

# Portal Guide for Owners & Committee Members

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## 1. Introduction

This document has been prepared as a guide for Strata Management Organisations to use when communicating with Owners & Committee Members about their new portal.

## 2. Support Tools

The following contact methods can be used directly by your Owners & Committee Members, but can also be used to forward Owner & Committee Member support requests to:

Email: [support@smata.com](mailto:support@smata.com)

Phone: 0488 839 500

Your internal team should continue to use the MRI Support tools available for their support requests.

## 3. Value Proposition Summary

The \*Organisation Name\* Portal provides complete transparency and the ability to manage all aspects of your building affairs seamlessly in one place. It facilitates the collaboration between all stakeholders; Strata Managers, Building Managers, Service Providers, and Owners & Committee Members.

This leading strata technology supports all key functions for the management of your building, but goes beyond that and provides additional value-added services to make it a must-have tool for all strata management stakeholders. Everything is tracked and recorded in real time, which allows for full transparency and the ability to view the timeline of tasks.

The software facilitates the management of all aspects of your building. It provides Owners & Committee Members the below features with a single login;

- Access to documents & invoices for your building
- Chat/Message function between Owners, Committees, Strata Managers, and Building Managers
- Building Noticeboard
- Tracking updates on Maintenance work

### **Document Library**

We've got your very own building library complete with a search engine so you can find anything you're looking for, with just a few clicks.

### **Chat/Message**

Communicate directly with other key stakeholders including other Owners, Committee Members, your Strata Manager, or your Building Manager. All residents in a building can receive instantaneous messages about upcoming building works, or trades requiring access to the building so jobs are conducted efficiently and without anyone having to wait around.

### **Building Noticeboard**

A safe and central place for all important notices and updates to be displayed for every owner to view.

### **Invoice Management**

Invoices can be viewed and discussed by all stakeholders. Every stakeholder can view a log of activity for each invoice to ensure transparency and accuracy. Some stakeholders may also be invoice approvers, and will have access to additional functionality to approve invoices.

### **Maintenance Jobs**

You are able to track every single Maintenance Job and Quote Request for your building, in real time. All trades are rated by owners after each job on value for money, quality of their work, turnaround time, professionalism and punctuality, whereby only the very best performing trades are recommended.

## 4. Resources

Please refer to the following videos for a portal overview:

[Owner / Committee Member Portal Overview](#) (3mins)

- Best for shorter comms, introductions

[Owner / Committee Member Live Demonstration](#) (12mins)

- Best for training purposes for active users

Please refer to the following support articles for internal use:

*Note: To view these articles, first **log in to MRI Strata Connect**, then click on the **Help** (life ring icon) button from the toolbar. This logs you into the Help Centre which provides access to restricted articles.*

[Overview of the Portal for Committee Members and Owners](#)

[Frequently Asked Questions by a New Building Contact](#)

## 5. Email Campaign Suggestion

Dear {{contact\_name}},

We're pleased to announce that our new online platform is ready!

What does our new platform do exactly?

Your new custom online platform will facilitate the management of all aspects of your building. It will be replacing your current portal with the added benefit of the below features with a single login;

- Access to documents for your building
- Chat/message function between owners, committees, strata managers and building managers

- Approval of quotes
- Building noticeboard
- Invoice management and approval
- Tracking updates on maintenance work

An invitation to activate your new profile will be sent to you over the coming days.

If you have any queries please don't hesitate to get in touch with me by replying to this e-mail.

## 6. Training Program

Committee Members & Owners can register themselves for training to get the most out of their Owners Portal. They are sent a link to this training program by default when they activate their new account.

[Owners Portal Training - Owners & Committee Members](#)