

Simplicity® Tenant Portal Training Guide



Customer User Account Management

Learn how to use your tenant portal to manage user accounts and grant the relevant access. Inactivation of account and reset of password.

Overview



01 Introduction

02 Customer User Account Management

03 Self-Assessment Checklist

A large blue diamond shape pointing right, partially overlapping a grey triangle pointing up from the bottom left corner. The background is white.

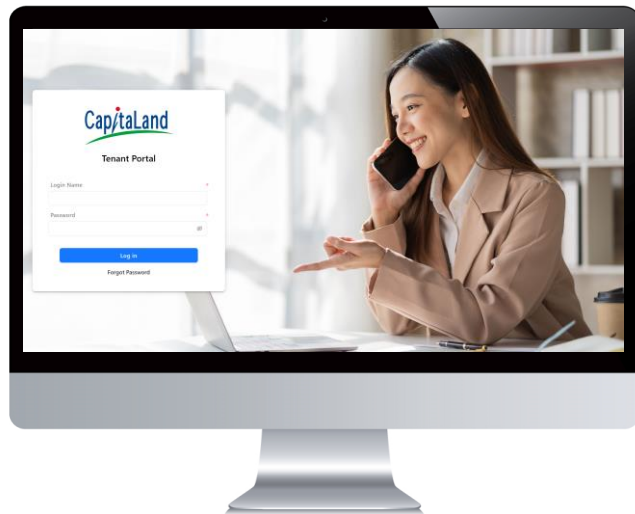
Introduction

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 Customer User Account Management

The Customer User module enables tenant to:

- Manage user account and grant the relevant access to the tenant portal
- Reset user account password
- Inactivate a user account

From this guide, we should be able to:

- 01** Create new user account and grant the relevant access within tenant portal
- 02** Update a user account
- 03** Reset user account password
- 04** Inactivate a user account

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.

Customer User Account Management

1. How to create new user account?

Customer User Account Management


1. How to create new user account?



Customer User - Create New User Account

Customer User module allows user to manage the user accounts and access within the tenant portal.

Note: Only user with **Tenant User Administrator** role has access to this function

- ❖ **How to create new user account?**
 1. Navigate to 'Customer User' on the left panel
 2. Click  to create new user account

Customer User

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

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Customer User

What is the user name, login name or contact information?

Show Advanced Search

		User Name	Login Name	Customer	Cellphone	Email	Fax	Phone
<input type="checkbox"/>			June Ong	june.ong@test.com	BPXYZ Limited	81234567		juneong@test.com
<input type="checkbox"/>			April Lim	april.lim@test.com	BPXYZ Limited			april.lim@test.com
<input type="checkbox"/>			Joel Teo	joel.teo@test.com	BPXYZ Limited	92345678		joel.teo@test.com
<input type="checkbox"/>			Lili Tan	lili.tan@test.com	BPXYZ Limited	81234567		lili.tan@test.com
<input type="checkbox"/>			Dan Teo	dan.teo@test.com	BPXYZ Limited			lillyan.ong@test.com
<input type="checkbox"/>			May Low	may.low@test.com	BPXYZ Limited			may.low@test.com
<input type="checkbox"/>			July.Sim	july.sim@test.com	BPXYZ Limited			july.sim@test.com

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

Click '+' to create new user account

10

Customer User Account Management

1. How to create new user account?



Customer User - Create New User Account

❖ How to create new user account?

3. Enter the details and complete the mandatory info required (marked with *):
 - User Name
 - Language
 - Time Zone

4. Take note to enter **correct Email** so that upon successful creation, the new user account can receive the reset password link email

Customer User

← Customer User
Save

User Name : * Benjamin Chong

Customer : BPXYZ Limited

Details

Cellphone : 97654321

Fax :

Country : Singapore

City :

Language : * English (US)

Time Zone : * (UTC+08:00) Kuala Lumpur, Singapore

Email : benjamin.chong@test.com

Phone :

State :

Address : 1 CL road Singapore 112233

Enter all mandatory details (marked with *)

Ensure you enter the correct Email

Click to select the applicable Language and Time Zone

Customer User Account Management

1. How to create new user account?



Customer User
- Create New User Account

❖ How to create new user account?

5. Navigate to **Positions** tab
6. Click 'Add' button to select the relevant user position (or role access) to be granted to the user account
7. Tick the relevant user position(s) (can be more than 1)
8. Click 'Select' to add the positions

The screenshot shows the 'Customer User' management interface. At the top, there is a 'Customer User' header and a 'Save' button. Below this, the 'User Name' field is populated with 'Benjamin Chong'. The main content area has tabs for 'Details', 'Positions', 'Customer Accounts', and 'Create'. The 'Positions' tab is selected and highlighted with a red box. Below the tabs, there is a '+ Add' button and a 'Delete Selected' button, both highlighted with red boxes. A modal window titled 'What is the position name?' is open, showing a list of user positions. The 'Tenant Form User' and 'Tenant Tenancy User' options are checked. At the bottom of the modal, there is a 'Select' button highlighted with a red box. A blue callout box points to the '+ Add' button with the text: 'Click 'Add' button to select the relevant role access to be granted to the user account'. Another blue callout box points to the 'Select' button with the text: 'Click 'Select' to add the ticked user positions to be granted to user'.

Tenant Portal User Position Access

	Administrator	Finance	Leasing
Position to be granted	Tenant User Administrator	Tenant Finance User	Tenant Tenancy User
Description	<p>Ability to manage user accounts including creation, inactivation and password reset.</p> <p>Has access to all functions in Tenant Portal</p>	<p>Ability to view details of tenancy related contracts including lease, license and perform contact changes.</p> <p>Ability to download Financial correspondences including statement of account, invoices/credit notes, receipts and arrears reminders</p>	<p>Ability to view details of tenancy related contracts including lease, license and perform contact changes.</p> <p>Ability to download Financial correspondences including statement of account, invoices/credit notes, receipts and arrears reminders</p>
Accessible Functions in Tenant Portal	<ul style="list-style-type: none"> • Contract Details • Customer User • Ticket • Renovation Permit • Adhoc Utility Request • Adhoc Utility Cancellation • E-Form • Bills and Notices 	<ul style="list-style-type: none"> • Contract Details • E-Form • Bills and Notices 	<ul style="list-style-type: none"> • Contract Details • E-Form • Bills and Notices

Tenant Portal User Position Access

Operations (You can grant 1 or more of the following positions that tenant deems applicable for the operations team)				
Position to be granted	Tenant Ticket User	Tenant Renovation Permit User	Tenant Adhoc Utility Requestor	Tenant Form User
Description	Ability to submit service tickets	Ability to submit renovation permit requests	Ability to submit ad hoc utility request i.e., for aircon extension	Ability to download e-Forms published on Tenant Portal
Accessible Functions in Tenant Portal	<ul style="list-style-type: none"> Ticket 	Renovation Permit <ul style="list-style-type: none"> Permit Request Permit Request Extension Permit Request Worker Amendment Permit To Work Request Permit To Work Extension 	<ul style="list-style-type: none"> Adhoc Utility Request Adhoc Utility Cancellation 	<ul style="list-style-type: none"> E-Form

Customer User Account Management

1. How to create new user account?



Customer User - Create New User Account

❖ How to create new user account?

9. Navigate to **Customer Accounts** tab
 10. a) Tick 'All Customer Accounts' checkbox to add full list of contracts accessible by the User Administrator
- OR
- b) Click 'Add' to selectively grant applicable contracts to the user account

Customer User

← Customer User
Save

User Name * Benjamin Chong

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Customer Accounts

All Customer Accounts?

+ Add X Delete Selected

<input type="checkbox"/>	Account Type	Account Name	Account Number	Location	Commencement Date	Expiry Date	Termination Date
<input type="checkbox"/>	Lease	TA2310000156	TA2310000156	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026	
<input type="checkbox"/>	Lease	TA2310000157	TA2310000157	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	

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

a) Tick 'All Customer Accounts' checkbox

Note: Only accessible contracts by the User Administrator will be listed

Customer User Account Management

1. How to create new user account?



Customer User - Create New User Account

❖ How to create new user account?

9. Navigate to **Customer Accounts** tab
 10. a) Tick 'All Customer Accounts' checkbox to add full list of contracts accessible by the User Administrator
- OR
- b) Click 'Add' to selectively grant applicable contracts to the user account

Customer User

← Customer User

User Name *: Benjamin Chong

Details
Positions
Customer Accounts

Customer Accounts

All Customer Accounts?

+ Add
× Delete Selected

Account Type	Account Name	Account Number	Location	Commencement Date	Expiry Date	Termination Date
<input checked="" type="checkbox"/>	Lease	TA2310000156	TA2310000156	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026
<input type="checkbox"/>	Lease	TA2310000157	TA2310000157	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

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

Select
Back

What is the account type, name or number?

Search

No data

Created User :

Tick the applicable lease(s)

And click 'Select' to add the applicable leases to the user

OR b) Click 'Add' to selectively grant applicable contracts to the user account

Customer User Account Management

1. How to create new user account?



Customer User
- Create New User Account

- ❖ **How to create new user account?**
- 9. Navigate to **Customer Accounts** tab
- 10. a) Tick 'All Customer Accounts' checkbox to add full list of contracts accessible by the User Administrator
- OR
- b) Click 'Add' to selectively grant applicable contracts to the user account

Customer User

← Customer User
Save

User Name :* Benjamin Chong

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Customer Accounts

All Customer Accounts?

+ Add
× Delete Selected

Note: The selected applicable lease(s) will be listed

Account Type	Account Name	Account Number	Location	Commencement Date	Expiry Date	Termination Date
<input type="checkbox"/> Lease	TA2310000156	TA2310000156	All Locations > CL Building > CL Building > Level 1 > #01-01	01-Apr-2023	31-Mar-2026	

1 item(s) total < 1 > 10 / page ▾

Customer User Account Management

1. How to create new user account?



**Customer User
- Create New User
Account**

❖ **How to create new user account?**

11. Navigate to **Credentials** tab
12. Enter the Login Name
Recommend to use user email
13. At Reset Password field, click 'Yes, generate a new password and send it via e-mail to the user when I save.' so that system will auto-generate the password and send via email to the new user account
14. For Multi-Factor Authentication (MFA) upon user login, choose the appropriate MFA Type:
 - None – MFA not required
 - Email – Enable 2-Factor Authentication with One-Time PIN (6 digit code) receive via email

Customer User

← Customer User
Save

User Name : * Benjamin Chong

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Credentials

Inactive Account? : Yes, inactivate this account so that user CANNOT log on to the system.

Login Name : * benjamin.chong@test.com

Login Retries : 0

Reset Password : Yes, generate a new password and send it via e-mail to the user when I save.

Multi-Factor Authentication

MFA Type : * None Email

Created User :

Choose user email as the Login Name

Choose the appropriate MFA type

Customer User Account Management

1. How to create new user account?



Customer User - Create New User Account

- ❖ **How to create new user account?**
- 15. Once done, click "Save" button to complete the new user account creation process
- 16. System will pop-up a successful return message "Saved this record successfully"
- 17. The new user account will be created and an email with the new password link will be sent to the new user account

Customer User

← Customer User
✔ Saved this record successfully
Save

User Name :* Benjamin Chong

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Credentials

Inactive Account? :

Login Name :* b

Login Retries : 0

Reset Password :

Multi-Factor Authentica

MFA Type :* •

Created User :

Customer User

What is the user name, login name or contact information?

ben

Show Advanced Search

<input type="checkbox"/>	User Name	Login Name	Customer	Cellphone	Email	Fax	Phone
<input type="checkbox"/>	Benjamin Chong	benjamin.chong@test.com	BPXYZ Limited	97654321	benjamin.chong@test.com		

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

New user account created successfully

Finally, click 'Save' button to create the user account

2. How to update a user account?

Customer User Account Management

2. How to update a user account?




Customer User - Update User Account

Customer User module allows user to manage the user accounts and access within the tenant portal.

Note: Only user with **Tenant User Administrator** role has access to this function


❖ How to update a user account?

1. Navigate to 'Customer User' on the left panel
2. Click  next to the desired user account to edit

Customer User

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















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What is the user name, login name or contact information?

Search
Clear

Show Advanced Search

		User Name	Login Name	Customer	Cellphone	Email	Fax	Phone
<input type="checkbox"/>	 	June Ong	june.ong@test.com	BPXYZ Limited	81234567	juneong@test.com		
<input type="checkbox"/>	 	April Lim	april.lim@test.com	BPXYZ Limited		april.lim@test.com		
<input type="checkbox"/>	 	Joel Teo	joel.teo@test.com	BPXYZ Limited	92345678	joel.teo@test.com		
<input type="checkbox"/>	 	Lili Tan	lili.tan@test.com	BPXYZ Limited	81234567	lili.tan@test.com		
<input type="checkbox"/>	 	Dan Teo	dan.teo@test.com	BPXYZ Limited		lillyan.ong@test.com		
<input type="checkbox"/>	 	May Low	may.low@test.com	BPXYZ Limited		may.low@test.com		
<input type="checkbox"/>	 	July Sim	july.sim@test.com	BPXYZ Limited		july.sim@test.com		

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

Click pencil icon to edit the desired user account

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Customer User Account Management

2. How to update a user account?



Customer User - Update User Account

❖ **How to update a user account?**

3. Navigate to respective tabs to make the changes required:
 - **Details tab** - amend user details
 - **Positions tab** – add or remove user positions to be granted to the user account
 - **Customer Accounts tab** – add or remove accessible contracts (customer accounts)
 - **Credentials tab** – change password or Multi-Factor Authentication (MFA) type
4. Once done, click 'Save' to complete the update

Customer User

← Customer User
Save

User Name :* Joel Teo

Details
Positions
Customer Accounts
Credentials

Customer : BPXYZ Limited

Details

Cellphone	: 92345678	Email	:	joel.teo@test.com
Fax	:	Phone	:	
Country	:	State	:	
City	:	Address	:	
Language	:* English (US)			▼
Time Zone	:* (UTC+08:00) Kuala Lumpur, Singapore			▼

Depending on the update required, navigate to the Details, Positions, Customer Accounts, Credentials tab accordingly to make the necessary changes

3. How to reset user account password?

Customer User Account Management

3. How to reset user account password?



Customer User - Reset User Account Password

Customer User module allows user to manage the user accounts and access within the tenant portal.

Note: Only user with **Tenant User Administrator** role has access to this function

- ❖ **How to reset user account password?**
 1. Navigate to 'Customer User' on the left panel
 2. Click next to the desired user account to reset the password

Customer User

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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What is the user name, login name or contact information?

Search
Clear

Show Advanced Search

		User Name	Login Name	Customer	Cellphone	Email	Fax	Phone
<input type="checkbox"/>			June Ong	june.ong@test.com	BPXYZ Limited	81234567	juneong@test.com	
<input type="checkbox"/>			April Lim	april.lim@test.com	BPXYZ Limited		april.lim@test.com	
<input type="checkbox"/>			Joel Teo	joel.teo@test.com	BPXYZ Limited	92345678	joel.teo@test.com	
<input type="checkbox"/>			Lili Tan	lili.tan@test.com	BPXYZ Limited	81234567	lili.tan@test.com	
<input type="checkbox"/>			Dan Teo	dan.teo@test.com	BPXYZ Limited		lillyan.ong@test.com	
<input type="checkbox"/>			May Low	may.low@test.com	BPXYZ Limited		may.low@test.com	
<input type="checkbox"/>			July Sim	july.sim@test.com	BPXYZ Limited		july.sim@test.com	

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

Click pencil icon to reset the desired user account

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Customer User Account Management

3. How to reset user account password?



Customer User
- Reset User Account Password

- ❖ **How to reset user account password?**
 3. Navigate to **Credentials** tab
 4. Click 'Reset Retries' button
 5. At Inactive Account? field, untick 'Yes, inactivate this account so that user CANNOT log on to the system.'

Customer User

← Customer User
Save

User Name : * Joel Teo

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Credentials

Untick 'Inactivate Account'

Inactive Account? : Yes, inactivate this account so that user CANNOT log on to the system.

Login Name : * joel.teo@test.com

Login Retries : 0

Reset Retries

Click 'Reset Retries' button

Reset Password : Yes, generate a new password and send it via e-mail to the user when I save.

Multi-Factor Authentication

MFA Type : * None Email



Customer User Account Management

3. How to reset user account password?



Customer User - Reset User Account Password

❖ How to reset user account password?

6. At Reset Password field, tick 'Yes, generate a new password and send it via e-mail to the user when I save.' so that system will auto-generate the new password and send via email to the user account
7. Once done, click 'Save' button to complete the reset user account password process

Customer User

← Customer User
Save

User Name : * Joel Teo

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Credentials

Inactive Account? : Yes, inactivate this account so that user CANNOT log on to the system.

Login Name : * joel.teo@test.com

Login Retries : 0

Reset Retries

Reset Password : Yes, generate a new password and send it via e-mail to the user when I save.

Multi-Factor Authentication

MFA Type : * None Email

Finally, click 'Save' button to reset user account password

Tick 'Reset Password'

4. How to deactivate a user account?

Customer User Account Management


4. How to inactivate a user account?



Customer User - Inactivate User Account

Customer User module allows user to manage the user accounts and access within the tenant portal.


Note: Only user with **Tenant User Administrator** role has access to this function

- ❖ **How to inactivate a user account?**
 1. Navigate to 'Customer User' on the left panel
 2. Click  next to the desired user account to be inactivated

Customer User

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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Customer User
+

What is the user name, login name or contact information?

Search
Clear

Show Advanced Search

		User Name	Login Name	Customer	Cellphone	Email	Fax	Phone
<input type="checkbox"/>			June Ong	june.ong@test.com	BPXYZ Limited	81234567	juneong@test.com	
<input type="checkbox"/>			April Lim	april.lim@test.com	BPXYZ Limited		april.lim@test.com	
<input type="checkbox"/>			Joel Teo	joel.teo@test.com	BPXYZ Limited	92345678	joel.teo@test.com	
<input type="checkbox"/>			Lili Tan	lili.tan@test.com	BPXYZ Limited	81234567	lili.tan@test.com	
<input type="checkbox"/>			Dan Teo	dan.teo@test.com	BPXYZ Limited		lillyan.ong@test.com	
<input type="checkbox"/>			May Low	may.low@test.com	BPXYZ Limited		may.low@test.com	
<input type="checkbox"/>			July Sim	july.sim@test.com	BPXYZ Limited		july.sim@test.com	

7 item(s) total
1 / page

Click pencil icon to inactivate the desired user account

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Customer User Account Management

4. How to inactivate a user account?



Customer User - Inactivate User Account

❖ How to inactivate a user account?

3. Navigate to **Credentials** tab
4. At 'Inactive Account?' field, tick 'Yes, inactivate this account so that user CANNOT log on to the system.'
5. Once done, click 'Save' button to complete the inactivate a user account process

Customer User

← Customer User
Save

User Name : * Joel Teo

Details
Positions
Customer Accounts
Credentials
Comments [0]
Attachment [0]
Summary

Credentials

Inactive Account? : Yes, inactivate this account so that user CANNOT log on to the system.

Login Name : * joel.teo@test.com

Login Retries : 0

Reset Retries

Reset Password : Yes, generate a new password and send it via e-mail to the user when I save.

Password :

Multi-Factor Authentication

Finally, click 'Save' button to inactivate a user account

Tick 'Inactivate Account'

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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** Create new user account and grant the relevant access within tenant portal
- 02** Update a user account
- 03** Reset user account password
- 04** Inactivate a user account



If you need further assistance, please

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



or

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

