



USER GUIDE

**CHANGI AIRPORT GROUP:
PASS MANGEMENT PORTAL
USER GUIDE**

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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, contact Clixer+ Pte Ltd

- **Email 1:**
helpme@clixer.com
- **Email 2:**
jiahao.n@clixer.com
- **Office Phone:**
+65 6950 4919

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)

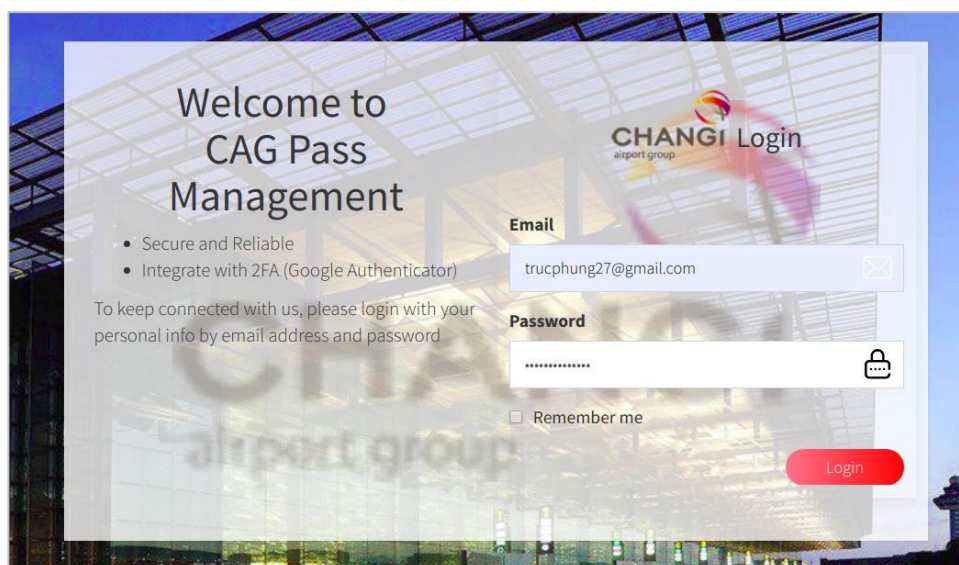
- <https://pass-mgmt.changiairport.com>

Registration and Login

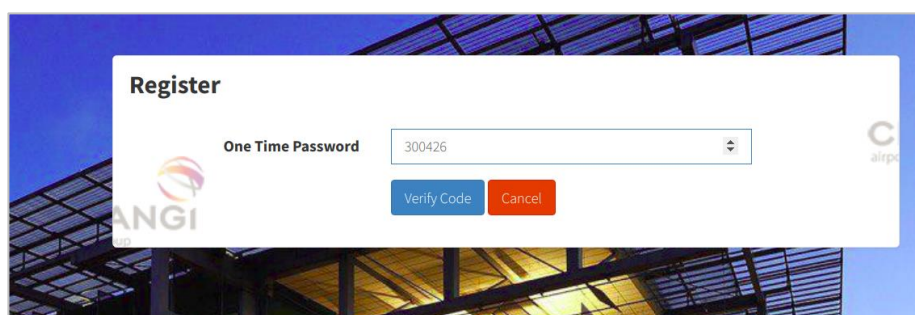
To access/login to CAG pass management portal, user need to have a smart mobile phone and able to download “Google Authenticator” Apps via Google Play store or Apple Store.

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



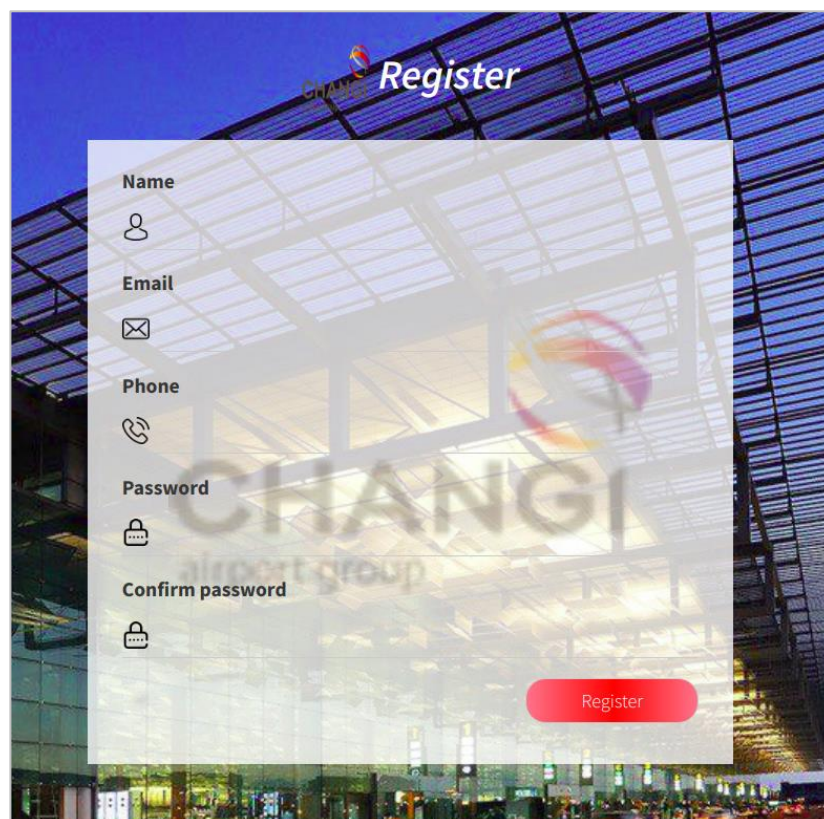
- After Login successfully, user will reach dashboard page.

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:

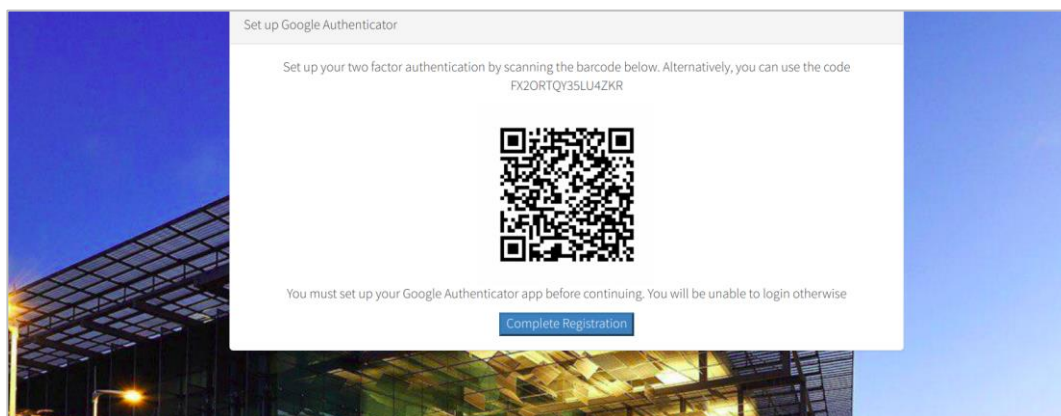


- Tick “I agree to follow the rules”, then click “send”.
- In the next screen, fill all info for new account

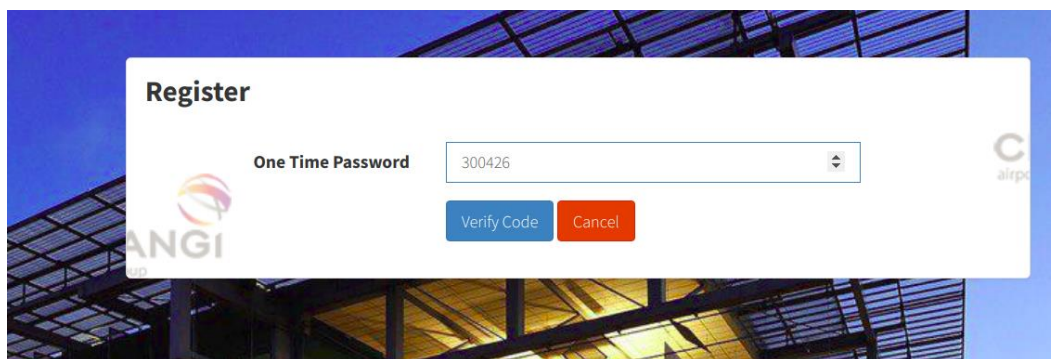


In next screen, a Google Authenticator QR code will be shown. Open your “Google Authenticator” app, then follow the steps below:

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.

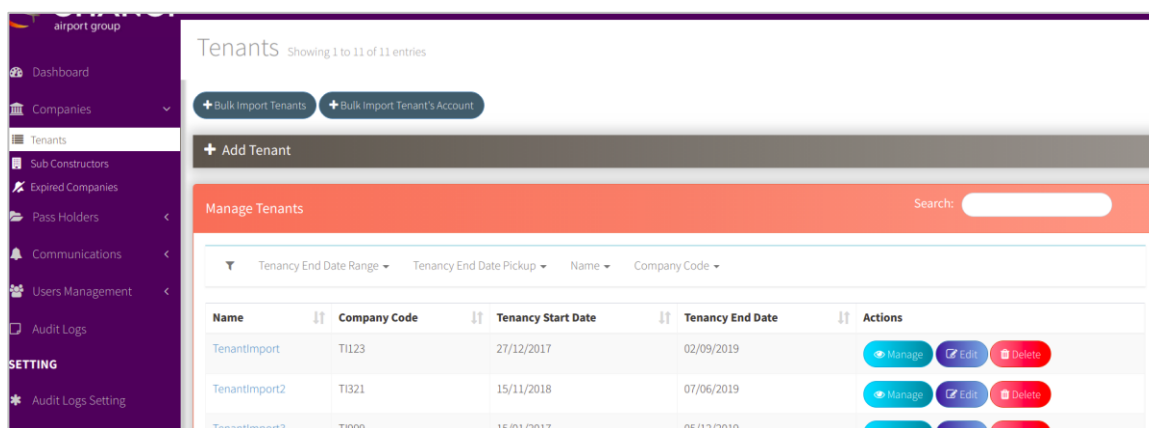
Tenant Profile Management

Register new tenant profile

Tenants profile can be added individually or using bulk import methods to save on time. Refer to 'Bulk Import and Export section' for more detailed guide.

To add tenants' profile individually, follow the guide in this section

- Login using "CAG Admin, CAG Staff" account.
- Access "Tenant" on the left side menu



- Click "Add tenant" button

The screenshot shows the 'Add Tenant' form. It has a sidebar menu on the left and a main area with the title 'Tenants Showing 1 to 11 of 11 entries'. The form includes fields for 'Name', 'Company Code', 'Tenancy Start Date', and 'Tenancy End Date', each with a red asterisk indicating it is required. There are also buttons for '+ Bulk Import Tenants' and '+ Bulk Import Tenant's Account'. At the bottom right is a green 'Save' button.

- Fill all information required on the text boxes.
- Then click 'save'.

Edit detail Tenant

- Login using “CAG Admin, CAG Staff” account.
- Access “Tenant” in left side menu
- Select one of the tenant’s profile, click “Edit”.
- Once reached the next page, you will be able to edit the details. Once done, click on “Save and back”.

Tenants Edit Tenant.

[Back to all Tenants](#)

Name *

TenantImport

Company Code *

TI123

Tenancy Start Date *

27/12/2017

Tenancy End Date *

02/09/2019

[Save and back](#) [Cancel](#)

Delete tenant

WARNING: Deleting tenant(s) will affect all valid passes. Do not execute this unnecessarily.

- Login using “CAG Admin, CAG Staff” account
- Click “Delete” in one current Tenant
- Confirm delete tenant

pass-mgmt.changiairport.com says
Are you sure you want to delete this item?
[Cancel](#) [OK](#)

CHANGI airport group

Changi Airport Group Pass Portal

admin_manh (CAG Admin)

My Account Logout

Tenants Showing 1 to 11 of 11 entries

[Bulk Import Tenants](#) [Bulk Import Tenant's Account](#)

[Add Tenant](#)

Manage Tenants

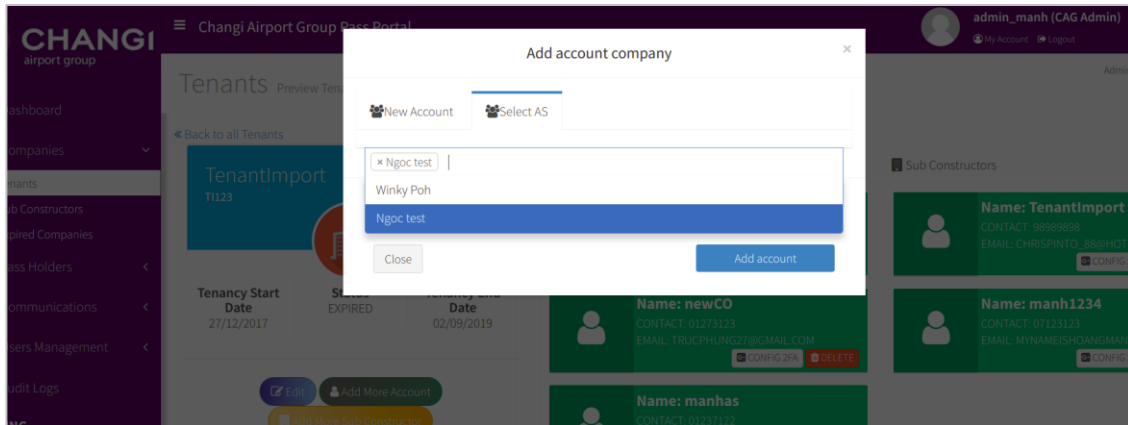
Search:

Name	Company Code	Tenancy Start Date	Tenancy End Date	Actions
TenantImport	TI123	27/12/2017	02/09/2019	Manage Edit Delete
TenantImport2	TI321	15/11/2018	07/06/2019	Manage Edit Delete

Add existing AS account to existing Tenant

AS can be assigned to multiple tenants/sub-contractor. Following the steps below will allow this function to be activated.

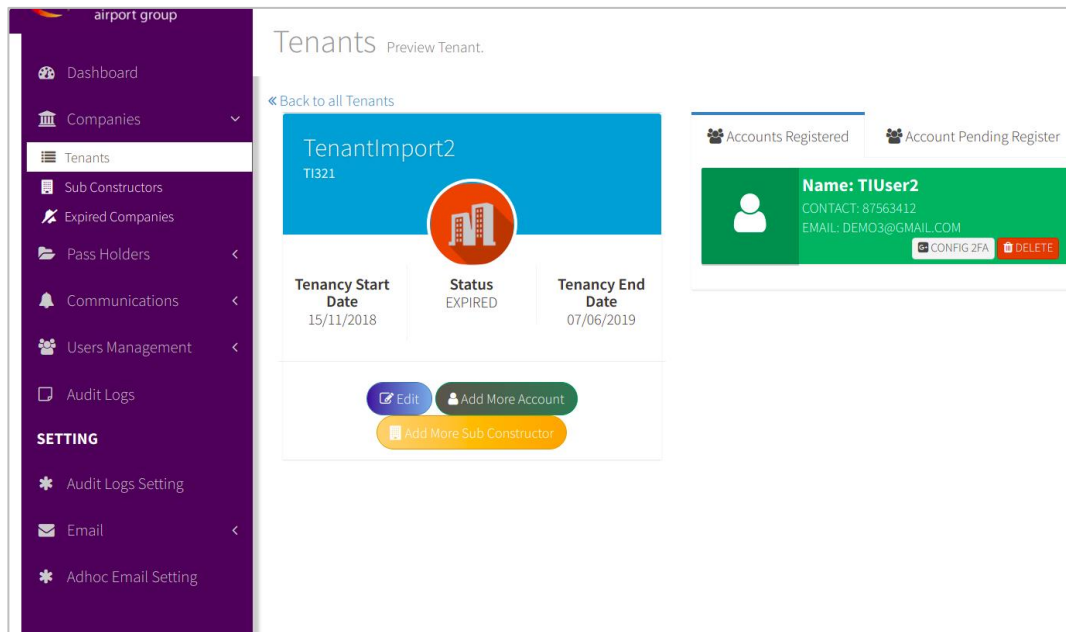
- Login using “CAG Admin, CAG Staff” account.
- Access “Tenant” at the left side menu.
- Click “Manage” in one current tenant.
- Click “Add More Account” in detail page.
- Click Select AS tab.



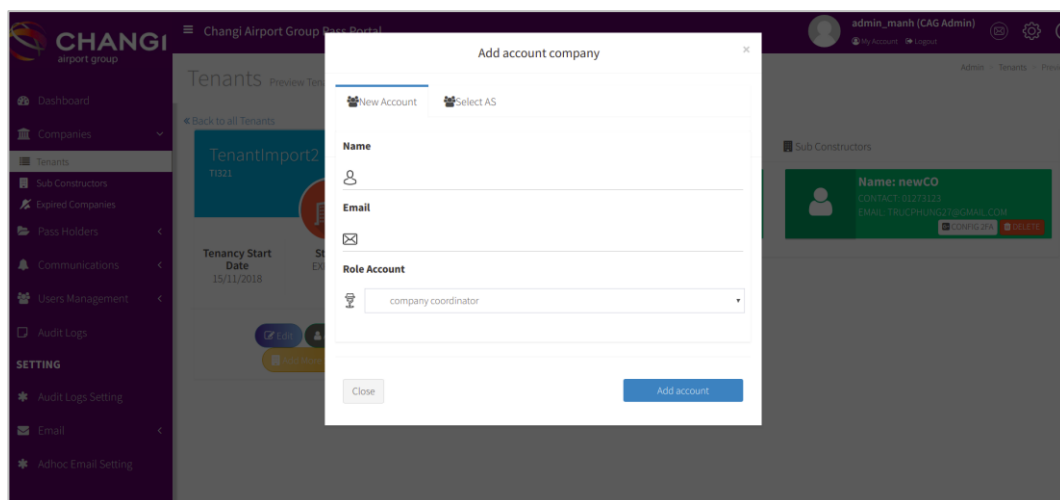
- Select AS
- Click 'Add Account'

Add new account to existing tenant profile

- Login using “CAG Admin, CAG Staff” account
- Access “Tenant” in side menu
- Click “Manage” in one current tenant



- Click “Add More Account” in detail page
- Fill all info in screen

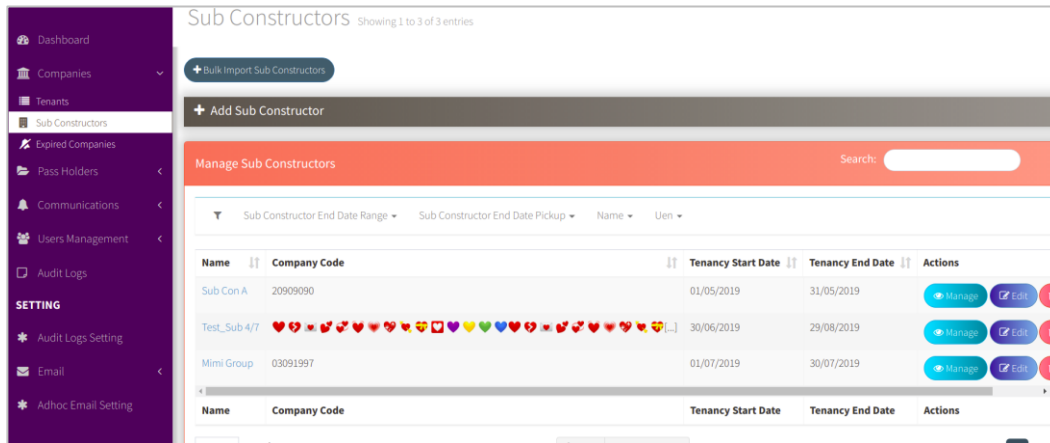


- Click ‘Add Account’
- A register mail will send to user, user register follow steps similar as above.

Sub-Contractor Management

Register New Sub-Contractor Profile

- Login using “CAG Admin, CAG Staff” account
- Access “Sub Contractor” in side menu

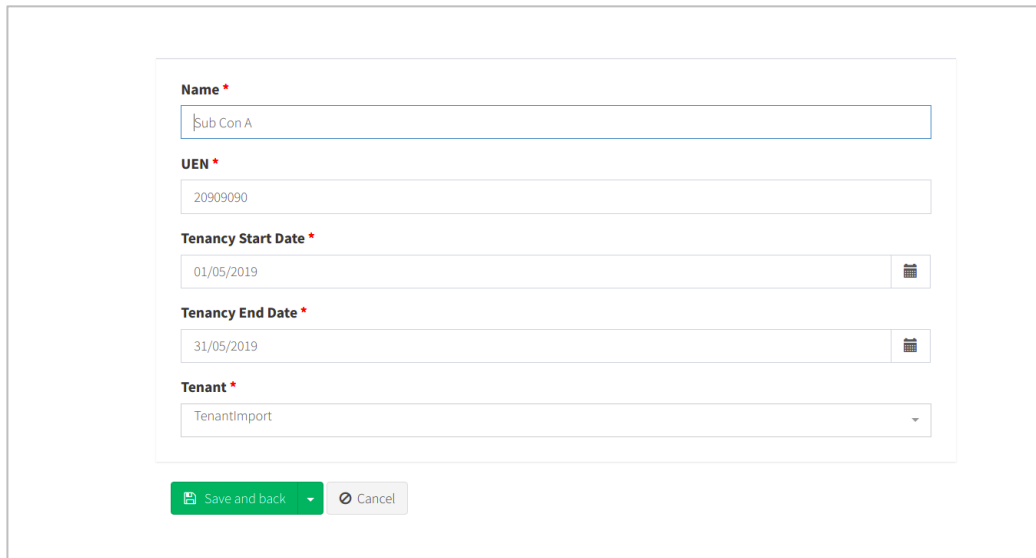


- Click “Add Sub Contractor” button
- Fill all info in screen

The screenshot shows the 'Add Sub Constructor' form. The sidebar is identical to the previous screenshot. The main content area has a header 'Sub Constructors' with a subtitle 'Showing 1 to 3 of 3 entries'. Below the header are buttons for '+ Bulk Import Sub Constructors' and '+ Add Sub Constructor'. The form fields are: 'Name' (required), 'UEN' (required), 'Tenancy Start Date' (required, with a calendar icon), and 'Tenancy End Date' (required, with a calendar icon). A green 'Save' button is at the bottom right.

Edit detail Sub-Contractor

- Login using “CAG Admin, CAG Staff” account
- Access “Sub-Contractor” in side menu
- Click “Edit” in one current Sub-Contractor
- In the next screen, update info for Sub-Contractor



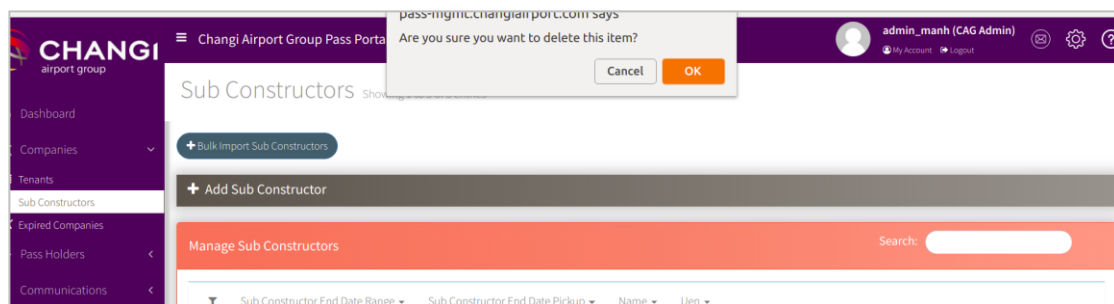
The screenshot shows a form for editing a Sub-Contractor. The form contains the following fields:

- Name ***: A text input field containing "Sub Con A".
- UEN ***: A text input field containing "20909090".
- Tenancy Start Date ***: A date picker field showing "01/05/2019".
- Tenancy End Date ***: A date picker field showing "31/05/2019".
- Tenant ***: A dropdown menu with "TenantImport" selected.

At the bottom of the form, there are two buttons: "Save and back" (green) and "Cancel" (grey).

Delete Sub-Contractor

- Login using “CAG Admin, CAG Staff” account
- Click “Delete” in one current Sub-Contractor
- Confirm delete Sub-Contractor

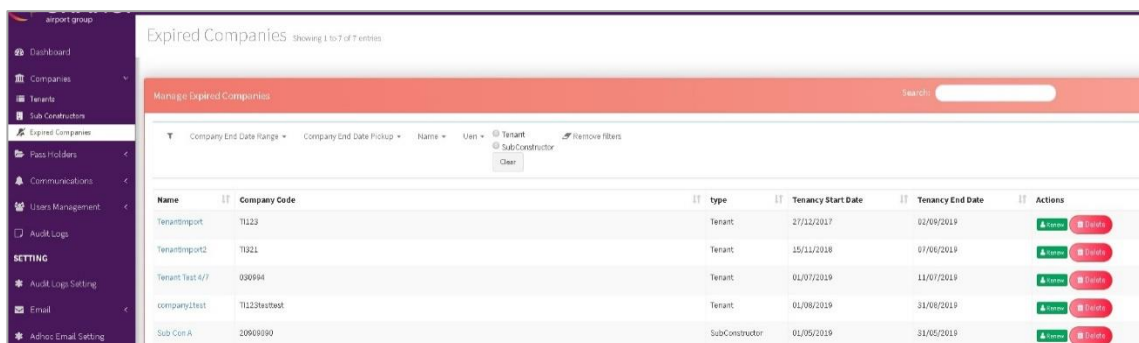


Expired Companies

Renewal of tenants/Sub-Contractors

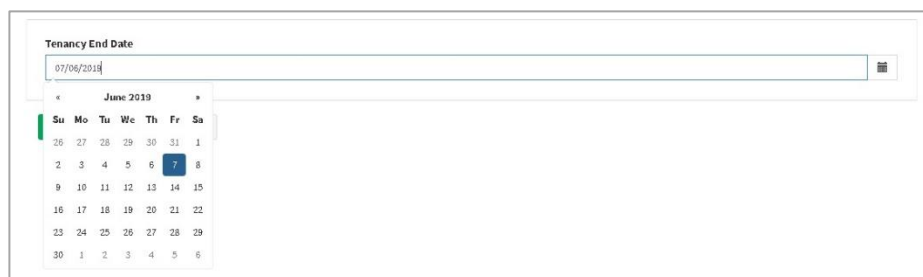
If tenants and sub-contractors reaches the end date, it will automatically pass it to 'Expired Companies' page. For renewal, follow the steps below:

- Access 'Expired Companies' at the left side menu.
- Find the expired tenant(s)/sub-contractor(s) you wish to renew.
- Click on 'Renew'



Name	Company Code	type	Tenancy Start Date	Tenancy End Date	Actions
TenantImport	T1123	Tenant	27/12/2017	02/09/2019	Renew Delete
TenantImport2	T1321	Tenant	15/11/2018	07/06/2019	Renew Delete
Tenant Test 6/9	030994	Tenant	01/07/2019	11/07/2019	Renew Delete
companyTest	T1123test	Tenant	01/08/2019	31/08/2019	Renew Delete
Sub Con A	2096090	SubContractor	01/05/2019	31/05/2019	Renew Delete

- Enter the date for renewal.



Tenancy End Date

07/06/2019

June 2019

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Once renew, the row will be pass back to tenant or sub-contractor page.

Delete Companies

- Access 'Expired Companies' at the left side menu.
- Find the expired tenant(s)/sub-contractor(s) you wish to delete.
- Click on "Delete" Button and click on "OK" button at the browser pop up box.



pass-mgmt.changiairport.com says

Are you sure you want to delete this item?

[OK](#) [Cancel](#)

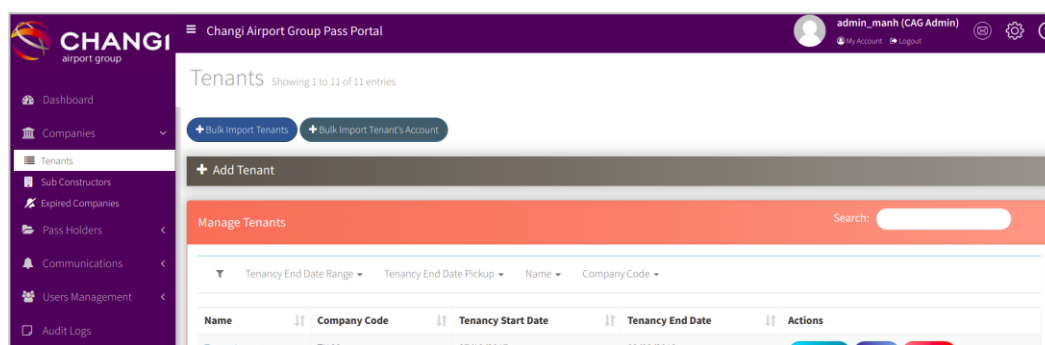
Bulk Import & Export

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.

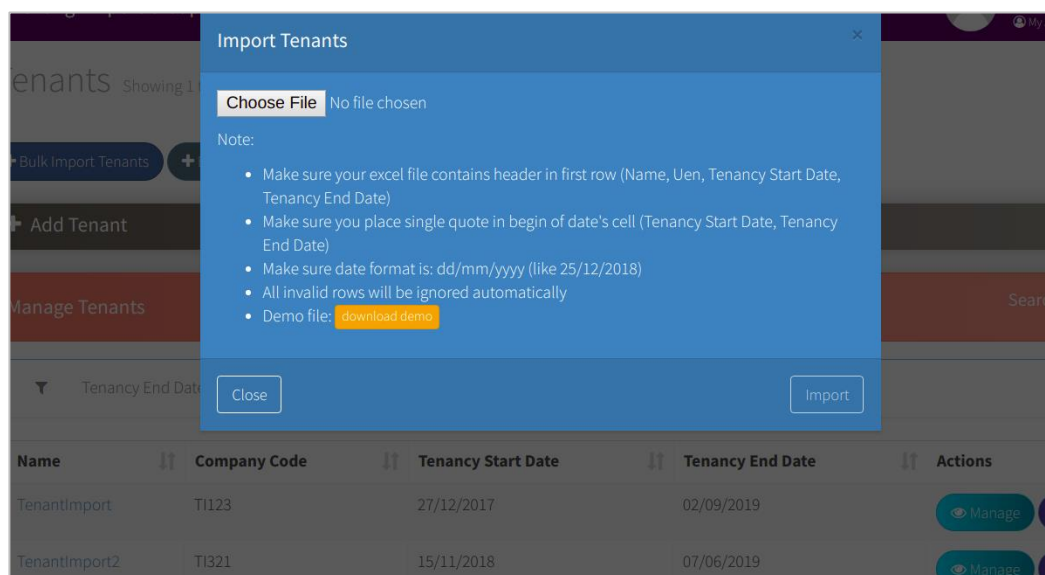
Bulk import

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

- Login using “CAG Admin, CAG Staff” account.
- Access “Tenant” or “Sub Contractors” 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 import “Tenant” first before importing “Sub Contractor”. The reason is because sub-Contractor need to specify their parent’s relation to tenant UEN information.

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.

Manage Tenants					Search:
Tenant	Tenancy End Date Range	Tenancy End Date Pickup	Name	Company Code	
Name	Company Code	Tenancy Start Date	Tenancy End Date	Actions	
TenantImport	TI123	27/12/2017	02/09/2019	Manage	Edit Delete
TenantImport2	TI021	15/11/2018	07/06/2019	Manage	Edit Delete
TenantImport3	TI999	15/01/2017	05/12/2019	Manage	Edit Delete
Certis Cisco	CCL	27/12/2017	27/12/2020	Manage	Edit Delete
Texas Chicken	TCPL	15/01/2017	05/12/2022	Manage	Edit Delete
company1	321432	27/12/2017	27/12/2019	Manage	Edit Delete
company2	1432432	15/11/2018	07/02/2020	Manage	Edit Delete
company3	12323	15/01/2017	05/12/2020	Manage	Edit Delete
Tenant Test 4/7	030994	01/07/2019	11/07/2019	Manage	Edit Delete
company1test	TI123testtest	01/08/2019	31/08/2019	Manage	Edit Delete
tenanttest	mka1j123	30/06/2019	08/02/2020	Manage	Edit Delete
Name	Company Code	Tenancy Start Date	Tenancy End Date	Actions	
25	records per page	Export	Columns visibility	1	
					52,76,155

Zone Management

Zone does not need to be edited, deleted or add on a frequent basis. Only change the add/edit/delete when necessary.

Zone action (create, update, edit, delete)

You will be able to edit the name of the zones, add zones and even delete. Once done, click on save to make changes.

The screenshot displays the 'Manage Zones' interface in the CLIXER Pass Management Portal. The left sidebar shows a navigation menu with options like Companies, Pass Holders, Zones, Valid Pass Holders, Expiring Pass Holder, De-Listed Pass Holders, Returned Pass Holders, Communications, Users Management, Audit Logs, and a SETTING section. The main content area is titled 'Manage Zones' and includes a search bar. Below the search bar is a table with two columns: 'Name' and 'Actions'. The table lists several zones: A1, A2, B, C, D, T, V1, zone test, and zone test 01. Each zone has an 'Edit' button (blue) and a 'Delete' button (red) in the Actions column.

Name	Actions
A1	Edit Delete
A2	Edit Delete
B	Edit Delete
C	Edit Delete
D	Edit Delete
T	Edit Delete
V1	Edit Delete
zone test	Edit Delete
zone test 01	Edit Delete

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.

Delete Passholder

CAG Administrator will be able to delete passes. Passes deleted will not be able to retrieve back. Follow the steps below:

- Access to 'Valid Pass holders' at the left side menu.
- Find the pass holder that you want to delete.
- Click on "Delete" then confirm by clicking "OK" at the browser pop up warning.

The screenshot displays the 'Valid Pass Holders' management interface. A confirmation dialog box is overlaid on the page, asking 'Are you sure you want to delete this item?' with 'OK' and 'Cancel' buttons. The background interface includes a header with the user 'Meo Jia Mao (CAG Admin)' and a sidebar with a 'Valid Pass Holders' menu item. The main content area shows a table of pass holders with columns for Name, Pass Number, Pass Expiry Date, and Company. Two entries are visible: 'person77' and 'Hoàng Lê'. Each entry has a set of action buttons including 'Delete', 'Edit', 'Create', and 'Duplicate'. At the bottom, there is a 'records per page' dropdown set to 25 and a 'Report' button.

Name	Pass Number	Pass Expiry Date	Company	Actions
person77	\":alert('XSS');//	09/11/2019	company2	<button>Delete</button> <button>Edit</button> <button>Create</button> <button>Duplicate</button>
Hoàng Lê	A1234567T1	21/02/2020	TenantImport	<button>Delete</button> <button>Edit</button> <button>Create</button> <button>Duplicate</button>

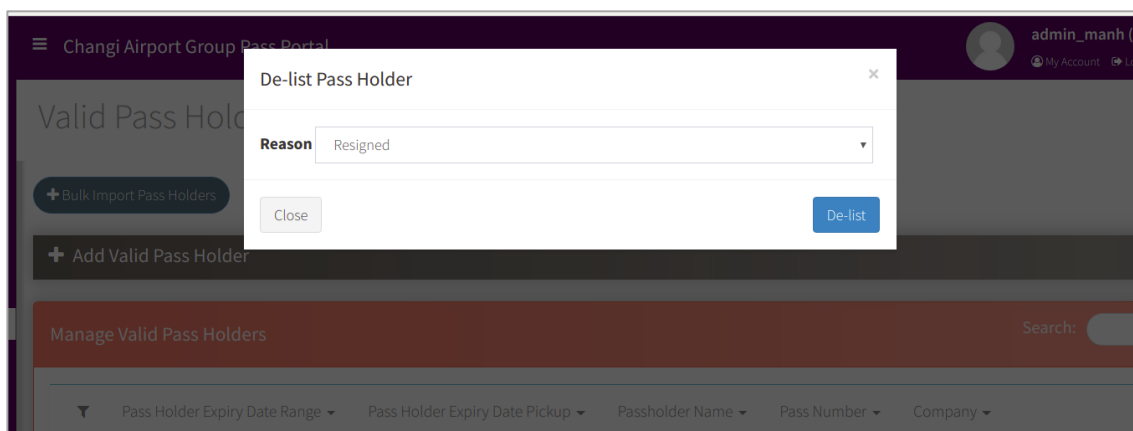
De-list Pass holder

There is an automated function that will delist the pass when triggering some criteria. Criteria include:

1. Pass expired
2. Tenants or subcontractor expired
3. Manually delist by user

To manually delist a specific pass, follow the steps below:

- Login account
- Access “Valid Pass holder” at left side menu.
- Click “De-list” in one of the current passholder
- Select reason.



- Once done, click on De-list.

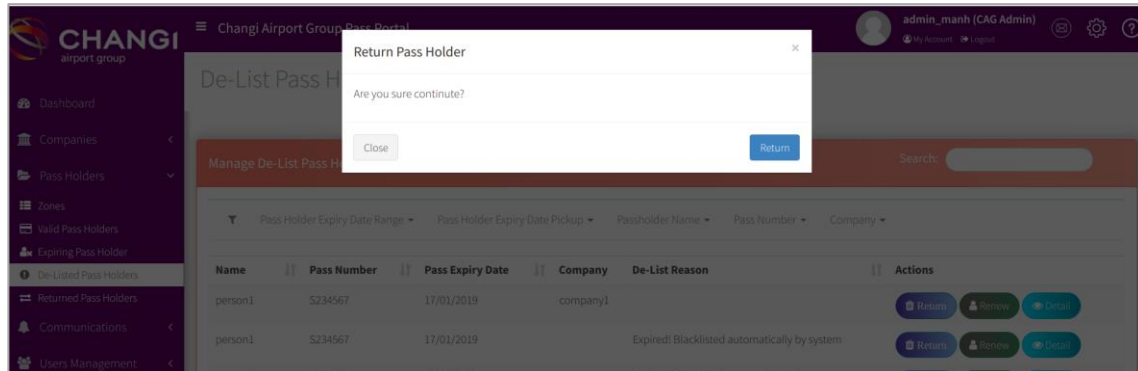
****WARNING: once delist is confirmed, new details will be required for renewing of pass. ****

Return Pass holder

Once the passes have been set to returned, you will not be able to switch back to valid passholders page. You may only view the returned passes.

Follow the steps below to set passes to “Returned”.

- Login account
- Access “De-listed Pass holder” in side menu
- Click “Return” in one current passholder

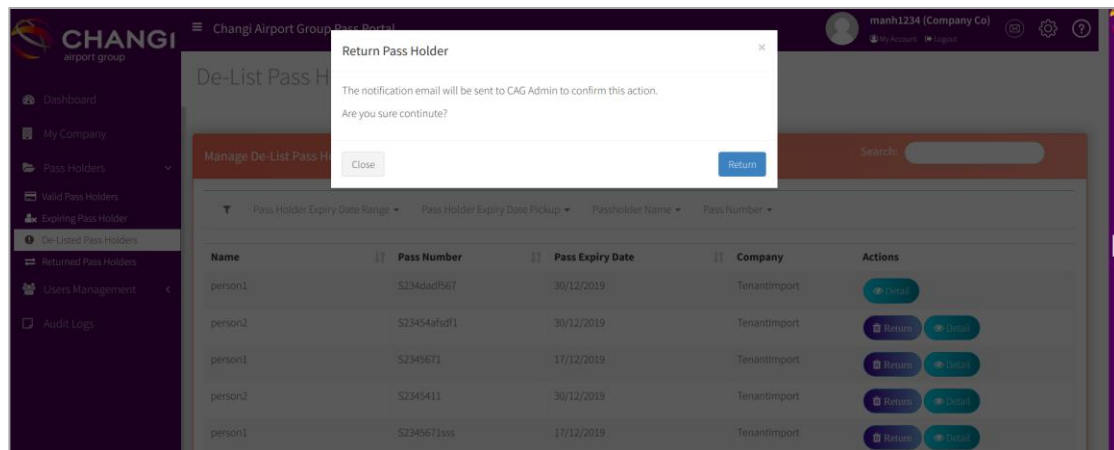


- Once done, click on 'Return'.

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

Update User

- Access “Users” at left side menu.
- Find the user that you want to edit. (You may use the search box as well)
- Click on Edit and you will reach the page below.

The screenshot shows the 'Edit User' form. At the top, it says 'Users Edit User.' and 'Admin'. There is a 'Back to all Users' link. The form contains the following fields:

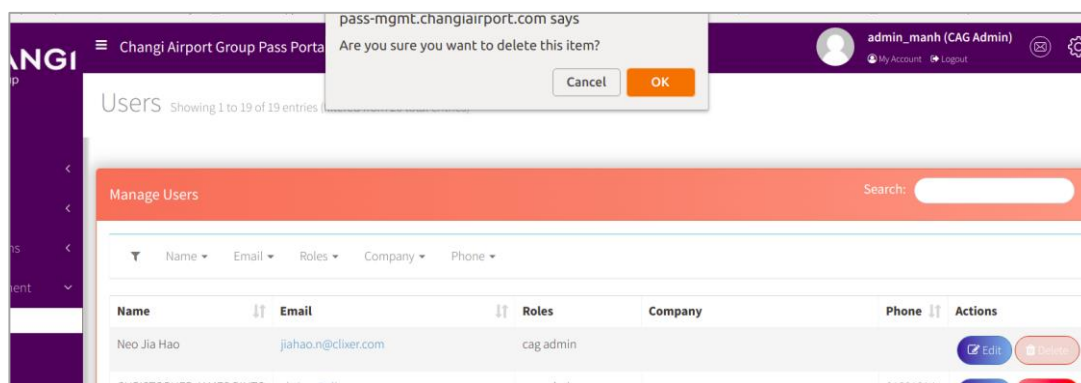
- Name:** A text input field with 'Neo Jia Hao' entered.
- Email:** A text input field with 'jjahao.n@clixer.com' entered.
- Password:** A text input field.
- Password Confirmation:** A text input field.
- Phone:** A text input field.
- Roles:** A section with six radio button options: 'cag admin' (selected), 'cag staff', 'cag viewer', 'company coordinator', 'company as', and 'company viewer'.

At the bottom, there are two buttons: 'Save and back' (green) and 'Cancel' (grey).

- Edit the details required. You may also change the role of user if required.

Delete User

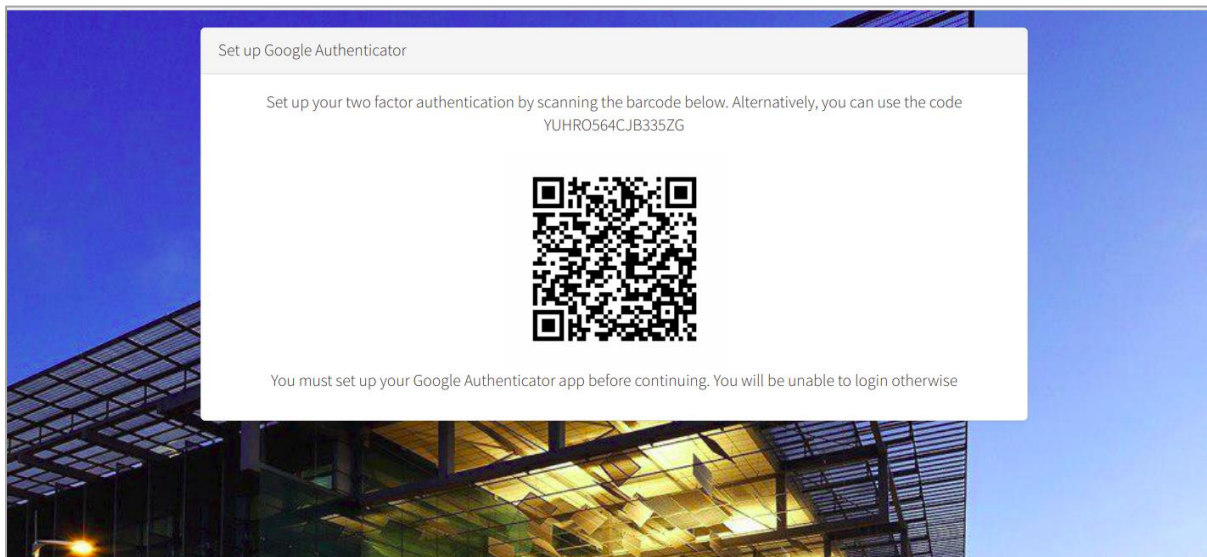
- Access “Users” at left side menu.
- Find the user that you want to edit. (You may use the search box as well)
- Click on ‘Delete’ button.



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’

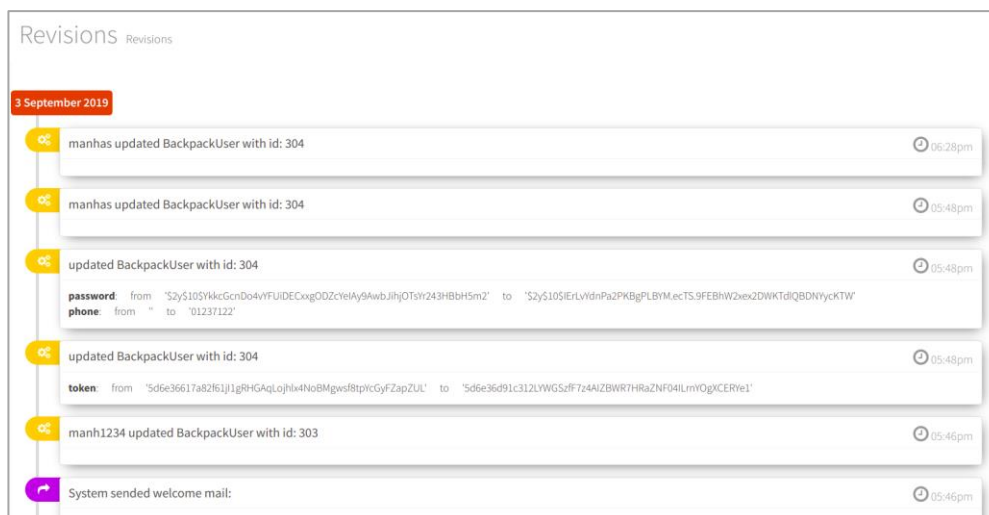


Audit Logs Management

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

View Audit log

- Access “Audit logs” in side menu



Setting Audit log

- Access “Audit logs setting” in side menu
- Fill setting in the next screen

The screenshot shows the 'Audit Log Settings' form. It has two tabs: 'Retention Rate' (selected) and 'Action Audit Log'. Under the 'Retention Rate' tab, there is a label 'Retention Rate (Months) *' and a text input field containing the value '24'. Below the input field is a green 'Update' button.

Admin will be able to select the number of months the logs to be stored, you may also change the type of actions to be stored as well.

SMTP Management

SMTP information need to be entered to settings for sending out email and notification alerts. Below are the steps.

Setting STMP Server

- Access “STMP Server” at left side menu.
- Fill setting in the next screen.

The screenshot shows the 'Settings' page with the 'SmtP Config.' tab selected. The form contains the following fields:

- Host ***: smtp.gmail.com
- Port ***: 587
- Username ***: chrispinto88@gmail.com
- Password ***: (masked with dots)
- Encryption**: tls

An 'Update' button is located at the bottom of the form.

Setting Frequency send

- Access “STMP Server” in side menu
- Fill setting in the next screen

The screenshot shows the 'Settings' page with the 'Frequency Send Email Config.' tab selected. The page has a breadcrumb trail: 'Admin > Frequency Send Email Config.'. Below the breadcrumb, there are four tabs: 'Expiring Pass Holder Alert', 'De-Listed Pass Alert', 'Renew Pass Alert', and 'Terminated Pass Alert'. The 'Expiring Pass Holder Alert' tab is active. The main content area shows:

- Current Frequency:** 10:00 on Tue
- Frequency Send Email : *** Every Minutes

Below this, there are six buttons for selecting the frequency: 'Every Minutes' (highlighted in red), 'Daily At.', 'Weekly On.', 'Monthly On.', and 'Yearly On.'. An 'Update' button is at the bottom right.

Email

CAG Administrator will be able to send out adhoc email to all CO and AS for notification.

Send Email

To send email, follow the steps below:

- Click on “Communication” then select ‘Send Email Messages’ at the left side menu.
- Click on “+ Add Adhoc Email”.
- Input the details then click on ‘Save and send’.

The screenshot shows the 'Add Adhoc Email' form in the Changi Airport Group Pass Portal. The form is titled 'Adhoc Emails' and shows 'Showing 1 to 25 of 33 entries'. The form has three main sections: 'To Email Address*', 'Subject*', and 'Message*'. The 'To Email Address*' field has a dropdown menu with 'Select All' and 'User'. The 'Subject*' field is a text input. The 'Message*' field has a rich text editor toolbar with options for bold, italic, underline, text color, background color, link, unlink, list, and more. At the bottom right of the form is a green 'Save and send' button.

Setting Email Adhoc

All email sent will be logged down for future references. You may select the number of months for the information to be logged. Follow steps below to change the settings.

- Access “Adhoc Setting” in side menu
- Fill setting in the next screen

The screenshot shows the 'Settings Adhoc Email Config.' page. It has a 'Retention Rate' field and a 'Retention Rate (Months)*' field with a value of 12. There is a green 'Update' button at the bottom.