

Simplicity® Tenant Portal Training Guide



Contract Details

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



Overview



- 01** Introduction
- 02** Contract Details
- 03** Self-Assessment Checklist

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

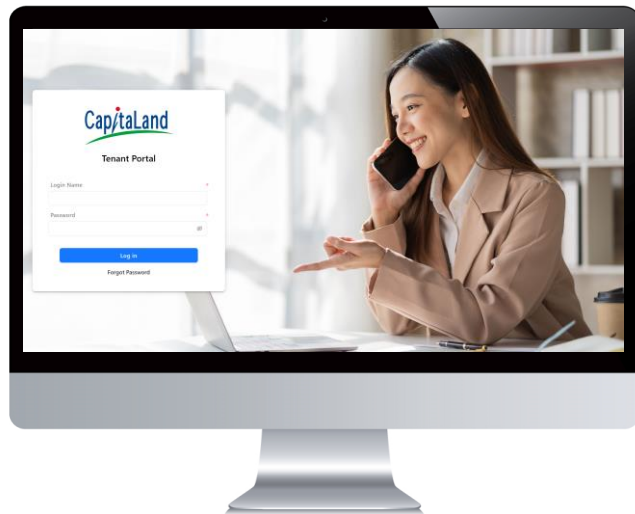
Introduction

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 Contract Details

The Contract Details module enables tenant to:

- View lease and license contract details
- Create new contact
- Update and delete contact

From this guide, we should be able to:

- 01** View contract details
- 02** Create a new contact
- 03** Update or delete a contact

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

Contract Details

1. How to view contract details?

Contract Details

1. How to view contract details?



Contract Details - View Contract Details

Contract Details module allows user to view the lease and license contract details, as well as update the contact(s).

Note: Only user with **Tenant User Administrator, Tenant Finance User and Tenant Tenancy User** role have access to this function

❖ How to view contract details?

1. Navigate to 'Contract Details' on the left panel
2. Enter the keyword at the Search Bar to retrieve specific contract
3. Click 'Search' to show the matching Contract(s)

Contract Details

Tenant Portal

- External Links >
- Contract Details
- Customer User
- Ticket
- Renovation Permit >
- Adhoc Utility Request
- Adhoc Utility Cancellation
- E-Form
- Bills and Notices

june.ong@test.com

Powered by Anacle Systems Limited

Contract Details

What is the lease/license/utility contract number, contract type, locations, terms or status?

🔍 Search

🗑️ Clear

Show Advanced Search

Enter keyword to search for the specific contract

	Lease/License/Utility Contract Number	Contract Type	Location(s)	Start Date	End Date	Terms (months)	Status
<input type="checkbox"/>	TA2310000156	Lease	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026		Active

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

10

Contract Details

1. How to view contract details?



Contract Details - View Contract Details

- ❖ **How to view contract details?**
 4. Click  next to the desired contract to view the contract details

Contract Details

Contract Details
+

What is the lease/license/utility contract number, contract type, locations, terms or status?

Show Advanced Search

	Lease/License/Utility Contract Number	Contract Type	Location(s)	Start Date	End Date	Terms (months)	Status
<input type="checkbox"/>	TA2310000156	Lease	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026		Active

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

Click the 'View' button to display the contract

Contract Details

1. How to view contract details?



Contract Details - View Contract Details

❖ How to view contract details?

5. Scroll down the page on screen to view the contract details covering: lease dates (i.e., lease possession date, lease commencement and expiry dates), rental schedule, lease term spaces and customer contact defined for the contract

Contract Details

← Contract Details
Save

Number : TA2311000163 Active

Details Giro Account History

Type : Lease

Account Status : Active

Building : CL Building

Space Type : Retail

Usage Type : Food & Beverages

Brand : BPXYZ

Preferred/Shop Name : BPXYZ

Lease Dates

Possession Date : 20-Mar-2023

Fitting Out (Days) : 12

Commencement Date : 01-Apr-2023

Lease Term (Months) : 36.00

Expiry Date : 31-Mar-2026

Termination Date :

Termination Type :

Rental Schedule

Period From	Period To	Units	NLA (SQM)	Gross Rent (PM)	Gross Rent (PSM PM)	Base Rent - Retail (PSM PM)	Advertising & Promotion (PSM PM)	Service Charge - Retail (PSM PM)
01-Apr-2023	31-Mar-2026	#01-01	1,000.00	13,500.00	13.50	12.00	0.40	1.10

Contract Details

1. How to view contract details?



Contract Details - View Contract Details

❖ How to view contract details?

5. Scroll down the page on screen to view the contract details covering: lease dates (i.e., lease possession date, lease commencement and expiry dates), rental schedule, lease term spaces and customer contact defined for the contract

Contract Details

← Contract Details
Save

Number : TA2311000163 Active

Details

Giro Account History

Type : Lease

Account Status : Active

Building : CL Building

Space Type : Retail

Usage Type : Food & Beverages

Brand : BPXYZ

Preferred/Shop Name : BPXYZ

Lease Term Spaces

Location	Building	Commencement Date	Expiry Date
All Locations > CL Building > CL Building > Level 1 > #01-01			
	CL Building	01 Apr 2023	31 Mar 2026

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

Customer Contact

+ Create New
× Delete Selected

Is Default?	Salutation	Name	Designation	Mobile	Phone	Fax	Email	Description
<input type="checkbox"/>		June Ong		81118888			june.ong@test.com	

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

Contract Details

1. How to view contract details?



Contract Details
- View Contract Details

❖ **How to view contract details?**

6. Navigate to **GIRO Account History** tab to view the GIRO account details

Contract Details

← Contract Details
Save

Number : TA2310000156 Active

Details Giro Account History

GIRO Account Number	Bank	Swift Bic Code	Bank Account Name	Giro Bank Account Number	Giro Effective Date	Giro Terminate Date	Status
#00000030	DBS Bank Ltd	DBSS55G50XXX	BPXYZ LIMITED	1002222	2023-04-01T00:00:00		Active

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

2. How to create a new contact?

Contract Details

2. How to create a new contact?




Contract Details - Create New Contact

Contract Details module allows user to view the lease and license contract details, as well as update the contact(s).

Note: Only user with Tenant User Administrator, Tenant Finance User and Tenant Tenancy User role have access to this function

❖ How to create a new contact?

1. Navigate to 'Contract Details' on the left panel
2. Click  next to the desired contract to update the contact listing

Contract Details

Tenant Portal

- External Links >
- Contract Details
- Customer User
- Ticket
- Renovation Permit >
- Adhoc Utility Request
- Adhoc Utility Cancellation
- E-Form
- Bills and Notices

june.ong@test.com

Powered by Anacle Systems Limited

Contract Details

What is the lease/license/utility contract number, contract type, locations, terms or status?

Search Clear

Show Advanced Search

	Lease/License/Utility Contract Number	Contract Type	Location(s)	Start Date	End Date	Terms (months)	Status
<input type="checkbox"/>	TA2310000156	Lease	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026		Active
<input type="checkbox"/>	TA2310000157	Lease	All Locations > CL Building > CL Building > Level 3 > 03-01, All Locations > CL Building > CL Building > Level 3 > 03-02	11-Feb-2023	10-Feb-2026		Active

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

Click pencil icon to edit the desired contract

Contract Details

2. How to create a new contact?



Contract Details - Create New Contact

- ❖ **How to create a new contact?**
 3. Scroll down to 'Customer Contact' section
 4. Click '+ Create New' to create a new contact

Contract Details

Tenant Portal

← Contract Details
Save

1 item(s) total < 1 > 10 / page ▾

Location	Building	Commencement Date	Expiry Date
All Locations > CL Building > CL Building > Level 3 > 03-01	CL Building	11 Feb 2023	10 Feb 2026
All Locations > CL Building > CL Building > Level 3 > 03-02	CL Building	11 Feb 2023	10 Feb 2026

2 item(s) total < 1 > 10 / page ▾

Customer Contact

+ Create New
✕ Delete Selected

Is Default?	Salutation	Name	Designation	Mobile	Phone	Fax	Email	Description
<input type="checkbox"/>		June Ong		81118888			june.ong@test.com	

1 item(s) total < 1 > 10 / page ▾

Powered by Anacle Systems Limited

Scroll down to 'Customer Contact' section and click '+ Create New' to add a new contact

Contract Details

2. How to create a new contact?



Contract Details - Create New Contact

❖ How to create a new contact?

5. Enter the details and complete the mandatory info required (marked with *):
 - First Name
 - Last Name

6. Tick to select the applicable type of contacts:
 - Default Billing Contact
 - Default Contract Contact

7. Click 'Update' to add the contact or 'Update and New' to add the contact and enter new ones

Contract Details

Default Billing Contact	:	<input checked="" type="checkbox"/>	
Default Contract Contact	:	<input type="checkbox"/>	
Salutation	:	Ms.	▼
First Name	:*	<input type="text" value="Celine"/>	
Last Name	:*	<input type="text" value="Xu"/>	
Name	:	Celine Xu	
Designation	:	<input type="text" value="Finance Accountant"/>	
Mobile	:	<input type="text" value="98709322"/>	
Phone	:	<input type="text"/>	
Fax	:	<input type="text"/>	
Email	:	<input type="text" value="celine.xu@test.com"/>	
Description	:	<input type="text"/>	
Is Agent?	:	<input type="checkbox"/>	

Update

Update and New

Cancel

Tick to select the applicable type of contact for the new contact you are adding. You can select more than 1 type, if appropriate.

Click 'Update' to add the contact or 'Update and New' to add the contact and enter new ones.

2. How to create a new contact?

**Contract Details**
- Create New Contact❖ **How to create a new contact?**

- At 'Is Default field', tick the desired contact person as the default contact. System allows only 1 default contact for each contract.
- Once done, click "Save" button to complete the contact creation process

Contract Details

Contract Details

Save

+ Create New X Delete Selected

<input type="checkbox"/>	<input type="checkbox"/>	Is Default?	Salutation	Name	Designation	Mobile	Phone	Fax	Email	Description
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		June Ong		81118888			june.ong@test.com	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr.	Joseph Lau	Marketing Team Manager	98098333	65788213		joseph.lau@test.com	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr.	David Lau	Facilities Manager	89876532			david.lau@test.com	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ms.	Celine Xu	Finance Accountant	98709322			celine.xu@test.com	

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

Click "Save" button to complete the contact creation process

3. How to update or delete a contact?

Contract Details

3. How to update or delete a contact?




Contract Details - Update or Delete Contact

Contract Details module allows user to view the lease and license contract details, as well as update the contact(s).

Note: Only user with **Tenant User Administrator, Tenant Finance User and Tenant Tenancy User** role have access to this function

❖ How to update a contact?

1. Navigate to 'Contract Details' on the left panel
2. Click  next to the desired contract to update the contact listing

Contract Details

Tenant Portal

- External Links >
- Contract Details
- Customer User
- Ticket
- Renovation Permit >
- Adhoc Utility Request
- Adhoc Utility Cancellation
- E-Form
- Bills and Notices

june.ong@test.com

Powered by Anacle Systems Limited

Contract Details

What is the lease/license/utility contract number, contract type, locations, terms or status?

Show Advanced Search

	Lease/License/Utility Contract Number	Contract Type	Location(s)	Start Date	End Date	Terms (months)	Status
<input type="checkbox"/>	TA2310000156	Lease	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026		Active
<input type="checkbox"/>	TA2310000157	Lease	All Locations > CL Building > CL Building > Level 3 > 03-01, All Locations > CL Building > CL Building > Level 3 > 03-02	11-Feb-2023	10-Feb-2026		Active

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

Click pencil icon to edit the desired contract


Contract Details

3. How to update or delete a contact?



Contract Details - Update or Delete Contact

❖ How to update a contact?





3. Scroll down to 'Customer Contact' section
4. Click  next to the desired contact to update
5. Edit the changes required to the contact
6. Click 'Update' to complete the contact update
7. Once done, click 'Save' to complete

Contract Details

←
Contract Details
Save

Customer Contact

+ Create New
× Delete Selected

			Is Default?	Salutation	Name	Designation
<input type="checkbox"/>			<input checked="" type="checkbox"/>		June Ong	
<input type="checkbox"/>			<input type="checkbox"/>	Mr.	Joseph Lau	Marketing Team Manager
<input type="checkbox"/>			<input type="checkbox"/>	Mr.	David Lau	Facilities Manager

Click pencil icon to edit the contact

Default Billing Contact :

Default Contract Contact :

Salutation :

First Name :

Last Name :

Name : Joseph Lau

Designation :

Mobile :

Phone :

Fax :

Email :

Description :

Is Agent? :

Update
Update and New
Cancel

Click 'Update' to update the contact

Contract Details

3. How to update or delete a contact?



Contract Details - Update or Delete Contact

❖ How to delete a contact?

1. To delete a contact, tick the contact(s) to be deleted
2. Click ' X Delete Selected' button to delete the selected contact
3. Click 'OK' to confirm the deletion
4. Once done, click "Save" button to complete the deletion

Contract Details

← Contract Details
Save

No data

Customer Contact

+ Create New
X Delete Selected

	Is Default?	Salutation	Name	Designation	Mobile	Phone	Fax	Email	Description			
<input type="checkbox"/>	<input checked="" type="checkbox"/>		June Ong		81118888			june.ong@test.com				
<input type="checkbox"/>	<input type="checkbox"/>	Mr.	Joseph Lau	Marketing Manager	98098333	65788						
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mr.	David Lau	Facilities Manager	89876532							
<input type="checkbox"/>	<input type="checkbox"/>	Ms.	Celine Xu	Finance Accountant	98709322							

4 item(s) total
10 / page

Are you sure you want to delete the selected record(s)?

Cancel
OK

Click 'X Delete Selected' button to delete the selected item, can be multiple

Finally, click 'Save' button to finish the process

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

Self-Assessment Checklist

From this guide, we were able to:

- 01** View contract details
- 02** Create a new contact
- 03** Update or delete a contact



If you need further assistance, please

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



or

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

