

Axia Property Management Inc.

# USER GUIDE

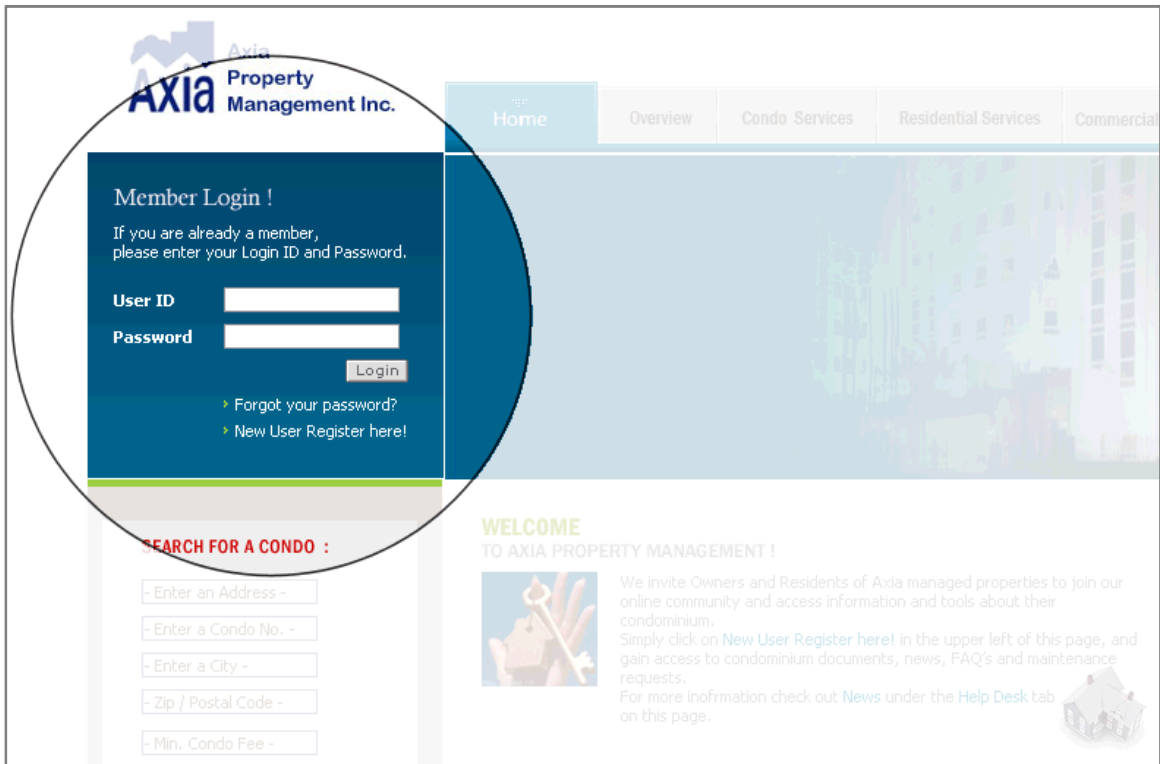
## USING MEMBERS AREA

09



## Login to Members area

Figure 1



1. Enter your **UserID** and **Password**;
2. Click the **Login** button;

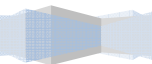
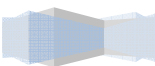


Figure 2

The screenshot displays the 'Member's Area' dashboard for John Smith. The top left navigation menu includes: Dashboard, Update Your Profile, Change Your Password, and Sign Out. The top right section shows the user's profile information: Unit (1, Apartment 1, Ottawa), Address (123 Main Street), City (Ottawa), Postal Codes (K0K0K0), and Province (Ontario). The main content area is divided into four sections: Documents (Pre-Authorized Condo Fee Payment Form), News (Axia Launches New Interactive Site), FAQs (How do I contact Axia after normal business hours? and Can I make a Maintenance Request Online?), and Management Request (To request maintenance click "Open New Ticket" or to review the status of an previous request click "View Status of Your Ticket"). Each section includes a 'READ MORE' button.

**3. From the members Dashboard you may:**

- **Update your Profile (contact information)**
- **Change your Password**
- **Review, download and print condominium Documents**
- **Find answers to Frequently Asked Questions (FAQs)**
- **Read the latest news concerning your condominium**
- **Open a new Management Request Ticket**



## Open a new Request Ticket

Figure 3

**WELCOME : John Smith**

**Unit** : 1, Apartment 1, Ottawa  
**Address** : 123 Main Street  
**City** : Ottawa  
**Postal Codes** : K0K0K0  
**Province** : Ontario

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### Open a Ticket

Property

Unit

Category

Subject

Request

1. Select your Property and Unit;
2. Select a Category;
3. Type in a Subject;
4. Type your request in the Request box;
5. Click the Submit button.

Your request has been entered in the Axia ticket system. You can check the status and see the reply any time you login (see Figure 4).

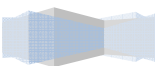


Figure 4

The screenshot displays a 'Ticket Review' interface. At the top left, the title 'Ticket Review' is shown in green. Below it, the status is 'Open', and a blue 'Back' button with a right-pointing arrow is located in the top right corner. The main content is organized into several sections:

- Original Post:** A grey-bordered box containing the following details:
  - Posted By:** John Smith (with a right-pointing arrow icon)
  - Posted on:** 12/17/2008
  - Category:** General Enquiry
  - Property:** Sample Condominium, 702 Hill Street, Ottawa, Ontario
  - Address:** Apartment 1, Ottawa, Ontario
  - Unit Number:** 1
  - Subject:** Sample Request
  - Message:** Dear Property Manager, Please send me a copy of the condo's Rules.
- Manager Reply:** A grey-bordered box containing:
  - Manager Reply:** (in green text)
  - Replied on:** 12/17/2008
  - Message:** The condos handbook contains a copy of the rules and other information you may find usefull. You may download a copy of the handbook from the Document section of the website.
- Response:** A grey-bordered box containing:
  - John Smith:** (with a right-pointing arrow icon)
  - Posted on:** 12/17/2008
  - Message:** I have downloaded the handbook. Thankyou.

Below the response is a large, empty text input area with a vertical scrollbar on the right side. At the bottom left of this area is a blue 'Reply' button with a right-pointing arrow.

6. You may add additional information to the ticket by typing in the reply box and clicking the Reply button.

