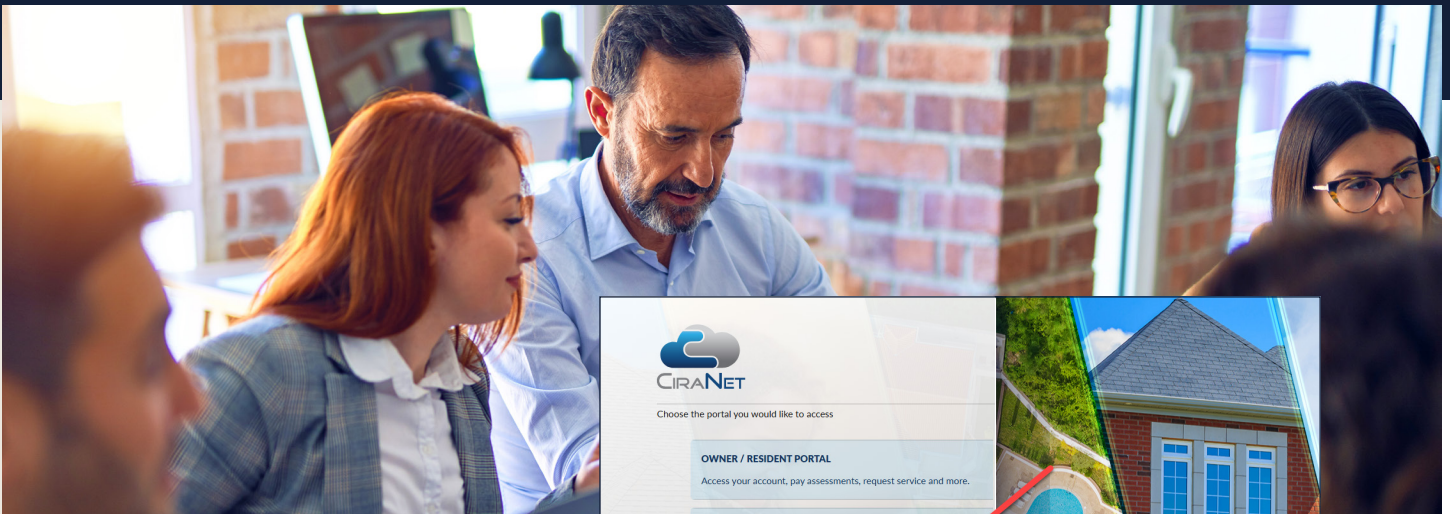




ARC/ACC Application Approvals

TIP SHEET

Online approval of requests for exterior modifications/improvements is an optional business process that your management company can offer you through the CiraConnect Management/Board Portal and CiraMobile on iOS devices. This tip sheet will focus on the Management Portal, but is translatable to the other venues as well.



To access the Management/Board Portal, visit www.ciranet.com and navigate to the “Management/Board Portal”

To assist you with the review process we have prepared this tip sheet, but please do not hesitate to contact your manager any time you have questions or concerns about the process.

To enable the community to allow for online approval, work with your Community Association Manager to determine the minimum number of approvers who will be needed to approve a request and determine who will be set up as approvers. Upon completion of a simple set-up process, modification requests will begin populating to the Board Approval page found in My Work Queue.



ARC/ACC Application Approvals

TIP SHEET | BOARD APPROVALS

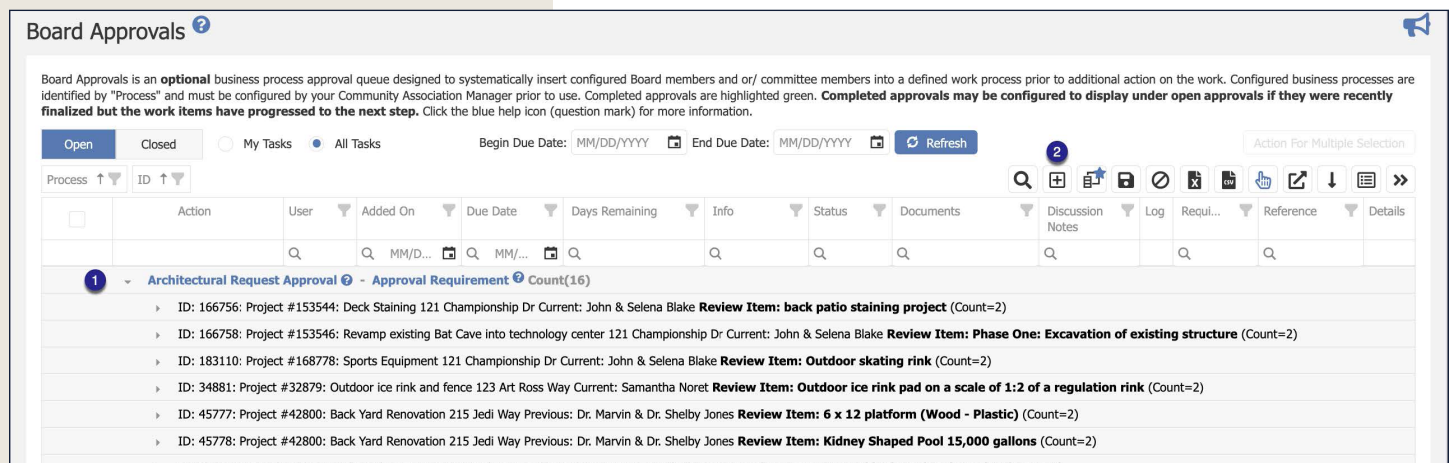
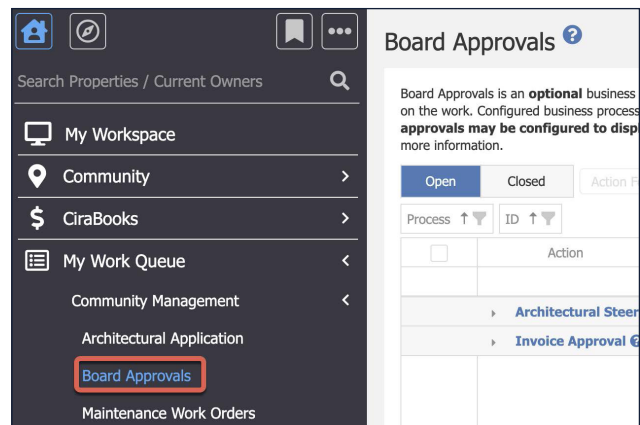
There are three online approval options:

- Architectural Committee Approval
- Invoice Approval
- Collections Approval

If you are familiar with the CiraNet Owner/Resident Portal you will notice that the Board/Management Portal looks and operates very similarly. Users navigate to modules using the Navigation Pane. We have additional resources to help board and committee members on using that to its full advantage, but for these purposes the Board Approval Page can be found here:

My Work Queue > Community Management > Board Approvals

There are two options to expand the grid to view the items that you want to take action on:





ARC/ACC Application Approvals

TIP SHEET | NAVIGATING PAGE-VIEW

The screenshot shows the 'Board Approvals' interface. At the top, there are tabs for 'Open' and 'Closed', with 'Open' selected. Below the tabs are filters for 'My Tasks' and 'All Tasks', and date range selectors for 'Begin Due Date' and 'End Due Date'. A 'Refresh' button is also present. The main area is a table with columns: Action, User, Added On, Due Date, Days Remaining, Info, Status, Documents, Discussi... Notes, Log, Requi..., Reference, and Details. The table is filtered to show 'Architectural Steering Committee Approval' with 3 items. The first item is 'Covered wooden deck in backyard' with 29 days remaining and a caution icon. The second and third items are also 'Covered wooden deck in backyard' with 29 days remaining and a green checkmark icon. The interface includes various icons for search, refresh, and other actions.

1. **Open** and **Closed** tabs. The page is split into two tabs, with **Open** items being the default view, but users can look back on actioned items by clicking on the **Closed** tab.

2. **Task View**. The page will open by default to the setting of **All Tasks**, which means that you will be able to see, but not action on, all other voters' line items and be able to assess immediately what their status is. This can be helpful when trying to understand what your fellow members are leaning toward but also to know who has actioned on an item versus who might need a little nudge to cast their vote to be able to move a project forward. That said, if you have many applications for review, it can be helpful to switch to **My Tasks**, which filters the view down to just your line items. This will also speed up the page load times.

3. **Begin Due Date** and **End Due Date**. These date ranges can be used in either tab to help filter down to only the results you wish to concentrate on.

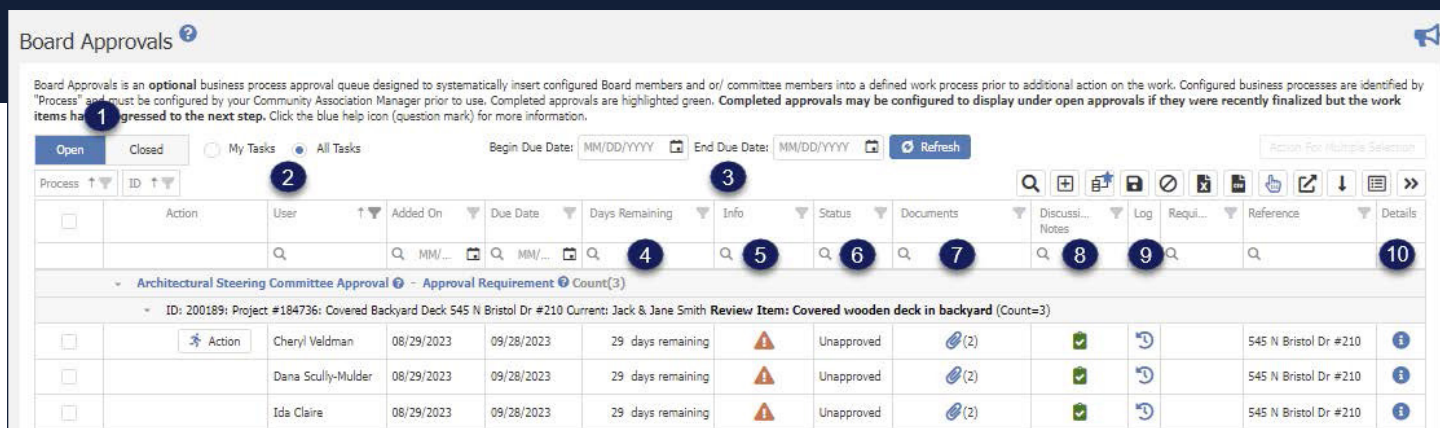
4. **Days Remaining**. This column helps you gauge how long you have to review the application before the due date, which is configured internally by your management team based on your governing documents. If the application is past due based on those settings, the font appears in red and will count down how many days the files are past due.

5. **Info**. These symbols allow a quick visual assessment of all the users' voting status. The caution symbol tells us that no one has voted on the pending application. A green check mark indicates the voter approved the item, a green flag tells us they voted to approve with a stipulation, and a red X indicates a denial.



ARC/ACC Application Approvals

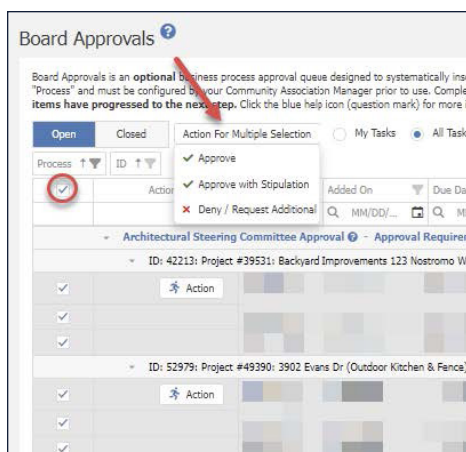
TIP SHEET | NAVIGATING PAGE-VIEW



6. **Status.** The status of the info is listed here.

7. **Documents.** This allows a quick view of all supported documents for the application. Click on the paperclip to access them. In this example, we can quickly tell there are two documents attached.

8. **Discussion Notes.** This notepad allows you to communicate with your fellow committee members about the request you are working on. You can see in the illustration that there is a note in place since the notepad is highlighted green with a check mark. If there are no notes yet, the notepad is clear. To add a new note, simply click on the icon to open a pop-up window where you can leave your comment.



9. **Log.** Most actions taken in Ciranet are logged so this allows you to see the activity for this line item, including when email reminder notifications were sent.

10. **Details.** Clicking on the “i” here opens to the project view with the details on the submission.

You can also perform the same action on multiple line items at once. Check the boxes under “Process” for the line items you wish to vote on, then select **Action for Multiple Selection** to apply the action to the selected items.



ARC/ACC Application Approvals

TIP SHEET | NAVIGATING PAGE-VIEW



Any line items highlighted in green in the Open tab indicate a recently actioned project. By default, these items will remain in place on the Open tab for three days¹ to allow the committee members to keep track of the files that have been brought before them recently.

This does not, however, impede the response to owner that the management team will be working on the interim. Note that the **Action** button seen on your open items is replaced with **View** in this status, since the item has been moved on or rejected back and no further action can be taken on it.

[1] This is configurable by the community association.

Architectural Request Approval		Approval Requirement		Count(854)						
ID: 195905; Project: #180717; Door Hardware				Review Item: Door Hardware (Count=7)						
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	✓	Approved	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	⚠	Approved with Stipulation	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	✗	Denied	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	⚠	Unapproved	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	⚠	Unapproved	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	⚠	Unapproved	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>
<input type="checkbox"/>	View	07/13/2023	08/10/2023	18 days overdue	⚠	Unapproved	(1)	<input type="checkbox"/>	Flagstone Ave	<input type="checkbox"/>



ARC/ACC Application Approvals

TIP SHEET | VIEWING AND ACTING ON REQUESTS

Edit Architectural Application. Project ID: 200189

Project Details

Property: * 545 N Bristol Dr #210 Prior Owner: No
Community: * Adam Community Council Submitted by: Jack & Jane Smith
Project Description: * Covered Backyard Deck
Characters left: 79
Received from Owner: 08/29/2023 Assigned To: joe user
Last Modified By: Cheryl Veldman Last Modified On: 08/29/2023

Line Items

Show Finalized Items No

Drag a column here to group

Action	Item #	Category	Due Date	Days Remaining	Status	Committee Submit Date	Description	Docs	Discussion Notes	Logs
Action	200189	Deck / Patio / Porte Cochere	09/28/2023	28 days remaining	Submitted To Committee	08/29/2023	Covered wooden deck in backyard	(2)	[Green Checkmark]	

You can use the line item to view the documents and the project in the system if you want to review it in advance of making a vote.

Every application is opened as a Project with at least one Item. You will be voting on each Item. We support this structure to allow a larger modification project to be assessed in its component parts instead of one whole. In other words, if the committee finds part, or even most, of the project is acceptable, individual Items can be approved and the owner can move forward on those, but the construct allows you in turn to deny the component you find is not meeting community standards, at least temporarily.

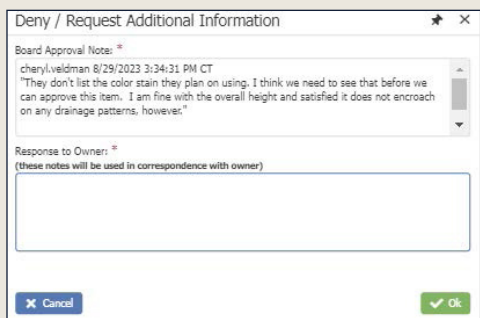
[1] This is configurable by the community association.



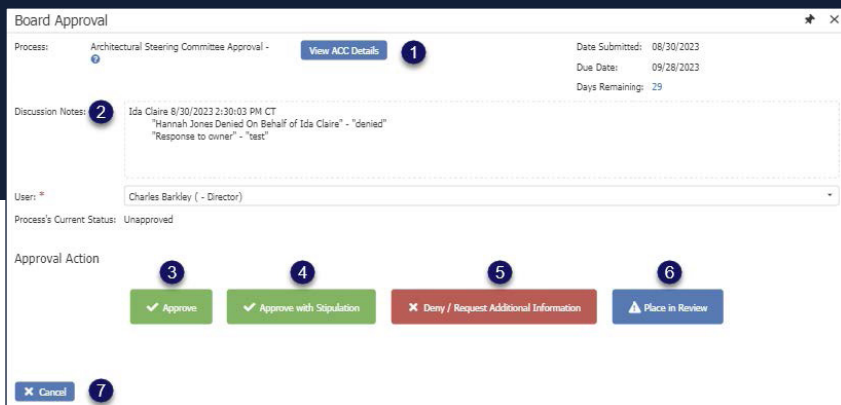
ARC/ACC Application Approvals

TIP SHEET | VIEWING AND ACTING ON REQUESTS

If you are experiencing unexpected issues on CiraNet, you may have to enable pop-ups on CiraNet in your browser settings.



We recommend that one committee member/approver oversee leaving the official response to owner comments only to avoid confusion on the part of the management team who need to take those notes and enter them into the final formal notice sent to the owners.



- 1. View ACC Details.** This opens to the Project View on illustrated on Page 6.
- 2. Discussion Notes.** Any notes that have previously been made by any committee member will reflect here for review.
- 3. Approval Action: Approve.** If the item is acceptable in full as presented, choose this option.
- 4. Approval Action: Approve with Stipulation.** If the item is acceptable, but certain conditions need to be adhered to this will allow the user to add a clarifying note as to the condition(s) that must be met by the owner, which will be included in the communication back to that owner by the management team.
- 5. Approval Action: Deny/Request Additional Information.** This works much the same way as Approve with Stipulation, but denies the request.
- 6. Approval Action: Leave in Review.** This effectively takes no action on the item.
- 7. Cancel.** This allows you to close the window without taking any other action.



ARC/ACC Application Approvals

TIP SHEET | KNOWING WHEN REQUESTS ARE READY FOR APPROVAL

[1] Automated email reminders come from [CommunityID]@CiraMail.com. If you are not receiving them check your Spam folder.

[2] Make sure your browser is up-to-date, and be aware that your browser may function more slowly if you are sharing internet bandwidth with others, such as when using public internet or while using streaming services.

CiraMobile is available for free download in the Apple App Store, and can be used on both tablets and iPhones. The CiraMobile App can be found here:



An Android version of CiraMobile is available, but does not currently support executive approvals.

Your management team processes applications as soon as they are received, so it is possible (depending on your community's size and activity) that new applications will be ready for review daily. Your manager can enable an automatic email reminder if you choose that will send an automated message to the email on file for you periodically. It can be set for any number of days that best suits your needs. Work with your management team on what works best for you.¹

The inventory of items to review listed in the email reminders is based on the queue as of the early morning of that day. If you log in later in the day you may find items that have been acted on by your fellow committee members. As mentioned previously, items already acted on will be highlighted in green.

If you elect not to receive email reminders, we recommend checking your Board Approval page at least once each workday.

→ **Important Note:** Anyone whose approval designation is required must action on an item to move it forward. Without their vote, the record remains in queue, regardless of how many other committee members vote on the issue.

A Bit About Browsers

Working in the Cloud means you can access CiraNet no matter where you are or what computer you are using, but browsers will differ slightly. CiraNet is supported on Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari browsers.²



ARC/ACC Application Approvals

TIP SHEET | TECHNICAL SUPPORT

If you experience technical issues while using CiraNet, try these preliminary self-help options:

- Hard refresh (Cmd+Shift+R or Ctrl+F5) the page to clear your browser cache and reload the page.
- Clear your browser cache and cookies:
 - **Chrome:** <https://support.google.com/accounts/answer/32050>
 - **Firefox:** <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
 - **Edge:** <https://support.microsoft.com/en-us/help/10607/microsoft-edgeview-delete-browser-history>
 - **Safari:** <https://support.apple.com/en-us/HT201265>
- Close your browser(s) and start a new browsing session.¹
- Restart your computer.

If you are worried about losing password information, please use the advanced options available in most browsers and uncheck the option to clear passwords.

If those steps fail, please let your Community Association manager know right away. The following information will help us troubleshoot the issue much faster:

- Walk us through the steps you have taken to navigate to the point of error in as much detail as possible.
- What error messages, if any, have you received.
- Describe the unexpected outcome you arrived at.
- Provide a screenshot of the error if possible. Please include the entire screen in the image, including URL search bar.
- Identify the environment you were working in. Let us know if you were on a mobile device, PC, or a Mac, browser (and browser version) you were using, zoom magnification levels, and anything else you think might be relevant.

[1] When navigating back to CiraNet, type “ciranet.com” into your browser address bar. If you use a bookmark or “recently visited” link to return to CiraNet the link may include an old session ID, which could be the issue.



Get in Touch

