



User Manual

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Owners
Tenants
Trustee



SEE
THE
BIGGER
PICTURE

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Complex Affairs

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Introduction

Welcome to Complex Affairs. This is an online communication and internal complex management system. This printable manual is written to help you get the most use out of your Complex Affairs system.

Through months of investigating the various needs of a complex, we found that the communication barrier was the biggest problem with the communal decision making. Occupants were not getting the relevant information at the right time. Just look at the grumpy faces of some of the occupants during an AGM.

Complex Affairs operates on a system of full relevant information disclosure to the occupants. All information is at the occupants fingertips at any time of the day. This also reduces the need for piles of paperwork that would be passed around between the Managing Agent and the Trustees. Even the paper-trail is sometimes lost between occupants and the Trustees and even during the changing of Managing Agents. Complex Affairs provides a full online backup of all the information relevant to that complex. Think of it like a flight recorder for all things related to the complex.

Our most important criteria in designing the online system was that of ease-of-use and the speed of accessing the required information. If its complicated, you're just not going to use it. This software was designed in conjunction with a 17-year veteran trustee who understands the need for a good, fast, clear communication system between the Trustees, Managing Agent and the occupants.

With email updates of important events and a full set of information at your fingertips, Complex Affairs is the simplest and fastest way of being upto date with all complex affairs.

Complex Affairs is here to make your life easier. Never be without the information you need, when you need it. Be on top of the situation with your complex. You're just a finger click away!

Enjoy the benefits of your Complex Affairs online system.

The Complex Affairs Team

www.complexaffairs.com



- 1 **Home** (This returns you to the Home Page)
- 2 **About** (Shows information about the design of Complex Affairs)
- 3 **Register** (Go here to sign up and register your complex on the site)
- 4 **Tell A Friend** (Share Complex Affairs web site with an email link)
- 5 **Contact Us** (Contact us for support at Complex Affairs)
- 6 **Facebook link** (Follow us on Facebook)
- 7 **See How It Works** (This allows non-registered users to explore the features of a demo complex) **TRY IT!**
- 8 **Log In** (Enter your email address and password to gain access)
- 9 **Information Pages** (Illustrates the features of Complex Affairs)

1 After your complex has been registered

- Upon your complex being registered on the Complex Affairs web site, your Chairman or a Trustee will have entered your basic details and uploaded them to the website.
- You will receive a welcome email with a **User Name** (your email address) and a random **Password**.

IMPORTANT: KEEP A RECORD OF YOUR LOGIN DETAILS

(If you have not received your welcome email then please contact your Chairman or Trustees so they can upload your basic details)



2 Log In (first time user)

- On the internet go to **www.complexaffairs.com** and click on the **Log In** button. Enter your **User Name** and **Password** you received in your welcome email. You will next get the option of ticking the **Remember me?** box (this is helpful to speed up log In times in the future). To keep your Log in details secure leave box un-ticked. Remember you will have to enter your Password each time you Log In.
- In the off chance you have forgotten or misplaced your Password click on **Forgot Password?** and a new random password will be sent to your email address.
- Click the **Log In** button. (you will now be taken to your complex **Notice Board**).



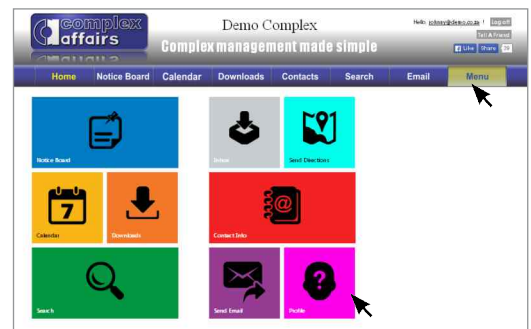
3 Update your profile details

(Only the Trustees will have access to your profile)

- Click the **Menu** button
- This Menu display is interactive. Move around your boxes by clicking, holding and dropping them where you like.
- Click the **Profile** button
- With the Profile page open you can add details like Tel No, Fax No, Date of Birth, Emergency details and so on.
- The **Notifications** box allows you to select email notifications for the ticked boxes. (as things are updated on your complex website you will receive an email notification).

WARNING: CHANGING YOUR EMAIL ADDRESS WILL ALSO CHANGE THE NAME YOU USE TO LOG IN

- Click the **SUBMIT** button to save your updated profile settings. (make changes to your profile settings as needed).





- 1 Notice Board** (After you Log In you will be taken to the Notice Board, or click the Notice Board button)
- 2 Date of Notice** (Each time a new Notice is added a date is applied to the lower right corner of the notice)
- 3 Max 8 Notices** (A total of 8 notices can be placed on the board)

For the Trustees

- 1** To add new notices to the Notice Board, or remove old ones click **Menu / Notices - Add Remove**
- 2** Type in the Content box. Use up to 150 characters for your new notice. Click **SUBMIT**.
- 3** To delete a notice click the **X** next to the old notice.

The screenshot shows the 'complex affairs' website interface. At the top, there is a navigation bar with buttons for Home, Notice Board, Calendar, Downloads, Contacts, Search, Email, and Menu. The 'Calendar' button is highlighted. Below the navigation bar, the calendar interface is displayed. It features a header with navigation options (left arrow, 'today', right arrow) and a date range '23 feb 2014 - 01 mar 2014'. There are three view buttons: 'DAY', 'WEEK', and 'MONTH'. The main calendar grid shows a week starting from Sunday, 23rd. A long red bar at the top of the grid indicates 'Complex being painted' from Sunday to Friday. Various colored blocks represent appointments: 'Garden Service units 1-25' (red), 'Pool cleaning' (blue), 'Burst pipe at unit 14' (orange), 'Electric fence repairs' (dark red), 'Lost black & white cat' (green), 'Edrom load shedding' (purple), 'Garden Service units 25-50' (red), 'AGM at the clubhouse' (green), and 'Clubhouse booked for unit 48' (purple). A pull-down menu on the left side of the grid shows time slots from 'all day' to '6 pm'. A 'Show 24 hours...' link is at the bottom left. Numbered callouts 1 through 7 point to specific features: 1 points to the 'Calendar' button in the navigation bar; 2 points to the navigation arrows; 3 points to the 'today' button; 4 points to the pull-down menu; 5 points to the 'Show 24 hours...' link; 6 points to the 'DAY', 'WEEK', and 'MONTH' view buttons; 7 points to a red appointment block.

- 1 Calendar** (Get to the Calendar by clicking this button)
- 2 Navigation** (Scroll through the days, weeks and months)
- 3 Today** (Quickly get back to the current day without navigating)
- 4 Pull down calendar** (Quickly navigate to specific dates)
- 5 Show 12/24 Hours** (Change between 12 and 24 hrs layout)
- 6 Day Week Month** (Select calendar view)
- 7 Calendar entry** (Colour-coded and time based)

For the Trustees

- 1** To add new Calendar entries double click on a **time slot** or right click and select **New Appointment**. Select **Subject**, **Start and End times**, **Category** and then type **Description**. Click **Save**.

Note!! All entries into the calendar are final upon submission

The screenshot shows the 'Downloads' page of the 'complex affairs' system. The page header includes the logo, 'Demo Complex', and the tagline 'Complex management made simple'. A navigation menu at the top has 'Downloads' highlighted. Below the menu is a search bar and a list of 9 files. Each file entry includes a file type icon, category, file name, and size. A page control bar at the bottom shows 'Page 1 of 1' and 'Items 1 to 9 of 9'. Numbered callouts 1-7 point to specific elements: 1. Downloads menu item, 2. Search bar, 3. File type icon, 4. Category & File Name text, 5. Page control bar, 6. Information button, 7. File size.

File Type	Category	File Name	Size
JPG	Letters -	Messages.JPG	111Kb
JPG	Insurance Policies -	Inbox.JPG	125Kb
PDF	House Rules -	NoticeBoard.pdf	189Kb
PDF	AGMs -	CalendarLog.pdf	173Kb
PDF	Minutes -	DocumentDownloads.pdf	177Kb
PDF	Letters -	ContactInfo.pdf	180Kb
PDF	Insurance Policies -	Search.pdf	166Kb
PDF	House Rules -	SendEmails.pdf	145Kb
PDF	AGMs -	HowMuchDoesItCost.pdf	186Kb

- 1 Downloads** (Get to the Downloads by clicking this button)
- 2 Search** (Search for Downloads by name if there are many)
- 3 File Type** (Icon showing the file type of download)
- 4 Category & File Name** (Text details describing the file)
- 5 Page Control Bar** (Set amount of downloads displayed on a page)
- 6 Information Button** (Move pointer over icon for page information)
- 7 File Size** (Display of document file size)

For the Trustees

- 1** To add, edit or remove Documents click **Menu / Downloads - Add Remove**
- 2** To upload a new Document click **NEW**, to delete click **X**, to edit click the **Edit icon**.
- 3** Downloads can be set with an access level. Click on boxes to set access level to that document.

1 List Of Contacts

2 Emergency Contacts

3 Complex Contacts

4 Managing Agent

5 3rd Party Services

Caretaker	Demo Caretaker
Contact Name: Harold	Contact No: 0820000000 Email: harold@demo.co.za
Electrical	Demo Electrical
Contact Name: Jim	Contact No: 0820000000 Email: jim@demo.co.za
Handy Man	Demo Handyman
Contact Name: Neil	Contact No: 0820000000 Email: neil@demo.co.za
Fire Hydrants	Demo Hydrants
Contact Name: Frank	Contact No: 0820000000 Email: frank@demo.co.za
Plumber	Demo Plumber
Contact Name: Pete	Contact No: 0820000000 Email: pete@demo.co.za
Pool	Demo Pool Services
Contact Name: Henrietta	Contact No: 0820000000 Email: henrietta@demo.co.za
Security	Demo Security Co
Contact Name: Shannon	Contact No: 0820000000 Email: shannon@demo.co.za

6 Complex Affairs Contacts

7 Information Button

8 Email link

- 1 Contacts** (Get to the Contacts by clicking this button)
- 2 Emergency Contacts** (Ambulance & Fire & Police)
- 3 Complex Contacts** (Trustees and Chairman) **Trustees see full list**
- 4 Managing Agent** (Your current complex Managing Agent)
- 5 3rd Party Services** (Caretaker, Electrical, Plumber and so on)
- 6 Complex Affairs Contacts** (Support, Enquiries and Billing)
- 7 Information Button** (Move pointer over icon for page information)
- 8 Email link** (Click on underlined email link to send email)

For the Trustees

- 1** To add, edit or remove Contacts (Only Emergency and 3rd Party Services) click **Menu / 3rd Party Services - Add Remove**.
To add new contact click **New**, to delete click **X**, to edit click **Edit icon**.
- 2** To change **Complex Contacts** click **Menu / Owners Tenants - Add Edit**
- 3** To change **Managing Agent** click **Complex - Edit**

The screenshot shows the 'complex affairs' website header with the slogan 'Demo Complex Complex management made simple'. A navigation menu includes 'Home', 'Notice Board', 'Calendar', 'Downloads', 'Contacts', 'Search', 'Email', and 'Menu'. The 'Search' button is highlighted with a callout '1'. Below the header, the search results page is displayed. A search bar contains the text 'pool' and is labeled '2'. The search results are titled 'Search Results' and are labeled '3'. Two results are shown: a 'Calendar' entry for pool cleaning and a '3rd Party Service' entry for Demo Pool Services. The 'Page Control Bar' at the bottom is labeled '4' and shows 'Page size: 10', 'Page: 1 of 1', and 'Items 1 to 2 of 2'. An information icon is labeled '5'.

- 1 Search** (Get to the Search by clicking this button)
- 2 Search Bar** (Enter text here)
- 3 Search Results** (Shown from Notices, Calendar, Downloads, Messages, Contacts and 3rd Party Services)
- 4 Page Control Bar** (Set amount of downloads displayed on a page)
- 5 Information Button** (Move pointer over icon for page information)

The Advantage of sending emails through Complex Affairs it that it ties up with the SEARCH ENGINE.



- 1 **Email** (Get to the Email by clicking this button)
- 2 **View All Messages** (Read and reply to listed messages)
- 3 **Category** (Complaint, General, Security Alert and so on)
- 4 **Subject** (Enter your Email Subject here)
- 5 **Content** (Type your message in here)
- 6 **Send** (Click to send mail to Trustees) **Trustees can send to selected boxes**
- 7 **Information Button** (Move pointer over icon for page information)

VIEW ALL MESSAGES



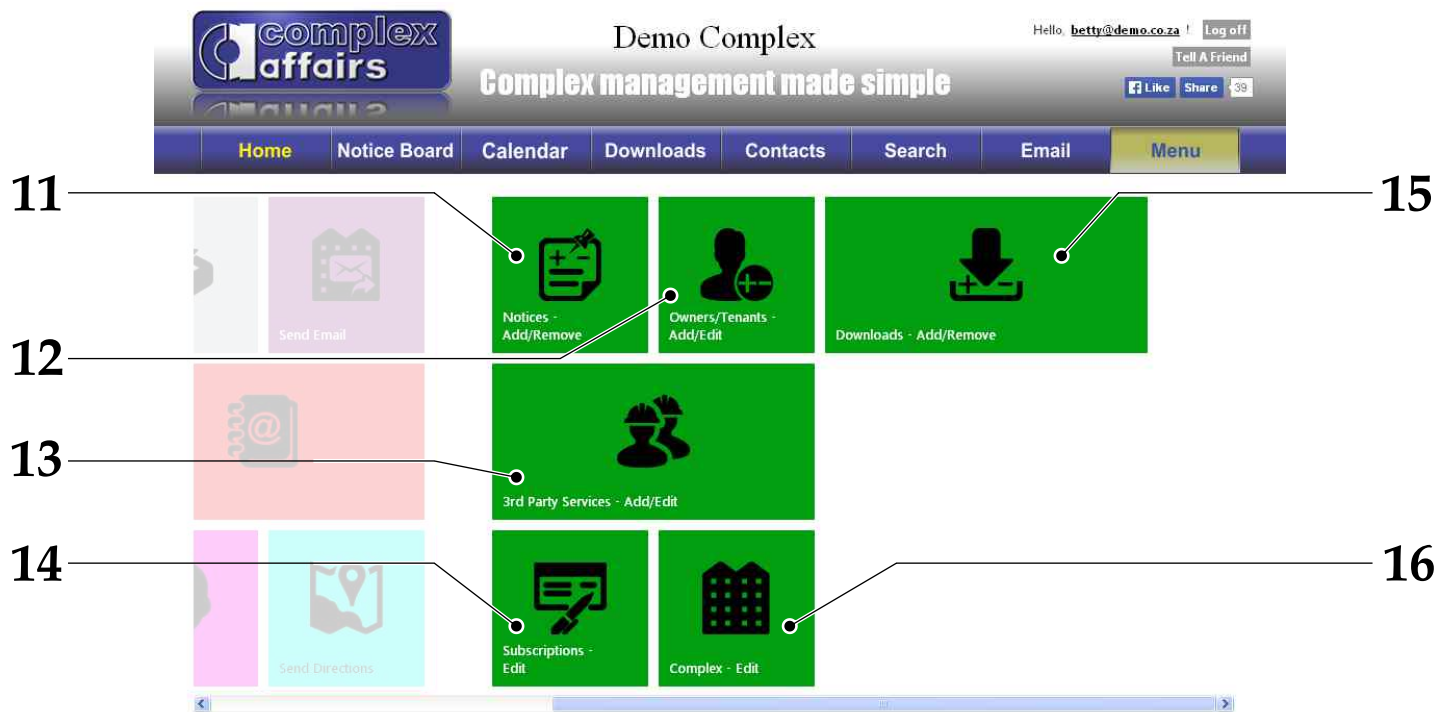
- 1 **Information Button** (Move pointer over icon for page information)
- 2 **Reply to Email** (View and reply to email)



- 1 **Menu** (Get to the Menu by clicking this button)
- 2 **Notice Board**
- 3 **Calendar**
- 4 **Downloads**
- 5 **Search**
- 6 **Inbox** (Link to View All Messages)
- 7 **Send Directions** (Send visitors email directions)
- 8 **Contact Info** (Link to all Contacts)
- 9 **Send Email**
- 10 **Profile** (Update you personal details)

Updated Profile details will be sent to your Managing Agent

For the Trustees



- 11 **Notices - Add/Remove** (Trustees may add and remove)
- 12 **Owners/Tenants - Add/Edit** (Trustees may add and edit)
- 13 **3rd Party Services - Add/Edit** (Trustees may add and edit)
- 14 **Subscriptions - Edit** (Trustees may edit the subscription)
- 15 **Downloads - Add/Remove** (Trustees may add and remove downloads)
- 16 **Complex - Edit** (Trustees may edit the complex details)

Changes to the details of your Managing Agent are done in the **Complex - Edit section.**



For further support contact us at
support@complexaffairs.com



**BREAKING DOWN
THE COMMUNICATION
BARRIER**