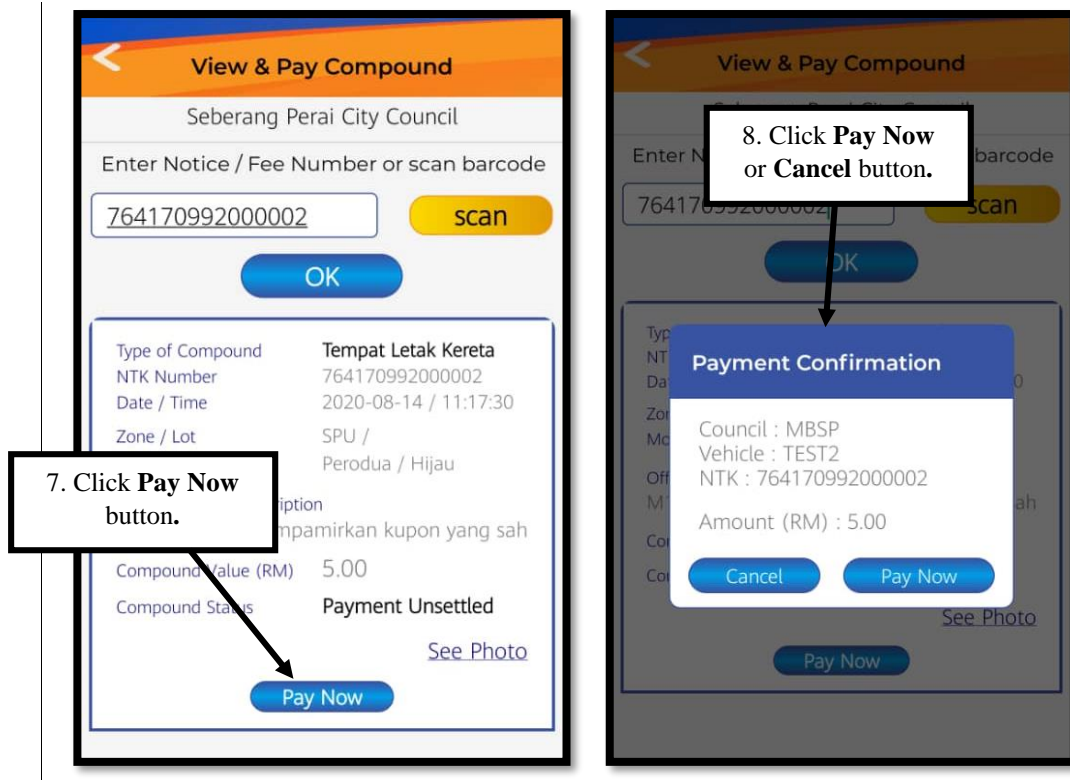
1. Click **Compound** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
3. Select searching method either Notice/Fee Number, Vehicle Plate Number or ID Number.



4. **Seberang Perai City Council**: Search by **Notice Number**.
5. Enter **Notice/Fee Number** or Click **Scan** to scan barcode from compound notice.
6. Click **OK** and list of compound will be display.

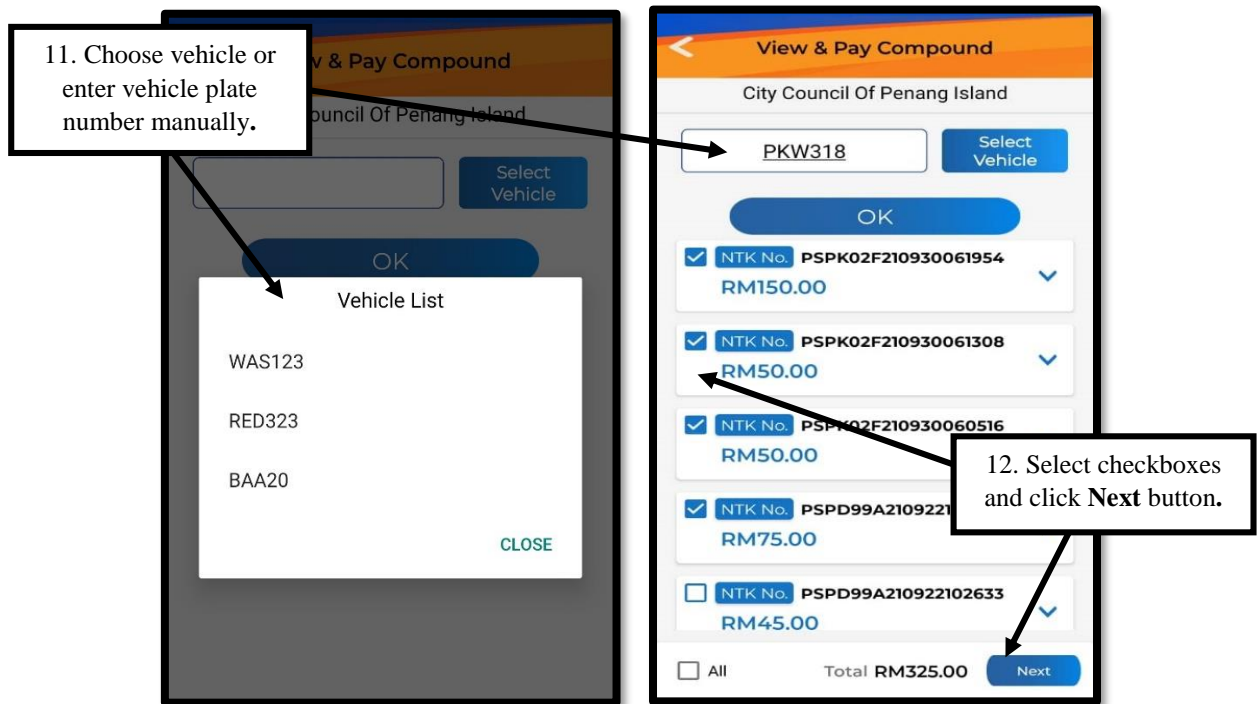


7. Choose compound to pay and click **Pay Now** button.
8. Click **Pay Now** button to proceed with payment or **Cancel** button to cancel payment.
9. Payment Success, Receipt will be sent to registered email



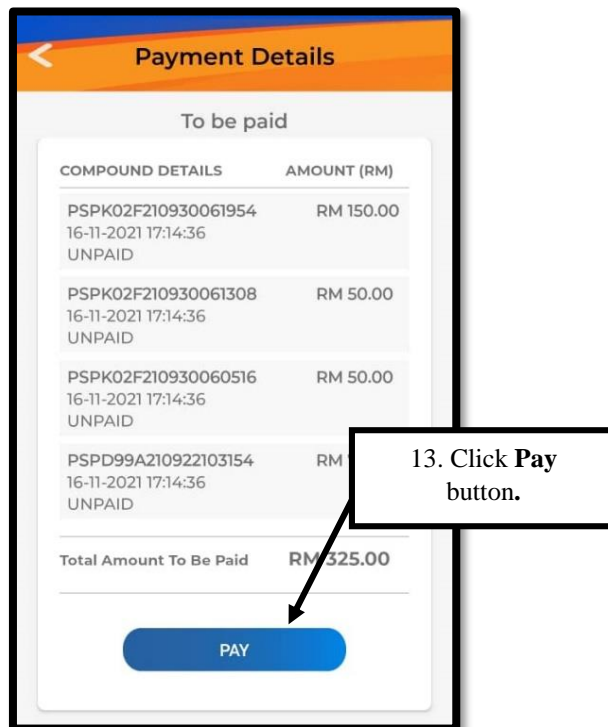
10. **City Council of Penang Island:** Search by **Vehicle Plate Number**.

11. Choose the **Vehicle** to pay compound or enter vehicle plate number manually. Click **OK** button

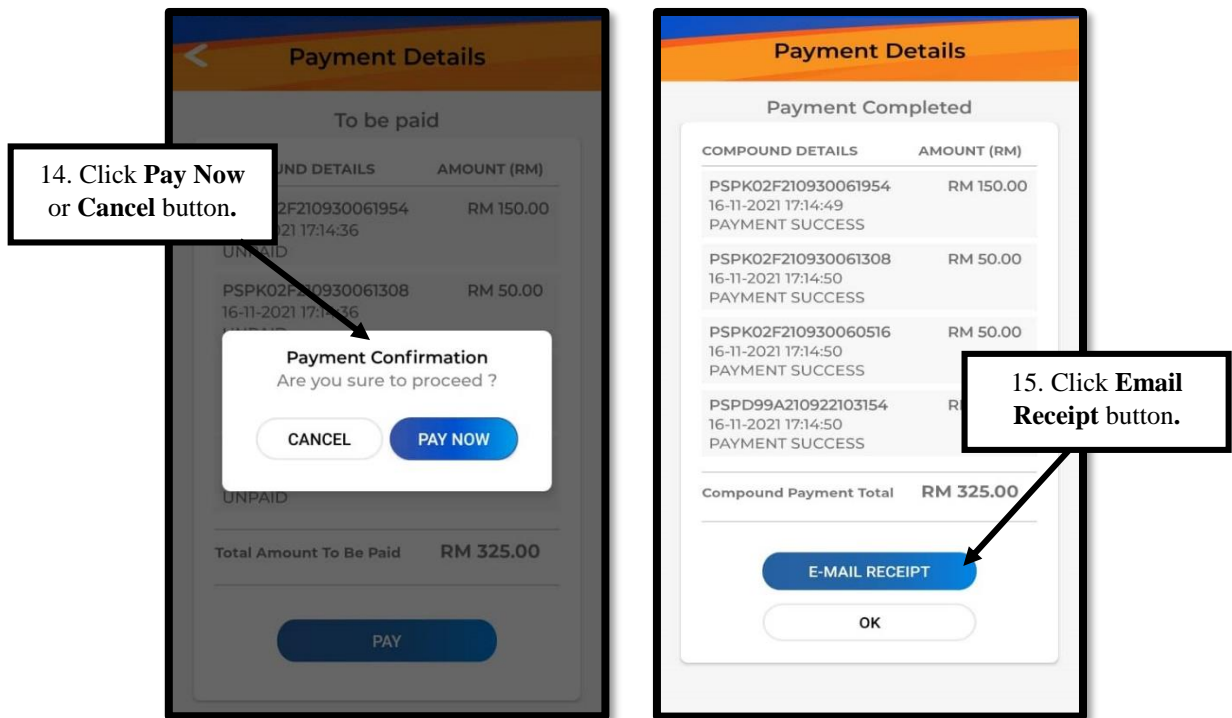


12. Select checkboxes for multiple compound payment. Click **Next** button.

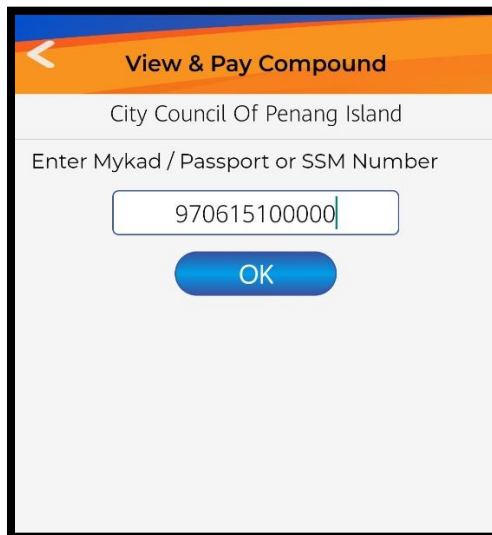
13. Click **Pay** button at Total Amount To Be Paid screen.



14. Click **Pay Now** to proceed with payment or **Cancel** button to cancel payment.
15. Payment Completed, click **Email Receipt** to receive receipt in registered email.



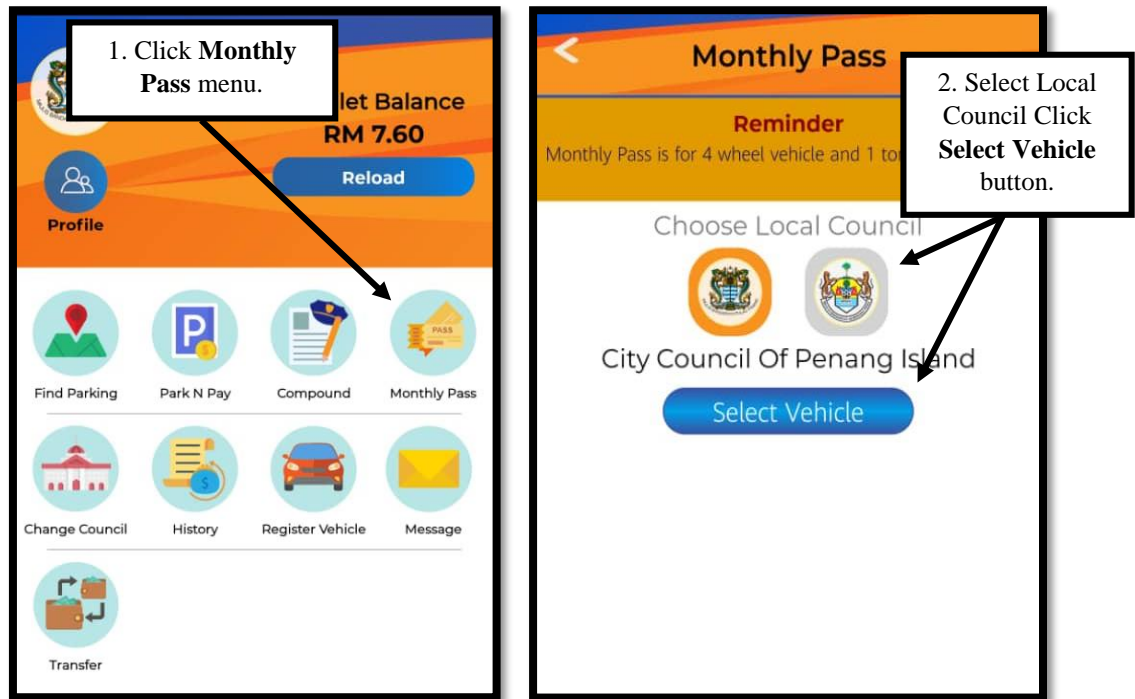
16. **City Council of Penang Island: Search by ID Number.**
17. Enter **MyKad / Passport or SSM Number** to pay compound.



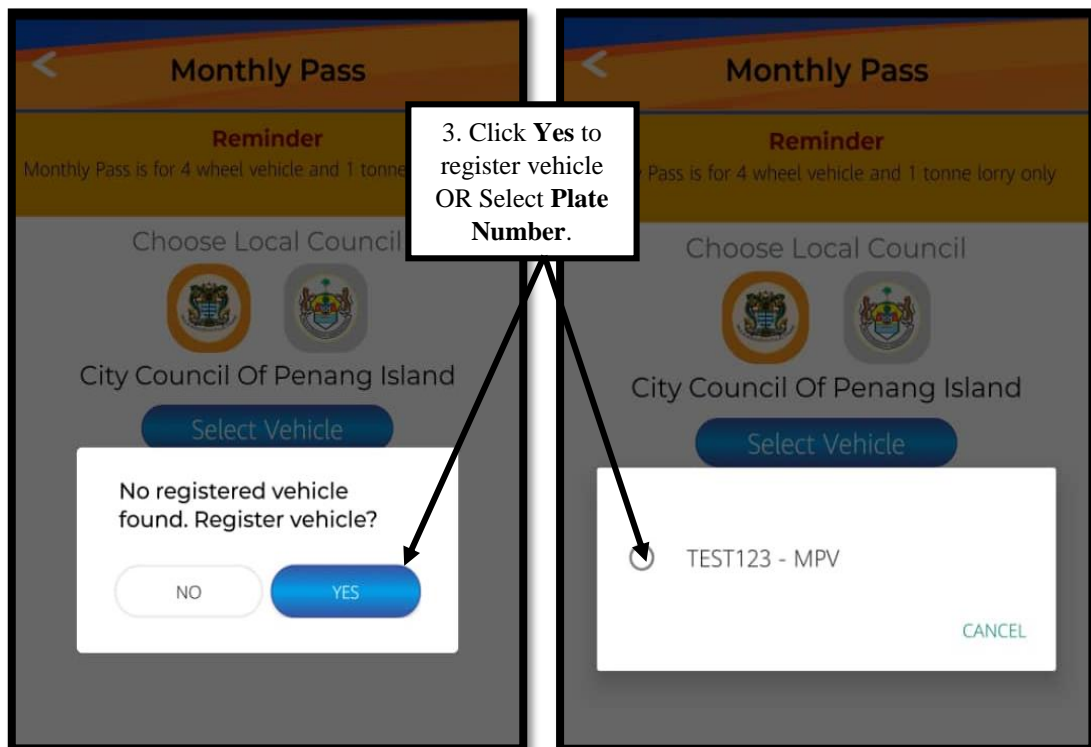
18. Multiple compound payment is only applicable for **Vehicle Plate Number** and **ID Number** search only. Compound payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

9. Monthly Pass

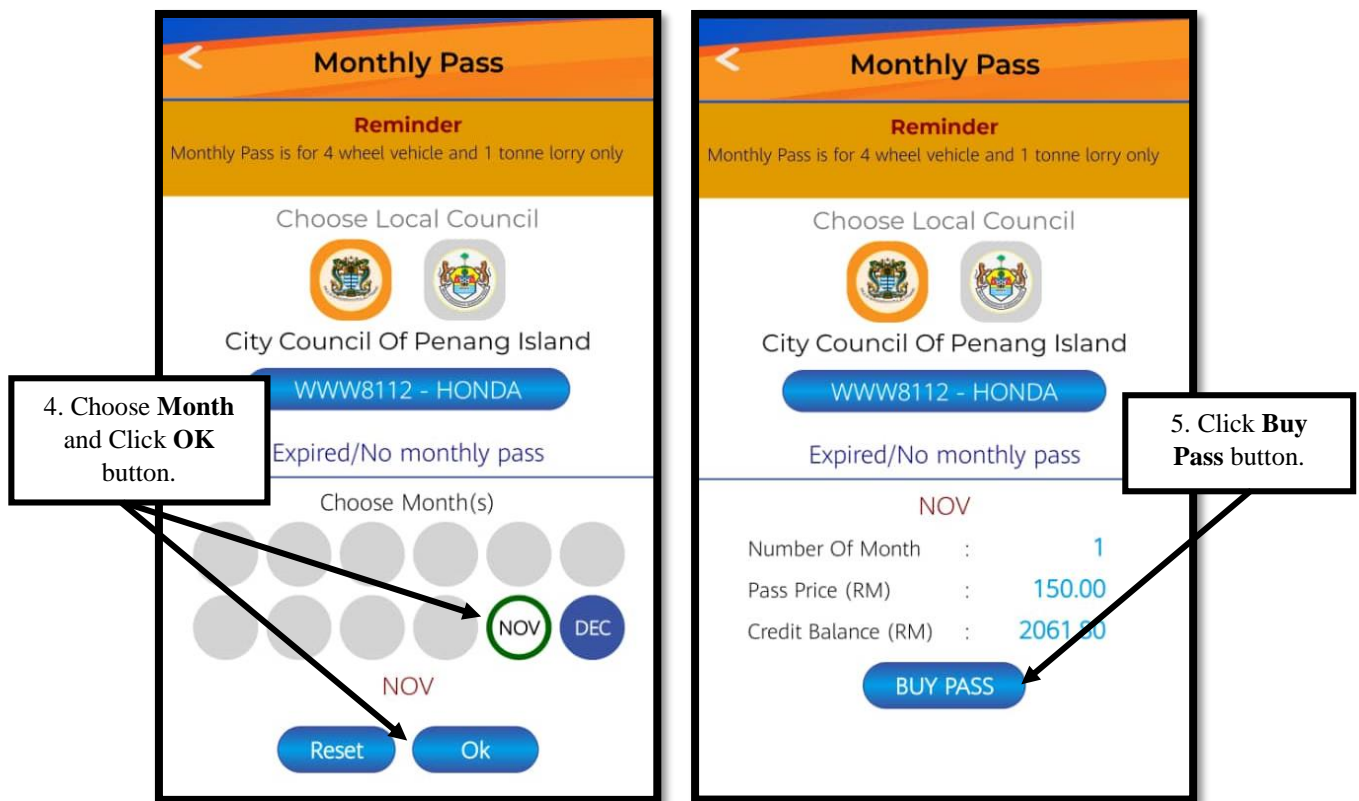
1. Click **Monthly Pass** menu on the main page.
2. Select Local Council button and click **Select Vehicle** button and wait until vehicle list appears.



3. Click **Yes** to register new vehicle **OR** Select **Vehicle** if it has been registered.



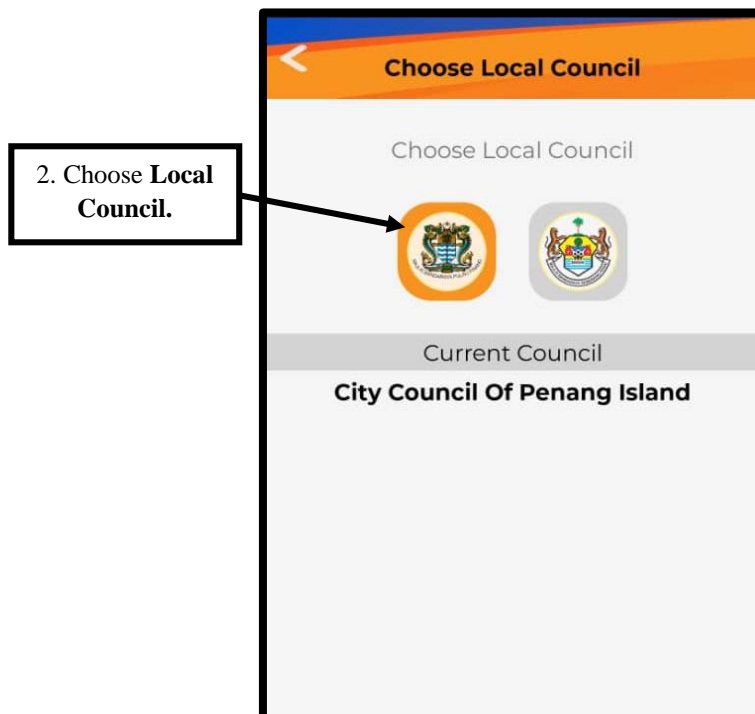
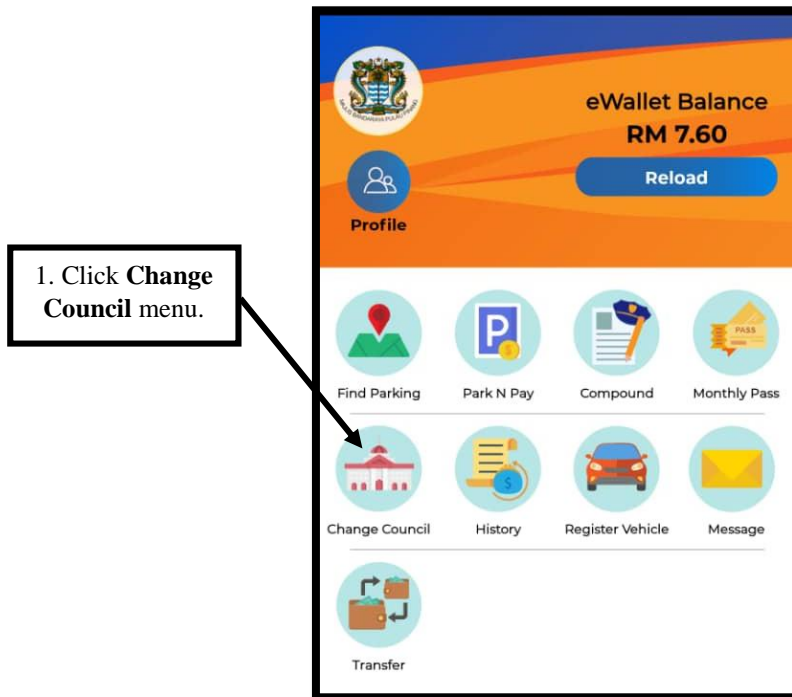
4. Choose **Month(s)** and click **OK** button to make payment or **RESET** button to cancel.
5. Click **Buy Pass** button to make a payment.



6. Monthly Pass payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

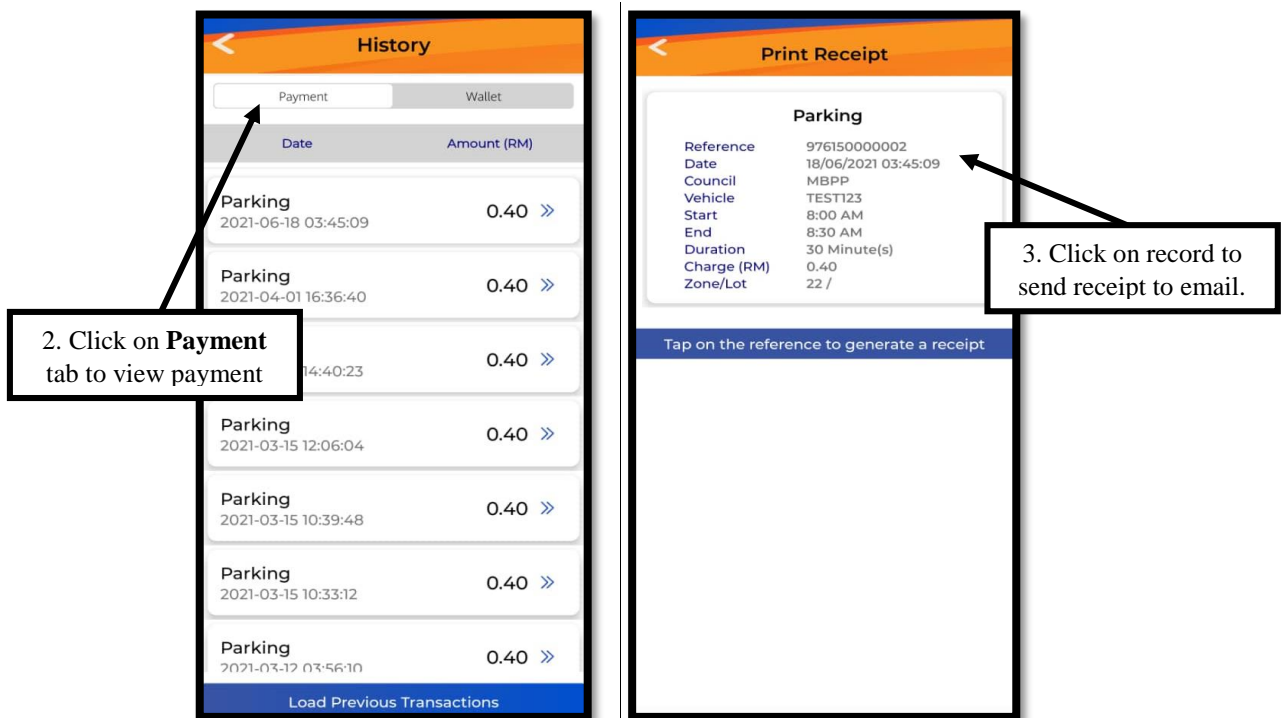
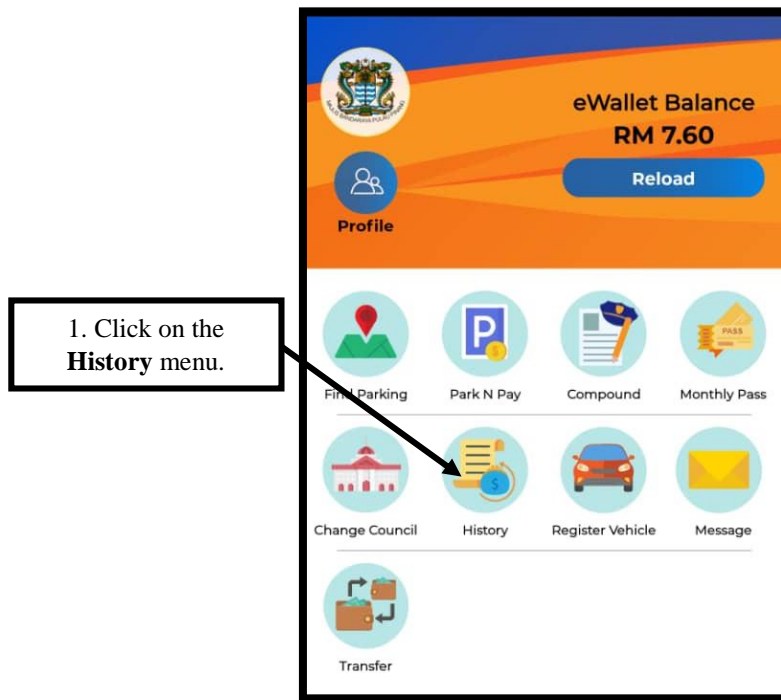
10. Change Council

1. Click **Change Council** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.



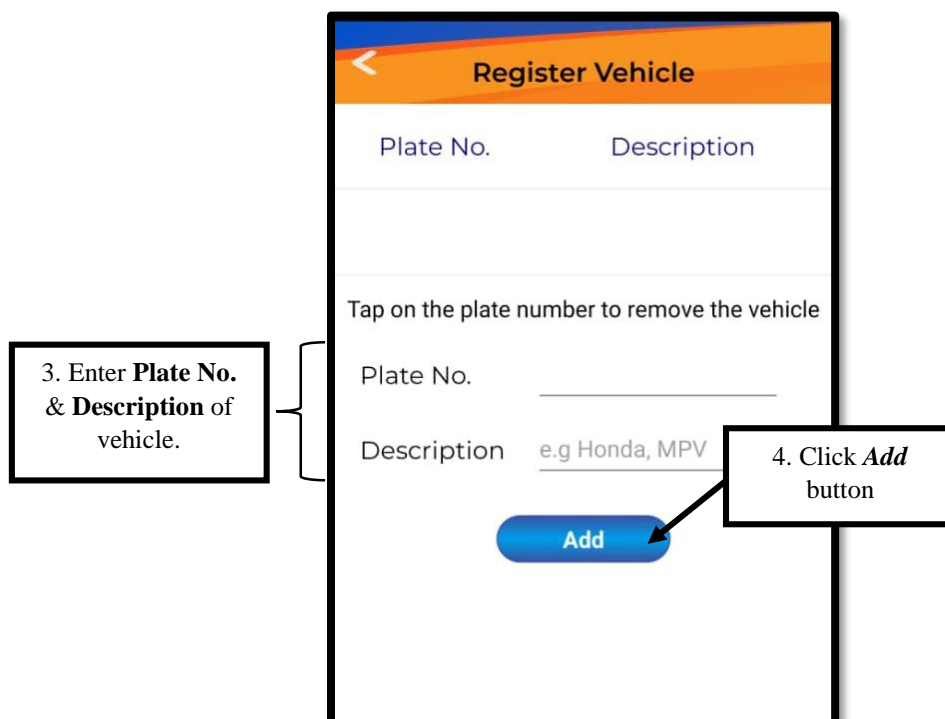
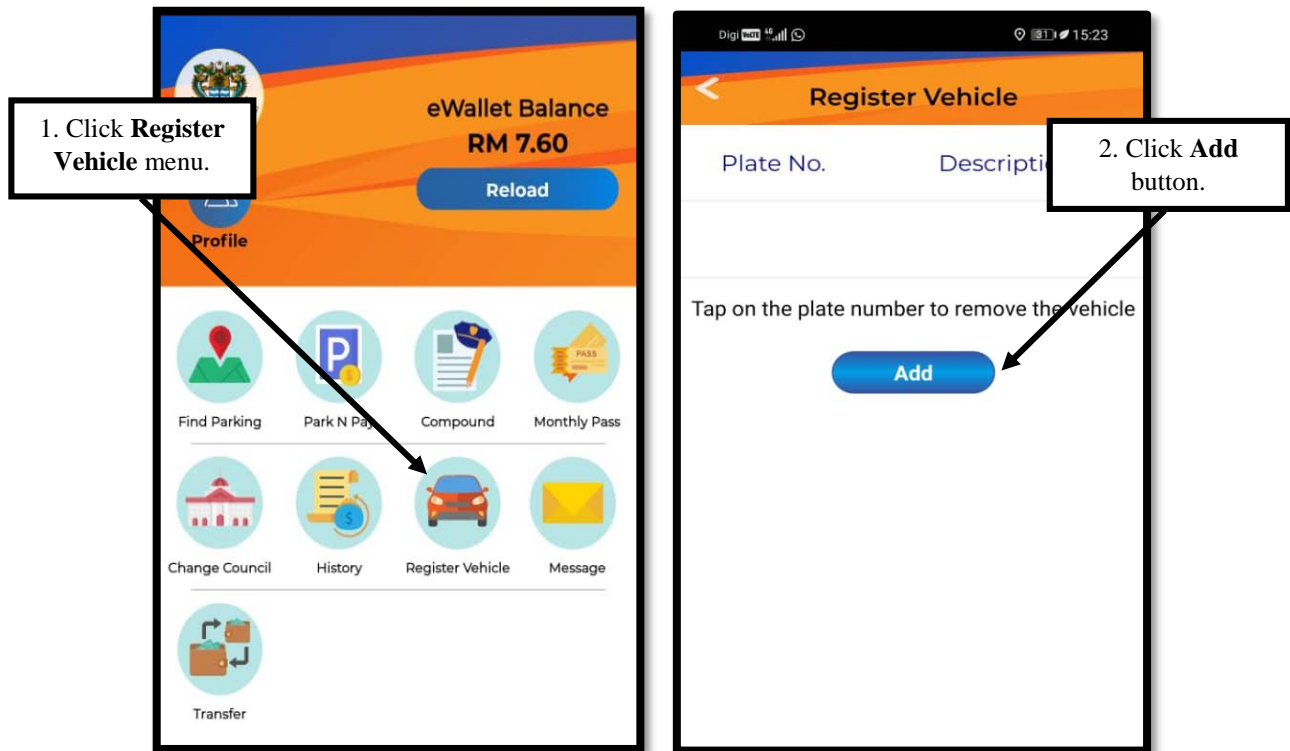
11. History

1. Click **History** menu from the main page.
2. Click >> from Payment List and tab **Reference Number** to generate the receipt.
3. The generated receipt will be sent through email.



12. Register Vehicle

1. Click on **Register Vehicle** menu from the main page.
2. Click **ADD** button to register new vehicle.
3. Enter **Plate No** and **Description** for the new vehicle.
4. Click **ADD** button to register vehicle.



13. Message

1. Click **Message** menu from the main page.
2. All message history will be displayed.



14. Transfer

1. Click **Transfer** menu from the main page.
2. Enter **Phone No** to transfer wallet.
3. Click **Transfer** button and Enter the amount and details.
4. Click **Confirm Transfer** and Transfer Confirmation will be display.
5. Enter **PIN** to verify.

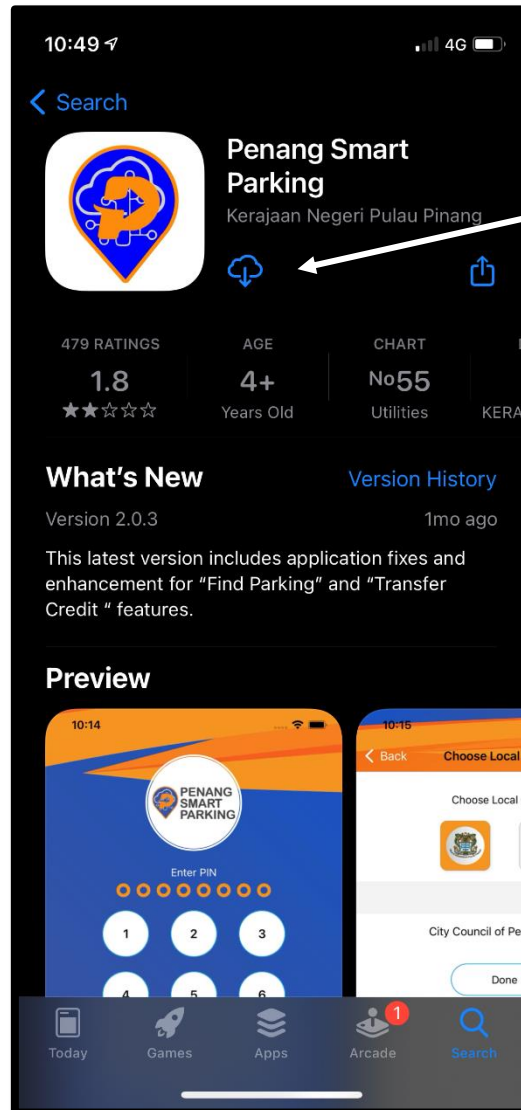


iOS VERSION



1. Installation of Penang Smart Parking Application

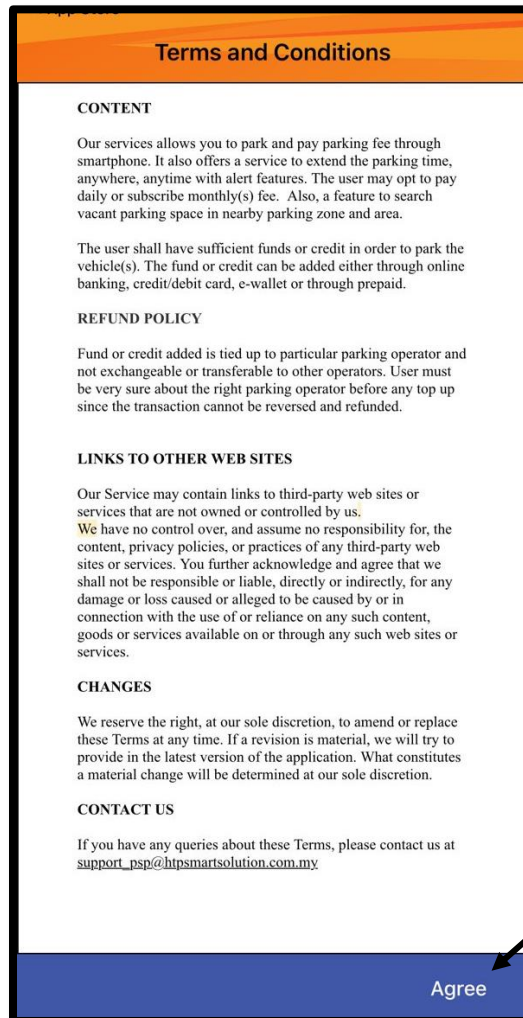
1. Open iOS App Store.
2. Search Penang Smart Parking application.
3. Click on **Download** button to install the application into the phone.



1. Click **Download** button to install the PSP application.

2. User Registration

1. Read the **Terms and Conditions of Use** Penang Smart Parking application.
2. Tick on Accept Terms and Condition box.
3. Click *Agree* button to proceed for registration.



Terms and Conditions

CONTENT

Our services allows you to park and pay parking fee through smartphone. It also offers a service to extend the parking time, anywhere, anytime with alert features. The user may opt to pay daily or subscribe monthly(s) fee. Also, a feature to search vacant parking space in nearby parking zone and area.

The user shall have sufficient funds or credit in order to park the vehicle(s). The fund or credit can be added either through online banking, credit/debit card, e-wallet or through prepaid.

REFUND POLICY

Fund or credit added is tied up to particular parking operator and not exchangeable or transferable to other operators. User must be very sure about the right parking operator before any top up since the transaction cannot be reversed and refunded.

LINKS TO OTHER WEB SITES

Our Service may contain links to third-party web sites or services that are not owned or controlled by us. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that we shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such web sites or services.

CHANGES

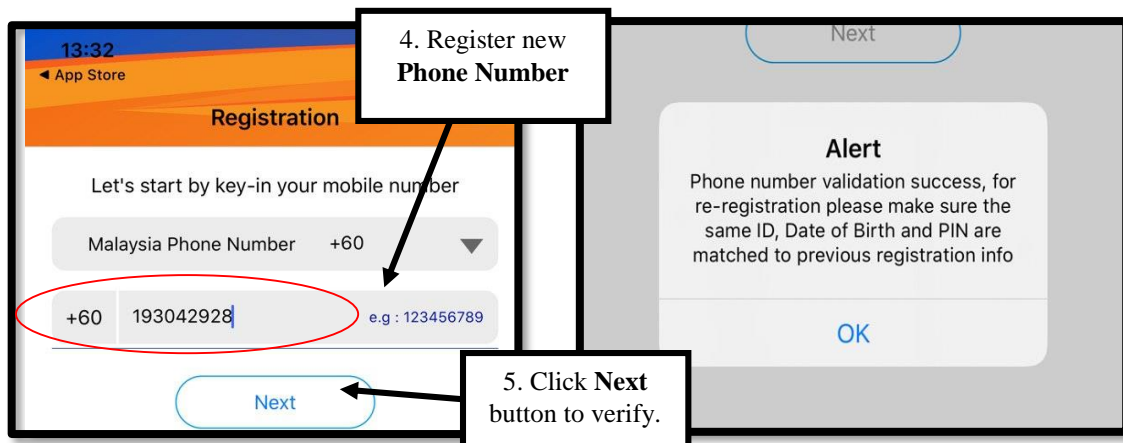
We reserve the right, at our sole discretion, to amend or replace these Terms at any time. If a revision is material, we will try to provide in the latest version of the application. What constitutes a material change will be determined at our sole discretion.

CONTACT US

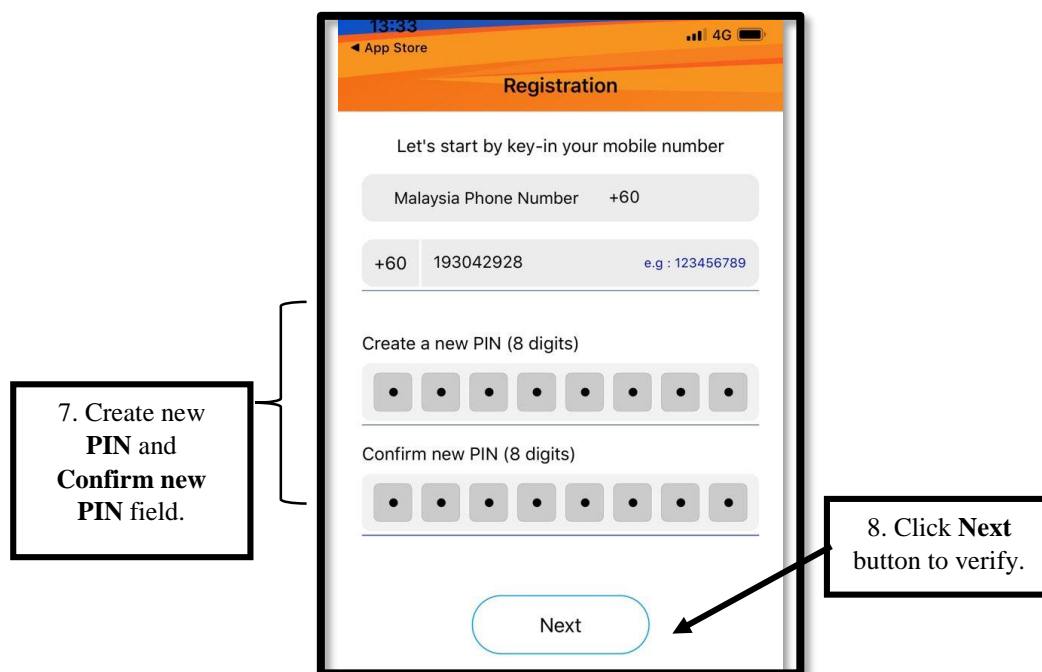
If you have any queries about these Terms, please contact us at support_psp@httpsmartsolution.com.my

Agree

4. Enter **Phone Number** for registration.
5. Click on *Next* button to enter **Phone Number** again for verification.
6. Display alert message indicating phone number has been successfully validated.



7. Enter **PIN** and **Confirmation PIN**.
8. Click *Next* to proceed for registration.



9. Select **ID Type** and Enter **ID Number**, **Name**, **Date of Birth** and **Email**.
10. Click **Register** to proceed with the registration.

9. Enter the **user's detail** into the required field.

13:34 App Store 4G

Registration

+60193042928

ID Type
 MyKad

ID Number
 ID Number Without " - "

Name
 Name

Date of Birth
 YYYY-MM-DD

Email
 myname@example.com

Register

10. Click **Register** button to proceed the registration.


11. Login by using the **PIN** number that has been registered to use the application.
12. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
13. Click **Done** button.
14. System display the PSP application main page.


12. Choose **Local Council** button.

14:58 4G

<
Back Choose Local Council

Choose Local Council





Current Council

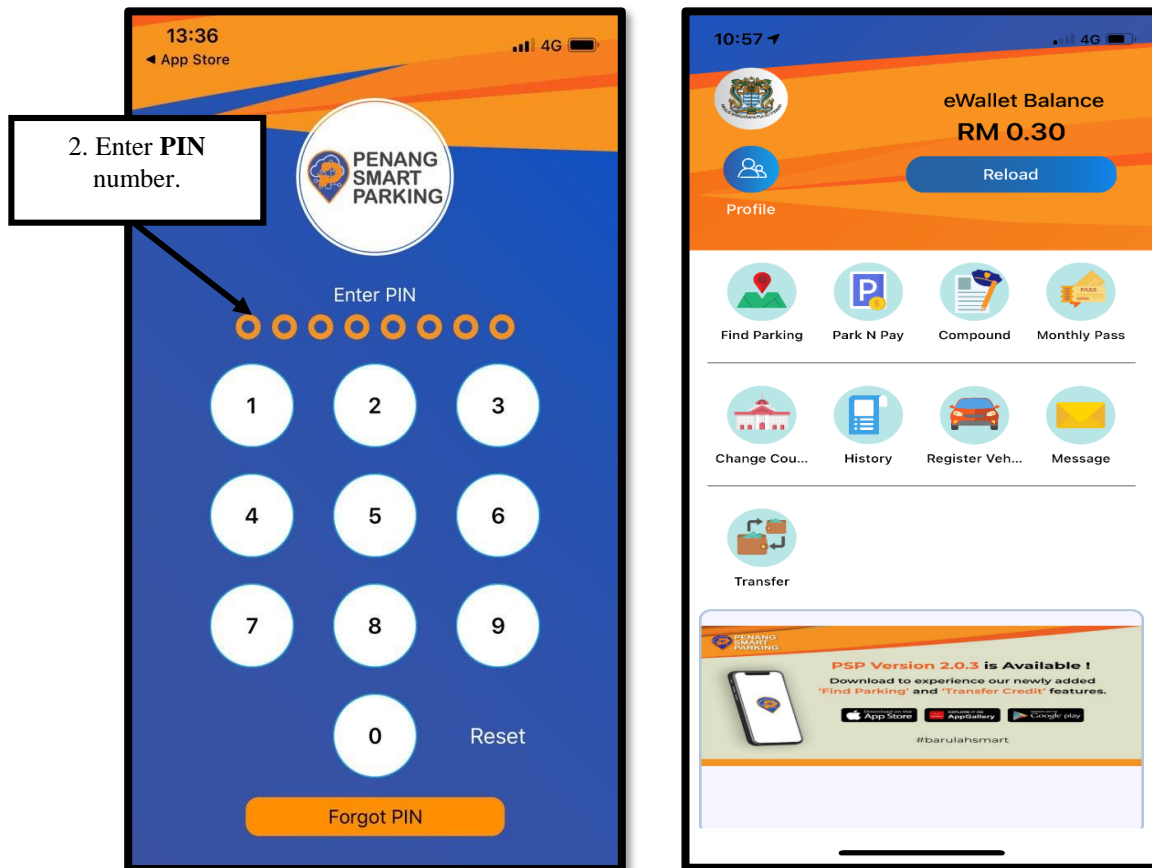
City Council of Penang Island

Done

13. Click **Done** button.

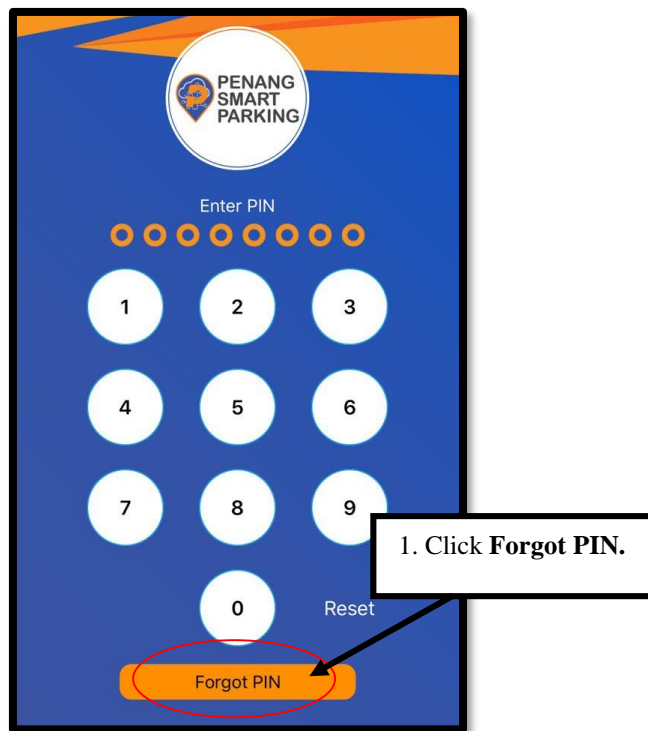
3. User Login

1. Launch the mobile application.
2. Enter **PIN** that has been registered.
3. System display the PSP application main page.

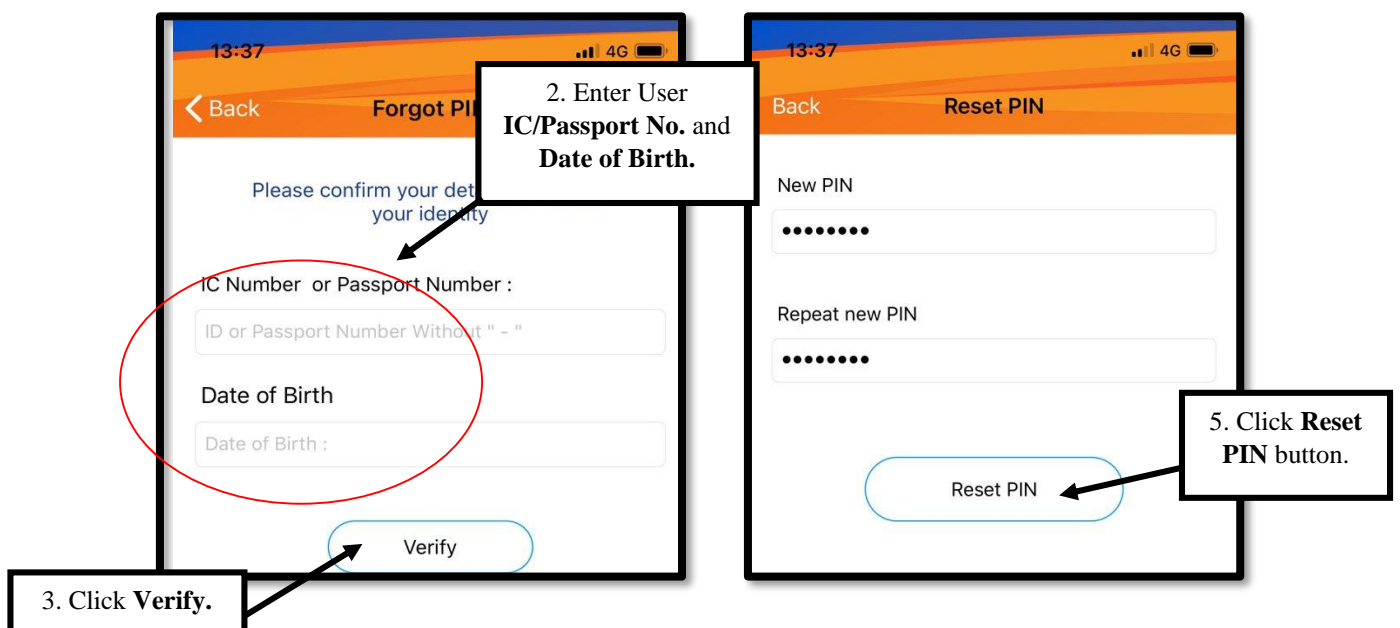


4. Forgot PIN

1. Click on **Forgot PIN** button to change password.



2. Enter **IC Number** and **Date of Birth** for user confirmation.
3. Click **Verify** button to validate user identity.
4. Enter **New PIN** and **Repeat PIN**.
5. Click **Reset PIN** button.
6. Login again by enter **New PIN** to use the application.



5. Reload

1. Click **Reload** menu from the main page.
2. Choose transaction option. (**Example:** Credit/Debit/FPX/e-Wallet)
3. Select **Amount** to reload and proceed with the reload transaction.

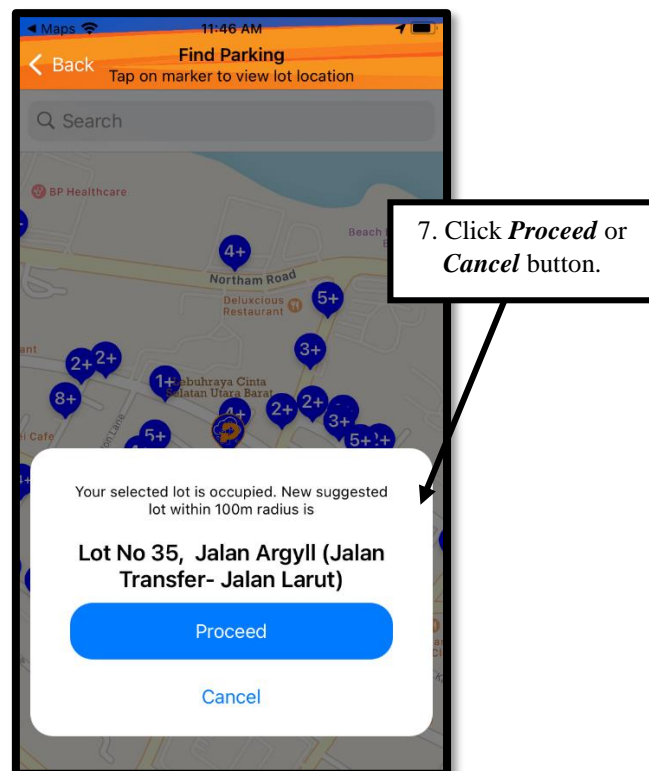
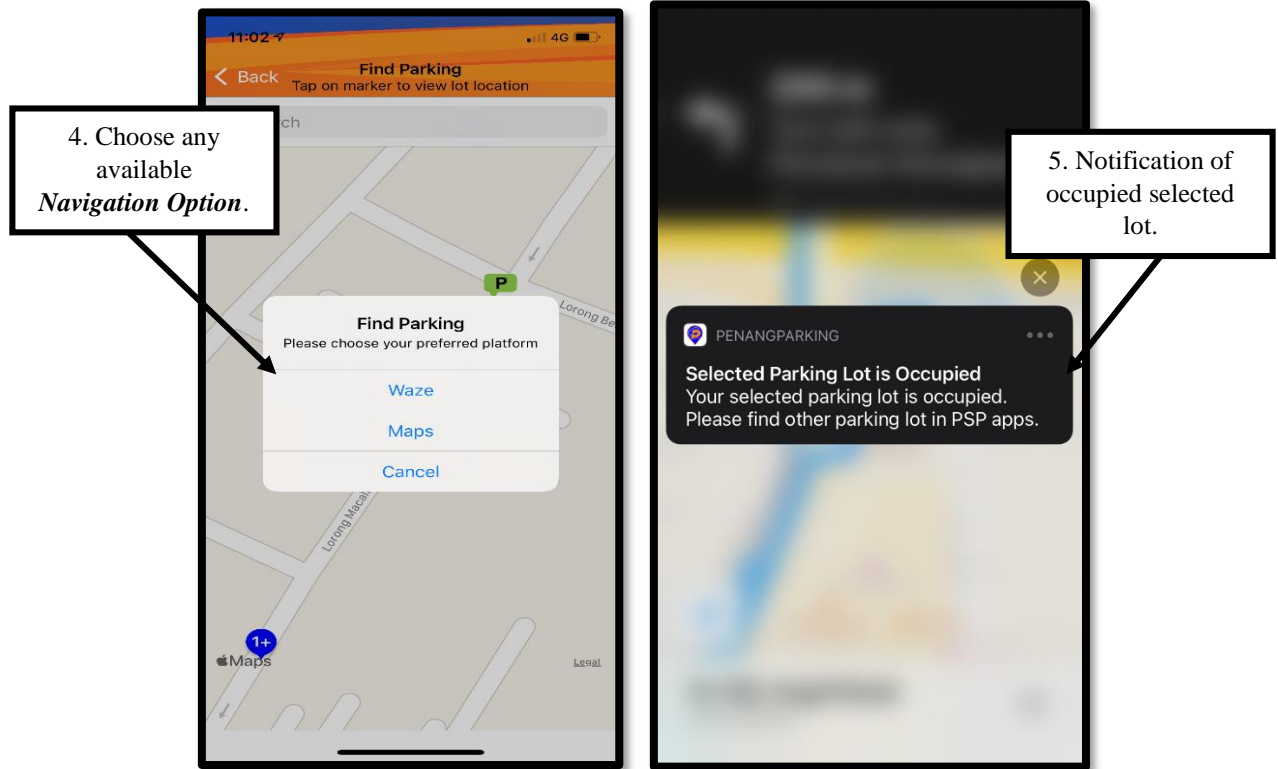


6. Find Parking

1. Click **Find Parking** menu from the main page.
2. Enter the parking location and select destination.
3. Tap on blue marker for preferred parking location. Tap on any **Lot**.

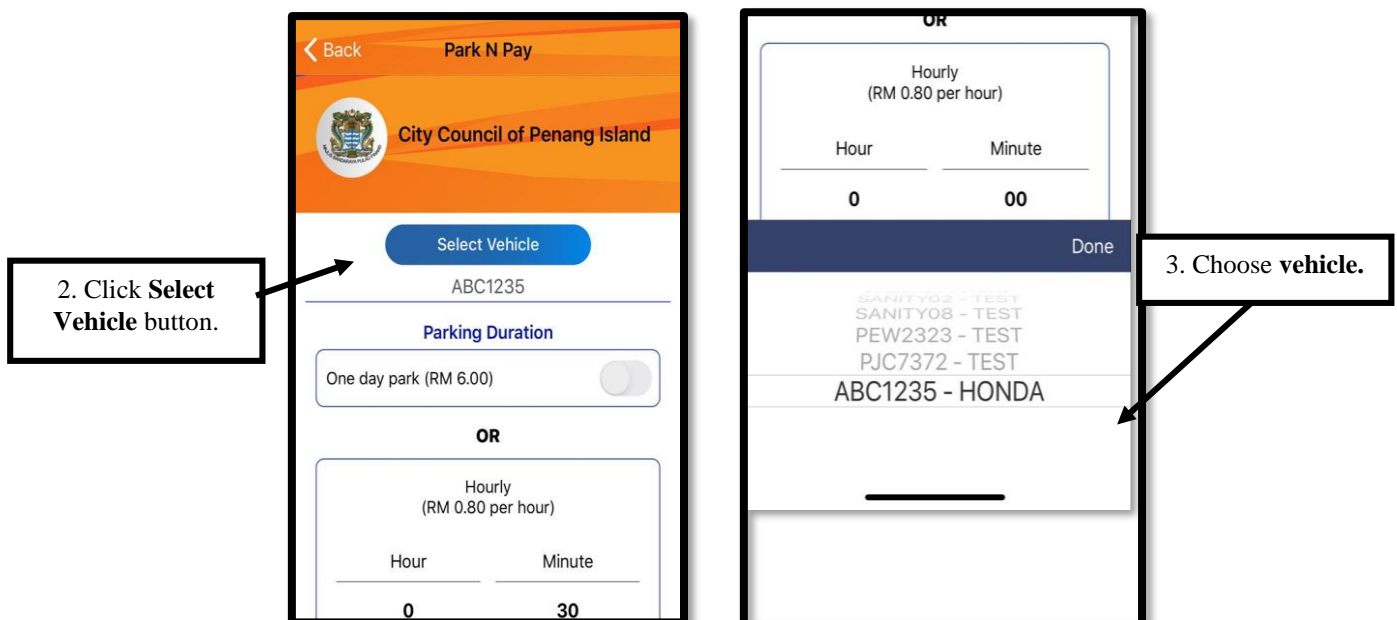


4. Choose any available *Navigation Option*.
5. User is notified when selected lot is occupied during navigation.
6. Suggested nearby lot, within 100m will be displayed.
7. Click *Proceed* to agree with the suggested lot, or *Cancel* to choose manually.

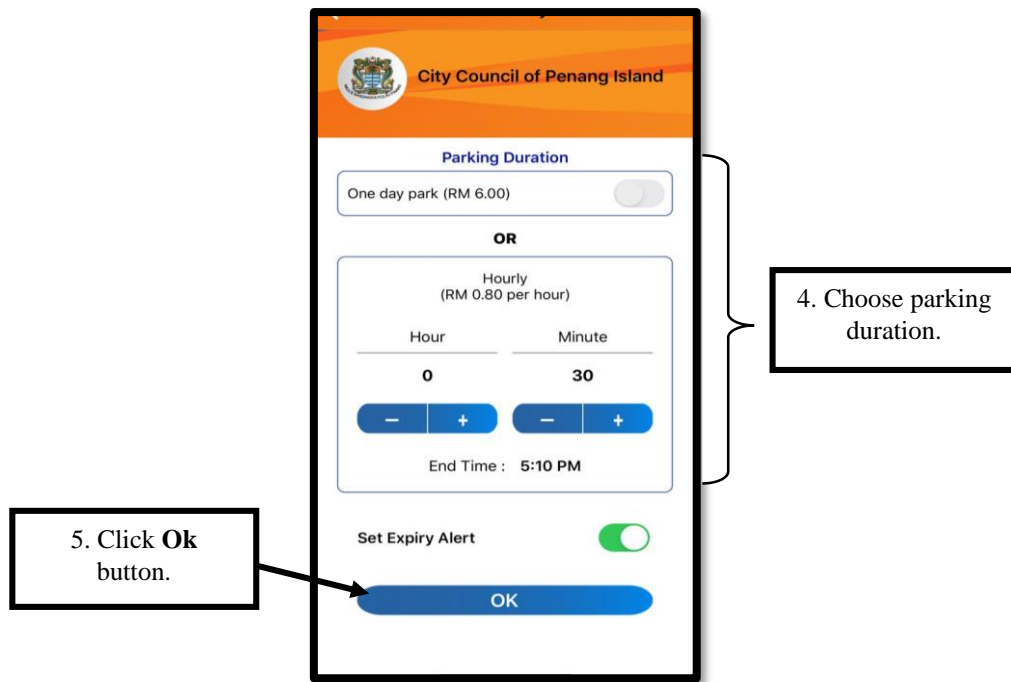


7. Park N Pay

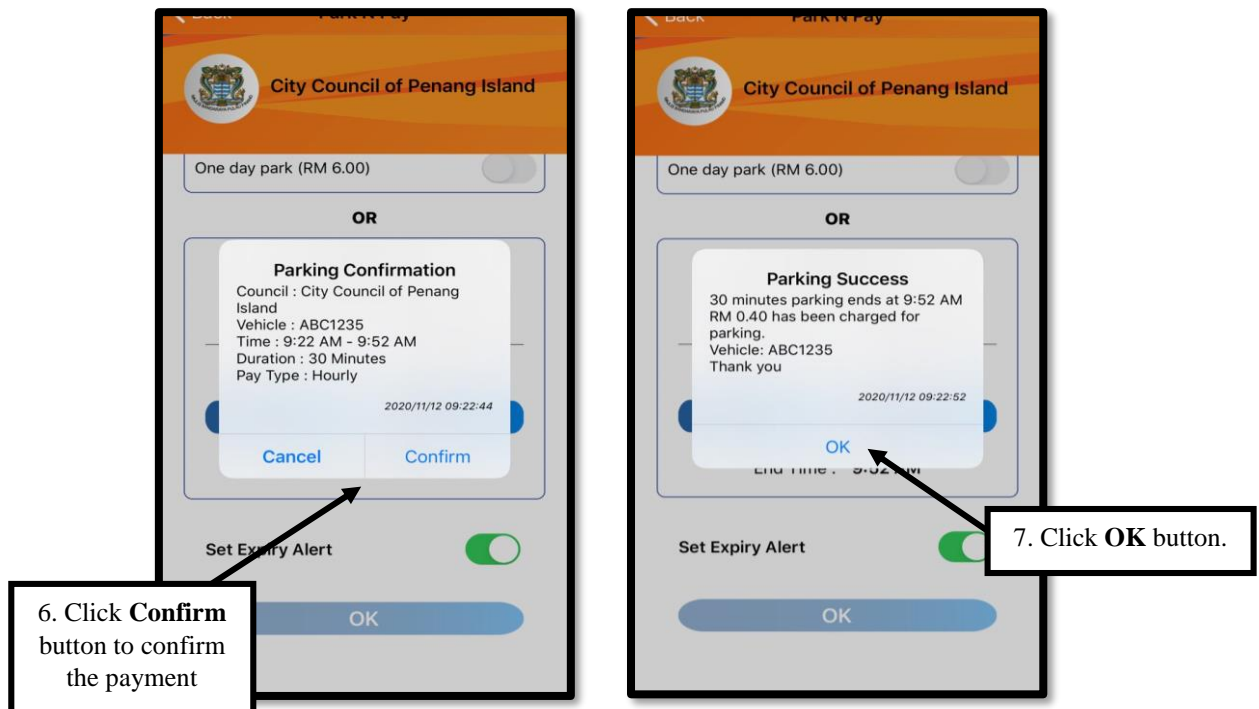
1. Click **Park N Pay** menu from the main page.
2. Click **Select Vehicle** button and wait until list of vehicle appears.
3. Select plate number from the vehicle list.



4. Choose **Parking Duration** either One Day Park or Hourly Park. Click “+” button to add minute/hour or “-” button to delete the minute/hour.
5. Click **OK** button to proceed with the payment.



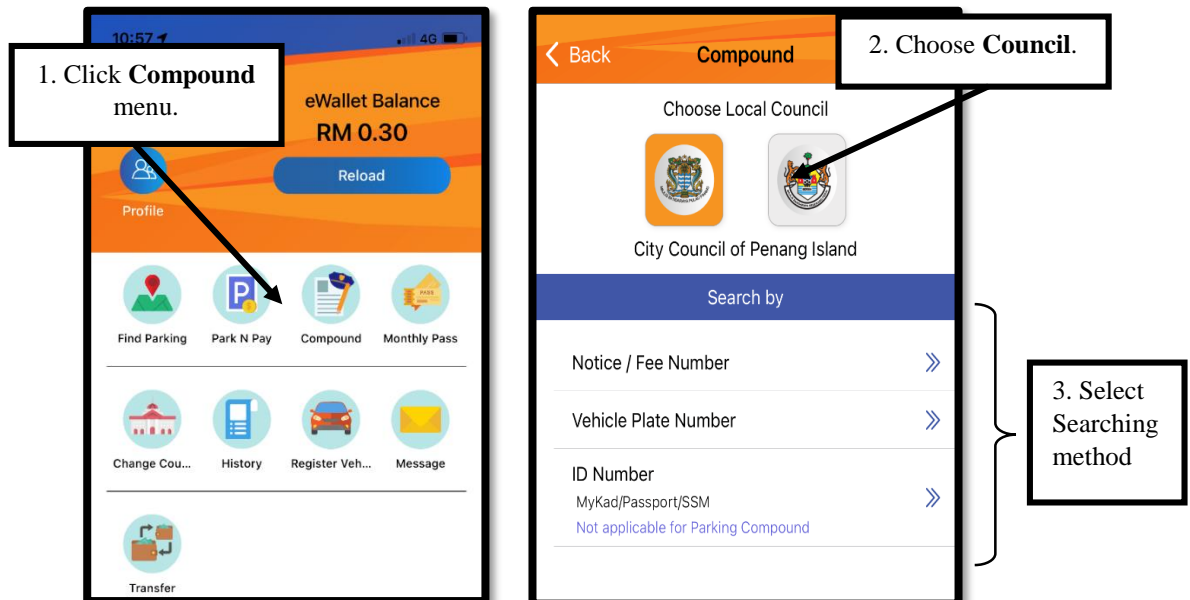
6. Click **Confirm** button to confirm the payment and wait until confirmation message appears or click **Cancel** if need to cancel the payment.
7. Click **OK** button.



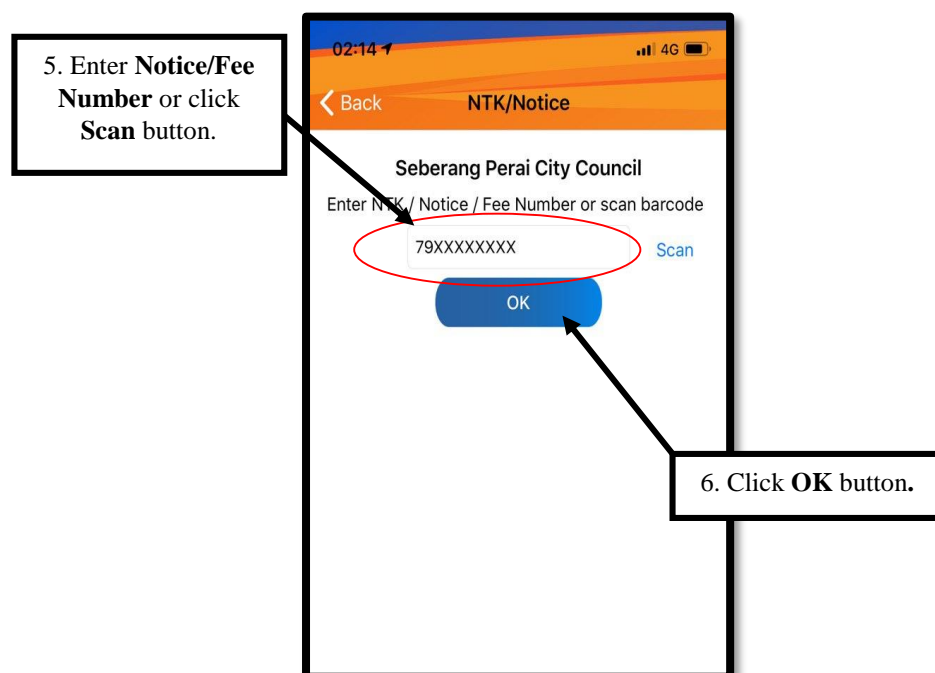
8. Park N Pay payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

8. Compound

1. Click **Compound** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
3. Select searching method either Notice/Fee Number, Vehicle Plate Number or ID Number.

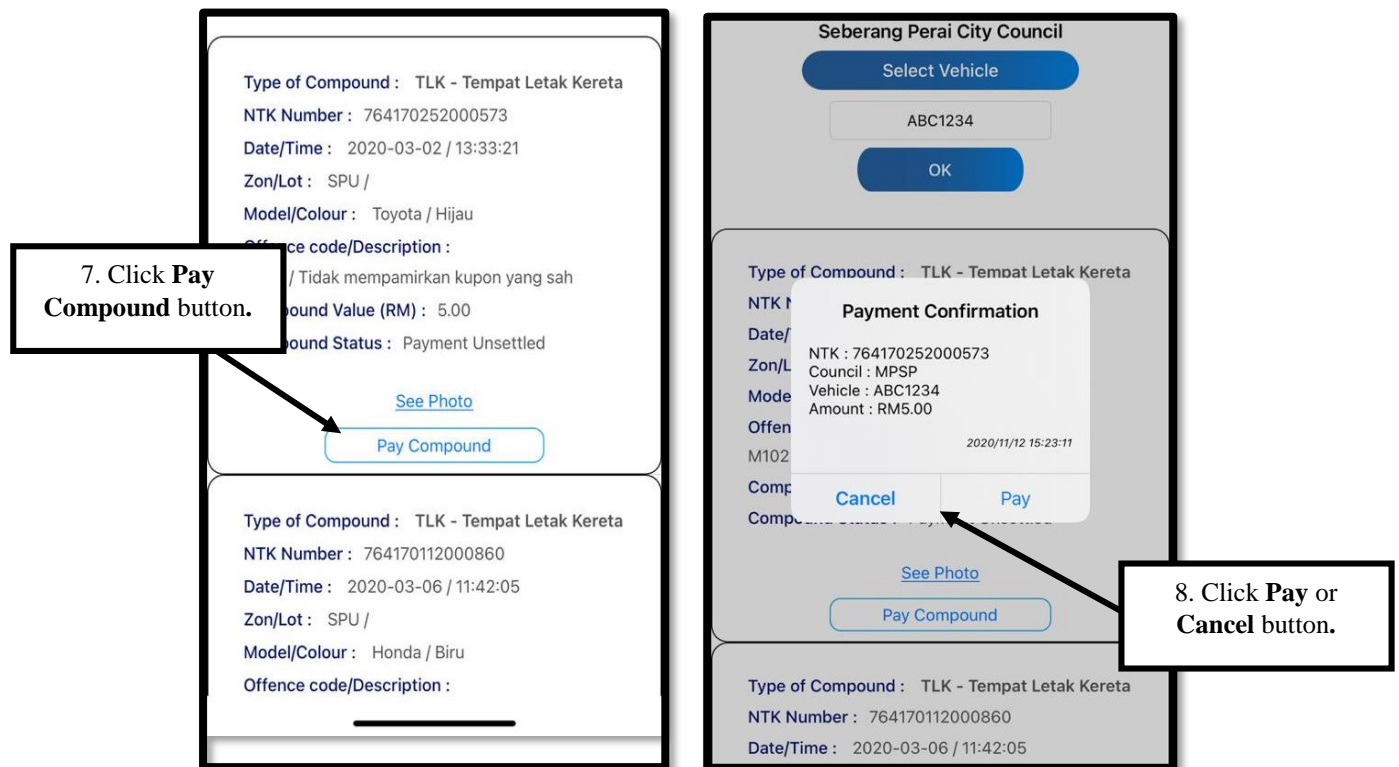


4. **Seberang Perai City Council**: Search by **Notice/Fee Number**.
5. Enter **Notice/Fee Number** or Click **Scan** to scan barcode from compound notice.

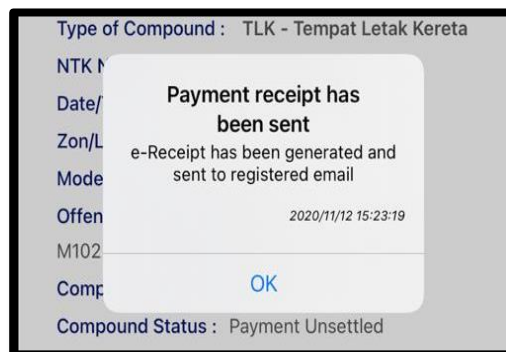


6. Click **OK** and list of compound will be display.

7. Choose compound to pay and click ***Pay Compound*** button.

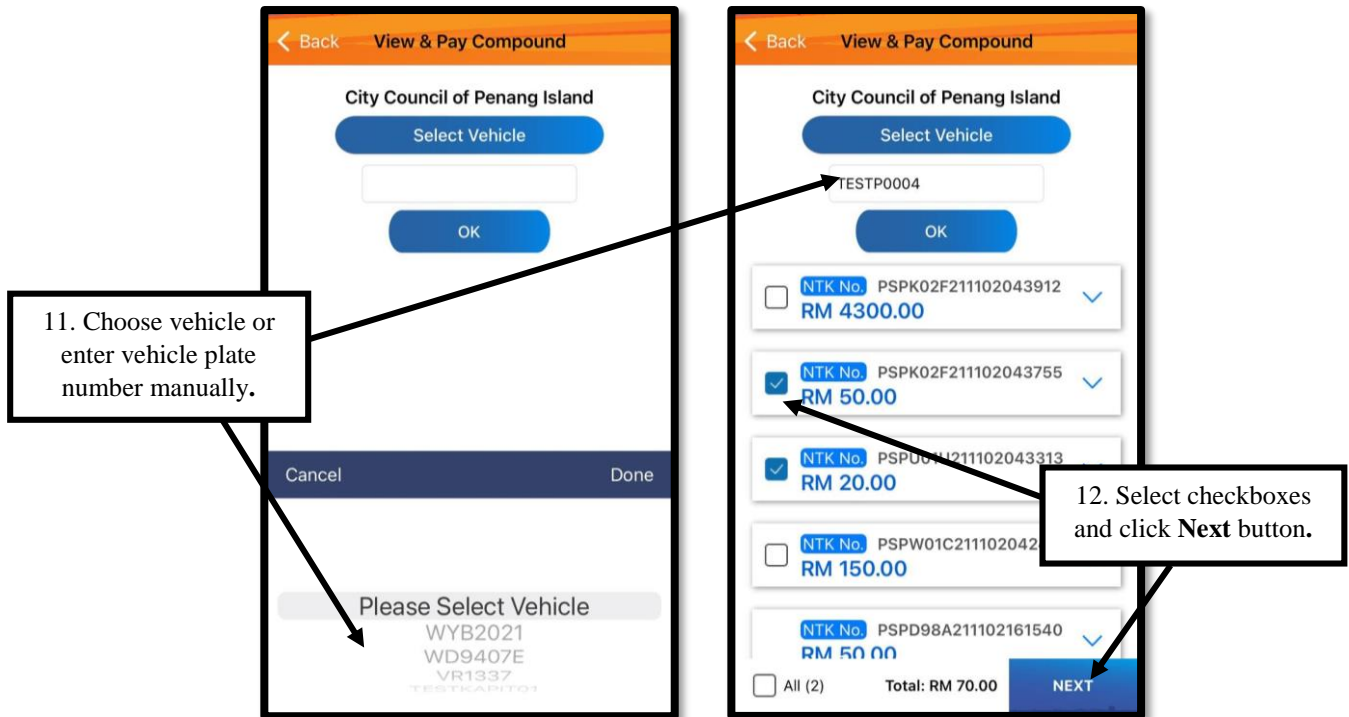


8. Click ***Pay*** button to proceed with payment or ***Cancel*** button to cancel payment.
9. Payment Success, Receipt will be sent to registered email



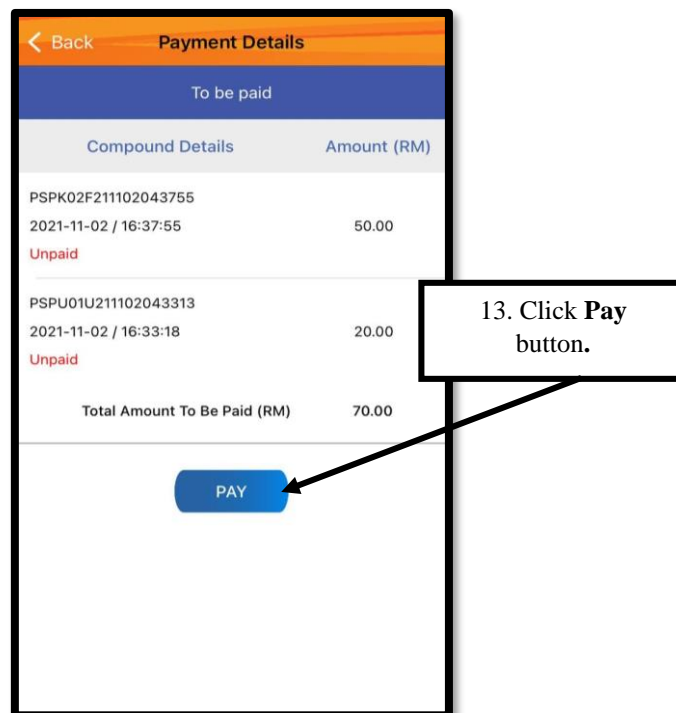
10. **City Council of Penang Island:** Search by **Vehicle Plate Number**.

11. Choose the **Vehicle** to pay compound or enter vehicle plate number manually. Click **OK** button.

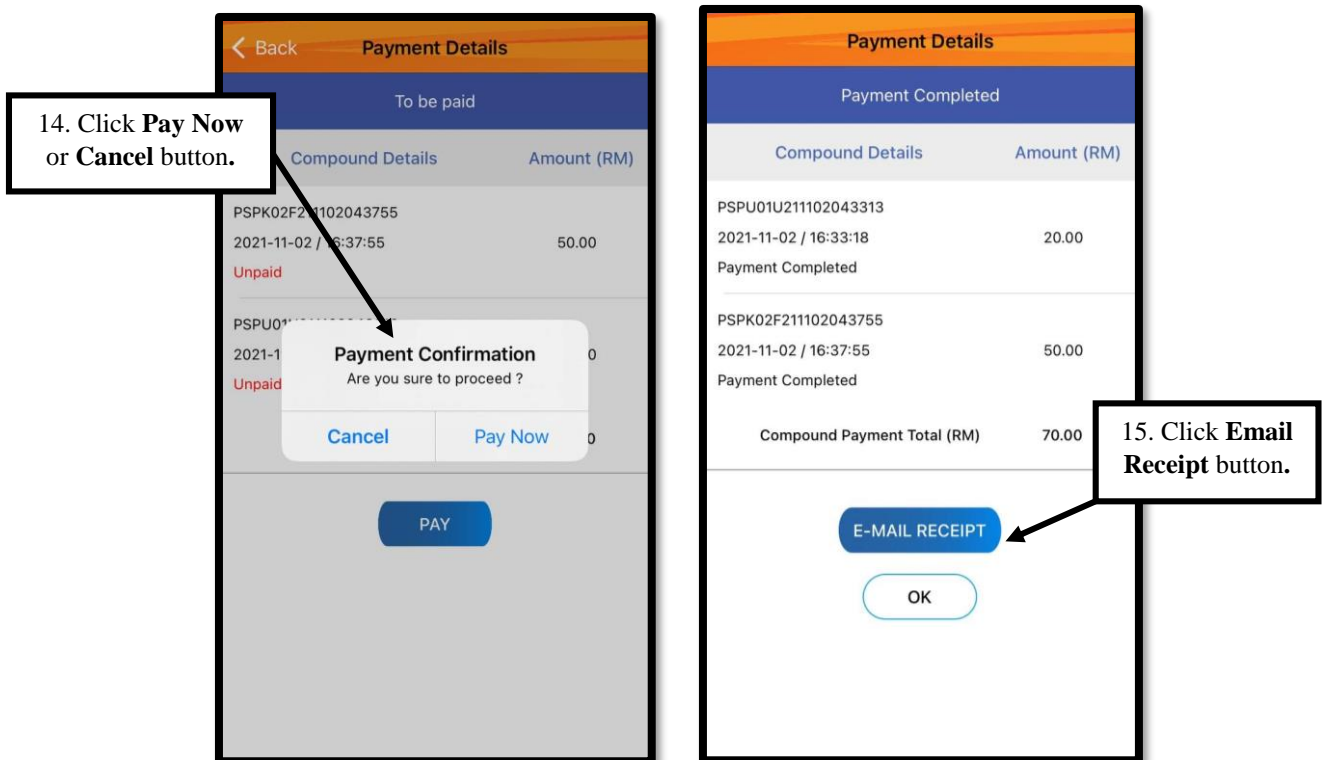


12. Select checkboxes for multiple compound payment. Click **Next** button.

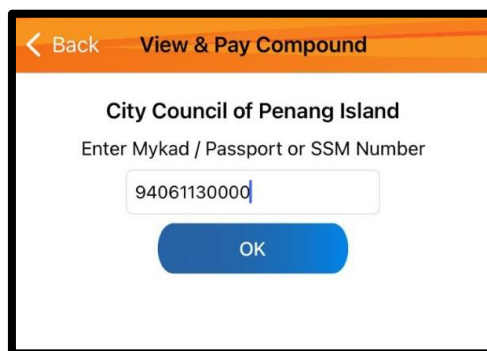
13. Click **Pay** button at Total Amount To Be Paid screen.



14. Click **Pay Now** to proceed with payment or **Cancel** button to cancel payment.
15. Payment Completed, click **Email Receipt** to receive e-receipt in registered email.



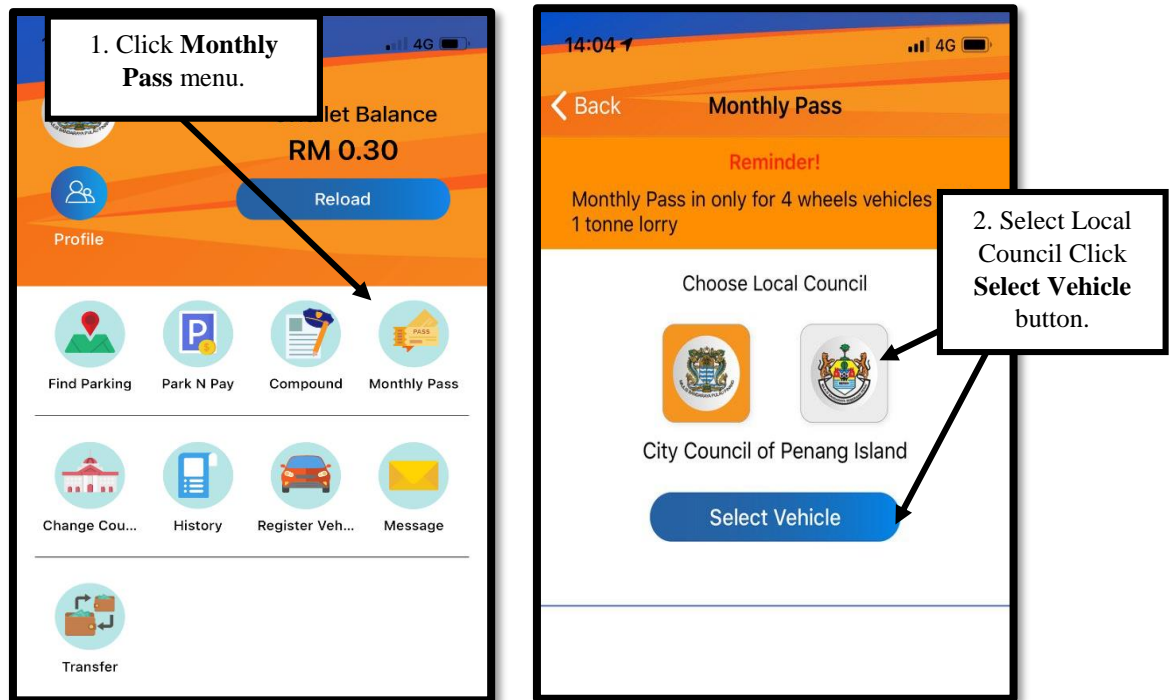
16. **City Council of Penang Island:** Search by **ID Number**.
17. Enter **MyKad / Passport or SSM Number** to pay compound.



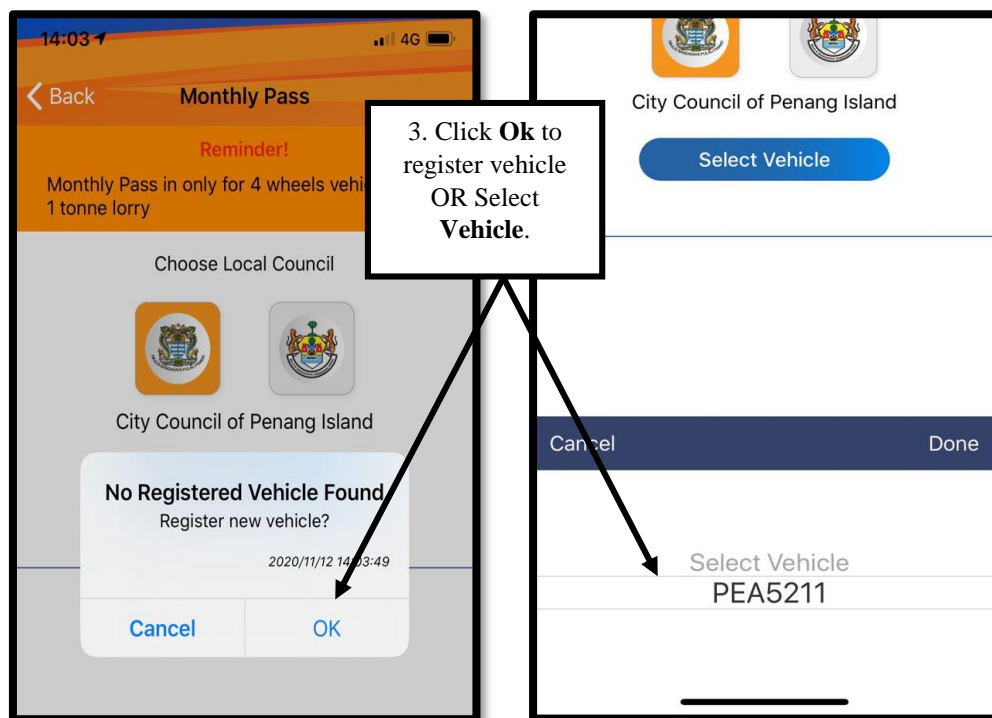
18. Multiple compound payment is only applicable for **Vehicle Plate Number** and **ID Number** search only. Compound payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

9. Monthly Pass

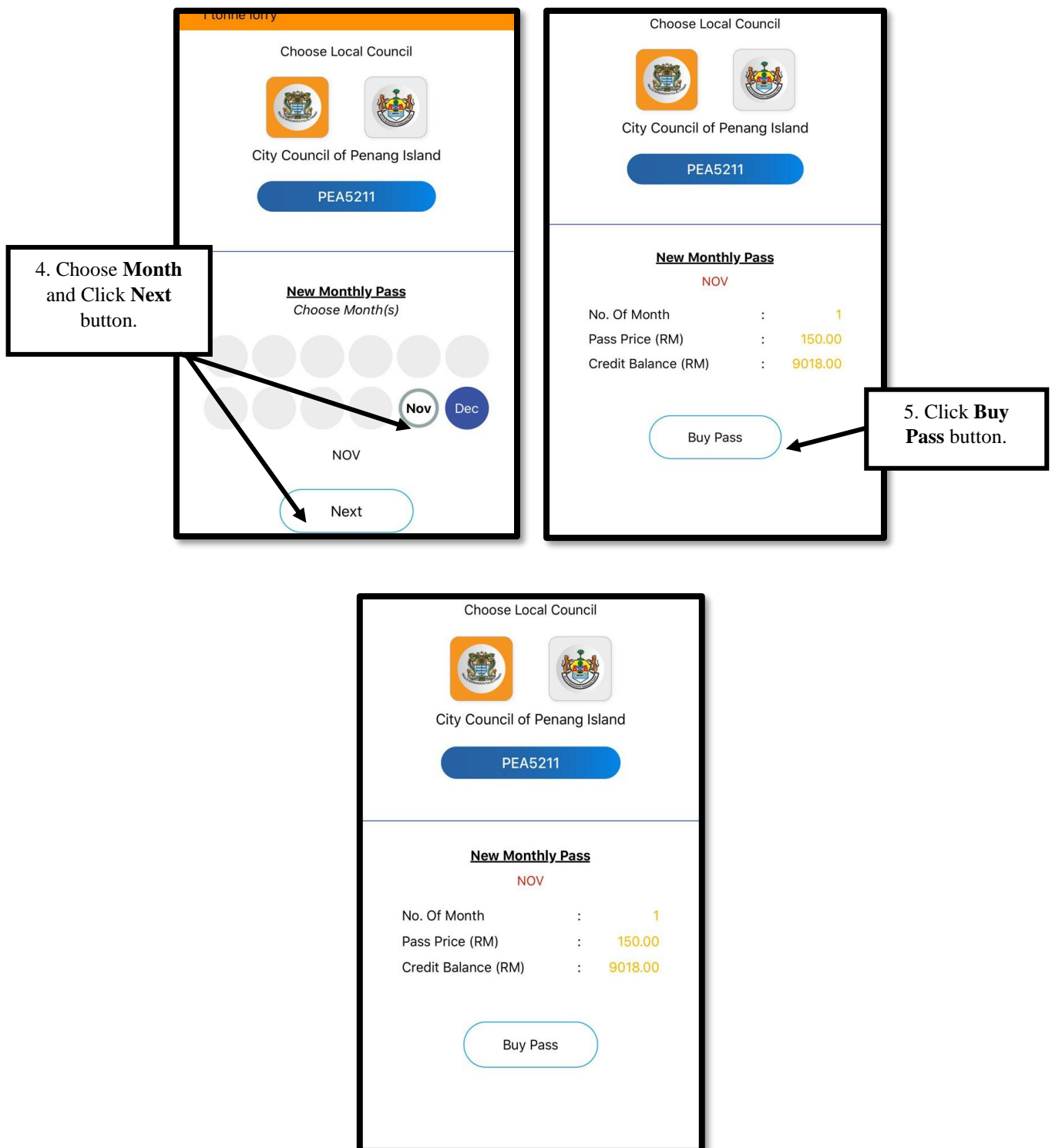
1. Click **Monthly Pass** menu on the main page.
2. Select Local Council button and click **Select Vehicle** button and wait until vehicle list appears.



3. Click **Ok** to register new vehicle **OR** Select **Vehicle** if it has been registered.



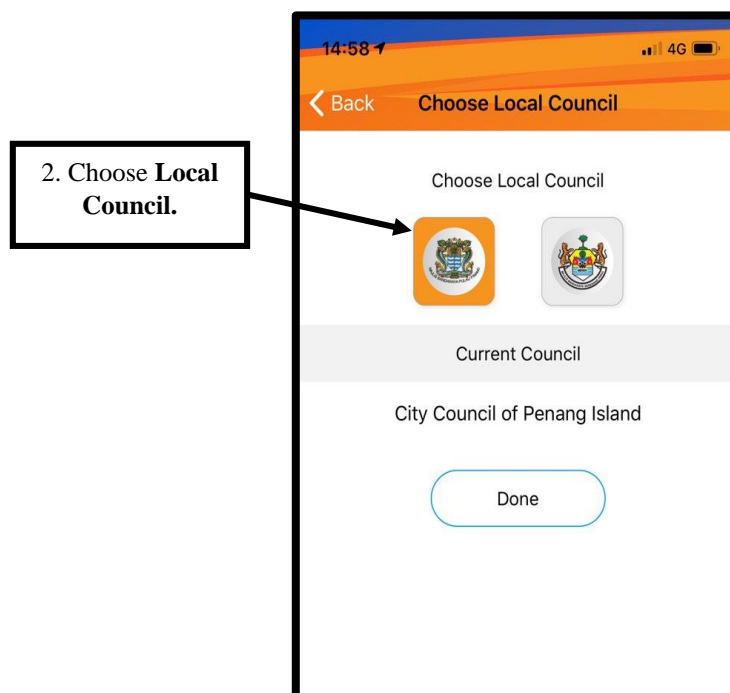
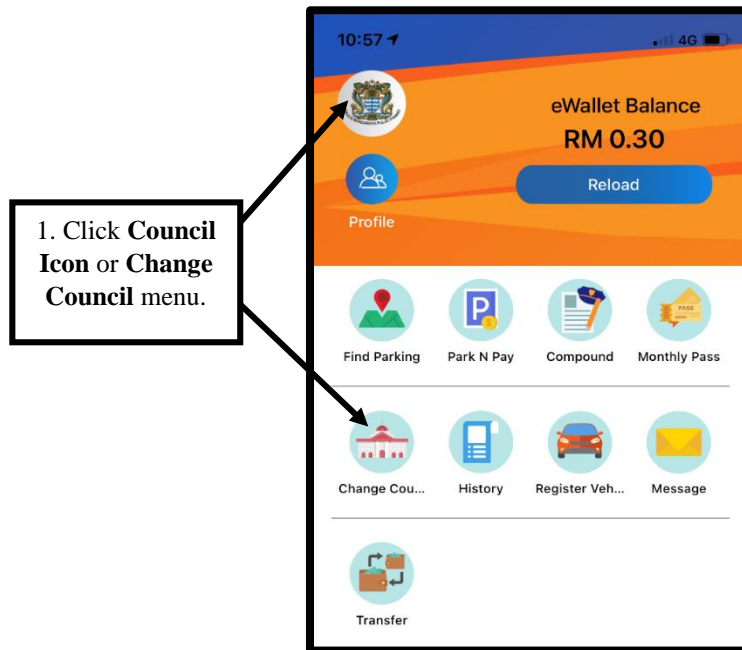
4. Choose **Month(s)** and click **OK** button to make payment or **RESET** button to cancel.
5. Click **Buy Pass** button to make a payment.



6. Monthly Pass payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

10. Change Council

1. Click **Change Council** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.



11. History

1. Click **History** menu from the main page.
2. Click **History** to generate the receipt.
3. The generated receipt will be sent through email.

1. Click on the **History** menu.

2. Click on **Payment** tab to view payment record history (Parking, Month Pass and Compound).

3. Click on record to send receipt to email.

4. Click on **Wallet** tab to view **Transfer** and **Reload** history

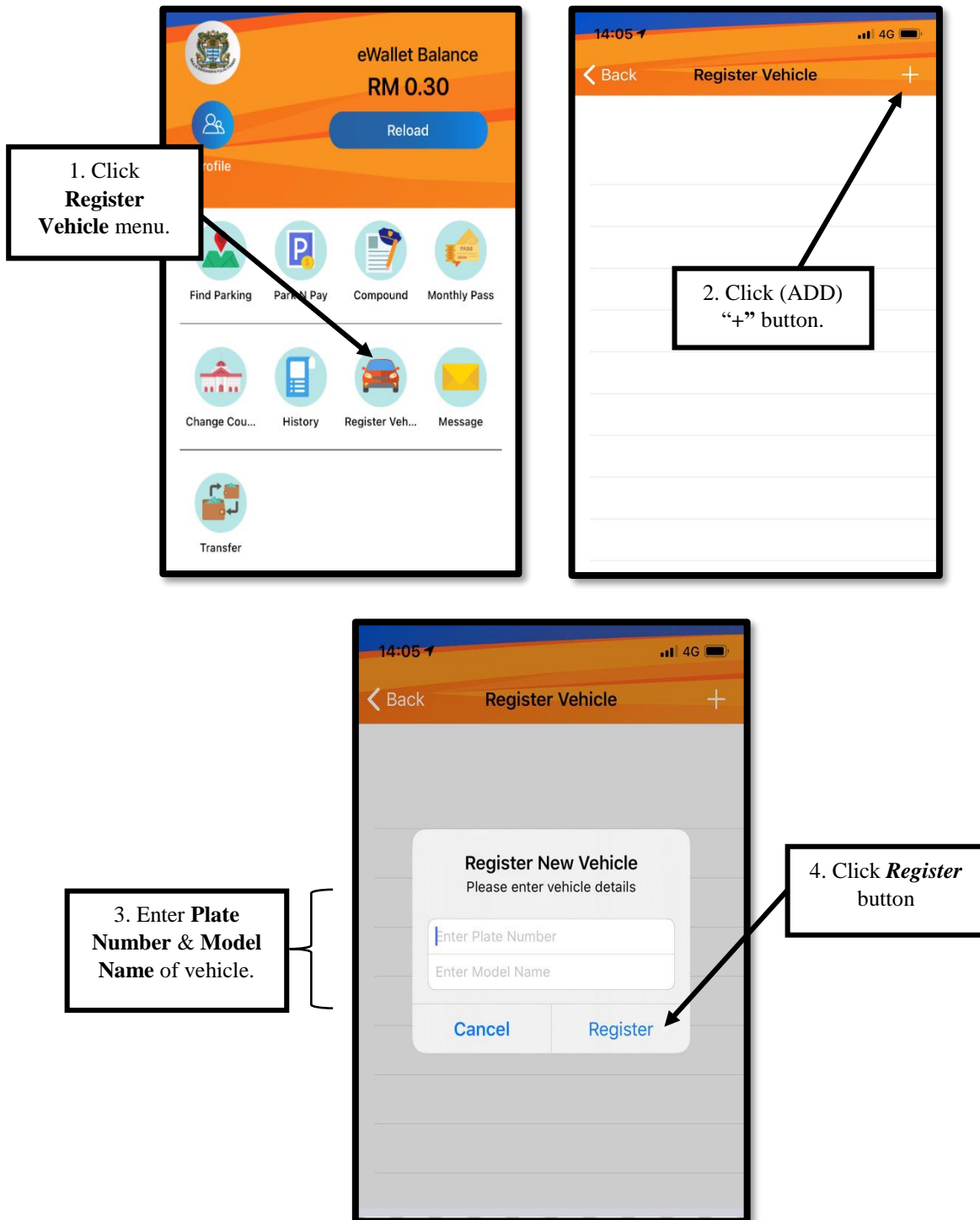
Field	Value
Date	2020-11-12 2:05 PM
Council	MBPP
Vehicle	PEA5211
Duration	30 Minute(s)
Start	2:05 PM
End	2:35 PM
Zon/Lot	N22 /
Charge	RM 0.40

Date	Amount (RM)
PARK 2021-03-12 04:13:11	0.40
PARK 2021-03-12 04:13:05	0.40
PARK 2021-03-12 04:12:49	0.40
PARK 2021-03-12 04:12:40	0.40
PARK 2021-03-04 05:30:28	0.40
PARK 2021-03-04 05:30:16	0.40
PARK 2021-03-04 05:29:44	0.40
PARK 2021-03-04 05:29:20	0.40
PARK 2021-03-12 04:13:11	0.40

Transaction	Amount (RM)
Receive from +60196299078	+ 1.56
Transfer to +60196299078	- 1.55
Transfer to +601124168864	- 3.20
Receive from +601124168864	+ 1.20
Receive from +601124168864	+ 1.00
Receive from +601124168864	+ 1.00

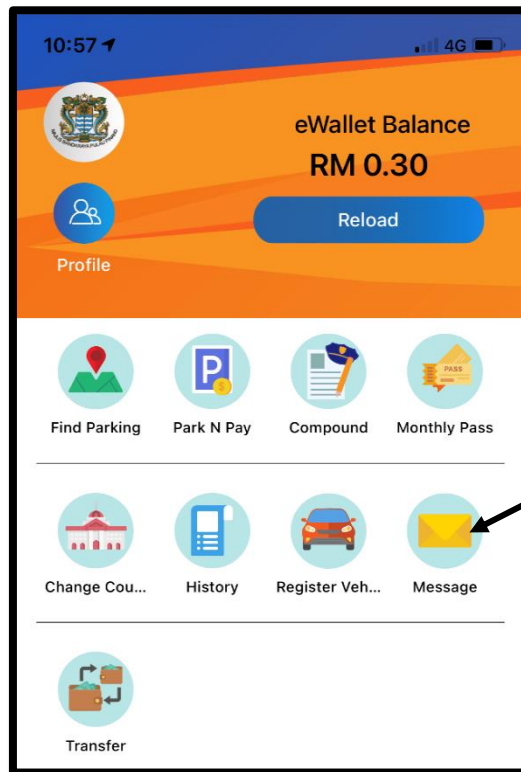
12. Register Vehicle

1. Click on **Register Vehicle** menu from the main page.
2. Click **ADD** button to register new vehicle.
3. Enter **Plate No** and **Description** for the new vehicle.
4. Click **ADD** button to register vehicle.

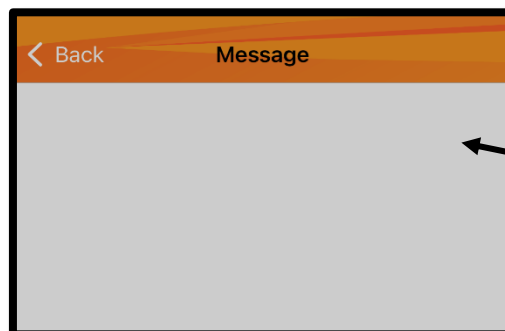


13. Message

1. Click **Message** menu from the main page.
2. All message history will be displayed.



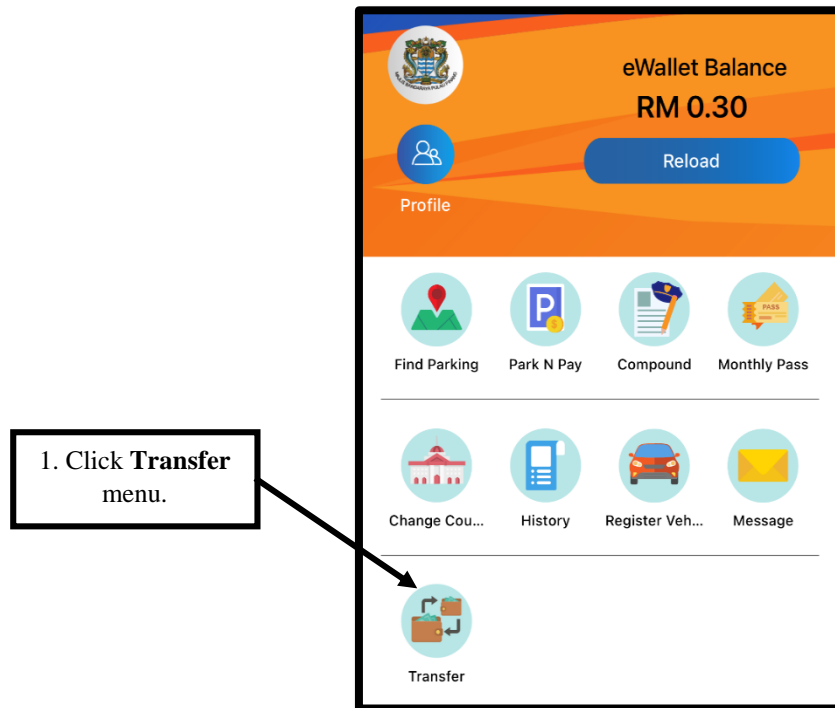
1. Click **Message** menu.



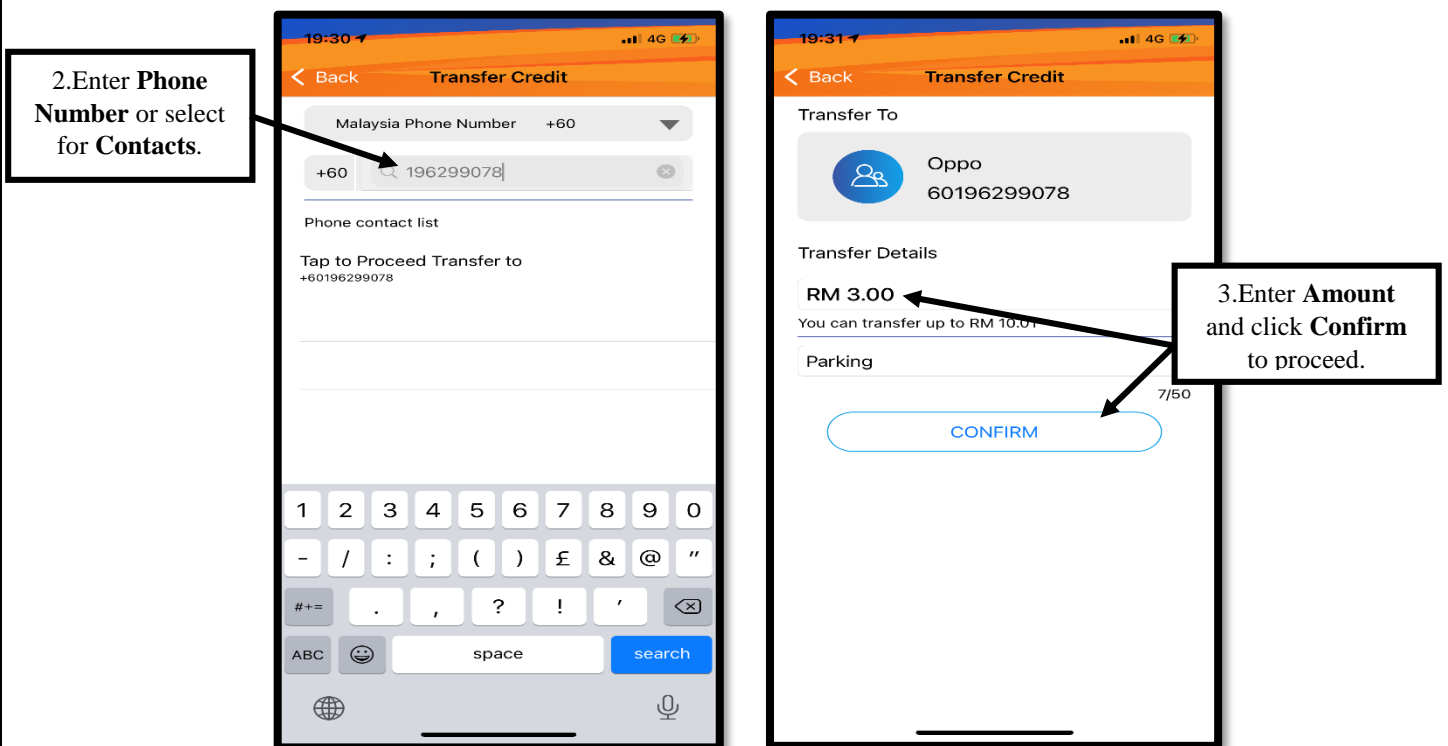
2. Important announcements will display here if any.

14. Transfer

1. Click on the **Transfer** menu from the main page.
2. **Transfer** will be displayed.



3.



4. Enter **PIN** number to confirm transfer eWallet.

Enter PIN to confirm transfer


○ ○ ○ ○ ○ ○ ○ ○

1	2	3
4	5	6
7	8	9
0	Reset	

Cancel Transfer

Transfer Confirmation

Transfer To

 Oppo
60196299078

Transfer Details

Balance Before	RM 10.01
Amount Transfer	RM 3.00
Balance After	RM 7.01

Receiver's Name

Status TRANSFER SUCCESS

BACK MAIN MENU

4. Confirmation popup will appear with **Amount** and receiver's **Phone Number**

eWallet Transfer
You have successfully transferred
RM 3.00 to Oppo (60196299078)

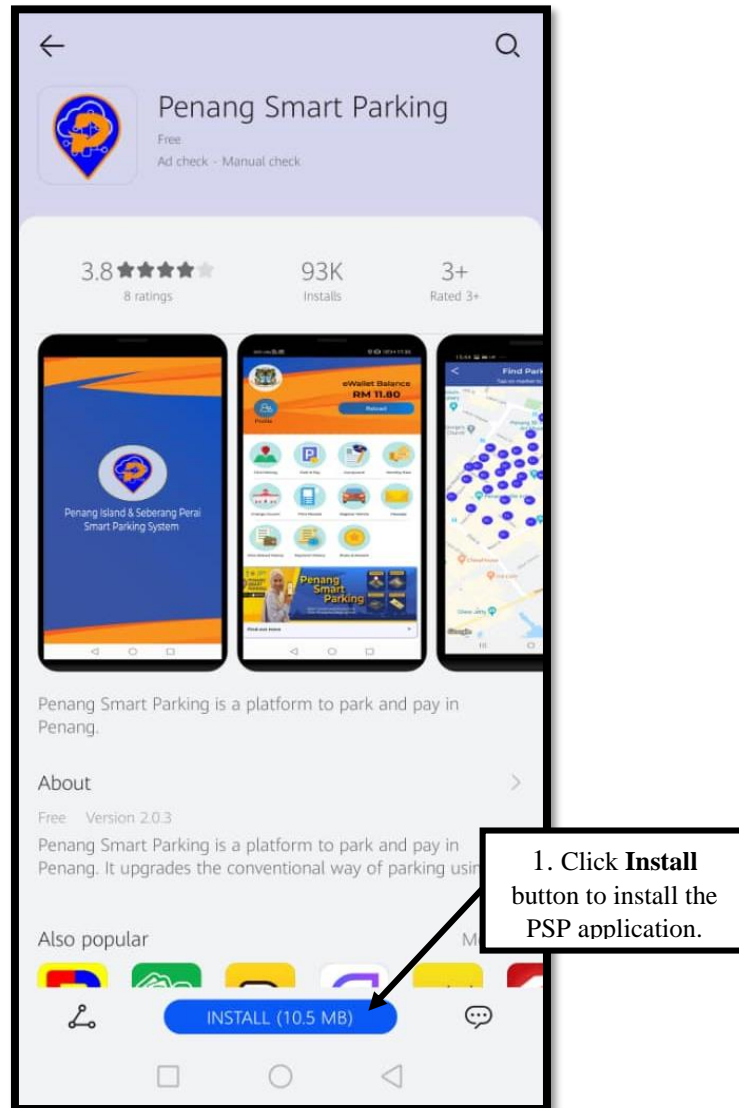
OK

HUAWEI VERSION



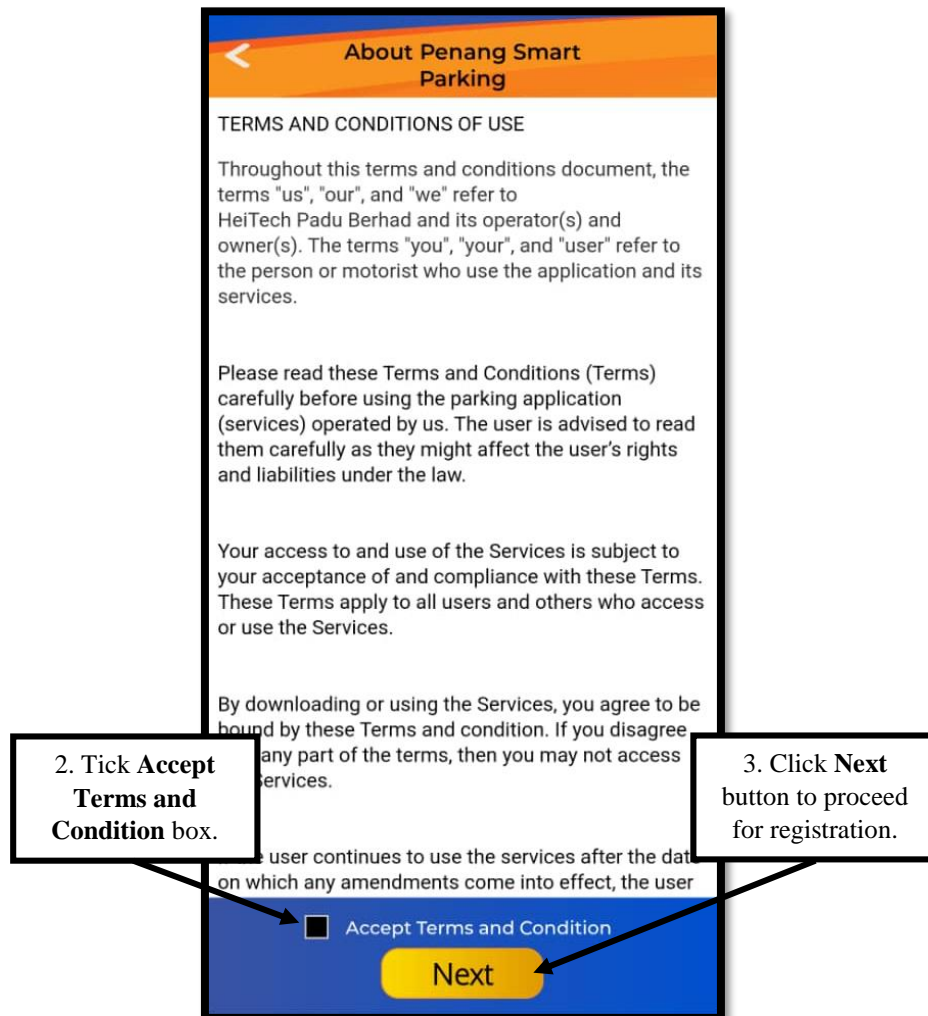
1. Installation of Penang Smart Parking Application

1. Open Huawei AppGallery.
2. Search Penang Smart Parking application.
3. Click on ***Install*** button to install the application into the phone.

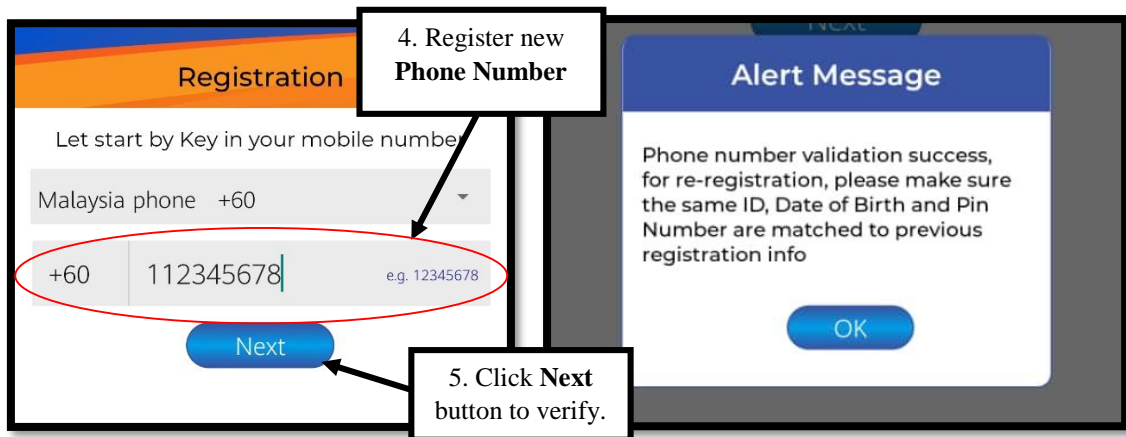


2. User Registration

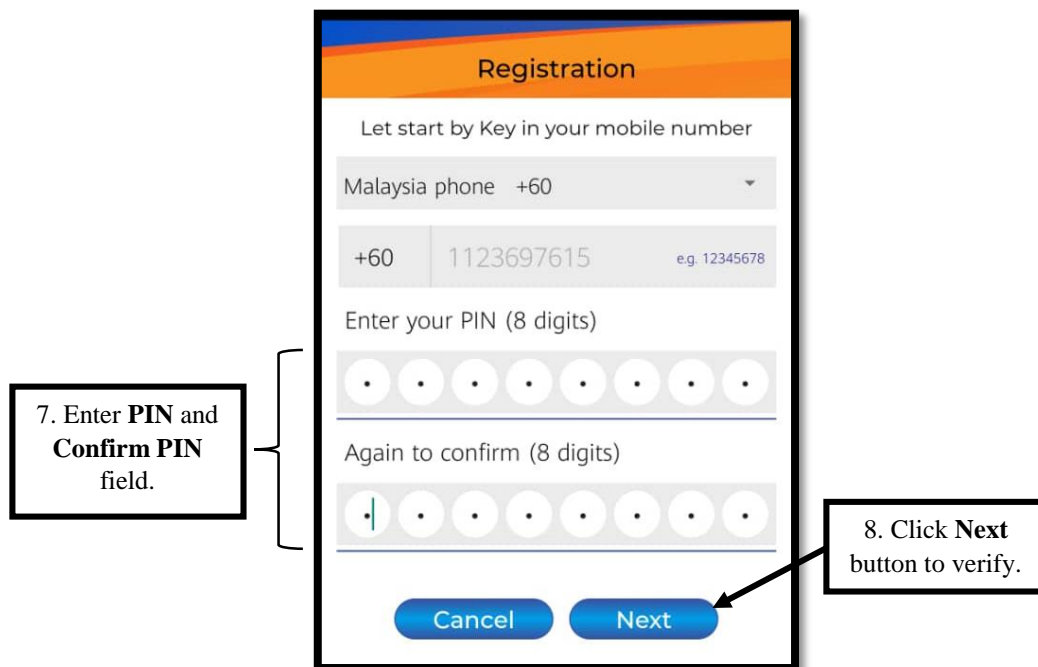
1. Read the **Terms and Conditions of use** Penang Smart Parking application.
2. Tick on Accept Terms and Condition box.
3. Click *Next* button to proceed for registration.



4. Enter **Phone Number** for registration.
5. Click on *Next* button to enter **Phone Number** again for verification.
6. Display alert message indicating phone number has been successfully validated.

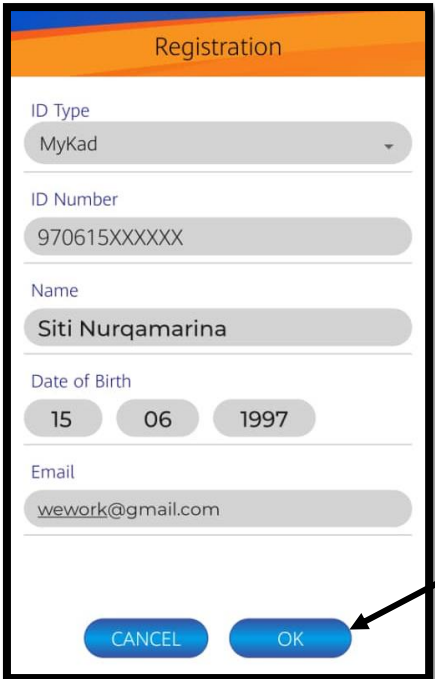


7. Enter **PIN** and **Confirmation PIN**.
8. Click *Next* to proceed for registration.



9. Select **ID Type** and Enter **ID Number**, **Name**, **Date of Birth** and **Email**.
10. Click **OK** to proceed with the registration or click **CANCEL** to cancel the registration.

9. Enter the **user's detail** into the required field.



The registration form is titled "Registration" and contains the following fields: ID Type (MyKad), ID Number (970615XXXXXX), Name (Siti Nurqamarina), Date of Birth (15/06/1997), and Email (wework@gmail.com). At the bottom are "CANCEL" and "OK" buttons.

10. Click **OK** button to proceed the registration.

11. Login by using the **PIN** number that has been registered to use the application.
12. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
13. Click **OK** button.
14. System display the PSP application main page.

12. Choose **Local Council** button.

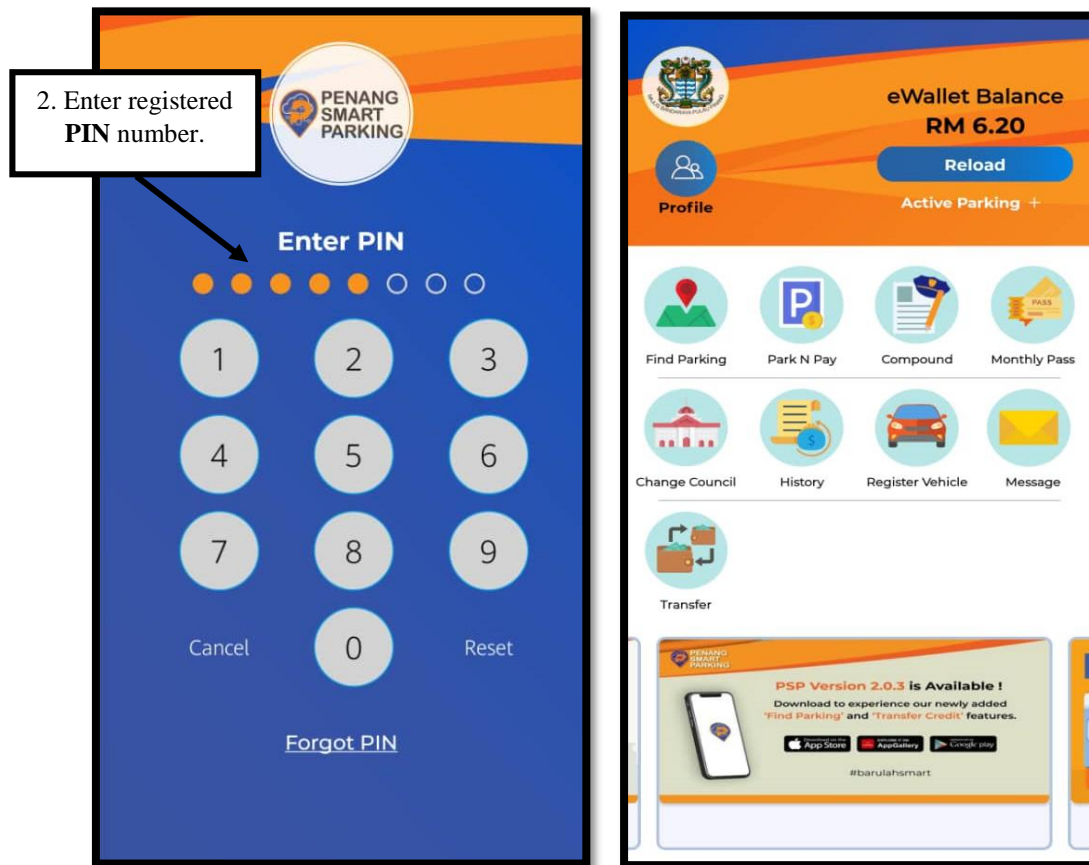


The screen is titled "Choose Local Council" and shows two council logos. The "Chooosed Council" (sic) is "City Council Of Penang Island". An "OK" button is at the bottom.

13. Click **OK** button.

3. User Login

1. Launch the mobile application.
2. Enter **PIN** that has been registered.
3. System display the PSP application main page.

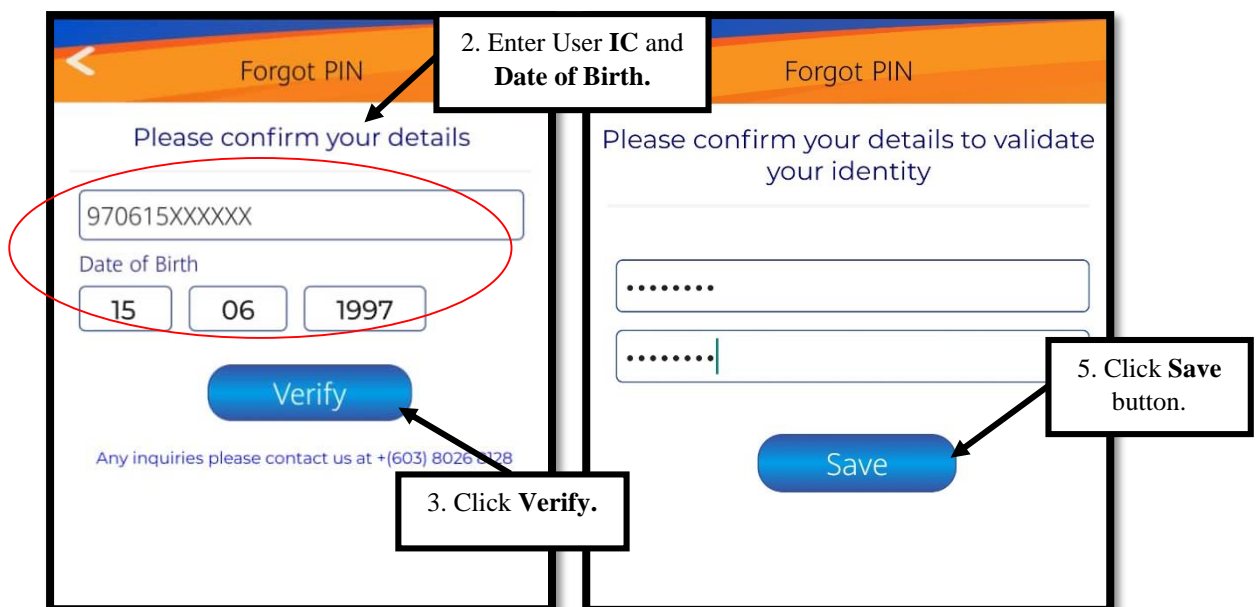


4. Forgot PIN

1. Click on **Forgot PIN** button to change password.

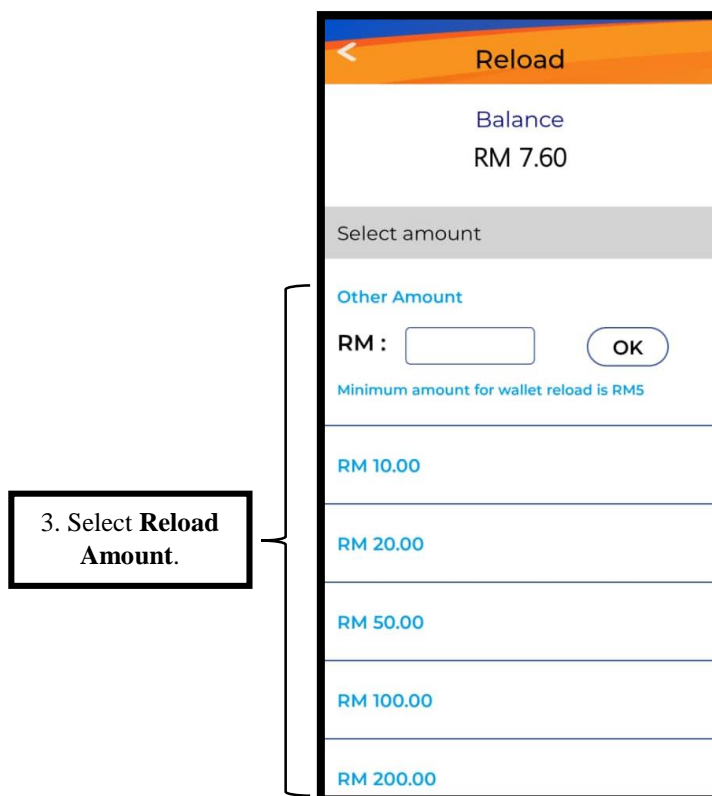
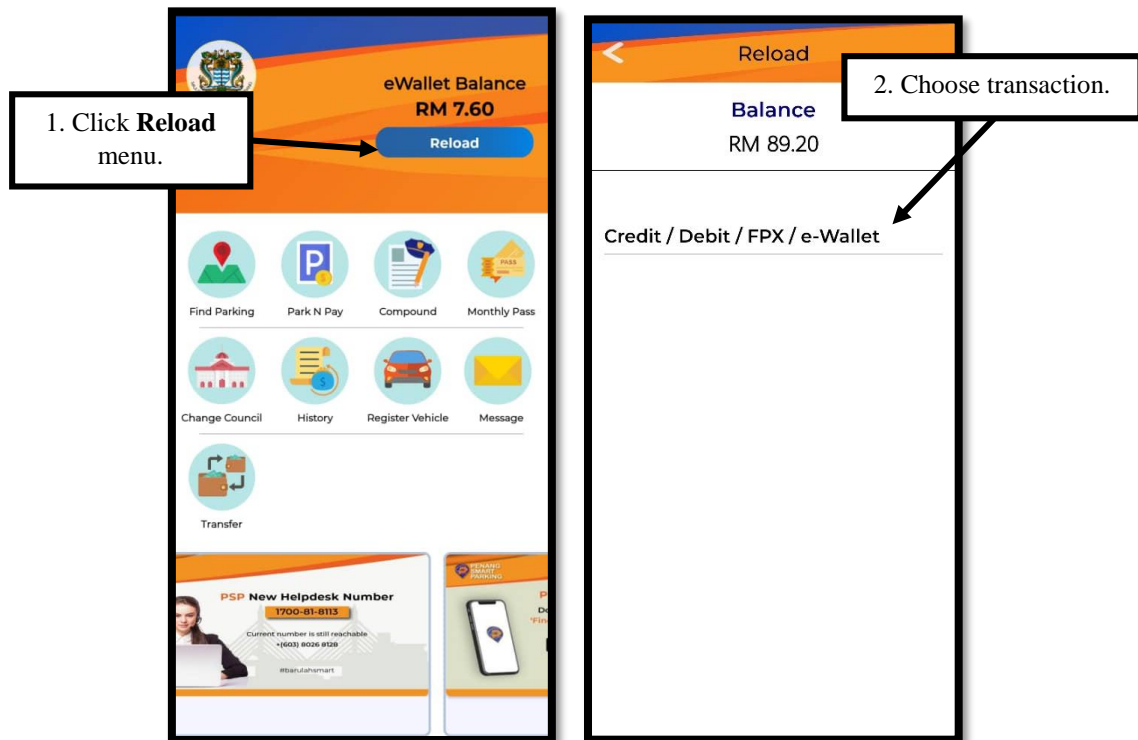


2. Enter **IC Number** and **Date of Birth** for user confirmation.
3. Click **Verify** button to validate user identity.
4. Enter new **PIN** and **Confirmation PIN**.
5. Click **Save** button.
6. Login again by enter **New PIN** to use the application.



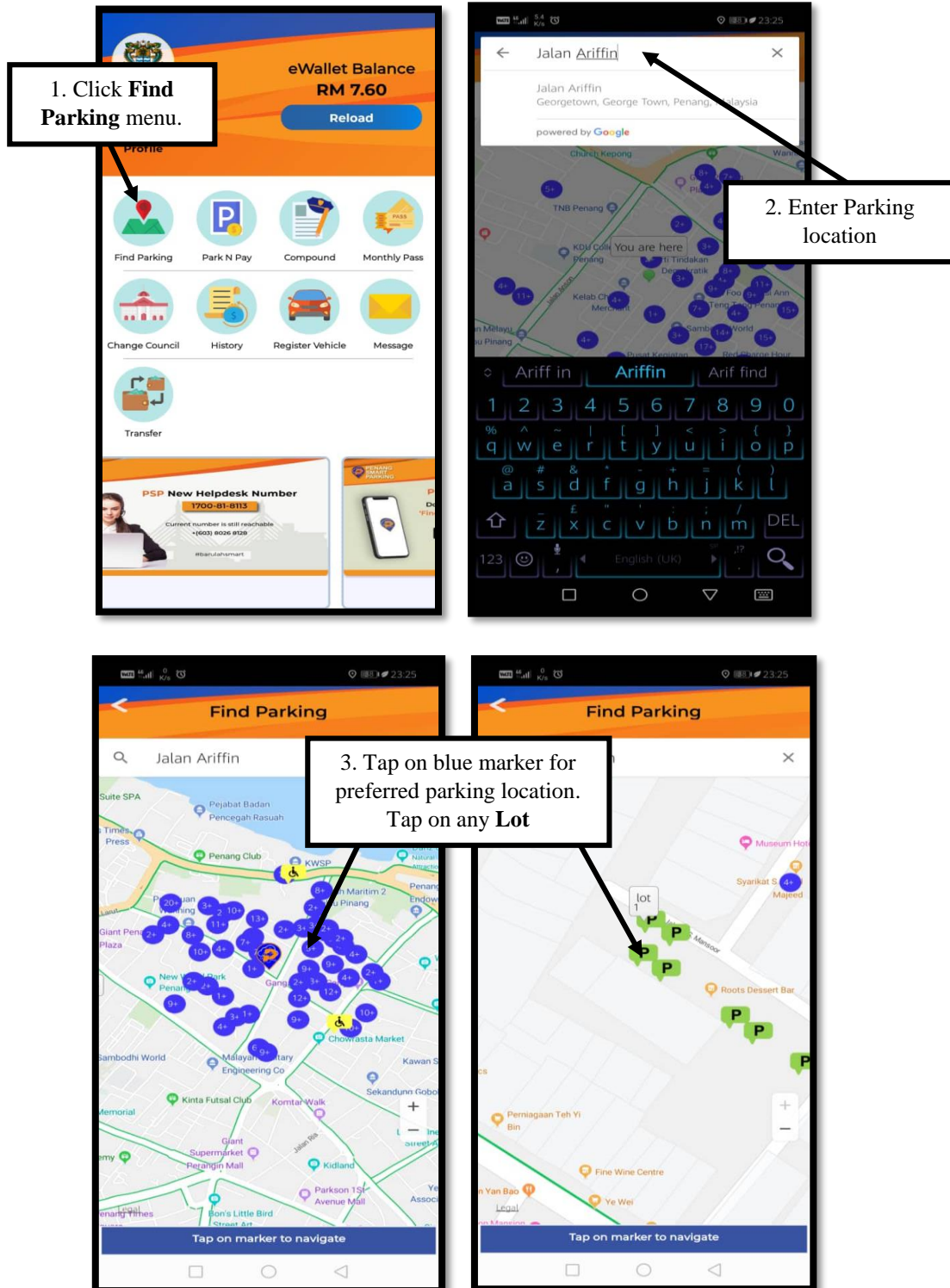
5. Reload

1. Click **Reload** menu from the main page.
2. Choose transaction option. (**Example:** Credit/Debit/FPX/e-Wallet)
3. Select **Amount** to reload and proceed with the reload transaction.

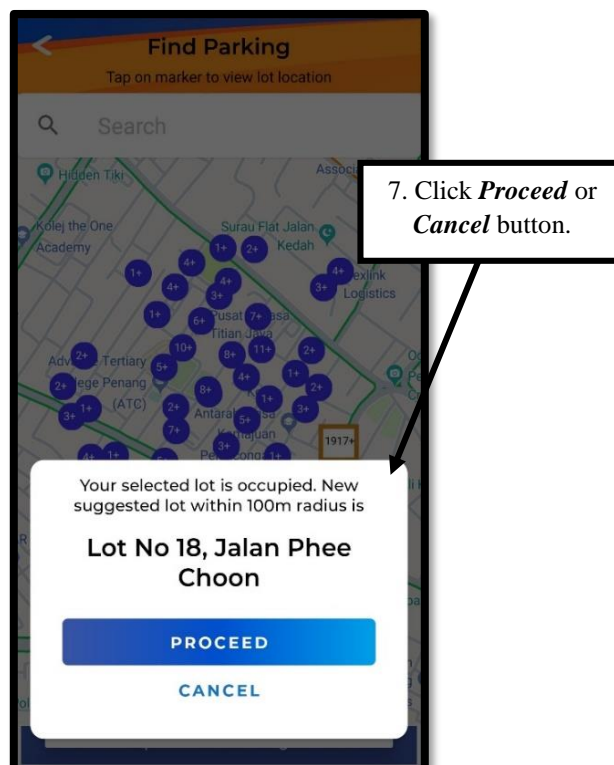
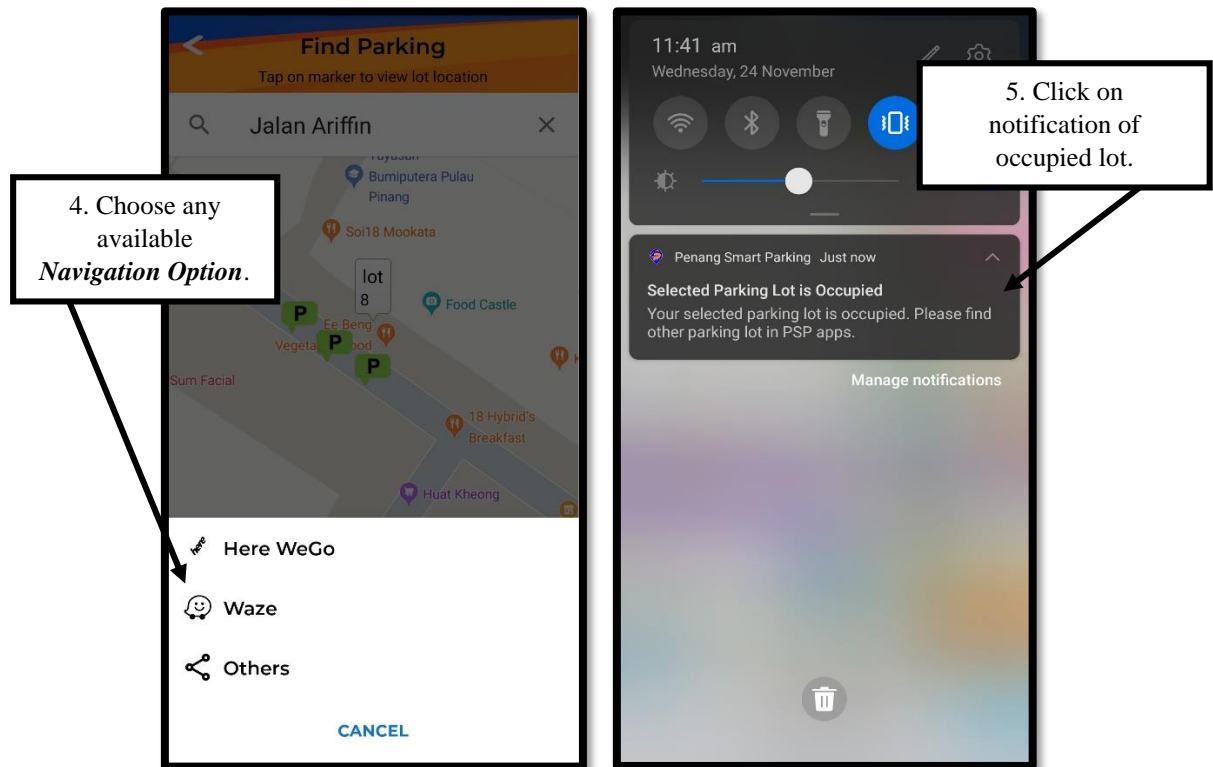


6. Find Parking

1. Click **Find Parking** menu from the main page.
2. Enter the parking location.
3. Tap on blue marker for preferred parking location. Tap on any **Lot**.



4. Choose any available *Navigation Option*.
5. Click on notification when lot is occupied during navigation.
6. Suggested nearby lot, within 100m will be displayed.
7. Click *Proceed* to agree with the suggested lot, or *Cancel* to choose manually.

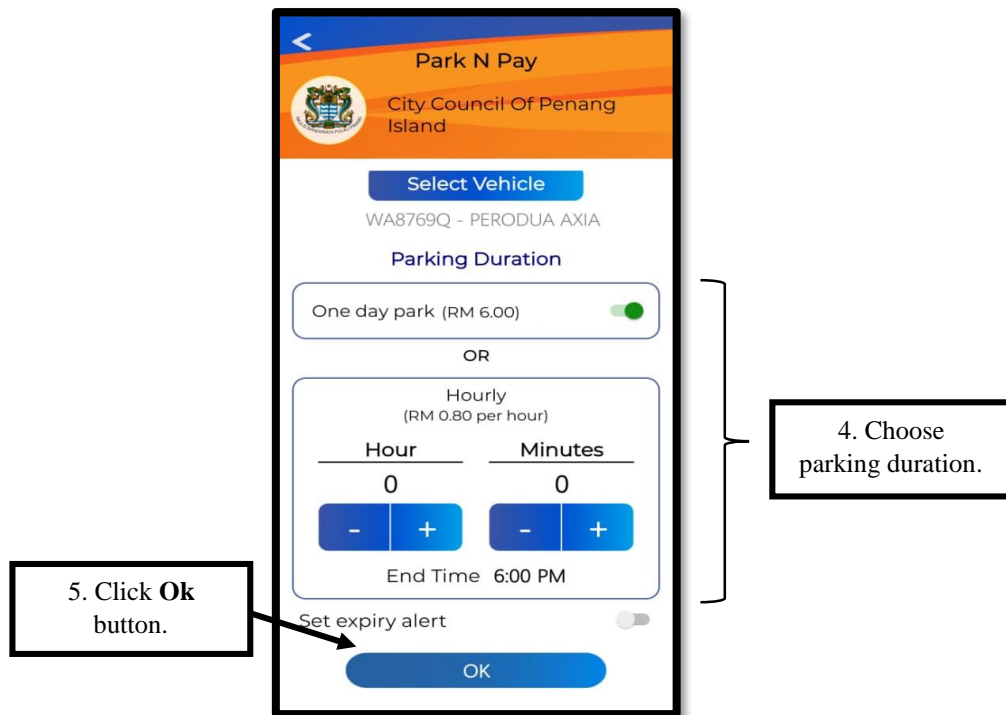


7. Park N Pay

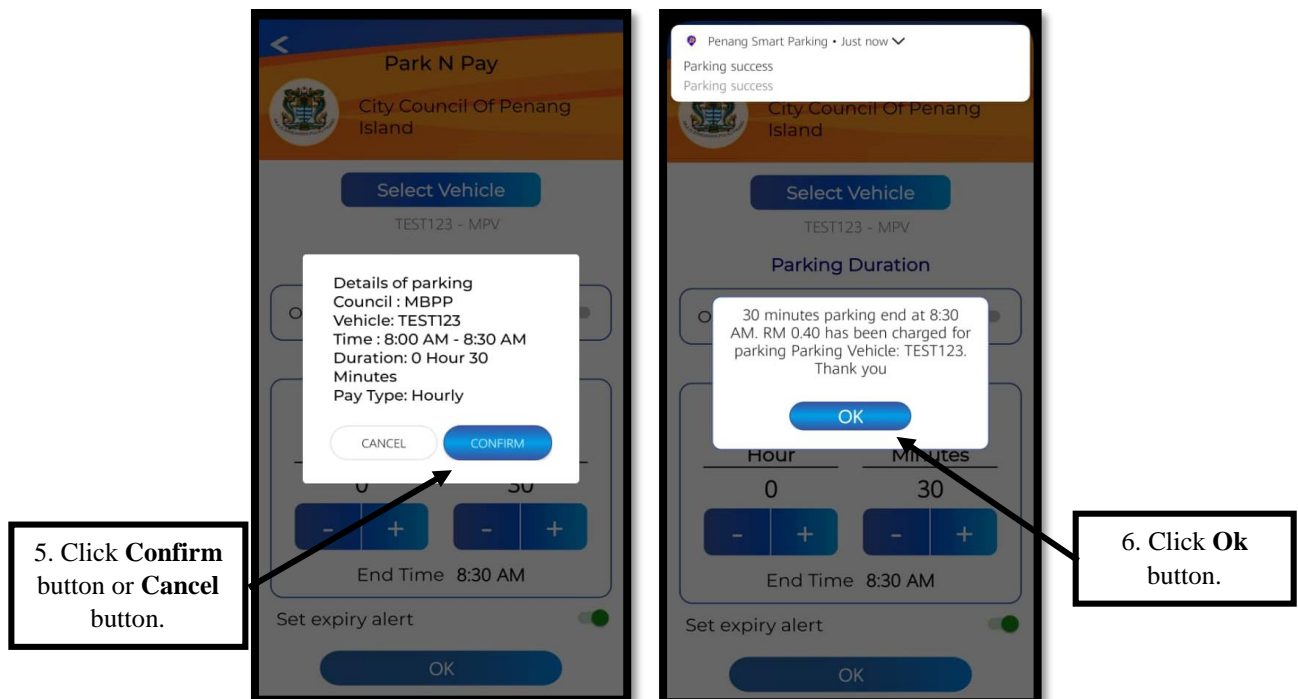
1. Click **Park N Pay** menu from the main page.
2. Click **Select Vehicle** button and wait until list of vehicle appears.
3. Select plate number from the vehicle list.



4. Choose **Parking Duration** either One Day Park or Hourly Park. Click “+” button to add minute/hour or “-” button to delete the minute/hour.
5. Click **OK** button to proceed with the payment.



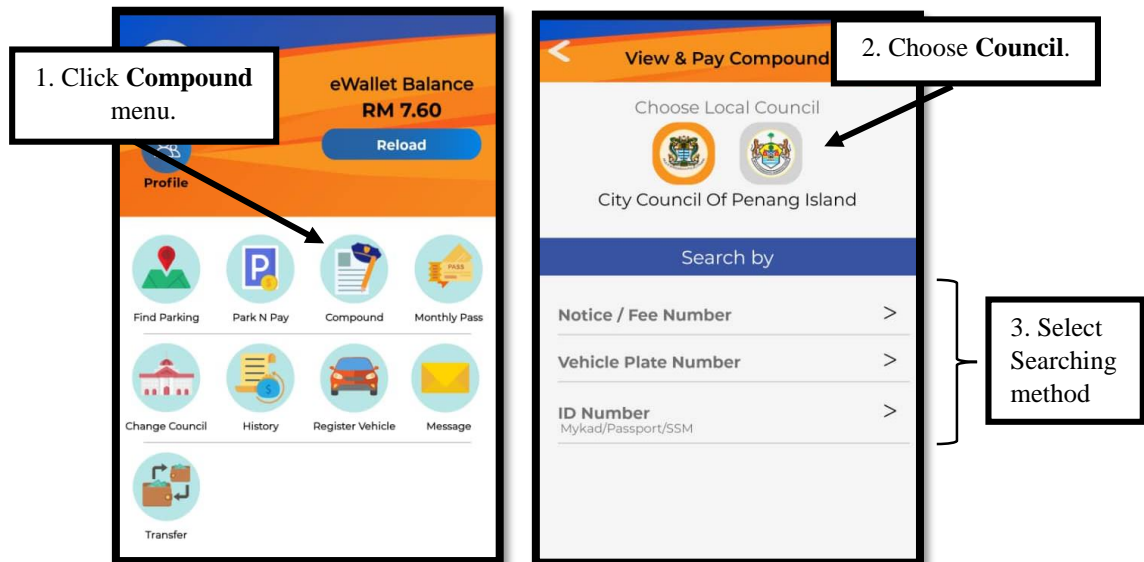
- Click **Confirm** button to confirm the payment and wait until confirmation message appears or click **cancel** if need to cancel the payment.
- Click **OK** button.



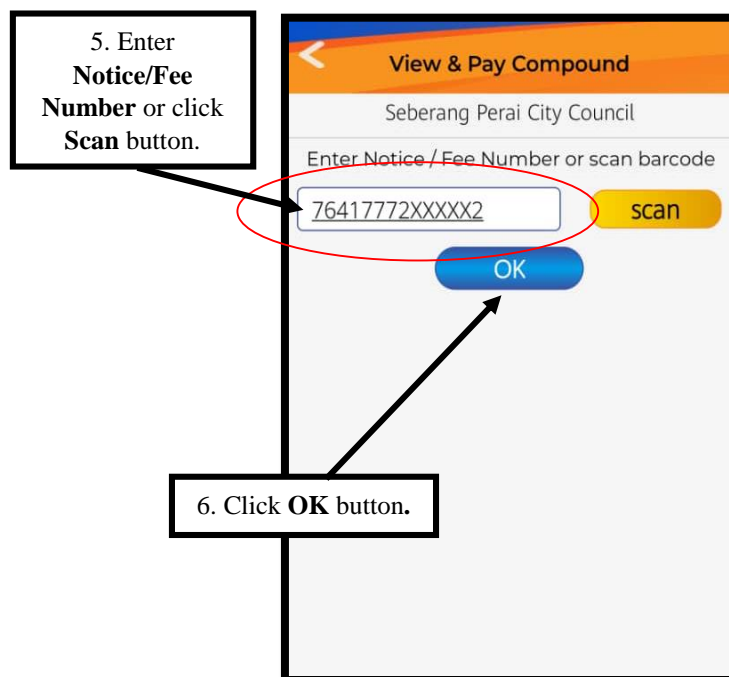
- Park N Pay payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

8. Compound

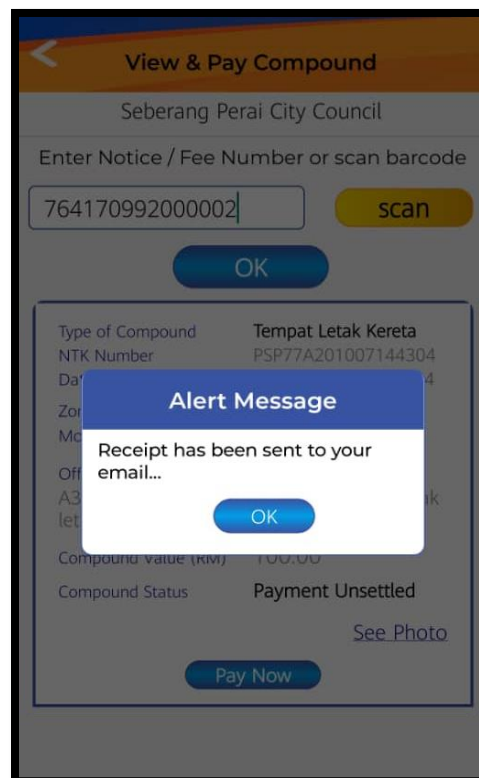
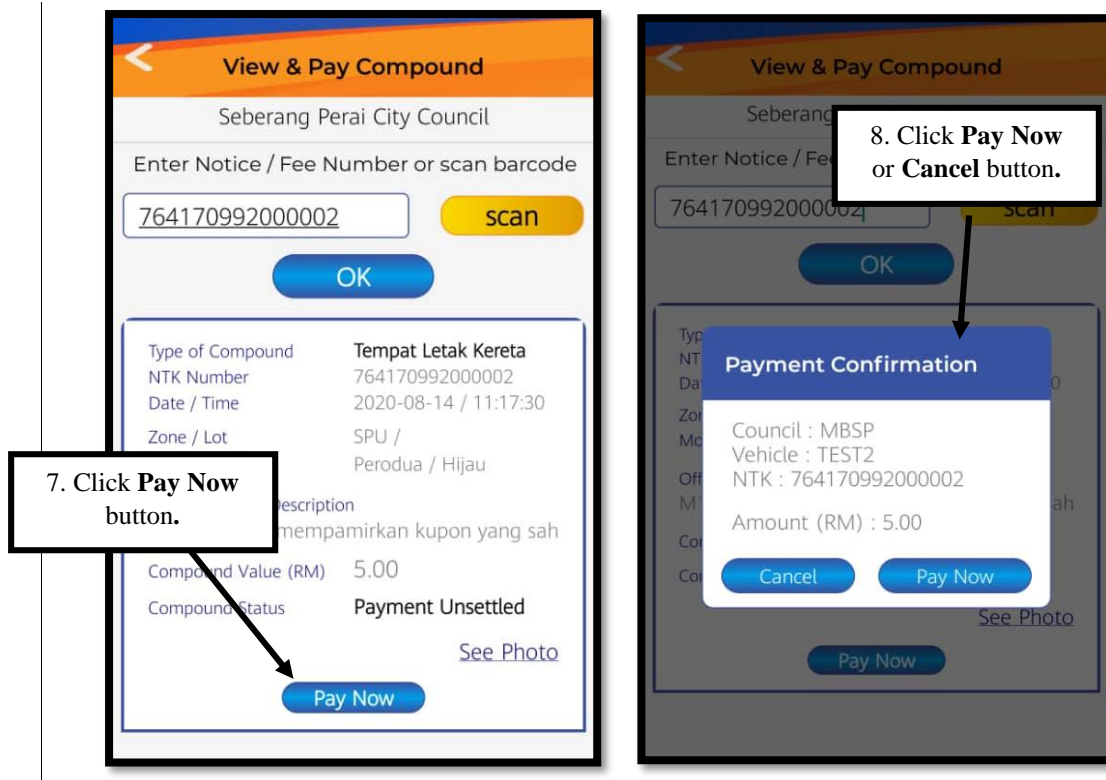
1. Click **Compound** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.
3. Select searching method either Notice/Fee Number, Vehicle Plate Number or ID Number.



4. **Seberang Perai City Council**: Search by **Notice Number**.
5. Enter **Notice/Fee Number** or Click **Scan** to scan barcode from compound notice.
6. Click **OK** and list of compound will be display.

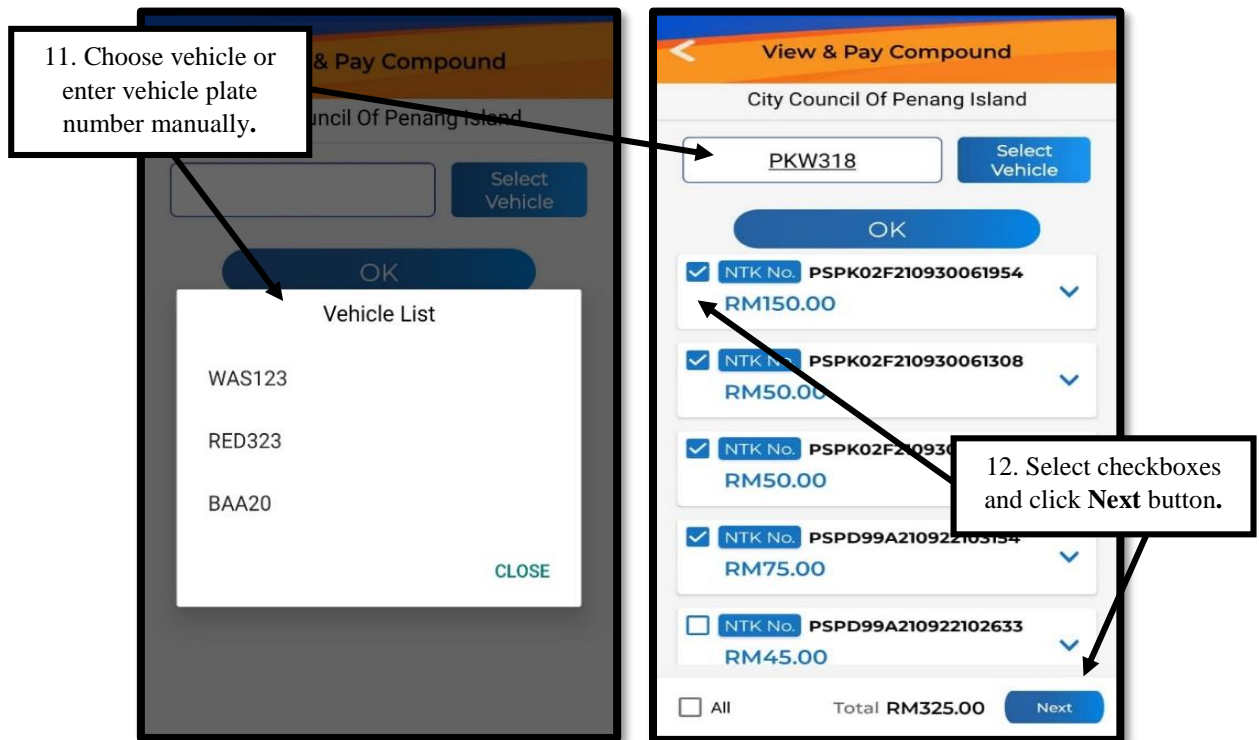


7. Choose compound to pay and click **Pay Now** button.
8. Click **Pay Now** button to proceed with payment or **Cancel** button to cancel payment.
9. Payment Success, Receipt will be sent to registered email



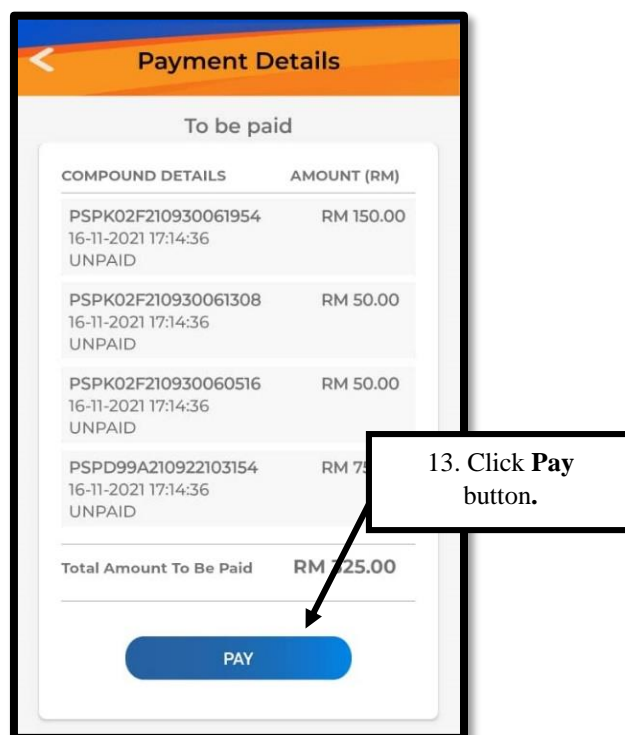
10. **City Council of Penang Island:** Search by **Vehicle Plate Number**.

11. Choose the **Vehicle** to pay compound or enter vehicle plate number manually. Click **OK** button

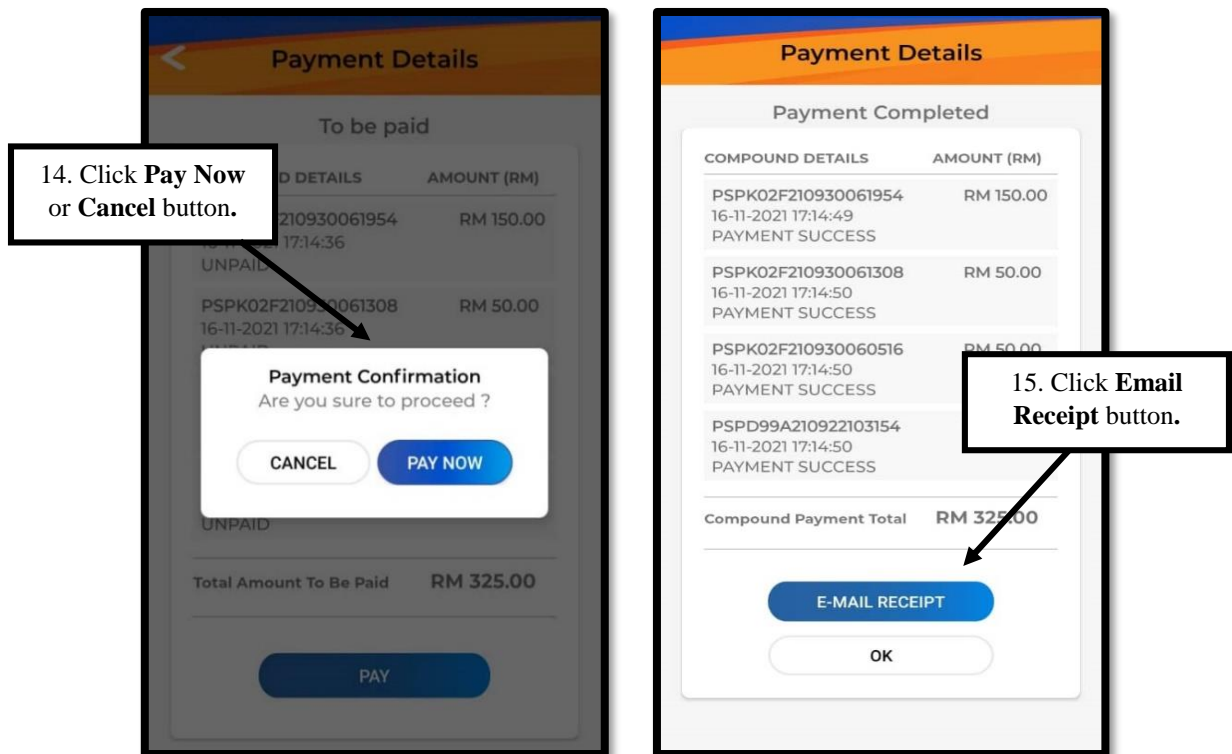


12. Select checkboxes for multiple compound payment. Click **Next** button.

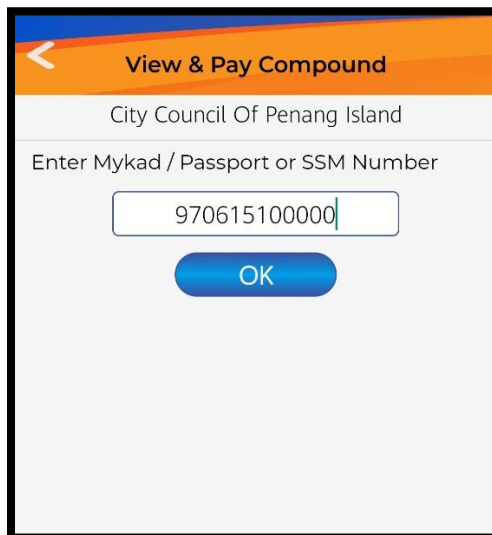
13. Click **Pay** button at Total Amount To Be Paid screen.



14. Click **Pay Now** to proceed with payment or **Cancel** button to cancel payment.
15. Payment Completed, click **Email Receipt** to receive receipt in registered email.



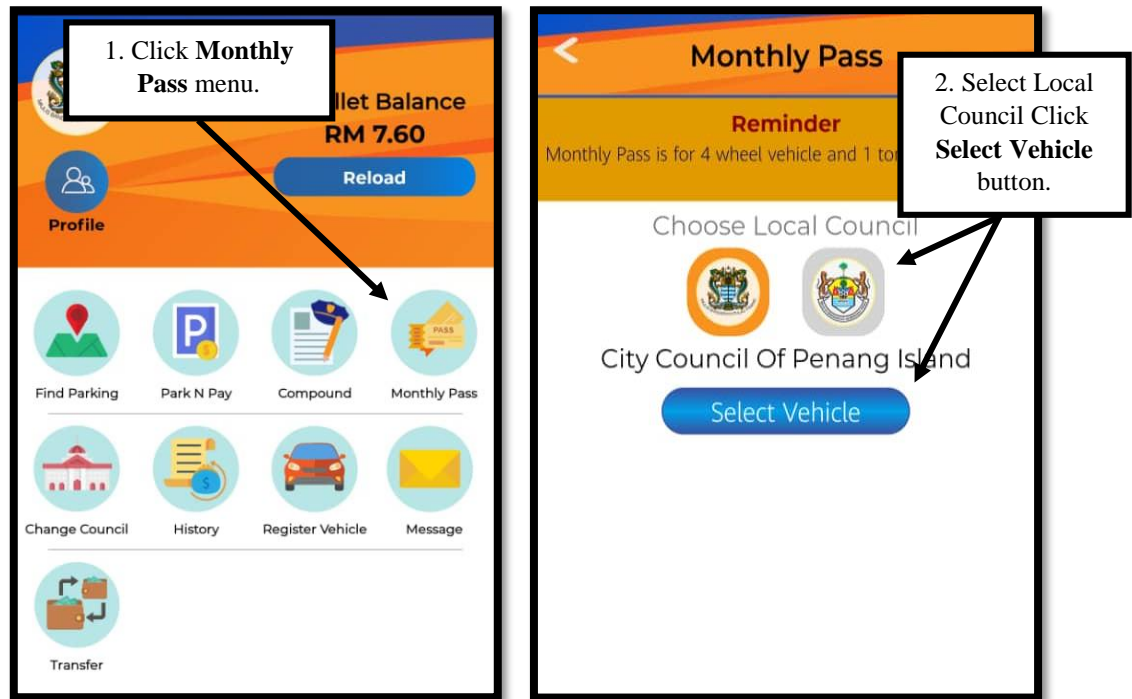
16. **City Council of Penang Island: Search by ID Number.**
17. Enter **MyKad / Passport or SSM Number** to pay compound.



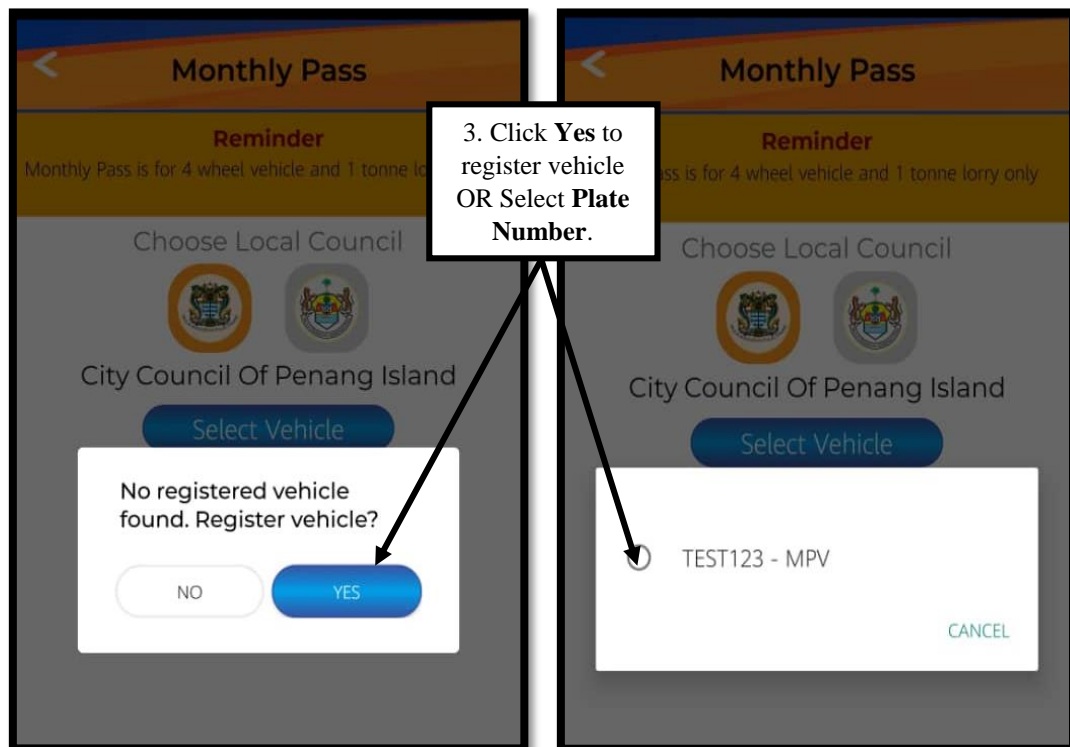
18. Multiple compound payment is only applicable for **Vehicle Plate Number** and **ID Number** search only. Compound payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

9. Monthly Pass

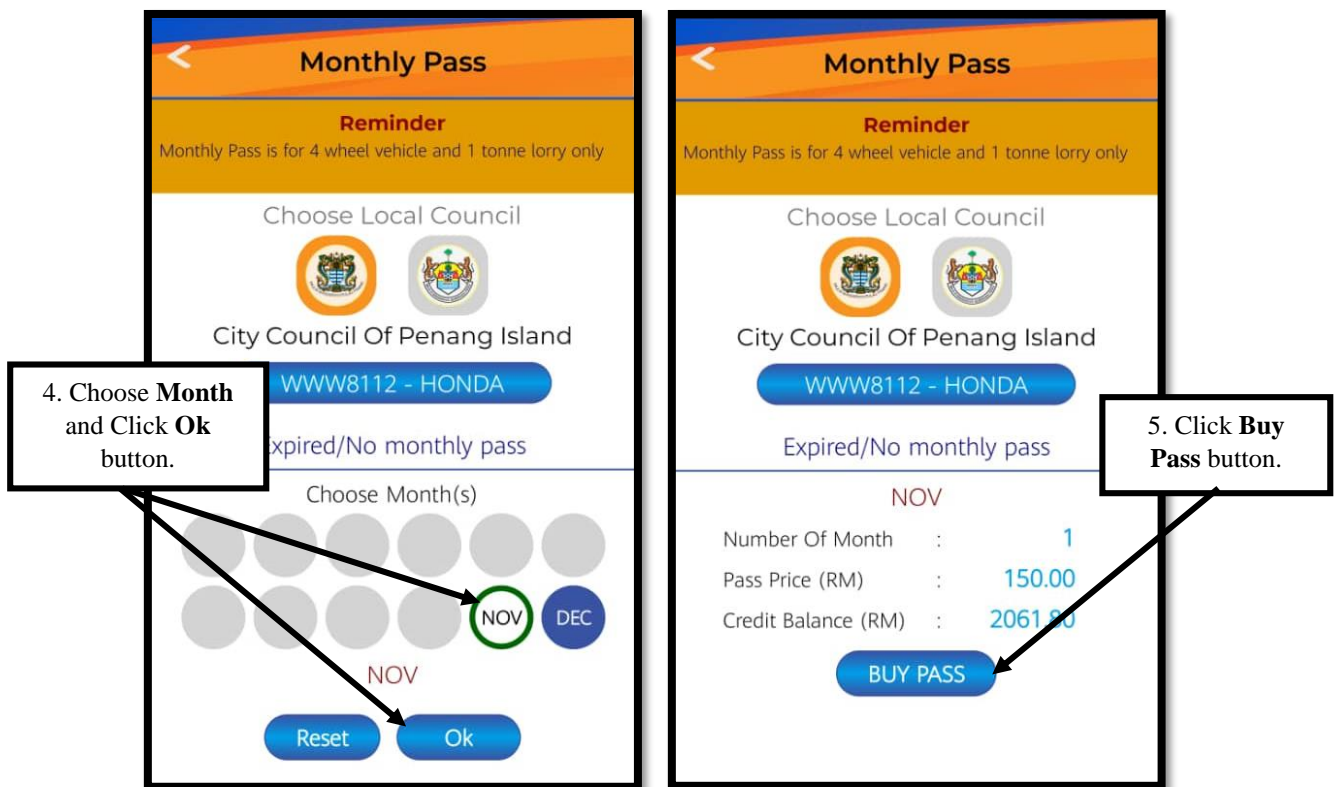
1. Click **Monthly Pass** menu on the main page.
2. Select Local Council button and click **Select Vehicle** button and wait until vehicle list appears.



3. Click **Yes** to register new vehicle **OR** Select **Vehicle** if it has been registered.



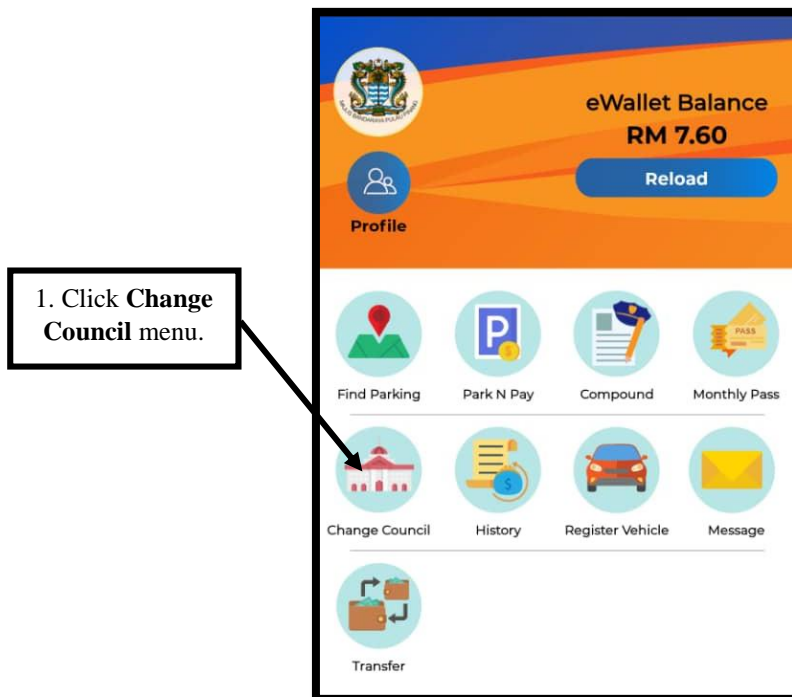
4. Choose **Month(s)** and click **OK** button to make payment or **RESET** button to cancel.
5. Click **Buy Pass** button to make a payment.



6. Monthly Pass payment with insufficient eWallet Balance will prompt the **Reload** screen to user.

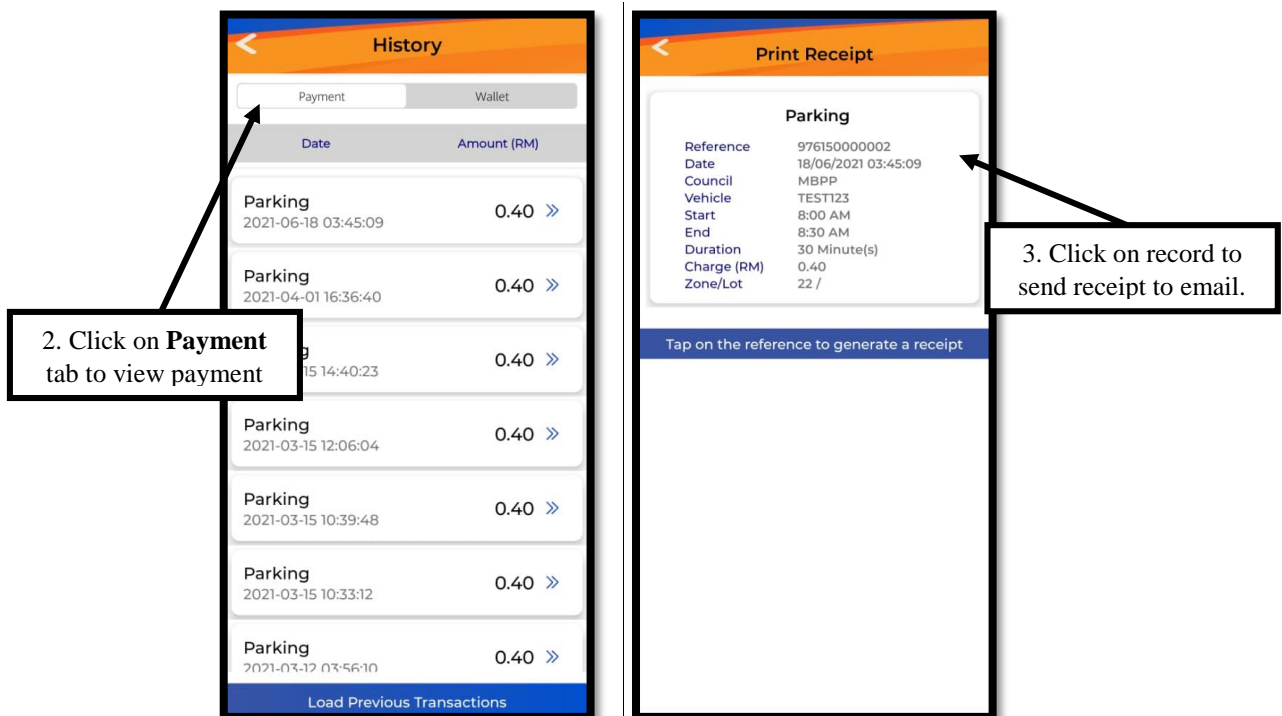
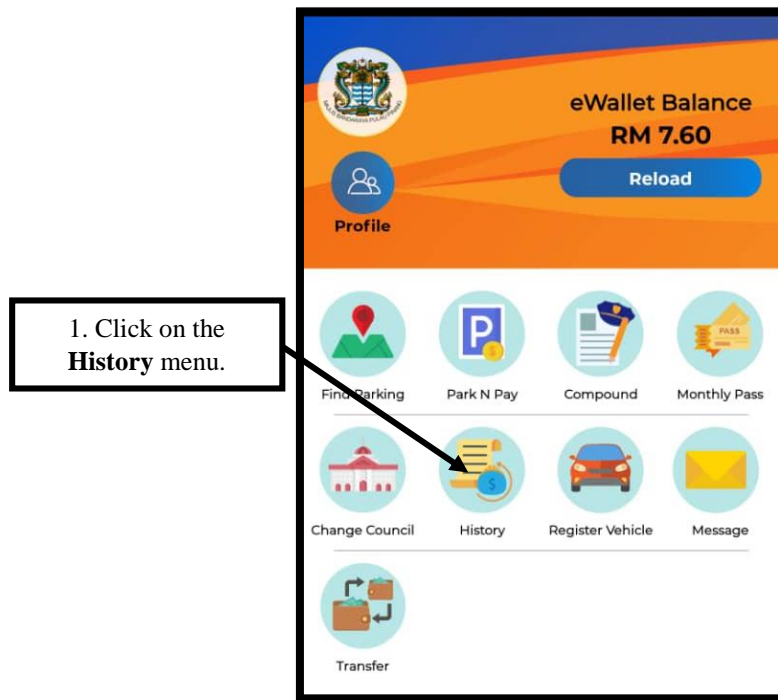
10. Change Council

1. Click **Change Council** menu from the main page.
2. Choose **Council** either City Council of Penang Island or Seberang Perai City Council.



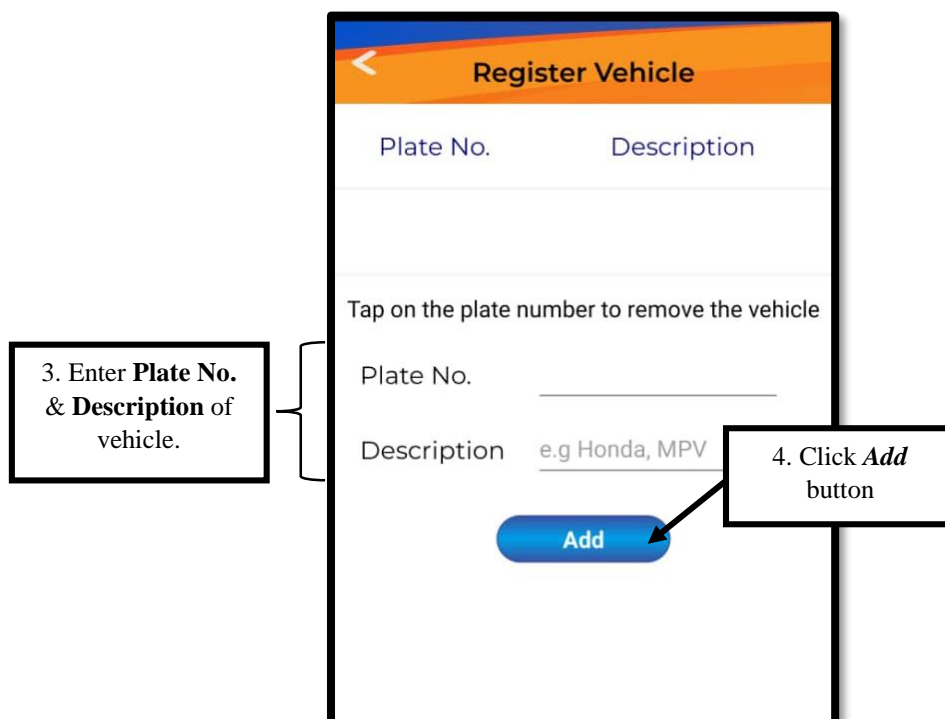
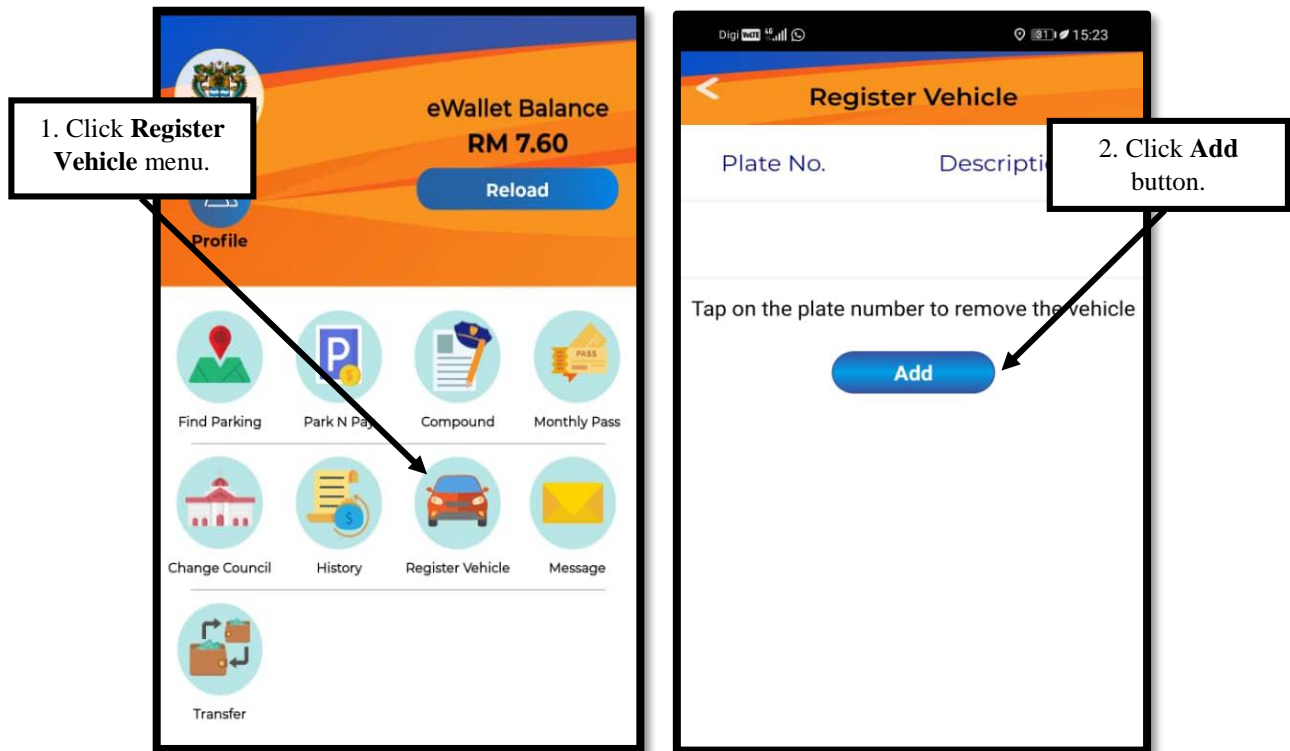
11. History

1. Click **History** menu from the main page.
2. Click >> from Payment List and tab **Reference Number** to generate the receipt.
3. The generated receipt will be sent through email.



12. Register Vehicle

1. Click on **Register Vehicle** menu from the main page.
2. Click **ADD** button to register new vehicle.
3. Enter **Plate No** and **Description** for the new vehicle.
4. Click **ADD** button to register vehicle.



13. Message

1. Click **Message** menu from the main page.
2. All message history will be displayed.



14. Transfer

1. Click **Transfer** menu from the main page.
2. Enter **Phone No** to transfer wallet.
3. Click **Transfer** button and Enter the amount and details.
4. Click **Confirm Transfer** and Transfer Confirmation will be display.
5. Enter **PIN** to verify.

