

Web Professional House Pte Ltd



User Guide for Tenants

eTenant – Frasers Centrepoint Business Community

Document Introduction

The purpose of the document is to provide step-by-step guide for eTenant's portal user, whom we refer as the Tenant.

Document Users

The document is for Frasers Centrepoint Business Community Tenants.

What Users Need

- URL: <http://www.frasersbizcommunity.com>
- Login ID and Password

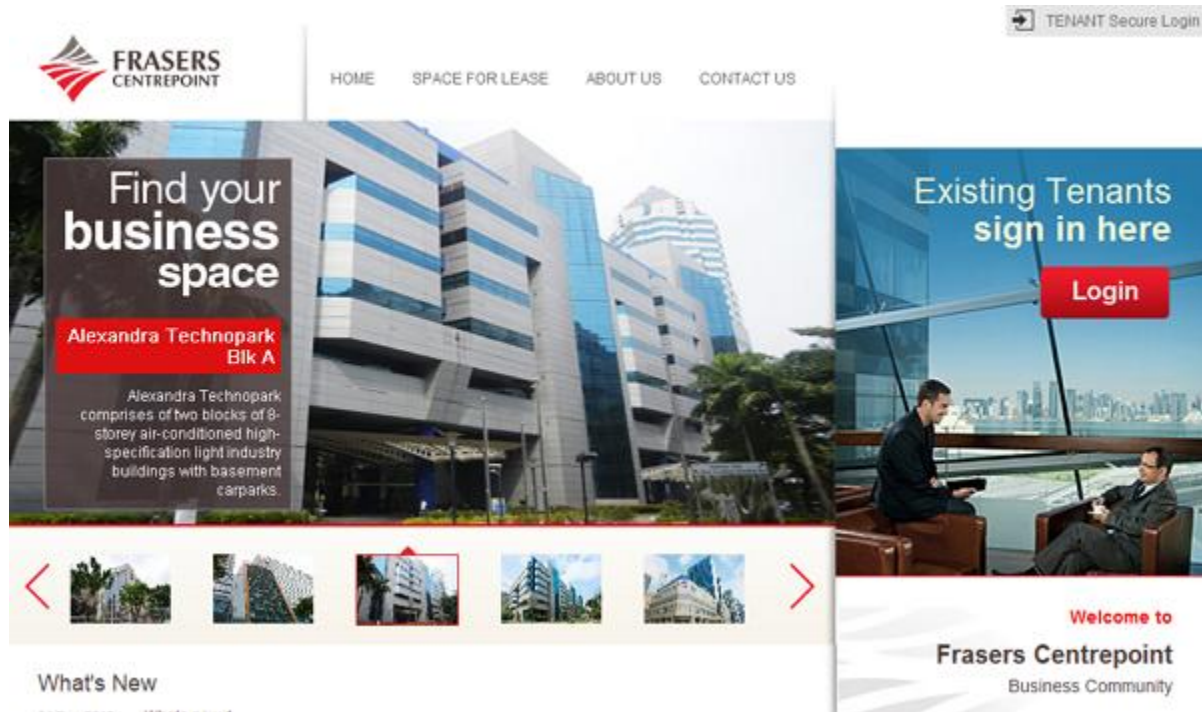
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eTenant Portal Homepage

This is the homepage of the eTenant Portal. Users will be able to access public information for business spaces through the following section:

- 1) Space for Lease
- 2) About Us
- 3) Contact Us



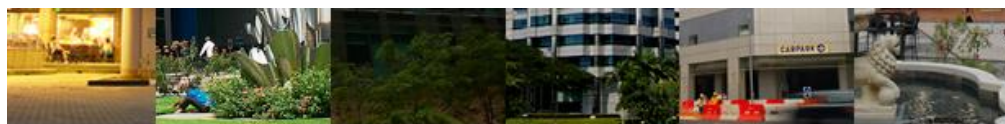
Login

Follow the steps below to login to eTenant portal.

1. Open a web browser and type the URL <http://www.frasersbizcommunity.com> in the address bar.
2. To access user premises, click the **[Login]** button or the **[TENANT Secure Login]** link located in the top right corner of the portal.



3. Enter the login details provided to you by the administrator and click the **[Login]** button.



User ID

Password

Remember Me [Forget Password?](#)

Login

Navigate the Portal

After successful login, the users can navigate to the areas shown below.

The screenshot shows the Frasers Centrepoint tenant portal interface. At the top right, a user is logged in as 'Hi, Juan Cruz!' with a 'My Account' link and a 'Log out' button, both circled in red and labeled 'A'. The main navigation menu includes 'HOME', 'SPACE FOR LEASE', 'ABOUT US', and 'CONTACT US'. The main content area displays the tenant's profile for 'ABC Pte Ltd' at 'Alexandra Point', with unit '08-160' and a size of '3000 sqft'. A 'No Image' placeholder is shown on the left. Below the profile, there are navigation links for 'Edit Account Details' (labeled 'C') and 'My Premises' (labeled 'D'). The 'My Premises' list includes several addresses. A 'Service Request Submission' section (labeled 'E') is highlighted with a red box, showing a table of submitted requests and a 'Submit Service Request' button.

| No. | Image | Title | Date of Submission |
|-----|-------|-----------------|--------------------|
| 001 | | Test Data1.docx | 28/11/2012 |
| 002 | | Test Data1.docx | 15/10/2012 |

A. User's area

This is where user's ID displays and their option to logout.

B. More Details (or the Space for Lease section)

This is where users can view more information about the property.

Click the **[More Details]** button to view building information; and to access important documents that are mainly for tenant use:

- **General tab** – displays the latest news and announcement.
- **About tab** – displays more detailed information about the building including its services, facilities and the anchor tenants.
- **Forms & e-Services tab** – displays all the forms that a tenant would need. Just click on any particular form to download and may submit it via **[Submit Service Request]** button.
- **Handbooks tab** – displays the building handbook and fit-out guide. Users can click on the link to download the file.
- **Maintenance tab** – displays the maintenance/services available for the current month, i.e. building fire drills.
- **Getting Here tab** – displays the location of the particular building, how to go there and also the shuttle bus information (if available).
- **Photos tab** – displays some photos of the building.
- **Availability tab** – displays information of the available units as well as contact details if you wanted to view a unit.
- **Floor Plan tab** – displays images of floor plans.
- **Amenities tab** – displays the amenities with photos, unit number and tenant's name.

C. Edit Account Details


Through the portal, the tenant users can update their company logo and info, as well as changing password and subscription settings.

Click **[Edit Account Details]** link to go to a page as shown below.

Welcome to Online Tenant Service Centre

Edit Account Details

Upload Company Logo



Browse

Update Company Info

ABC Pte Ltd is an IT leading company supporting commercial and industrial businesses.

Submit

Change Password

New Password

Confirm New Password

Submit

Subscription Settings

Upcoming Events Newsletter

Announcements Newsletter

Submit

D. My Premises

Your premises are all listed under **My Premises** area. Clicking each premise will change the information on the right side of the page such as the *Building Name*, *Unit No* and all details under *Service Request*, *Routine Maintenance Matters*, *Emergency/After Office Hours* and *Lease Management Matters*.

| | |
|---------------|---|
| Company Name | ABC Pte Ltd |
| Building Name | <u>Robertson Walk</u> More Details > |
| Unit No | #16-27 Sizes(sqft) 5000 |
| Company Info | ABC Pte Ltd is an IT leading company supporting commercial and industrial businesses. |

| | | | | |
|-----------------------------------|----------|-----------------------------|-------------------------------|--------------------------|
| Service Request Submission | Feedback | Routine Maintenance Matters | Emergency/ After Office Hours | Lease Management Matters |
|-----------------------------------|----------|-----------------------------|-------------------------------|--------------------------|

| No. | Image | Title | Date of Submission |
|-----|---|---------------|--------------------|
| 001 |  | 947541626.pdf | 28/11/2012 |

Submit Service Request

The user can submit service request by following the steps below:

1. From the **Service Request Submission** tab, click the **[Submit Service Request]**.
2. A pop-up window will open for you to browse and submit new request.

Service Request Form Submission ✕

Company: ABC Pte Ltd

Email: email@domain.com

Date: 6 Dec 2012

Property: 51 Cuppage Road

File:

Please note that only PDF and DOC files will be accepted by the system.

- Once done, success message will display. Click **[X]** to close the window.



Service Request Form Submission ✕

Service Request has been submitted successfully.

Thank you.

- User's new request will display in **Service Request Submission** tab.

| | | | | |
|-----------------------------------|----------|-----------------------------|-------------------------------|--------------------------|
| Service Request Submission | Feedback | Routine Maintenance Matters | Emergency/ After Office Hours | Lease Management Matters |
|-----------------------------------|----------|-----------------------------|-------------------------------|--------------------------|

| No. | Image | Title | Date of Submission |
|-----|---|-----------------|--------------------|
| 001 |  | tst.doc | 06/12/2012 |
| 002 |  | Test Data1.docx | 28/11/2012 |

Submit Feedback

The user can submit feedback by following the steps below:

1. From the **Feedback** tab, fill in the required fields and click **[Submit]**.


| | | | |
|----------------------------|-----------------|-----------------------------|---------------------------|
| Service Request Submission | Feedback | Routine Maintenance Matters | Emergency/ After Office H |
|----------------------------|-----------------|-----------------------------|---------------------------|

Name Juan Cruz

Email email@domain.com

Property*

Feedback*



Enter the code above:*

2. The system will display a message upon successful submission of the feedback. The user will also receive an acknowledgement email.