



CondoControlCentral
The really smart way to run your condo.

Condo Control Central

June 2013 Release Notes

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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
June 3, 2013	Support Portal	Added item for the new customer support portal.
June 3, 2013	Added additional feature changes	
May 29, 2013	Core Module, Tasks, & General Changes	Added fixes for these three modules.
May 28, 2013	Security & Concierge	Added several fixes for the security and concierge module.
May 24, 2013	General	General layout of document.

Summary of June 2013 Features

The following tables outline 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				
Introducing the Condo Control Central Support Portal	✓			
Two new hardware options for your security guards: signature tablet and parking permit printer				✓
Added ability to disable owner logins & email notices.		✓		✓
Added drop-down menu for lease details to the unit table		✓		
Bug Fixes				
Vehicle details now editable by owners.	✓			
Other				



Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Removed "Blog" feature				

Core Module

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
New Features				
Additional languages available for welcome site	✓			
Improvements				
Added a warning before an announcement is deleted		✓		
Added support for multiple phone numbers and email address to emergency contact details		✓		
Added a user field to the vehicle details page.		✓		
Bug Fixes				
Image previews now showing up properly in all browsers.	✓			

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Announcements listed on the home page now respect group permissions.	✓			
Announcements now respect paragraph formatting.		✓		

Security & Concierge

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
New Features				
Added printable PDF parking permit for visitor parking.	✓			✓
Added visitor sign in to the Condo Control Central tablet application.	✓			
Added the ability to attach files to security logs.	✓			
Added "Log Call" option to package tracking.	✓			
Improvements				



Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Changes to streamline the security log process.	✓			
Added auto-save feature for security logs and incident reports.	✓			

Tasks

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Improvements				
Ability to revise task subject after task was created		✓		
Added printable view for the "view task" page.		✓		
Task update emails now include the task title in the subject line.	✓			

General Changes

Introducing the Condo Control Central Support Portal

Available to **All Users**

We are excited to announce our new Customer Support Portal! The support portal, now available at <http://support.condocontrolcentral.com>, contains articles and documents that explain how to use various aspects of the system. In the coming months, we will upload additional documentation, articles and tutorials.

Other features of the Customer Support Portal include:

- Live Chat: speak with a customer service representative directly
- The ability to post a public question
- A “Getting Started” section for new users
- A “Frequently Asked Questions” (FAQ) section

You can find it here: <http://support.condocontrolcentral.com/>

**Please keep in mind that the support portal is a work in progress, and will be continuously updated based on new features and customer requests.*

Two new hardware options for your security guards: signature tablet and parking permit printer

Available for: **Security & Concierge**. Please **contact Condo Control Central** to make use of these

We have two new hardware options that are available for use:

Tablet for Security & Concierge

To help make life easier for your security team, we now have a tablet option available for purchase. The tablet is a Google Nexus 7. It allows your security team to sign-out packages and capture visitor signatures when they sign into the building, and it works with our system to make these processes fluid and painless.

You can find more information on the tablet application in the Security & Concierge section of the release notes.

Parking Permit printer

We are also offering an easy-to-use parking permit printer. Rather than having to print a full-sized permit from a big, slow printer, or filling out a parking permit by hand, your security team can make use of the parking permit printer. It will print a smaller permit quickly!

If you would like to purchase a parking permit printer, please contact Condo Control Central, and we will help get your building set up.

Added the ability to disable owner logins & email notices

Available to: **Administrators**. Please **contact Condo Control Central** to activate this feature.

In the past, we have had several requests by property managers and board members to disable owner access to the system.

To address this request, we have added a new setting which allows us to disable owner logins and email notification settings at your request. When you ask us to turn this setting off, it will not allow owners or tenants in your condo to log into the system. This also allows management to test out the system by posting announcements, files, etc. without having to worry about sending email notifications to owners/tenants.

If an owner or tenant attempts to log in while this setting is activated, they will receive the following message:

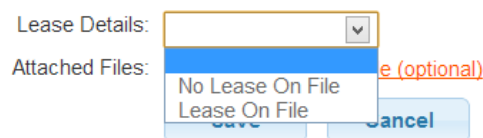
"Login for owners and tenants is currently disabled. Only administrators are able to log in."

To activate this feature, please contact Condo Control Central.

Added drop-down menu for lease details to the unit table

Automatically available to **Administrators**

On the "edit unit" page, you can now select lease details from a drop-down menu. This allows management to keep track of where resident leases are kept. It also allows managers to upload and attach files to specific units using. This page can be accessed when you select the "edit" on the "unit details" page. The options are: "Lease on File" and "No Lease on File".



Vehicle details are now editable by owners

Automatically available to **all users**

Previously, an "edit" link was visible in the vehicles section of the "My Account" page, but it didn't work. This has been fixed, and all users can now add/edit/remove their own vehicle information.

To edit your vehicle information:

1. Log into the system using your username and password.
2. Click on the “My Account” tab.
3. Click on the “Vehicles” section.
4. To add a new vehicle, click “Add New”. Otherwise, you can edit/remove any existing vehicles that are linked to your account.

Removed “Blog” feature

Updated by default for: **All Users**

The Blog was an older feature which is no longer used. The link’s presence caused some confusion among users, so it has been completely removed from the system. If you are interested in posting information for your owners, please use either the “announcement” or “form” features instead.

Core Module

Additional languages available for the welcome page

Automatically detects your browser's language settings. Available to **Users**

We have had several requests for translations of Condo Control Central. The welcome site is now available in three different languages: English, French, and Spanish. This is just the first phase of an ongoing translation project to increase usability of Condo Control Central in multiple languages. Eventually, the entire system will be available in these three languages.

The translation works by detecting your web browser's language settings. For example, if your browser is set to "Spanish" by default, it will be detected by the system and the welcome page will be displayed in Spanish.

Added a warning before an announcement is deleted

Automatically available to **Administrators**

In the past when a customer would delete an announcement, they would often re-write and re-post the announcement to correct an error, but they would choose not to send email notifications to users. As a result, owners would have a link to a deleted announcement in their email inbox, rather than the updated one.

To help address this, we have added the following warning on the delete announcement page:

[Home](#) > [List Announcements](#) > Delete Announcement

Confirm Delete

You are about to delete the announcement "Test announcement - reserve fund study".

IMPORTANT NOTE: Are you deleting an announcement to correct a mistake? Are you planning to re-post? Please do NOT delete; instead, go back and Edit the existing announcement. You can make changes or revise the attachment if needed. If you need help, please call us at 888-762-6636 and select option 2 for immediate assistance.

[Confirm and Delete Announcement](#)

[Do not Delete](#)

"IMPORTANT NOTE: Are you deleting an announcement to correct a mistake? Are you planning to re-post? Please do NOT delete; instead, go back and Edit the existing announcement. You can make changes or revise the attachment if needed. If you need help, please call us at 888-762-6636 and select option 2 for immediate assistance."

By editing the existing announcement rather than reposting an entirely new announcement, administrators can reduce user confusion and ensure their announcement is viewed by the intended audience.

Added support for multiple phone numbers and email address to emergency contact details

Automatically available to **Administrators**

Previously, when adding emergency contact details to users' profiles, there was no option to select the type of phone number being recorded. This has been addressed, and there is now space to enter up to four phone numbers.

We have also added a field to capture the emergency contact's email address if you have it. This was added so that an extra method of communication is available should the need to contact them arises.

Added a user field to the vehicle details page

Automatically available to **Administrators**

Previously there was no indication which user a vehicle belonged to, and administrators were only able to see that a vehicle belonged to a specific unit. There is now a “User” field on the vehicle details page, which allows administrators to specify which user a vehicle belongs to. This change makes it easier for administrators to track vehicle ownership within a unit.

To add a user to a vehicle:

1. Add a new vehicle to a unit (or edit an existing one).
2. Select the user from the drop-down menu pictured below.

[Home](#) > [List Units](#) > [View Unit](#) > New Vehicle



New Vehicle

User:	<input type="text" value="Molly"/>
Make:	<input type="text" value="Sean"/>
Model:	<input type="text" value="Molly"/>
Color:	<input type="text" value="White"/>
License Province:	<input type="text" value="ON"/>
License Plate Number:	<input type="text" value="ABC 123"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Image previews now showing up properly in all browsers

Automatically available to **all users**

Image previews would occasionally show up “stretched” in both Internet Explorer and Mozilla Firefox. This occurred when trying to preview a document in the file library. The issue has now been fixed, and image previews should show up properly in all browsers.

**Note that if you use Google Chrome, you were not affected by this issue.*

Announcements listed on the home page now respect group permissions

Automatically available to **all users**

When an announcement was restricted to specific groups, it would still be visible, although unclickable, on the home page for all groups. This has now been fixed, and announcements will display properly based on group permission settings.

Announcements now respect paragraph formatting.

Automatically updated for **Administrators**

A bug was found, where announcements would not respect paragraph formatting. This meant that when an announcement was posted, the entire body would show up in one paragraph without any spacing. This has been fixed, and posted announcements will now be displayed with formatting.

Security & Concierge

Added printable PDF parking permits to visitor parking

Available to: **Users** with access to Security & Concierge. Please **Contact Condo Control Central** to activate this feature.

If your condo is taking advantage of the parking permit printer, then you will have the option to print a parking permit when checking-in new visitors.

After saving the visitor's check-in information, click on their log in the list. You can then select the "Print Parking Permit" option to print a resized parking permit. Note that if your condo doesn't have the parking permit printer, you can still generate parking permits, but they will be full-page versions.

Visitor Details

Visiting Unit #:

301

Visitor Name:

Sample Visitor

Contractor?

No

Arrival:

5/28/2013 2:27:48 PM

Departure:

Not yet departed

Comment:

Extend Parking Permit

Sign Out Visitor

Print Parking Permit

Revise Vehicle Details

Parking Permits

From	To	Vehicle Description	Plate
5/28/2013 2:27:48 PM	5/28/2013 11:59:59 PM	Grey BMW	Ontario ABC 123

Visitor History

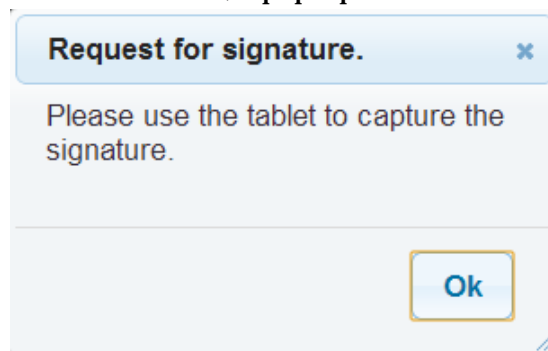
Added visitor sign in to the Condo Control Central tablet application

Available to: **Users** with access to Security & Concierge. Please **Contact Condo Control Central** to activate this feature.

If your condo uses the Condo Control Central tablet application, you can now capture visitor signatures when they sign into the building.

To capture a visitor's signature:

1. Sign the visitor in like you normally would through the security & concierge module in the system.
2. When you save the visitor's information, a pop-up will show that looks like this:



3. Click ok, and select the "Capture Signature" button on the tablet.
4. After the visitor has signed, their signature will show up on in "visitor details" when you select them from the list in the system.

If no signature is captured after five minutes, the tablet application will no longer require a signature for that particular visitor.

**Note that signature capture also works for package tracking, keys, service requests (with permission to enter), and permission to enter.*

Added the ability to attach files to security logs

Automatically available to **Users** with access to Security & Concierge

Security guards can now attach relevant files to their security log updates.

To attach a file:

1. Open a new security log.
2. Select "More Options".
3. Click "Choose File" in the "Attach a file" section.
4. Select the file from your computer and click "Open".
5. Click "Save".

To download a file:

1. Open an existing security log with an attached file.
2. Click on the file name located in the log details section.

Action	Logged Time	Details (Click to edit)
Delete	5/29/2013 12:14:41 PM	Sample Log Urgency: Low Type: General Files: Sample File

3. The file will be downloaded to your computer, where you can then open it to view it.

Added "Log Call" option to package tracking

Automatically available to **Users** with access to Security & Concierge

We have added the ability to log manual phone notifications about packages to the system. For example: was a message left, was the recipient spoken to live, etc.

To create a new phone log:

1. Open the package details by selecting the package from the list.
2. Click the "Log Call" option near the bottom of the package details.

Package Details

Package Type:

Incoming

Reference #:

13548

Recipient:

Owner, Test (1001)

Delivered By:

CanadaPost

Description:

Sample Package

Perishable:

No

Stored In:

Send Reminder

Release Package

Package History

When	Who	What	Details
5/31/2013 1:12:21 PM	contact@condocontrolcentral.com	Received Package	Received Package

Log Call

- Enter the log, and click “save”.

Log New Phone Notification

Sample phone notification.

Save

Cancel

- When you open the package details again, the phone notification will be listed in the package history table.

When	Who	What	Details
5/31/2013 1:12:21 PM	contact@condocontrolcentral.com	Received Package	Received Package
5/31/2013 1:15:17 PM	contact@condocontrolcentral.com	Phone Notification	Sample phone notification.

Log Call

Changes to streamline the security log process

Automatically available to **Users** with access to Security & Concierge

Activity stream entries have been reduced to one per shift.

Previously, each log entry would show up as its own entry within the day’s activity stream. Now, logs are consolidated within one entry, and displayed as: “[Name] security log for mm/dd/yyyy”.

This means that when a log is updated or edited, each entry will show up within the same record.

Additional items added to the log details page.

An “Action” column has been added that allows you to delete logs during your shift (note that this is only available during the shift’s active time). An edit feature has been added, where you can click on a previous log to edit its contents.

You can perform both of these actions when you select your daily log from the activity stream.

Streamlined layout on the security log entry page.

When adding a new security log, you can select “more options” to add additional details (such as urgency, related unit, etc.) to your log. These additional details will now be listed under the log once it is saved. By default, urgency is set to “Low”, and type is set to “General”.

Same screen now used when selecting security log from activity stream and when selecting “new security log” icon.

When you select your security log from the activity stream, it will now use the same view as if you selected the “new security log” option from the top of the page. This change ensures a consistent view no matter which way your users access the security log. The change has taken effect automatically, and affects all users.

Added auto-save feature for security logs and incident reports

Automatically available to **Users** with access to Security & Concierge

We received feedback from several security guards that they would lose their work when their session timed out. To fix this, we have added an auto-save feature to security logs and incident reports. This feature saves any work in progress that may be in an unfinished log. If the guard’s session times out and they are required to log back in, they will see their incomplete log exactly

as it was left. This fix will remove the hassle of having to re-type any logs or incident reports that security guards are working on.

Tasks

Ability to revise task subject after task was created

Automatically available to **Users** with access to the tasks feature

Once you have created a task, you can now edit the “task summary” if you need to. To do so, simply click on “View/Edit” located next to the Task ID in the task list. You can then click on the task summary to edit it, and click “OK” when finished.

Task Details

Task ID:	TASK-0699
Summary:	<input type="text" value="Sample Task Edit"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>
Detailed Description:	Task description.
Status:	Not Started
Assigned To:	Bosscher, Brian
Due Date:	

Added printable view for the “view task” page

Automatically available to **Users** with access to the tasks feature

Previously, when you wanted to print a task, you would need to use your browser to print the whole page, which would include the navigation header. We have improved this by adding a “Print Task” button in the “Stay Informed” section of the task view. This button allows you to download a PDF version of the task, which lists all of its details in a formatted table.

To save a PDF version of a task:

1. Login to Condo Control Central.
2. Click “Tasks” on the Home Page.
3. Select the task that you would like to print by clicking “View / Edit”

4. Scroll down and select “Print Task”, located in the “Stay Informed” section.

Stay Informed

Followers will receive an email notice every time this task is updated.

Stop Following

View Followers

Print Task

5. The task will then be saved to your computer, and you can open and print the downloaded PDF.

Task update emails now include the task title in the subject line

Automatically available to **Users** with access to the tasks feature

When you update a task, all of the task’s followers receive an email update. Previously, these updates’ subjects only included the task number (i.e. TASK-001). We have changed the subject lines in task update emails to include the task subject. This will make it easier for users who follow multiple tasks to understand which task is being updated, rather than having to log in and find the task using the task number.