BEFORE YOU BEGIN

Please note that CorpPass will be the required login method for the Customer Service Portal.

Don’t have CorpPass?

Get started on your CorpPass registration at www.corppass.gov.sg. If you need help for registration, you may reach the CorpPass Helpdesk at +65 6643 0577 or support@corppass.gov.sg.

WELCOME TO OUR CUSTOMER SERVICE PORTAL

The JTC Customer Service Portal (CSP) will enable you to transact with us online from the comfort of your office or home. You will have access to a comprehensive suite of e-services catered to your business needs:

PROPERTY-RELATED INFORMATION

• View information such as property details, application status and statement of account

PROPERTY SEARCH & APPLICATION

• Search and apply for available JTC properties such as flatted factory, ramp-up factory, standard factory and land

LEASE-RELATED TRANSACTIONS

• Access a selection of lease-related transactions:
  - Subletting
  - Tenancy or lease renewal
  - Change of use
  - Lease assignment
  - Tenancy transfer
  - Tenancy termination

GETTING STARTED

Step 1: Set up and assign digital service access to JTC CSP at CorpPass

You will need your CorpPass Administrator for this step.

Go to CorpPass at www.corppass.gov.sg and login as an Admin. Select “JTC e-services” as an e-service that you will use.

Assign roles to your CorpPass Users. There are two types of roles - an Approver and a Preparer.

As an Approver, you will have full access to the services in CSP. You can also assign service access rights to Preparers.

As a Preparer, you will only have access to services granted to you by the Approver.
Under “Manage Users”, you can assign transactional or e-statement roles in CSP to others.

**Step 1: Add New User**

Under your name, click on ‘Manage Users’ on the navigation panel.

Click on ‘Add New User’ button to access the online form. Fill up the form with the new user’s details.

Go to www.jtc.gov.sg and access CSP under “Customer Services”. Click “Log in as Customer” and log in using your CorpPass login and your company’s Unique Entity Number (UEN).

From the drop-down list, select the property that you wish to assign to the user.

Next, assign a role to the User. He/She can be given a Transactional or e-Statement role, or both:

- **A Transactional role** allows the user to perform lease-related transactions on behalf of the company
- **An e-Statement role** enables the User to view the company’s online financial statements and payment history

Click ‘Add’.

**Step 2: Log in to CSP**

**Step 3: Complete your profile in CSP**

Under “My Profile”, fill in your email address and phone number.

**Step 4: For Approvers - grant service access to Preparers**

Under “Manage Users”, you can assign transactional or e-statement roles in CSP to others.
CSP SERVICES

At the CSP homepage, you will see a navigation panel where you can access CSP’s e-services, and shortcuts to commonly used functions.

A Navigation Panel
Access CSP’s e-services here.

B Shortcuts
Shortcuts to commonly used functions with notification of new updates.

Lease-Related Transactions and e-Statements

Under “My Account”, you can view your existing property details, and apply for a wide range of lease-related transactions:

- Subletting (new, renewal, termination and change of use)
- Renewal of tenancy or lease
- Use of property (change of use, use as a registered address)
- Lease assignment (assignment, assignment with leaseback to related company and change in ownership)
- Transfer of tenancy
- Termination of tenancy

You can also access your e-Statements here.

Apply for Industrial Properties

You can search and apply for available JTC properties here.

Transactions & Submissions

You can track the status of your applications here.

Help

You can get useful information such as policies, procedures and pricing here.
CSP is best viewed with the following web browsers and screen resolution of 1024x768.

- Internet Explorer 10 and above
- Chrome 37 and above
- Firefox 32 and above
- Safari 7 and above

If you require any help, please contact:

Tel: 1800-568 7000 (local) or (65) 6560 0056 (overseas) Email: askjtc@jtc.gov.sg