



CondoControlCentral
The really smart way to run your condo.

Condo Control Central

August 2013 Release Notes

Table of Contents

About Our Release Notes.....	3
Your Feedback is Very Important to Us.....	3
Recent Changes to This Document.....	4
Summary of August 2013 Changes.....	5
New Features.....	5
Improvements.....	6
Bug Fixes.....	7
New Features.....	9
Added “Skip-all” button to security log review screen.....	9
Added an auto-reply for form submissions in the help section.....	10
Added ability to limit monthly visitor parking.....	10
Added “Update” pop-up to home page.....	11
Added the ability for owners to log their own visitors.....	12
Improvements.....	13
Added “Expiration Date” column to visitor parking permits report.....	13
“Most recent sale date” no longer includes a time stamp.....	13
Increase to default number of list items displayed.....	14
Change to “Post a Reply” message in notification emails.....	14
Added options for shorter reminder times in Service Requests.....	14
Added additional search options to the Unit File.....	15
Updated the subject line in announcement and event notification emails.....	15
Change to “Owner/Tenant Phone Number List” report.....	15
Made “Revise Booking” option in amenity booking more user-friendly.....	16
Automatically un-follow tasks that are reassigned to a different user.....	16
File uploads now logged as separate updates in Task Tracking.....	17
Added filtering by date to the Security & Concierge module.....	17
Administrators can now approve multiple booking requests at a time.....	18
Bug Fixes.....	19
HTML tags no longer showing in service request reminder emails.....	19
Updates to tasks & service requests no longer erased if files are uploaded before saving.....	19
“Update Booking” button is now always visible in Amenity Booking.....	20
Task tracking no longer accessible if module is not activated.....	20

Task & service request updates by email now being broadcast properly.....	21
Administrators now able to add/remove users for groups they are not a part of.....	21
“Print Shift Report” button now hidden when no logs are created in Security & Concierge....	22
Amenity booking now respecting maximum booking lengths.....	22

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
August 20, 2013	Added additional updates	Added headings and descriptions for several new features.
August 12, 2013	Added new updates	Added additional headings for the Aug. 15 th release.
August 1, 2013	Editing	Minor editing to existing changes.
July 30, 2013	Updated New Features & Improvements	Added descriptions for each of the new features and improvements.
July 29, 2013	Updated headings/links	Added headings and links for each change.
July 25, 2013	Reformat	Re-organized layout so that items are grouped by "New features", "Improvements", and "Bug fixes", rather than by module.

Summary of August 2013 Changes

The following outlines the major changes that have been made to Condo Control Central since the previous update.

New Features

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Added "Skip-All" button to security log review screen	✓		✓	
Added an auto-reply for form submissions in the help section	✓			
Added ability to limit monthly visitor parking				✓
Added update pop-up to home page	✓			
Added the ability for owners to log their own visitors	✓		✓	

Improvements

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Added expiration date column to visitor parking permits report	✓			
"Most recent sale date" no longer includes a time stamp		✓		
Increase to default number of list items displayed	✓			
Change to "post a reply" message in notification emails	✓			
Added options for shorter reminder times in service requests		✓		
Added additional searching options to the Unit File	✓			
Updated subject line in announcement and event notification emails	✓			
Change to "Owner/Tenant Phone Number List" report	✓			



Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Made “revise booking” option more user-friendly in Amenity Booking		✓		
Automatically un-follow tasks that are reassigned to a different user	✓			
File uploads now logged as separate updates in Task Tracking	✓			
Added filtering by date to the Security & Concierge module	✓			
Administrators can now approve multiple booking requests at a time		✓		

Bug Fixes

Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
HTML tags no longer showing in service request reminder emails	✓			



Feature	Available to users.	Available to administrators.	Not automatically visible. Requires some setup.	Contact us to enable this feature.
Updates to tasks & service requests no longer erased if files are uploaded before saving	✓			
"Update Booking" button now always visible in Amenity Booking		✓		
Task tracking module no longer accessible if module is not activated	✓			✓
Task & service request updates by email now being broadcast properly	✓			
Administrators now able to add/remove users for groups they are not part of		✓		
"Print Shift Report" button now hidden when no logs are created in Security & Concierge	✓			
Amenity booking now respecting maximum booking lengths	✓	✓		

New Features

Added "Skip-all" button to security log review screen

Available to **Security & Concierge Users**. Requires "**Security Console > Security Logs > Can Skip Reviewing Logs**" permission to be activated.

Previously, users who had access to the Security & Concierge module, but didn't use it on a regular basis, would be required to review all of the past security logs since the last time they opened the module. Unfortunately for users that hadn't accessed the module in a while, this could mean clicking through many screens before being able to get into the module.

To address this, we have added a new permission titled: "Security Console > Security Logs > Can Skip Reviewing Logs". When this operation is activated, a "Skip All" button will become visible to all members of that group when they are asked to review old logs. This button will mark all of the logs as "skipped", so they will no longer show up in the "Log Review".

To turn this operation on for users:

1. Login to Condo Control Central and select the "Condo Details" tab.
2. Under groups, click "Edit" next to the group you would like to enable this for.
3. In the "Allowed Operations" section, click "Edit..."
4. Select "Security Console > Security Logs > Can Skip Reviewing Logs" from the list, and click "Add".
5. Click "Close" and then "Save" to enable it.

Added an auto-reply for form submissions in the help section

Available to **All Users**.

Previously, when users would submit a ticket in the help section of Condo Control Central, they would have no record of the email they submitted.

To address this, we have added an automatic email reply to forms that are submitted in the help section. This means that when a user sends us a question or comment, they will receive an email response which contains their original message.

Added ability to limit monthly visitor parking

Available to **Administrators**, please **Contact Us** to activate this feature.

Some buildings limit the number of nights per month that overnight parking permits can be granted for a unit. Previously, our system didn't support this and wouldn't give an indication when a unit had exceeded the maximum number of nights per month for visitor parking.

To support this, we now allow for administrators to set a maximum number of nights per month that they wish to limit visitor parking. If the concierge desk tries to log a visitor, they will see the following message if the unit has exceeded the maximum and will not be allowed to continue:

New Visitor

Visiting Unit Number:

Visitor Parking Usage:
38 nights used in the last 30 days. [Details](#)
9 nights used this month. [Details](#)

Maximum number of overnight visitors has been exceeded!

Visitor Name:

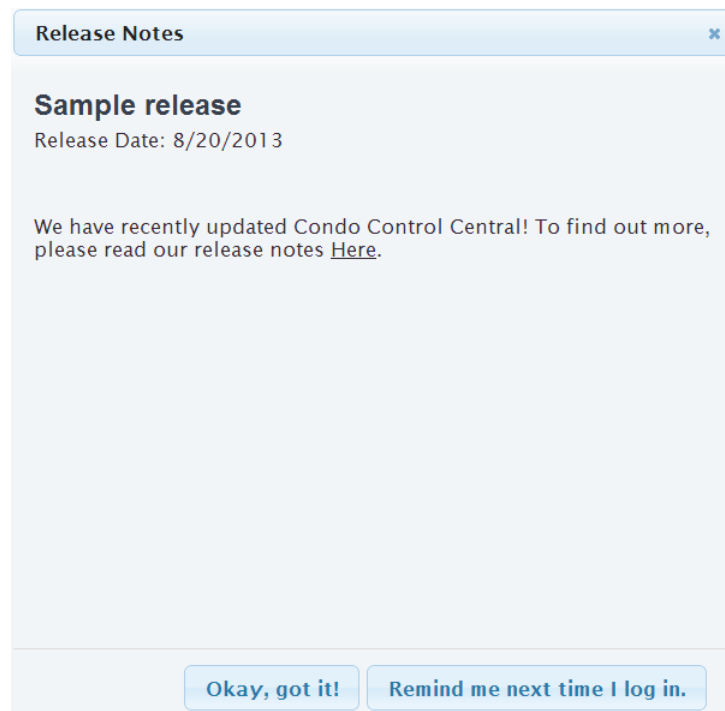
☐ Check here if visitor is a contractor
☒ Check here if visitor requires parking

This is a feature that we need to turn on by Condo Control Central. To activate this please contact us at **888-762-6636** or by email at: contact@condocontrolcentral.com.

Added "Update" pop-up to home page

Available to **Users** that belong to **Property Managers, Board Members, and Security & Concierge.**

It can sometimes be unclear when we release updates to Condo Control Central. In an effort to increase the visibility of our updates, we have added a pop-up to the home screen which will be displayed every time we release an update.



This pop-up will only show for users who are members of the Property Managers, Board Members, and Security & Concierge. Once a user clicks "Okay, got it!", it will no longer show up when they login to the system.

Added the ability for owners to log their own visitors

Available to **Users**. Requires some additional setup.

Some buildings do not have a Security/Concierge desk, but still wish to track visitors and visitor parking. To remedy this, we have added a new feature which allows for residents to log their own visitors. This has been added as a new “Allowed Operation” for group permissions and needs to be activated by an administrator.

To turn this feature on:

1. Navigate to “Condo Details” > “Groups”
2. Click “Edit” next to the group that should be allowed to log their own visitors.
3. Under the “Permissions” heading, select “Edit...”.
4. Select “My Account > Can Log Own Visitors” from the list and click “Add”.
5. Click “Close” and then “Save” to complete the process.

Users belonging to the group you select will then be able to log their own visitors by either clicking “My Visitors” on the home page or by navigating to “My Account” > “My Visitors”. When a user logs a visitor, a record will be created in the security & concierge activity stream found in the Security & Concierge tab. The record will show visitor and user information:

Visitor Sample Visitor Logged by Sample, John (202) - (Owner)

202

Improvements

Added “Expiration Date” column to visitor parking permits report

Available to **Users** with access to **Reports**.

Because some visitors get parking permits for more than one day at a time, Security & Concierge users weren’t able to see in the “Visitor Parking Permits” report whether certain permits had expired or not.

To address this, we have modified the “Visitor Parking Permits” report to show an “Expiration Date” column. This column contains the expiry date and time for each parking permit currently logged in the Security & Concierge module.

“Most recent sale date” no longer includes a time stamp

Available to **Administrators**.

A small issue was made known to us regarding a unit’s “Most Recent Sale Date”. When an administrator would select a new sale date the displayed date in the unit details would be different from what was originally selected. This was occurring because the system was trying to correct for time zones.

To address this, we have changed the “Most Recent Sale Date” field in the Unit File so this field no longer includes a time and only shows a date.

Increase to default number of list items displayed

Available to all **Users**

At the request of some of our customers, we have increased the default number of list items that will be displayed by the system to 25. This means that when you access lists in Task Tracking, Service Requests, or the Unit File, the number of items displayed by default has been increased from 15 to 25.

Change to “Post a Reply” message in notification emails

Available to all **Users** who receive **Notification Emails**

We have made a slight change to the “post a reply” message (for clarity) in email notifications that are sent when updating tasks or service requests. The text now reads:

:: To post a reply by email, reply to this email and write your response above this line ::

Added options for shorter reminder times in Service Requests

Available to **Administrators**.

Previously, the shortest time available for auto-reminders for service requests was seven (7) days. This meant that if scheduled for this length, a reminder would be sent for the request if it hadn't been updated within that time period.

We have added additional options for the reminder notification timer with a minimum of 3 days for a reminder email to be sent.

Added additional search options to the Unit File

Available to **Administrators**

We have added the ability to search by vehicle details in the Unit File. This means that if you search for a license plate in the “Units” section of the “Condo Details” tab, the result will show the unit details for the vehicle searched. In the future, we are planning on adding the ability to search by common elements as well.

Updated the subject line in announcement and event notification emails

Available to **All Users**.

This change is similar to a recent change we made to the subject line in task notification emails. When a new announcement or event is posted, the subject line of the notification email that is sent to users now contains the announcement/event title.

Change to “Owner/Tenant Phone Number List” report

Available to **Users** with access to **Reports**.

We have changed the title of the “Owner/Tenant Phone Number List” report to “Owner/Tenant Phone Number & Email List”. We made this change because we have added a new column to this report titled “Email Address”.

Made “Revise Booking” option in amenity booking more user-friendly

Available to **Administrators** for **Amenity Booking**.

Previously, the “Revise Booking” option in amenity booking didn’t work as clearly as it should have. In order to change the scheduled time for a booking a user needs to click the “Check Availability” button. Many users would skip this step and try to click “Save”, but would be unable to because the button would be disabled until an availability check was performed.

We have hidden the “Save” button in the “Revise Booking” option. Now, users must click “Check Availability” for it to show up so that they may save their changes.

Automatically un-follow tasks that are reassigned to a different user

Available to **Users** with access to **Task Tracking**.

Once assigned to a task, users previously had to manually “un-follow” the task to stop receiving notification emails. This would lead to users receiving email notifications that they did not need to receive. For convenience we have changed this so that when a task is reassigned, other users are removed as followers from that task.

When a task is reassigned to another user, the original assignee/follower is now automatically removed from that task and will no longer receive email updates.

File uploads now logged as separate updates in Task Tracking

Available to **Users** with access to **Task Tracking**.

We recently updated the file upload feature in task tracking to allow users to upload multiple files at a time. Problems arose because notification emails were not being sent to followers when files were attached to tasks.

At the suggestion of some of our customers, we have begun logging file uploads as separate updates in task tracking. This means that when a file is attached, it will show up as a record in the task history along with the user who uploaded it and a time stamp.

Added filtering by date to the Security & Concierge module

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

To increase the usability of the Security & Concierge module, we have added an option to filter the activity stream using a date range that the user can specify.

To do so, Security & Concierge users simply need to click the “Advanced Search” link. This will allow them to input a date (and time) range with which they can filter search results.

Search or filter: [Advanced Search](#) [Reset](#)

If the users wishes to revert back to the default view, they can click “Reset” to reset all of the filtering fields.

Administrators can now approve multiple booking requests at a time

Available to **Administrators**.

In an effort to improve user-friendliness we have added an option to allow administrators to approve multiple bookings at a time in Amenity Booking. As multiple booking requests build up, it can become tedious to go through each one to approve them. We have added a check-box next to each pending request. When you click “Approve Selected”, the selected requests will be approved in the system and therefore removed from the list.

Approve Selected

Action		Amenity
<input checked="" type="checkbox"/>	Details Approve	Party Room



Bug Fixes

HTML tags no longer showing in service request reminder emails

Fixed for all **Users** who receive **Service Request Reminder Emails**.

A bug was discovered where HTML tags would show up in the body of service request reminder emails.

This has been fixed and the body text contained in these emails now shows up normally.

Updates to tasks & service requests no longer erased if files are uploaded before saving

Fixed for all **Users** with access to **Tasks** or **Service Requests**.

A bug was found after our last update where if a user tried to upload a file to a task or service request while in the midst of composing an update, the update would be erased. This would only happen if the update hadn't yet been saved by the user.

This has been fixed, and users can now upload files to tasks or service requests while composing an update without having to save it first.

“Update Booking” button is now always visible in Amenity Booking

Fixed for all **Administrators** in **Amenity Booking**.

After our previous update, a bug was found where the “Update Booking” button would no longer appear in the booking details screen in Amenity Booking. This meant that further details could not be added to existing bookings.

To fix this, we have made the “Update Booking” permanently visible so users can change existing bookings’ details post-approval.

Task tracking no longer accessible if module is not activated

Changed for all **Users**. If you would like to activate **Task Tracking**, please **Contact Our Sales Department**.

A bug was found on the User home page where the Task Tracking module was still accessible even if it had not been activated for that workspace.

We have updated this so that the module will need to be activated by Condo Control Central before it become accessible to users. In order to do so, please contact our Sales Department at **888-762-6636, Option 1** or sales@condocontrolcentral.com.

Task & service request updates by email now being broadcast properly

Fixed for **All Users**.

Last month, we released an update which allowed users to submit updates to tasks and service requests via email. We were promptly notified of a bug where email notifications were not being sent out when users would send an update by replying to the initial email notification sent by the system.

This bug has been fixed so when users submit task and service request updates by email, a new email notification is generated and sent out to all followers.

Administrators now able to add/remove users for groups they are not a part of

Available to **Administrators**.

Previously, there was a bug where administrators would not be allowed to add/remove users for groups that they are not a part of as well. For example, board members were not able to add new users to the “Property Managers” group because the board member was not included in the members list.

This has been fixed, and administrators can now edit groups freely.

“Print Shift Report” button now hidden when no logs are created in Security & Concierge

Available to **Security & Concierge Users**.

A bug was found in the Security & Concierge console, where users could print a blank shift report. When users first created a new shift with no logs, the “Print Shift Report” button was visible when they reviewed their shift details.

This has been fixed, and the “Print Shift Report” button is now hidden until the first security log is created.

Amenity booking now respecting maximum booking lengths

Available to **Users**.

After our previous release, a bug was exposed where amenity booking was not respecting the maximum booking lengths for amenities where this was set. This meant that users would be able to submit booking requests longer than the maximum time allowed for the amenity they were requesting.

This has been fixed, and amenity booking should again be respecting maximum booking lengths meaning that users will not be able to submit requests for longer periods of time than what is outlined in the amenity details.