

Converge Connect App Condo Owners Registration Guide

Dear Condo Owners,

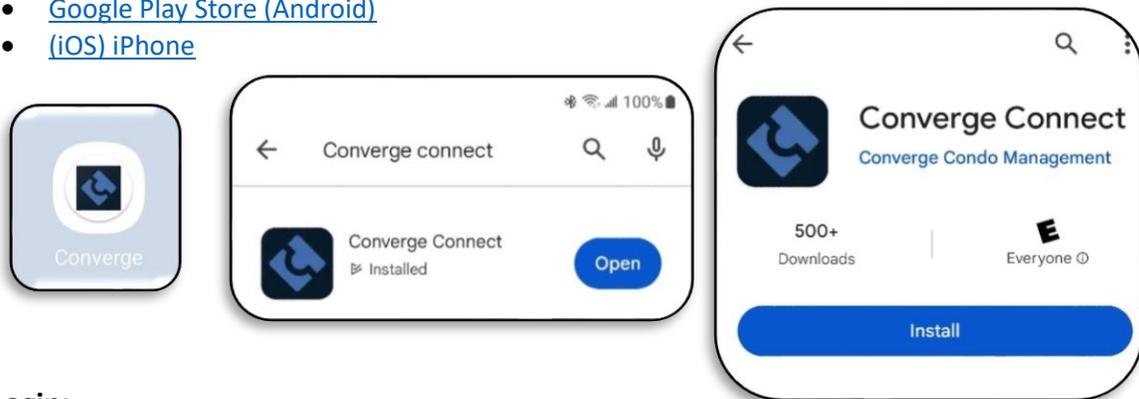
We are excited to introduce our new condominium management app designed to enhance your living experience. This app is a convenient and efficient way for you to stay connected with the community, access important information, and manage various aspects of condo living.

Getting Started:

To register for the Converge Connect, follow these simple steps:

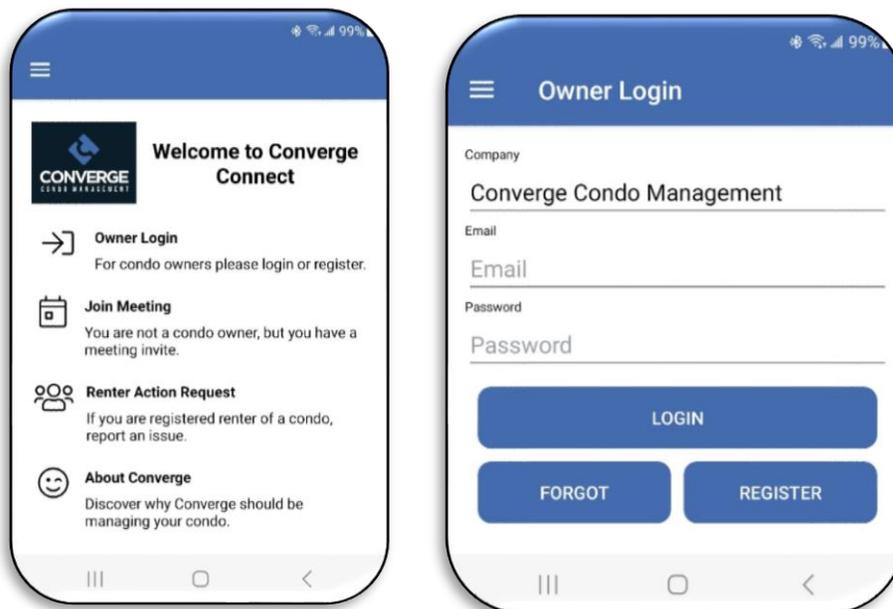
1.) **Download the App:** Visit the App Store, search, and download the "Converge Connect" app:

- [Google Play Store \(Android\)](#)
- [\(iOS\) iPhone](#)



2.) **Login:**

- Select the "Owner Login" option.
- Use your registered email address and password to log in.



Using the Converge Connect App

Key Features

- **Announcements and Updates:** Receive important announcements and updates from the condo management team.
- **Event Notifications:** Stay informed about upcoming community events and meetings.
- **Information Updates:** Convenient way to upload Owner/ Renter/ Vehicle/ Proxy information.
- **AGM Votes:** Easy way to participate in online votes and polls during your AGM meetings.
- **Maintenance Requests:** Submit and track maintenance requests directly through the app.
- **Document Library:** Access important condo documents such as bylaws, rules, and meeting minutes.

YouTube Guides for the Converge Connect

The following page contains handy videos to help you become familiar with the Converge Connect app before the AGM. Please click the links below to watch the video guides on YouTube.

YouTube Guide Link 1: [Converge Connect App Registration](#)

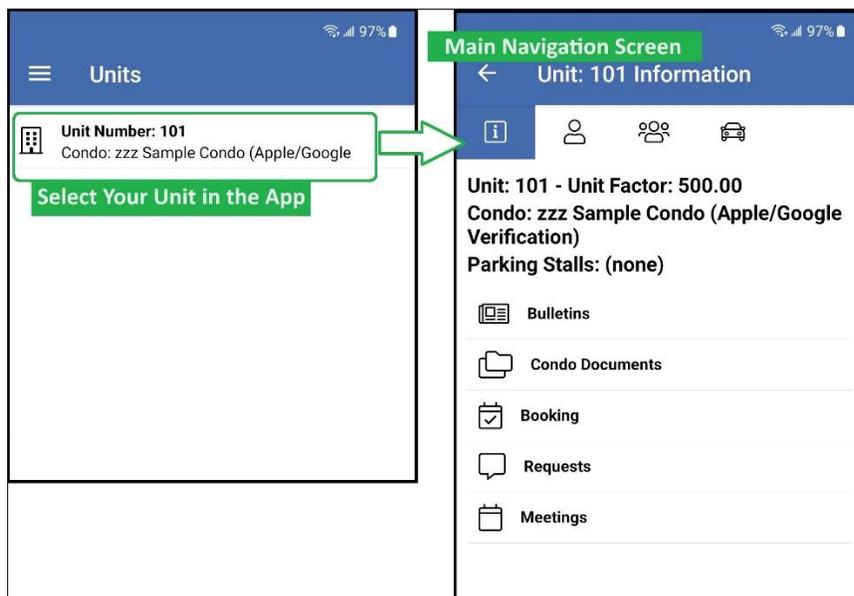
YouTube Guide Link 2: [Join an AGM Meeting](#)

YouTube Guide Link 3: [Give Your Proxy to a Fellow Unit Owner](#)

YouTube Guide Link 4: [Non-Owners: Login to an AGM](#)

Navigating the Converge Connect App

Select your condo unit in the app. It will take you to the **main navigation screen**.

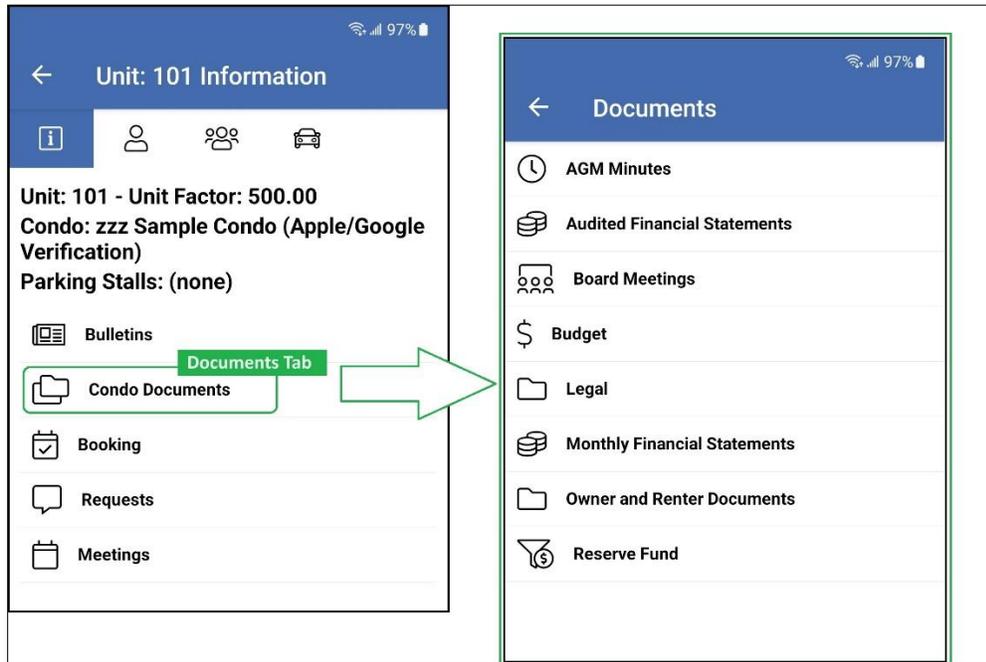


Documents Tab: Allows you to download your condo documents.

Step 1: Click on the “Condo Documents” tab.

Step 2: Choose the tab that corresponds to the documents you are looking for.

Step 3: Download the as needed.



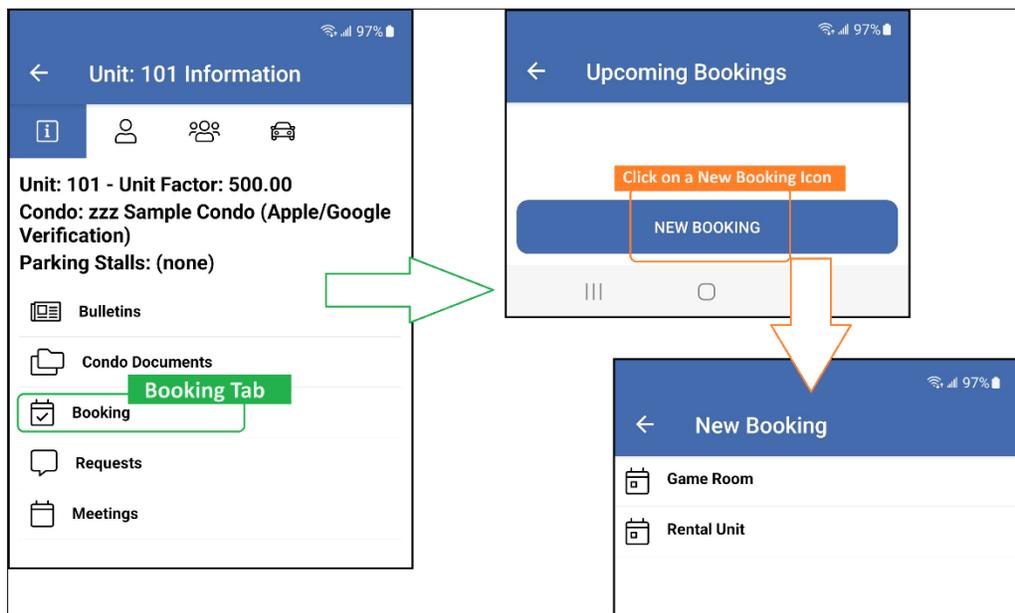
Bookings Tab: Allows you to book amenities that are available in your building. (Ex: Elevator)

Step 1: Click on the “Booking” tab and then go to the “New Booking”.

Step 2: Select the amenity that you want to book.

Step 3: Select the date and time that you want to book.

IMPORTANT: All Online bookings are tentative. They are subject to site-specific approvals and amenity booking policies. Please, check with your site caretaker or the board of directors for details.



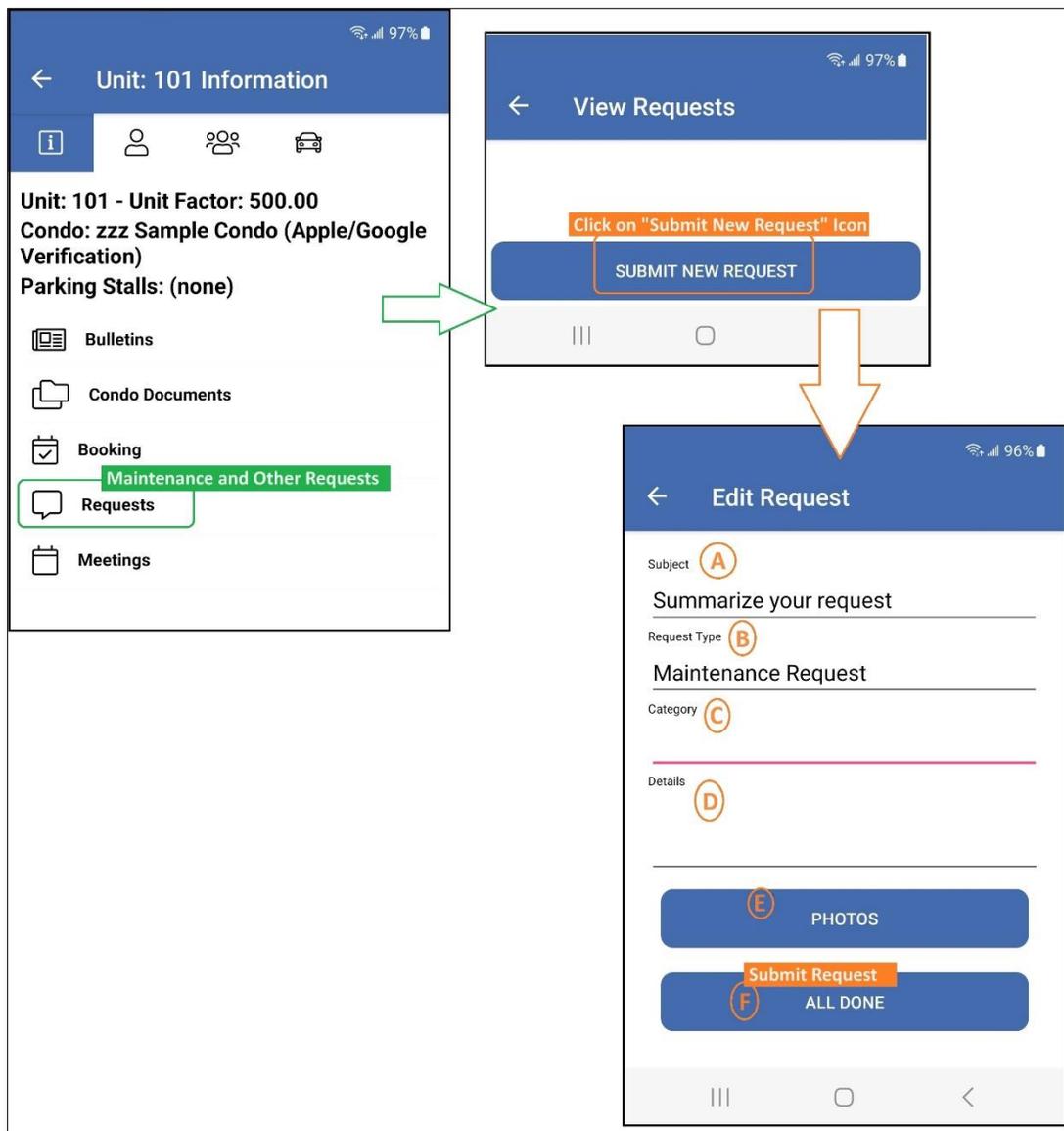
Requests Tab: Allows owners to enter new NON-emergency maintenance and other requests. **Note: For emergencies call our 24-hour on-call line: 587-462-6762, Ext: 0.** (Examples of an emergency: Fire, Flood, or No Heat in Freezing temperatures.)

Step 1: Select the “Requests” tab.

Step 2: Click “Submit New Request”.

Step 3: Enter the details:

- a) Enter a summary of a request in the “Subject” section.
- b) Select “Request type”.
- c) Choose a “Category”.
- d) **IMPORTANT:** Provide a detailed description in the “Details” section. Remember that the persons reading your notes do not know what you see. They need to get all the key facts about the issue.
- e) **Bonus:** Attach photos of the issue if applicable.
- f) Submit Request – Click “All Done” icon.



Add/ Edit Owner Information

Step 1: Click on the “Add/ Edit Owner Information” button. Highlighted green in the image below.

Step 2: Select from a list of existing owners to edit or click the “Add Owner/Agent” icon.

Step 3: Fill out owner information in all three tabs:

- “General” – Owner information.
- “Address” – Mailing address of the owner.
- “Emergency” – Emergency contact information.

Step 4 *IMPORTANT*: Click the “Save” icon at the top right of the screen. Highlighted green and orange in the image below.

The image illustrates the process of adding or editing owner information in a mobile application. It consists of three screenshots:

- Top Left Screenshot:** Shows the "Unit: 101 Information" screen. The "Add/ Edit Owner Information" button is highlighted in green.
- Bottom Left Screenshot:** Shows the "Unit: 101 Information" screen with an existing owner, "Anna Smith", highlighted in orange. The "Add New Owner/ Agent" button is also highlighted in orange.
- Right Screenshot:** Shows the "Edit Owner" form. The "GENERAL" tab is selected (labeled 'A'). The "Save" button is highlighted in green (labeled 'C'). The "ADDRESS" and "EMERGENCY" tabs are highlighted in orange (labeled 'B').

The form fields include:

- Email
- Owner/Agent
- Owner
- First Name
- Last Name
- Cell Phone
- Work Phone
- Home Phone

Add/ Edit Renter Information

Step 1: Click on the “Add/ Edit Renter Information” button. Highlighted red in the image below.

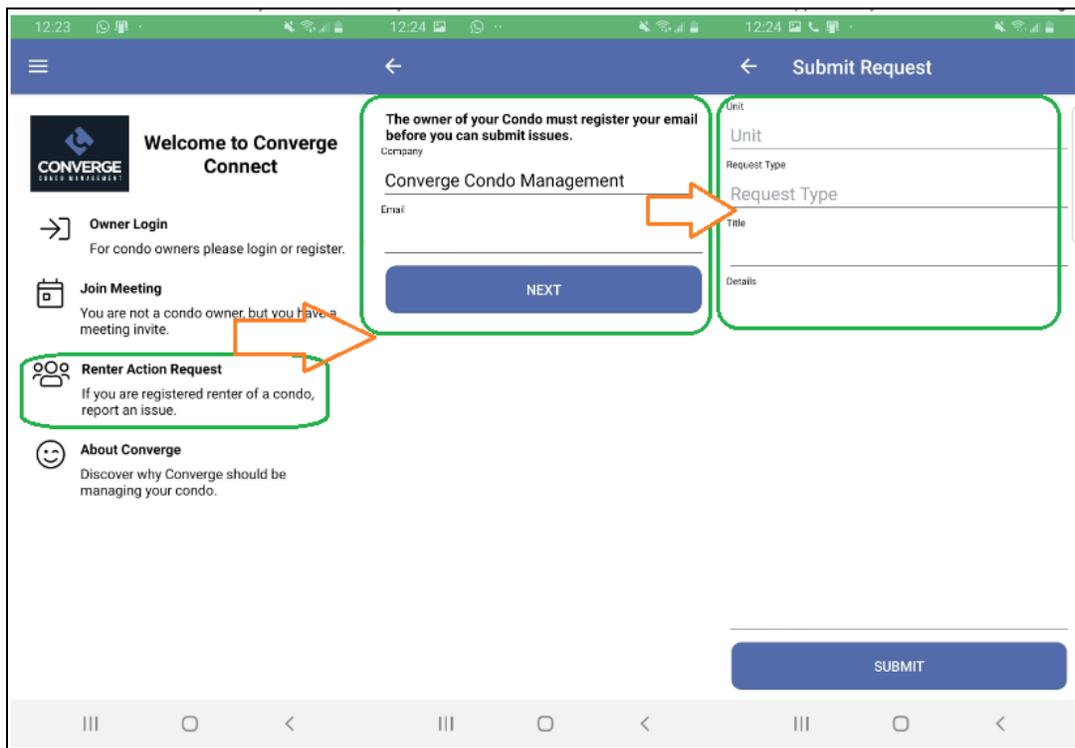
Step 2: To edit, select from a list of existing renters. To add, click the “Add Renter” icon.

Step 3: Add/Edit Renter Information: “First Name”, “Last Name”, “Phone Number”, and “Email”.

Step 4 IMPORTANT: Click the “Save” icon before closing the screen. Highlighted green in the image below.



Renter View – Once registered, the renters will have the following options when using the app:



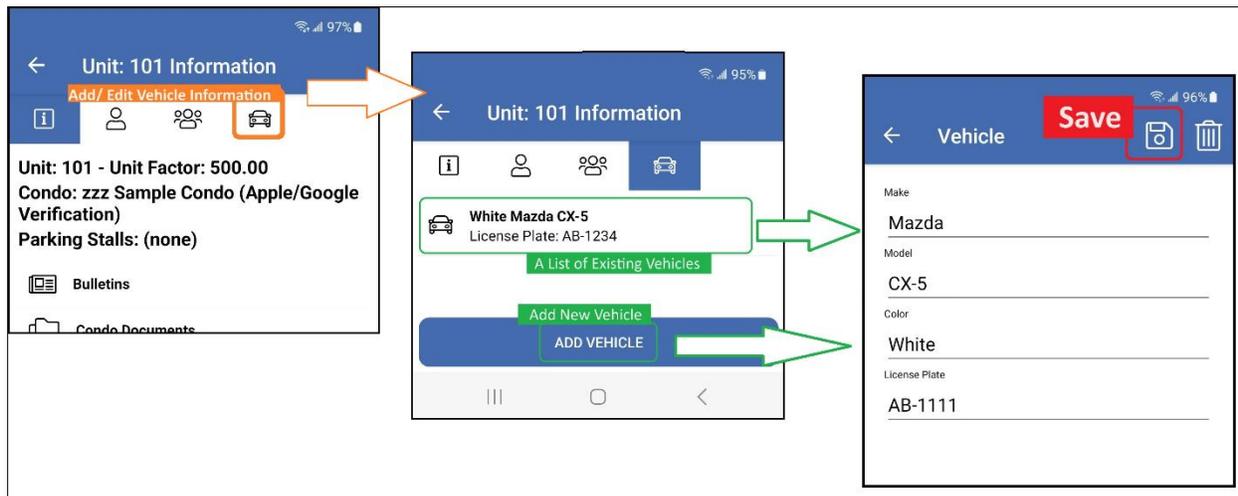
Add/ Edit Vehicle Information

Step 1: Click on the “Add/ Edit Vehicle Information” button. Highlighted orange in the image below.

Step 2: To edit, select from a list of existing vehicles. To add, click the “Add Vehicle” icon.

Step 3: Add/Edit Vehicle Information: “Make”, “Model”, “Color”, and “License Plate” number.

Step 4 IMPORTANT: Click the “Save” icon before closing the screen. Highlighted red in the image below.



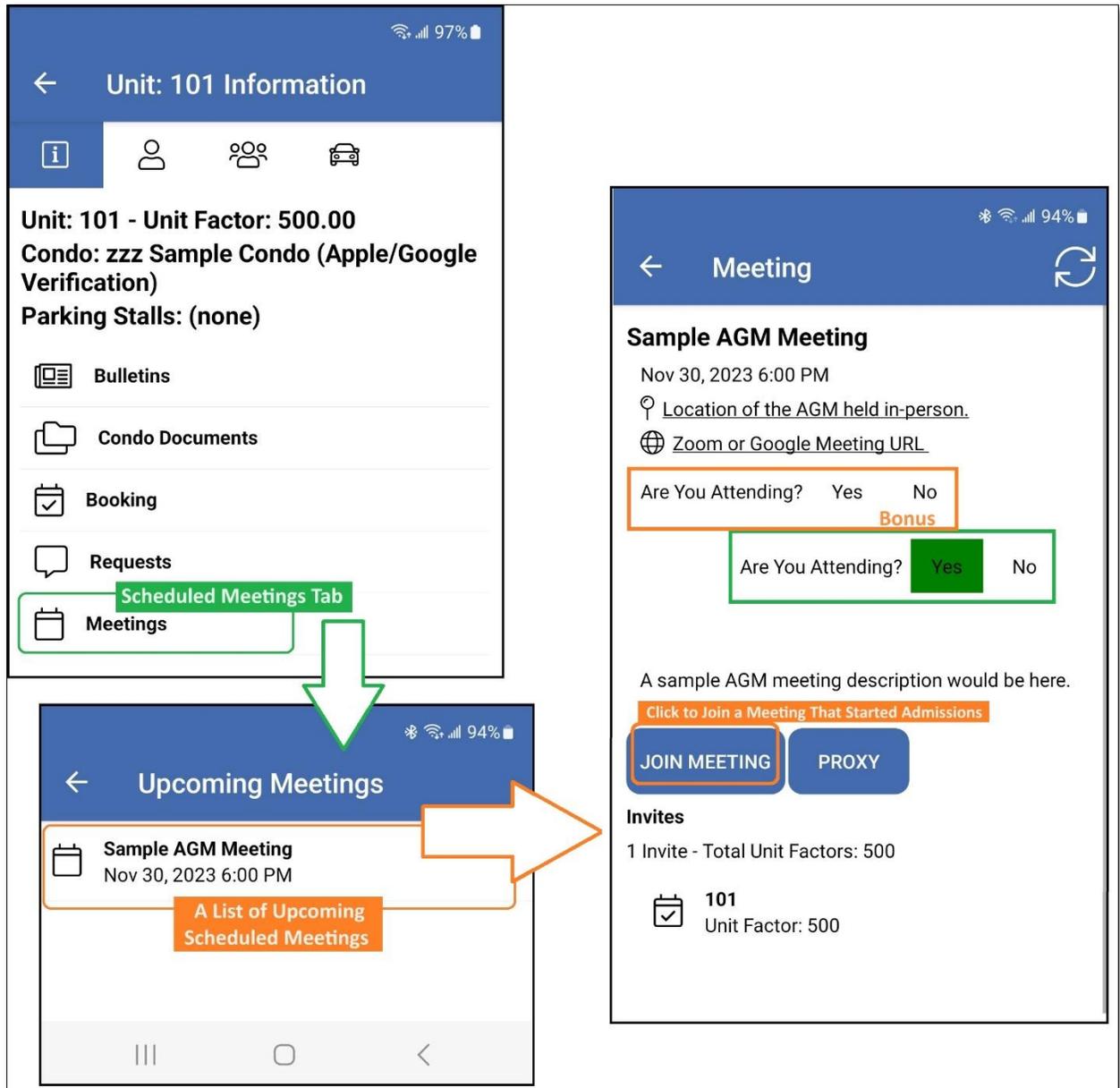
Join a Meeting as an Owner

Step 1: Click the “Meetings” tab.

Step 2: Select from a list of upcoming meetings. If multiple events are available, ensure that you choose the meeting with the right date, time, and heading.

Bonus: As soon as you know if you will be attending the meeting, log in beforehand and select the corresponding response in the “Are you attending” section. (“Yes” or “No”)

Step 3: Click on the “Join Meeting” icon. Note: You will only be able to join the meeting once admission to the meeting starts.



Register/Revoke a Proxy for an AGM Meeting

Step 1: Click the “Meetings” tab.

Step 2: Select your AGM from a list of upcoming meetings. If multiple events are available, ensure that you choose the meeting with the right date, time, and heading.

Step 3: Click on the “Proxy” icon.

Step 4: Fill out the “First Name”, “Last Name”, and “Email” of your proxy.

Step 5: Click “Send” to notify your condo manager of your decision.

****Note:** You can revoke your proxy by clicking “Revoke” in the meeting tab.

