

Tenant Portal Login Guide

LIMITED LAND • UNLIMITED SPACE Version 2 – May 2024



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







To experience the full suite of services, please register your account at <u>go.gov.sg/slatp</u> 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.





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.





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 <u>Creating User Accounts for</u> <u>Non-Admin Users</u> 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.



Step 1Step 2Step 3Step 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'.

Step 1

Step 2



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.

Step 4

Step 2 Step 1 Step 3

A Singapore Government Agency						
SLASS Tenant Portal	DIGITAL SERVICE	~	ABOUT US	🗸 🗸 Join Us	~	CONTACT U
Kindly Acknowledge Before Proceeding						
Please note that you should only click "Proceed" if you are acting as the administrator for your organisation. The administration features within the Tenant Portal.	ator will be given the	right t	o manage all u	ser accounts a	nd acces	s all
If you are not acting as the administrator for your organisation, please click "Cancel" and ask the administrator to log in ins access rights to users within your organisation after logging in. You may log in after your administrator has set up your access	tead. The administra ount.	tor will	be able to set	up user accour	nts and a	assign
Proceed Cancel Click on 'Proceed'						

First time login steps for admin users

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

Step 4

Step 1

Step 3

Step 2

USTOMER:	[TEST TP] CWC		
etails			
SCRIPTION:			
L PHONE:		EMAIL*:	
2 2		PHONE:	
NTRY:		STATE:	
Y:		ADDRESS:	
LATIONSHIP TO STOMER:		DESIGNATION:	

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).

Step 4

Step 2

Step 1

Step 3



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.

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



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'.

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.

Step 1

Step 2

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SLA	Tenant	Portal						DIGITA	l service 🗸	ABOUT US 🗸	JOIN US	 CONTACT US
SINGLAPORE LAND AUTHORITY	E-Submissi	ion Finance Notices	Statement Of Account	Contract Details	Document Download	Payment Processing	Customer User	More 🗸			1	RL + CL User 🌱
				For access to th	ne user guide, please	click on 'Document	Download'.				^ *	
	_											
	P	ending Action	ns									
		Date Created 👻	Task N	umber		Task Type			Status			
		07-Mar-2024	Draft			E-Submission			Draft			
		13-Feb-2024	Draft			E-Submission			Draft			
		06-Feb-2024	SLA/E	S/2024/29		E-Submission			Pending Tena	ant		
		30-Jan-2024	SLA/E	S/2024/25		E-Submission			Pending Tena	ant		
		26-Jan-2024	SLA/E	S/2024/23		E-Submission			Pending Tena	ant		
		25-Jan-2024	SLA/E	S/2024/21		E-Submission			Pending Tena	ant		
		1								6 item	(s) total	

First time login steps for admin users

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

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



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	\checkmark	Х
Update Contact Details under the 'Contract Details' module	\checkmark	Х



Step 3

Step 1

Step 2

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.

Step 2 Step 1 Step 3 Step 4 Customer User + Create New Search Using: User Name, Cellphone, Email, Fax, Phone, Address Search Reset Customer User Fill in the credentials in 'Details' USER NAME*: Details Customer Accounts Credentials Comments⁰ Anacle Systems Limited CUSTOMER: Attachments⁰ Yes, this customer user will be the admin user for the customer. IS ADMIN ?: Summary

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 4

Step 1

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Step 2

Step 3

Details Customer Accounts Credentials	USER NAME*: test					
Comments °	Please select the relevant	lesse for t	this tenant	under the 'Customer Accounts' sec	tion	v
Attachments ⁰		custon	neracco	unit(S)		^
Summary	CUSTOMER ACCO	KEYWORD	S:		Search	
			Туре	Account Name	Account Number	
	+ Add × Delete		Lease	Anacle Systems Limited	SLA/TA/2203/0001	
			Lease	Anacle Systems Limited	SLA/TA/2205/0008	
	Account T	Clic	k on th	e selected lease	067	
			Lease	Anacle Systems Limited	SLA/TA/2211/0079	
			Lease	Anacle Systems Limited	SLA20220314	
	Previous		Lease	Anacle Systems Limited	SLA20220315	
				Select Cance		

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'.

Step 1Step 2Step 3Step 4



Creating User Accounts for Non-Admin Users

1. Confirm that the correct tenancies are selected.

2. Click 'Next' to continue.

Step 1 Step 2 Step 3 Step 4

SINGPASS/CORPPASS DETAILS	SingPass users will see this page	Creating User Accounts for Non-Admin Users
—		For SingPass Admin User
LOGIN WITH SINGPASS		1. You will see the 'Login with SingPass' field. Click on the checkbox and input the SingPass NRIC.
		2. Click 'Save'.
	CorpPass users will see this page	
SINGPASS/CORPPASS DETAILS		For CorpPass Admin User
LOGIN WITH CORPPASS:		1. You will see the 'Login with CorpPass' field. Click on the checkbox and input the CorpPass NRIC and CorpPass UEN.
CORPPASS NRIC*:	CORPPASS UEN*:	2. Click 'Save'.

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



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.



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'.

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.

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.

Step 1

Step 2

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C L 4	Tonant	Portal						DIGITAI SERVICE 🗸	ABOUT US 🗸	JOIN US 🗸	CONTACT US
SLA	Terrarit	ruitai									
LAND AUTHORITY	E-Submiss	on Finance Notices	Statement Of Account	Contract Details	Document Download	Payment Processing	Customer User	More 🗡		🔔 R	L + CL User 🎽
				For access to th	ne user guide inlease	click on 'Document	Download'			A ¥	
					ie user guide, pieuse	click off Bocument	Download .				
	_										
	F	ending Action	ns								
		Date Created 👻	Task N	umber		Task Type		Status			
		07-Mar-2024	Draft			E-Submission		Draft			
		13-Feb-2024	Draft			E-Submission		Draft			
		06-Feb-2024	SLA/E	S/2024/29		E-Submission		Pending Te	enant		
		30-Jan-2024	SLA/E	S/2024/25		E-Submission		Pending Te	enant		
		26-Jan-2024	SLA/E	5/2024/23		E-Submission		Pending Te	enant		
		25-Jan-2024	SLA/E	S/2024/21		E-Submission		Pending Te	enant		
		1							6 item(s) total	

Subsequent logins

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



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).





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.

corp	Dass	A A 🖨 Contact Us Feedback FAQ
Welcome SHIN THAP	IT NAING	
		Log Out 🖁
×	You do not have a valid account or yo Corppass. New to Corppass? Register now. Alternatively, request your of	OU are not authorised to access





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.

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SLA	Tenant Portal		DIGITAL SERVICE	🗸 🗛 ABOUT US 🗸	JOIN US 🗸 CONTACT US
SINGAPORE LAND AUTHORITY	Rental Application				💄 Prospect 🗸
	Pending Act	ions			
	Date Created	Task Number	Task Type	Status	
			No items		





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 <u>https://support.apple.com/en-gb/guide/iphone/iphacc5f0202/ios</u>
 - Android/Chrome https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DAndroid
 - Microsoft Edge <u>https://www.microsoft.com/en-us/edge/learning-center/how-to-manage-and-clear-your-cache-and-</u> <u>cookies?form=MA1312</u>
- If this issue persists, please approach your officers or managing agents in charge.



Step 3

Step 2

Step 1

A Singapore Government Agency **Tenant Portal** DIGITAL SERVICE 🗸 ABOUT US 🗸 JOIN US 🗸 CONTACT US SINGAPORE LAND ALTHORITY 🚨 RL + CL User 🗡 More Y Customer User F-Submission **Finance Notices** Payment Processing For access to the user guide, please click on 'Document Download'. **Customer User** Click on this Pending Actions

Step 4

- 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.

Step 3

Step 2

Step 1

Customer User + Create New Search Using: User Name, Cellphone, Email, Fax, Phone, Address Search Reset Customer User Fill in the credentials in 'Details' USER NAME*: Details Customer Accounts Credentials Comments⁰ Anacle Systems Limited CUSTOMER: Attachments⁰ Yes, this customer user will be the admin user for the customer. IS ADMIN ?: Summary

Step 4

- 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'.

Step 1

Step 2 St

Step 3

3

Step 4

Details Customer Accounts	USER NAME*: test						
Credentials							
Comments ⁰	Please select the relevant	lease for th	is tenant un	der the 'Customer Accou	ts' section		
Attachments ⁰	U heade beleet alle releval	custom	er accoun	t(s)			×
Summary	CUSTOMER ACCO	KEYWORDS:				Search	
			Туре	Account Name	A	ccount Number	
	+ Add × Delete		Click o	n the selected	lease		
			Lease	Anacle Systems Limited	S	LA/TA/2205/0008	
	Account T		Lease	Anacle Systems Limited	S	LA/TA/2210/0067	
			Lease	Anacle Systems Limited	S	LA/TA/2211/0079	
			Lease	Anacle Systems Limited	S	LA20220314	
	< Previous		Lease	Anacle Systems Limited	S	LA20220315	
				Select	Cancel		

- 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.

Step 1Step 2Step 3Step 4

SINGPASS/CORPPASS DETAILS		
—		
LOGIN WITH CORPPASS:		
CORPPASS NRIC*:	CORPPASS UEN*:	

- 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.