

Tenant Portal Login Guide

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



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:



<https://go.gov.sg/slatp>

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>.

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.

View Entity's e-Service Access

Click e-Service name to view its profile. Select the checkbox(es) to edit or remove.

Only e-Services with roles and/or parameters can be edited.

Edit e-Service (0)		Remove e-Service (0)		Filter <input type="text" value="sla digital land"/>
<input type="checkbox"/>	Govt. Agency	Entity's Selected e-Service	Description	
<input type="checkbox"/>	SINGAPORE LAND AUTHORITY (SLA)	SLA Digital Land Applications	New SLA Digital Land Applications enables (1) Application for Temporary Occupation Licence (2) Rental of State Properties (3) Access for Managing Agents.	

Logging into Tenant Portal (CorpPass)

Admin User Login

The first user that logs in 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.

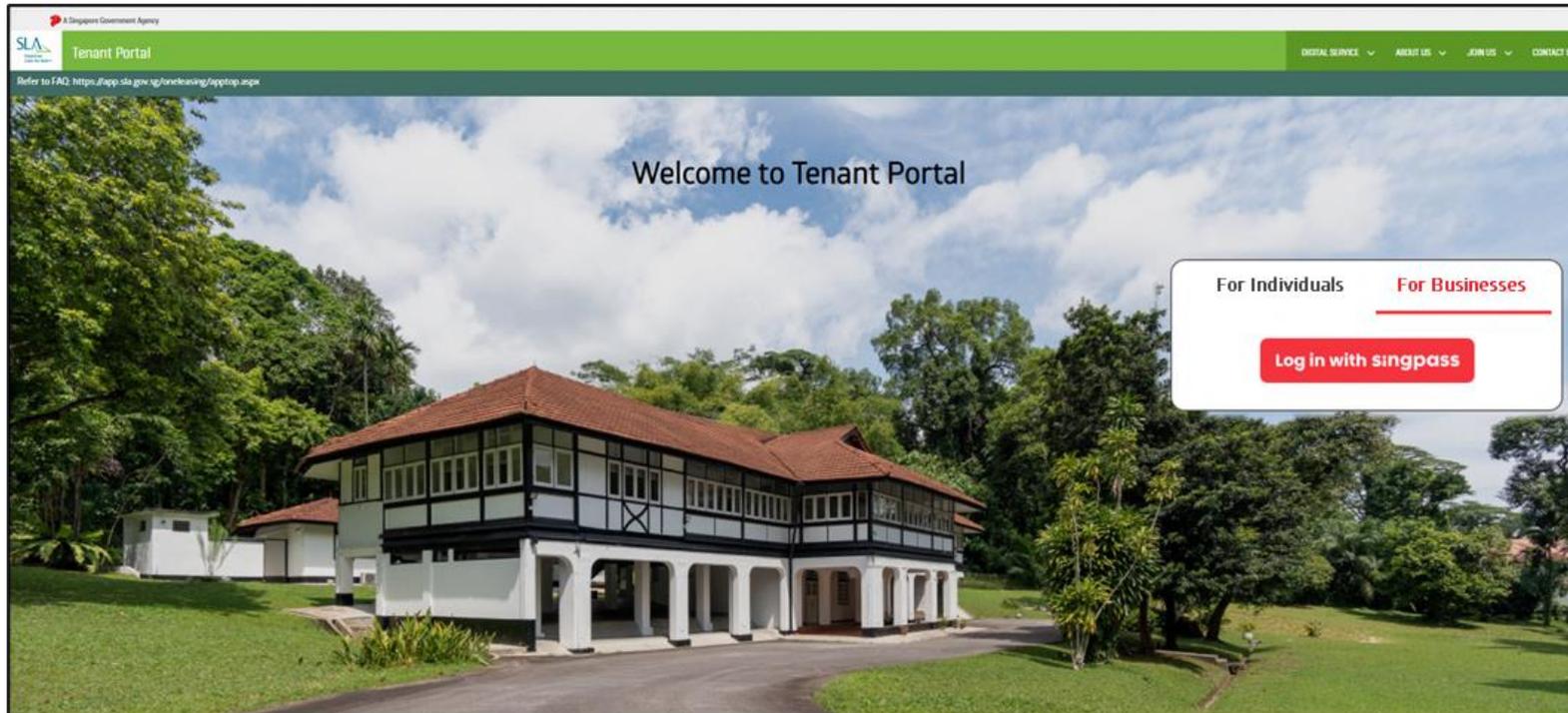
Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

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'.

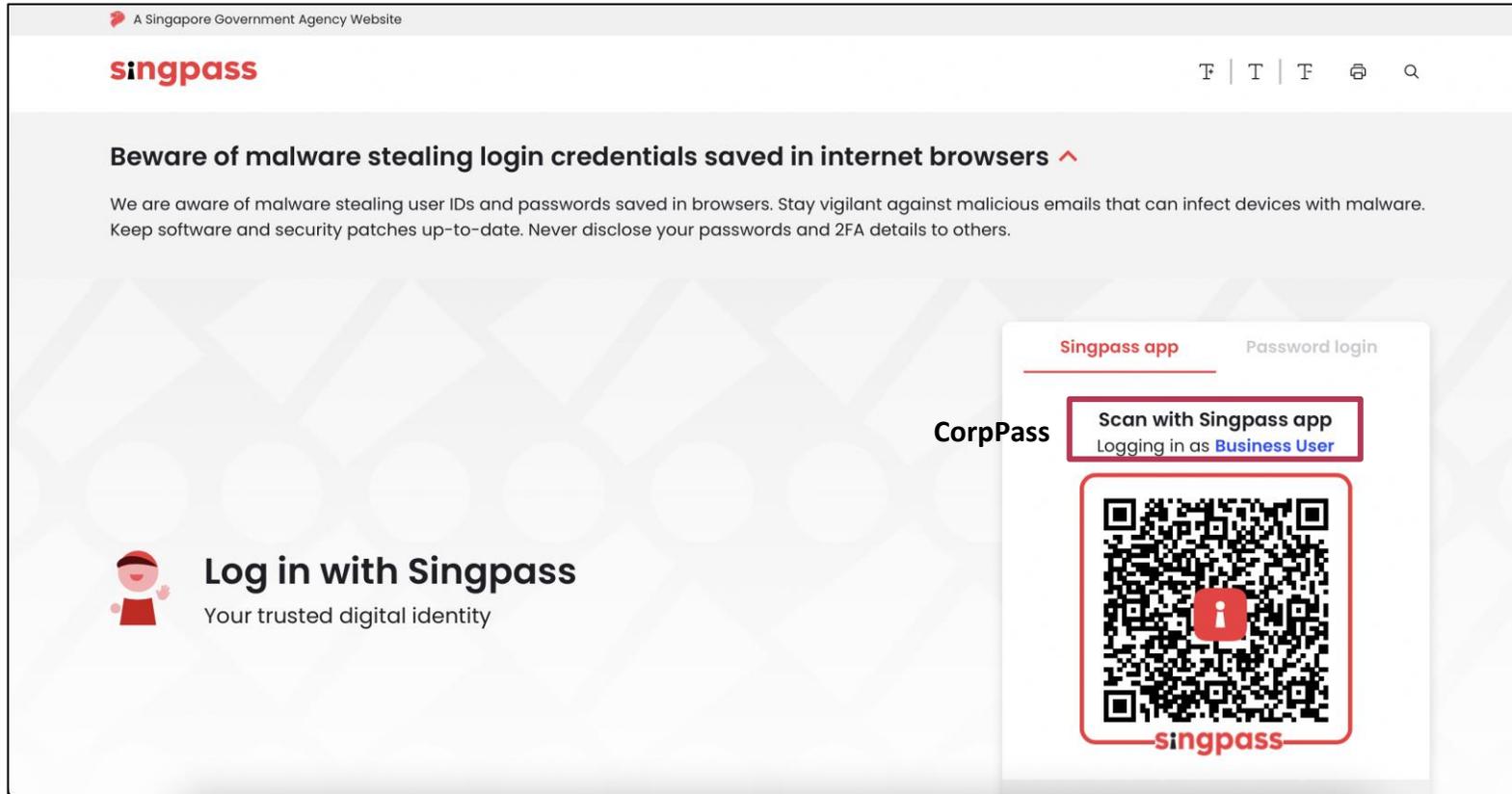
Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

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.

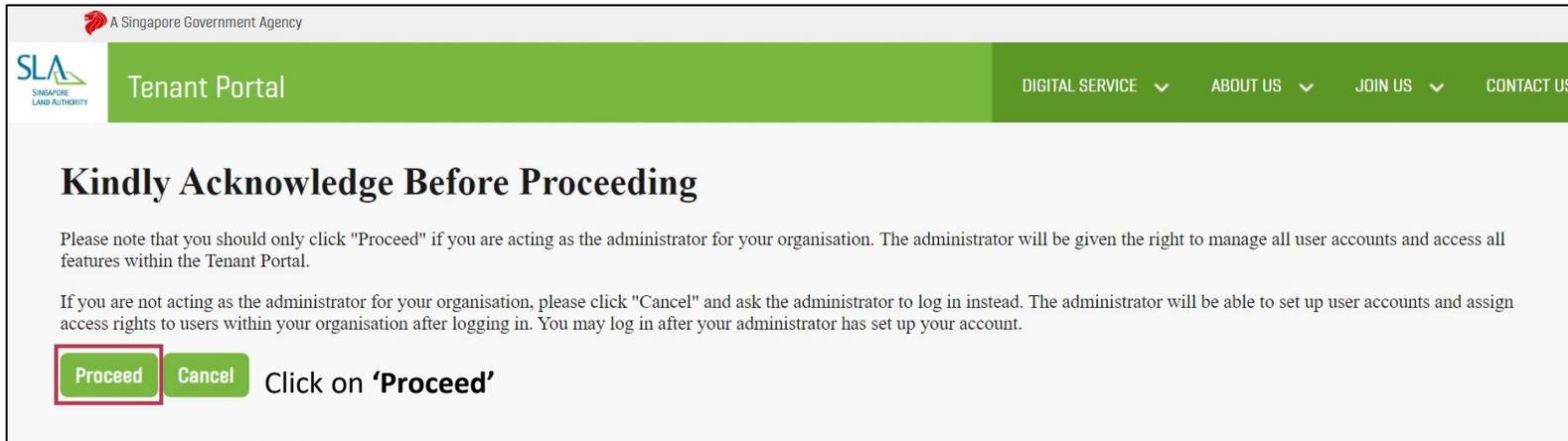
Tenant Portal Admin– First Time Login to Tenant Portal (CorpPass)

Step 1

Step 2

Step 3

Step 4



The screenshot shows the Tenant Portal Admin interface. At the top left, it says "A Singapore Government Agency" and "SLA SINGAPORE LAND AUTHORITY". The main header is "Tenant Portal" with navigation links for "DIGITAL SERVICE", "ABOUT US", "JOIN US", and "CONTACT US". The main content area has the heading "Kindly Acknowledge Before Proceeding" and two paragraphs of text. The first paragraph states that users should only click "Proceed" if they are acting as the administrator. The second paragraph states that users should click "Cancel" if they are not the administrator. At the bottom, there are two buttons: "Proceed" (highlighted with a red box) and "Cancel".

A Singapore Government Agency

SLA SINGAPORE LAND AUTHORITY

Tenant Portal

DIGITAL SERVICE ▾ ABOUT US ▾ JOIN US ▾ CONTACT US

Kindly Acknowledge Before Proceeding

Please note that you should only click "Proceed" if you are acting as the administrator for your organisation. The administrator will be given the right to manage all user accounts and access all features within the Tenant Portal.

If you are not acting as the administrator for your organisation, please click "Cancel" and ask the administrator to log in instead. The administrator will be able to set up user accounts and assign access rights to users within your organisation after logging in. You may log in after your administrator has set up your account.

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'.

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

Step 1

Step 2

Step 3

Step 4

USER NAME*

CUSTOMER: [TEST TP] CWC

Details

DESCRIPTION:

CELL PHONE: EMAIL*

FAX: PHONE:

COUNTRY: STATE:

CITY: ADDRESS:

RELATIONSHIP TO CUSTOMER: 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).

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

Step 1

Step 2

Step 3

Step 4



Tenant Portal



Your account is successfully created. Please click on **Customer User Module** to create accounts for other users within your organisation.

[Return To Home](#)

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)

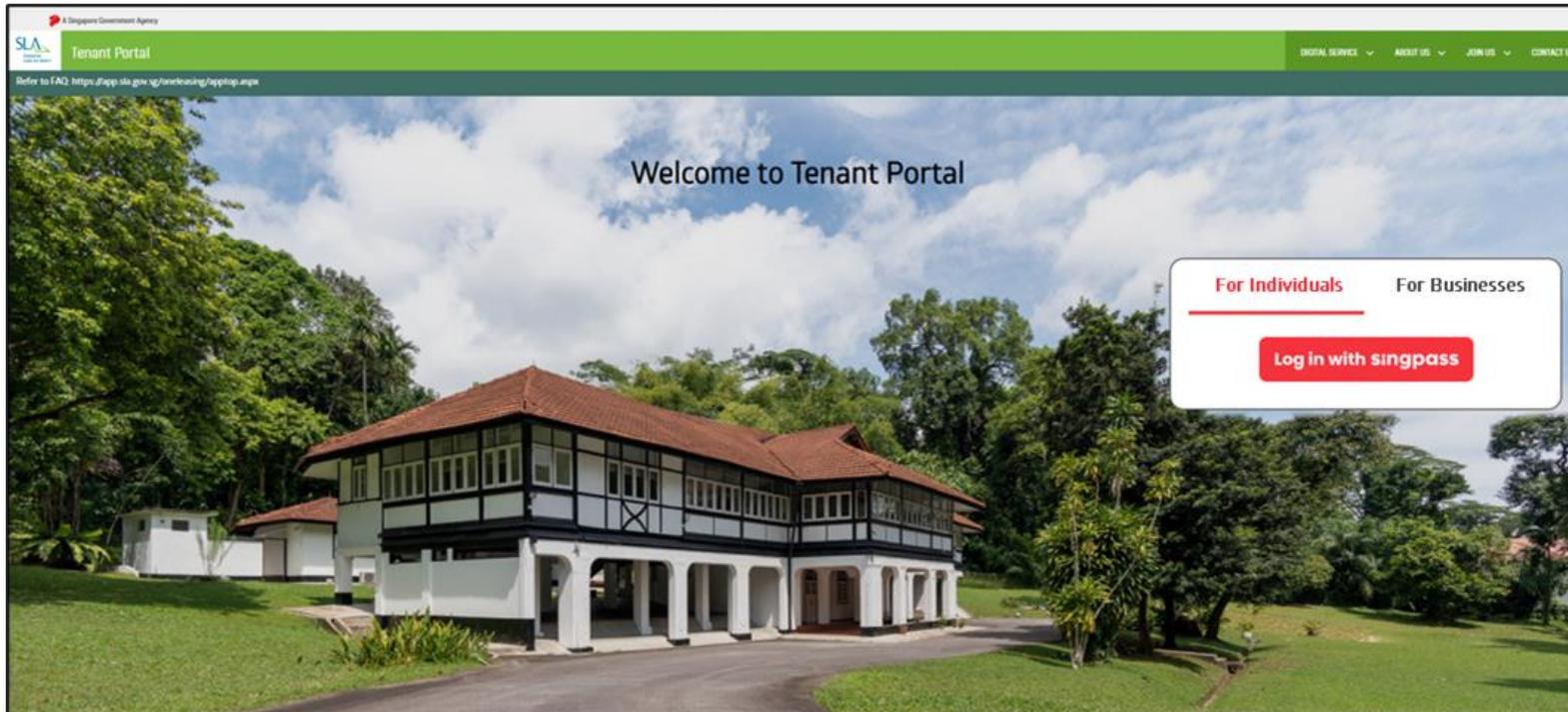
Main tenant (admin) Login

- 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**.

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

Step 1

Step 2



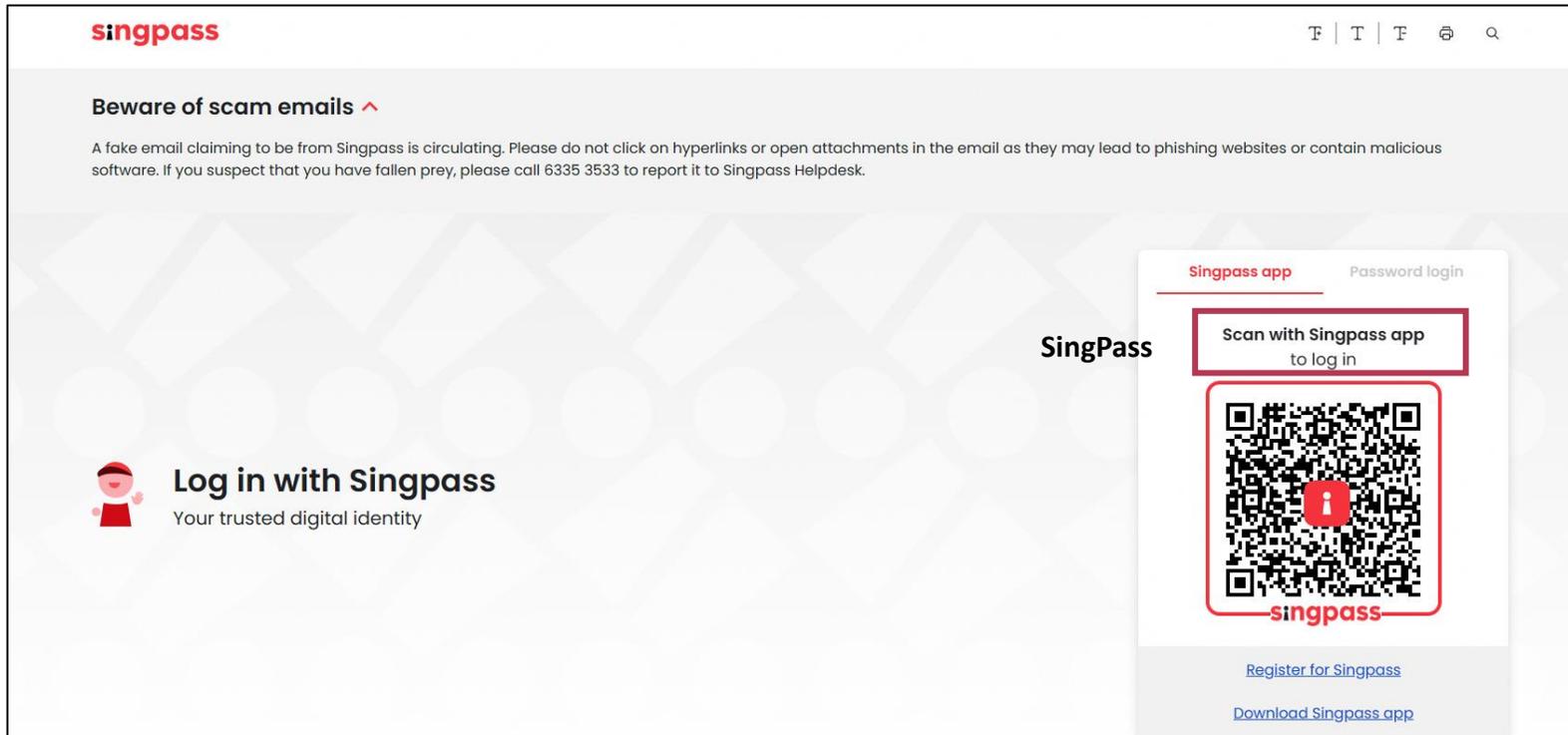
First time login steps for admin users

- 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

The screenshot displays the Tenant Portal Admin interface. At the top, there is a navigation bar with the SLA logo and the text 'A Singapore Government Agency'. The main header is 'Tenant Portal' with sub-navigation for 'DIGITAL SERVICE', 'ABOUT US', 'JOIN US', and 'CONTACT US'. Below this is a secondary navigation bar with links for 'E-Submission', 'Finance Notices', 'Statement Of Account', 'Contract Details', 'Document Download', 'Payment Processing', 'Customer User', and 'More'. A user profile 'RL + CL User' is visible in the top right. A green banner message reads: 'For access to the user guide, please click on 'Document Download''. The main content area is titled 'Pending Actions' and contains a table with the following data:

Date Created	Task Number	Task Type	Status
07-Mar-2024	Draft	E-Submission	Draft
13-Feb-2024	Draft	E-Submission	Draft
06-Feb-2024	SLA/ES/2024/29	E-Submission	Pending Tenant
30-Jan-2024	SLA/ES/2024/25	E-Submission	Pending Tenant
26-Jan-2024	SLA/ES/2024/23	E-Submission	Pending Tenant
25-Jan-2024	SLA/ES/2024/21	E-Submission	Pending Tenant

At the bottom left of the table is a green badge with the number '1', and at the bottom right is the text '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 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

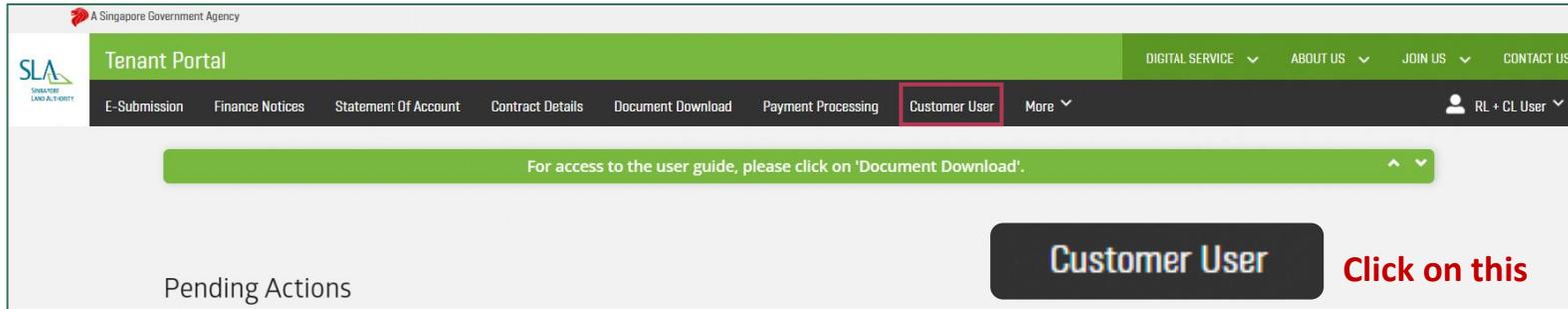
Creating User Accounts for Non-Admin Users

Step 1

Step 2

Step 3

Step 4



The screenshot shows the SLA Tenant Portal interface. At the top left, it says "A Singapore Government Agency" and "SLA SINGAPORE LAND & TARIFF". The main header is "Tenant Portal" in a green bar. Below this is a navigation menu with items: "E-Submission", "Finance Notices", "Statement Of Account", "Contract Details", "Document Download", "Payment Processing", "Customer User" (highlighted with a red box), and "More". To the right of the menu are links for "DIGITAL SERVICE", "ABOUT US", "JOIN US", and "CONTACT US". A user profile icon is labeled "RL + CL User". A green banner below the menu says "For access to the user guide, please click on 'Document Download'". At the bottom left, it says "Pending Actions". At the bottom right, there is a dark button labeled "Customer User" with the text "Click on this" next to it.

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

Customer User

+ Create New

Search Using: User Name, Cellphone, Email, Fax, Phone, Address

Search

Reset

Customer User

Fill in the credentials in 'Details'

Details

Customer Accounts

Credentials

Comments⁰

Attachments⁰

Summary

USER NAME*

CUSTOMER: Anacle Systems Limited

IS ADMIN?: Yes, this customer user will be the admin user for the customer.

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

USER NAME*

test

Please select the relevant lease for this tenant under the 'Customer Accounts' section

CUSTOMER ACCO

+ Add X Delete

Account T

< Previous

customer account(s)

KEYWORDS: Search

<input type="checkbox"/>	Type	Account Name	Account Number
<input checked="" type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2203/0001
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2205/0008
<input type="checkbox"/>	Lease	Anacle Systems Limited	067
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2211/0079
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA20220314
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA20220315

Click on the selected lease

Select Cancel

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

CUSTOMER ACCOUNT(S)

+ Add

✕ Delete

<input type="checkbox"/>	Account Type	Account Name	Account Number	Location
<input type="checkbox"/>	Lease	Anacle Systems Limited	 SLA/TA/2203/0001	All Locations > SLA-OLS > Kerbau Road > 3kb

1

1 item(s) total

< Previous

> Next

Save

Save And New

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/CORPPASS DETAILS **SingPass users will see this page**

LOGIN WITH SINGPASS:

SINGPASS NRIC*:

SINGPASS/CORPPASS DETAILS **CorpPass users will see this page**

LOGIN WITH CORPPASS:

CORPPASS NRIC*: CORPPASS UEN*:

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)

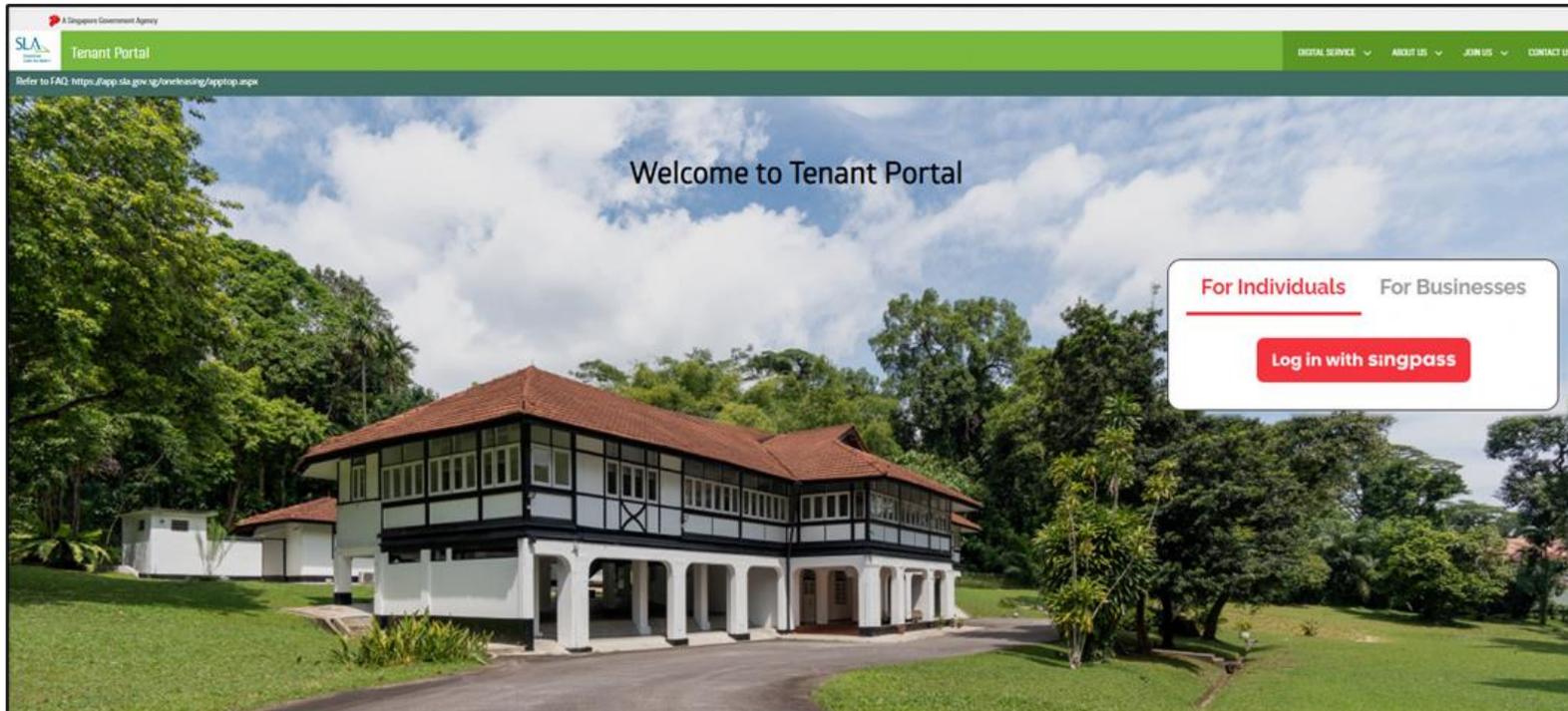
Non-admin users are the second or subsequent user accounts that have been granted access to the tenant portal.

- 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



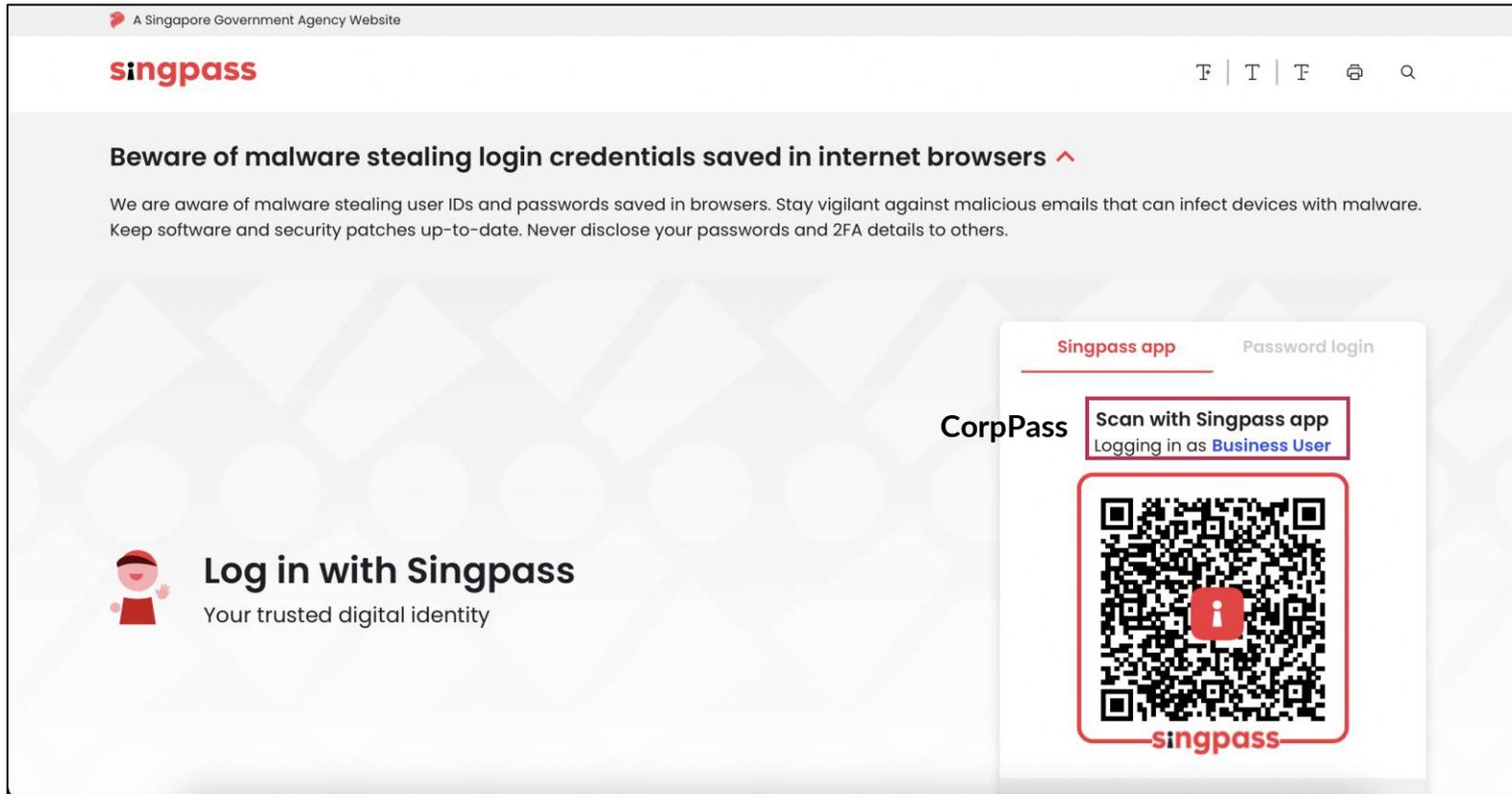
Subsequent logins

- 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

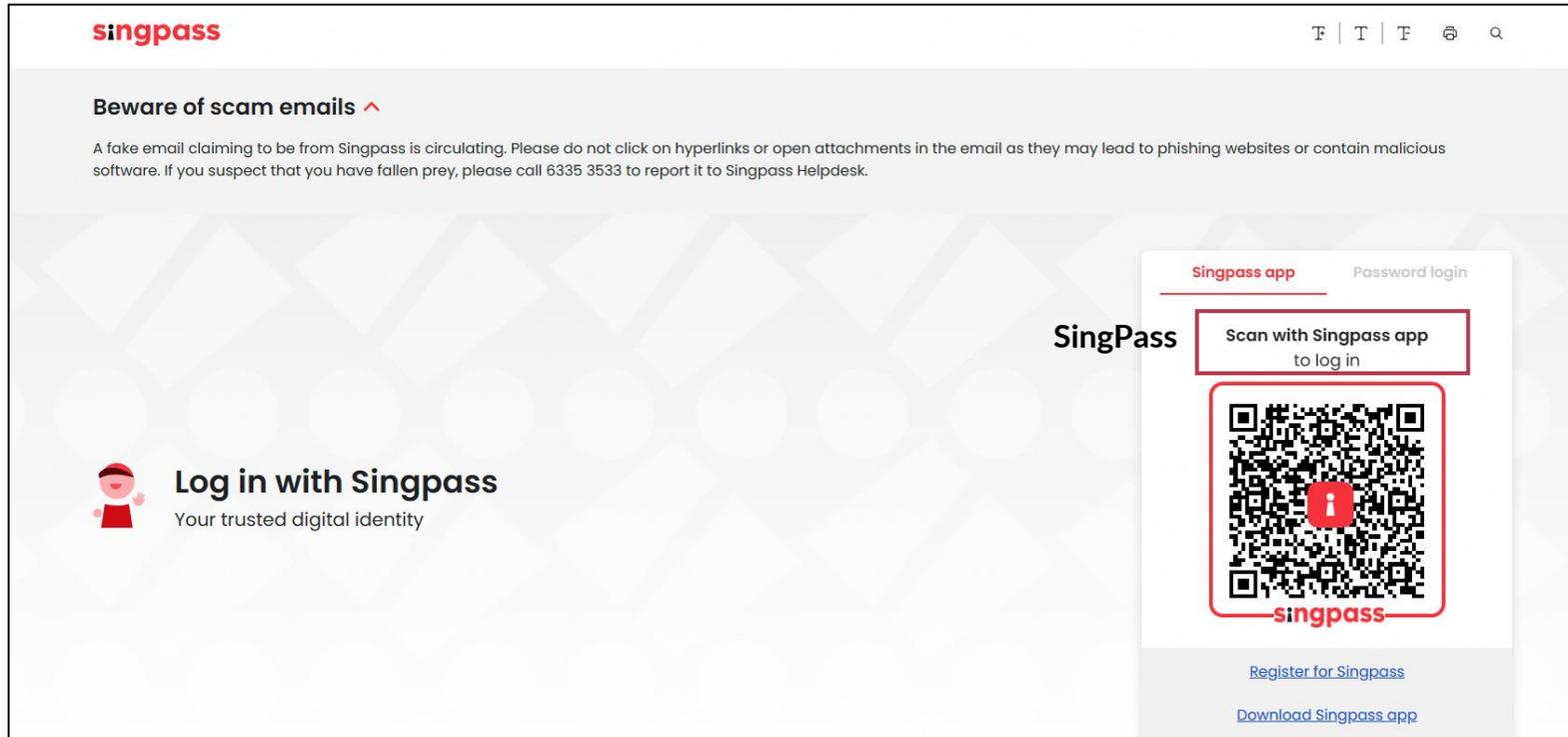
You will be redirected to the SingPass login page.

- 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



The screenshot shows the SingPass login interface. At the top left is the SingPass logo. Below it is a warning banner: "Beware of scam emails ^" with a sub-message: "A fake email claiming to be from Singpass is circulating. Please do not click on hyperlinks or open attachments in the email as they may lead to phishing websites or contain malicious software. If you suspect that you have fallen prey, please call 6335 3533 to report it to Singpass Helpdesk." The main content area features a large QR code for app login, with the text "Scan with Singpass app to log in" above it. To the left of the QR code is the text "SingPass". Below the QR code are two links: "Register for Singpass" and "Download Singpass app". On the left side of the page, there is a section titled "Log in with Singpass" with a small icon of a person and the subtitle "Your trusted digital identity".

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

The screenshot displays the Tenant Portal interface. At the top, there is a navigation bar with the SLA logo and the text 'A Singapore Government Agency'. The main header is 'Tenant Portal' with sub-navigation links: DIGITAL SERVICE, ABOUT US, JOIN US, and CONTACT US. Below this is a secondary navigation bar with links: E-Submission, Finance Notices, Statement Of Account, Contract Details, Document Download, Payment Processing, Customer User, and More. A user profile icon is visible with the text 'RL + CL User'. A green banner message reads: 'For access to the user guide, please click on 'Document Download''. Below the banner, the section 'Pending Actions' contains a table with the following data:

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26-Jan-2024	SLA/ES/2024/23	E-Submission	Pending Tenant
25-Jan-2024	SLA/ES/2024/21	E-Submission	Pending Tenant

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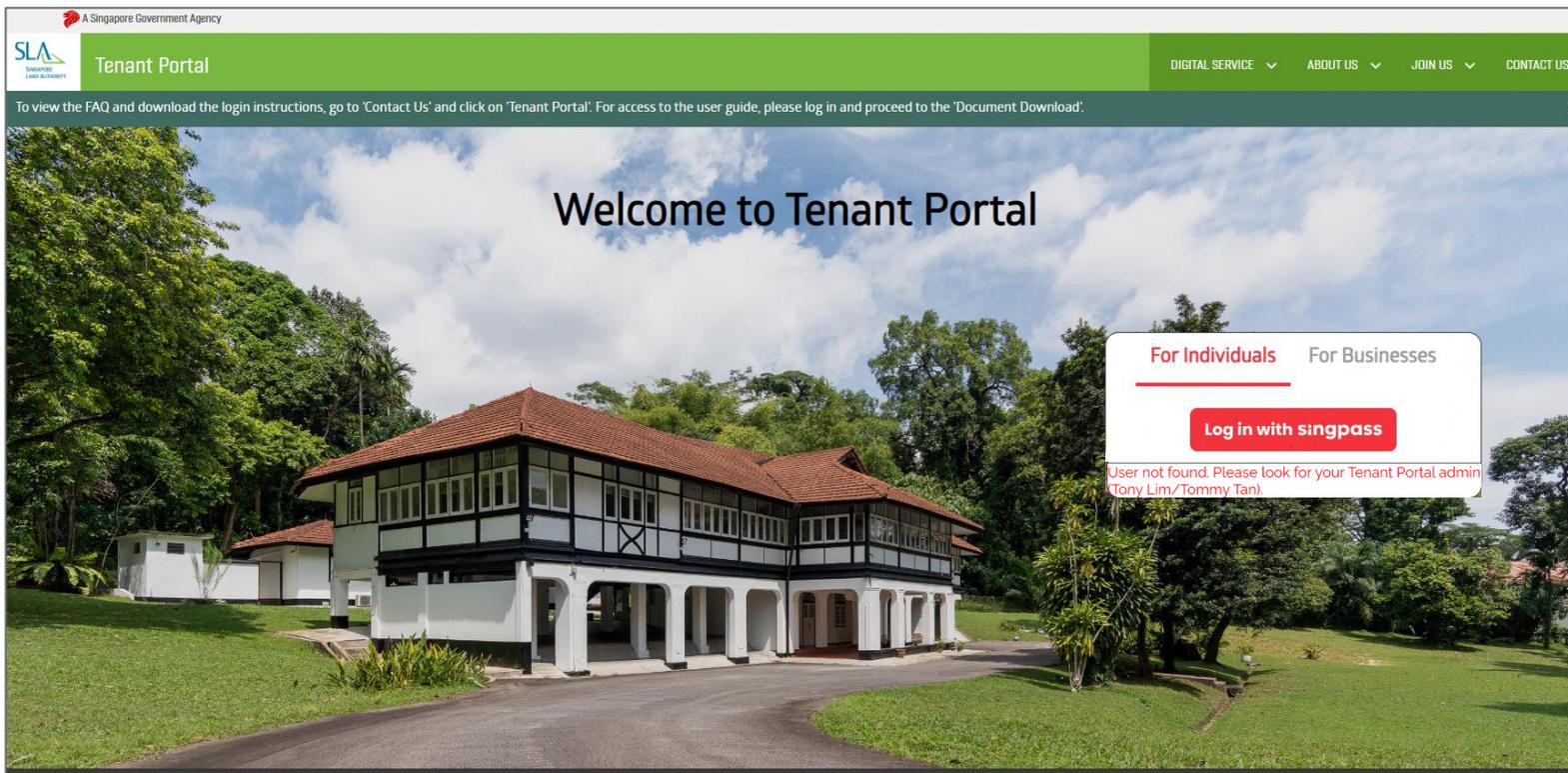
Subsequent logins

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.

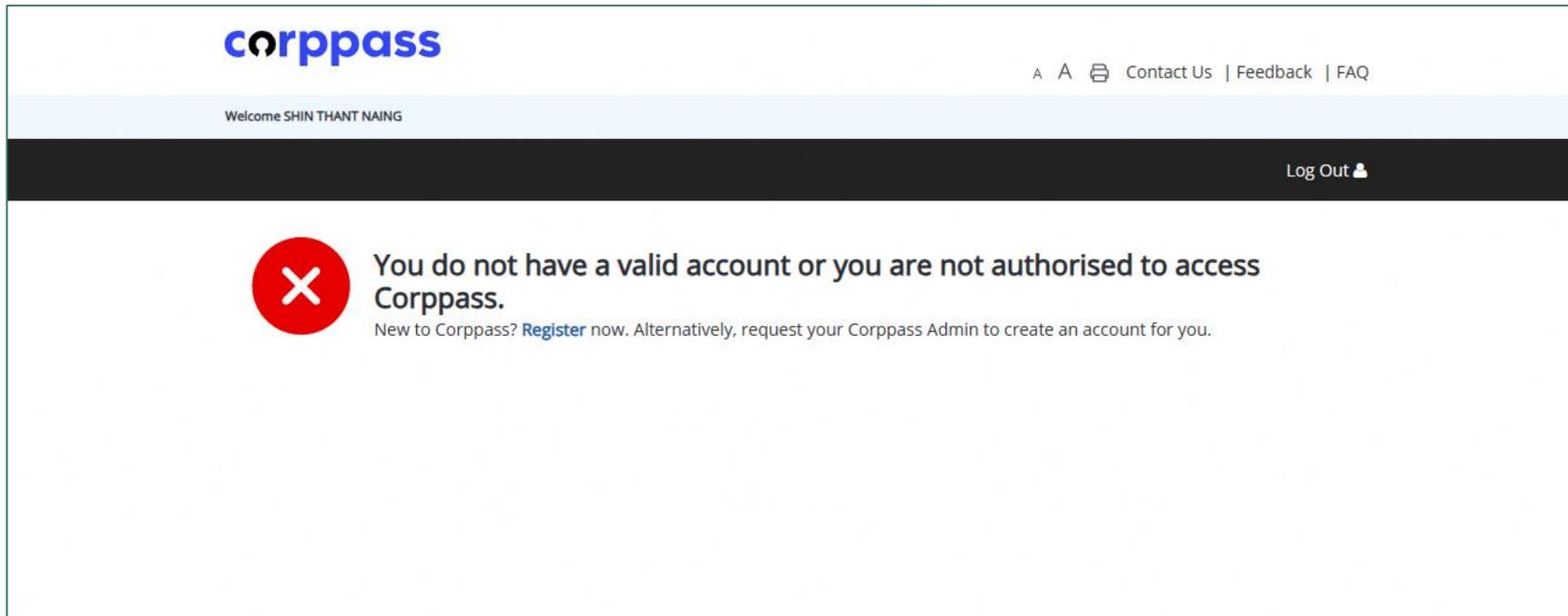


User not found. Please look for your Tenant Portal admin (Tony Lim/Tommy Tan).

Common Login Issues

Common login issues – (2) CorpPass Not assigned

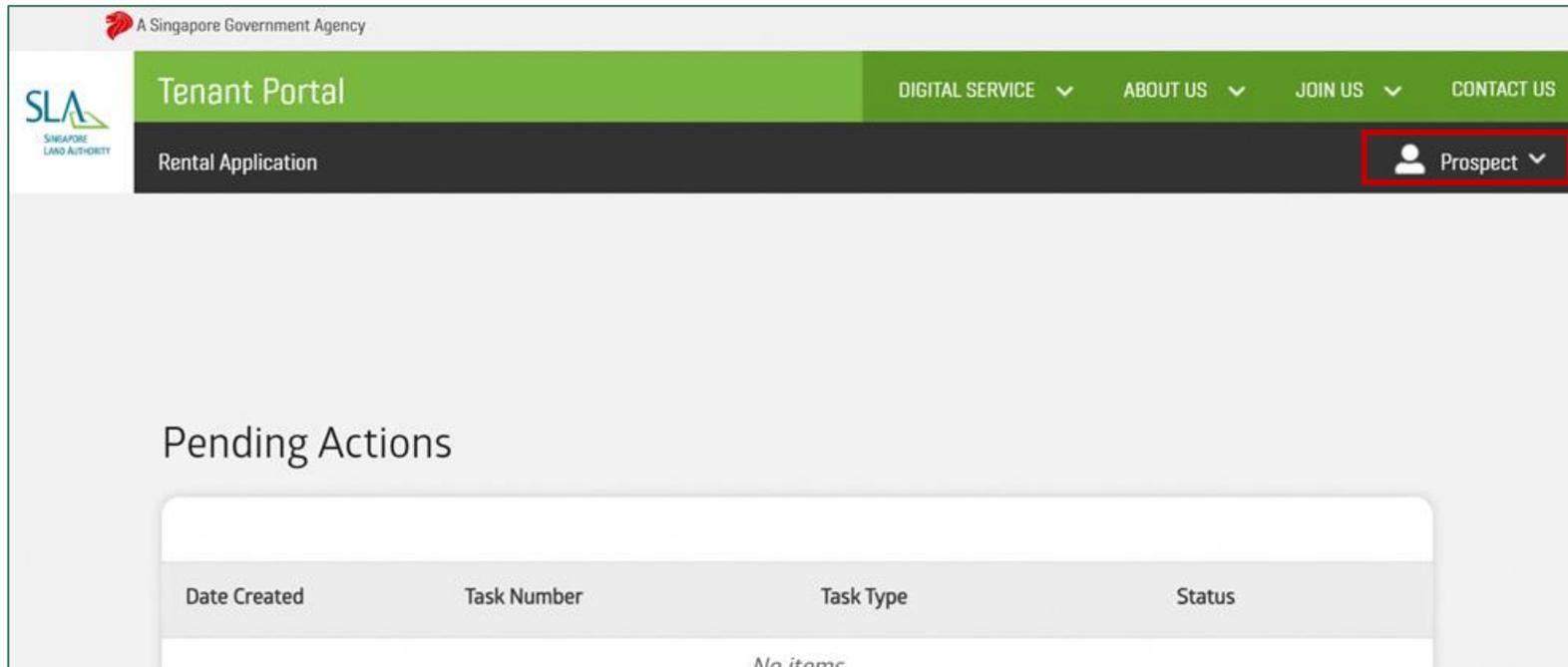
- If you see this error message **“You do not have a valid account or you are not authorised to access CorpPass”**:
 1. The CorpPass admin in your organization has not added your SingPass into the organisation’s CorpPass list or has not granted you access to the SLA e-service “SLA Digital Land Applications”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



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.



The screenshot shows the SLA Tenant Portal interface. At the top, it says "A Singapore Government Agency". The main header is green and contains the SLA logo, "Tenant Portal", and navigation links: "DIGITAL SERVICE", "ABOUT US", "JOIN US", and "CONTACT US". Below the header, there is a dark grey bar with "Rental Application" and a user profile dropdown menu showing "Prospect" with a red box around it. The main content area is titled "Pending Actions" and contains a table with the following columns: "Date Created", "Task Number", "Task Type", and "Status". The table is currently empty, with "No items" displayed below it.

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.

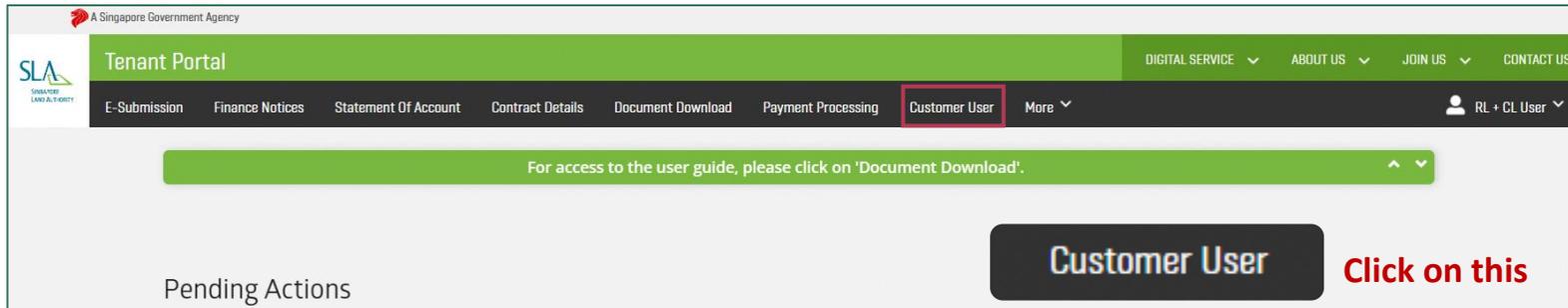
For Sole Proprietor Assigning Tenancies

Step 1

Step 2

Step 3

Step 4



The screenshot shows the SLA Tenant Portal interface. At the top left, it says "A Singapore Government Agency" and "SLA SINGAPORE LAND & TARIFF". The main header is "Tenant Portal" in a green bar. Below this is a dark navigation bar with menu items: "E-Submission", "Finance Notices", "Statement Of Account", "Contract Details", "Document Download", "Payment Processing", "Customer User" (highlighted with a red box), and "More". To the right of the navigation bar is a user profile icon labeled "RL + CL User". Below the navigation bar is a green banner with the text "For access to the user guide, please click on 'Document Download'." and a dropdown arrow. At the bottom left, it says "Pending Actions". At the bottom right, there is a dark button labeled "Customer User" with the text "Click on this" in red next to it.

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

Customer User

+ Create New

Search Using: User Name, Cellphone, Email, Fax, Phone, Address

Search

Reset

Customer User

Fill in the credentials in 'Details'

Details

Customer Accounts

Credentials

Comments⁰

Attachments⁰

Summary

USER NAME*

CUSTOMER: Anacle Systems Limited

IS ADMIN?: Yes, this customer user will be the admin user for the customer.

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

USER NAME*
test

Please select the relevant lease for this tenant under the 'Customer Accounts' section

customer account(s)

KEYWORDS: Search

<input type="checkbox"/>	Type	Account Name	Account Number
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2205/0008
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2210/0067
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA/TA/2211/0079
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA20220314
<input type="checkbox"/>	Lease	Anacle Systems Limited	SLA20220315

Click on the selected lease

Select Cancel

+ Add X Delete

Account T

< Previous

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

SINGPASS/CORPPASS DETAILS

LOGIN WITH
CORPPASS:



CORPPASS NRIC*:

CORPPASS UEN*:

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.