



Users, roles and permissions

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INTRODUCTION TO USERS, ROLES AND PERMISSIONS

PropertyIQ allows full flexibility of users, roles and permissions.

By default, only an *Administrator* can access users, roles and permissions

PropertyIQ also has the following default roles available:

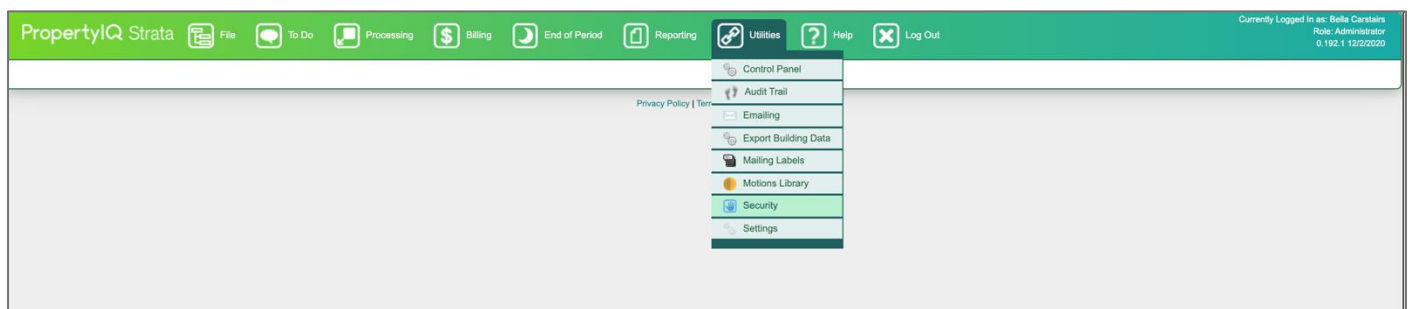
- *Administrator*
- *Accounts*
- *Guest*
- *Manager*

These default roles cannot be edited. However, you can add new roles or clone existing roles to suit your needs.

ROLES

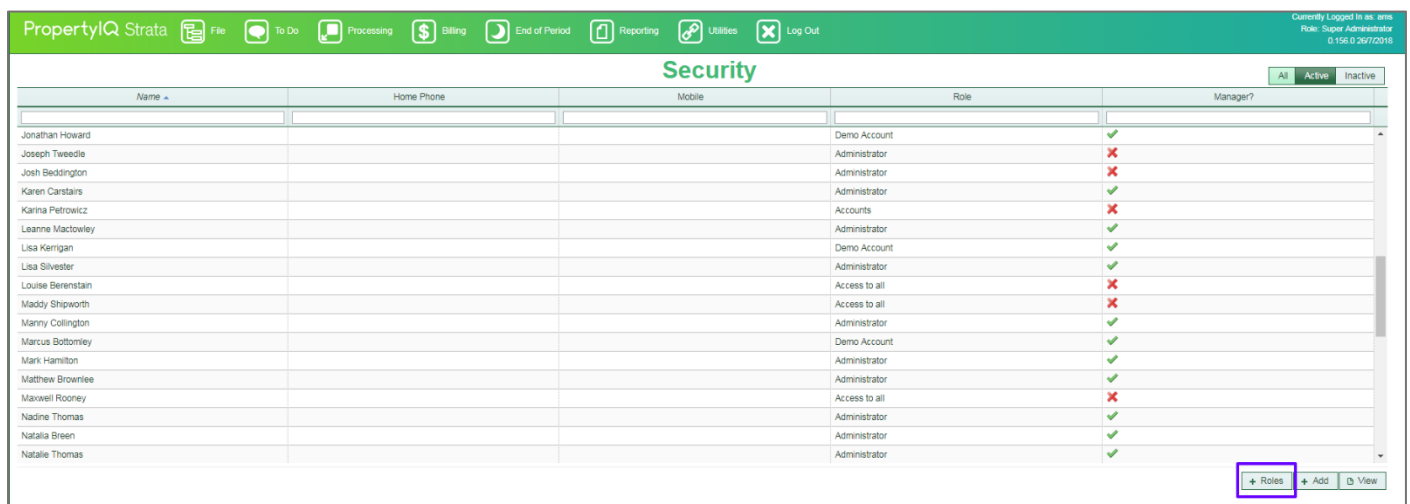
ACCESSING ROLES

To access Roles, go to  and select Security



VIEW, ADD, EDIT OR CLONE A ROLE

Click on *Roles* to add, edit or clone roles



Name	Home Phone	Mobile	Role	Security	Manager?
Jonathan Howard			Demo Account	✓	
Joseph Tweedie			Administrator	✗	
Josh Beddington			Administrator	✗	
Karen Carstairs			Administrator	✓	
Karina Petrovicz			Accounts	✗	
Leanne Macrowley			Administrator	✓	
Lisa Kerrigan			Demo Account	✓	
Lisa Silvester			Administrator	✓	
Louise Berenstein			Access to all	✗	
Maddy Shipworth			Access to all	✗	
Manny Collington			Administrator	✓	
Marcus Bottomley			Demo Account	✓	
Mark Hamilton			Administrator	✓	
Matthew Brownlee			Administrator	✓	
Maxwell Rooney			Access to all	✗	
Nadine Thomas			Administrator	✓	
Natalia Breen			Administrator	✓	
Natalie Thomas			Administrator	✓	

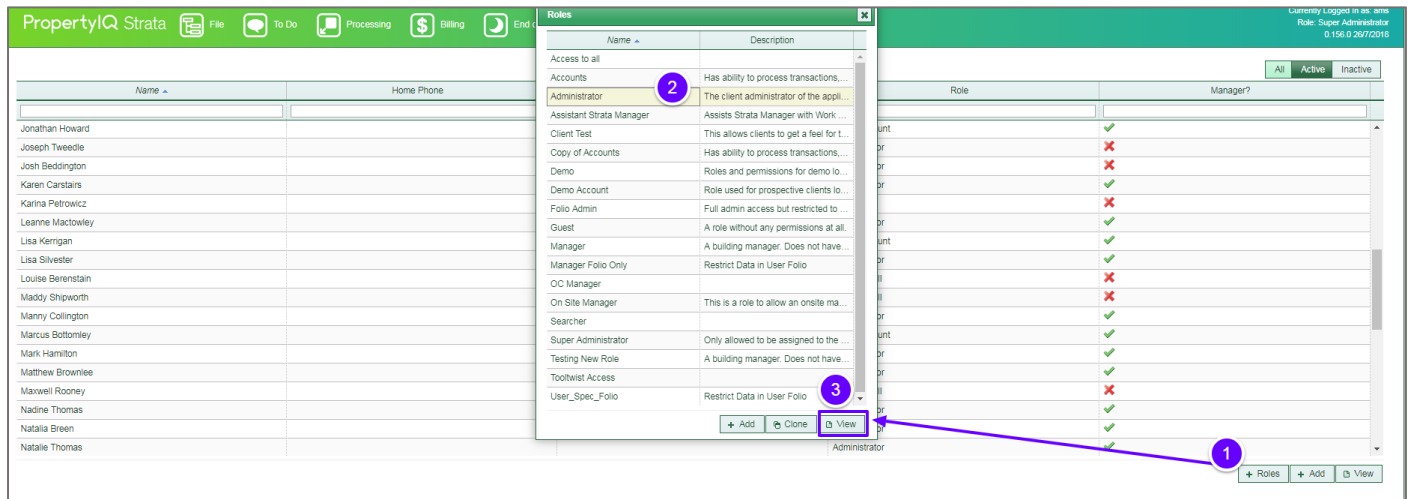


The four default user roles – Administrator, Accounts, Guest and Manager cannot be edited

VIEW A ROLE

To view a role and its permissions,

1. Click on **Roles**
2. Highlight the role you want to view
3. Click on **View**



Customise permissions for the role by ticking and unticking individual permissions.

Role

Name*

Assistant Strata Manager

Description

Assists Strata Manager with Work Orders, data Entry and Meetings

Permissions

Data Access

Data Access Restriction

Restrict to Data In Users Folios

File

Buildings

View

Add

Edit

Lots

View

Add

Edit

Property Manager

View

Add

Edit

Suppliers

View

Add

Edit

Debtors

View

Add

Edit

Bank Accounts

View

Add

Edit

Chart of Accounts

View

Add

Edit

Access Register

View

Add

Edit

Documents

View

Add

Edit

Templates

View

Add

Edit

Email Templates

View

Add

Edit

To Do

Diary

View

Add

Edit

Delete

Work Orders

View

Add

Edit

Delete

Meetings

View

Add

Edit

Delete

Insurance Claims

View

Add

Edit

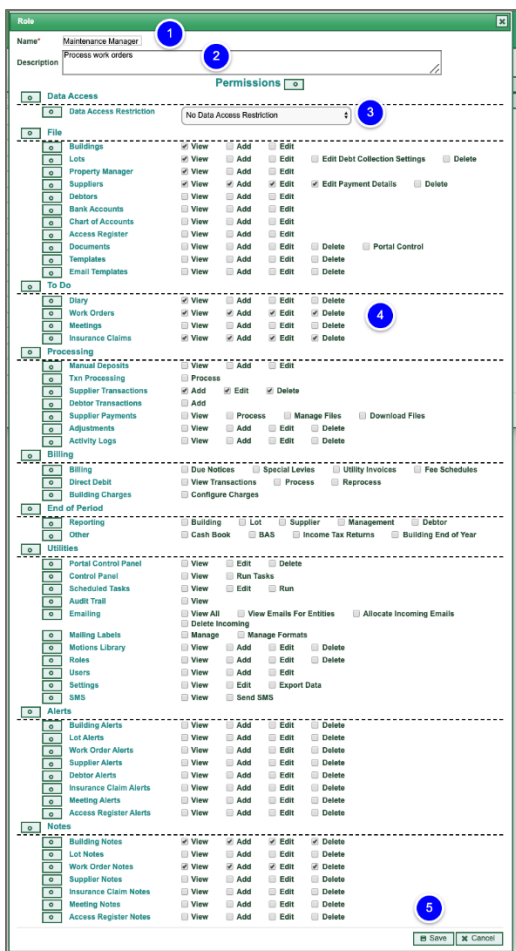
Delete

ADD A NEW ROLE

- Click +Add



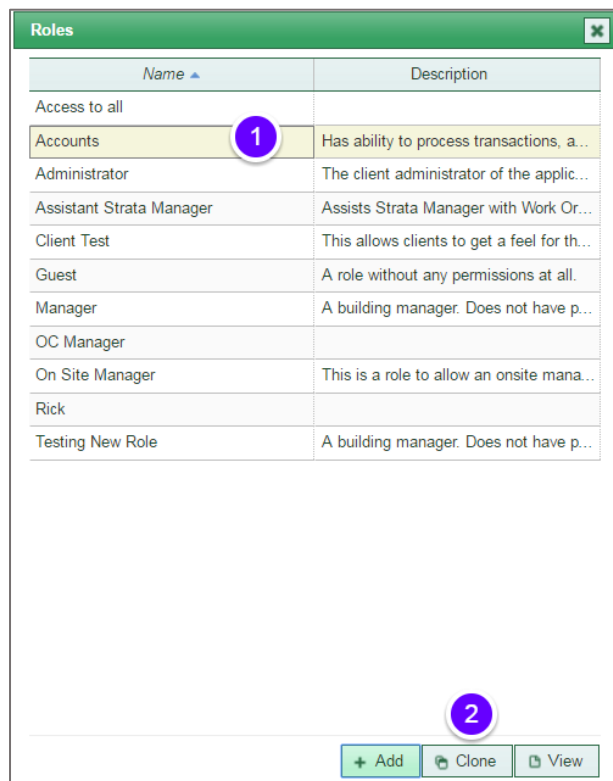
1. Type a name for the new role
2. Type a brief description of the role
3. You can restrict the visibility of data by choosing from the dropdown list -choices are:
 - o No restrictions – user can access all data
 - o Restrict to data in user's Portfolio – can view all data in their assigned Folio (which may include other manager's buildings)
 - o Restrict to data in buildings managed by user – can only view data for the buildings the user manages
4. Tick the permissions you want the new role to have
5. Save when you are ready.



CLONE A ROLE

If you need to create a new role, it is often easier to clone an existing role and edit where necessary.

1. Highlight the role you want to clone
2. Click *Clone*



Name ▲	Description
Access to all	
Accounts	Has ability to process transactions, a...
Administrator	The client administrator of the applic...
Assistant Strata Manager	Assists Strata Manager with Work Or...
Client Test	This allows clients to get a feel for th...
Guest	A role without any permissions at all.
Manager	A building manager. Does not have p...
OC Manager	
On Site Manager	This is a role to allow an onsite mana...
Rick	
Testing New Role	A building manager. Does not have p...

+ Add Clone View

1. The role will initially be named “Copy of” You can type a new name for the role here
2. You can edit the existing description here if needed
3. The Data access restrictions for the role you are cloning will be defaulted here, you can use the dropdown list to alter if you want. The choices are:
 - No restrictions – user can access all data
 - Restrict to data in user’s portfolio – can view all data in their assigned portfolio (which may include other manager’s buildings)
 - Restrict to data in buildings managed by user – can only view data for the buildings the user manages
4. Tick and untick to make any changes to the permissions of the role you are cloning.
5. *Save*

Role

Name*

Copy of Assistant Strata Manager

Description

Assists Strata Manager with Work Orders, data Entry and Meetings

Permissions

Data Access

Data Access Restriction

No Data Access Restriction

File

Buildings

View Add Edit

Lots

View Add Edit Edit Debt Collection Settings Delete

Property Manager

View Add Edit

Suppliers

View Add Edit Edit Payment Details Delete

Debtors

View Add Edit

Bank Accounts

View Add Edit

Chart of Accounts

View Add Edit

Access Register

View Add Edit

Documents

View Add Edit Delete Portal Control

Templates

View Add Edit Delete

Email Templates

View Add Edit Delete

To Do

Diary

View Add Edit Delete

Work Orders

View Add Edit Delete

Meetings

View Add Edit Delete

Insurance Claims

View Add Edit Delete

Processing

Manual Deposits

View Add Edit

Txn Processing

Process

Supplier Transactions

Add Edit Delete

Debtor Transactions

Add

Supplier Payments

View Process Manage Files Download Files

Adjustments

View Add Edit Delete

Activity Logs

View Add Edit Delete

Billing

Billing

Due Notices Special Levies Utility Invoices Fee Schedules

Direct Debit

View Transactions Process Reprocess

Building Charges

Configure Charges

End of Period

Reporting

Building Lot Supplier Management Debtor

Other

Cash Book BAS Income Tax Returns Building End of Year

Utilities

Portal Control Panel

View Edit Delete

Control Panel

View Run Tasks

Scheduled Tasks

View Edit Run

Audit Trail

View

Emailing

View All View Emails For Entities Allocate Incoming Emails Delete Incoming

Mailing Labels

Manage Manage Formats

Motions Library

View Add Edit Delete

Roles

View Add Edit Delete

Users

View Add Edit

Settings

View Edit Export Data

SMS

View Send SMS

Alerts

Building Alerts

View Add Edit Delete

Lot Alerts

View Add Edit Delete

Work Order Alerts

View Add Edit Delete

Supplier Alerts

View Add Edit Delete

Debtor Alerts

View Add Edit Delete

Insurance Claim Alerts

View Add Edit Delete

Meeting Alerts

View Add Edit Delete

Access Register Alerts

View Add Edit Delete

Notes

Building Notes

View Add Edit Delete

Lot Notes

View Add Edit Delete

Work Order Notes

View Add Edit Delete

Supplier Notes

View Add Edit Delete

Insurance Claim Notes

View Add Edit Delete

Meeting Notes

View Add Edit Delete

Access Register Notes

View Add Edit Delete

Save

Cancel

FOLIO SPECIFIC ROLES

If you use folios in your company, you can create roles that restrict users to data for their own folio. This will also enable you to create reports, information certificates and ABA files with the details of the folio that has been selected for the user.

First you need you need to create a new role. The easiest way to do this is to clone an existing role. In this example we have cloned the building manager role.

1. Type a name for the new role e.g. Building Manager – Folio Specific
2. You can alter the description if you need to
3. From the data access restriction dropdown, select *Restrict Data in Users Folios*
4. Tick any other permissions

Click *Save*

You can then assign your new role to the appropriate users – see the section below on users.

Role

Name* Copy of Manager

Description A building manager. Does not have permissions to process transactions, but can manage their own buildings.

Permissions

Data Access

Data Access Restriction Restrict to Data In Users Folios

File

Item	View	Add	Edit	Delete
Buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debtors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bank Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Chart of Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Templates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To Do

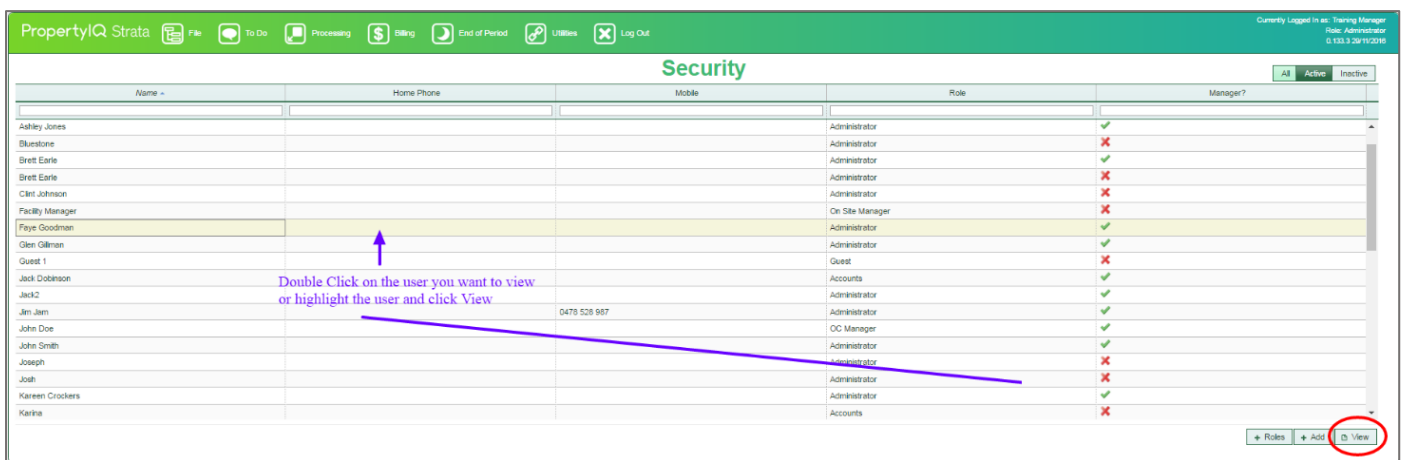
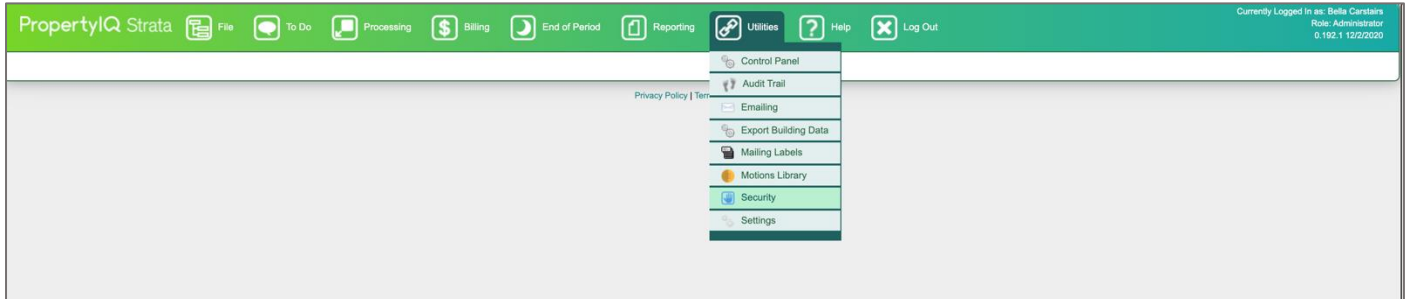
Portal Control ☐

USERS

ACCESSING USERS



To access users, go to **Utilities** and select *Security*



VIEW OR EDIT A USER

To edit a user, double click on the User or highlight and click *View* to view the user's card.

1. Each user must have a name. Type here to edit a user's name
2. Edit the user's login name here
3. Active users will have this box ticked, you can untick here to deactivate
4. The manager tick box identifies this user as a strata manager. Only users with the tick here are able to be assigned as strata managers for a building
5. You can select or edit the role from the list of roles in the dropdown list
6. If you use folios you can choose the folio this user works with from the dropdown list
7. To remove the association of this user with the folio, click on the trash symbol
8. You can edit the user's address details here.
9. Edit the user's phone number and email address here. This is the email that will be used for any emails sent on the program.

The screenshot shows a 'User' form with the following fields and callouts:

- 1**: Name* (Training Manager)
- 2**: Login Name (TrainingManager)
- 3**: Active checkbox (checked)
- 4**: Manager checkbox (checked)
- 5**: Role* dropdown (Administrator)
- 6**: Folio dropdown (Group Training)
- 7**: Trash icon for removing the folio association
- 8**: Address1 (Learning Boulevard)
- 9**: Mobile (0434369841)
- 10**: Deactivate button
- 11**: Save button

Other fields include: (Ah), (Bh), Town (SUCCESSVILLE), County (NSW), P/Code (2000), Fax, and Email (mystrataclients@gmail.com).

ADD A USER

1. Type the new user's name
2. Type their login name
3. Type an initial password
4. Repeat the initial password to confirm it
5. A new user will be ticked as active by default, you can untick active later if you want to deactivate them
6. Tick this box if the new user is a strata manager. Only users with this box ticked will be able to manage buildings on the program.
7. Choose the new user's role from the dropdown list
8. If you use folios – choose the folio for this User from the dropdown list
9. Use the trash symbol if you want to remove this user's association with that folio
10. Type the user's address here
11. Type the user's phone number and email address here. This is the email that will be used for any emails sent on the program and if the user forgets their password.
12. Click Save when you are ready
13. Click here to re-set a password

The screenshot shows a web form titled 'User' with a green header bar. The form is divided into two main sections: 'User' and 'Contact'. The 'User' section contains fields for Name, Login Name, Initial Password, Confirm Password, Active (checkbox), Manager (checkbox), Role (dropdown), and Folio (dropdown). The 'Contact' section contains fields for Address, Town, County, P/Code, (Ah), (Bh), Mobile, Fax, and Email. There are two tabs at the top of the 'Contact' section: 'Contact' and 'Reset Password'. At the bottom right, there are 'Save' and 'Cancel' buttons. Numbered callouts (1-13) are placed over the form fields to indicate the steps for adding a user.

User	
Name*	Bella Carstairs
Login Name	bellac
Initial Password*
Confirm Password
Active	<input checked="" type="checkbox"/>
Manager	<input checked="" type="checkbox"/>
Role*	Manager
Folio	GroupT

Contact	
Address	4 Gordon Avenue
(Ah)	
(Bh)	
Mobile	0432 383 737
Fax	
Town	HOBART
County	TAS
P/Code	7000
Email	bellac@strataco.com

Save Cancel

RE-SET A PASSWORD

To change a password, double click on the user or highlight and click *View* at the bottom of the screen and click on the *Reset Password* button.

1. Type the current password
2. Type the new password
3. Re-type the new password
4. If you tick this box the user will be prompted to change their password the next time they log in
5. Click *Save* when complete

User

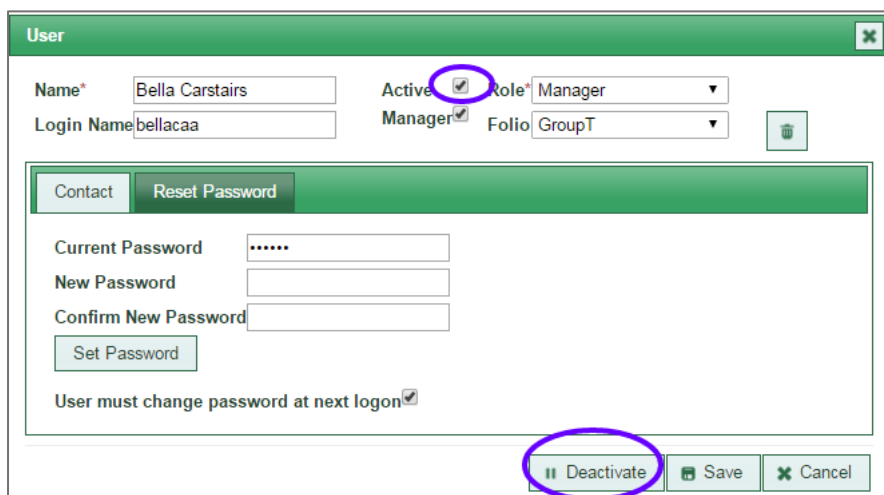
Name* Bella Carstairs Active ☒ Role* Manager
Login Name bellacaa Manager ☒ Folio GroupT
Initial Password*
Confirm Password
Contact | **Reset Password**

Current Password 1
New Password 2
Confirm New Password 3
Set Password 4
User must change password at next logon ☒ 5

Save 6 Cancel

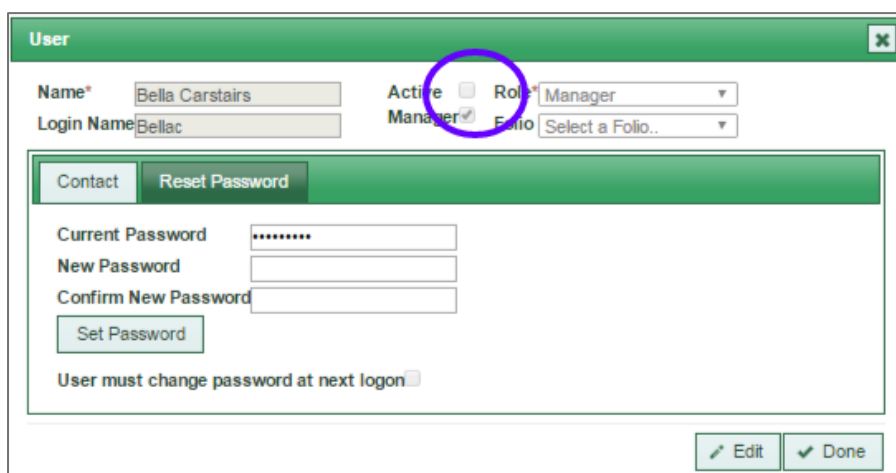
DEACTIVATE A USER

- › To deactivate a user, double click on the user or highlight and then click view at the bottom of the screen
- › Click on *Deactivate* or untick the active box
- › The user will then show without an active tick



The screenshot shows a 'User' form with the following fields and controls:

- Name***: Bella Carstairs
- Login Name**: bellacaa
- Active**: ☒ (highlighted with a red circle)
- Manager**: ☒
- Role***: Manager
- Folio**: GroupT
- Contact** and **Reset Password** tabs are visible.
- Current Password**: masked with dots
- New Password**: empty
- Confirm New Password**: empty
- Set Password** button
- User must change password at next logon**: ☒
- Deactivate** button (highlighted with a red circle)
- Save** and **Cancel** buttons



The screenshot shows the 'User' form after deactivation. The 'Active' checkbox is now unchecked (highlighted with a red circle). The 'Deactivate' button is no longer visible. The 'Edit' button is highlighted with a red circle.

- Name***: Bella Carstairs
- Login Name**: Bellac
- Active**: ☐ (highlighted with a red circle)
- Manager**: ☒
- Role***: Manager
- Folio**: Select a Folio...
- Contact** and **Reset Password** tabs are visible.
- Current Password**: masked with dots
- New Password**: empty
- Confirm New Password**: empty
- Set Password** button
- User must change password at next logon**: ☐
- Edit** button (highlighted with a red circle)
- Done** button

ACTIVATE AN INACTIVE USER

1. From the users screen, click on the *Inactive* tab at the top right of the screen to view inactive users
2. Double click on the user you wish to activate or highlight and click *View* on the bottom right

Name	Home Phone	Mobile	Role	Manager?
Talleha Dollison			Administrator	✓
Temporary			Administrator	✗
Test			Guest	✗
test			Demo	✗
Test Manager			Administrator	✓
Test User 1			Guest	✗
Test User 2			Guest	✗
Test User 2			Access to all	✗

3. Tick the *Active* checkbox, or click the *Activate* button to reactivate user

User

Name* ☒ **Active** Role*

Login Name ☐ **Manager** Primary Folio

Contact | **Folios for Data Access** | **Reset Password**

Address (Ah)
 (Bh)
 Mobile

Town Fax

County Email

P/Code

USERS – MULTI-FACTOR AUTHENTICATION (MFA)

You can use two-step Multi-factor Authentication (MFA) to improve security for your PropertyIQ.

You may be familiar with this type of feature when signing in to Google or Apple, where you enter your password and one other piece of information to verify your identity.

You can setup and manage MFA at the user level under *Utilities>Security* screen, which'll require you to have permission to *View Users* and *Edit Users* in your PropertyIQ.

Changes to the MFA status of a user will be recorded in the global audit trail under *Utilities>Audit Trail*.

Benefits of MFA

- Provides an extra layer of security for your account and any sensitive information saved in your PropertyIQ.
- Ensures only authorised users can login and access PropertyIQ by requiring the user to enter an additional authentication code at the time of login.
- Easily enable, reset or disable MFA at the user level, allowing flexible roll out in your business to one or more staff members at a time.

To get started

1. Review your existing user roles and responsibilities to understand your MFA needs.
2. It's recommended that you begin by enabling MFA for your *Administrator* user accounts.
3. **Anyone using MFA will need to have an Android or iOS mobile device available.**
4. Read this detailed guide on setting up and managing MFA.

! IMPORTANT NOTE: *This feature is only available to Macquarie AWS cloud hosted clients.*

ENABLE MFA FOR USERS

Go to the Utilities > Security screen.

1. View and open the User card of the relevant user
2. In Edit mode, tick the checkbox called *Multifactor authentication (MFA) required*
3. Click *Save*

? **The help icon states:** "MFA provides an additional layer of security when signing in. When ticked, signing into PIQ will require both password and a verification code that this user can generate with an authentication app. Once configured, the user can get verification codes without the need for a network or mobile connection."

The screenshot shows the PropertyIQ Strata Security screen. On the left is a list of users, with Nicki Scrivener highlighted. A modal window titled 'User' is open, showing the edit form for Nicki Scrivener. The form includes fields for Name, Login Name, Role, and Primary Folio. The 'Multifactor authentication (MFA) required' checkbox is checked. Below this are tabs for 'Contact', 'Folios for Data Access', and 'Reset Password'. The 'Contact' tab is active, showing fields for Address, Town, County, P/Code, (Ah), (Bh), Mobile, Fax, and Email. The 'Save' button is highlighted. A help icon (?) is visible next to the MFA checkbox.

Once MFA is enabled, the user's MFA Status will show as *Pending*.

This is a closer view of the 'User' modal window. The 'Multifactor authentication (MFA) required' checkbox is checked, and the status below it is 'Status: Pending'. The 'Contact' tab is selected, and the 'Save' button is highlighted.

The user will then be required to setup MFA on their next login to PropertyIQ. Refer instructions [Setup MFA on user's next login](#).

SETUP MFA ON USER'S NEXT LOGIN

1. Enter your Username and Password
2. Click the *Log In* button
3. ****This step is done outside of PropertyIQ****
 - a. Use your Android or iOS mobile device and install an Authentication Application (such as *Google Authenticator*).
 - b. Once this Authentication App is installed on your device, use it to scan the QR code shown on screen.
 - c. Once successfully authenticated, you'll see a new account created in your Authentication App for PropertyIQ.
Example of Authentication App and new account created after successfully scanning the QR code (example only, do not use):



4. Enter the 6-digit code shown in your Authentication App.
TIP: The codes will refresh frequently. Use the code quickly or wait for a new code to appear. If you receive an error message that says the code is incorrect, use a new code (the next code that appears after refresh) from your Authentication App.
5. Click the *Log In* button.
6. Click the *Cancel* button to return to the login screen.

NOTE: Your session will expire if you're inactive on the MFA screen for 15+ minutes. For an expired session, you'll see an error message that'll ask you to try again. You will need to repeat steps 1-5 above.

Log in

Username NickiS

Password

Log in

Forgotten Password

PropertyIQ Strata

An easy-to-use, time-saving solution for professional strata managers who want to provide the ideal lot owner experience.


Enable Multi-Factor Authentication

Your local administrator has required that you set up multi-factor authentication for additional security verification.

Step 1: Set up via Third Party Authenticator

3

Download and install an authentication app (such as Google Authenticator on your Android or iOS device). Then use the app to scan this QR code.



If you cannot scan the QR Code, you can manually enter the below key into your authenticator application

QNYGEY6DDZFPKHCKCOUX
N56HVJ5EL\$5AVZ6XXIFOYTS
LKVOBRWXA

Step 2: Enter your Multi-factor Authentication code

4

Enter your 6-digit code displayed by your authenticator app.

372258

5

6

Log in

Cancel

Once successfully authenticated, you will see a confirmation message to advise MFA has been enabled.


Once MFA is enabled, every time you log into PIQ you'll need to enter your Username, Password and a 6-digit code from your Authentication App. Refer [Login with MFA](#).

Enable Multi-Factor Authentication

Your local administrator has required that you set up multi-factor authentication for additional security verification.

Step 1: Set up via Third Party Authenticator

Download and install an authentication app (such as Google Authenticator on your Android or iOS device). Then use the app to scan this QR code.



If you cannot scan the QR Code, you can manually enter the below key into your authenticator application

QNYGEY6DDZFPKHCKCOUX
N56HVJ5EL\$5AVZ6XXIFOYTS
LKVOBRWXA

Step 2: Enter your Multi-factor Authentication code

Enter your 6-digit code displayed by your authenticator app.

! MFA was successfully enabled for your account.

Ok

LOGIN WITH MFA

1. Enter your Username and Password
2. Click the *Log In* button
3. Use your Android or iOS mobile device to open your Authentication App (the same App used to setup your initial MFA account in the above step [‘Setup MFA on user’s next login’](#)).

Enter the 6-digit code shown in your Authentication App.

4. Click the *Log In* button

Once successfully authenticated, you’ll be logged into PIQ.

The screenshot displays the PropertyIQ login interface. On the left, a 'Log in' form contains fields for 'Username' (filled with 'NickiS') and 'Password' (masked with dots). A blue circle with the number '1' is positioned over the password field. Below these fields is a 'Log in' button with a blue circle and the number '2' over it, and a 'Forgotten Password' link. On the right, a green banner features the PropertyIQ logo and the text 'An easy-to-use, time-saving professional strata management software provide the ideal lot owner experience'. Overlaid on the bottom right is a modal window titled 'Enter your Multi-factor Authentication code'. Inside the modal, it says 'Enter your 6-digit code displayed by your authenticator app.' followed by a text input field containing '750952' and a blue circle with the number '3' over it. At the bottom right of the modal are 'Log in' and 'Cancel' buttons, with a blue circle and the number '4' over the 'Log in' button.

VIEW MFA STATUS OF USERS

You can view the MFA status of users in two areas:

1. Utilities > Security > Users screen > MFA Status column
2. Utilities > Security > Users screen > User card

Status types

- ✗ **(No status shown on user card)** – MFA not required or enabled for the user
- 🕒 **Pending** – MFA enabled, not yet setup by the user e.g. user has not logged in PIQ since MFA was enabled
- ✓ **Enabled** – MFA enabled, has been successfully setup by the user

Security					
Name	Home Phone	Mobile	Role	Manager?	MFA Status
AMS Mick			Super Administrator	✓	✗
Andrea			Administrator	✓	✗
Anita Jane Writer	1800 Call Me	0415672890	Accounts	✓	✗
Aravind Naidu			Tooltwist Access	✗	✗
Ashwin			Administrator	✗	✗
Blair			Accounts	✗	🕒
Carlos Barrios			Administrator	✓	✗
Caroline Fong			Caz activity	✓	✓
Charoo Arora			Charoo Test	✓	✗
Charoo Malhotra Arora			Administrator	✗	✗
Client User - Mick			Client Test	✓	✗
Custom4			Accounts	✓	✗
Faith Lin			Faith Test	✓	✗
Faith Lin 2			Faith Test	✓	✗
Fan Jin			Administrator	✗	✗
Frank Cao			Administrator	✗	✗
Geraldine Comaras			Accounts	✗	✗
Glen Gillman			Administrator	✓	✗

Name*

Nicki Scrivener

Active

✓

Role*

Manager

Login Name

NickiS

Manager

✗

Primary Folio

Select a Folio..

Multifactor authentication (MFA) required ?

Status: Pending

Contact

Folios for Data Access

Reset Password

Address

(Ah)

(Bh)

Mobile

Town

Fax

County

P/Code

Email

propertyiq@macquarie.com

Edit

Done

Name*

Nicki Scrivener

Active

✓

Role*

Manager

Login Name

NickiS

Manager

✗

Primary Folio

Select a Folio..

Multifactor authentication (MFA) required ?

Status: Enabled

Reset MFA

Contact

Folios for Data Access

Reset Password

Address

(Ah)

(Bh)

Mobile

Town

Fax

County

P/Code

Email

propertyiq@macquarie.com

Edit

Done

RESET MFA FOR USERS

- There may be cases where MFA needs to be reset for a user that has MFA enabled.

Example: Where the user's mobile device is lost, damaged or inaccessible and the user is unable to access the Authentication App and retrieve a 6-digital code to login.

- An Administrator with permission to edit users in your PropertyIQ can reset MFA on behalf of another user.**
- Once reset, that user can setup MFA again on a new device (refer instructions '[Setup MFA](#)').
- Follow the below instructions to reset MFA for a user.

Go to Utilities > Security screen > View the User card of the user that requires MFA to be reset.

- Click *Reset MFA* button
NOTE: This button will only appear if MFA Status is 'Enabled'.
- Click *OK* to confirm and proceed with the reset
- Click *Cancel* to return to the previous screen

The screenshot shows the 'User' management screen in PropertyIQ. The user 'Nicki Scrivener' is selected, with 'Manager' as the role and 'MFA required' status set to 'Enabled'. A 'Reset MFA' button is visible, marked with a blue circle '1'. Below the user details are tabs for 'Contact', 'Folios for Data Access', and 'Reset Password'. A confirmation dialog box is overlaid, asking 'Are you sure you want to reset this user's MFA? The user will have to set up their MFA again at the next login'. The dialog has 'OK' (marked with a blue circle '2') and 'Cancel' (marked with a blue circle '3') buttons. The background shows a list of users with roles and status indicators.

- Once reset has been completed, the user's MFA status will revert back to *Pending*.

User

Name* Nicki Scrivener ☒ Active Role* Manager

Login Name NickiS ☐ Manager Primary Folio Select a Folio..

☒ Multifactor authentication (MFA) required ?
Status: Pending

Contact Folios for Data Access Reset Password

Address (Ah) (Bh) Mobile Fax Email propertyiq@macquarie.com

Town P/Code

Edit Done

- The user will need to setup MFA again when they next login – Repeat steps outlined in [Setup MFA on user's next login](#)

! IMPORTANT: The user must repeat the setup process again and scan the new QR code, which will create a new account in their Authentication App (with new authentication codes). The codes generated by their old authentication account (which is linked to the previous QR code) cannot be used.

DISABLE MFA FOR USERS

Once MFA has been enabled for a user, it can also be disabled if required.

As soon as MFA is disabled, the user will not be asked for a 6-digit authentication code when logging in.

Go to Utilities > Security screen.

1. View the User card of the user that requires MFA to be disabled
2. Untick the checkbox called *Multifactor authentication (MFA) required*
3. Click *Save* button

The screenshot shows the PropertyIQ Strata User management interface. A modal window titled 'User' is open for the user 'Nicki Scrivener'. The modal contains the following fields and options:

- Name*: Nicki Scrivener
- Login Name: NickiS
- Active: ☒ Active
- Role*: Manager
- Manager: ☐ Manager
- Primary Folio: Select a Folio..
- Multifactor authentication (MFA) required: ☒ Multifactor authentication (MFA) required ?
- Status: Enabled

The modal has three tabs: Contact, Folios for Data Access, and Reset Password. The 'Contact' tab is active, showing the following fields:

- Address: [Empty]
- (Ah): [Empty]
- (Bh): [Empty]
- Mobile: [Empty]
- Town: [Empty]
- Fax: [Empty]
- County: [Empty]
- P/Code: [Empty]
- Email: propertyiq@macquarie.com

At the bottom of the modal, there are three buttons: Deactivate, Save (highlighted with a blue circle labeled '3'), and Cancel.

The background shows a list of users. The user 'Nicki Scrivener' is highlighted with a blue circle labeled '1'. The list includes the following users:

Name	Home Phone	Manager?
Fan Jin		
Frank Cao		
Geraldine Comaras		
Glen Gillman		
Jack Dobinson	01 1234 5678	
Jack Dobinson (Folio)		
Jack2		
JonoTest1		
JonoTest2		
Luke		
Nicki Scrivener		
Nicki Scrivener		
ozomail		

MFA DURING SESSION TIMEOUT

When you've been inactive in PropertyIQ for at least 1 hour, your session will expire and you'll be required to sign in again.

For users that have MFA enabled, when signing back into PropertyIQ after a session timeout, you'll be required to enter a 6-digit code (much the same as when logging in from the main login screen).

1. Enter your Username and Password
2. Click the *Log In* button
3. Use your Android or iOS mobile device to open your Authentication App (the same App used to setup your initial MFA account in the above step ['Setup MFA on user's next login'](#)).

Enter the 6-digit code shown in your Authentication App.

4. Click the *Log In* button

The screenshot illustrates the login process after a session timeout. It features two overlapping windows. The background window is titled 'Login' and contains a message: 'You have been logged out as your account has been idle for 1 hour. To resume your activity, please login below. If you have made any changes, these have not been saved. To save changes, please log in and select save.' Below this message are fields for 'User' (pre-filled with 'Nicki Scrivener') and 'Password' (masked with dots). A blue circle with the number '1' is placed over the password field. A 'Log in' button with a user icon is highlighted with a blue circle and the number '2'. A 'Return to login page' link is at the bottom. The foreground window is titled 'Enter your Multi-factor Authentication code' and contains the instruction: 'Enter your 6-digit code displayed by your authenticator app.' A text input field contains the code '465211', with a blue circle and the number '3' over it. To the right of the input field is a blue circle with the number '4'. At the bottom of this window are 'Log in' and 'Cancel' buttons.

FAQ'S & TROUBLESHOOTING

WHAT IS MFA

Multi-factor Authentication (MFA) provides an extra layer of security for your account and any sensitive information saved in your PropertyIQ. It ensures only authorised users can login and access PropertyIQ by requiring the user to enter their username, password AND an authentication code at the time of login.

You can easily enable, reset or disable MFA for any users in your PropertyIQ.

Anyone using MFA will need to have an Android or iOS mobile device available.

WHAT AUTHENTICATION APP CAN I USE

You can use **any** general Authentication App available for download in your mobile App Store, such as Google Authenticator or Microsoft Authenticator.

HOW DO I DOWNLOAD THE AUTHENTICATION APP

1. Use your Android or iOS mobile device
2. Open your device's App Store
3. Search for "Authenticator"
4. Select and download an Authenticator App of your choice

You can then use this App to scan the QR code that is shown on screen during the MFA Setup process in PropertyIQ (refer instructions [Setup MFA](#)).

Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

HOW DO I USE THE AUTHENTICATION APP

There are a number of Authentication Apps available and each will have unique way of setting up and managing your authentication accounts. A new account will be created in the App for each application/software you use that requires MFA or 2FA.

Example of Google Authenticator and the new account created for your PropertyIQ login once it's successfully setup – see [Setup MFA](#)



Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

WHY AM I BEING ASKED FOR A CODE WHEN LOGGING IN

Your local Administrator for PropertyIQ (e.g. Supervisor, Manager or Business Owner) has enabled MFA for your user profile in PropertyIQ.

The use of MFA is managed by each client and not by PropertyIQ, so please speak to the local Administrator in your business.

I CAN'T LOGIN, MY CODE DIDN'T WORK

There may be a few reasons why your code isn't working.

Issues during MFA Setup

You can attempt the following:

- Make sure you've scanned the QR code shown on screen.
*NOTE: If you've recently reset MFA, you **must** scan the new QR code to create a new authentication account in your App, which'll produce new codes.*
- Check that the 6 digit code is correctly entered in PropertyIQ.
- Wait for a new code to be generated in your Authenticator App (the codes refresh frequently), then enter the new code in PropertyIQ.
- Close the MFA popup, refresh your browser window, login and try again by following the [Setup MFA](#) steps.

Issues during normal login (after MFA successfully setup)

You can attempt the following:

- Check that the 6 digit code is correctly entered in PropertyIQ.
- Wait for a new code to be generated in your Authenticator App (the codes refresh frequently), then enter the new code in PropertyIQ.
- Refresh your browser window and try logging in again using a new code.
- If the above steps still don't resolve the issue, contact your local Administrator* (e.g. Supervisor, Manager or Business Owner) and request they reset MFA for your user profile (see [Reset MFA](#)). You will then need to setup MFA again (see [Setup MFA](#)).

*If you cannot contact your local Administrator and/or you're the only user setup in your PropertyIQ, contact *PropertyIQ Support* (support@propertyiq.com.au) and request they reset MFA on your behalf.

I CAN'T ACCESS MY AUTHENTICATION APP

There may be a few reasons why you cannot access your Authenticator App.

An Authenticator App doesn't require an internet connection to work, so there may be an issue with the App itself.

You can attempt the following

1. Close the Authenticator App and reopen it.
2. Wait and try again later (the App may be down for maintenance etc).
3. Uninstall the Authenticator App and reinstall the Authenticator App.
IMPORTANT NOTE: Uninstalling the App will require you to setup MFA again on the newly installed App, which means you'll need to request your local Administrator reset MFA on your user profile so that you can obtain a new QR code (see [Reset MFA](#) and [Setup MFA](#)).

Please note that PropertyIQ Support cannot assist with any issues related to third party Authenticator Apps, as they are installed on your personal device and aren't associated with the PropertyIQ software products.

If you need help, please contact the support line of the App provider.

I'VE LOST/CHANGED MY MOBILE DEVICE AND CANT RETRIEVE A CODE

Contact your local Administrator (e.g. Supervisor, Manager or Business Owner) and request they reset MFA for your user profile (see [Reset MFA](#)).

If you cannot contact your local Administrator and/or you're the only user setup in your PropertyIQ, contact *PropertyIQ Support* (support@propertyiq.com.au) and request they reset MFA on your behalf.

HOW CAN I CHECK IF MFA IS ENABLED FOR A USER

You can view the MFA status of users in two areas:

1. Utilities > Security > Users screen > MFA Status column
2. Utilities > Security > Users screen > User card

See [View MFA Status of Users](#) for more information.

WHAT IF I NO LONGER WANT TO USE MFA

If you're using MFA, it means that your local Administrator for PropertyIQ (e.g. Supervisor, Manager or Business Owner) has enabled it for your user profile in PropertyIQ.

The use of MFA is managed by each client and not by PropertyIQ, so please speak to the local Administrator in your business to discuss disabling it.

If you are an Administrator and have permission to *View Users* and *Edit Users* in your PropertyIQ, you can disable MFA for any user by unticking the *MFA Required* checkbox on the User Card.

See [Disable MFA for Users](#) for more information.