

# Simplicity® Tenant Portal Training 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



# Overview



**01** Introduction

**02** Ticket

**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.*

From this guide, we should be able to:

**01** Submit new ticket

**02** View ticket status

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

# Ticket

# 1. How to submit new ticket?

# 1. How to submit new ticket?




## Ticket - Submit New Ticket

Ticket module allows user to submit service ticket on an incident, report an issue with the Facility/Building or provide compliment for a vendor or staff.

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

### ❖ How to submit new ticket?

1. Navigate to 'Ticket' on the left panel
2. Click  to create new ticket

Ticket

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

Ticket

+

Click on '+' to create new ticket

What is the Ticket Number, Problem Description or Requestor Name?

Search
Clear

Show Advanced Search

		Ticket Number	Reported Date/Time	Title	Problem Description	Requestor Name	Status
<input type="checkbox"/>		/TIC/2310/0035	26-Oct-2023 09:53:39 PM	Compliment to Building Staff	The building's staff is helpful and responsible, ensuring that reported issue is resolved. Good Job!	June Ong	Closed
<input type="checkbox"/>		/TIC/2310/0031	26-Oct-2023 01:40:16 PM	Good service	Good service	June Ong	Closed
<input type="checkbox"/>		/TIC/2310/0030	26-Oct-2023 12:47:27 PM	Compliment to ops team	The ops team is helpful and promptly resolved the reported issues.	June Ong	Closed
<input type="checkbox"/>		/TIC/2310/0029	26-Oct-2023 12:40:49 PM	Faulty air-con	Faulty air-con	Lillyan Ong	Closed
<input type="checkbox"/>		/TIC/2310/0028	26-Oct-2023 12:24:02 PM	Faulty air-conditioning	Faulty air-conditioning in Level 1	June Ong	Closed

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

Powered by Anacle Systems Limited

# 1. How to submit new ticket?



## Ticket - Submit New Ticket

### ❖ How to submit new ticket?

3. Select the applicable ticket type
4. Enter the details and complete the mandatory info required (marked with \*):
  - Name
  - Title (short description) of the ticket
  - Problem Description
5. Priority will be auto populated by the system once the ticket type is selected.

### Ticket

← Ticket Submit to Helpdesk

Number :  Start

**Details** | Comments [0] | Attachment [0] | Summary

Type : \* Facility/Building > General Enquiries Select the applicable ticket type

Customer : BPXYZ Limited

Name : \* June Ong | Cellphone : 81234567

Email : juneong@test.com | Fax :

Phone :

Title : \* Cargo Lift Operation Hours

Problem Description : \* What is the operation hours of the cargo lift in building A

Priority : \* 1 - Normal Will be auto populated.

# Ticket

## 1. How to submit new ticket?



### Ticket - Submit New Ticket

#### ❖ How to submit new ticket?

6. Tick to tag the applicable lease unit
7. Once done, click 'Submit to Helpdesk' button to complete the new ticket submission process

← Ticket
Submit to Helpdesk

Problem Description :\*

Priority :\*

Account Type	Account Name	Account Number	Status	Location	Commencement Date	Expiry Date	Tag
General	100117197	100117197	Active				<input checked="" type="checkbox"/>

Tick the applicable lease unit

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

Created User :

Created Date/Time :

Modified User :

Modified Date/Time :

Finally, click, 'Submit to Helpdesk' button to submit the ticket

# Ticket

## 1. How to submit new ticket?



**Ticket**  
- Submit New Ticket

### ❖ How to submit new ticket?

Following lists the applicable ticket types, for your reference.

Please note that the list is not exhaustive as there may be change from time to time.

**Applicable Ticket Types is a combination of the Problem Category > Problem Nature**

Problem Category	Problem Nature
Air Conditioning	No Aircon/Aircon Breakdown
Building	Faulty Wall/Window/Floor/Etc.
Car Park - Others	Any Other Carpark Matters
Electrical & Lighting	Faulty Power Supply
General Enquiries	O&M General Enquiries
Housekeeping	Cleanliness
Lift Services	Lift Faults
Sanitary & Plumbing	Chokage
Sanitary & Plumbing	Flushing Not Working
Sanitary & Plumbing	No Water Supply
Sanitary & Plumbing	Pipe Leakage/Dislodged
Sanitary & Plumbing	Tank Leakage/Dislodged

# Ticket

## 1. How to submit new ticket?



**Ticket**  
- Submit New Ticket

- ❖ **How to submit new ticket?**  
Following lists the applicable ticket types, for your reference.

Please note that the list is not exhaustive as there may be change from time to time.

**Applicable Ticket Types is a combination of the Problem Category > Problem Nature**

Problem Category	Problem Nature
Security	Card Access System
Security	Security Guards
Transport Services	Shuttle Bus Services
Tenant Request	General Request
Fire Protection	Fire Alarm Activated
Building	Pollution
Safety Hazard	Safety

## 2. How to view ticket status?

## 2. How to view ticket status?




### Ticket - View Ticket Status

Ticket module allows user to submit service ticket on an incident, report an issue with the Facility/Building or provide compliment for a vendor or staff.

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

#### ❖ How to view ticket status?

1. Navigate to 'Ticket' on the left panel
2. Click  next to the desired ticket to display













Tenant Portal
Ticket
+


What is the Ticket Number, Problem Description or Requestor Name?

Search
Clear

Show Advanced Search

Click view to display the ticket

<input type="checkbox"/>	Ticket Number	Reported Date/Time	Title	Problem Description	Requestor Name	Status
<input type="checkbox"/>  	/TIC/2311/0037	06-Nov-2023 11:14:41 AM	Cargo Lift Operation Hour	What is the operation hours of the cargo lift in building A	June Ong	Pending Helpdesk
<input type="checkbox"/>  	/TIC/2310/0035	26-Oct-2023 09:53:39 PM	Compliment to Building Staff	The building's staff is helpful and responsible, ensuring that reported issue is resolved. Good Job!	June Ong	Closed
<input type="checkbox"/>  	/TIC/2310/0031	26-Oct-2023 01:40:16 PM	Good service	Good service	June Ong	Closed
<input type="checkbox"/>  	/TIC/2310/0030	26-Oct-2023 12:47:27 PM	Compliment to ops team	The ops team is helpful and promptly resolved the reported issues.	June Ong	Closed
<input type="checkbox"/>  	/TIC/2310/0029	26-Oct-2023 12:40:49 PM	Faulty air-con	Faulty air-con	Lillyan Ong	Closed
<input type="checkbox"/>  	/TIC/2310/0028	26-Oct-2023 12:24:02 PM	Faulty air-conditioning	Faulty air-conditioning in Level 1	June Ong	Closed

 june.ong@test.com
➔

Powered by Anacle Systems Limited

## 2. How to view ticket status?



**Ticket**  
- View Ticket Status

- ❖ **How to view ticket status?**
- 3. System will show the details of the ticket and the ticket status:
  - **Pending Helpdesk** – ticket is received and pending helpdesk to review and assign
  - **Pending Execution** – ticket is being worked on
  - **Closed** – ticket has been resolved. Tenant may receive email to input rating for the ticket

Ticket

← Ticket
Pending Helpdesk

Number : /TIC/2311/0037

Details

Comments [0]

Attachment [0]

Summary

Reported Date/Time	: 06-Nov-2023 11:14:41 AM		
Type	: Facility/Building > General Enquiries		
Customer	: BPXYZ Limited		
Name	: June Ong	Cellphone	: 81234567
Email	: juneong@test.com	Fax	:
Phone	:		
Title	: Cargo Lift Operation Hour		
Problem Description	: What is the operation hours of the cargo lift in building A		
Priority	: 1 - Normal		

Ticket status

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

# Check In!

From this guide, we were able to:

**01** Submit new ticket

**02** View ticket status



**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)

