

1.2 Forget Password

Step 1. Select **Reset Password** (Fig 1.2a) and the Reset Password screen will be displayed (Fig. 1.2b).

Step 2. Insert your **User ID** and **Code** (shown in the image).

Step 3. Click on the **Reset Password** button and an email will be sent to you (Fig. 1.2c).

Step 4. Click on provided link in email and you will be brought to the reset password page (Fig. 1.2d).

Step 5. Insert **User ID**, **New Password** and **New Password Confirmation**.

Step 6. Select **Change Password** button.

Upon successful change of password, you will be directed to the Tenant Portal Home screen.

Welcome to
Ascendas Services Portal

ascendas

Space to be
Free

Tenant Login

User ID * :
(User ID is your email)

Password * :

Step 1
Reset Password
[User Guides](#)

spacetobe
Find the perfect space

For any enquiry, please contact Tenant.Helpdesk@ascendas.com or call +65 6508 8618/8624
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Fig. 1.2a Login Page



Reset Password

Step 2

User ID *
(User ID is your email)

Code *
(Code as shown below)



Step 3

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Fig. 1.2b Reset password page



Fig. 1.2c 'Password reset' email



Reset Password

Step 5

User ID
(User ID is your email)

New Password

New Password Confirmation

Step 6



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Fig. 1.2d 'Reset Password' Page