# PowerStrata

## Resident's Guide

Power Strata Systems Inc.

support@powerstrata.com

STRATA
MANAGEMENT
SOFTWARE

# Additional Resources

Refer to the **PowerStrata Manuals** section of your Documents library for additional documentation.

To contact us:

- Send an email to [support@powerstrata.com](mailto:support@powerstrata.com)
- Send a Message to **Technical Support (PowerStrata)**

# Table of Contents

# Welcome to PowerStrata

# About This Document

PowerStrata is a web-based portal that allows strata property managers, strata councils, homeowners, and tenants to quickly and easily share or access important information and documentation.

You can configure your PowerStrata profile to automatically send you email notifications for strata updates, upcoming events, new messages, and more.

This document provides an overview on the following features of the PowerStrata system:

- The PowerStrata Dashboard
- Setting up your PowerStrata account
- Viewing and changing your profile and preferences
- Viewing and sending messages
- Discussions
- Strata documents
- Unit-specific information and documents
- Calendar of events
- Strata notes

**IMPORTANT:** Some of the features and screenshots in this document may not be available in your PowerStrata implementation. Your exact configuration is set up by your strata council or strata management company.

# The PowerStrata Dashboard

# PowerStrata Dashboard features

Your PowerStrata Dashboard consists of one or more of the following elements:
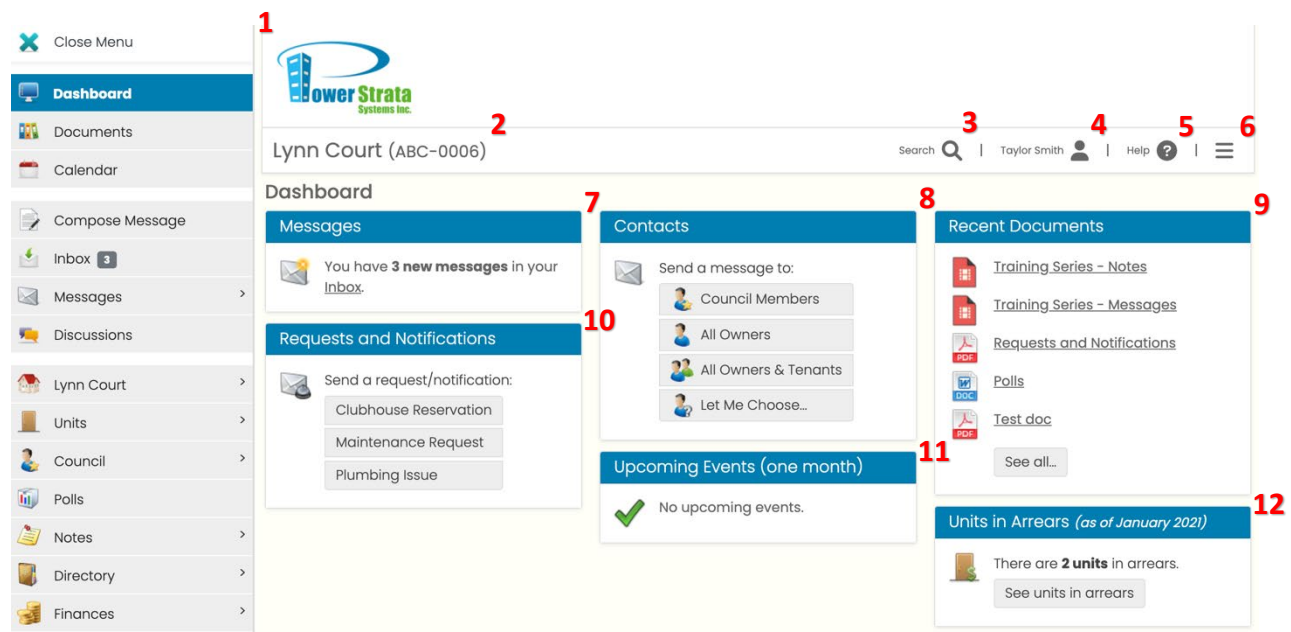


**1**    Sidebar: Navigate PowerStrata using the side menu panel.

**2**    Your strata.

**3**    Search: Use this to search for owners, tenants, service providers, or properties.

**4**    Profile: Click here to see your profile information and preferences, or log out.

**5**    Help: Use this to search or browse support articles.

**6**    Menu button: Open or close the Sidebar.

**7**    Messages: View your message inbox.

**8**    Contacts: Select a contact or group to begin composing a message.

**9**    Recent Documents: See the latest additions to the strata document library.

**10**   Requests and Notifications: Choose a template to begin composing a message.

**11**   Upcoming Events: Click to view information on upcoming strata events in the calendar.

**12**   Units in Arrears: Click to see all units in arrears.

# Account Setup

# How to set up your PowerStrata account

To use PowerStrata you will need to set up your user profile.

Use the email invitation from your strata management company or strata council to set up your account. If you haven't received an invitation, please contact your strata management company or strata council.

To set up your PowerStrata account:

1. In the email body, click on the invitation link. This will open a form in your web browser.
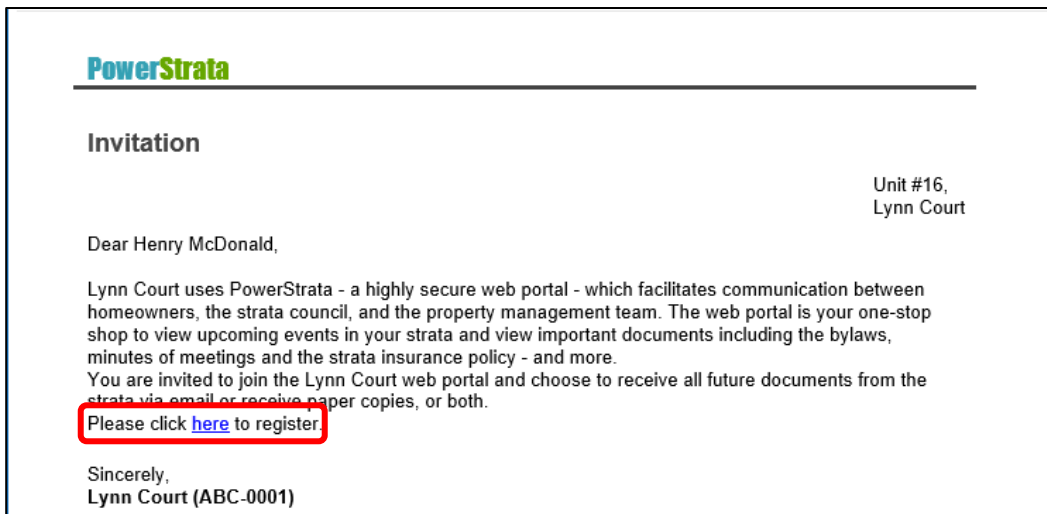


2. In the form, enter a unique username and password.
3. Review the Terms of Use and check the checkbox.
4. Click **Register**.

Once you've registered you will receive a confirmation email confirming that your profile has been successfully created:
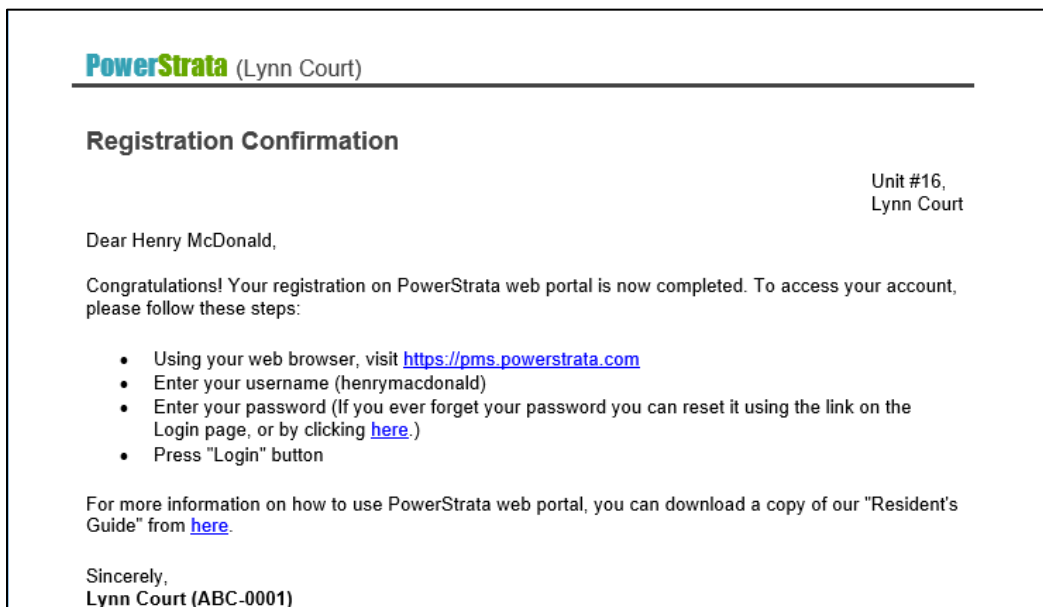


You can now access PowerStrata from any web browser by going to https://pms.powerstrata.com and entering your username and password.

# Profile and Preferences

# How to manage your profile

You can access your profile settings using the top navigation bar. To open your profile:

1. Click on your name at the top right corner of the page. A menu will appear on screen.



2. In the menu, click **My Profile**.
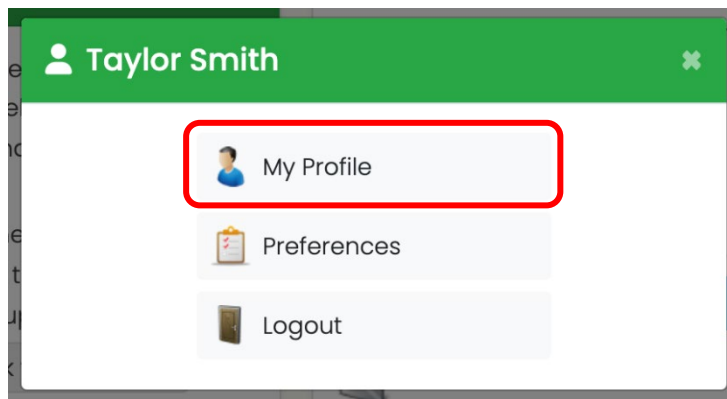


This will take you to **My Profile**. Here, you can edit your name and contact information, update your password, and edit your account preferences.

## Changing your Password

To update your password:
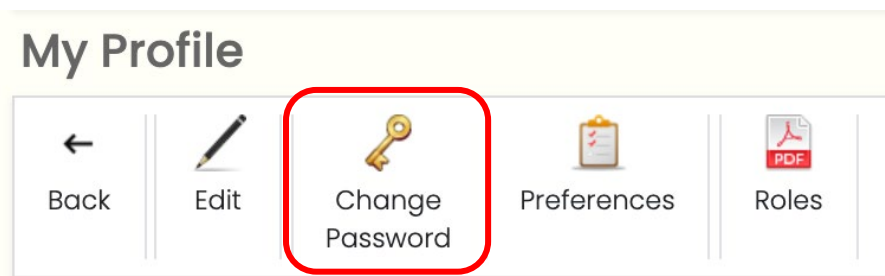


1. Inside **My Profile**, click **Change Password**. You will be taken to a **Change Password** page.
2. In the **Current Password** field, type your current password.
3. In the **New Password** fields, enter the new password.
4. Click **Save**.

# Updating your Preferences

In **My Profile**, click **Preferences** to:

- Synchronize the strata calendar to an external application such as iCalendar or Google Calendar. See [How do I share my strata events with other calendars and devices?](#) in this document for more information.
- Select which strata calendar events will be synchronized externally.
- Choose if you will be automatically bcc'd on your outgoing Messages.

And more.

# Editing your Profile

Click **Edit** to:

- Update your contact information.
- Manage automatic forwarding of PowerStrata messages to an external email address.

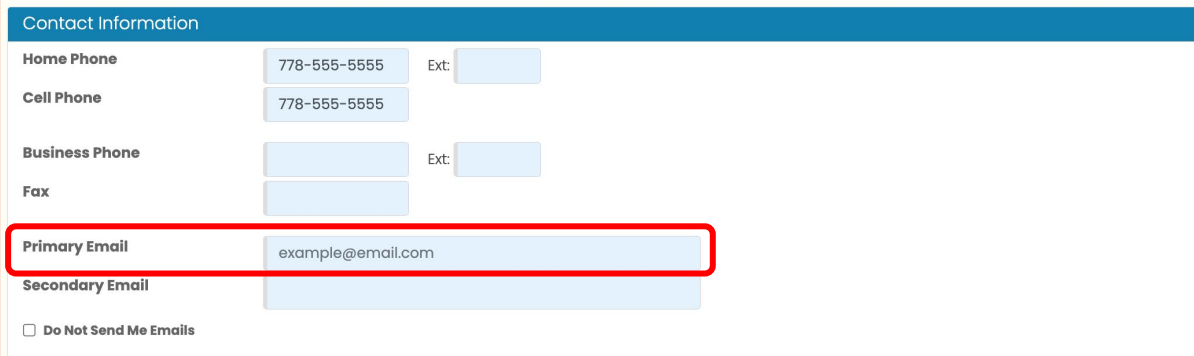---

**IMPORTANT:** By default, the email address used to create your PowerStrata account is the Primary Email field in your profile.



Once your account has been created you can change the Primary email address at any time. You can also add a Secondary email to your profile.

**Do Not Send Me Emails** is unchecked by default. This means that any strata correspondence will be automatically forwarded to the email address(es) in your profile. To ensure that you receive timely notification of important strata notices and updates, PowerStrata recommends that you keep this box unchecked.

If you need to reset your PowerStrata password or recover your username, you must use the Primary email address; you cannot perform these functions with the Secondary email address.

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# Messages

# How to view your messages

You can view the messages you have received in your inbox. The number of unread messages in your inbox is shown next to the **Inbox** button. To view your messages:

1. In the Sidebar, click **Inbox.**
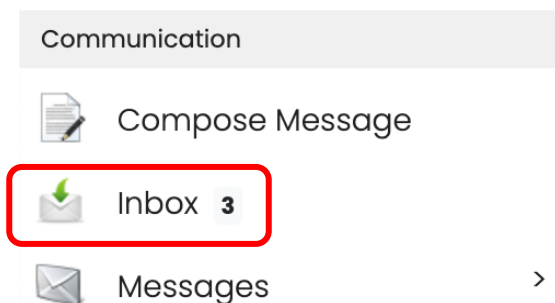


You will be taken to your inbox. To view other sections of your messages:

1. Inside the Sidebar, open the **Messages** dropdown.
2. Click on any of the menu items to go to that section.
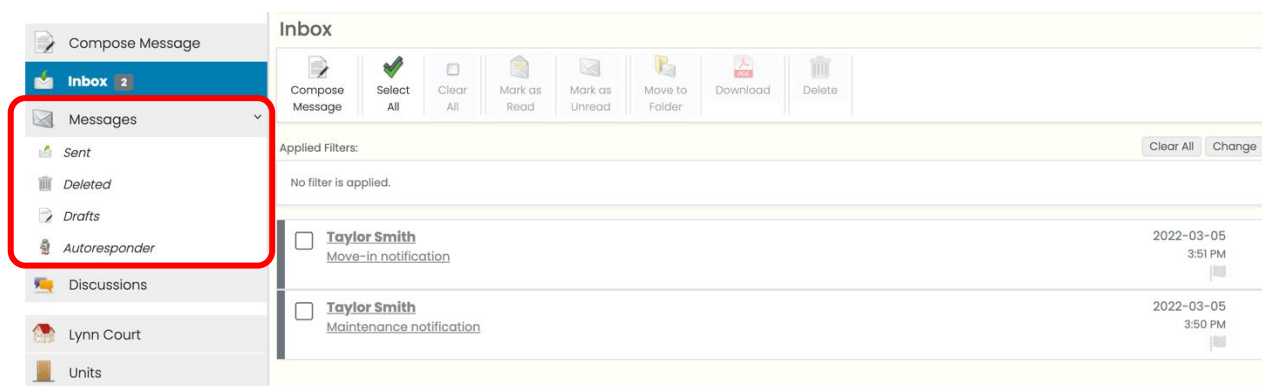


Message sections may include:

| Name | Description |
| --- | --- |
| Sent | A list of all PowerStrata messages you have sent. |
| Deleted | A list of all PowerStrata messages you have flagged for removal. |
| Drafts | A list of saved messages that have been composed but not yet sent. |
| Autoresponder | Use the autoresponder to reply to incoming messages automatically. |

# Using an external email application with PowerStrata Messages

By default, PowerStrata will automatically forward any received messages to the external email addresses in your profile.

If you reply to a forwarded message using your external email application, the reply will also appear in your Sent messages in PowerStrata.

If you do *not* want PowerStrata to forward messages to your external email:

1. Navigate to **My Profile.**
2. Click **Edit.**
3. Under **Contact Information**, check **Do Not Send Me Emails**.



See the How do I manage my profile? section of this document for more information on editing your profile.

# How to organize your messages

Messages can be organized in a number of ways:

- Filter by folder name, read status, or account.
- Mark selected messages as read or unread.
- Move selected messages to customizable folders.
- Delete selected messages from the Inbox.
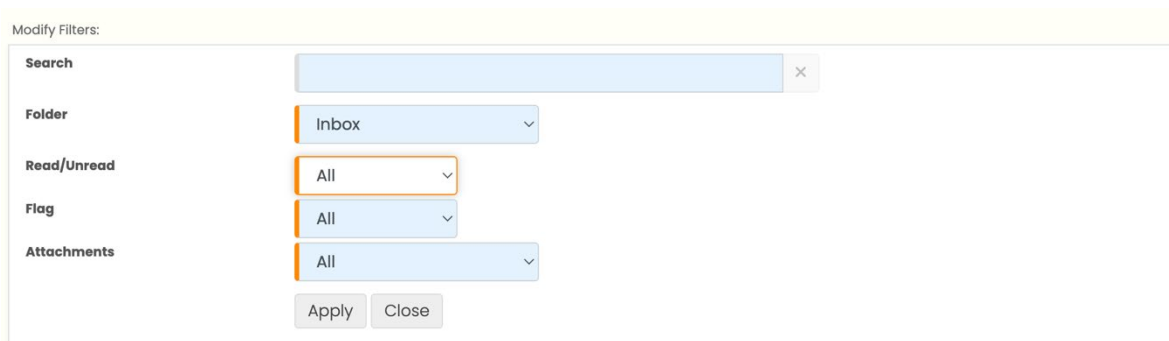- Tag messages with one or more searchable keywords.

## Filtering Messages

You can filter messages in the inbox or sent folder. To filter messages:

1. To the right of the **Applied Filters** heading, click **Change**. This will open the filter menu.



2. Fill out the desired fields in the filter menu.



3. Click **Apply**.

Your filters will be applied to the list of messages.

Filters include:

| Filter Option | Description |
| --- | --- |
| Search | Search for names, subjects, or message text. |
| Folder | Displays messages in the selected folder. **Combined (Show All)** displays all messages, regardless of folder. |
| Read/Unread | Displays all, read, or unread messages. |
| Flag | Select flagged, completed, or not flagged. |
| Attachments | Filter for messages with or without attachments. |

# Organizing Messages

To organize messages:

1. Select one or more messages using the check box associated with each message.
2. Click one of the organization buttons above the list of messages.
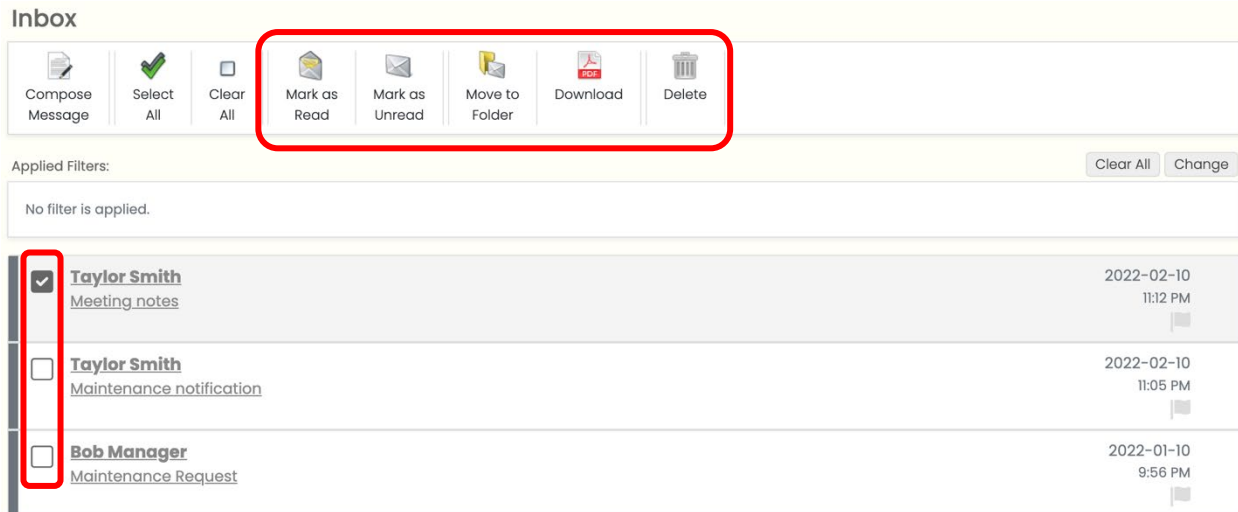


 The organization action will be applied to the selected messages.

Organization actions include:

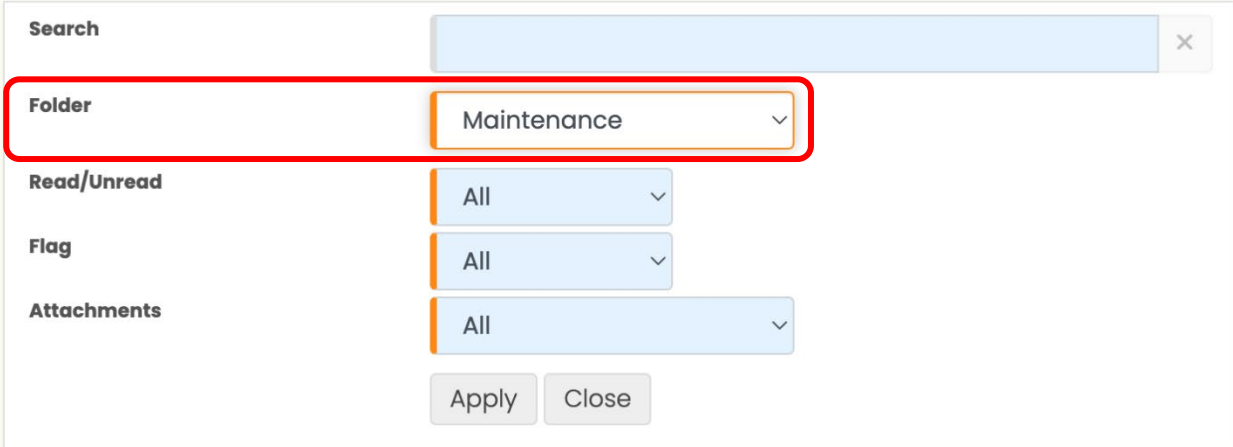| Button Name | Description |
|---|---|
| Mark as Read | Marks selected message(s) as read. |
| Mark as Unread | Marks selected message(s) as unread. |
| Move to Folder | Moves selected message(s) to a selected folder; messages in folders are not shown in the primary Inbox view.<br><br>**HINT:** To move a message to an existing folder, type the folder's name or press the arrow-down key to display all existing folders. Typing a new folder name will create the folder and move the selected messages to the new folder. |
| Download | Generates a PDF file of the selected message(s). If multiple messages are selected, clicking Download will generate a single PDF file containing all selected messages. |
| Delete | Moves selected message(s) to the Deleted tab.<br><br>**IMPORTANT:** Deleting messages from the Deleted tab will permanently remove them from your profile. Deleted messages cannot be restored. |

# Deleting & Renaming Folders

Message folders cannot be renamed. Instead of renaming a folder, move all messages to a new folder with the new name. Any folder that contains zero messages will be removed automatically.

To move messages to a new folder:

1. Using the **Modify Filters** menu, navigate to the folder you want to rename.



2. Click **Select All** to select all messages in the folder.
3. Click **Move to Folder**.
4. Type the name of the new folder.
5. Click **Move**.

All messages will be moved to the new folder. The old folder will be removed automatically.

# Tagging Messages

Use tags to help categorize your messages. Tags are customizable, searchable keywords or phrases. Some messages may be automatically tagged depending on the sender or recipient.

To tag a message:

1. Click on a message to open it.
2. Inside the message, click **Change** next to the **Tags** field, or click **Tags** in the top menu.
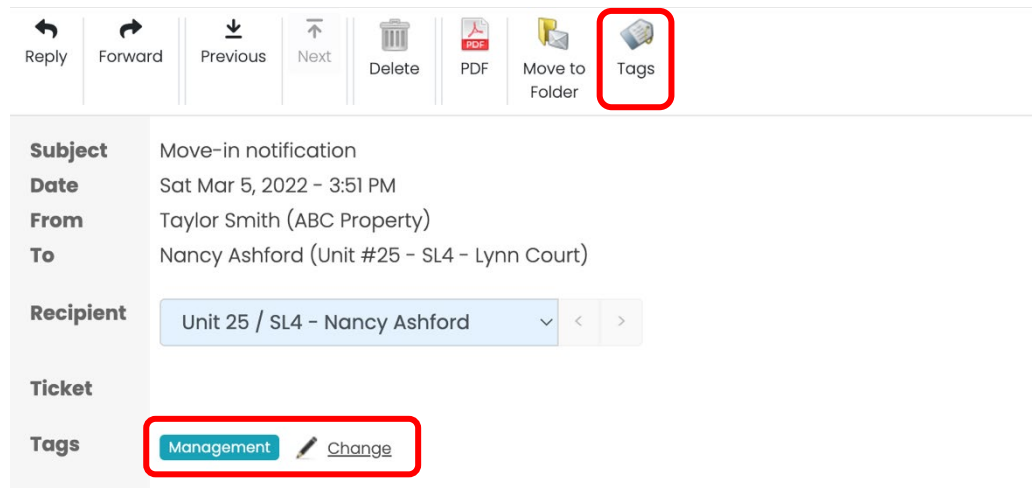


3. In the dialog box that opens, type a new tag or use the down arrow key to browse existing tags. Press the enter key on your keyboard or click the **+** button to add each tag.
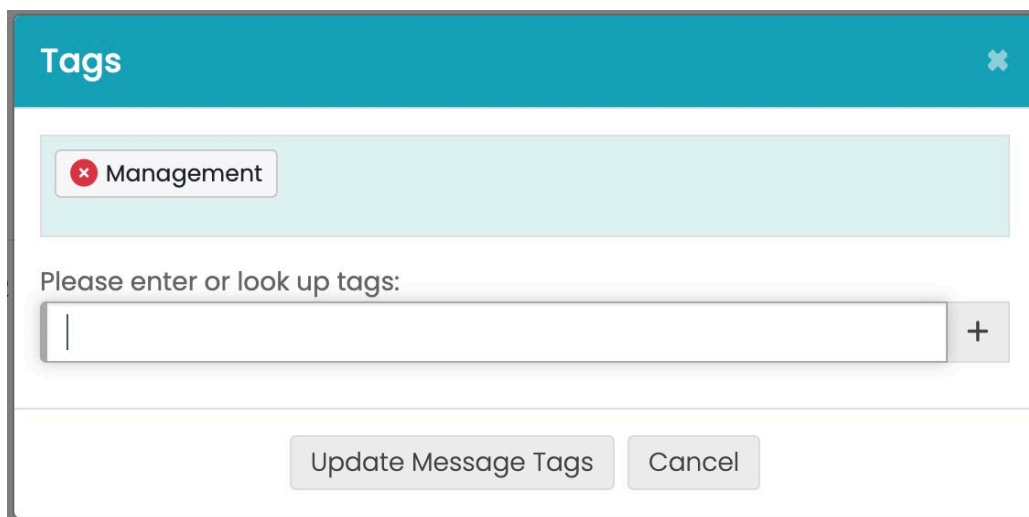


4. Repeat step 3 to add additional tags. Click the **X** icon ⊗ to remove a tag if needed.
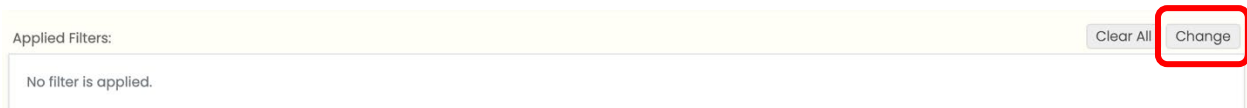5. Click **Update Message Tags**.

The message tags will be updated.
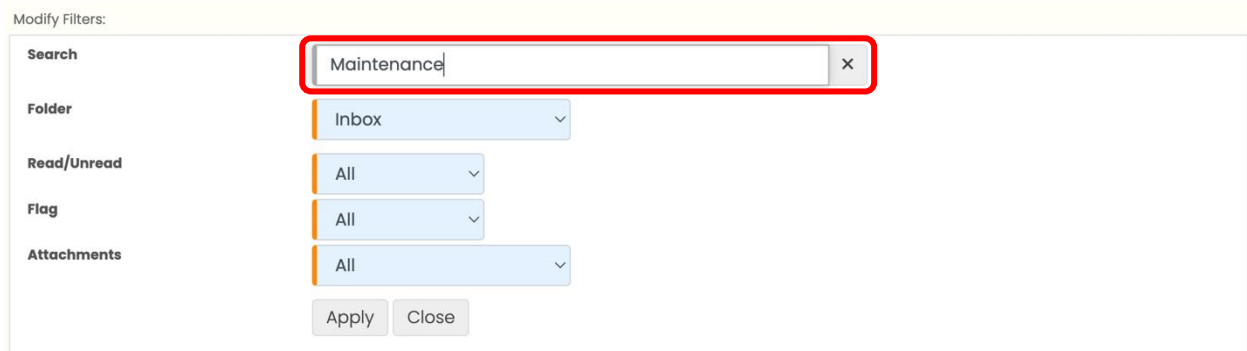
# How to search for messages

You can search your messages by applying filters. Your search terms will apply to message subjects, message body text, senders, recipients, and tags.

To search your messages:

1. To the right of the **Applied Filters** heading, click **Change**. This will open the filter menu.



2. In the **Search** field, type your search terms.



**IMPORTANT:** You can only search messages in the currently displayed folder. To search your entire mailbox, including all folders, select **Combined (Show All)** from the **Folder** dropdown menu.

3. Click **Apply**.

The message list will show your search results. The search terms will be highlighted.
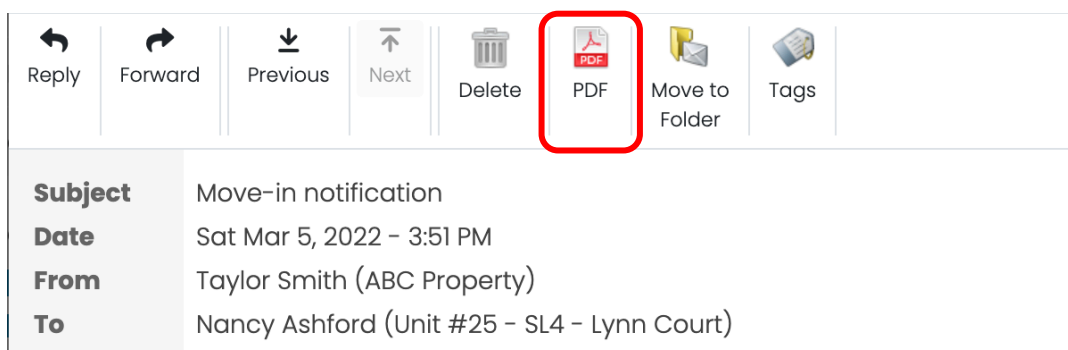
# How to print messages

You can print important messages by saving them in a printer-friendly PDF format. There are two ways to create PDFs: from an individual message, and from a message folder.
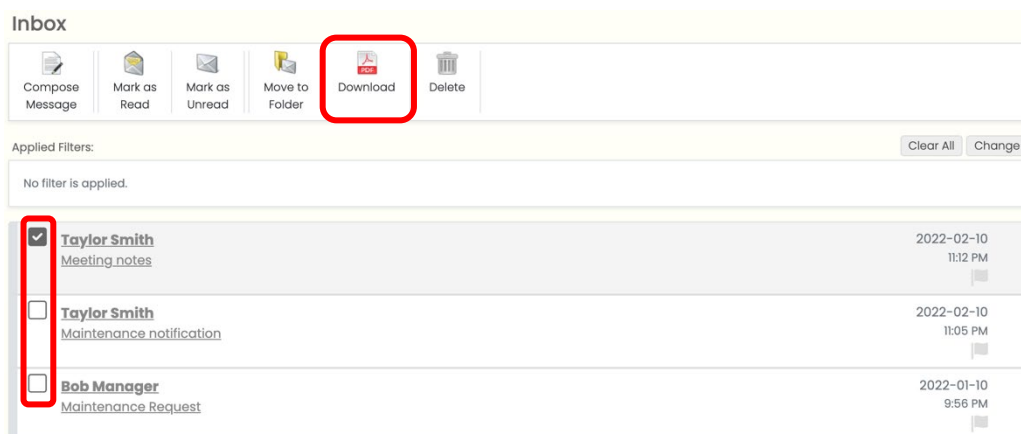
## Creating a PDF of an individual message

1. Open the message you want to print.
2. Inside the message, click **PDF**.



Your browser will download a PDF copy of the message.

## Creating a PDF of multiple messages in a folder

1. In the list of messages, select one or more messages using the check boxes.



2. Click **Download**.

Your browser will download a PDF copy of the messages. If multiple messages are selected, a single PDF file containing all selected messages will be created.
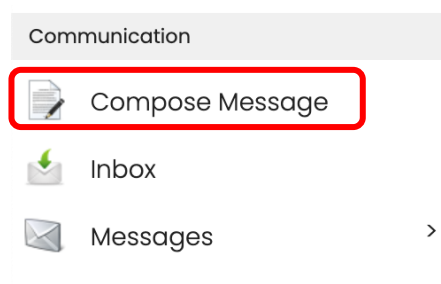
# How to create a new message

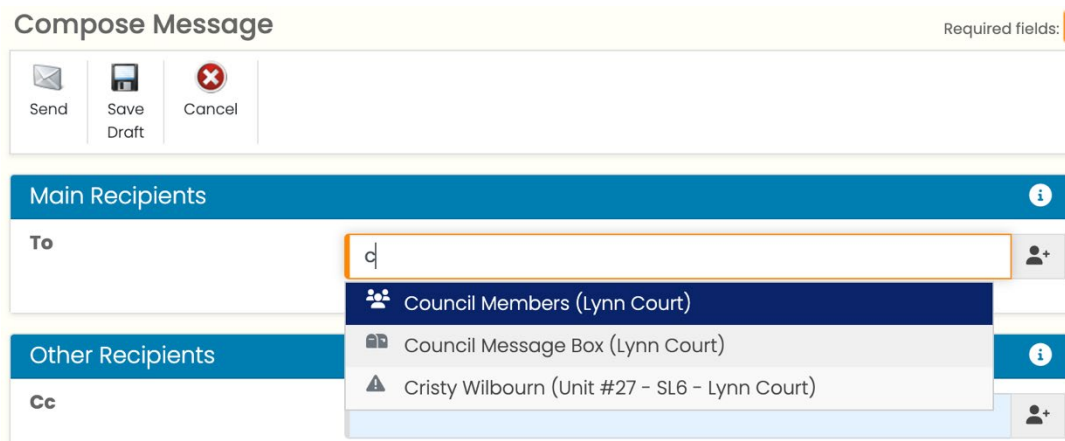Create new messages from the **Compose** tab.

To compose a new message:

1. In the Sidebar, click **Compose Message**.



2. Choose your message recipients.
3. If applicable, select file(s) to attach to your message.
4. If applicable, select a message template.
5. Type your message.
6. Click one of the delivery buttons at the bottom of the message screen.

## Choosing Message Recipients

Under **Main Recipients,** type a recipient's name, role, unit number, strata lot number, or group name into the search field to search the accounts that are available for your profile.



**IMPORTANT:** You cannot send messages to an email address. Entering an email address into one of the recipient fields will result in an error.

# Uploading Message Attachments

To attach a file to your message:

1. Under **Attachments**, drag a file to the drag & drop box or click **Upload New File** to select a file from your computer, OR click **Choose From Library** to select a file from your PowerStrata Documents library (see the STRATA DOCUMENTS section of this document for more information).
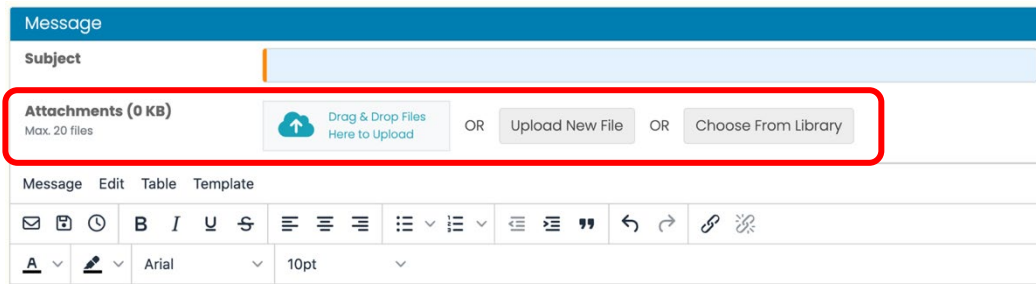


# Using Message Templates

Your council or strata manager may give you access to message templates. If a template is available:

1. Select a template from the **Template** dropdown menu above the message body:
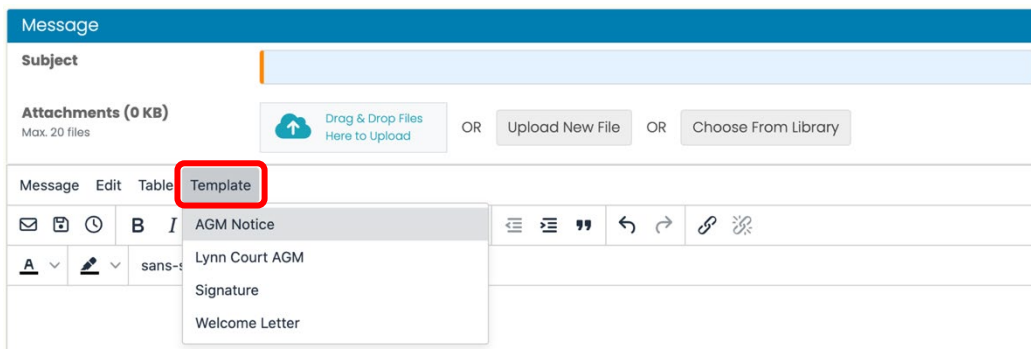


# Message Delivery Options

You can choose to send a message immediately, cancel it, or save it for later. Message delivery buttons can be found at the top left corner of the page, or directly below the message body.
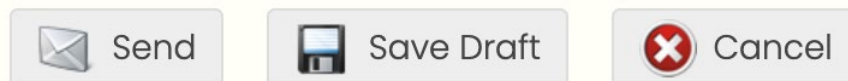


- **Send** will send the message immediately.
- **Save Draft** will save a copy of the message to your Drafts list.
- **Cancel** will discard the message and return you to your inbox.

# Discussions

# How to view discussions

PowerStrata's **Discussions** feature is a forum where residents, council members, and strata management can hold informal conversations.
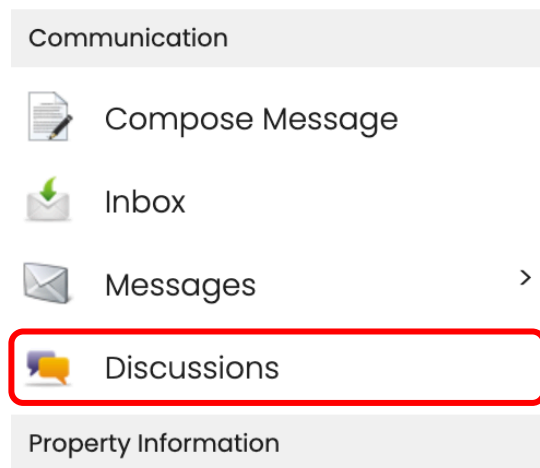
Discussions are organized into rooms and topics:

- Discussion rooms are folders containing one or more related topics.
- Topics are where conversations take place. Each topic may contain one or more posts.
- Posts in a topic are displayed in reverse-chronological order.

Rooms and topics that contain unread posts will display a coloured discussion icon .

To see discussions:

1. In the Sidebar, click **Discussions**.



You will be taken to a list of discussion rooms.

To view a discussion topic:

1. While inside **Discussions**, click on a room title. You will be taken to the list of topics in that room.
2. Click on a topic to see the discussion posts.
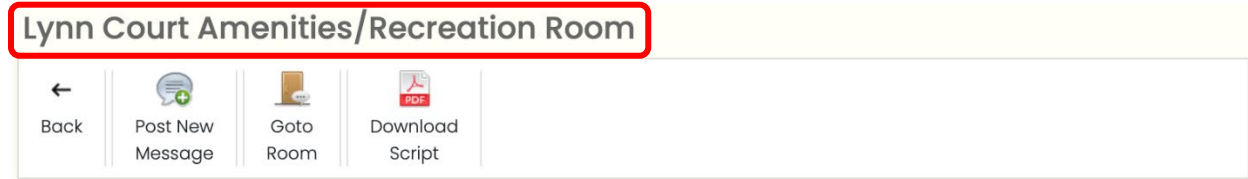


When inside a topic, the page header will show what room and topic you are viewing.

# Finding a Discussion Topic

You can use the **Search** function to look for a discussion topic and/or text within a discussion post. To search for a topic:

1. Navigate to the **Discussions** page.
2. In the search bar, type your search terms.



3. Click the magnifying glass, or press the **Enter** key on your keyboard.

The list of results will be displayed below the search bar. Your search terms will be highlighted.

# Subscribing to Discussions Rooms

You can configure discussions to send you notifications via email whenever a discussion room or topic is updated.

To subscribe to notifications for a discussion:

1. Navigate to the discussion room or topic.
2. Click the three-dot menu ••• on the discussion room or topic title.
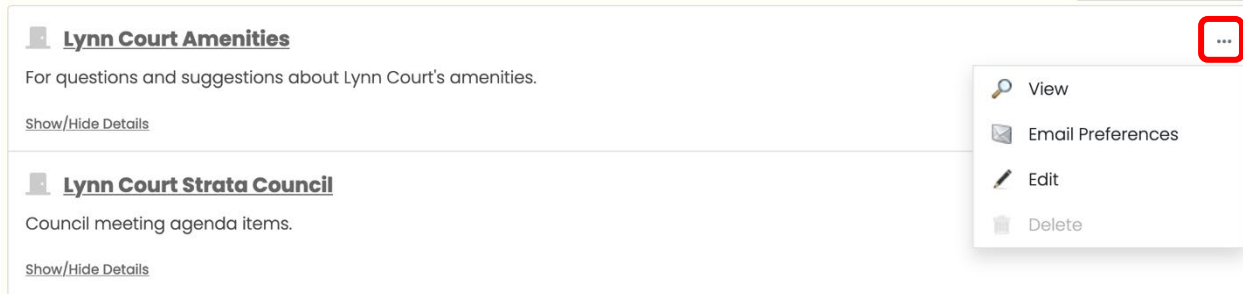


3. In the dropdown menu, click **Email Preferences**. A menu will appear.
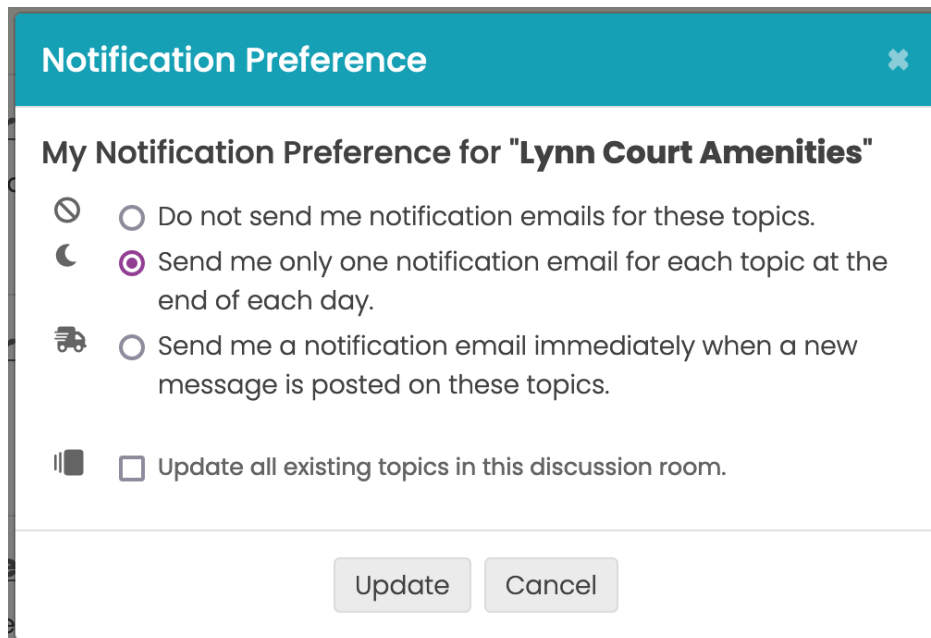


4. Select a notification frequency.

> **IMPORTANT:** If **Update all existing topics in this discussion room** is not selected, the notification preference you choose will only apply to topics created in the future. To update your preference for all current topics in the room, check **Update all existing topics in this discussion room**.

5. Click **Update**.

You will now receive email notifications according to the preference you chose.

# How to create a discussion room

> **IMPORTANT:** Discussion rooms can only be created by certain users. Contact your strata council or management company if you have an idea for a new discussion room.

If you have permissions to create a discussion room, to create a new one:

1. Navigate to the **Discussions** page.
2. Click **Add Discussion Room**.



3. In the page that opens, add a room name, choose participants, and choose a default notification setting.
4. Click **Save**.

The discussion room will now appear in the list of rooms.

# How to create a discussion topic

**IMPORTANT:** Depending on your PowerStrata implementation, you may not have the ability to create new discussion topics. Contact your strata council or management company if you have an idea for a new topic.

To create a new topic:

1. Navigate to the discussion room where you want to create a topic.
2. Click **New Topic.**



3. In the page that opens, choose a topic name, status, description, participants setting, and default notification setting.
4. Click **Save**.

The topic will now appear in the discussion room.

# How to post in a discussion

To add a post to a discussion:

1. Navigate to the desired discussion room.
2. Open the topic you want to post in.
3. Click **Post New Message.**



4. Enter your text in the message field.
5. Click **Post**.

# How to edit a discussion topic

You can edit or delete topics that you have created.

## Editing Discussion Topics

To edit a discussion topic:

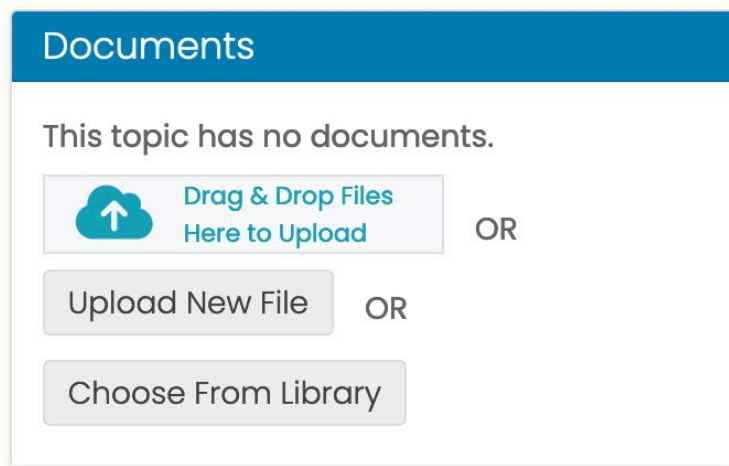1. Navigate to the topic in question.
2. Click **Edit Topic**.



3. Modify the topic subject, status, description, or settings.
4. Click **Save**.

## Uploading Files

To upload a file to a discussion topic:

1. Navigate to the topic.
2. Under **Documents**, click **Upload New File**.



3. In the uploader that opens, choose a file and add a description if desired.
4. Click **Save**.

The file will now be available in the topic under **Documents**.

## Deleting Discussion Topics

> **IMPORTANT:** Deleting a topic will permanently remove all discussion posts and any files uploaded to the topic.

To delete a topic:

1. Navigate to the topic in question.
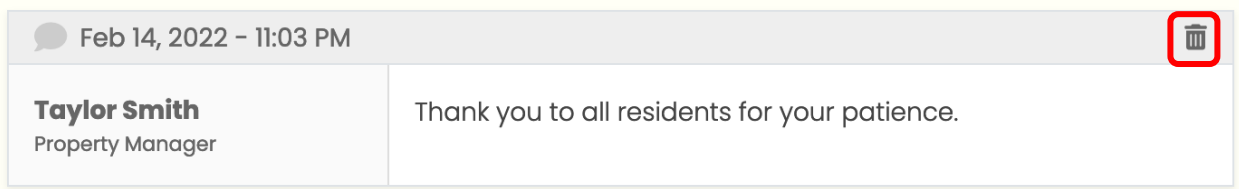2. Click **Delete Topic**.



3. In the pop-up confirmation box that appears, click **Delete**.

The topic, as well as all posts and documents inside it, will be deleted.

## Deleting Discussion Posts

A discussion post cannot be edited once you have submitted it. It can only be deleted. To delete a post:

1. Navigate to the topic.

2. In the post you want to remove, click the trashcan icon 🗑 .



3. In the confirmation pop-up, click **Delete**.

The post will be deleted.

# Strata Documents

# How to view your strata documents library

Your strata may maintain a library of documents with information about bylaws, reports, and more. You can view the documents as a list, or in folders. The list view is selected by default. To see your strata documents:

1. In the Sidebar, click **Documents**.
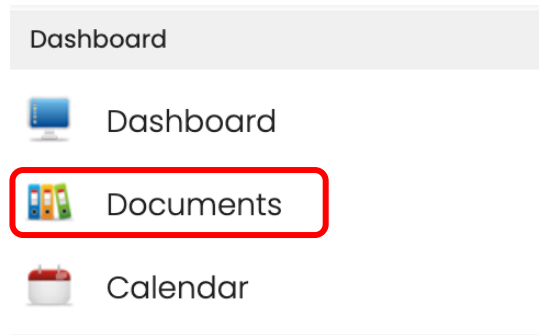


You will be taken to a list of document categories. Open a category to see the files inside.

To see the documents categorized in folders:

1. Click **Folder View**.



You will be taken to a list of document folders. Click a folder to see the documents it contains.



> **IMPORTANT:** Documents that are unit-specific are located in the **Units** tab. See How do I view unit-specific documents? in this document for more information.

# How to search for a strata document

Instead of browsing through categories, you can use the search bar to find a document.

Please note that document contents are not searchable. You can search for descriptions, filenames, categories, or subcategories.

To search for a document:

1. Navigate to **Documents**.
2. Type your search terms in the search bar.
3. Press **Enter** on your keyboard.

Your search results will appear below the search bar.

# Unit Information

# How to find information about your unit

You can see information about your unit inside PowerStrata. Your unit profile contains information unique to your unit and PowerStrata implementation, and may contain one or more of the following:

- General information, like buzzer number, unit-specific contact information, etc.
- Legal information, like unit entitlement, number of votes, strata fees, owner contact information, etc.
- Financial transaction history.
- Unit-specific documents, like alteration requests, pet registration forms, locker rental agreements, etc.

To view your unit profile:

1. In the Sidebar, click **Units**. This will take you to a list of your units.
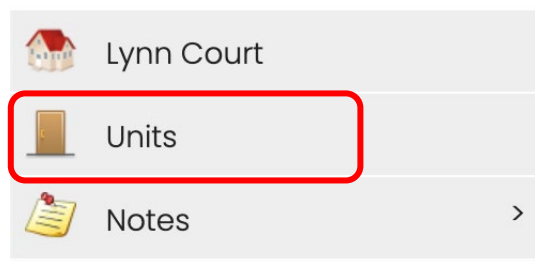


2. Find a unit in the list and click on the unit number.



You will be taken to a page containing unit information.

# How to view unit-specific documents

Unit-specific documents, like documents about alteration requests, owner correspondence, and bylaw enforcement, are available in the **Units** tab. These documents are private and are not available in the main document library.

You can only view documents related to your unit. You cannot view another unit's documents unless you have been granted access.

To view unit-specific documents:

1. In the Sidebar, click **Units**.
2. Click your unit number.
3. Click **Unit Docs**.



You will be taken to a list of documents.

# How to update your unit profile

You can update your emergency information in your unit profile.

Other fields in your unit profile cannot be edited. Contact your strata council or property manager if you find any incorrect information.

To update your emergency contact information:

1. Navigate to your Unit profile.
2. Under **Current Ownership** or **Current Tenancy**, click the three-dot menu in the top right corner.



3. Select **Edit Emerg. Info** from the dropdown menu.
4. In the **Emergency Contact** form, update your information as needed.
5. Click **Save**.

Your emergency information will be updated.

# Calendar

# How to view the strata calendar of events

Strata events will appear on the **Calendar** page. To see the calendar:

1. In the Sidebar, click **Calendar**.
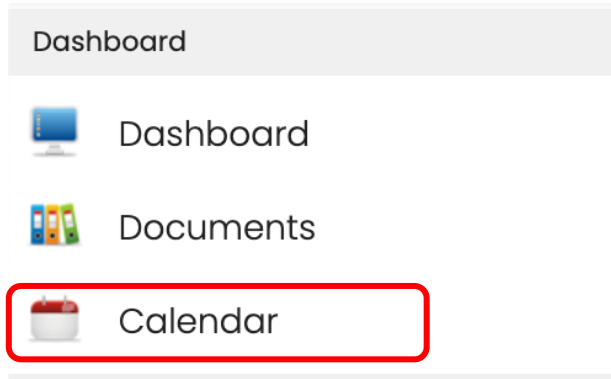


You will be taken to a calendar showing the current month:



Click on an event to view additional details.

Contact your strata council or property manager if you would like to view or receive notification of additional events, or if you would like to add a new event to the calendar.

# How to share your strata events with other calendars and devices

You can share your PowerStrata calendar to external applications, such as Microsoft Outlook or Google Calendar.

The strata calendar URL (webcal) is located in your profile. See the Updating Your Preferences topic of this document for more information.

To import your PowerStrata calendar to another calendar application:

## Microsoft Outlook

1. Click on your name in the top navigation bar.
2. In the menu that opens, click **Preferences**.
3. Under **Calendar**, click on the Subscription URL link.



4. If your browser asks for a confirmation, click to confirm.
5. Select Outlook from the list of applications
6. Click **OK** to confirm. A pop-up box will appear in Outlook.
7. Click **Yes** to add the PowerStrata calendar to your account
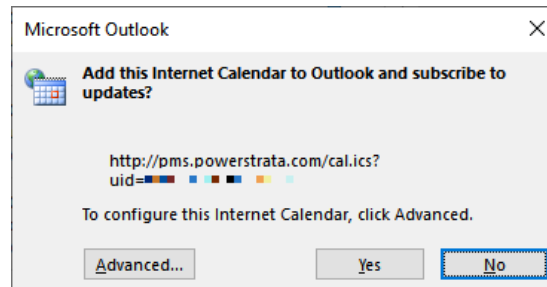
## Google Calendar

1. Click on your name in the top navigation bar.
2. Click **Preferences** in the menu.
3. Under **Calendar**, click on the Subscription URL. Google Calendar should open in your browser. If it doesn't, copy the link into your browser.
4. An **Add calendar** pop-up will appear. Click **Add**.
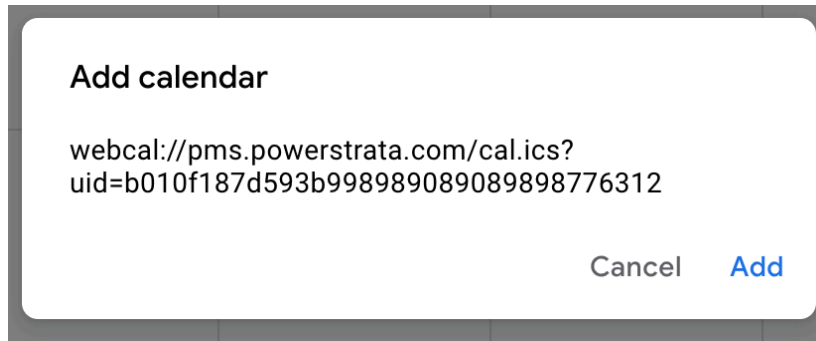


PowerStrata events will now be visible in your Google Calendar.

> **IMPORTANT:** Google Calendar fetches the list of events from subscribed calendars once or twice a day. You cannot force Google Calendar to manually re-synchronize with a subscribed calendar. As a result, changes made to the strata calendar in PowerStrata may not be immediately visible in Google Calendar.

## iOS

1. From a mobile browser, go to pms.powerstrata.com and provide your login credentials.
2. Tap **My Profile** in the dashboard header next to your name.
3. Tap **Settings**.
4. Under **Calendar,** tap on the Subscription URL link.
5. When asked "Subscribe to the calendar PowerStrata?", tap **Subscribe**.

## Android

Android mobile devices are linked to a Google account. To add the PowerStrata calendar to Google Calendar you will need to add it to your Google Account from a computer.

See the Google Calendar section of this document for instructions.

# Notes

# How to view strata notes

The **Notes** page may have information about amenities, garbage pickup, and more. To see your strata notes:

1. In the Sidebar, click **Notes**. This will open a dropdown menu.
2. In the dropdown menu, click **List**.
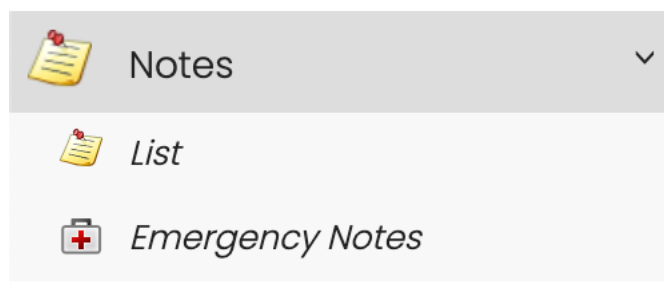


You will be taken to a list of note categories. Expand the categories to see individual notes.
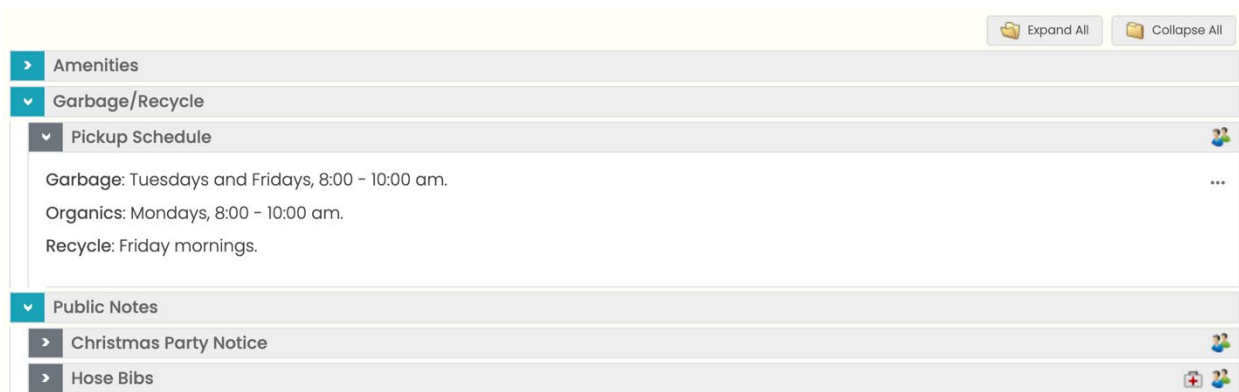
# Strata and Management Information

# How to view your property information

Your property information may include details like the property's address, the number of units, owners and tenants, storage lockers, restrictions, and more. To find information about your strata:

1. In the Sidebar, click on the property name.
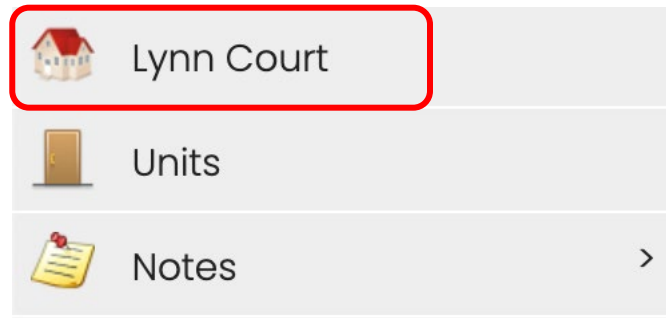


You will be taken to a page with more details about the property.

# How to view property manager information

If your strata is managed by a company, you can find its details in PowerStrata. To find information about your management company:

1. In the Sidebar, click on the name of the management company.



You will be taken to a page with more details about the management company.

# FAQ

# Frequently Asked Questions

## Q. I forgot my password, how do I reset it?
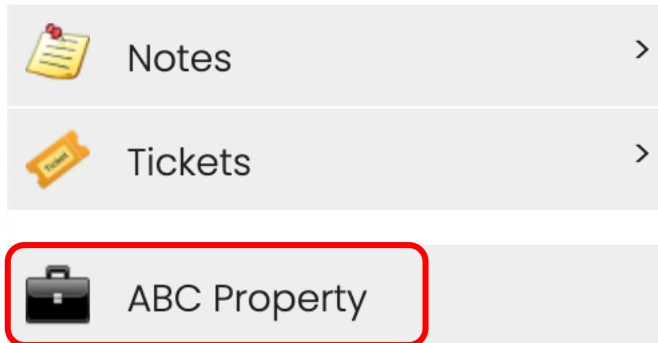
**A.** To reset your password:

1. Go to https://pms.powerstrata.com and click **Forgot your password?** on the login page.
2. Enter your username and the email address used to create your profile.
3. Click **Reset**.

You will receive an email containing a new password. If you do not receive the email, check your spam folder and make sure that the domain "pms.powerstrata.com" is whitelisted in your email client.

It is highly recommended that you change to a new password as soon as possible.

## Q. I forgot my username, how do I get it back?

**A.** Perform the following steps to recover your username:

1. Go to https://pms.powerstrata.com and click **Forgot your username?** on the login page.
2. Enter your Primary Email address. This should be the same as the email address that was used to create your profile.
3. Click **Submit Request**.

You will receive an email containing your username. If you do not receive the email, check your spam folder and make sure that the domain "pms.powerstrata.com" is whitelisted in your email client.

## Q. The strata calendar is no longer synchronized with my external calendar. What happened?

**A.** Updating your password will change the subscription URL for your profile. Go to your PowerStrata profile settings to find the new subscription link.

Refer to How do I share my strata events with other calendars and devices? in this document to re-share the strata calendar to your external calendar.

**Q. Can I subscribe to receive notifications when a document gets added to the library, such as council meeting minutes?**

**A.** Due to the large number of documents that may be uploaded in bulk (e.g. transferring prior-period documents) as well as uploading of draft documents, a document subscription model is not supported at this time.

The strata council can send notifications for meeting minutes. In addition, a list of Recent Documents is provided on the PowerStrata dashboard:
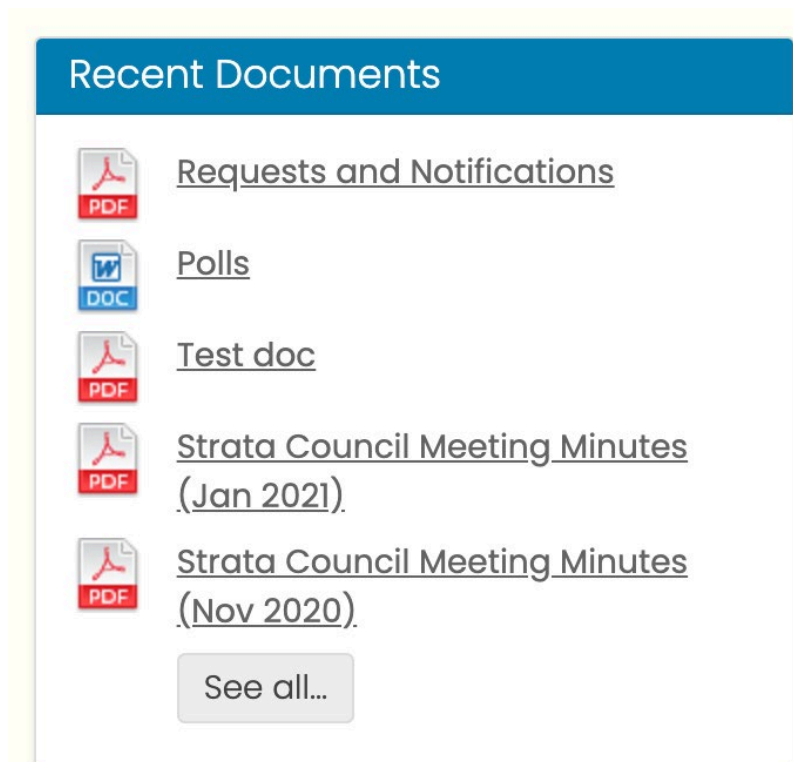


**Q. Can I create a link to a file in my library?**

**A.** Yes. Every document added to your library gets a unique URL. Right-click on any document description and select **Copy Link Address** (the exact wording will vary depending on your browser) to copy the URL to your computer's clipboard.

You will still need to log in to PowerStrata to access a document via its URL.