

Simplicity® Tenant Portal Training Guide



Adhoc Utility Request

Learn how to request for ad hoc aircon extension and cancellation



Overview



- 01** Introduction
- 02** Adhoc Utility Request
- 03** Self-Assessment Checklist

A large blue triangle pointing right, partially overlapping a grey triangle pointing left, set against a white background.

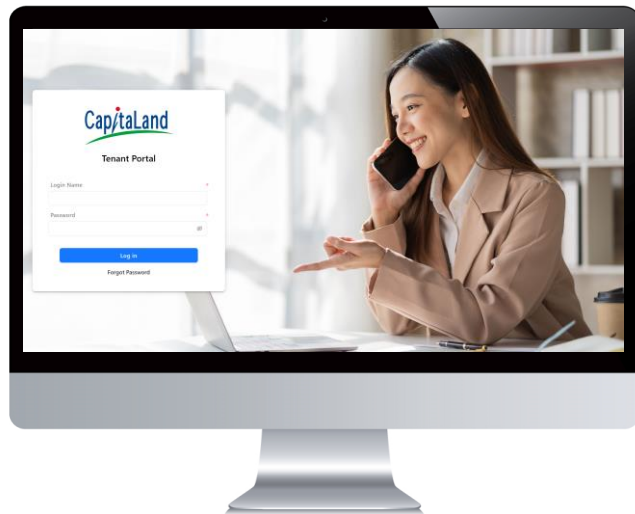
Introduction

Overview of Simplicity® Tenant Portal

What is Simplicity® Tenant Portal?

Simplicity Tenant Portal is a self-service portal for tenant to view their contract details, download their billing related documents and notices, submit renovation permits and requests.

It also enables tenant to manage their own user accounts and access to the portal.



Overview of Simplicity® Tenant Portal

Functions of Simplicity® Tenant Portal



Contract Details

Learn how to view your lease and license contract details, as well as update your contact listing.

[Video](#) [Guide](#)



Customer User Account

Find out how to manage user accounts and grant the relevant access, inactivation of account and reset of password.

[Video](#) [Guide](#)



Permit Request

Learn how to submit renovation permit request, including permit request, extension, permit work request and worker amendment.

[Video](#) [Guide](#)



Adhoc Utility Request

Unsure on how to submit request for ad hoc aircon extension and cancellation? Click below to learn more!

[Video](#) [Guide](#)



Bills and Notices

See how to check your monthly bills and never miss an important notice.

[Video](#) [Guide](#)



Ticket

Learn how to submit service ticket on an incident, report an issue with the facility/building or provide compliment for a vendor or staff.

[Video](#) [Guide](#)



E-Form

Learn to retrieve the various documents and application forms published by us.

[Video](#) [Guide](#)

**Please note that the accessible functions are dependent on the role access granted to you. Please check with the Tenant User Administrator within your company for more info.*

In this guide, we focus on Adhoc Utility Request

The Adhoc Utility Request module enables tenant to:

- Submit request for ad hoc aircon extension
- View ad hoc utility request status
- Cancel ad hoc aircon extension request

From this guide, we should be able to:

01 Submit request for ad hoc aircon extension

02 View adhoc utility request status

03 Cancel ad hoc aircon extension

A large blue arrow pointing right, partially overlapping a grey triangle pointing up from the bottom left corner.

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?




Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

Adhoc Utility Request module allows user to submit request for ad hoc aircon extension

Note: Only user with **Tenant User Administrator** and **Tenant Adhoc Utility Requestor** role has access to this function

❖ How to submit request for ad hoc aircon extension?

1. Navigate to 'Adhoc Utility Request' on the left panel
2. Click  to create new ad hoc utility request

Adhoc Utility Request

Tenant Portal

- Help
- Contract Details
- Ticket
- Renovation Permit
- Adhoc Utility Request**
- Adhoc Utility Cancellation
- E-Form
- Bills and Notices

june.ong@test.com

Powered by Anacle Systems Limited

Adhoc Utility Request

What is the number, requestor, location, customer name or contact number?

	Number	Requestor	Building	Customer	Contact Tel	Status
<input type="checkbox"/>	#00000049	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Pending Execution
<input type="checkbox"/>	#00000048	Linda Yeo	All Locations > CL Building > CL Building	BPXYZ Limited	81118888	Closed
<input type="checkbox"/>	#00000047	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Cancelled
<input type="checkbox"/>	Draft	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Draft
<input type="checkbox"/>	#00000046	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Cancelled

5 item(s) total < 1 > 10 / page

Click '+' to create new request

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

- ❖ How to submit request for ad hoc aircon extension?
 3. Click 'Select' button
 4. Choose the applicable account number and click 'Select' to confirm the selection

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Number :

Start

Details
Comments [0]
Attachment [0]
Summary

Customer Account : * TA2311000164

Select
Clear

Customer Name : BPXYZ Limited

Lease :
 Commencement Date :
 Expiry Date :
 Termination Date :
 Area : 2000
 Requestor Type : Tenant
 Request Type : *

What is the Account Number or Customer Name?

Search

Account Number	Customer Name	Customer Account Type	Customer Number	Locations
<input checked="" type="radio"/> TA2311000164	BPXYZ Limited	Lease	C000062	All Locations > CL Building > CL Building > Level 3 > 03-01, All Locations > CL Building > CL Building > Level 3 > 03-02
<input type="radio"/> TA2311000163	BPXYZ Limited	Lease	C000062	All Locations > CL Building > CL Building > Level 1 > #01-01

2 item(s) total < 1 > 10 / page

Select
Back

Click 'Select' button

Choose the applicable account number

Click 'Select' to confirm the account

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

- ❖ How to submit request for ad hoc aircon extension?
 5. Choose the type of request on the 'Request Type' field
 6. Scroll down to 'Location' field
 7. Tick the applicable location(s)

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Requestor Type : Tenant

Request Type : * AHU Choose the request type

No Of AHU/FCU : AHU/FCU Serial Number :

Minimum Number Of AHU/FCU :

Admin Fee : 20

Locations

Selected? ▾ Full Path ▾

<input checked="" type="checkbox"/>	All Locations > CL Building > CL Building > Level 3 > 03-01
<input checked="" type="checkbox"/>	All Locations > CL Building > CL Building > Level 3 > 03-02

2 item(s) total < 1 > 10 / page ▾

Requestor : Cell Phone :

Email :

Total Charge

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

❖ How to submit request for ad hoc aircon extension?

8. Scroll down to 'Extension Dates' field

9. a) Click '+ Add Extension Item' button to add the extension day

OR

b) Click '+ Add Schedule Extension Item' button to add the extension day that reoccur weekly or monthly

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Before Tax :

Total Charge After Tax :

Extension Dates

+ Add Extension Item
+ Schedule Extension Item

	Date Of Extension	Duration From	Duration To
☐	<input type="text"/>	<input type="text"/>	<input type="text"/>

Select the applicable date and times

Created User :

Created Date/Time :

Modified User :

Modified Date/Time :

Extension Details

Date Of Extension : *

Time (From) : *

Time (To) : *

Remarks :

Charges

Estimated Quantity : 1

Estimated Unit Price : 8

Estimated Amount : 8

Estimated Tax Amount : 0.64

Estimated Amount Including Tax : 8.64

Click 'Update' to add the extension item

Update
Update and New
Cancel

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

❖ How to submit request for ad hoc aircon extension?

8. Scroll down to 'Extension Dates' field

9. a) Click '+ Add Extension Item' button to add the extension day

OR

b) Click '+ Add Schedule Extension Item' button to add the extension day that reoccur weekly or monthly

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Before Tax : ☺

Total Charge After Tax : ☺

Extension Dates

+ Add Extension Item
+ Schedule Extension Item
× Delete Selected

	Date Of Extension	Duration	Duration	Amount Estimated By	Amount Charged To	Remarks
	<div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>Extension Details</p> <p>Scheduling Type : Weekly</p> <p>Date Of Extension : * 12-Nov-2023 → 30-Nov-2023</p> <p>Time (From) : * 6:00 PM</p> <p>Time (To) : * 11:00 PM</p> <p>Remarks :</p> <p>Scheduling Days : * <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday</p> <div style="display: flex; justify-content: flex-end; gap: 10px; margin-top: 5px;"> <div style="border: 1px solid gray; padding: 2px;">Tick the day(s) that the extension is needed</div> <div style="border: 1px solid gray; padding: 2px;">Select the applicable dates and times</div> <div style="border: 1px solid gray; padding: 2px;">Click 'Schedule' to add the extension items</div> <div style="border: 2px solid red; padding: 2px;">Schedule</div> <div>Cancel</div> </div> </div>					

Select 'Weekly' if the extension items will be repeated weekly

Select the applicable dates and times

Tick the day(s) that the extension is needed

Click 'Schedule' to add the extension items

Schedule

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

❖ How to submit request for ad hoc aircon extension?

8. Scroll down to 'Extension Dates' field

9. a) Click '+ Add Extension Item' button to add the extension day

OR

b) Click '+ Add Schedule Extension Item' button to add the extension day that reoccur weekly or monthly

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Before Tax : ☺

Total Charge After Tax : ☺

Extension Dates

+ Add Extension Item
+ Schedule Extension Item
× Delete Selected

	Date Of Extension	Duration From	Duration To	Amount Estimated By System	Amount Charged To Tenant	Remarks
Created User :						
Created Date/Time :						
Modified User :						
Modified Date/Time :						

Extension Details

Scheduling Type : Monthly

Date Of Extension :* 12-Nov-2023 30-Nov-2023

Time (From) :* 6:00 PM

Time (To) :* 11:00 PM

Remarks :

Schedule
Cancel

Select 'Monthly' if the extension items will be repeated once a month

Select the applicable dates and times

Click 'Schedule' to add the extension items

Adhoc Utility Request

1. How to submit request for ad hoc aircon extension?



Adhoc Utility Request - Submit Request for Ad Hoc Aircon Extension

- ❖ How to submit request for ad hoc aircon extension?
 10. Click 'Submit for Execution' to complete the submission request for ad hoc aircon extension

Adhoc Utility Request

← Adhoc Utility Request
Save as Draft Submit for Execution

Extension Dates

+ Add Extension Item
+ Schedule Extension Item
× Delete Selected

			Date Of Extension	Duration From	Duration To	Amount Estimated By System	Amount Charged To Tenant	Remarks
<input type="checkbox"/>	✍	✕	13-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	15-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	17-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	20-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	22-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	24-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	27-Nov-2023	18:00	23:00	11	11.88	
<input type="checkbox"/>	✍	✕	29-Nov-2023	18:00	23:00	11	11.88	

Note: The Extension Item(s) will be listed

8 item(s) total < 1 > 10 / page ▾

Click 'Submit for Execution' to complete the request.

Note: The Extension Item(s) will be listed

16

2. How to view adhoc utility request status?

Adhoc Utility Request

1. How to view adhoc utility request status?




Adhoc Utility Request
- View adhoc utility request status

Adhoc Utility Request module allows user to submit request for ad hoc aricon extension

Note: Only user with Tenant User Administrator and Tenant Adhoc Utility Requestor role has access to this function

❖ How to view adhoc utility request status?

1. Navigate to 'Adhoc Utility Request' on the left panel
2. Click  next to the desired request to display

Adhoc Utility Request

Tenant Portal

- 📄 Help
- 📄 Contract Details
- 📄 Ticket
- 📄 Renovation Permit >
- 📄 *** Adhoc Utility Request**
- 📄 * Adhoc Utility Cancellation
- 📄 E-Form
- 📄 Bills and Notices

june.ong@test.com











Powered by Anacle Systems Limited

+

What is the number, requestor, location, customer name or contact number?

🔍 Search
✖ Clear

Click 'View' to display the request

		Number	Requestor	Building	Customer	Contact Tel	Status	
<input type="checkbox"/>			#00000049	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Pending Execution
<input type="checkbox"/>			#00000048	Linda Yeo	All Locations > CL Building > CL Building	BPXYZ Limited	81118888	Closed
<input type="checkbox"/>			#00000047	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Cancelled
<input type="checkbox"/>			Draft	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Draft
<input type="checkbox"/>			#00000046	June Ong	All Locations > CL Building > CL Building	BPXYZ Limited	81234567	Cancelled

5 item(s) total < 1 > 10 / page

18

Adhoc Utility Request

1. How to view adhoc utility request status?



Adhoc Utility Request
- View adhoc utility request status

❖ How to view adhoc utility request status?

3. System will show the details of the request and the request status:
 - **Draft** – request is pending for tenant submission
 - **Pending Execution** – request is being worked on
 - **Closed** – request has been resolved.
 - **Cancelled** – request has been cancelled by tenant

Adhoc Utility Request

← Adhoc Utility Request
Save Cancel

Number : #00000050 Closed

Details

Comments [0]

Attachment [0]

Summary

Request status

Customer Account : TA2311000164

Customer Name : BPXYZ Limited

Lease : TA2311000164

Commencement Date : 11-Feb-2023

Expiry Date : 10-Feb-2026

Termination Date :

Area : 2000

Requestor Type : Tenant

Request Type : AHU

No Of AHU/FCU : 2 AHU/FCU Serial : 1234

3. How to cancel ad hoc aircon extension?

Adhoc Utility Request

3. How to cancel ad hoc aircon extension?




Adhoc Utility Request - Cancel Ad Hoc Aircon Extension

Adhoc Utility Cancellation module allows user to cancel ad hoc aircon extension

Note: Only user with **Tenant User Administrator** and **Tenant Adhoc Utility Requestor** role has access to this function

❖ How to cancel ad hoc aircon extension?

1. Navigate to 'Adhoc Utility Cancellation' on the left panel
2. Click  to create new ad hoc utility cancellation

Adhoc Utility Cancellation

Tenant Portal

- 🔗 Help
- 📄 Contract Details
- 🎫 Ticket
- 🏠 Renovation Permit >
- ⚙️ Adhoc Utility Request
- ⚙️ Adhoc Utility Cancellation
- 📄 E-Form
- 📄 Bills and Notices

june.ong@test.com


Powered by Anacle Systems Limited

Adhoc Utility Cancellation

+

What is the Adhoc Utility Cancellation Number, Adhoc Utility Request Number, Customer Name or Lease Number?

Search
Clear

Adhoc Utility Cancellation Number	Adhoc Utility Request Number	Customer Name	Lease Number	Created Date	Status
 No data					

Click '+' to create new request

Adhoc Utility Request

3. How to cancel ad hoc aircon extension?



Adhoc Utility Request
- Cancel Ad Hoc Aircon
Extension

❖ **How to cancel ad hoc aircon extension?**

3. Click 'Select' button
4. Choose the applicable request and click 'Select' to confirm the selection

Adhoc Utility Cancellation

← Adhoc Utility Cancellation
Submit Save as Draft

Number :

Start

Details

Comments [0]

Attachment [0]

Summary

Requestor Type : Tenant

Adhoc Utility Request : #00000048

Select

Clear

Cancellation Work Order Number :

Lease Number : TA2311000163

Lease Commencement Date : 01-Apr-2023

Lease Expiry Date : 31-Mar-2026

Customer Name : BPXYZ Limited

Unit Number(s) : #01-01

Search
✕

Adhoc Utility Request Number	Customer Name	Customer Number	Customer Account Number	AHU No.	Status
<input type="radio"/> #00000040					Closed
<input type="radio"/> #00000043					Closed
<input checked="" type="radio"/> #00000049	BPXYZ Limited	C000062	TA2311000164		Closed
<input type="radio"/> #00000050	BPXYZ Limited	C000062	TA2311000164		Closed

14 item(s) total < 1 **2** > 10 / page ▾

Select

Back

Adhoc Utility Request

3. How to cancel ad hoc aircon extension?



Adhoc Utility Request - Cancel Ad Hoc Aircon Extension

❖ How to cancel ad hoc aircon extension?

5. System will prompt the list of extensions within the selected ad hoc utility request
6. For past date extensions, the item will not be cancellable and showed as 'No' under 'Cancellable?'
7. Tick the desired extensions to be cancelled. Once done, click 'Submit' to complete the adhoc utility cancellation process

Adhoc Utility Cancellation

← Adhoc Utility Cancellation

Submit

Requestor Name :* June Ong Email :* june.ong@test.com

Cell Phone :* 91234567

To Be Cancelled?	Cancellable?	Date of Extension	Duration (From)	Duration (To)	Charges	Status
<input type="checkbox"/>	Past date extensions will not be cancellable	01-Nov-2023	04:00 am	04:00 pm	\$16.00	Cancelled
<input type="checkbox"/>	No	02-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input type="checkbox"/>	No	03-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input type="checkbox"/>	Yes	08-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input checked="" type="checkbox"/>	Yes	09-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input type="checkbox"/>	Yes	10-Nov-2023	04:00 am	04:00 pm	\$16.00	Active

6 item(s) total
< 1 >
10 / page ▾

Adhoc Utility Request

3. How to cancel ad hoc aircon extension?



Adhoc Utility Request - Cancel Ad Hoc Aircon Extension

❖ How to cancel ad hoc aircon extension?

8. An Adhoc Utility Cancellation Number will be accorded to the Cancellation request
9. The selected extension will also be indicated as 'Cancelled'

Adhoc Utility Cancellation

← Adhoc Utility Cancellation

Number : #00000016 Adhoc Utility Cancellation number generated. Submitted

Details Comments [0] Attachment [0] Summary

Requestor Type : Tenant

Adhoc Utility Request : #00000048

Select Clear

Cancellation Work Order Number : /WO/2311/0235

Lease Number : TA2311000163

Lease Commencement Date : 01-Apr-2023

Lease Expiry Date : 31-Mar-2026

Customer Name : BPXYZ Limited

← Adhoc Utility Cancellation Submit

Requestor Name :* June Ong Email :* june.ong@test.com

Cell Phone :* 91234567

To Be Cancelled?	Cancelable?	Date of Extension	Duration (From)	Duration (To)	Charges	Status
<input type="checkbox"/>	No	01-Nov-2023	04:00 am	04:00 pm	\$16.00	Cancelled
<input type="checkbox"/>	No	02-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input type="checkbox"/>	No	03-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input type="checkbox"/>	Yes	08-Nov-2023	04:00 am	04:00 pm	\$16.00	Active
<input checked="" type="checkbox"/>	Yes	09-Nov-2023	04:00 am	04:00 pm	\$16.00	Cancelled
<input type="checkbox"/>	Yes	10-Nov-2023	04:00 am	04:00 pm	\$16.00	Active

6 item(s) total < 1 > 10 / page ▾

The selected extension indicated as 'Cancelled'

On the left side of the slide, there are two overlapping geometric shapes: a large blue triangle pointing to the right and a smaller grey triangle pointing to the left, partially overlapping the blue one.

Self-Assessment Checklist

From this guide, we were able to:

- 01** Submit request for ad hoc aircon extension
- 02** View adhoc utility request status
- 03** Cancel ad hoc aircon extension



If you need further assistance, please

access our [Simplicity Tenant Portal Info Centre](#)



or

contact our friendly support at tenantportal.helpdesk@capitaland.com

