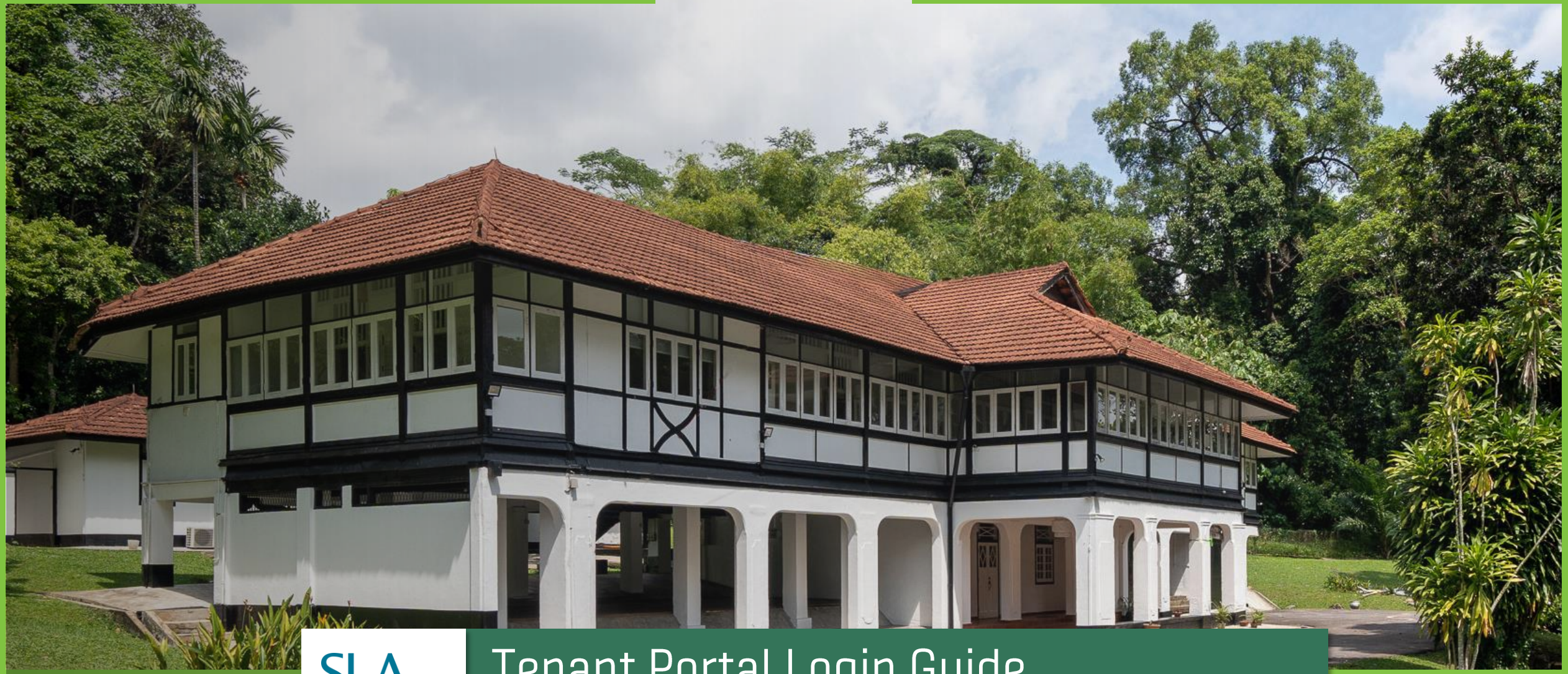

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Tenant Portal Login Guide

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Version 2 – May 2024

General User Instructions

For both mobile device and desktop web versions, you can use the following browsers:

- Google Chrome
- Apple Safari
- Microsoft Edge
- Firefox Mozilla

However, due to diverse range of browser, device and screen size, we seek your understanding that your experience may vary according to your browser or device.

For better user experience, please use the *desktop web version* or *landscape mode* on mobile to access the portal.

Logging into Tenant Portal

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Logging into Tenant Portal

To experience the full suite of services, please register your account at go.gov.sg/slatp or scan the QR code below to visit the portal:

1. Tenancies under Corporate/Business Entity

- All users accessing the Tenant Portal will be required to register for a CorpPass account. You can apply for a CorpPass account at https://www.corppass.gov.sg. If your organisation already has a CorpPass account, please contact your organisation's CorpPass Admin to create your account and ensure that your CorpPass Admin has granted you access to the e-service 'SLA Digital Land Applications' before logging in with CorpPass.

2. Tenancies under Individual Name

- All users accessing the Tenant Portal will be required to register for a SingPass account. You can apply for a SingPass account at https://www.singpass.gov.sg.

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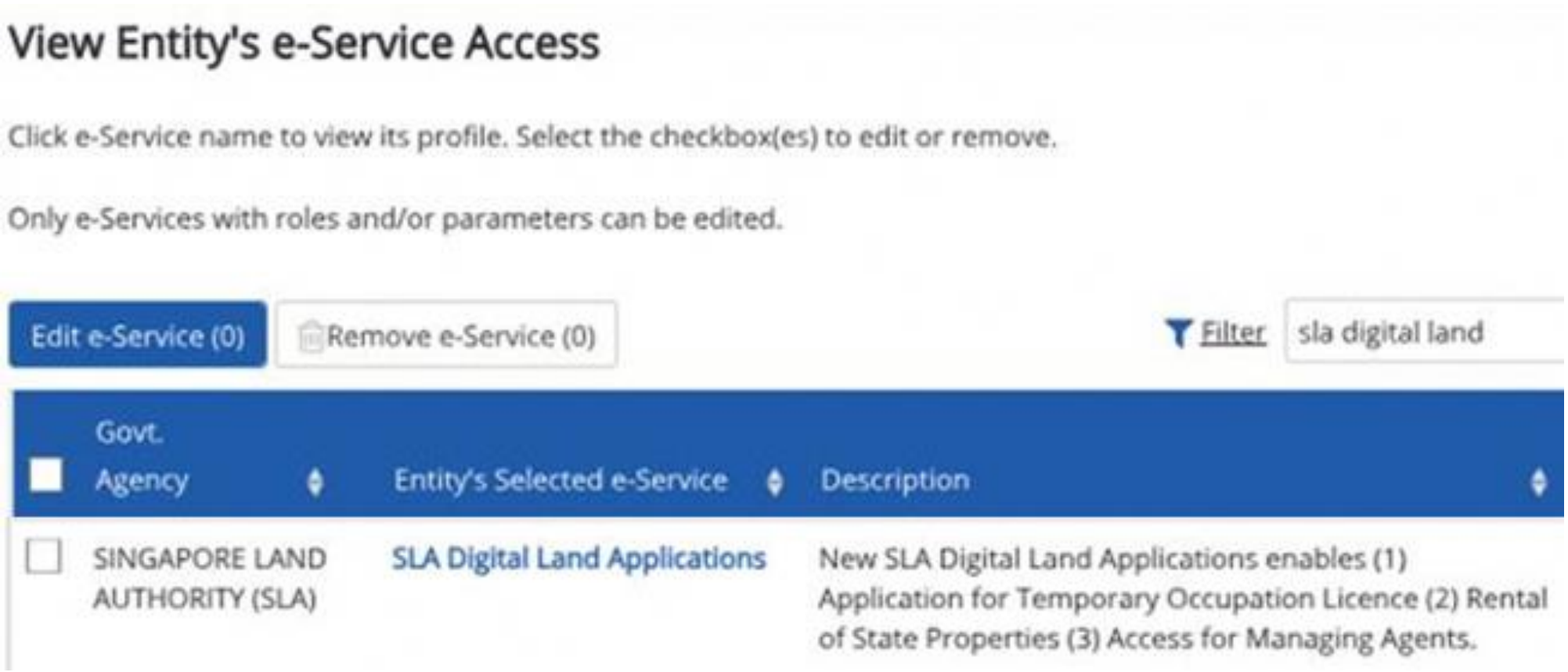
Logging into Tenant Portal (CorpPass)

Note for CorpPass users

Please ensure that your CorpPass admin has granted you access to the e-service **"SLA Digital Land Applications"** (New SLA Digital Land Applications under Description) before logging in with CorpPass to tenant portal.



Logging into Tenant Portal (CorpPass)

Admin User Login

The first user that logins to the tenant portal will have to create an admin user account **(Tenant Portal Admin)**.

a) The Tenant Portal Admin will have unrestricted access to **all tenancy/financial details (for all tenancies under the organisation)** and is able to perform transactions on behalf of the organisation.

b) The tenant portal can create new admin/non-admin tenant portal users, by following the steps in Creating User Accounts for Non-Admin Users section.

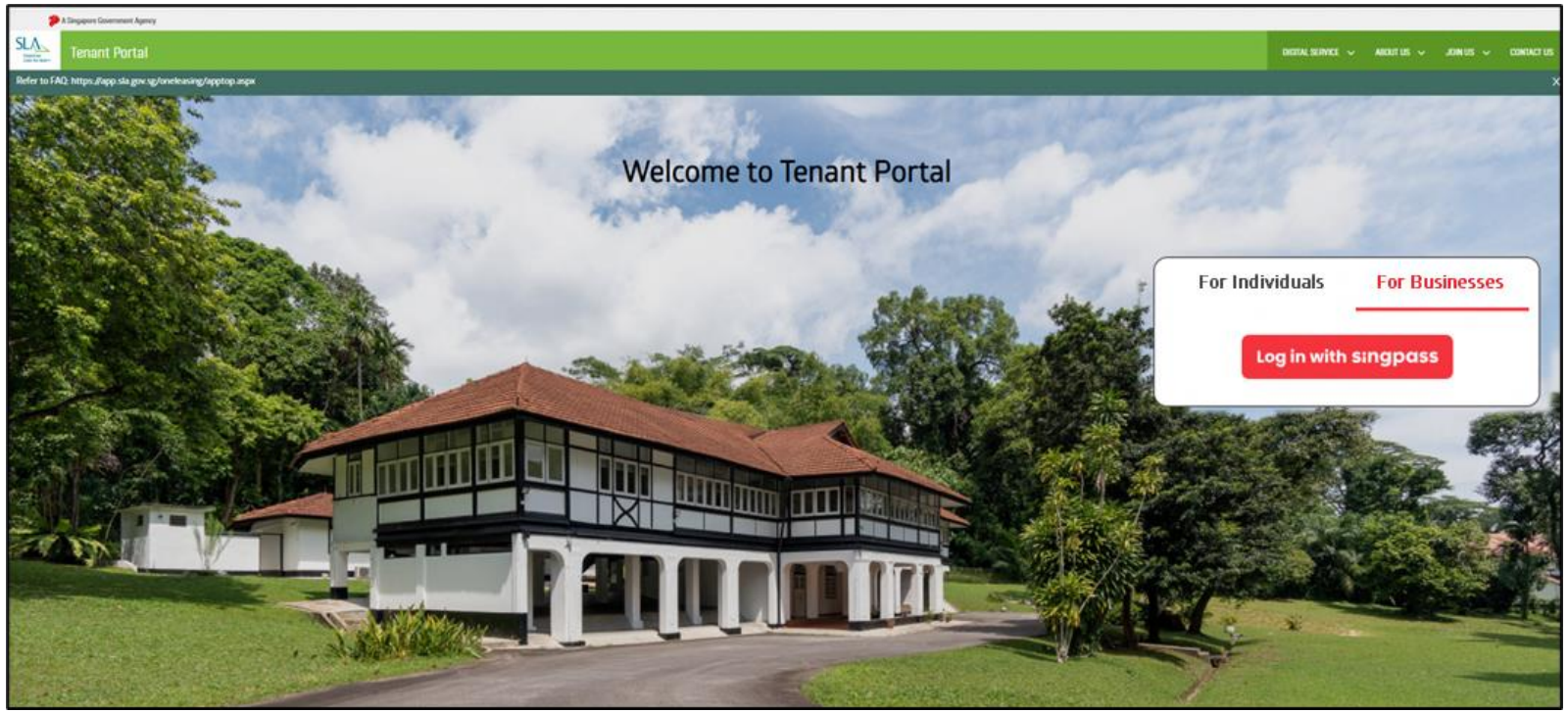
c) If your organisation has multiple tenancies, the Tenant Portal Admin can choose the tenancy to be assigned to the respective users.

d) All users added will have full access to **all tenancy/financial details (for tenancies assigned to them)** and are able to perform transactions on behalf of the organisation.

Once the account has been created, navigate to *"Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)"* to check how to login into the tenant portal.

Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1 | Step 2 | Step 3 | Step 4

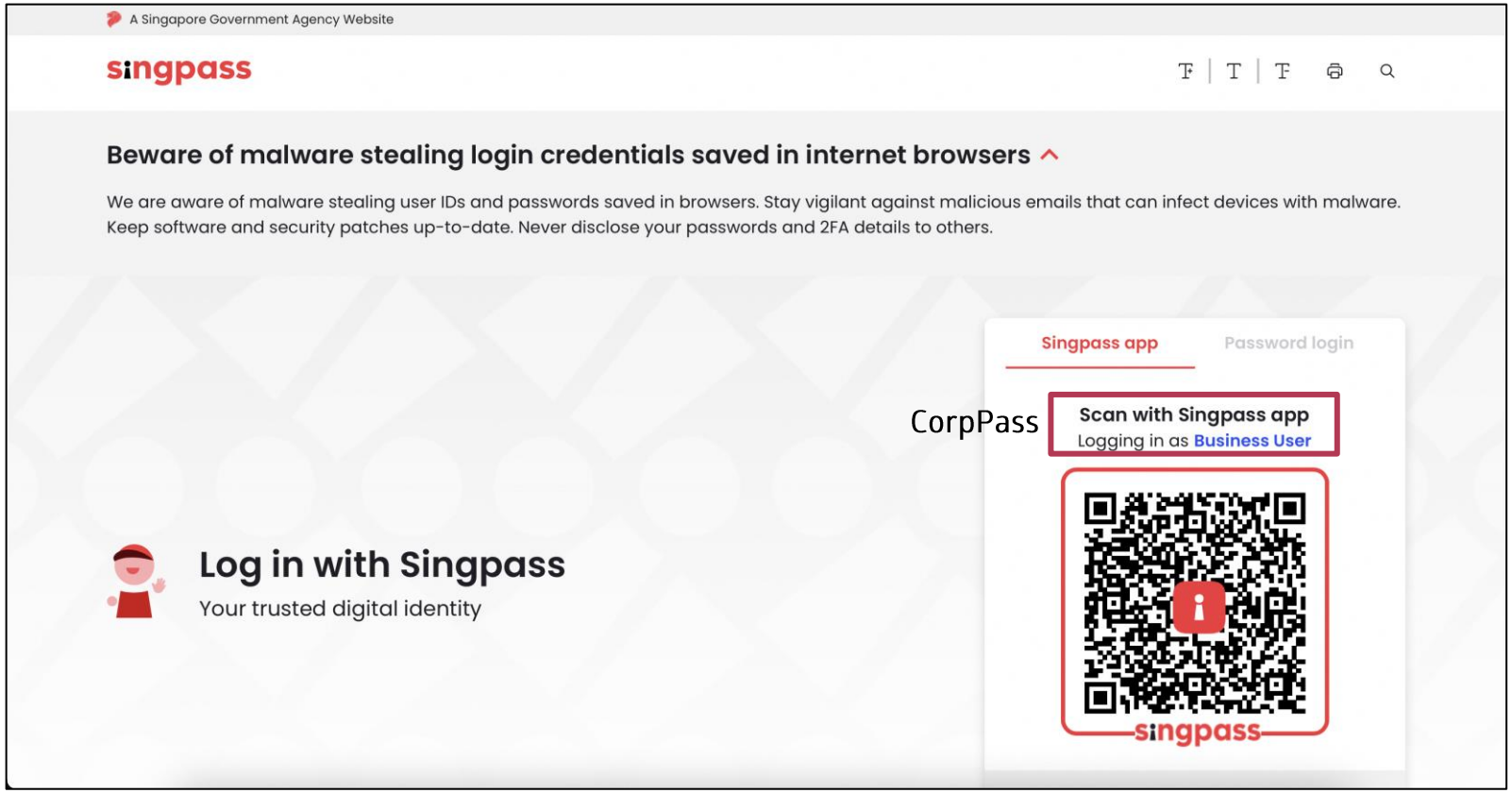


First time login steps for admin users

If you are a corporate tenant, click on 'For Businesses' then click on 'Log in with SingPass'.

Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1 | Step 2 | Step 3 | Step 4



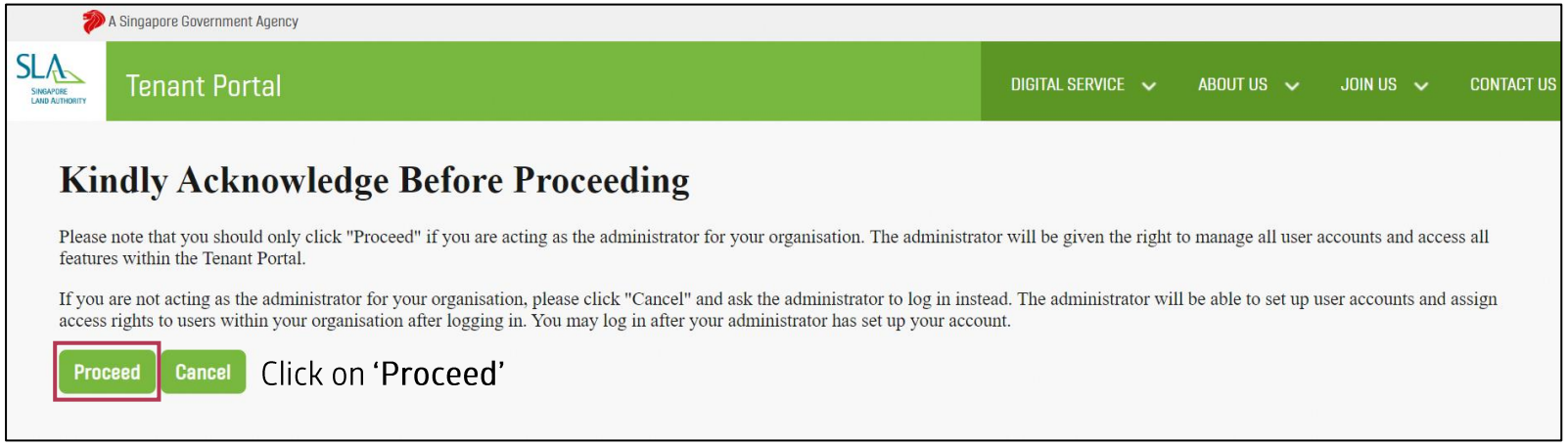
First time login steps for admin users

You will be redirected to the SingPass login page.

- Ensure that you see the text 'Logging in as Business User'.
- Scan the SingPass QR code with your mobile to login.

Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1 | **Step 2** | Step 3 | Step 4

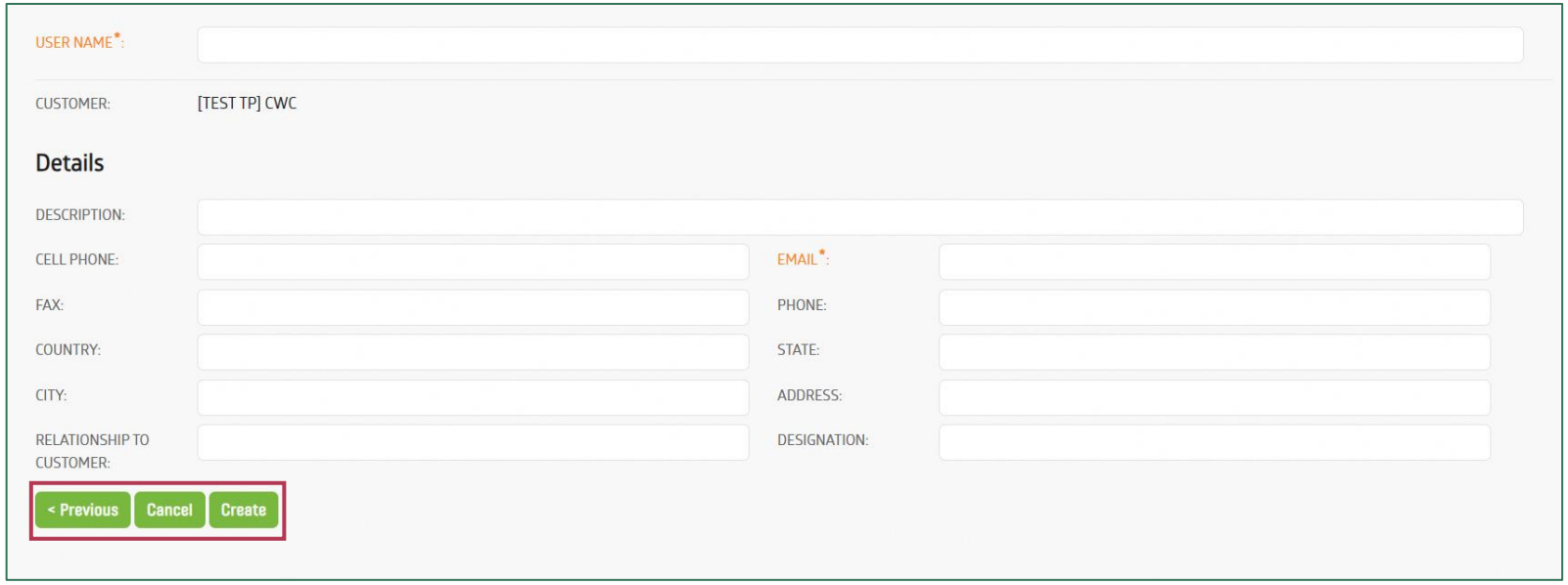


First time login steps for admin users

- For first time login, you will be prompted with this hint message.
- Click on 'Proceed'.

Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1 | Step 2 | **Step 3** | Step 4



First time login steps for admin users

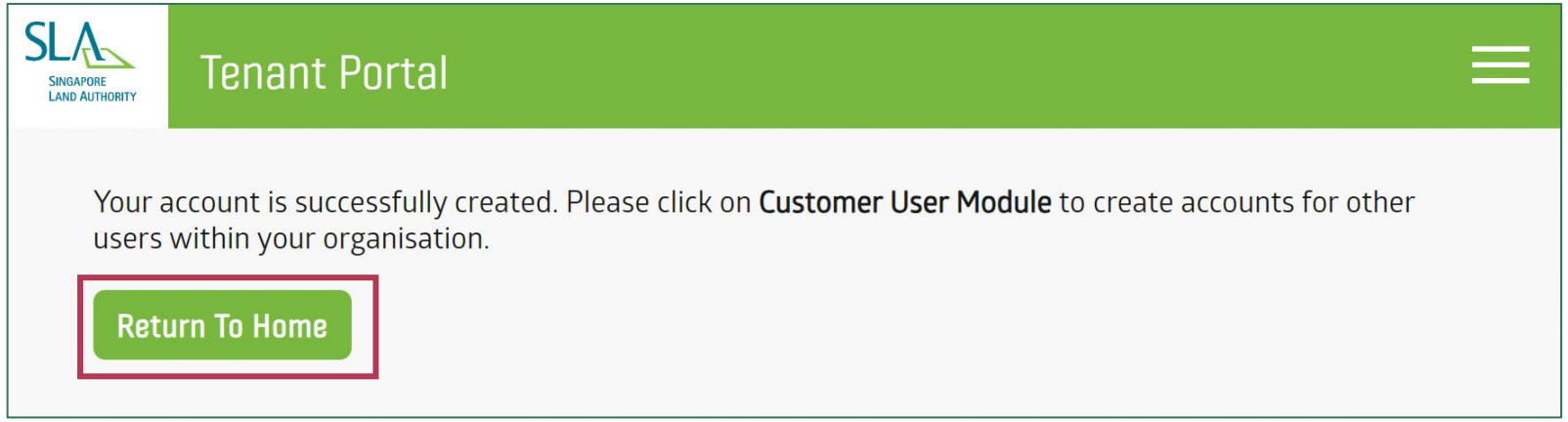
- Fill in your login details and click 'Create'.
- Note: **User Name** and **Email** fields are compulsory.

Users can also,

- Click on **'Previous'** to return to the previous page.
- Click on **'Cancel'** to cancel the account creation process (and you will be logged out).

Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1 | Step 2 | Step 3 | **Step 4**



First time login steps for admin users

- After successfully creating your account, a confirmation message will be shown.
- Click 'Return to Home' to go back to the landing page.

Tenant Portal Admin– First Time Login to Tenant Portal (SingPass)

Main tenant (admin) Login

a) Only the **main tenant** can log into the tenant portal for the first time. This user will be the **Tenant Portal Admin**,

b) If you wish to grant access to other SingPass users, please follow the steps in the subsequent section.

c) All users added will have full access to **tenancy/financial details** and are able to perform transactions on behalf of the **main tenant**.

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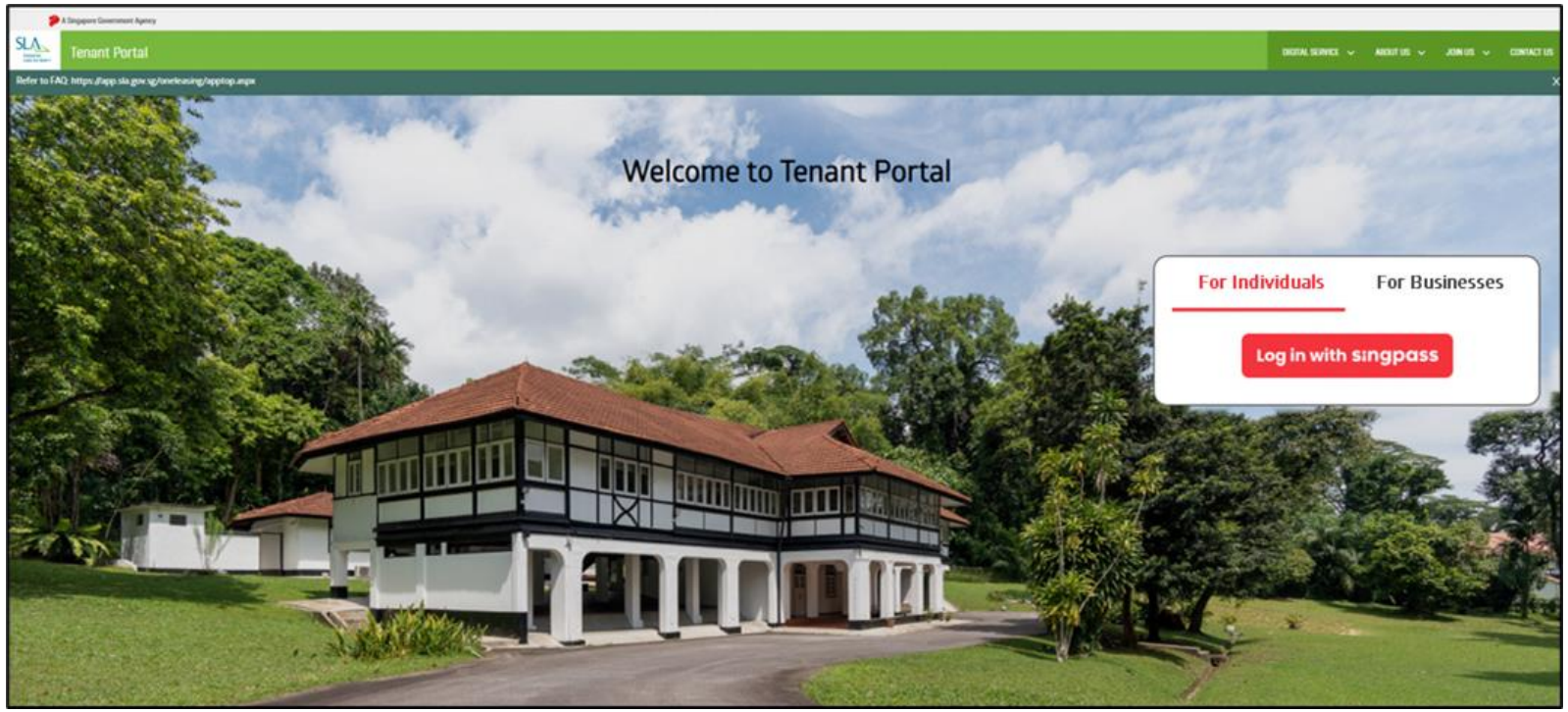
Tenant Portal Admin– First Time Login to Tenant Portal (SingPass)

Step 1 | Step 2

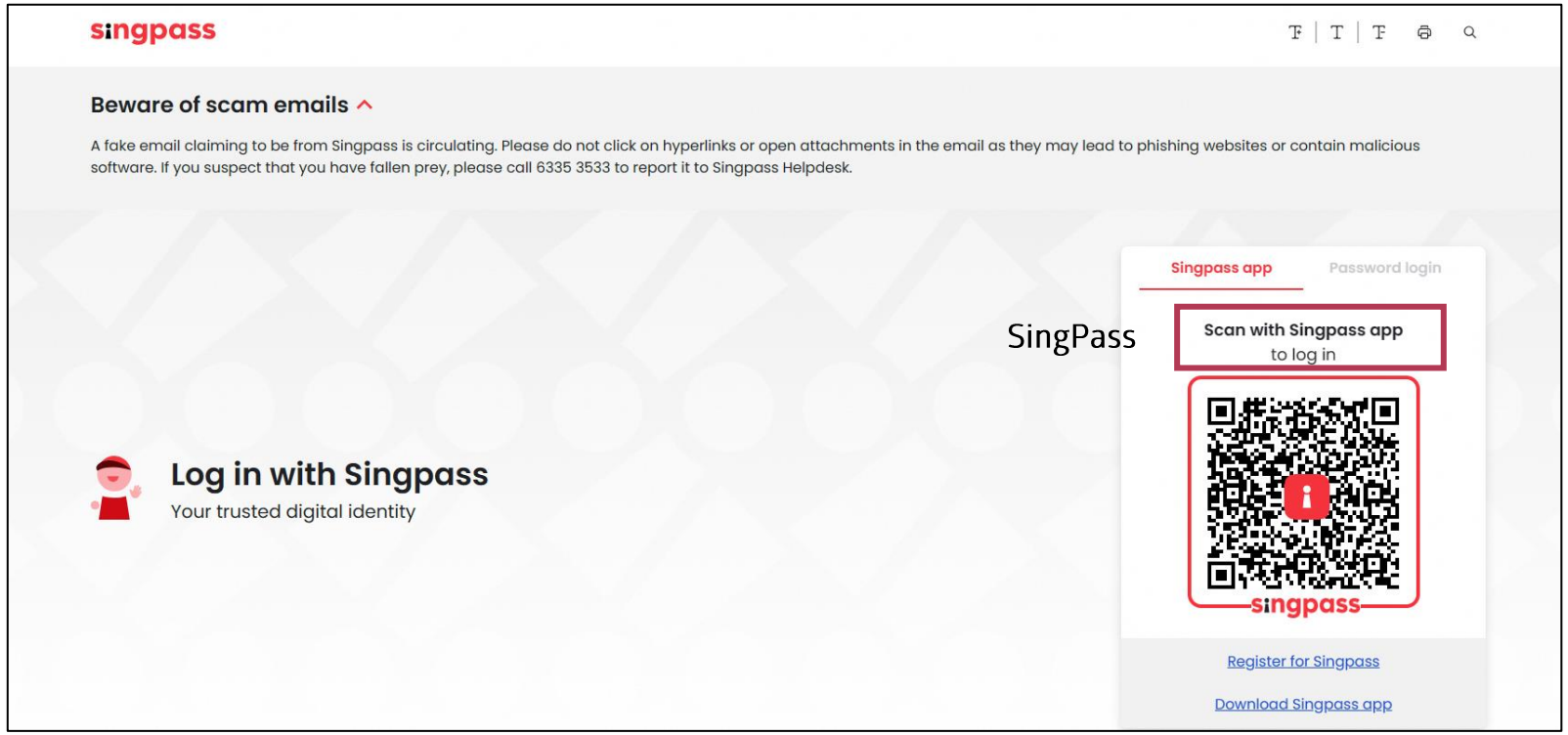


First time login steps for admin users

- If you are an individual tenant, click on 'For Individuals', then click on 'Log in with SingPass'.

Tenant Portal Admin– First Time Login to Tenant Portal (SingPass)

Step 1 | Step 2



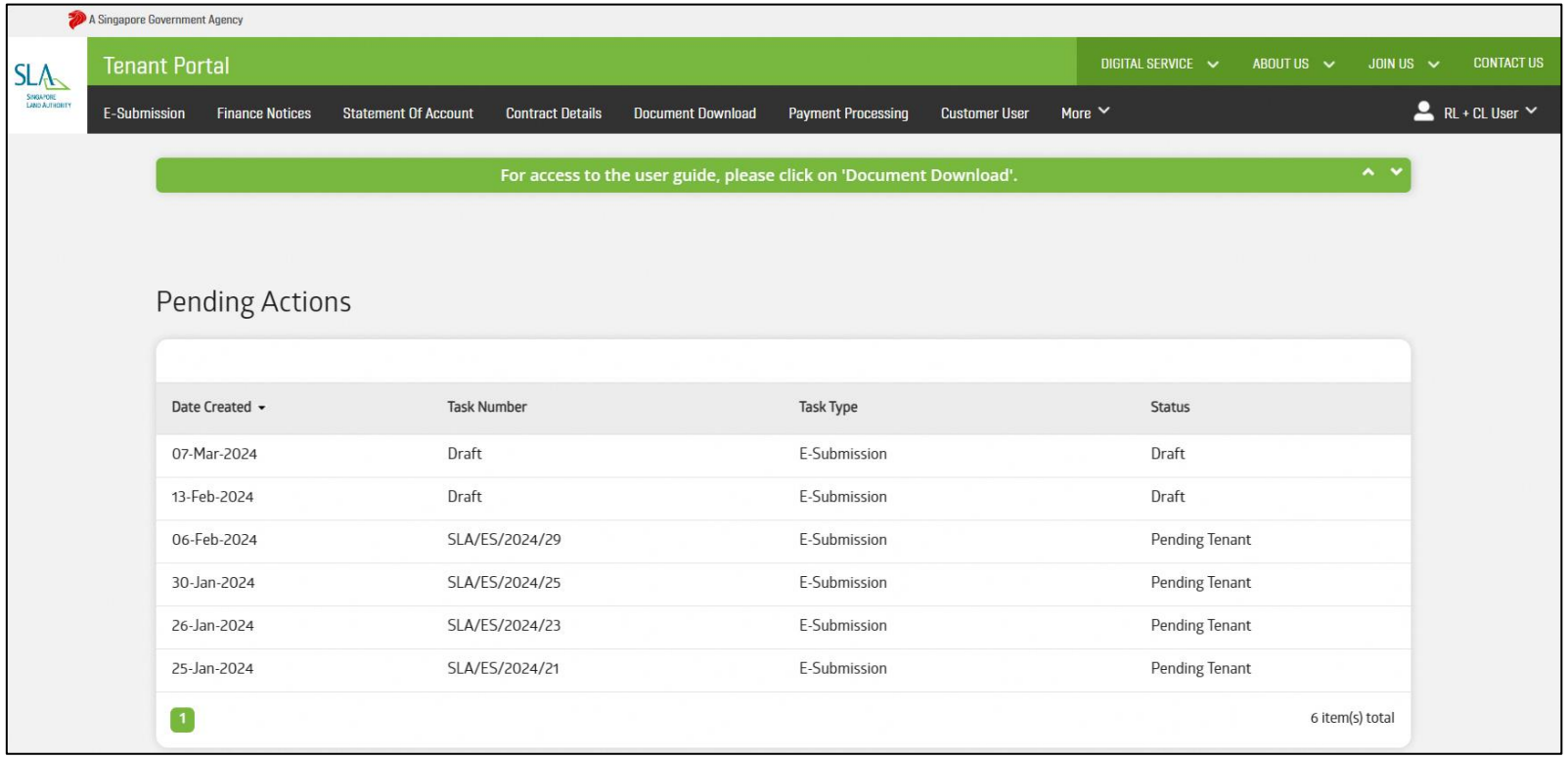
First time login steps for admin users

You will be redirected to the SingPass login page.

- Scan the SingPass QR code with your mobile to login.

Tenant Portal Admin– First Time Login to Tenant Portal (SingPass)

Step 1 | Step 2



First time login steps for admin users

You will be directed to the landing page once you have logged in successfully.

Creating User Accounts for Non-Admin Users

Creating new user accounts in tenant portal

The following steps show how the Tenant Portal Admin can create user accounts for other users in the tenant portal.

- The actions are carried out in the 'Customer User' module.
- The admin user must have the **NRICs of the new users** and the **UEN of the organisation** ready to create the accounts.

Note: Non-admin users should not follow the steps in this section, instead they should request the admin users to create a user account for them

Creating User Accounts for Non-Admin Users

Differences between admin and non-admin accounts

The admin and non-admin user accounts share the same functionality, except for the following features:

Functionality	Admin Users	Non-admin users
View all user accounts in the **'Customer User'** module	√	X
Update Contact Details under the **'Contract Details'** module	√	X

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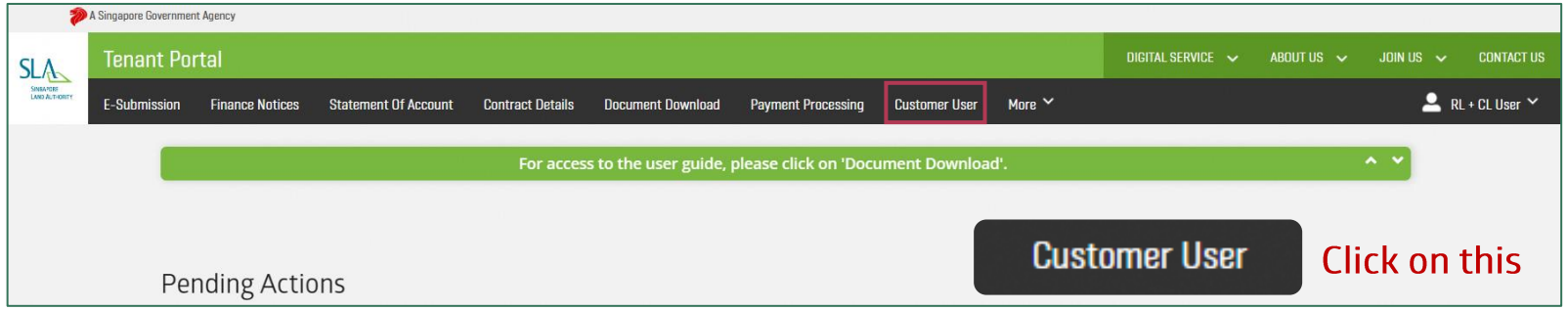
Creating User Accounts for Non-Admin Users

Step 1 | Step 2 | Step 3 | Step 4



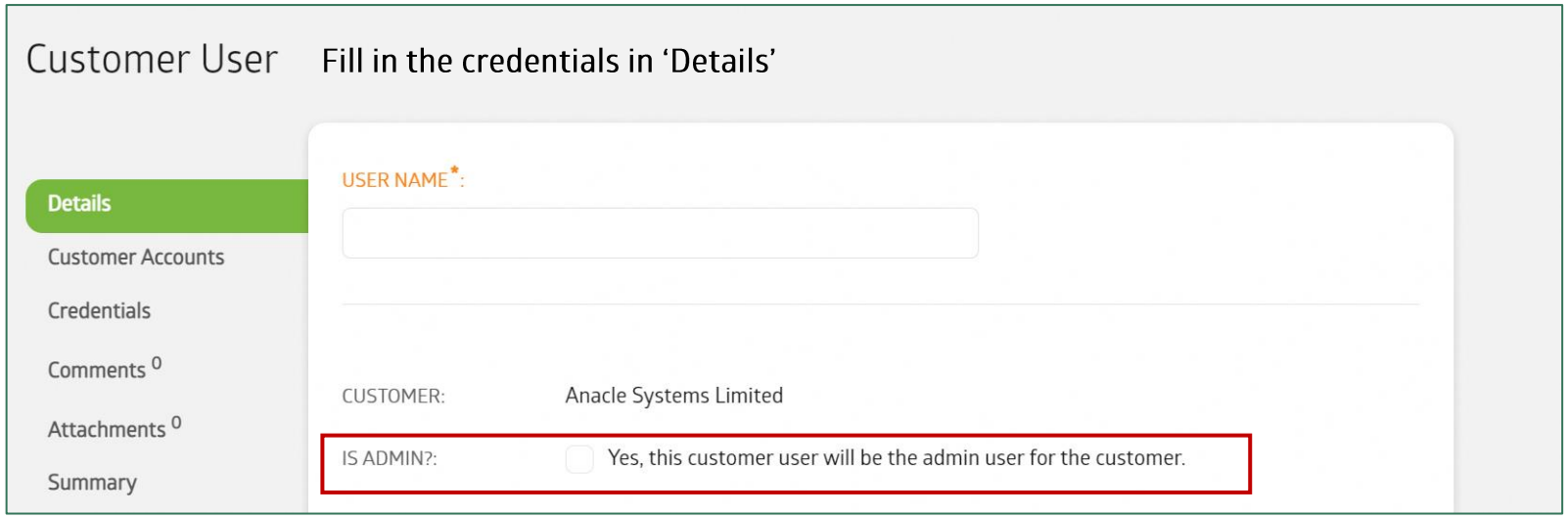
Creating User Accounts for Non-Admin Users

As an admin user, you will be required to create accounts for other users so that they can access the tenant portal.

- Go to the 'Customer User' section in the menu bar.

Creating User Accounts for Non-Admin Users

Step 1 | **Step 2** | Step 3 | Step 4

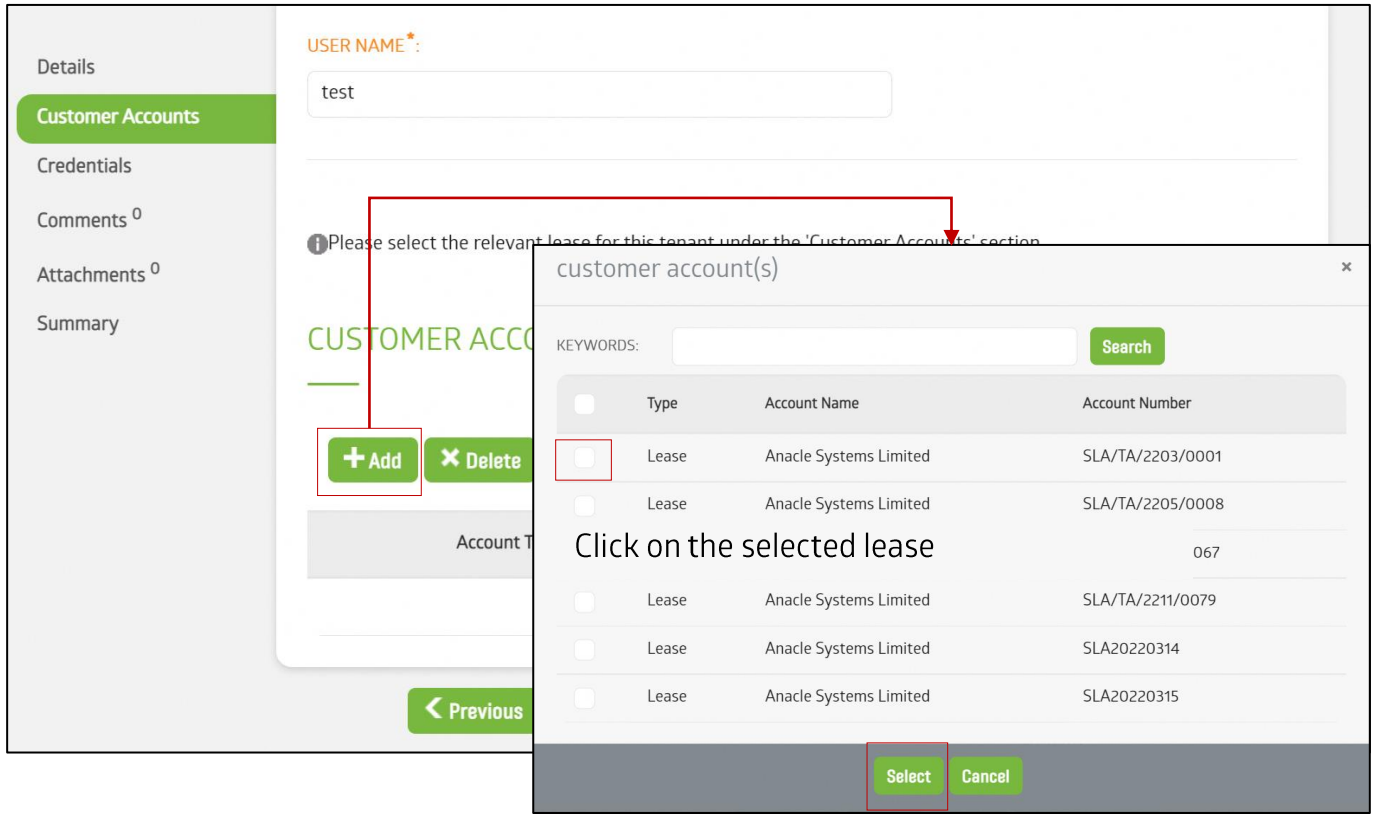


Creating User Accounts for Non-Admin Users

1. Click on 'Create New'.
2. You will be directed to the account creation page.
3. Enter all the user's details.
4. Click 'Next'.

Admin User – Creating User Accounts for Non-Admin Users

Step 1 | Step 2 | **Step 3** | Step 4

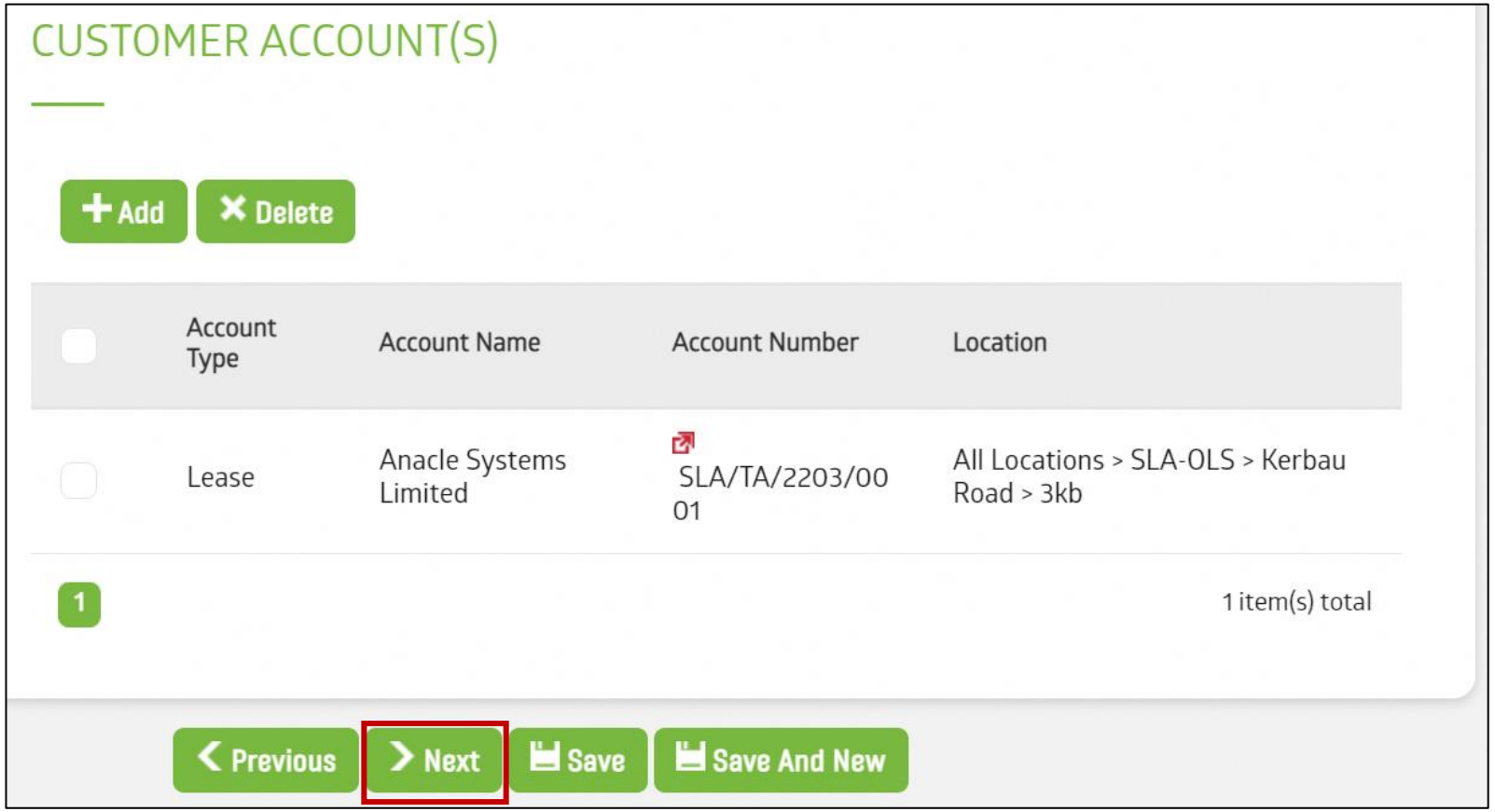


Creating User Accounts for Non-Admin Users

1. At 'Customer Account' section, click "Add" to select the tenancies for assigned user's access.
2. Make sure to select the appropriate tenancy,
3. Click 'Select'.

Creating User Accounts for Non-Admin Users

Step 1 | Step 2 | **Step 3** | Step 4



Creating User Accounts for Non-Admin Users

1. Confirm that the correct tenancies are selected.

2. Click 'Next' to continue.

Creating User Accounts for Non-Admin Users

Step 1 | Step 2 | Step 3 | Step 4

SingPass users will see this page

CorpPass users will see this page

Creating User Accounts for Non-Admin Users

For SingPass Admin User

1. You will see the 'Login with SingPass' field. Click on the checkbox and input the SingPass NRIC.

2. Click 'Save'.

For CorpPass Admin User

1. You will see the 'Login with CorpPass' field. Click on the checkbox and input the CorpPass NRIC and CorpPass UEN.

2. Click 'Save'.

Note: To add new users, click on 'Save and New'.

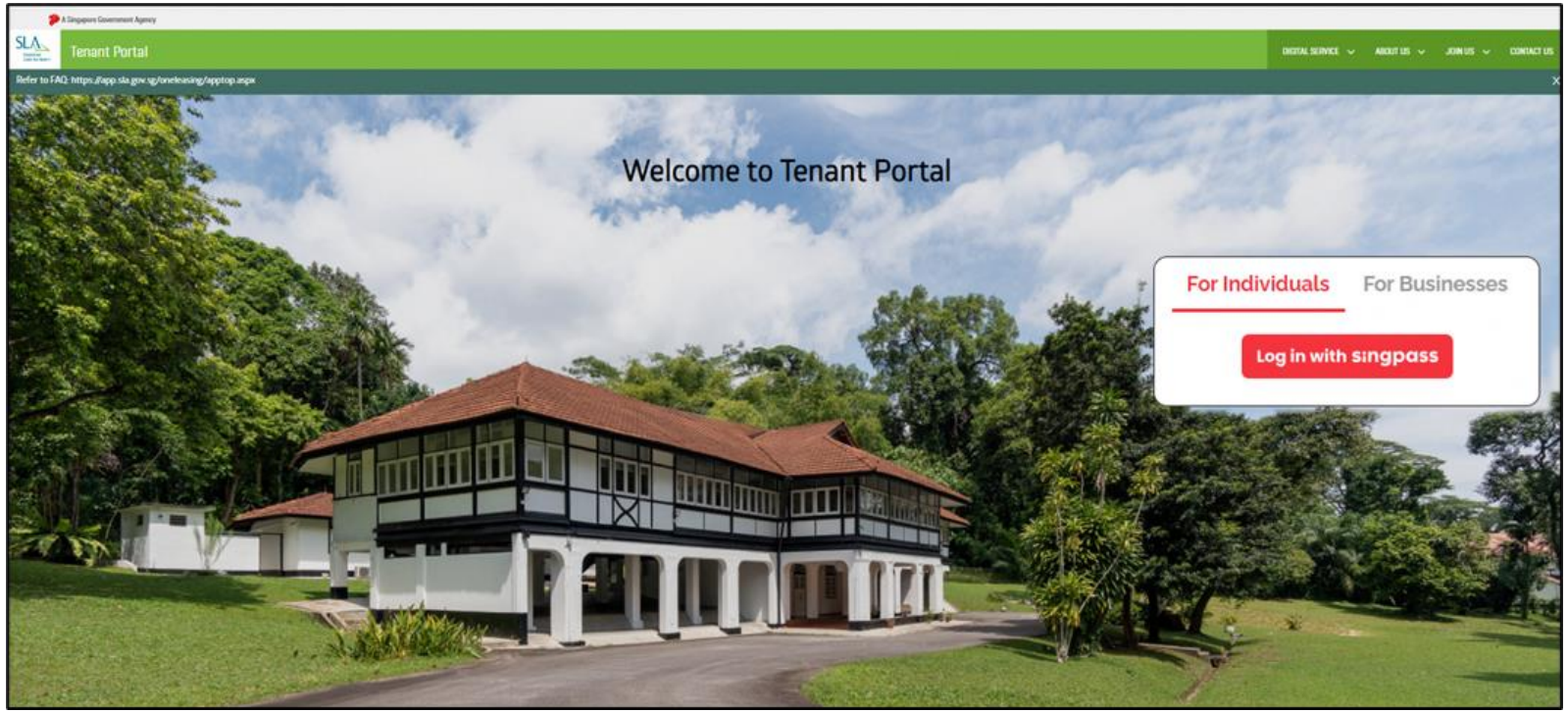
Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)

Non-admin users are the second or subsequent user accounts that have been granted access to the tenant portal.

- Note: If you are unable to log in, please ask the admin users to create an account for you.
- Also, ensure that your CorpPass Administrator has granted you access to the e-service.

Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)

Step 1 | Step 2

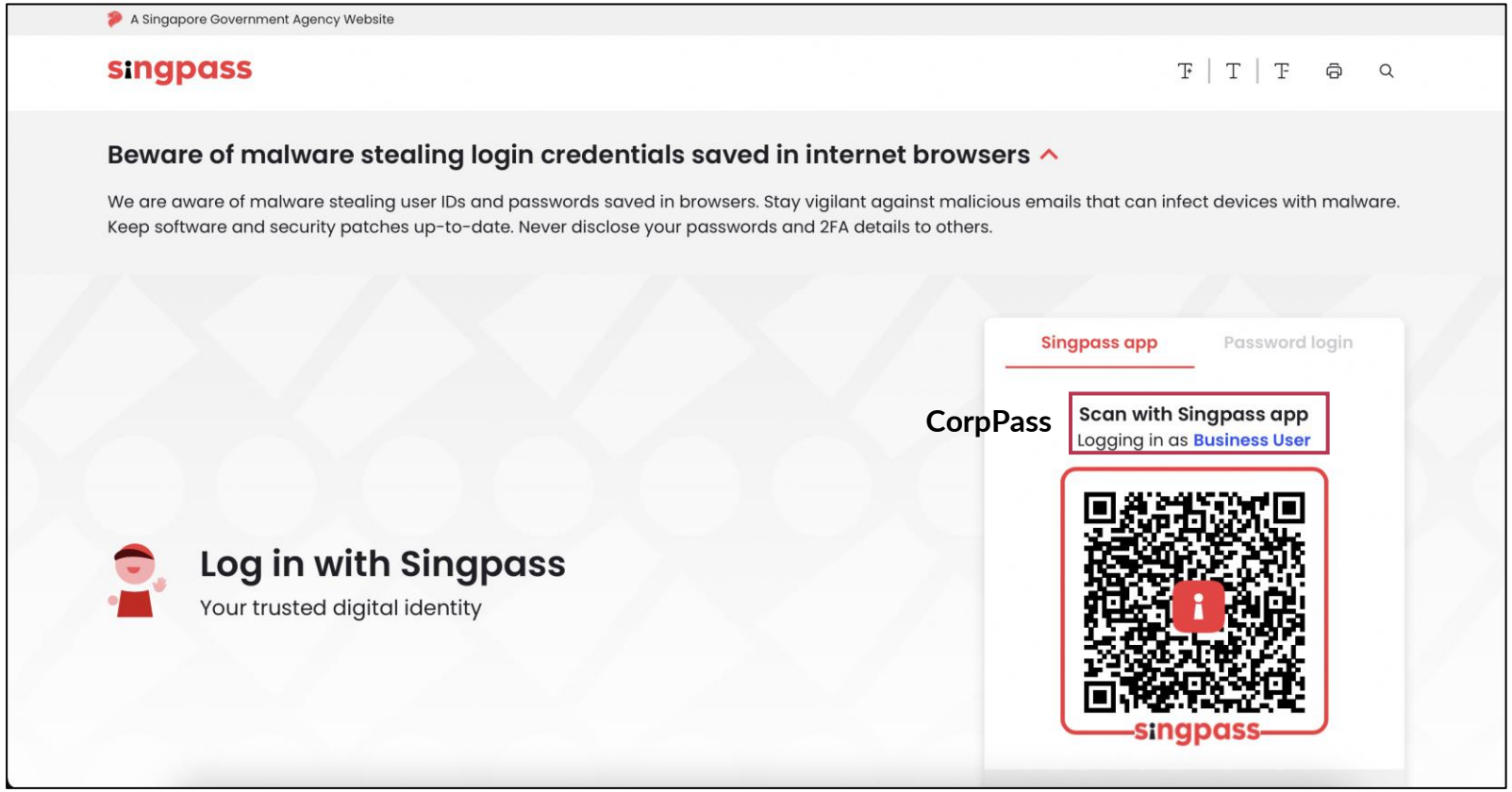


Subsequent logins

- For Corporate accounts registered with SLA select, click on 'For Businesses' then click on 'Log in with SingPass'.
- If you an individual tenant, click on 'For Individuals', then click on 'Log in with SingPass'.

Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)

Step 1 | Step 2



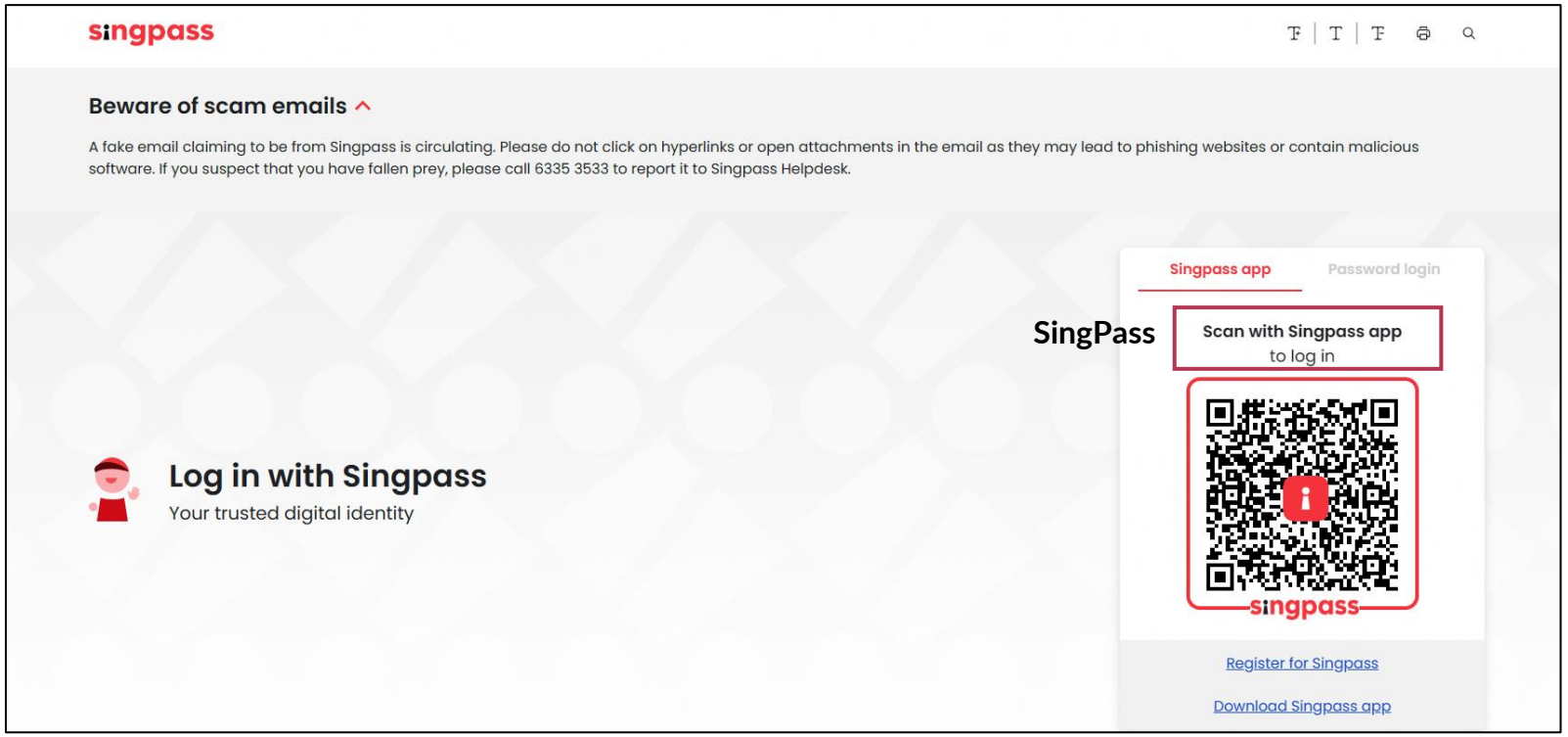
Subsequent logins

You will be redirected to the SingPass login page.

- For Business users, please ensure that you see the text 'Logging in as Business User'.
- Scan the SingPass QR code with your mobile to login.

Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)

Step 1 | Step 2



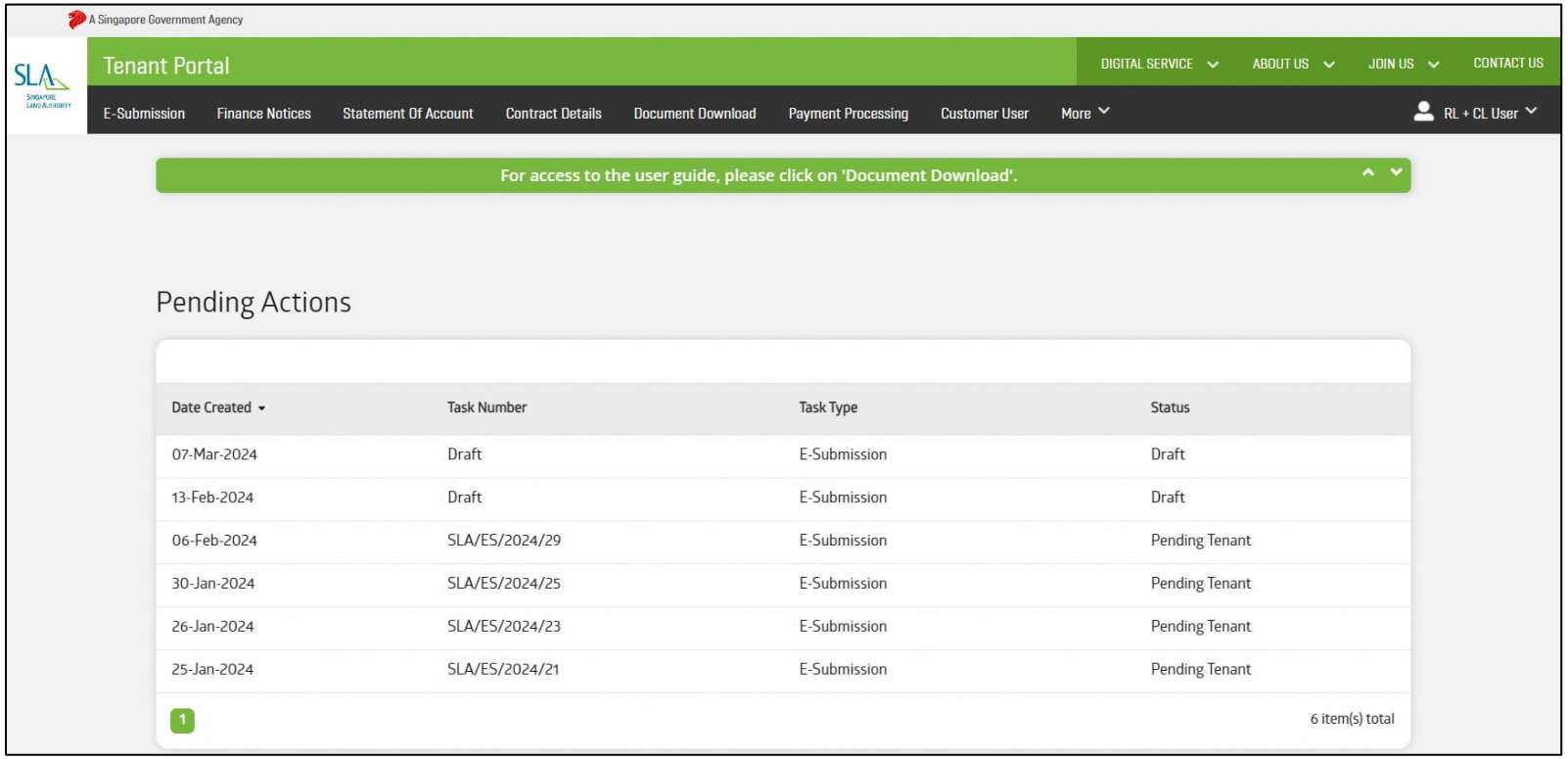
Subsequent logins

You will be redirected to the SingPass login page.

- Scan the SingPass QR code with your mobile to login.

Logging into Tenant Portal (CorpPass & SingPass) (Subsequent Logins)

Step 1 | Step 2



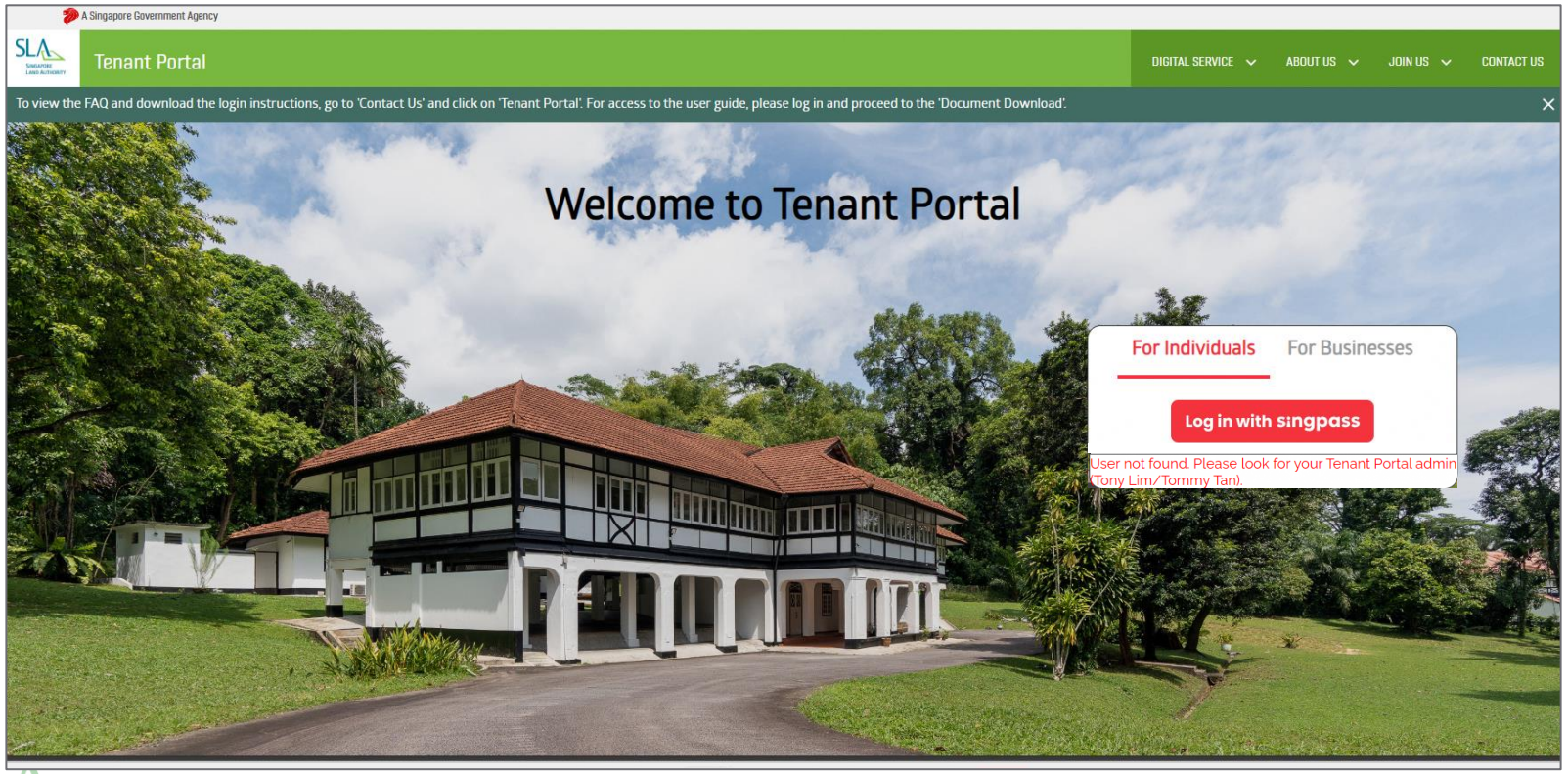
Subsequent logins

You will be directed to the landing page once you have logged in successfully.

Common Login Issues

Common login issues – (1) Error Encountered

- If you see this error message for example **"User not found. Please look for your Tenant Portal admin (Tony Lim/Tommy Tan)"**:
    1. Approach the users listed in the error message for their assistance to create your account in Tenant Portal.
    2. If the error persists, write in to the SLA officer in charge or appointed managing agent for assistance.



User not found. Please look for your Tenant Portal admin (Tony Lim/Tommy Tan).

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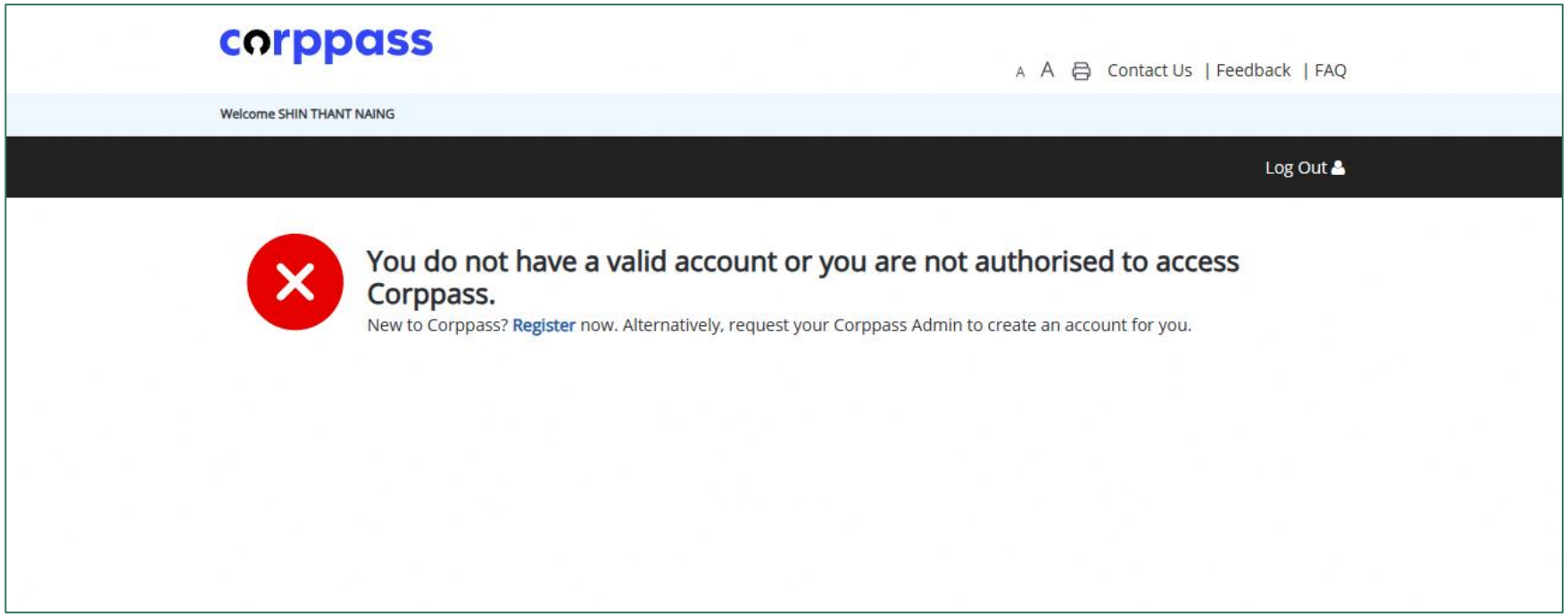
Common Login Issues

Common login issues – (2) CorpPass Not assigned

- If you see this error message "You do not have a valid account or you are not authorised to access CorpPass":
    1. The CorpPass admin in your organization has not added your SingPass into the organisation's CorpPass list or has not granted you access to the SLA e-service "SLA Digital Land Applications" .
    2. Approach the CorpPass admin to be granted access.



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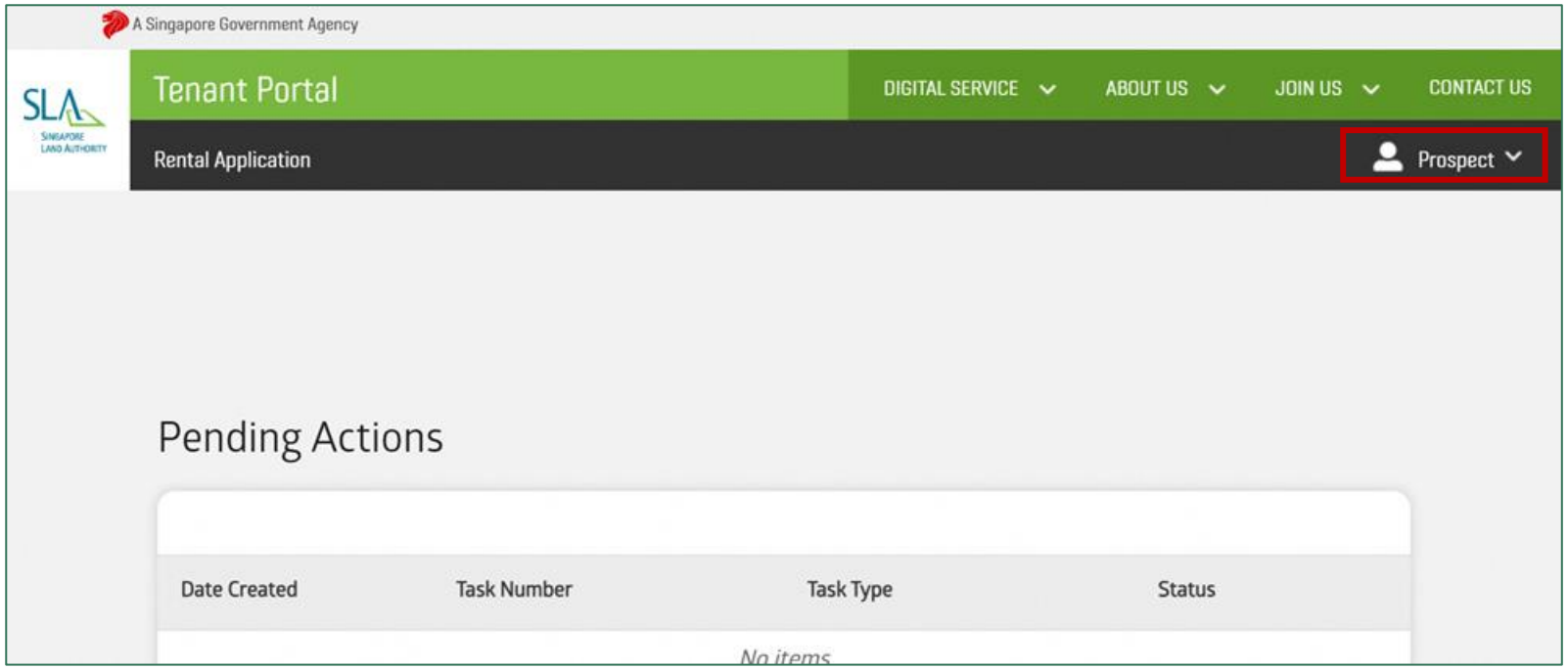
Common Login Issues

Common login issues – (3) Logged in as a prospect

- If you have a valid Tenancy with SLA but find yourself logged in as a prospect:
    1. The tenancy with SLA is registered under your SingPass ID/ CorpPass ID, but you have logged in as a Business User/ Individual User.
    2. Log out of your account and choose your Login ID following your registration with SLA.
    3. If the error persists, do write in to the SLA officer in charge or appointed managing agent for assistance.



Common Login Issues

Common login issues – (4) 502 bad gateway

- If you see the error message "502 Bad Gateway: Your request has been received, but there is no valid response from the server," it is likely caused by a connection issue.
- You can either try to,
    1. Reload the page
    2. Clear cache on the browser by using the links below
        - Apple/Iphone - https://support.apple.com/en-gb/guide/iphone/iphacc5f0202/ios
        - Android/Chrome - https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DAndroid
        - Microsoft Edge - https://www.microsoft.com/en-us/edge/learning-center/how-to-manage-and-clear-your-cache-and-cookies?form=MA13I2
- If this issue persists, please approach your officers or managing agents in charge.

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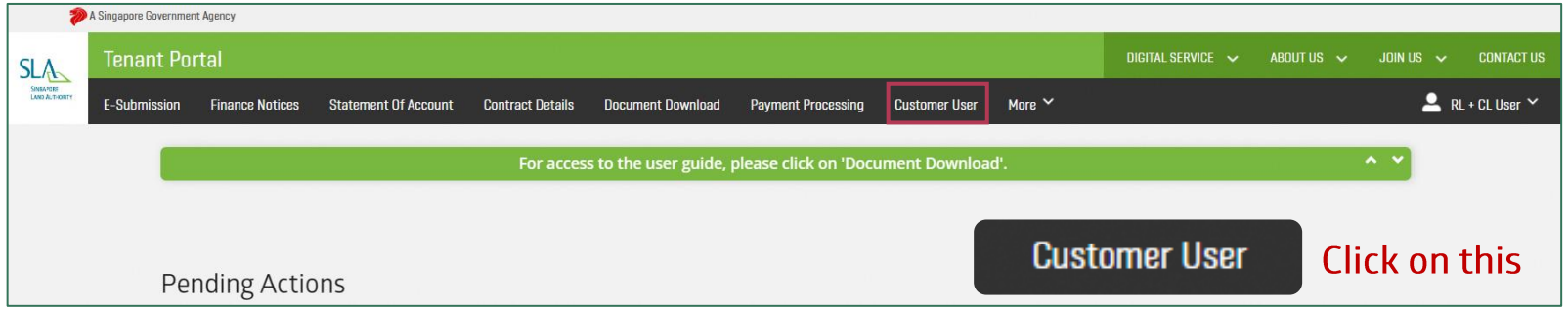
For Sole Proprietor Assigning Tenancies

Step 1 | Step 2 | Step 3 | Step 4

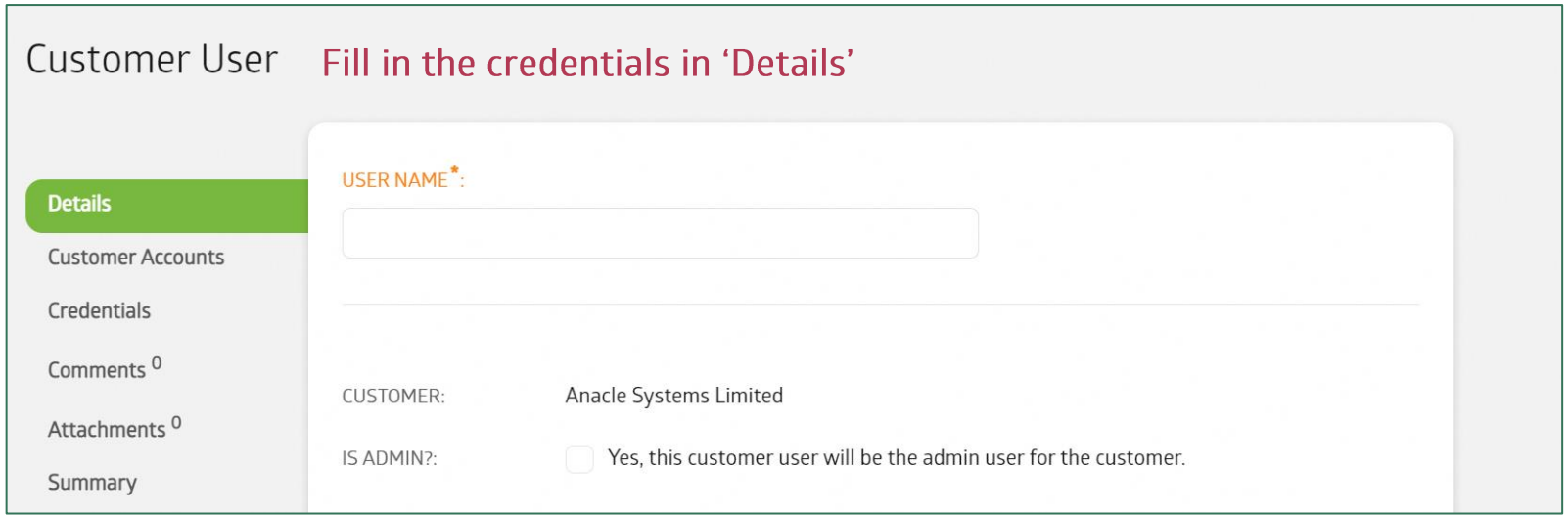


Creating additional User Accounts

- For sole proprietors who wish to grant access to their sole proprietorship, please create new user accounts for them in the tenant portal
- Navigate to the 'Customer User' in the menu bar.

For Sole Proprietor Assigning Tenancies

Step 1 | **Step 2** | Step 3 | Step 4

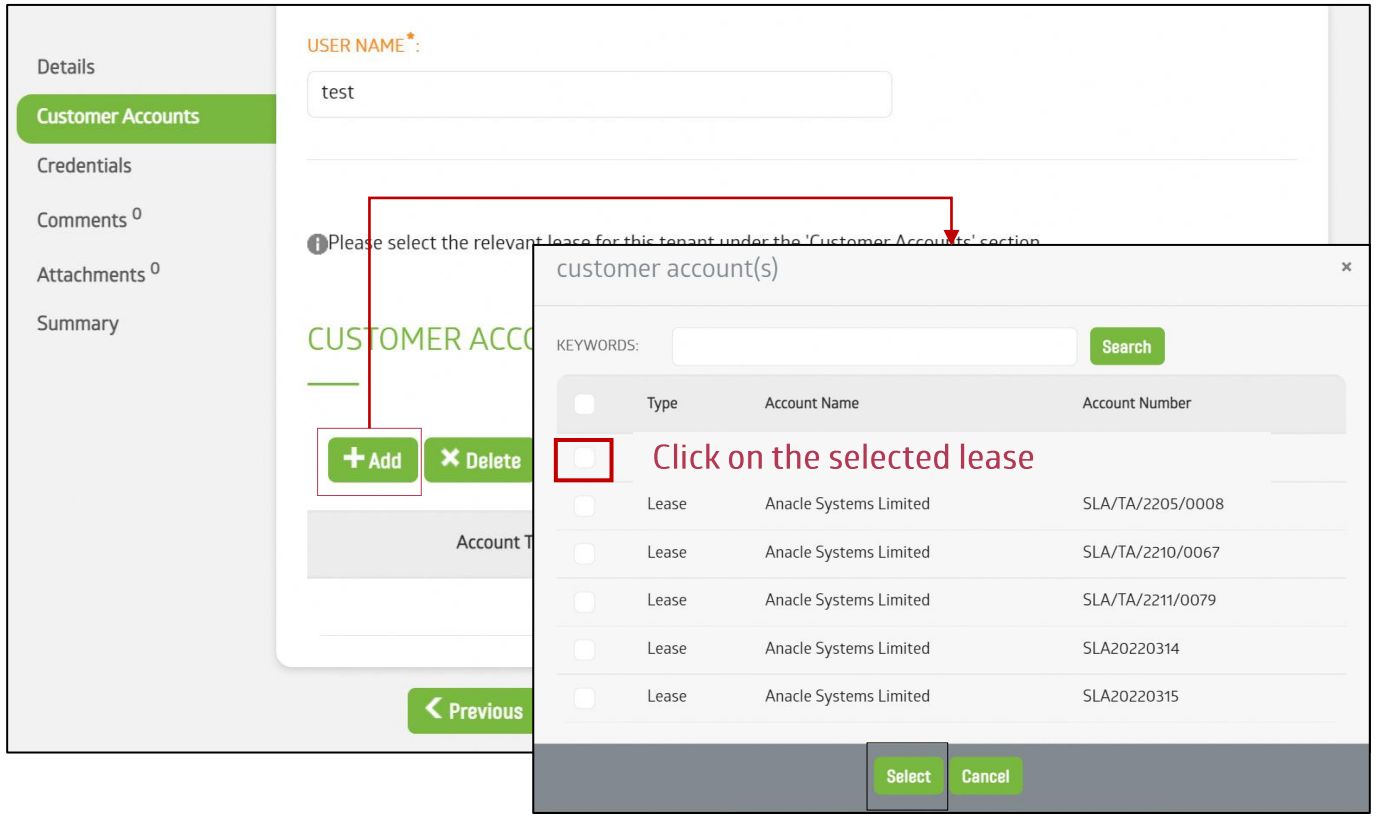


Creating additional User Accounts

- Click on 'Create New'.
- You will be redirected to the account creation page.
- Fill in all the credentials of the sole proprietorship user. Then click on 'Next'.

For Sole Proprietor Assigning Tenancies

Step 1 | Step 2 | **Step 3** | Step 4



Creating additional User Accounts

- Under the 'Customer Account' section , click "Add" to select the tenancies that the sole proprietorship user will be able to have access to.
- Ensure that you select the correct tenancy, click 'Select'.
- Then, click on 'Next' to proceed.

For Sole Proprietor Assigning Tenancies

Step 1 | Step 2 | Step 3 | Step 4

Creating additional User Accounts

- Under this page, enter the **NRIC of the sole proprietorship user** and the **UEN of the sole proprietorship**.
- The sole proprietorship user can then login with their own CorpPass account.