

**Reference Guide**

Dear Owners & Residents:

INSERT YOUR CONDO CORP HERE has implemented a technology solution for all communications, called CC (Condo Control) that can be accessed online through any Web browser. This solution provides us with many valuable benefits for owners, residents, management and the board, such as:

* **Communication Tools:** Announcements and event notices that are available online (and archived for futurereference) and with automated email distribution.
* **Secure and Accurate Records:** resident submissions are logged with all details and follow-ups in one place toensure communication is complete and not missed (such as missed emails or voicemails). In addition, privacy is strictly controlled through security features that ensure unit information and submissions are only visible to you and management/board.
* **Comprehensive Repository of Information:** With this tool, everything you need with regards to living at INSERT YOUR CONDO CORP HERE is in one single place from notices/memos, a library of documents, bookings, personal and emergency information, and so on.

To ensure the best level of service and responsiveness from Management and the Board, since the tool has been in place, we have also made a decision to exclusively use CC as our tool for communicating between the board, management, owners and residents. All owners and residents of INSERT YOUR CONDO CORP HERE have been set up on CC but if required, additional users can be added (instructions provided in Guide under “Registering for Access to CC”).

Many of you have been using CC extensively and we appreciate the support. For anyone new or has not been able to try all of the features of CC, we have provided a quick reference guide for some of the key uses of CC on the following pages. We know that technology can sometimes take a bit of getting used to, so if any owner or resident would like any quick training on CC, please let us know and we can look at options for providing support to you.

If any one part of INSERT YOUR CONDO CORP HERE community is unable to use CC, please contact Management or Condo Control (via CC, by email at INSERT YOUR EMAIL HERE, or phone Management at INSERT YOUR PHONE NUMBER HERE).

Please be sure to provide your name, suite number and let us know the details of why you are not able to use CC so we can work jointly (in conjunction with CC) to identify options for you or investigate how to address any limitations with the software.

Best regards,

INSERT YOUR CONDO DETAILS HERE (PM NAME, CONDO CORP #, ETC)



**Condo Control Quick Reference Guide**

**LOGGING IN**

Go to www.condocontrolcentral.com and click on the login link at the top right of the home page.

Log in with your email address and password



**REGISTERING FOR ACCESS TO CC**

To Register for access onto Condo Control, you may utilize your provided registration code and unit number and visit the below:
<https://condocontrolcentral.com/registration>

**DEFINITIONS**

Here are some descriptions of the various aspects of CC

* **Announcement**: any memo or notice that is applicable for a period of time
* **Event**: Any event that is occurring on a specific day(s) or time(s)
* **Library**: This is an online repository for documents such as declarations, by-laws, and notices relevant toowners/tenants (Note: All notices are archived in the Library).
* **Resident Submission**: This is a private (visible to management only) place to submit all non-emergencycontact with management and the board. Examples include:
* Questions
* Suggestions
* Parking Change Request
* Owner/Tenant Registration Information
* Issues with your Suite
* Issues with Common Areas
* Renovation Request
* **Amenity Booking**: This is to reserve use of the freight elevators or other amenities in the building
* **My Account**: This section is to view/edit information specific to you and your suite
* **Classified Ads**: This is a place to post any items or otherwise you have available for sale
* **Survey**: This is a place to reply to any surveys pertaining to the community
* **User Guide**: This is the official and current detailed information guides on how to use CC directly from thesoftware provider.

**CC Quick User Guide**

Below are some of the key functions as a very quick guide to using CC. For the latest and most accurate guides, please always refer to the User Guide available online once you are logged in to CC.

|  |  |
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| **Function** | **Steps** |
| View Current Announcements | Click “Home” then “Announcements” |
|  | Click “View” beside announcement to see a notice in full |
| View Past Announcements | Click “Home” then “Announcements” |
|  | Change the pull-down menu to “Past Announcements” or “All |
|  |  Announcements” and then click “Search” |
|  | Scroll down and click “View” beside announcement to see the notice in full |
| Search Announcements | Click “Home” then “Announcements” |
|  | Enter any search terms in the space beside “Filters” |
|  | Select whether to search Current/Past/All Announcements using pull |
|  | down menu |
|  | Click “Search” |
|  | Scroll down and click “View” beside announcement to see a notice in full |
| View Current/Future Events | Click “Home” then “Events” |
|  | Click on the event from the calendar to view notice in full |
| View Past Events | Click “Home” then “Events” |
|  | Change pull-down menu to “Past Events” or “All Events” and then click |
|  | “Search” |
|  | Scroll down and click on the event from the calendar to view notice in full |
| Search Events | Click “Home” then “Events” |
|  | Enter any search terms in the space beside “Filters” |
|  | Select whether to search Future/Past/All Events using the pull-down menu |
|  | Click “Search” |
|  | Scroll down and click on the event from the calendar to view notice in full |
| View files in Library | Click Library |
|  | Select “Recently Added Files” for a list of recent files |
|  |  Click on the folder to browse and view files within |
| Change your personal information | Click “My Account” and then scroll to the section you wish to modify and |
|  | click “Edit” (if available as some sections are view only) |
| Change your email preferences | Click “My Account” and then “Email Preferences” |
|  | Click “Change email preferences” |
|  | Check off when you would like to be emailed. |
|  | **IMPORTANT:** Please note that if you choose NOT to receive certain |
|  | email notifications, you will be responsible to ensure you manually |
|  | check CC for any notices/updates. |
| Change your password | Click “My Account” and then “Change Password” and follow |
|  | instructions |
| Open a Service Request | Click “Service Request” then “New Service Request” |
|  | Complete all the information requested and click “Send” to submit |

|  |  |
| --- | --- |
| **Function** | **Steps** |
| View or make updates to your resident |  Once you create a Service Request, if your email preferences are |
| submission | not turned off, you will receive an email confirmation of your |
|  | request. Did you know that if you simply reply to that email (do not |
|  | change Subject) from the email account registered with CC, your |
|  |  email reply will automatically be logged to your Resident Submission! |
|  |  You can also go online at CC and make updates as follows: |
|  | Click “Service Request” |
|  | You can see all of the OPEN Service Requests that relate to you. |
|  | Click the View icon to make any updates/comments/replies |
|  | If you scroll down here you are able to do the following: |
|  | Click “Upload Files” if you wish to add any attachments to your request. |
|  | Write text in the text box below “Add Another Update” to add additional |
|  | comments or a reply to management. |
|  | Check on/off if you authorize access to your suite (if applicable to your |
|  | request) |
|  | Once all your changes are done, click “Save” to complete the update |
|  |  |
| Make an Amenity Booking | Click “Amenity Booking” |
|  | Click “Create Booking” |
|  | Select what you would like to book |
|  | Enter the Date(s)/Time(s) as applicable |
|  | Click “Book Now” to see if the booking is available |
|  | Fill out applicable details |
|  | Click “Next” |
|  | Click to select “Yes” or “No” for receiving an email reminder |
|  | If applicable, review any Terms & Conditions and click “I Agree” |
|  | If applicable, review any payment/deposit requirements and ensure |
|  | you agree and understand before clicking “Continue” |
|  | You will see a summary of your booking to review. If there are issues |
|  | keep clicking “Go Back” to make necessary changes or click “Save”  |
| View an Amenity Booking | Click “Amenity Booking” |
|  | Scroll Calendar using navigation arrows to find the date of your |
|  | Booking, pending approval bookings will be shown in yellow on the |
|  | calendar |
|  | Click on the reservation and a new window will appear with the details. |
| Cancel/Change an Amenity Booking | Click “Amenity Booking” |
|  | Scroll Calendar using navigation arrows to find the date of your |
|  | booking to be cancelled  |
|  | Click on the reservation and a new window will appear with the details. |
|  | Click “Cancel Booking” and enter a reason for the cancellation and click |
|  | “Save” (If you needed to change your booking, now that cancellation is |
|  | complete, you now enter your reservation by creating a new one). |