Condo Control Central

July 2013 Release Notes

Last Updated: July 18, 2013
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About Our Release Notes

Our release notes contain information about any bug fixes, system improvements, or new features that are added to Condo Control Central. We release updates on a monthly basis, and information will be posted to our support page as we release these updates.

Your Feedback is Very Important to Us

We use all customer feedback to constantly refine and improve our service. Many of the new features, improvements, and bug fixes found in our release notes are the direct result of customer feedback. Without your feedback, we wouldn't be able to provide the quality of service that we do.

If you would like to ask a question or provide us with feedback, you may contact us through one of the following channels:

- Support portal: http://support.condocontrolcentral.com
- Telephone: 1-888-762-6636
- Email: contact@condocontrolcentral.com

Recent Changes to This Document

You can find the latest changes to the release notes in the table below.

Date	What's New	Description
July 18, 2013	Final edit	Added auto-reminders for amenity booking, "My Account" page, group editing notes
July 16, 2013	Added additional features	Amenity usage report, shift creation improvement
July 10, 2013	Service request notifications	Notifications no longer sent to inactive users
July 9, 2013	Added additional updates	Parking allocation report
June 26, 2013	Added S & C Features	Comment box for visitor logs, package tracking information, and new user information was added.
June 11, 2013	Added Marketing Website	New public marketing website section was added.
June 11, 2013	Removed Support Portal	
June 3, 2013	Support Portal	Added item for the new customer support portal.

Summary of July 2013 Features

The following outlines the major changes that have been made to Condo Control Central over the last month.

General Changes

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
New Features				
New report type: Parking Allocation		✔		
New report type: Amenity Usage		✔		
"My Profile" page added to the my account screen	✔			
Additional permission settings added to the "Edit Group" page		✔		
Bug Fixes				
HTML no longer showing up in report details		✔		

Core Module

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
		Bug Fixes		
Service request notifications no longer sent to inactive users	✔			
		New Features		
Ability to submit updates to service requests and tasks by email	✔			
		Improvements		
Added a “select all” option when selecting announcement recipients		✔		

Security & Concierge

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
		New Features		
Comment button added to existing visitor logs	✔			
Tracking number field added to “New Package” screen	✔			
		Improvements		

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
New users no longer need to review past logs	✔			
Date & time formatting changed to a 24 hour format	✔			
Shift creation no longer required when trying to read historical logs	✔			
Bug Fixes				
Notification emails now sent out when packages are checked-in	✔			

Amenity Booking

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Improvements				
Ability to create amenity bookings in the past	✔			
New Features				

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Added auto-reminder & auto-cancel to amenity bookings				✔

General Changes

New report type: parking allocation

Available to **Administrators**

We received requests for a report that would allow administrators to see vehicle and parking information organized by unit number.

We have added a “Parking Allocation” report. When you run this report, it will show unit numbers, resident names, vehicle details, and parking spot information. Like all reports, the “Parking Allocation” report can also be saved to your computer for use at a later date.

To run the “parking allocation” report, simply navigate to the reports section in Condo Control Central, and select it from the drop-down menu.

New report type: amenity usage

Available to **Administrators**

We received several client requests for a report that keeps track of a building’s amenities throughout a specified time period.

We have added an “Amenity Usage” report in the reports section of Condo Control Central. This report will group bookings by amenity type, and shows the following information:

- User associated with each booking
- Start and end date for each booking
- Total bookings per amenity
- Fee amounts

To run the “Amenity Usage” report, simply navigate to the reports section, and select it from the drop-down menu. You will be asked to select a date range before running the report.

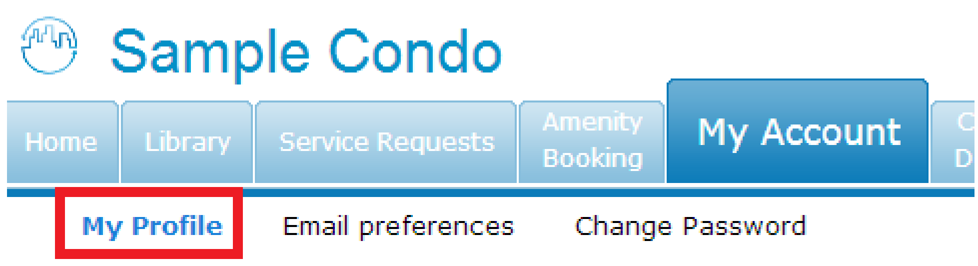
“My Profile” page added to the my account screen

Available to **All Users**

We have added a new page under the “My Account” tab, where users can view and edit their information in Condo Control Central. On the “My Profile” page, users can update their contact information, pets, vehicles, emergency contacts, etc.

Editable items are determined by permission settings for the user’s group memberships. Administrators can control which items can be edited by owners or renters.

To access the new “My Profile” page, simply navigate to the “My Account” tab.

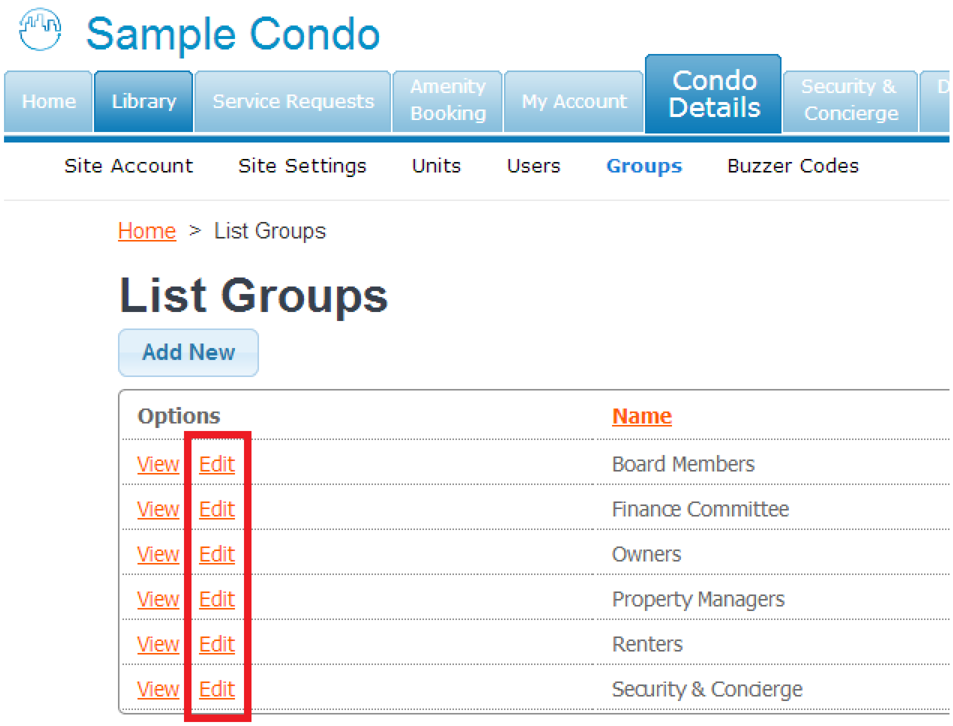


Additional permission settings added to the “Edit Group” page

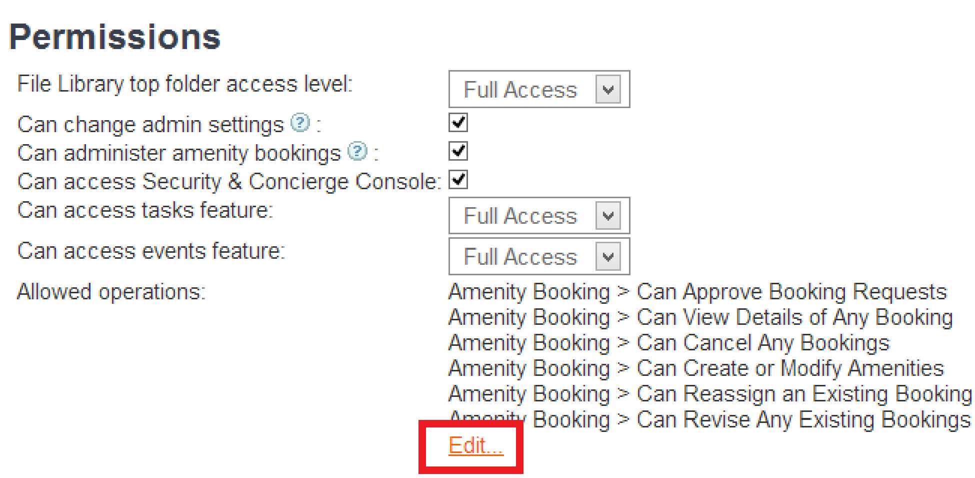
Available for **Administrators** and requires some **Setup**

To make the permission system more flexible, we have added a new section to the “Edit Group” page entitled: “Allowed operations”. Currently, the available operations related to amenity booking and to the new “My Profile” page. In the future, more operations will be added.

To change the allowed operations for a group, navigate to the edit group page by selecting "Condo Details" > "Groups" > "Edit".



At the bottom of the "Permissions" section, there is an option for "Allowed Operations", click "Edit..." here to add or remove specific permissions for the group.



HTML no longer showing in report details

Automatically fixed for **Administrators**

In some reports, HTML would sometimes be displayed unintentionally in the subject details. This was a bug that has now been fixed, and reports now show up as intended.

Core Module

Service request notifications no longer sent to inactive users

Automatically fixed for **All Users**

After an owner moves out of their building, they no longer need access to Condo Control Central so their property manager deactivates them in the system. Previously, the user would be deactivated, but they would still receive email notifications for service requests that had been submitted prior to deactivation.

This was a bug which has now been fixed. Administrators can update service requests without notification emails being sent to deactivated users.

Ability to submit updates to service requests and tasks by email

Automatically available to all **Users** with access to tasks or service requests

We have received many requests for the ability to submit updates to service requests and tasks via email. The reasoning behind this is that it makes updating much easier for mobile users.

We have added email updates as a new feature, and as a substitute for signing into Condo Control Central you can update a task or service request by responding to the email notification that you receive. Your email reply is then added to the existing request or task in the “Updates” section.

Added a "select all" option when choosing announcement recipients

Automatically available to **Administrators**

When creating an announcement, administrators must select the groups that the announcement would be sent to. Email notifications would be sent out based on these groups' membership.

At the request of our clients, we have added an option to "select all" groups when you are choosing an announcement's recipients. This helps to streamline the process and allows you to easily send an announcement to all users.

Security & Concierge

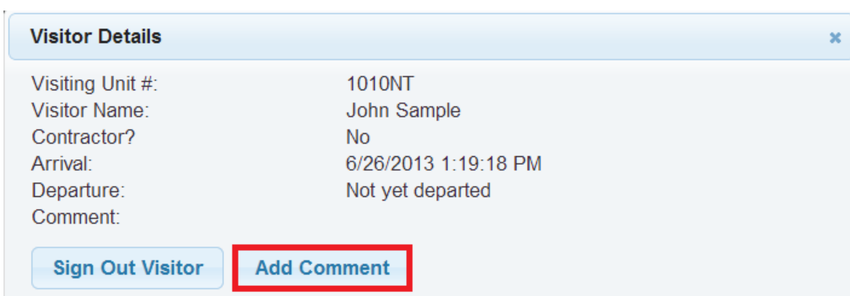
Comment button added to existing visitor logs

Available to **Users** with access to **Security & Concierge**

Previously, additional information could not be added to visitor logs once they were created. A “Comment” button has been added to existing visitor logs. This allows security guards to update visitor logs with information that may have been forgotten when they were signed in.

To add a new comment:

1. Select the visitor from the activity stream.
2. Click the “Add Comment” button.

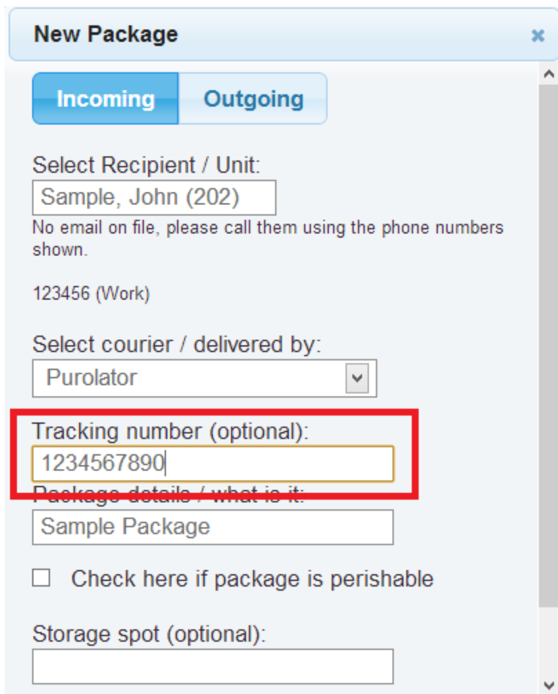


3. After typing your comment, click “Save”.

Tracking number field added to "New Package" screen

Available to **Users** with access to **Security & Concierge**

When logging a new package, you can now input a tracking number. This comes from requests to increase package traceability. To add the tracking number, simply type it in the "Tracking Number" field when logging a new package. When you go back to view the package, the tracking number will be displayed in on the package details screen.



New security users no longer need to review past logs when first logging in

Available to **New Security & Concierge Users**

Previously, when new security & concierge users were added to the system they would be required to acknowledge all past security logs. This was a time consuming process which would force new users to click through many screens.

We have removed the need to acknowledge all past logs for new users. This means that when a new user first logs into the system, they will be presented with the current activity stream.

Date & time formatting changed to a 24 hour format on Security & Concierge Console

Available to all **Security & Concierge Users**

We received requests to change the date and time formatting in the security & concierge activity stream to follow a 24 hour time format, rather than the previous 12 hour format.

This has been updated, and now all times in the activity stream will have 24 hour-formatted time stamp.

Shift creation no longer required when trying to read a past security log

Available to all **Security & Concierge Users**

Previously, security & concierge users would be required to create a new shift if they were trying to read another user's security log. Because users should be able to review historical logs, we have changed this feature so that you are no longer required to create a new shift.

You can now simply select a past log form the Security & Concierge activity stream to review it.

Notification emails now sent out when packages are checked-in

Available to all **Security & Concierge Users**

Previously, when packages were checked-in by security & concierge users, notification emails were not being sent out to the package recipients.

We have added a notification email template so that when a package it checked-in by the concierge desk, the system will send an email notification to the intended recipient. This saves security & concierge users from having to go into the package details and clicking the "send reminder" button.

Amenity Booking

Add ability for administrators to create amenity bookings in the past

Automatically available to **Administrators**

Based on client feedback, we have added the ability for administrators to create an amenity booking with a start time in the past. This allows administrators to book amenities such a guest suites after the check-in time. This means that even though the check-in time would be earlier in the day (e.g., 3:00 pm), an administrator can still create a new booking for that evening.

Added auto-reminder & auto-cancel to amenity bookings

Contact us to **enable** this feature.

This feature was requested because residents sometimes book an amenity, but then forget to submit their payment. Previously, there was nothing in place to remind residents that their payment was still outstanding.

We have added and auto-reminder to amenity booking, which will send an email notification to users who request bookings. The email reminder is sent when a booking request goes unpaid for four (4) days. If, after five (5) days, payment has not been received, the booking will be automatically cancelled by the system. The initial email reminder contains the booking's information, and the date payment must be provided by to avoid auto-cancellation.

Please Note: *to enable this feature, you will need to contact Condo Control Central.*