

## FAQ

### **Tenant Services Portal FAQ**

- Q1. What is Tenant Services website?
- Q2. What are the e-Services available on the Tenant Services website?
- Q3. How do I access the Tenant Services website?
- Q4. What if I forgot my user ID?
- Q5. How can I obtain a new password if I was not issued with one or have forgotten my password?
- Q6. Can my company allow more than 1 staff to access the Tenant Services website?
- Q7. Where can I get information on how to create another User ID for my staff to access the Tenant Portal?
- Q8. Who can I contact if I have further queries on the Tenant Services website/Tenant Portal?

### **Technical FAQ**

- Q1. What are the Minimum Hardware and Software Requirements to use the Tenant Portal?
- Q2. How do I check and set my PC settings to comply with Tenant Portal's Minimum Requirements?
- Q3. I encountered an error message when I tried to login to the Tenant Portal. What should I do?
- Q4. How does Ascendas ensure that private and confidential information that I provide is secured?

### **eBilling FAQ**

- Q1. What is e-Billing?
- Q2. What are the benefits of e-Billing?
- Q3. How does e-Billing work?
- Q4. How do I sign up for e-Billing?
- Q5. Will I be able to view the past bill charges and statement of accounts?
- Q6. How will I know my e-Billing is available for viewing in the Ascendas Tenant Portal?
- Q7. Can I claim my GST with the e-Billing?
- Q8. I have successfully logged in to the Ascendas Tenant Portal but I could not find the "eInvoice" link on the top panel. What should I do?
- Q9. I do not have access to the Ascendas Tenant Portal. How do I view my e-bill?
- Q10. Can my company allow more than 1 staff to access e-Billing?
- Q11. Is there any fee or monthly subscription for using e-billing service?
- Q12. Is there any change to my payment dates if I subscribe to e-billing service?
- Q13. Who can I contact if I have further queries on e-Billing?

## Tenant Services Portal FAQ

**Q1. What is Tenant Services website?**

A1. It is a website with a selection of e-services that are available to tenants.

**Q2. What are the e-Services available on the Tenant Services website?**

A2. Tenants are able to view their lease information, invoices, statement of accounts, submit feedback, apply season parking, book facilities and apply for additional application services.

**Q3. How do I access the Tenant Services website?**

A3. You can access the website via: <https://aims.ascendas.com>, using the login details provided by Ascendas or created by your company's account holder.

**Q4. What if I forgot my user ID?**

A4. Your user ID is your email address.

**Q5. How can I obtain a new password if I was not issued with one or have forgotten my password?**

A5. If you have forgotten your password, please go to this link:

<https://aims.ascendas.com/ForgetPassword.aspx>.

**Q6. Can my company allow more than 1 staff to access the Tenant Services website?**

A6. Yes. Your company can create up to 7 logins to access the Tenant Services website.

**Q7. Where can I get information on how to create another User ID for my staff to access the Tenant Portal?**

A7. Please see the user guide at this link: [https://aims.ascendas.com/user\\_guides.aspx](https://aims.ascendas.com/user_guides.aspx).

**Q8. Who can I contact if I have further queries on the Tenant Services website/Tenant Portal?**

A8. Please contact our Tenant Helpdesk via email: [tenant.helpdesk@ascendas-singbridge.com](mailto:tenant.helpdesk@ascendas-singbridge.com).

## Technical FAQ

### **Q1. What are the Minimum Hardware and Software Requirements to use the Tenant Portal?**

#### **A1. For Hardware:**

- Pentium 400 MHz or higher (1GHz is recommended)
- At least 256 megabytes (MB) of RAM (1GB is recommended)
- Internet Access

#### **For Software:**

- Internet Explorer 7 or higher

### **Q2. How do I check and set my PC settings to comply with Tenant Portal's Minimum Requirements?**

#### **A2. For Windows:**

Right click on "My Computer" icon on your desktop and select "Properties". The hardware specification is available under "General" tab.

#### **For Mac (OS X):**

Click on the apple logo on the top menu bar and select "About This Mac". The hardware specification is available on the pop up window.

### **Q3. I encountered an error message when I tried to login to the Tenant Portal. What should I do?**

A3. Please contact our Tenant Helpdesk via email: [tenant.helpdesk@ascendas-singbridge.com](mailto:tenant.helpdesk@ascendas-singbridge.com)

### **Q4. How does Ascendas ensure that private and confidential information that I provide is secured?**

A4. Ascendas Tenant Services use the highest level of encryption available today to ensure that your account information and instructions are safely sent through.

To login, enter your registered email address and password, which is only known to you. Once you have logged in, all communications are encrypted using Secure Sockets Layer (SSL 128 bit), the highest level of encryption used.

## **eBilling FAQ**

### **Q1. What is e-Billing?**

A1) It is an electronic version of your bill charges, and statement of account (SA) which you can access, print and download online.

### **Q2. What are the benefits of e-Billing?**

A2) The benefits are:

- No more lost, misplaced or delayed of bill charges, and statement of accounts
- It is faster and more secure
- Convenient access anytime, and anywhere
- In-line with Ascendas Go-Green efforts, we encourage all our tenants to use e-Billing to save paper and the environment.

### **Q3. How does e-Billing work?**

A3) Whenever your e-Billing is ready for viewing online, you will receive an email notification from us. For security reasons, you have to login to the Ascendas Tenant Portal before you can view or print out your e-Billing.

### **Q4. How do I sign up for e-Billing?**

A4) All you need to do is:

- Ensure that you are given the "BillViewer" role as the nominated account
- Login to the Ascendas Tenant Portal
- Select eBilling>Invoice

### **Q5. Will I be able to view the past bill charges and statement of accounts?**

A5) Yes, you may view your bill charges and statement of accounts for up to 18 months

### **Q6. How will I know my e-Billing is available for viewing in the Ascendas Tenant Portal?**

A6) An email notification will be sent to the designated email address to notify you that your statement is available for viewing.

### **Q7. Can I claim my GST with the e-Billing?**

A7) Yes, you can print out the invoices and credit notes for the purpose of claiming GST.

**Q8. I have successfully logged in to the Ascendas Tenant Portal but I could not find the ‘eInvoice’ link on the top panel. What should I do?**

A8) In order to access e-Invoice, you need to be given the “BillViewer” role as the nominated account. Please ask your Company’s Authorised Person (Primary Account Holder in Ascendas Tenant Portal) to verify and update your role in Ascendas Tenant Portal accordingly.

**Q9. I do not have access to the Ascendas Tenant Portal. How do I view my e-bill?**

A9) You may request your Company’s Authorised Person (Primary Account Holder in Ascendas Tenant Portal) to grant you the “BillViewer” role as the nominated account. After which, you can login to the Ascendas Tenant Portal with your registered email address.

**Q10. Can my company allow more than 1 staff to access e-Billing?**

A10) Your Company’s representative, who is in charge of your company’s Ascendas Tenant Portal Access Code, can login to nominate up to 5 staff to perform the “BillViewer” role. Each of the nominated staff will be able to login to the Ascendas Tenant Portal with their registered email address.

**Q11. Is there any fee or monthly subscription for using e-billing service?**

A11) No, there is no fee or monthly subscription.

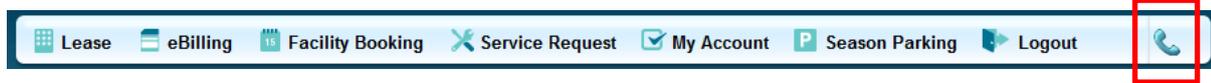
**Q12. Is there any change to my payment dates if I subscribe to e-billing service?**

A12) No, there is no change to your payment dates. The existing billing cycle remains.

**Q13. Who can I contact if I have further queries on e-Billing?**

A13) Please contact our Finance person in charge, you can refer to the following:

- Invoice or
- Tenant service portal “Contact Us” page



Contact Us