

## 1. Getting Started

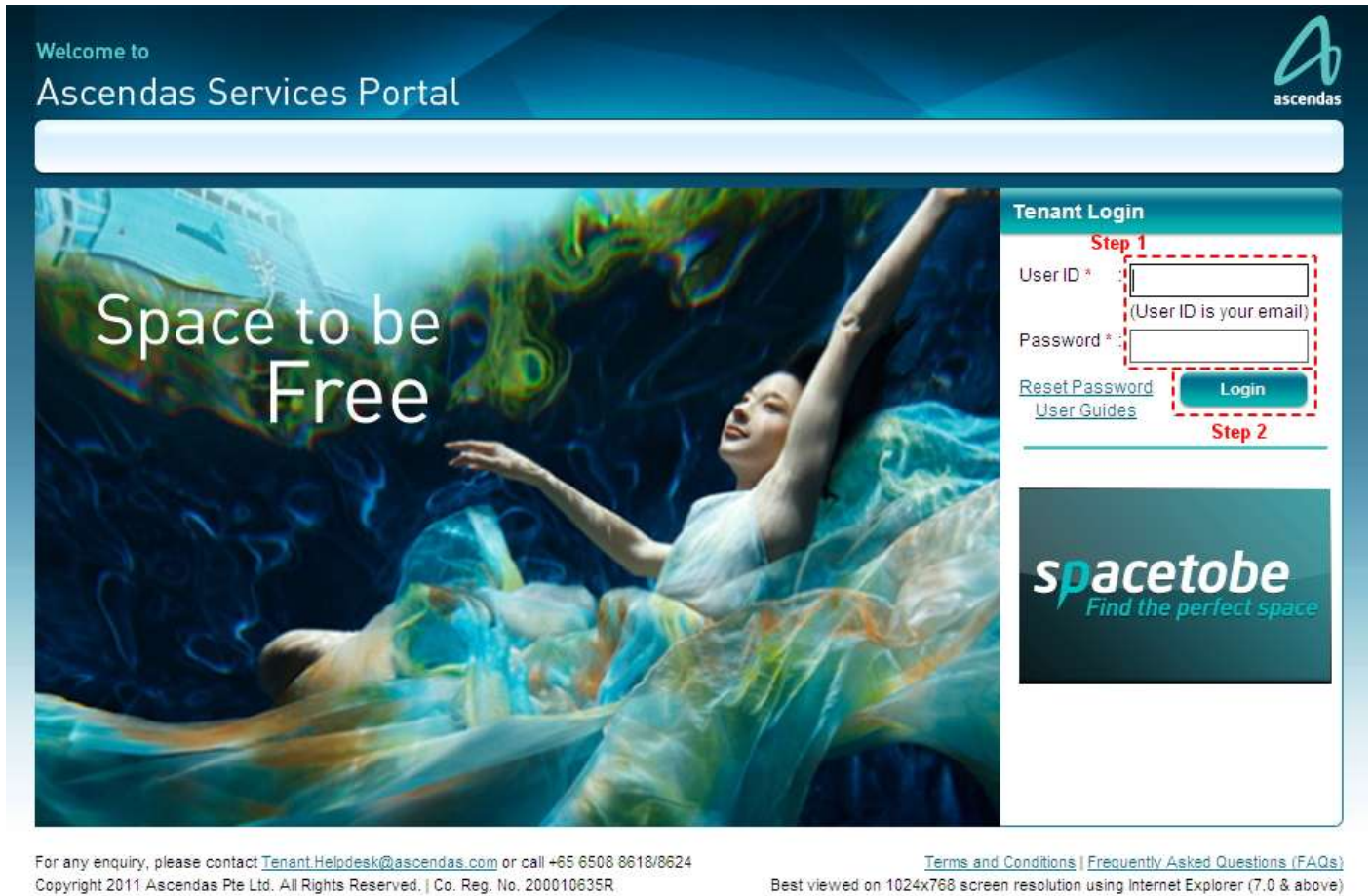
The Ascendas Services Portal can be accessed via <https://aims.ascendas.com/>.

### 1.1 Logging in

**Step 1.** Insert **User ID** and **Password** (Fig. 1.1a).

**Step 2.** Select **Login**.

Upon successful login, you will be directed to the Tenant Portal Home screen (Fig. 1.1b).



Welcome to  
Ascendas Services Portal

ascendas

Space to be  
Free

Tenant Login

**Step 1**

User ID \*   
(User ID is your email)

Password \*

[Reset Password](#) [User Guides](#)

**Step 2**

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For any enquiry, please contact [Tenant.Helpdesk@ascendas.com](mailto:Tenant.Helpdesk@ascendas.com) or call +65 6508 8618/8624  
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Best viewed on 1024x768 screen resolution using Internet Explorer (7.0 & above)

Fig. 1.1a Login Page

Welcome to

# Ascendas Tenant Services

MOBILE PTE LTD - 32@ASCENDAS.COM (Kris Tan)



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## Tenant Specials



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For technical enquiry, please [email](#) or call +65 6508 8618 / 8624 (Mon-Fri, 0900-1745hrs)  
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Fig. 1.1b Homepage

## NOTES

- 1) Your email address is your **User ID**.
- 2) Your password is case-sensitive.
- 3) To request for a new account, please contact the primary account holder in your company.