Release Notes
April 2026

This release includes changes to:

1. PropertyIQ
2. PIQ+
3. Portal

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Outlook / Office365 Integration - Important changes for outgoing emails

1. Improving performance and security for outgoing emails with new Microsoft Office365 email integration.

   What you need to know

   - From **1 December 2026**, Microsoft are **permanently disabling** basic authentication for sending emails. You can read more about the Microsoft change and timeline here and here.
   - **PropertyIQ requires a valid mail server connection to send emails**. Without this, documents and emails cannot be sent by PropertyIQ when processing jobs for levies, invoices, meeting notices, letters, reports etc.
   - Basic email authentication has been the only available option in PropertyIQ until now. There's now **new Office 365 authentication** for outgoing email delivery in PropertyIQ, using Microsoft Graph API integration.

   Who's impacted by this change

   - You will be impacted if you use **Microsoft Outlook** or **Office365** for your email and have setup Outlook or Office365 as your mail server in PropertyIQ (under Global or Folio settings). If using Outlook or Office365, you'll need to update your PropertyIQ mail server settings. This is to ensure you can keep sending emails from PropertyIQ without any interruptions.
   - If you use **Gmail**, you are **not** impacted by this change and do **not** need to take any action.

What you need to do by 30 November 2026

1. If you use Microsoft Outlook or Office365 for your email, you'll need to **update your PropertyIQ mail server settings**. This is to ensure you can keep sending emails from PropertyIQ without any interruptions.
2. You can find **step-by-step instructions** on what you need to do in our Microsoft Setup Guide.
3. It's **highly recommended** you engage an IT consultant or your internal IT administrator to assist you if you're not familiar with your Microsoft account or require more assistance than our guide provides. You'll also need relevant administrator permissions on your Microsoft account.

Info Certificates - Important updates for NSW Legislation changes

2. **New system default templates for NSW Section 174 and 184 Certificates (NSW)** – To help you comply with the NSW legislation changes that commenced 1 April 2026, new system default templates for the Section 174 Certificate and Section 184 Certificate are now available.

   You'll need to add and apply these new templates in your PIQ – see section below '*What you need to do'* for instructions. Please customise and adjust the base templates to suit your needs.

3. **Changes to bulk info certificate generation screen (NSW)** – On the bulk certificate generation screen, the option for 'Has a strata renewal committee been established' has been removed, as this was superseded by the checkbox 'Has a strata renewal committee been established' on the *Building card>Info tab>Building information accordion.* This has been consolidated to ensure the associated merge field is always using this single field as the data source.

4. **Changes to embedded network fields on building card (All States)** – On *Building card>Info tab>Info Certificates accordion*, we've updated the fields used to record embedded network details of a building.

   - Change to 'Hot Water/Gas' field - The field name for 'Hot Water/Gas' has been updated to 'Water' and will continue to use the existing merge field {{Embedded_Water}} in certificate templates.
   - New separate 'Gas' field – A new separate field for 'Gas' has been added. It's an optional field and will be defaulted to blank/empty. You can update this to either a 'Yes' or 'No' option like the other fields. It will use a new merge field {{Embedded_Gas}} in certificate templates.

5. **New certificate merge fields (All States)** – New merge fields are now available in the merge field library for all certificate templates in all States.

   - {{Embedded_Gas}} - Populates based on the data entered on *Building card>Info>Info Certificates accordion>Details tab>Embedded Networks>Gas field.* If the data field is *blank* on the building card, the merge field will populate blank. If the data field is *Yes*, the merge field will populate with 'Yes'. If the data field is *No*, the merge field will populate with 'No'.
   - {{Strata_Renewal_Committee}} - Populates based on the checkbox called 'Has a strata renewal committee been established' on *Building card>Info>Building information accordion.* If the checkbox is *ticked*, the merge field will populate with 'Yes'. If the checkbox is *unticked*, the merge field will populate with 'No'.
   - {{Meetings_Past}} - Populates based on the building's meetings in PIQ and PIQ+ that are dated in the 12 months prior to the certificate date. Cancelled and deleted meetings will not be included. The merge field will populate blank if there are no meetings. If there is one or more meetings, it will populate with the meeting type and date (comma separated). For example: Annual General Meeting 01/10/2025, Committee Meeting 23/11/2025.
   - {{Meetings_Upcoming}} - Populates based on the building's meetings in PIQ and PIQ+ that are dated after the certificate date. Meetings with a status of pending notice, cancelled and deleted will not be included. The merge field will populate blank if there are no meetings. If there is one or more meetings, it will populate with the meeting type and date (comma separated). For example: Annual General Meeting 01/06/2026, Committee Meeting 23/07/2026.

NOTE: Additional improvements are coming to introduce more building data fields (and associated merge fields) for an Embedded Network utility type of 'Other', By-Law Reference and a Strata Renewal Statement.

What you need to do

For all States

- Review and update information on the building cards to ensure accurate information is automatically merged into your certificates, including:
    - **Review changes to embedded network fields** under *Building card>Info tab>Info Certificates accordion*. You may also need to update the data in the changed water and gas fields.
    - **Review 'Has a strata renewal committee been established' checkbox** under *Building card>Info tab>Building information accordion.* You must review this field and tick it if it's applicable for the building.

For NSW

- **Create new certificate templates in your PropertyIQ**: You'll need to manually add the new version templates to your PIQ for the Section 174 and Section 184 Certificates. Select *File>Templates* and then the *New* button. Find the new templates in the default list and then customise the base templates to suit your needs, the same way you do for your existing templates.
- **Apply new certificate templates as system defaults:** Once you've added and customised the new templates under *File>Templates*, select them as the new system default by checking the box in the *Selected* column.

For non-NSW

- Review your existing certificate templates and update your templates with the new embedded network merge fields where required.

New default notice templates with PayID®

6. We're pleased to announce that PayID is now available as a payment option for your lot owners. We've updated the default notice templates in PropertyIQ to include this on the DEFT payment slip and updated the TXN receipting function to ensure deposits made using PayID will automatically be reconciled and applied to the relevant lot.

Why use PayID?

- **Faster payments**: Funds are cleared in real-time, so you can receive payments instantly and avoid dishonoured payments.
- **Secure**: When making a payment, the account name is displayed before the payment is finalised, which provides greater assurance that funds are being sent to the right place.
- **No fees**: There are no transaction fees to send or receive PayID payments.

What you need to do

1. **Review new templates:** All system default notice templates that include a DEFT payment slip have been updated. This includes the due/fee, arrears, final, legal, special and utility levy notices.
2. **Create new templates in your PropertyIQ**: For the templates you use, you'll need to manually add the new version templates to your PIQ. Select *File>Templates* and then the *New* button. You'll find the new templates in the default list and can customise the content, the same way you do for your existing templates.
3. **Apply new templates as system defaults:** Once you've added and customised the new templates under *File>Templates*, select them as the new system default by checking the box in the *Selected* column.

Once enabled, PayID details will automatically appear on your upcoming levy notices. You can then encourage lot owners to pay levies using PayID. For more information and step-by-step instructions, your lot owners can visit the DEFT website.

To learn more about PayID on DEFT, you can visit Macquarie Help Centre or contact your banking relationship manager.

Delegated functions report

7. We've made some improvements for the delegated functions report under *Reporting>Building> Delegated Functions accordion* to improve the user experience, make it easier to generate and distribute reports, and publish the reports to the Portal.

- Select multiple buildings – You can now select **one or multiple buildings** when generating the report. When two or more buildings are selected, the sidebar job will create a downloadable .ZIP file that contains a separate .PDF file for each building.
- Maximum date range – Due to the high volume of data in the report and the ability to produce reports for multiple buildings at once, a maximum date range period of **one year** has been introduced.
- 'Preview' the report – You can now preview the report using a new 'Preview' button on the generation screen. This will create a sidebar job with the downloadable file to preview.
- 'Generate' now saves the report to building documents – The behaviour of the 'Generate' button on the report generation screen has changed.
    - **i.** The generate button will create a sidebar job with the downloadable file **AND** will also save a copy of the PDF report to building documents. This now aligns to the way building financial reports are generated using *Preview* and *Generate* buttons.
    - **ii.** The PDF report will be saved to the building under a new system default document type called 'Delegated Functions Report'. Document date is the date the report is generated. The document name is 'Delegated Functions Report [From Date] to [End Date].pdf'.
- Setup auto-publish to Portal - You can automatically publish your delegated functions reports to the Portal by setting up auto-publishing rules for the new 'Delegated Functions Report' document type under *Utilities>Portal Control Panel*.

PIQ+ meetings in diary

8. PIQ+ Meetings in diary & 'Last AGM' date

- Diary - PIQ+ Meetings are now displayed in the diary and diary report/export under *To Do>Diary* and will be displayed under the existing 'Meeting' diary type. When viewing the meeting diary entry and clicking the 'View Meeting' button, you will be taken to the relevant PIQ+ meeting in a new tab. The diary will also update when changing the meeting date or details, and will not show cancelled or deleted PIQ+ meetings.
- Last AGM date – The 'Last AGM' date field on the building card under *Dates* tab will now automatically update with the date of the **latest completed AGM** from PIQ+ Meetings. The 'Last AGM' date field still works with the original meetings module under *PIQ>To Do>Meetings*, it will simply populate the latest date available across both Meetings modules.
- ***IMPORTANT NOTE:*** Any changes made in PIQ+ will take up to 5 minutes to update in PIQ and PIQ Diary.

Antivirus file scanning

9. We've upgraded the antivirus capability in PIQ to improve security and efficiency in our antivirus scanning processes. This change applies to the upload/import of all files, documents and incoming email attachments. Please note that the upload of files may be slower in some instances due to the improved scanning.

Important changes that may impact some clients

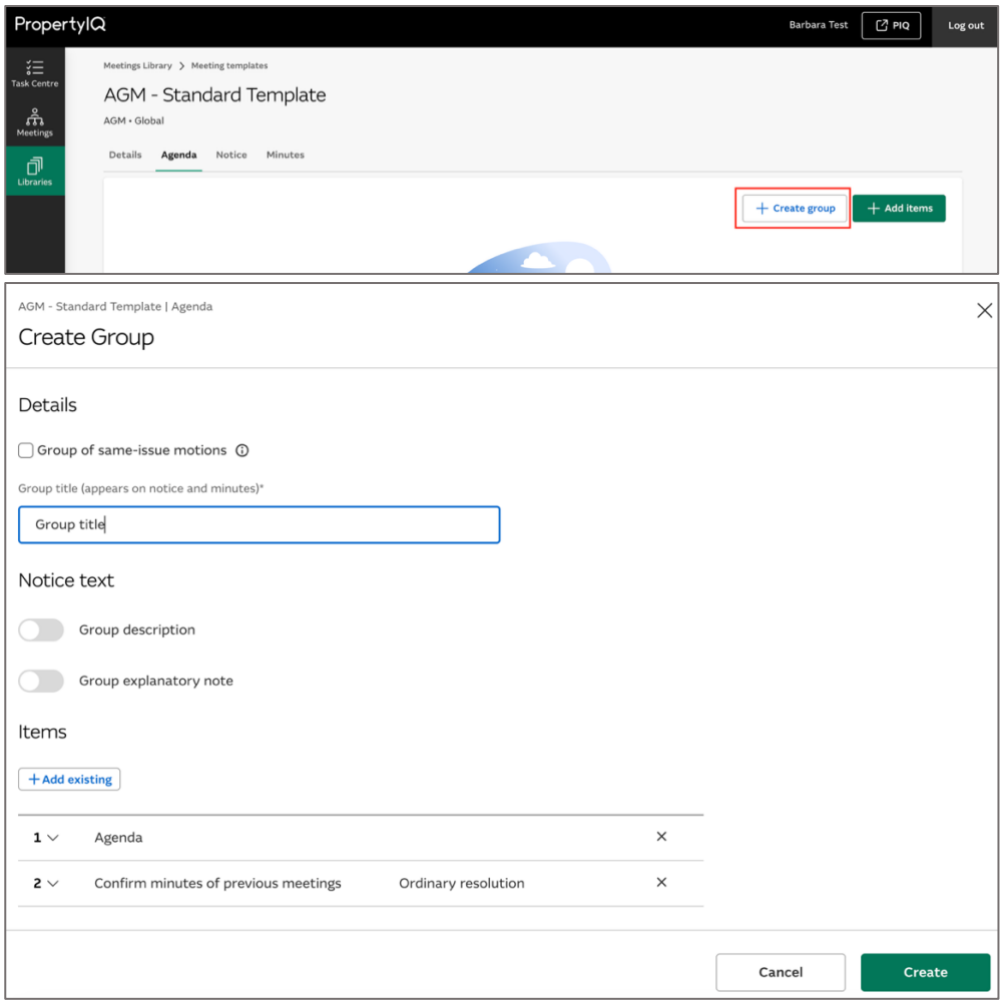
- Incoming Emails: We've changed the behaviour of how incoming email attachments are uploaded.
    - Only supported file types will be uploaded. Supported types are: msg, eml, xls, xlsx, gif, jpg, jpeg, jpe, png, pdf, rtf, txt, bmp, tif, tiff, doc, docx, zip.
    - Any files above 50MB in size will not be imported.
    - File names will be sanitised for security purposes to only allow a smaller set of characters; being alphanumeric, spaces, dots, hyphens, underscores and parentheses.
- AIM integration: We've changed the behaviour of how invoice files are downloaded from AIM.
    - All supplier invoice documents and CSV reference files/.ZIP files downloaded via AIM are now scanned for malware and viruses.
    - If a *CSV reference file or ZIP* has detected malware, the entire file will not be processed. A notification email will be sent to your Company email under *Utilities>Settings> Company Details> Email,* with a subject of "*AIM Download Error"* and details of the file and further instructions.
        - Note the details and status of any AIM downloads are visible under *Processing> Supplier Transactions> Invoice Express*.
    - If an *individual supplier invoice document* has detected malware, it will not be processed. Instead, the invoice document will be deleted, the invoice will be sent to the pending invoice queue under *Processing>Supplier Transactions* with invoice data retained (e.g. building, supplier, inv# etc), it will be placed on *Hold* with a hold note of "*Malware was detected in the supplier provided file, so it was replaced with a temporary file. Please contact the supplier and request a new copy of the invoice.*"
    - If an *individual supplier invoice document* has encountered an error during antivirus scanning, it will not be processed. Instead, the invoice document will be deleted, the invoice will be sent to the pending invoice queue under *Processing>Supplier Transactions* with invoice data retained (e.g. building, supplier, inv# etc).
        - You can then manually retry the download of the invoice file from AIM under *Processing>Supplier Transactions* and when viewing the invoice, click on the new button '*Re-download Invoice File From AIM'* on the bottom left of the screen.

Meetings

1. Group motions and agenda items in templates

You can now group motions and agenda items in the meeting templates library (like you currently can at the meeting level).

- You can do this using the new '*Create group'* button on the *Agenda* tab of a meeting template under *Libraries> Meeting templates.*
- When creating a group in a template, you'll also see an option called '*Group of same-issue motions (QLD)*' that is available for Queensland clients and meetings.
- Once a group is created, you can edit and delete the group in the agenda list as required.



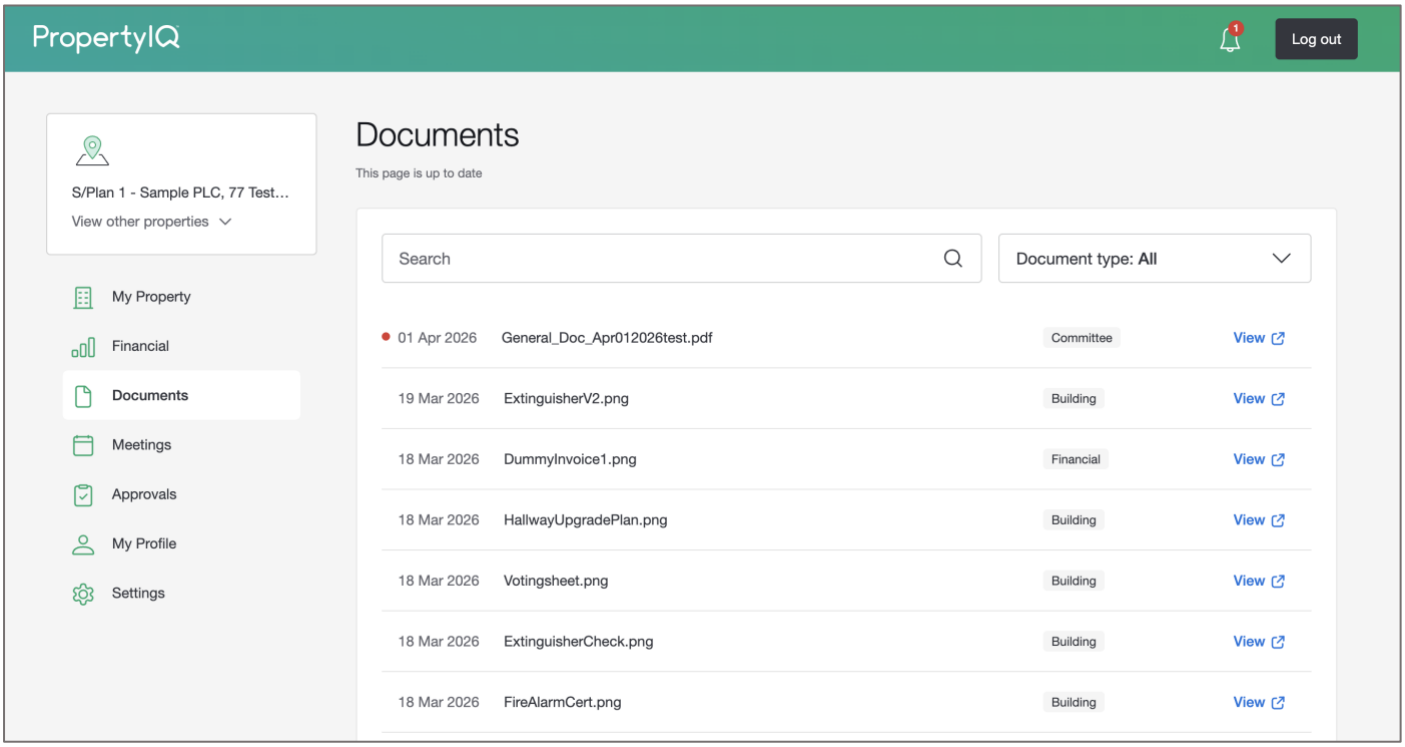
2. Meeting document creation & distribution

- An intermittent issue has been fixed where the words "undefined" were appearing on the first page of a meeting pack instead of the meeting notice/minutes content. In some cases, it can take a few more seconds than usual for meeting notice/minutes documents to be rendered with content and merge field data, so when the *Preview* or *Send* buttons were clicked before the document was ready, you were seeing incomplete content.
- Now, on the Notice or Minutes Distribution screen, the *Preview* and *Send* buttons are disabled until the meeting documents are fully rendered and ready for viewing.

Documents page

We've improved the Documents page, making it easier to find the files you need. You can now filter documents by type and quickly see the latest uploads, which now appear at the top of the list.

- **Document type:** Documents are now identified with tags showing their type and committee only status if applicable. All document types will be shown as a single list.
- **Filter by type:** A new dropdown filter has been added to help users find specific document types.
- **New documents:** The 'New' indicator for recently uploaded documents has been updated to a red dot. Documents will be ordered by upload date with the most recently uploaded at the top of the list.



Login experience

We've streamlined the portal login experience to get you to the right place, faster. The role selector has been removed, which previously allowed you to choose between *Owner/Committee* or *Strata Manager*. So, when logging in, you will now be automatically directed to your specific portal experience.