PropertyIQ™

PIQ+ Meetings
Tips and Troubleshooting

Quick Reference Guide

Version 1. April 2025

Overview

PropertyIQ

Description	• This is a Quick Reference Guide for **tips and troubleshooting** in PIQ+ Meetings.	

What you'll learn

This guide will assist you to navigate the following:
- Documents and attachments
  - Preview and distributing meeting packs (using PIQ sidebar)
  - Documents available in PIQ+
  - Meeting attachments and valid PDF files
- Editor and document formatting
  - Line spacing between paragraphs
  - Using emojis and symbols in documents
  - Managing images
  - Managing tables
  - Headings
  - Use of colour for user accessibility
- Recording attendance (or no attendance)

Who should read this
- Users responsible for creating and editing meetings
- Users responsible for distributing meeting notices and minutes
- Strata Managers
- Administrators

Read time

7 minutes

Documents and attachments

1

Preview and distributing meeting packs – refer to the sidebar in PropertyIQ

- When previewing or distributing notices or minutes in PIQ+, it still uses the Task Centre (sidebar) in PropertyIQ.

- PIQ+ Meeting jobs are processed the same way you're used to in other parts of PropertyIQ. To view or revisit the status of PIQ+ jobs, switch from PIQ+ to PIQ and open your jobs sidebar.

In the below example, the meeting notice was partially sent with emailing errors. You can see the job result in PIQ+, however you can also see the job under the *Errored* section in the PIQ sibebar. You can then click on the red error to view more details.

Documents available in PIQ+

- The documents you see in PIQ+ are currently controlled by the *Document Types* setup in *PIQ>Utilities>Portal Control Panel* (PIQ+ and Portal currently use the same document repository).

- To ensure your documents sync to PIQ+ and Portal and can be used as attachments in PIQ+ meetings, setup each *Document Type* with a *Portal Category* <u>without</u> auto-publishing to owners or members in the portal.

- Generic documents can also be saved to a "test" building in PIQ and can then be attached to any building's meeting in PIQ+ e.g. proxy forms, contact update forms.

Below are examples of:
1. [Bottom left] where you see documents in PIQ+ (search and add as meeting attachments)
2. [Bottom right] where two document types have been setup under *PIQ>Utilities>Portal Control Panel* so they are available in PIQ+ but won't be visible in portal, as they are not auto-published (❌)

2
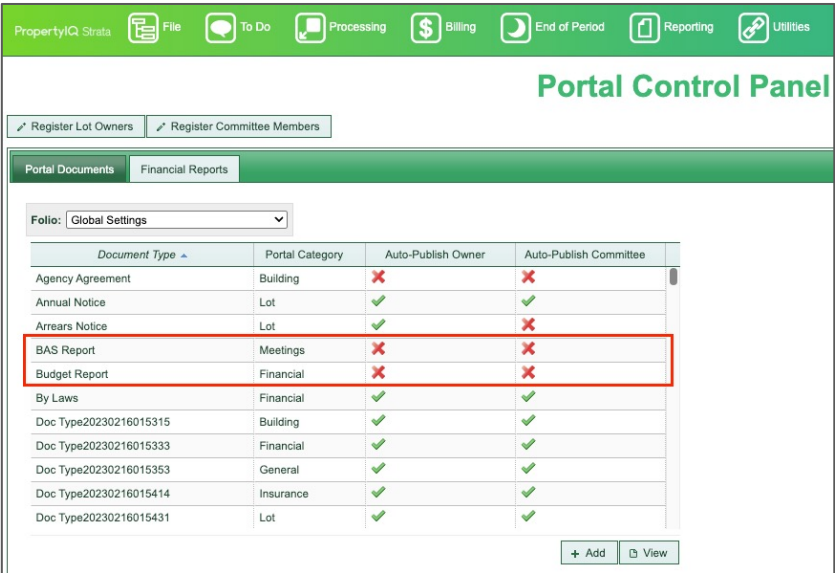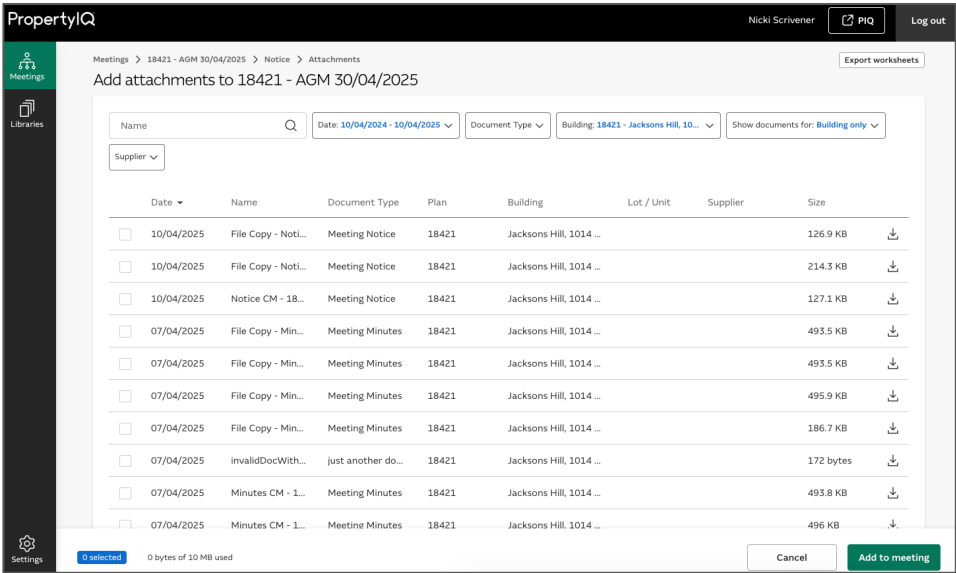
3

Meeting Attachments – only valid PDF files may be used

- Only valid PDF documents can be used as attachments in PIQ+.

- Non-valid PDFs may include restricted, digitally signed, password protected, encrypted, or corrupted.

- If you are receiving an error for an attachment in PIQ+ or see an error when trying to preview or distribute your notice/minutes, remove it from the meeting, open the file and 'Print to PDF' (not save, but **print**) to recreate the PDF in a simple format, reupload it to the meeting and it should resolve the issue.

Editor and document formatting

PropertyIQ

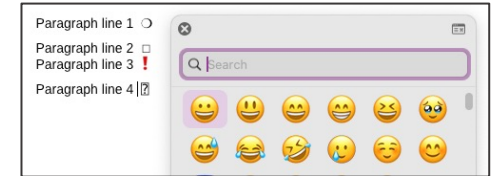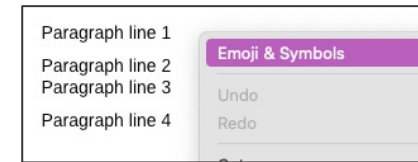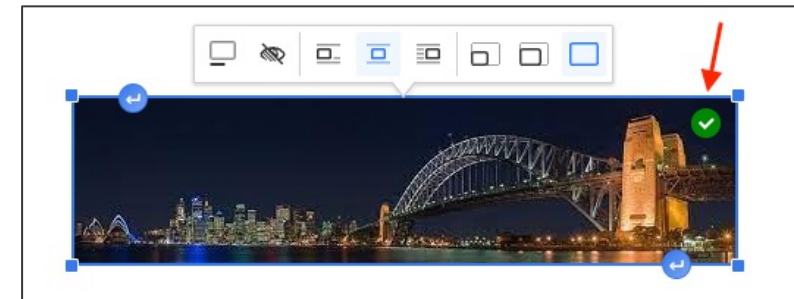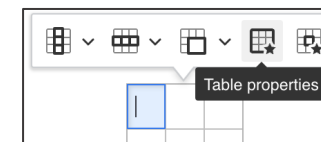|		
1	**Line spacing between paragraphs** • The default spacing (click Enter/Return) has a **larger** space between paragraphs. • To opt for **smaller** spacing between paragraphs you can use a soft return (click Shift **+** Enter/Return).	Paragraph line 1 Paragraph line 2 Paragraph line 3 Paragraph line 4
2	**Using emojis and symbols in documents** • Right mouse click on screen in editor > menu has Emoji & Symbols > quick add symbols and checkboxes to your document	
3	**Uploading images – wait for green tick** • When inserting/uploading an image in the document editor, wait for the **green tick** to appear in the corner of the image to ensure the upload has been successfully completed. • Once you see the green tick, you can safely save the document. If you don't wait for the green tick, you'll receive an error message when trying to save around missing image files and you'll need to re-upload it.	
4	**Image properties – size, alignment** • You can change properties of images by clicking on the image and using the image toolbar. For example, insert a caption, change the position from left to right aligned, change the size.	

Editor and document formatting (continued)
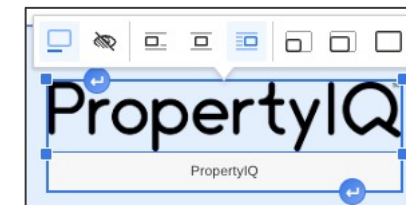
|	
5	**Tables - alignment** • Change the alignment of a table (left, center, right) by clicking within the table, then clicking *Table properties* icon in the table toolbar.
6	**Tables – columns and rows** • You can edit and remove columns or rows in a table by clicking within the table, then clicking Column or Row icons in the table toolbar.
7	**Using tables for different page layouts, headers, footers** • You can use tables in documents for layout purposes to align content across the page. You can also change the outline colour of your table/cell using the Table or Cell properties icons in the table toolbar. • For example, you can create a header with business details/logo on your first page by inserting a table with two columns. Place business details in left column and business logo in right column.

PropertyIQ

8

Headings

- Use the default headings (Heading 1, Heading 2 etc) to add consistency, hierarchy and readability to your document.
- Re-using the same headings throughout the document saves time in manually formatting text.
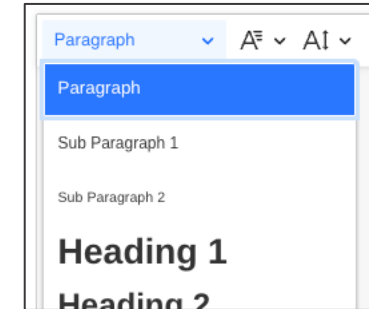
9

Best practice use of colour – user accessibility

- The text in your document should be readable in a high contrast mode. Use light text on dark backgrounds and dark text on light backgrounds. Keep it simple and use colour sparingly.
- For example, white and black schemes make it easier for people who have **low vision** or are **colourblind** to distinguish text and shapes.

Recording attendance

1

Completing a meeting with no attendance

- There must be **at least one** lot or committee attendee recorded before you're able to enter motion results.

- It's very rare to have no attendance at all (in person or remotely), but if you do have this scenario, you can add an attendee temporarily so you can resolve the motions as needed, then remove the attendee from the meeting before completing your minutes.