USER GUIDE

CHANGI AIRPORT GROUP:
PASS MANGEMENT PORTAL
USER GUIDE FOR CO & AS

ERCAG – Pass Management Portal User Guide

Contents

CLIXER

Preface

About this Document

This document provides detailed information about CAG Pass Management Portal, as well as the procedures necessary to use Pass Management Portal system to manage your CAG passes.

Audience

This document is intended for CAG Administrators, Companies CO and AS who use CAG Pass Management portal to manage a CAG Passes.

Contacting Technical Support

For technical support or general enquiries, contact Respective in-charge from Changi Airport Group.

Overview

Pass Portal track & manages passes, notify admin/passholder status and take action on expiry or unreturned passes. Automated module with email functionality to ease admin workload and pass monitoring accuracy without user manual intervention.

Additional dashboard module will allow CAG admin to monitor passes and tenant due date. Admin will be able to notify contractor and passholders efficiently.

Role Guide

The below table reflects each individual role limitation for accessing the features.

Role	Feature	Tenant	Sub-Contractor	Passholder	User/Account
CAG Admin	1. Login	1. View List 2. Create 3. Update 4. Delete 5. Bulk Import & Export	1. View List 2. Create 3. Update 4. Delete 5. Bulk Import & Export	1. View List 2. Create 3. Update 4. Delete 5. Bulk Import & Export 6. De-list Pass holder 7. Return Pass holder	1. View List 2. Create 3. Update 4. Delete 5. Change role 6. Add new account to existing tenant profile 7. Add existing AS account to existing Tenant 8. Bulk Import & Export
CAG Staff	1. Login	1. View List 2. Create 3. Update 4. Delete	1. View List 2. Create 3, Update 4, Delete	1. View List 2. Create 3. Update 4. Delete	NA
CO	1. Login 2. Register	1. View	NA	1. Request Return Pass holder 2. Edit	NA
AS	1. Login	1. View	NA	1. Request Return Pass holder 2. Edit	NA

CO Access Features:

- View dashboard of CO's company
- Add Admin (CO, AS, Viewer) account of this company
- Add and view all Subcontractor depend on this company
- View all account of this company (include account registered and pending register)
- View, add and edit detail valid passholder depend on this company
- Request to return passholder to CAG admin. Passholder will be returned if CAG admin confirm
- View detail user account of company
- View Audit logs of company

AS Access Features:

- View dashboard of all Tenants that AS manages
- Add Admin (CO, AS, Viewer) account of all Tenants that AS manages.
- Add and view all Subcontractor that depend on Tenants that AS manages.
- View all account of this company (include account registered and pending register)
- View, add and edit detail all valid passholder that managed by all companies that AS managers
- Request to return passholder to CAG admin. Passholder will be returned if CAG admin confirm
- View list and detail returned Passholder.
- View Audit logs of all companies that AS managers

URL Site Access

Site URL

Enter the below URL link to access CAG Pass Management Portal (Cloud hosted)

- **https://pass-mgmt.changiairport.com**

Registration and Login

To access/login to CAG pass management portal, user need to have a smart mobile phone and able to download "Google Authenticator" Apps via Google Play store or Apple Store.

Login

- Download app "Google Authenticator" to your mobile handset (Android / iOS)

- Login account with email and password
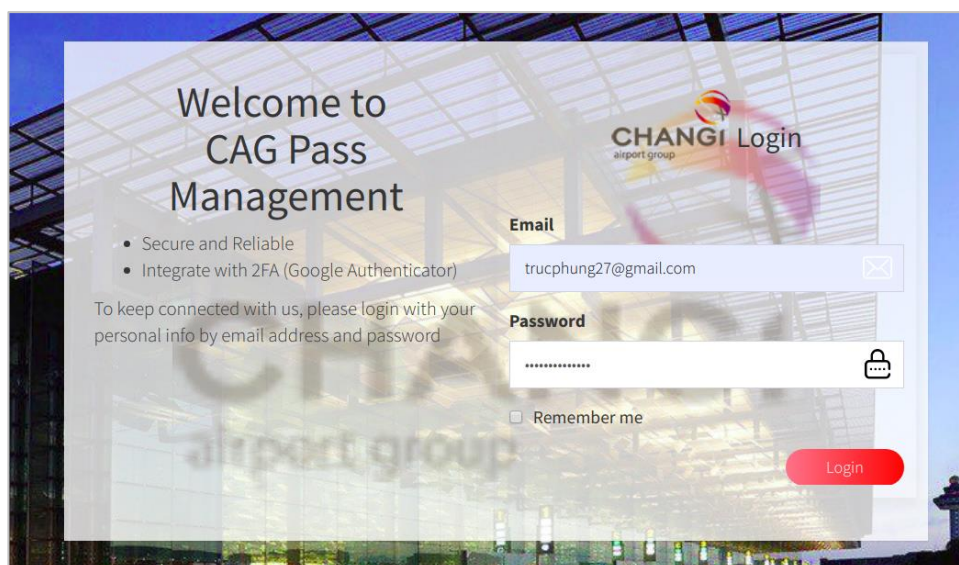
- Open "Google Authenticator" app, find code, fill to text field in the screen, then click verify code
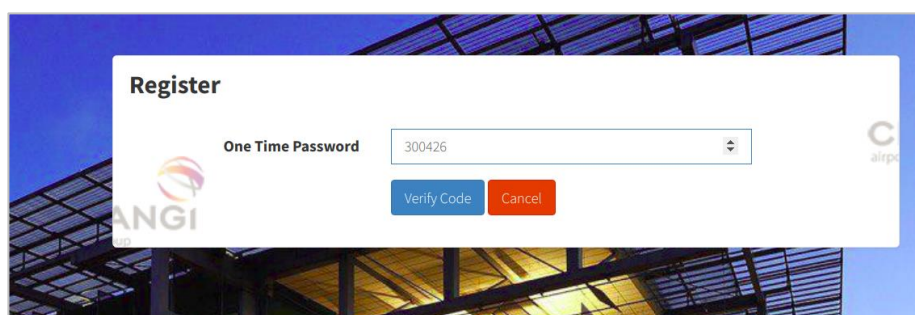
- After Login successfully, user will reach dashboard page.

Registration

- Account company is added by CAG Admin. Registration link will be sent to end user via email.

- Download app "Google Authenticator" to your mobile handset (Android / iOS)

- Click on the link in the received email

- The below screenshot will appear:

- Tick "I agree to follow the rules", then click "send".

- In the next screen, fill all info for new account
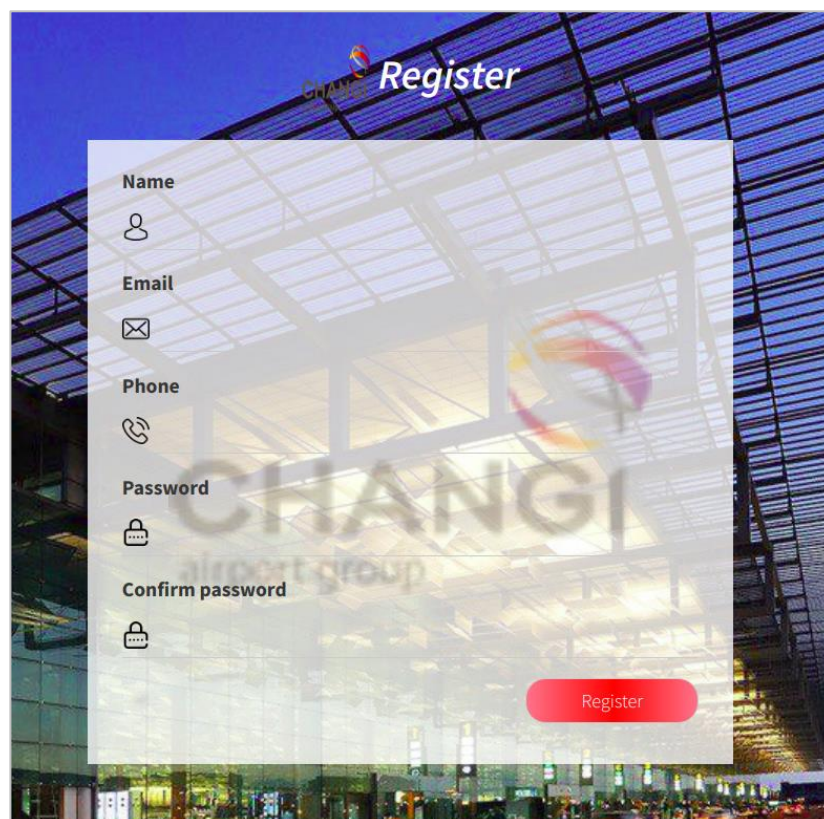
In next screen, a Google Authenticator QR code will be shown. Open your "Google Authenticator" app, then follow the steps below:

1. In Google Authenticator apps, select the "+" button.
2. Scan barcode in screen or enter the code
3. Finally, click "Complete Registration" button.
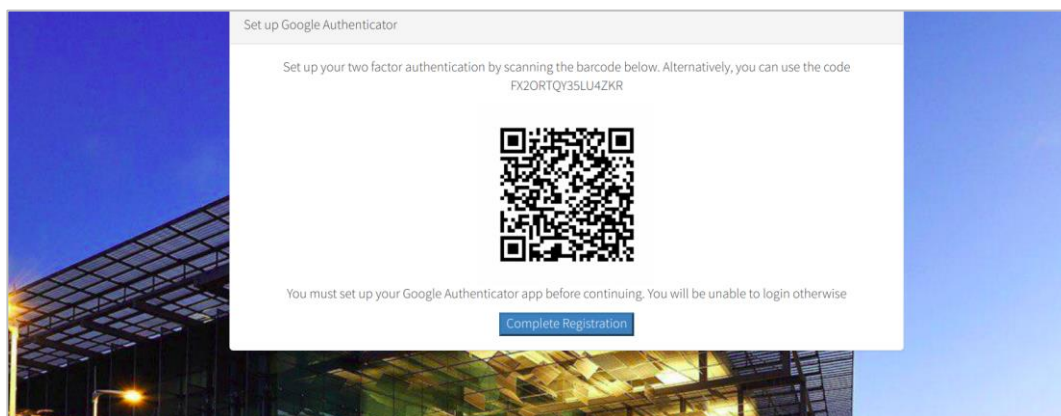
Once completed, in your "Google Authenticator" app, find the 2FA code then fill in to text field on the screen, then click "verify code".
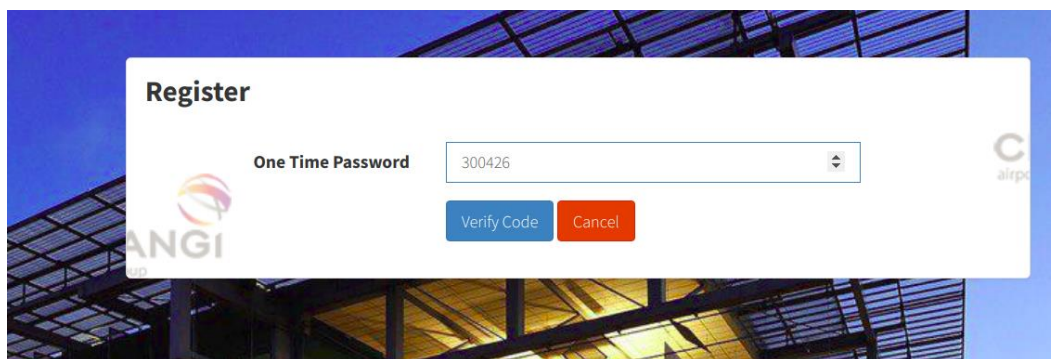
Once successfully registered, you will be directed to the Dashboard screen.

Reset of 2FA

Below are some the scenario where you require to setup or reset your 2FA google authenticator:

1. Changing of phones
2. Re-installation of Google authenticator apps

The below are the only steps to retrieve and re-setup 2FA to your phone again:

1. Retrieve the QR barcode or code from the email that was being sent initially. *(Save keep the email)*
2. Contact CAG administrator for code.

Add new account to My Company profile

- Login using "CO or AS" account
- Access "My Company" in side menu
- Click "Add More Account" in one current tenant
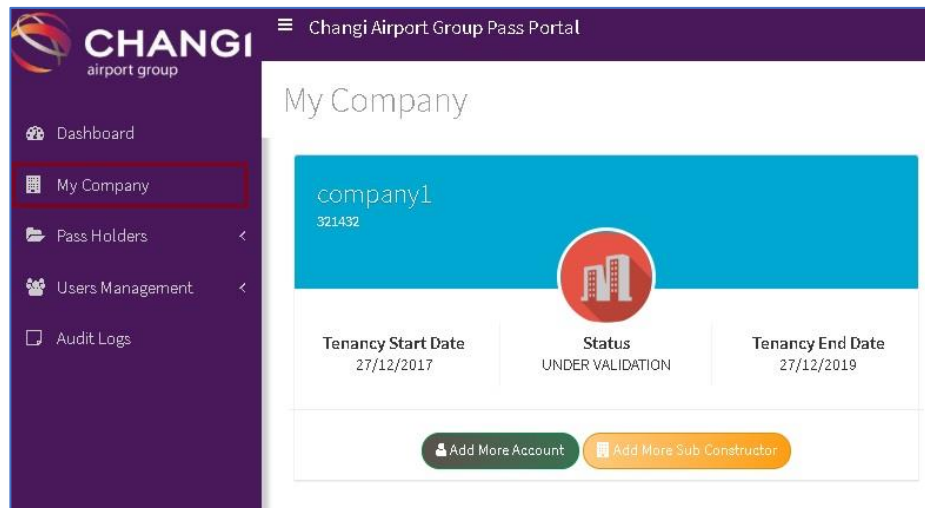
- Click "Add More Account" in detail page
- Fill all info in screen
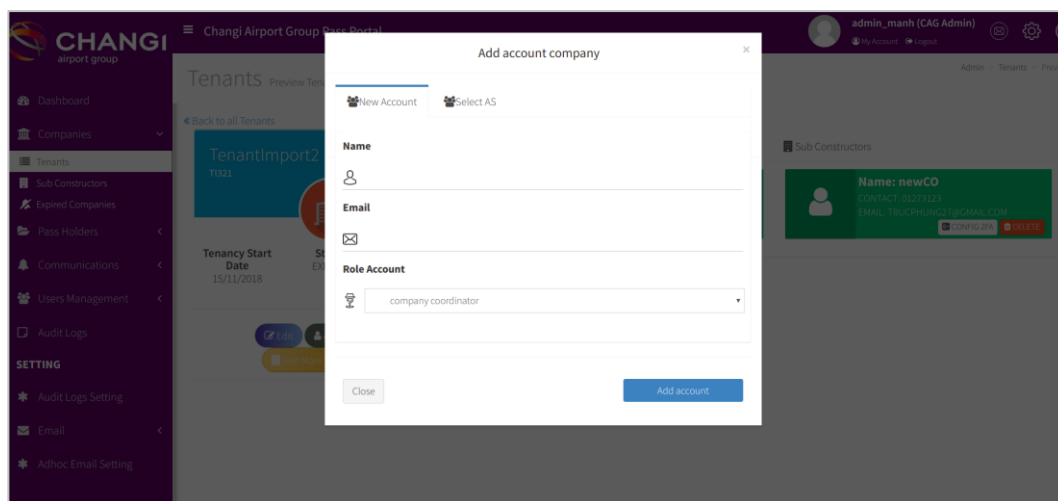
- Click 'Add Account'
- A register mail will send to user, user register follow steps similar as above.

Bulk Import & Export

Using Bulk Import & Export function will allow faster uploading of all tenants, sub-contractors and users. However, all information must follow the title and excel list format otherwise, there will be error.

Bulk import

You will be able to Bulk Import & Export: Tenant, Sub-Contractor and accounts, Passholder.

- Login using "CO or AS" account.
- Access "Valid Pass Holder" at left side menu
- Click "+ Bulk Import" button.
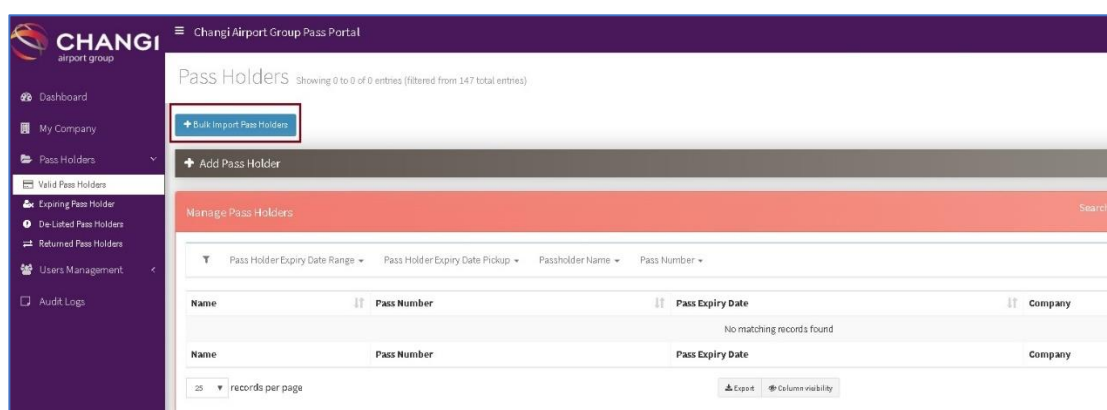
- Click 'download demo' to download the excel template list.
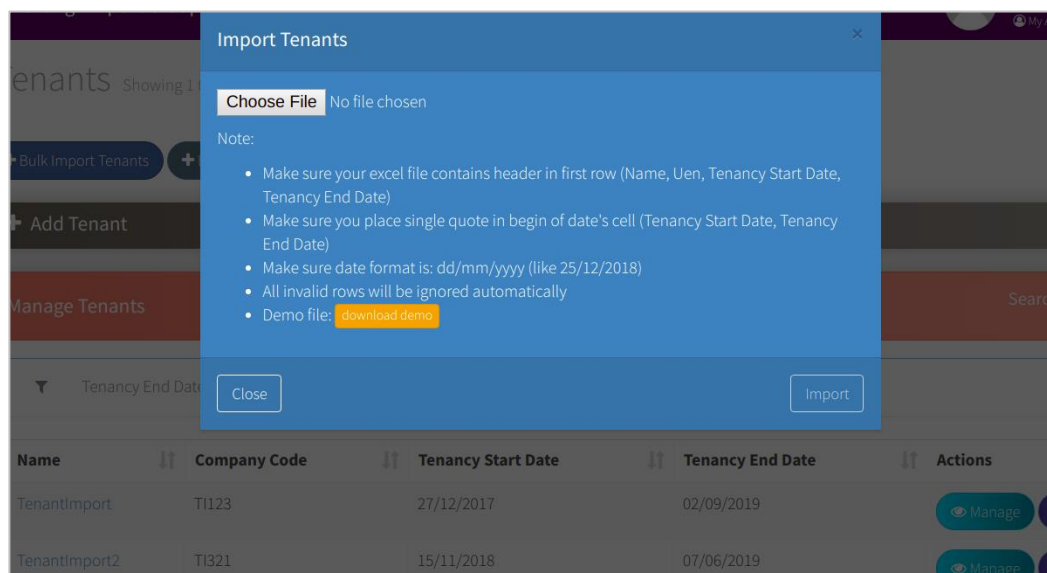
- Fill up the excel list.
- Edit and import.

Note: You need to follow the format otherwise, error will occur.

Bulk Export

For user references, you may export the whole list of passholders, tenants and sub-contractor. Follow the steps below for export:

- Go to the list of details at the desired pages that you want to export.
- In the list, the 'export' button is at the bottom of the list.
- before you export, you may select the column you wish to view and export first.
- Finally, you may export it as "Excel" or "PDF" format.

Pass Holders Management

Create Passholder

You may choose to add passes individually or bulk import the whole list. For Bulk import, refer to guide 'Bulk Import'. Follow the steps below to create passholder.

- Access to 'Valid Pass holders' at the left side menu.
- Click on '+ Add Valid Pass holder'.
- Fill in the details then click 'Save'.

Update Passholder

In-case filling up the wrong details for the pass that you created, you may edit the details with the following steps:

- Access to 'Valid Pass holders' at the left side menu.
- Find the pass holder that you want to edit.
- Click on 'Edit'
- Fill in the details as required.

Request Return Pass holder

CO and AS will need to request pass to be return with CAG Admin approval. Refer to the guide below for the procedure.

- Login account
- Access "De-listed Pass holder" in side menu
- Click "Return" in one current passholder
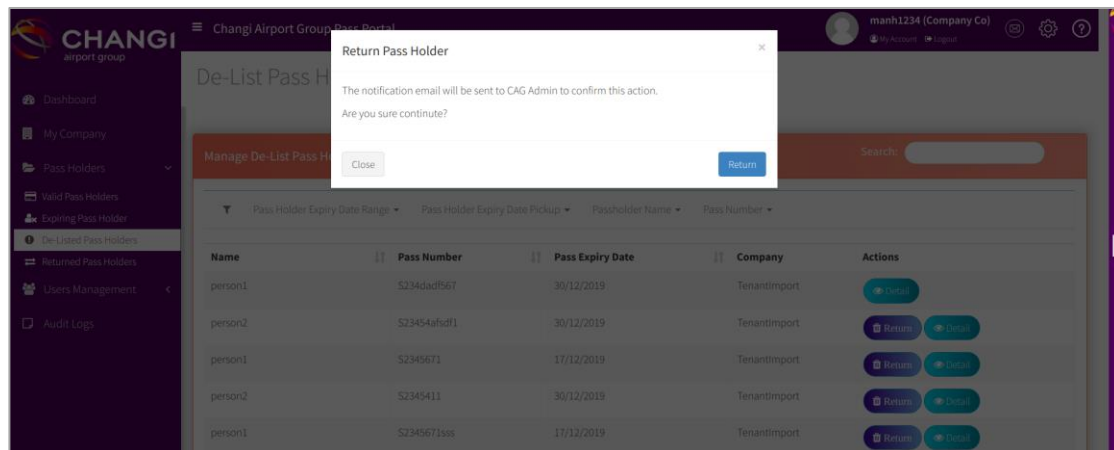
- Click 'Return'.

User Management

View Config 2fa of user

In-case user did not receive any 2FA code for Google authenticator registration, you may send this code to them manually. Follow the guide below:

- Access "Users" at left side menu.
- Find the user that you want to edit. (You may use the search box as well)
- Click 'Config 2FA'
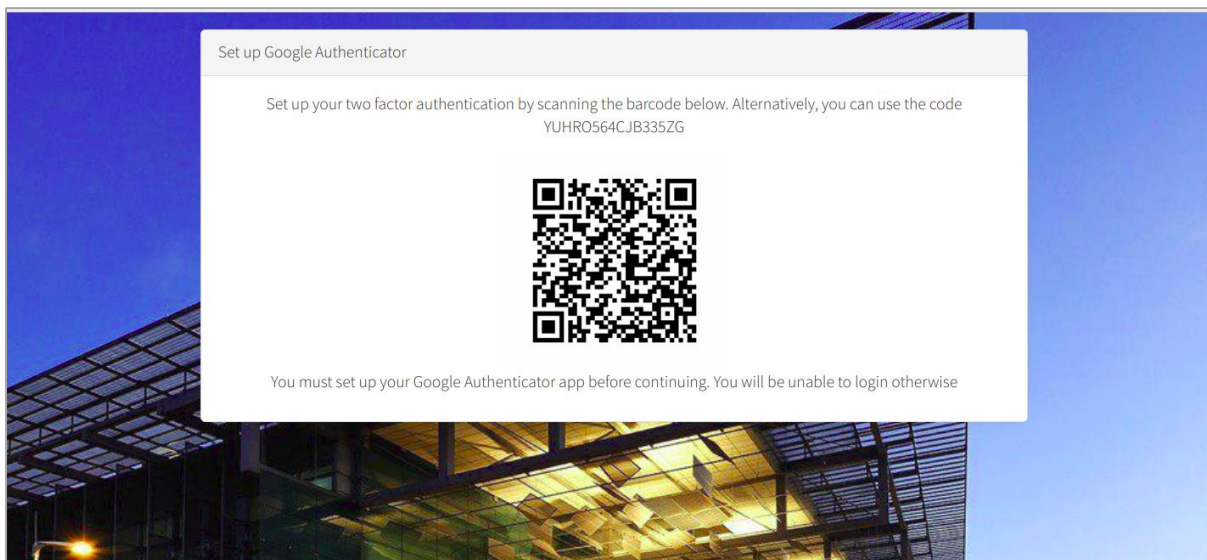
Audit Logs Management

Audit logs will track down update, create and delete actions that are executed by users.

View Audit log

- Access "Audit logs" in side menu