



## Royal Botanic Garden Sydney Renew or Modify Your Digital Parking Permit Application User Guide

NOTE: All existing permits must be deleted from step 3 in the first instance.

Failing this, the system will receive conflicting messages if there is an expired permit and a separate valid permit with the same vehicle registration/s.

1. To renew or modify your permit, visit the [Royal Botanic Garden Sydney Permit Portal](https://permits.duncansolutions.com.au/api/public/rbg/ba197d93-2af2-4b56-9299-a1f95e1b1fe6/permitHome.html)  
OR type;  
<https://permits.duncansolutions.com.au/api/public/rbg/ba197d93-2af2-4b56-9299-a1f95e1b1fe6/permitHome.html>
2. Use your Botanic Gardens or Corporate email address if applicable and click submit. You will receive an email with a PIN code. Enter the code at the next screen and click submit.

Digital Parking Permit Solution

Applicant Vehicles Documents Applications

Permit Portal Login

Enter your email to sign in or create an account

Enter email address

By signing up, you agree to Duncan Solutions privacy policy

SUBMIT

Digital Parking Permit Solution

Applicant Vehicles Documents Applications

Permit Portal Login

An email with the code has been sent to Rachel.Fowler@botanicgardens.nsw.gov.au. Please check email inbox or spam folder for code.

Enter code


By signing up, you agree to Duncan Solutions privacy policy

SUBMIT


### 3. Select 'Step 3 – Permits'

- Expand the "Permit-Expired" tab, toggle on your vehicle registration and the T&Cs, press delete
- Expand the "Approved by system" tab, toggle on your vehicle registration and the T&Cs, press delete
- Delete all applications until the number of applications displayed is "0" zero


Step 1


  
Applicant

Step 2


  
Vehicles  
7 cars

Step 3


  
Permits  
3 Applications

STAFF PERMIT-EXPIRED

▼

STAFF-APPROVED BY SYSTEM

▼

PERMIT TYPE

Staff

▼

PERMIT STATUS

Approved by System

▼

VEHICLES

☒

ABC123

COUNCIL NOTES

EXPIRY DATE

16/06/2025

📅

☒

I agree Terms and Conditions. (Click + to expand and view.)

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Royal Botanic Garden Sydney is committed to protecting your [privacy](#). We take reasonable steps to comply with relevant legislation and internal policy. The Royal Botanic Garden Sydney is subject to the NSW Privacy and Personal Information Protection Act 1998.


Withdraw


Delete




4. Select 'Step 1 – Applicant' Enter your First Name and Last Name. Select the desired 'Applicant Type' from the drop down. Click Continue.

**Step 1**  
  
**Applicant**

**Step 2**  
  
**Vehicles**  
0 car

**Step 3**  
  
**Documents**  
Document not Required

**Step 3**  
  
**Permits**  
0 Application

Welcome to the Royal Botanic Garden Sydney Permit Portal

Welcome to the Royal Botanic Garden Sydney. Plan your visit [HERE](#).

FIRST NAME

LAST NAME

EMAIL

PHONE

APPLICANT TYPE

Staff

Volunteer

Trustee

Contractor Assets

Contractor Rangers

Contractor Horticulture

Foundation and Friends

Venues and Events

Commercial Tenant

Media

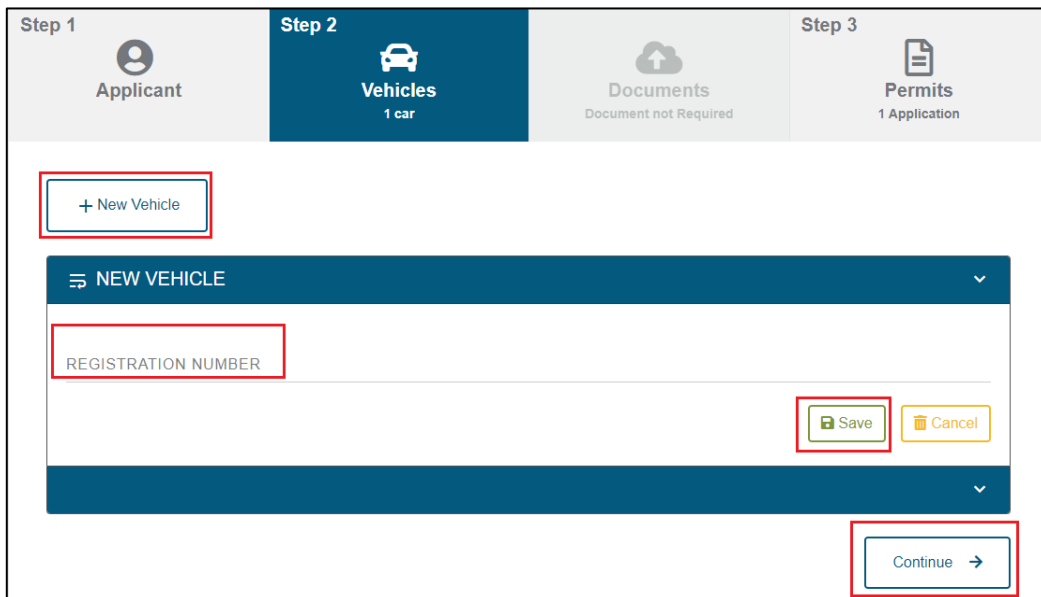
Partnerships and Tourism

Other

Continue →

5. 'Step 2 – Vehicles'

- If your current vehicle registration hasn't changed, press Continue
- Click the 'New Vehicle' button to enter a new vehicle registration number with **no gaps, or spaces** e.g. ABC123
- Delete any redundant vehicle registrations.
- Click Save and Continue.



6. Activate the vehicle, by toggling on the vehicle registration number.  
Tick the box to agree to the Terms and Conditions and then click Submit.

