

# Simplicity® Tenant Portal Training Guide



## **E-Form**

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



# Overview



**01** Introduction

**02** E-Form

**03** Self-Assessment Checklist

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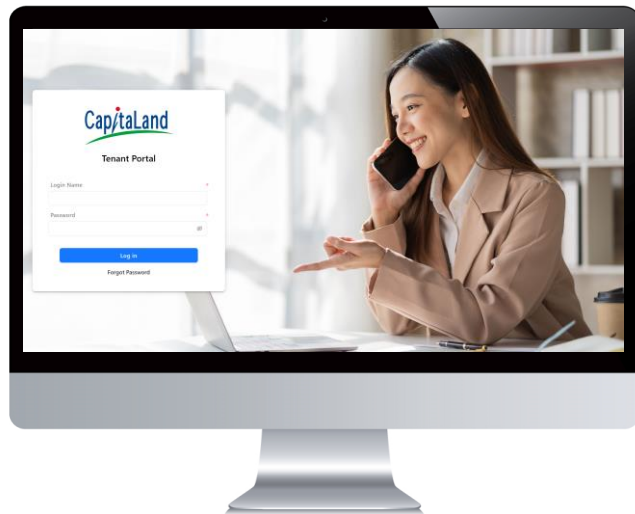
# Introduction

# 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 E-Form

The E-Form module enables tenant to:

- Download the various documents and application forms published in tenant portal

# Objectives

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From this guide, we should be able to:

**01**

Retrieve the various documents and application forms

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# E-Form

# 1. How to retrieve documents and application forms?

## 1. How to retrieve documents and application forms?




**E-Form**  
- Retrieve documents and application forms

E-form module allows user to retrieve the various documents and application forms published by CapitalLand.

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

❖ **How to retrieve documents and application forms?**

1. Navigate to 'E-Form' on the left panel
2. Click  next to the desired E-Form to retrieve
3. The E-Form will be downloaded automatically

E-Form

Tenant Portal

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

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Search using: Description

Search
Clear

Show Advanced Search

Action	Description	E-Form Type	E-Form Category	Building
	Application Form for Carpark Lot	E-Form	Carpark	
	Building Safety Guide	E-Form	Operations	
	Contractor Registration Form	E-Form	Building	
	Submission Plan for Fitting Out Work	E-Form	Operations	

4 item(s) total < 1 > 10 / page ▾

Click '↓' to download the required E-Form

# 1. How to retrieve documents and application forms?



## E-Form - Retrieve documents and application forms

### ❖ How to retrieve documents and application forms?

- To retrieve a specific e-Form based on the e-Form name, enter the keyword at '**Search using: Description**'
- Click 'Search' button and system will show the matching E-Form(s)

### E-Form

**E-Form** +

Search using: Description Application Search Clear

Show Advanced Search

Action	Description	E-Form Type	E-Form Category	Building
<a href="#">↓</a>	Application Form for Carpark Lot	E-Form	Carpark	

1 item(s) total < 1 > 10 / page ▾

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# Self-Assessment Checklist

# Check In!

From this guide, we were able to:

**01**

Retrieve the various documents and application forms



**If you need further assistance, please**

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



or

contact our friendly support at [tenantportal.helpdesk@capitaland.com](mailto:tenantportal.helpdesk@capitaland.com)

