

Queen's Quay Residences Website User Guide

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Queen's Quay Residences Website User Guide

Introduction

It is a widely accepted that online interactions facilitate communications, enhance information sharing, and increase opportunities to discuss topics of mutual interest. In keeping with this principle, the Board of Directors of Queen's Quay Residences is pleased to introduce to owners our new website. We hope this new facility will better support our community, provide information at your fingertips, and increase the dialogue amongst owners and residents on a variety of topics of shared interest.

This User Guide will help you make the best use of this new resource, and guide you through the various sections and resources available. Enjoy!

Conventions

This user guide will follow the conventions below:

[italic black text] – represents text that is provided for you by some means, and is dependent on your specific circumstances; since it cannot be explicitly stated, the words will describe the contents

e.g., *[your email here]*

Bold Red – represents a button or link that you can click; in some cases the buttons have icons (such as a magnifying glass, or a small triangle; in these cases the buttons will be described in words).

Blue underscore – represents a URL (web address) you can click to get to a web page

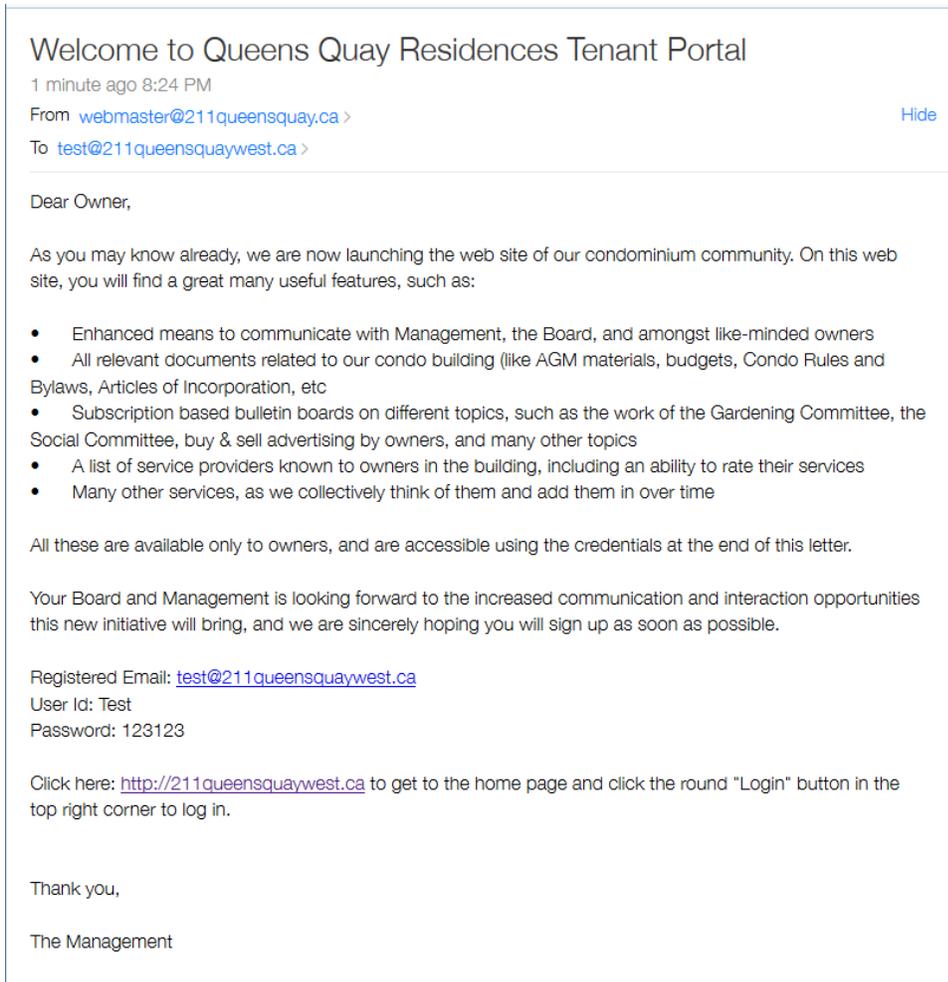
Accessing the Website

The website is located at the URL address www.211queensquaywest.ca and it was designed to be accessible from any browser, including mobile devices. This design feature, while very useful, may from time to time cause a slightly different behaviour of site controls, depending on the browser you are using (particularly on mobile devices). It is not possible to provide an exhaustive list of these variances, but in some cases this guide will highlight some of those differences.

Except for the home page, that contains only items of public interest (a brief description of the building, a photo album, and the email contacts for the building manager and webmaster) all access is restricted to registered users.

Your user id is the word Suite immediately followed by the 3 or 4 digits of your suite (e.g., Suite916 or Suite1001) and your user profile is pre-populated with the email address you provided to condo management. By now you should have received an email looking like this (for this example we will use the user id Test with the email test@211queensquaywest.ca and password 123123):

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Clicking on the link in the email will (or typing into your web browser the URL www.211queensquaywest.ca) will take you to the web site home page.

The home page is accessible to everyone (no login necessary). It contains:

- A welcome message (with several images of the building changing from time to time)
- Some general information about the building (after you scroll down)
- A slideshow of pictures from the building and its surroundings (of course these pictures will also change from time to time); clicking on a photo will bring up the slideshow in a slightly smaller format, but with added captions for each photo.
- Emails for the webmaster and the manager

The top of the screen should look like this:

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Please click on the round **Login** button at the top right to proceed. This will take you to the login screen that looks like this:

The image shows a modal window for the "OWNER LOGIN" page. At the top center is the "QUEEN'S QUAY RESIDENCES" logo. Below the logo, the text "OWNER LOGIN" is centered. There are two input fields: the first is labeled "Enter your username or email" and the second is labeled "Password". Below the password field is a link that says "Forgotten password?". To the right of these fields is a yellow "Login" button. At the bottom of the modal, there is a line of text: "Please Read the Terms & Conditions" followed by "Use of the web site implies your acceptance of the terms". A close button (an 'X' in a circle) is located in the top right corner of the modal.

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Before doing anything else, please click the link labeled “Please read the Terms and Conditions” to see a three page document outlining the overall rules for using the page. Later on, you can find this document in the Documents section of the web site, but **please keep in mind that using the site implies acceptance of these terms and conditions, whether you actually read them or not.**

The Terms & Conditions document opens in a new web browser window. After reading the document, please close the new window, and get back to the login screen.

Enter the user id (if it is not already there by default) and password you received in the email.

The next screen you see will be the home page of the website, looking like this (the photo might be different because several pictures change while you are on the home page):



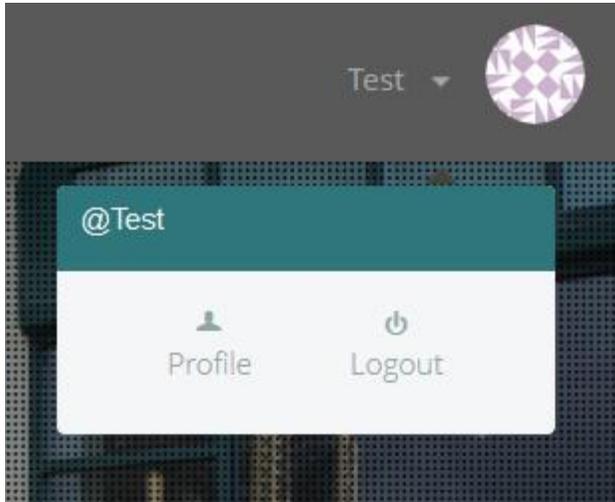
Notice the top banner showing:

- The logo of the building (acting as the home button that will take back to the home page from anywhere else on the website)
- Four links to the four sections of the website (details about them later in this document):
 - o Bulletin Board
 - o People
 - o Resources
 - o Documents
- Your user id, (in our example Test) with a little triangle and a graphic to its right (this graphic will be replaced by a picture or other graphic symbol you may choose). This shows that you are logged in under your user id; the first thing you should do is edit your profile, as described in the next section of this guide.

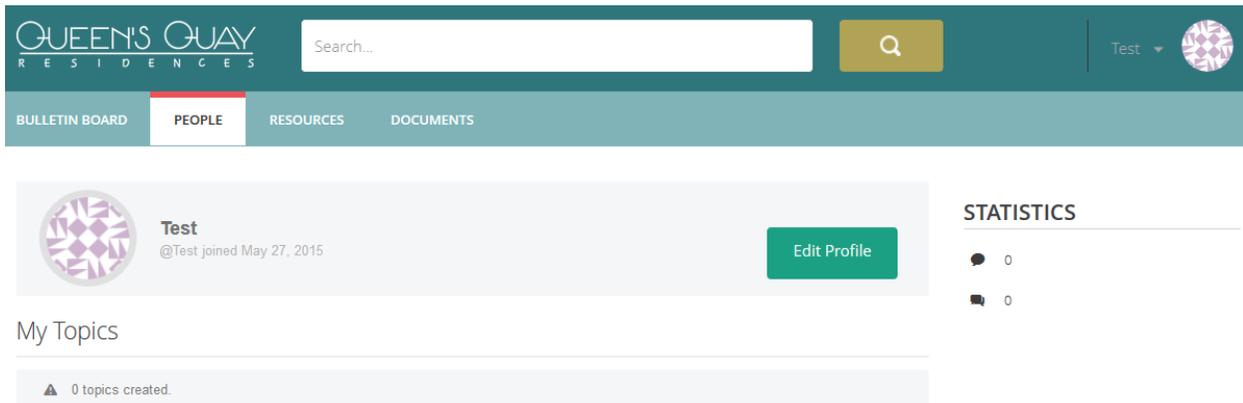
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Editing your profile

The first thing you should do is click on the little triangle beside your user id and click **Profile** from the drop down (as in the image below) to edit your profile. The other choice, labeled **Logout** is what you click to log you out of the website. It is a good practice to always log out at the end of your session.



You should then see a page like this:



Please click **Edit Profile** to proceed to the next screen (see image below). This screen starts with a welcome text that also provides a brief summary of the instructions below.

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Welcome to your personal profile page.

The email address on file with the Management is already filled out in your profile. You can change it any time you wish, but a valid email address is required at all times.

Each element of personal information you provide is accompanied by a choice of making it public or not. Information marked for public display (and only that information) will be visible to other registered owners/residents and the staff (but nobody else) in the People section of the web site.

Please rest assured that all necessary confidentiality precautions have been taken to protect your information from any unauthorized access.

← Back Change password

About @Test

Profile Setting

Your display name

Your email
 Click here to show your email & allow people to contact you

Your phone
 Click here to show your phone number

Social Setting

Social links will display on your profile page if it has been filled in.

Facebook

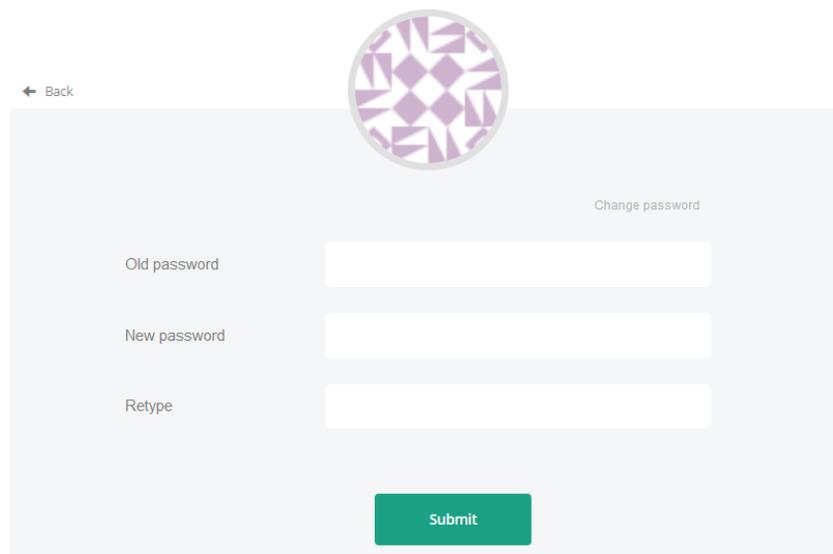
Twitter

Google Plus

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Here are the fields and controls for this page:

1. Click **Back** to go back to the previous page
2. Click **Change Password** to change the password you just used to log in with (see screen below). Enter your old password, your new password and enter the new password again in the Retype box (to make sure you did not make a mistake while typing) and click **Submit**. This is important in order to ensure you have a password that only you know. This password will not be visible to the webmaster, or anyone else. If you forget it, the only recourse is to send an email to the webmaster (link at the bottom of the home page) and start this registration process from the beginning.



3. Click the graphic icon to load a photo or other graphic. This will take you the standard file search window of your computer (for Windows PCs, that is Windows Explorer). Navigate to a folder where you have stored the photo or other graphic you would like to use. The image must be on your computer, and must be less that 1MB in size. You can choose any photo format, or any other graphic (later you will see in the People section the Webmaster information, which has a cute cartoon for an image).
4. Next down you see a box labeled with the @ sign followed by your user id (in our example, @Test; this id cannot be changed, and will identify any posting you make on this web site. In this box you can enter any text you would like others to see when they look at your profile. Of course, entering nothing at all is an option.
5. Next down is a box labeled "Your display name". It is pre-filled with your user id, and you can change this to any text you would like to be displayed to identify you. Some text in this box is

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mandatory. Most people might want to fill this box with their name, but a nickname, leaving it as SuiteNNN, or any other text is fine too.

6. Next down is a box labeled "Your email". It is pre-filled with the email Management has on file for you. You can change it at any time, but a valid e-mail is required. You can chose to make that email visible to other owners by clicking the box below labeled "Click here to show your email & allow people to contact you". If you do not click the box, your email will not be accessible to anyone.
7. Next down is a box labeled "Your phone". If you enter a phone number here, it will remain hidden, unless you click the box below labeled "Click here to show your phone number".
8. The next three fields are there in case you would like to share your social networking links. If you fill them in, the information will appear in your profile.

Last, but not least, click the **Submit** button to save your profile edits. You are back to a profile view screen that might look something like this (depending, of course, on what you typed in):

The screenshot shows a user profile for "Mary & John Smith". The profile includes a search bar at the top, a navigation menu with "PEOPLE" selected, and a profile card with a profile picture, name, and "Edit Profile" button. Below the profile card is an "About Me" section with a bio. To the right, there are sections for "CONTACT" (email and phone), "SOCIAL LINKS" (Facebook and Twitter), and "STATISTICS" (0 comments and 0 replies). A "My Topics" section at the bottom left shows "0 topics created."

In addition to the information you provided on your profile, the profile view includes the list of topics you initiated, and statistics as to your postings (how many comments you initiated, and how many replies you provided).

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Navigating the Website

Currently there are 4 sections on our website:

1. Bulletin Boards – used for all forms of communications and dialogue
2. People – used to facilitate sharing information about and connecting with residents, staff and the board of directors
3. Resources – a listing of services residents might use, with ratings from the residents who used them
4. Documents – a repository of all relevant documents created or used by the condominium corporation

These four sections can be accessed in two ways:

1. From the horizontal navigation menu bar located right under the banner of the website



2. From the vertical Community menu on the right side of all pages



You will also notice on the banner above a box for entering search terms. This facility will allow you to look for any specific information, by typing the key words you are looking for in the box, and clicking the magnifying glass icon.

In all the four areas, content is classified into categories, for ease of use. The categories vary from section to section, but right above the Community menu on the right side of the page you will always find the Category menu. Clicking on any of the category names will filter the content of the page to show only items that fall in the category you selected. The image below shows the current categories for the People section:

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THE COMMUNITY

[Board of Directors](#)

[Residents](#)

[Staff](#)



[Bulletin Board](#)

[People](#)

[Resources](#)

[Documents](#)

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Using the Bulletin Boards section

The landing page for the Bulletin Boards section looks like this:

The screenshot shows the Queen's Quay Residences website interface. At the top, there is a dark teal header with the logo on the left, a search bar in the center, and a 'Webmaster' dropdown menu on the right. Below the header is a navigation bar with tabs for 'ALL POSTS' (with a '2' badge), 'FOLLOWING', 'BULLETIN BOARD' (highlighted), 'PEOPLE', 'RESOURCES', and 'DOCUMENTS'. The main content area is titled 'Bulletin Board' and contains several paragraphs of text explaining the community guidelines and subscription options. On the right side, there is a vertical list of topic categories, each with a colored square icon: General (orange), Board (dark orange), Gardening Committee (green), Improvement Committee (purple), Social Committee (dark green), and Announcements (blue). Below the categories, there are three topic cards. The first card is 'Dialogue with the Board of Directors', updated 27 mins ago in the Board category, with no replies. The second card is 'Fitness Centre', updated 17 mins ago in the Improvement Committee category, with 2 replies by Rares Pateanu. The third card is 'Garden Committee Members', updated 15 mins ago in the Gardening Committee category, with 1 reply by Rares Pateanu. At the bottom right, there is a 'QUEEN'S QUAY RESIDENCES Community' logo and a list of navigation links: Bulletin Board, People, Resources, and Documents.

Notice the new categories showing up (Board, Gardening Committee, etc. and a new button in the navigation bar **+FOLLOWING**); You can decide which topics you wish to follow. Following a topic means that any time a post is made to that topic, you will be notified via email. Of course, you can unfollow by clicking the topic and clicking the **- Unfollow** button (see image below).

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The screenshot shows the top navigation bar of the Queen's Quay Residences website. On the left is the logo 'QUEEN'S QUAY RESIDENCES'. In the center is a search bar with the placeholder text 'Search...'. To the right of the search bar is a magnifying glass icon. Further right is the user profile 'Rares Pateanu' with a dropdown arrow and a profile picture. Below the navigation bar is a menu with four items: 'BULLETIN BOARD', 'PEOPLE', 'RESOURCES', and 'DOCUMENTS'. Below the menu is a topic card titled 'Dialogue with the Board of Directors'. The card shows 'Updated 4 mins ago In Board' with a lock icon and a trash icon. To the right of the title is an 'Unfollow' button. Below the title are two category buttons: 'General' and 'Board', each with an orange square icon.

When you click the **+FOLLOWING** button, you will see only the topics you decided to follow.

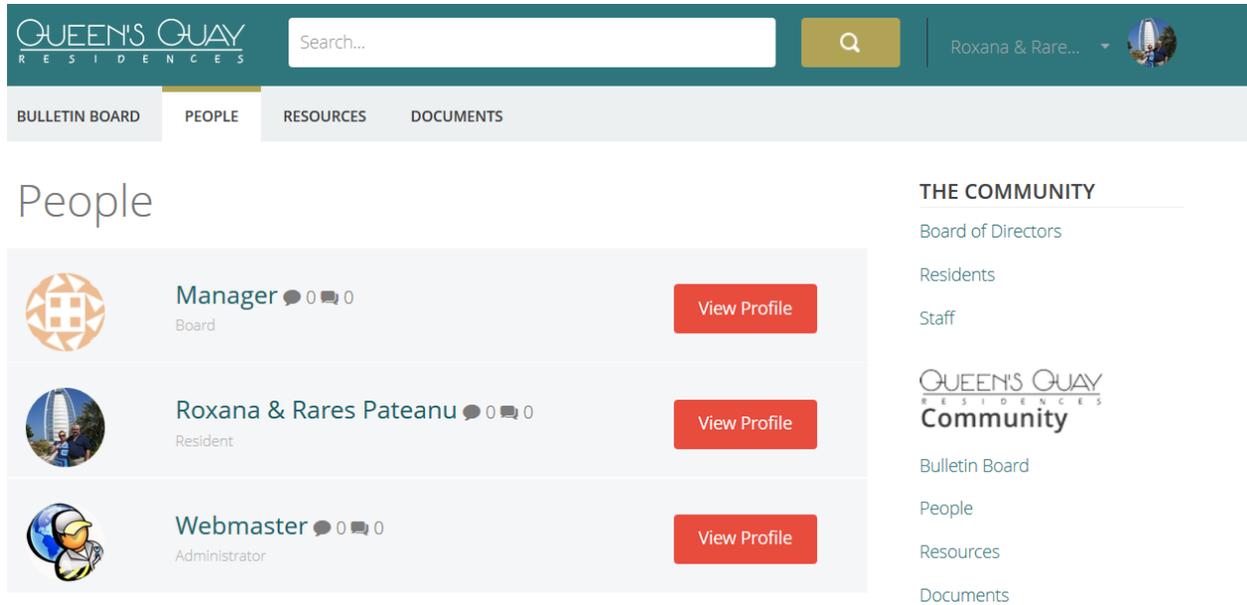
When you click a category button, you will see only topics in that category.

When you create a new topic, the topic is in pending status, and the webmaster is notified to approve the topic. Once approved the topic becomes visible to all registered users. Further posting to the topic is immediate (not subject to approval). Of course, as stated in the Terms & Conditions document you agreed to when signed up, the webmaster reserves the right to remove (but not edit) any comments deemed inappropriate as per the Terms & Conditions document. Any deleted text will be replaced with [deleted by webmaster] to indicate that a deletion has occurred.

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Using the People section

The landing page for the People section looks like this:



The use of this section is very simple. You can:

1. Click any category to see only people in that category
2. Click View Profile to see the information about that person(s). Only information they expressly allowed to be published will be visible.

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Using the Resources section

The landing page for this section looks like this:

The screenshot shows the website's navigation bar with 'RESOURCES' selected. The main content area is titled 'Resources' and includes a list of criteria for businesses, a disclaimer, and two resource listings. The first listing is for Fred Rosen, President of Spectrum Building Services, with a '0 Votes' rating. The second listing is for Alba Graner Interior Design Inc., with a '1 Vote' rating. A sidebar on the right lists 'RESOURCE CATEGORIES' and a 'Community' section with navigation links.

Resources

All businesses listed below:

- Have been suggested by an owner/resident or management
- Have provided their agreement to the listing
- Had their license credentials (if applicable) verified by management

All owners/residents can rate a provider they had a direct experience with and add explicit comments if so desired. All such comments represent solely the view of the author, and will be identified only by user id (the suite number) and use of the services of such providers remains at the sole risk of the owner/resident.

RESOURCE CATEGORIES

- Cleaning
- Electrical
- Interior Design
- Landscaping
- Painting
- Plumbing
- Renovations
- Websites

Community

- Bulletin Board
- People
- Resources
- Documents

Resource 1: Fred Rosen, President

Categories: Cleaning

★★★★★ (0 Votes)

Carpet cleaning, emergency services 24/7, mold remediation, hoarding, flood/fire/trauma services.

Explore

Resource 2: Alba Graner Interior Design Inc.

Categories: Interior Design

★★★★★ (1 Vote)

Interior designer, who completed in 2015 the corridor refurbishment project at Queen's Quay Residences, with excellent results, and very good feedback from many owners.

Explore

The introductory message explains it all. Click a category to see only resources in that category (any given resource can belong to multiple categories).

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Click the **Explore** button to see more about the resource, or to comment. The screen for a resource looks like this:



217 Toryork Drive Toronto
Islington & Steeles

ELECTRICAL

217 TORYORK DRIVE
TORONTO, ON
M9L 1Y2

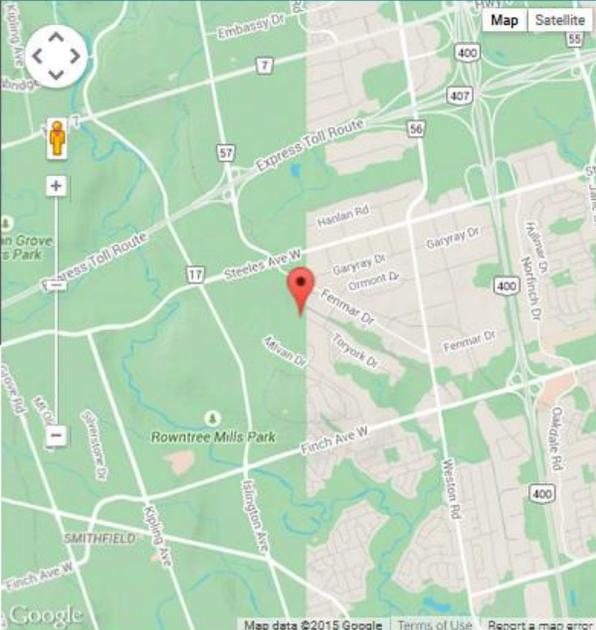


SPACE ELECTRIC
PATRICK MORGAN

OFFICE: 416-665-4105
CELL: 647-668-3367
E-MAIL: pmorgan_space@sympatico.ca



Doing a lot more than just electrical work... network cables, TV cable, fishing cables and wires, etc.



1 Comment on this article



Rares Pateanu April 22, 2015

Excellent resource for electrical work. Did numerous jobs in our unit, and we are very satisfied. They can fish wires like nobody else. At one time Rogers came in and suggested we string cable along floorboards and around door frames, then Patrick came in, and in a couple of hours I had the cable outlets where I needed them.

[Reply](#)

Note the traditional 5 star rating mechanism at the top. You can use this to rate the resource. Scrolling down will show you all the comments about this resource, and at the bottom of the page you will find a place to post a comment (see image below). You can also reply to someone else's comments, if you feel it would be appropriate to counter or complete that opinion.

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Add a comment

Logged in as Webmaster. [Log out?](#)

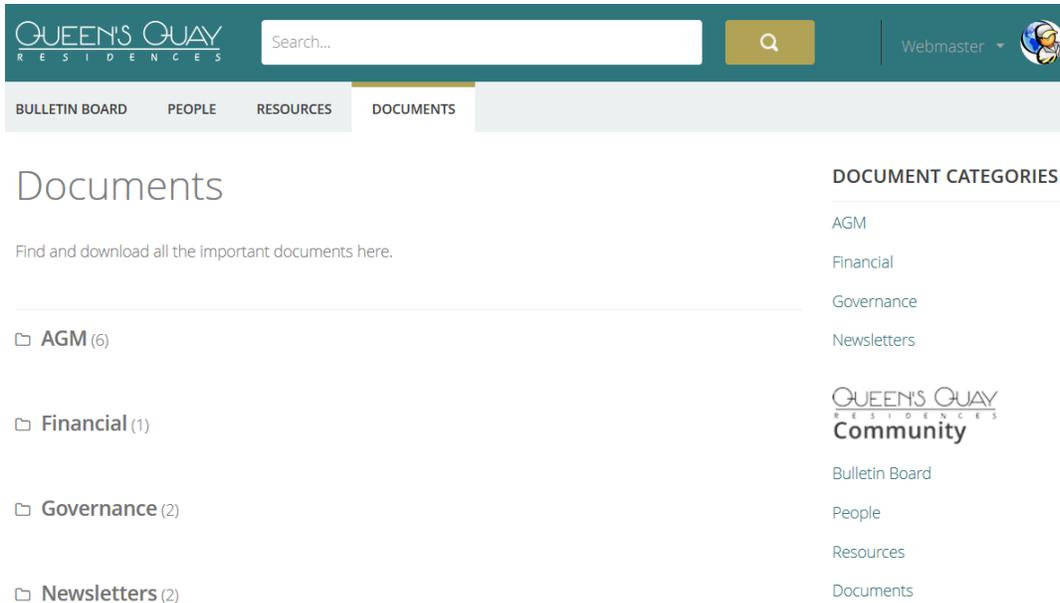
Comment

Submit comment 

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Using the Documents section

The landing page of the Document section looks like this:



Using this section is very straightforward. Click on a folder name or category to see the documents in that category, like in the screen below:

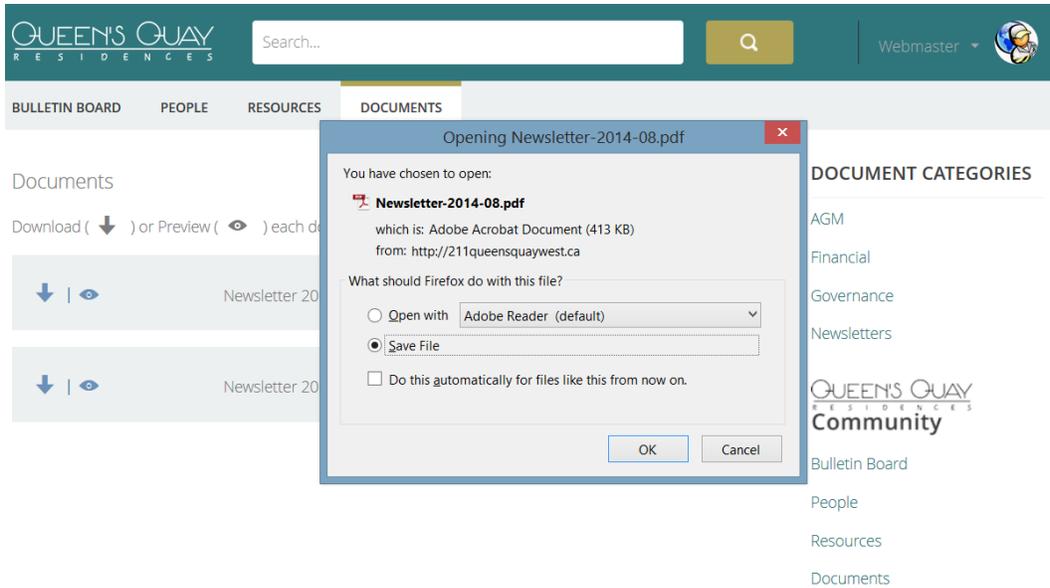
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The screenshot shows the website's navigation menu with 'DOCUMENTS' selected. Below the menu, the 'Documents' section is displayed. It includes a search bar, a 'Webmaster' link, and a list of documents. Each document entry has a download icon (down arrow) and a preview icon (eye). The document titles are: 'AGM 2014-06-24 Roger S Gibb Profile 2014', 'AGM 2014-06-24 Proxy 2014', 'AGM 2014-06-24 Notice Agenda & Information', 'AGM 2014-06-24 Lorraine Joyner Profile', 'AGM 2014-06-24 Fred Rosen Profile', and 'AGM 2014-06-24 Financials to Dec 31-13'. On the right side, there is a 'DOCUMENT CATEGORIES' list with items: AGM, Financial, Governance, Newsletters, and a 'Queen's Quay Residences Community' logo. Below the logo are links for Bulletin Board, People, Resources, and Documents.

From the list above you can:

1. Click the down arrow icon to open the document with the appropriate software on your computer, or save it (using the traditional Windows dialogue) as in the image below:

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2. Click the eye icon to view the document right on the web site; the section for that document expands to show the document, like in the image below. Click the eye icon again to close the viewing window.

