

PropertyIQ™

Buildings – Emails tab

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EMAILS TAB

The emails tab records all incoming and outgoing emails relating to the building.



Incoming email functionality is not enabled by default. For full details, see the manual “Incoming and Outgoing Emails”. If you want to enable incoming emails, contact support@propertyiq.com.au

OUTGOING EMAILS TAB

The Emails Tab allows you to view all incoming and outgoing emails for the Building.

1. The emails tab defaults to Outgoing emails but you can click on the tabs to view incoming emails
2. The status defaults to Sent emails, but you can click on the tabs to view emails with All or Error status
3. You can click in the calendar boxes to select a date range to search for
4. Click on any column heading to order the emails by that column heading
5. Type some key letters in any of the empty boxes on the top line to refine your search
6. Click on an item to highlight it and then double click to open it or
7. Click on an item to highlight it and then click View to view it.

S/Plan*

888777

Manager*

Training Manager

Folio*

Group B Folio

Building Type*

Strata

Building Sub Type*

Residential

Building Class

Total UOE*

220

Active

☒

All Inclusive Fees

☐

Debt Collection

☒

Payment Plan

☐

Address

Street No

15

Street Name*

Florence

Address 2

Suburb

HORNSBY

State*

NSW

Building Name

Hornsby Towers

P/Code

2077

Formal Tenancy 38.46%

Settings

Dates

Charges

Info

Financials

Budget

Notes

Documents

Registers

Alerts

Work Orders

Insurance Claims

Emails

Log of Changes

Outgoing

Incoming

From

17/04/2018

To

17/05/2018

All

Sent

Error

	To	Cc	Bcc	Subject	Status	Created By	Sent	Created
<input checked="" type="checkbox"/>	276_email@deadend.piq			S/Plan: 888777 Lot: 9 - ...	Sent	ams	17/05/2018 - 12:35 pm	17/05/2018 - 12:35 pm
<input type="checkbox"/>	276_email@deadend.piq			S/Plan: 888777 Lot: 10 ...	Sent	ams	17/05/2018 - 12:35 pm	17/05/2018 - 12:35 pm
<input type="checkbox"/>	276_email@deadend.piq			S/Plan: 888777 Lot: 8 - ...	Sent	ams	17/05/2018 - 12:35 pm	17/05/2018 - 12:35 pm

1 selected

Resend

View

VIEWING AN INDIVIDUAL EMAIL FROM THE OUTGOING EMAILS TAB

1. Click on the email you want to view/forward, to highlight it
2. The details of the original email show here
3. Click on little white arrow to open the Additional accordion and view additional details
4. Attachments show here, click on Download to download an attachment
5. The body of the original email shows here.
6. Click Forward to forward the email
7. Click close to close the email.

Building

S/Plan* 888777

Manager* Training Manager

Folio* Group B Folio

Building Type* Strata

Building Sub Type* Residential

Building Class

Total UOE* 220

Active ☒ **All Inclusive** ☐

Debt Collection ☒ **Payment Plan** ☐

Settings **Dates** **Charges** **Info**

Outgoing **Incoming**

From 21/05/2018 **To**

☐ **To**

☒ faye@propertyiq.com... **1**

☐ mail@deadend.piq

☐ 276_email@deadend.piq

☐ 276_email@deadend.piq

☐ faye@propertyiq.com...

☐ franca@work.com.au ell...

☐ fayelynettegoman@...

☐ 269_tenantEmail@dea...

1 selected

Email

Sent Time 18/06/2018 - 7:22 pm

Subject Invoice for your Approval S/Plan 888777 **2**

To faye@propertyiq.com.au;126_email@deadend.piq

Bcc info@mystrataco.com.au

Created By ams

Additional

From Address piq@test.com.au **3**

Reply To piq@test.com.au

Created Time 18/06/2018 - 7:22 pm

Attachments **4**

146_Locksmiths Supplies_400.00.pdf (40.65 kB) ☒ Download

Message

Dear Committee Member,

Please find attached, an invoice for your approval.

S/Plan 888777, Supplier Name: Locksmiths Supplies, Invoice Amount: \$400.00, Reference Number: 146

Kind regards,

My StrataCo

1 Canning Highway

PERTH WA 6000

nh: 13 12 14 **5**

6 **7**

FORWARDING AN EMAIL FROM THE OUTGOING EMAILS TAB

1. Type the email address you want to send the email to here (required)

2. Type an email address to cc to (optional)
3. Type an email address to bcc (optional)
4. The original subject line shows here but you can overwrite with a new subject if you want to
5. Type the text you want to show in the forwarded email here
6. Click forward to send the email

The screenshot shows a 'Forward Email' dialog box with the following fields and content:

- To***: angelaj@gmail.com (Callout 1)
- Cc**: anne.fluva@mystrataco.com.au (Callout 2)
- Bcc**: (Callout 3)
- Subject***: FWD: Invoice for your Approval S/Plan 888777 (Callout 4)
- Message Prefix**:
 - Hello Angela (Callout 4)
 - Here is the invoice approval email for your consideration (Callout 5)
 - Forwarded message -----
 - From: piq@test.com.au
 - Sent: 18/06/2018 - 7:22 pm
 - To: fayeg@propertyiq.com.au;126_email@deadend.piq
 - Subject: Invoice for your Approval S/Plan 888777
- Original Message**:
 - Dear Committee Member,
 - Please find attached, an invoice for your approval.
 - S/Plan 888777, Supplier Name: Locksmiths Supplies, Invoice Amount: \$400.00, Reference Number: 146
 - Kind regards, (Callout 6)
 - My StrataCo
 - 1 Canning Highway
 - PERTH WA 6000
- At the bottom, a note states: 'All original attachments will be included when forwarding the email.' (Callout 7)
- Buttons: Forward (with envelope icon) and Cancel (with X icon).

VIEWING INCOMING EMAILS FOR A BUILDING FROM THE BUILDING CARD – EMAILS TAB

1. The default view is outgoing emails, click on the Incoming tab to view incoming emails

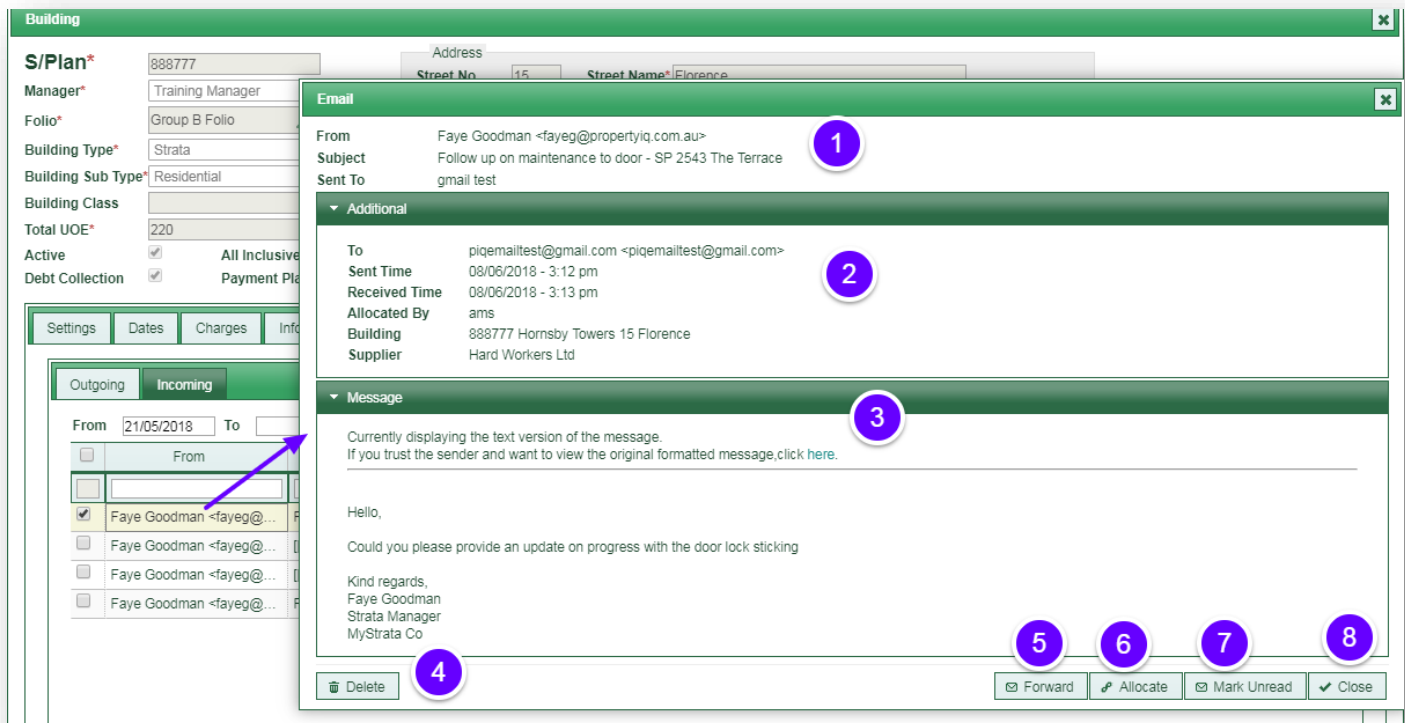
- The default date range is for the past month, but you can click in the empty boxes to open the calendar and select a date range
- If you have more than one incoming mailbox set up, you can click on the dropdown and select the emails from individual mailboxes
- The default read status is All, but you can click on the dropdown list to select emails with unread status
- Type some key letters in the message or subject box to search for emails with those words in their message or subject
- Click on Search/Refresh to refresh your view, based on the criteria you have selected.
- Click on any column heading to sort the screen by that column
- Type some key letters in any of the empty boxes on the top line to refine your search
- Click on an email to highlight it on the screen
- Run Auto Allocate to auto allocate the email(s) selected on the screen. See the manual "Incoming and outgoing emails" for full details
- Allocate to manually allocate the email(s) select on the screen. See the manual "Incoming and Outgoing Emails" for full details
- View to open an email that has been highlighted on screen

The screenshot shows the 'Emails' tab in the PropertyIQ Buildings interface. The interface includes a top navigation bar with tabs like Settings, Charges, Info, Financials, Budget, Notes, Documents, Registers, Alerts, Work Orders, Insurance Claims, Emails, and Log of Changes. Below this is a sub-navigation bar with 'Outgoing' and 'Incoming' tabs. The main area displays a table of incoming emails with columns: From, Subject, Lot No, Supplier, Debtor, Attach..., Received, and Allocated. The first row is highlighted. At the bottom, there are buttons for 'Run Auto-Allocate', 'Allocate', and 'View'. Numbered callouts (1-12) point to various UI elements: 1 points to the 'Settings' tab; 2 points to the 'Incoming' tab; 3 points to the 'From' dropdown; 4 points to the 'Subject' search box; 5 points to the 'Search / Refresh' button; 6 points to the 'Allocated' column header; 7 points to the 'From' column header; 8 points to the 'Subject' column header; 9 points to the first row of the email table; 10 points to the 'Run Auto-Allocate' button; 11 points to the 'Allocate' button; and 12 points to the 'View' button.

VIEWING AN INDIVIDUAL EMAIL FROM THE INCOMING EMAILS TAB

- Click on the email you want to view/forward, to highlight it
- Click on the little white arrow on the Additional accordion to open it and view additional detail
- You can click here to view the details of the original email

4. Click Delete to delete the email. (You will only see this if you have permission to delete emails)
5. Click Forward to forward the email
6. *Allocate* to manually re-allocate the email
7. *Mark unread* to make the email appear unreal
8. *Close*



FORWARDING AN EMAIL FROM THE INCOMING EMAILS TAB

1. Enter the email address you want to send the email to here (required)
2. Enter an email address to cc to (optional)
3. Enter an email address to bcc (optional)
4. The original subject line shows here but you can overtype with a new subject if you want to
5. Enter the text you want to show in the forwarded email here

6. The original text shows here
7. *Forward* to send the email

The screenshot shows a 'Forward Email' dialog box with the following fields and content:

- To***: byron.gleeson@stratawork.com (Callout 1)
- Cc**: elaine.bonnett@stratawork.com (Callout 2)
- Bcc**: (Callout 3)
- Subject***: FWD: Follow up on maintenance to door - SP 2543 The Terrace (Callout 4)
- Message Prefix**:
 - Hello Byron,
 - Here is the original email (Callout 5)
 - Forwarded message -----
 - From: Faye Goodman
 - Sent: 08/06/2018 - 3:12 pm
 - To: piqemailtest@gmail.com
 - Subject: Follow up on maintenance to door - SP 2543 The Terrace
- Original Message**:
 - Hello,
 - Could you please provide an update on progress with the door lock sticking (Callout 6)
 - Kind regards,
 - Faye Goodman
 - Strata Manager
 - MyStrata Co
- Footer: All original attachments will be included when forwarding the email. (Callout 7)

Buttons at the bottom right: Forward, Cancel.