

# Requesting Strata Documents – Registering with APIC

## Register with APIC

Access Point Information Canada (APIC) operates the **eStrataHub** service, which lets you request strata documents online.

Before using eStrataHub, you must register with APIC. It is free to create an APIC account, and it takes only a minute or two to set up.

To begin, go to the APIC web site at [www.apicanada.com](http://www.apicanada.com) and click the **Register** link in the top right corner.



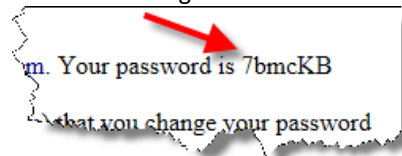
In the Registration screen, enter your name and email address. You will use your email address to sign in to APIC.

A screenshot of the APIC Registration form. It contains fields for First Name, Last Name, Company Name, Email, and Phone Number. Below the fields, there is a section titled 'Registration in APIC is a simple two-step process:' with two steps: 1. Register a name and email and we'll send you an email with your password. 2. When you receive an email with your password, click on the Sign In link and... At the bottom, there are 'Submit' and 'Cancel' buttons.

When you click **Submit**, APIC will send you an email containing a start-up password you can use to sign in.

## Sign In

Use the start-up password from your APIC email to sign in.



Go back to the APIC web site at [www.apicanada.com](http://www.apicanada.com) and click the **Sign In** link at the top of the screen.

A screenshot of the APIC Sign In form. It has a title 'Sign In' and a subtitle 'Enter your Email address and Password'. There are fields for 'Email Address:' (with 'kim@email.com' entered) and 'Password:' (with '\*\*\*\*\*' entered). There is a 'Forgot Password?' link and 'Sign In' and 'clear' buttons.

Enter the same email address you registered with and the start-up password from the APIC email, then click **Sign In**.

## Terms and Conditions

The first time you sign in, you will be asked to accept APIC's Terms and Conditions. Read these carefully and click **I Agree** if you accept.

## Change Your Password

While signed in, you can change your start-up password to something more suitable.

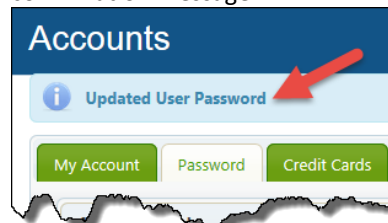


Your name (at the top right of the screen) is a link to your APIC account. Click your name to see your account settings in the **My Account** tab.

In the **Password** tab, enter your start-up password in the **Current Password** field. To ensure correct spelling, enter your new password **twice** in the **New Password** fields and click **Submit**.

A screenshot of the APIC Password change form. It has tabs for 'My Account', 'Password', and 'Credit Cards'. The 'Password' tab is selected. It has a title 'APIC Password' and fields for 'Current Password:\*' (with '\*\*\*\*\*' entered), 'New Password:\*' (with '\*\*\*\*\*' entered), and 'New Password:\*' (with '\*\*\*\*\*' entered). There are 'Submit' and 'Cancel' buttons.

When you complete the Password screen successfully, you will see a confirmation message.



## Start using eStrataHub

Now that your new account is in place, you can sign in to APIC and click **Go To eStrataHub** to start eStrataHub



Ordering strata documents is a three-step process:

1. You place your order.
2. The Strata Agent attaches the requested documents and sends your completed order to you.
3. When you complete payment, your documents are released to you.

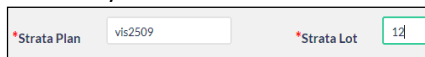
## Notes

If paying by credit card, you will be asked to authorize the order's **estimated** cost. The final cost will be determined when eStrataHub counts the pages in your order and levies the 25¢ per-page fee.

The Strata Property Act defines how soon documents should be delivered. If you request delivery sooner than is required by the Act, you may incur priority fees.

## Place an Order

Click **Create New Order** at the bottom of the screen and enter the Strata Plan number and Strata Lot as defined by the Land Title office.



Define your role (Legal, Realtor, or Homeowner) and click **Next**.

As you work through your order, the questions will vary depending on the type of order you submit and the documents you ask for.

If paying by credit card, you will be asked to **pre-authorize** payment on the card you will use to pay for the order.

When you complete your order, eStrataHub generates an **Order Number**. This is the key to your document (it will appear on all correspondence and billing).



As the Strata Agent processes your order, you may receive emails alerting you to log in to APIC and review messages or other actions.

Keep your Order Numbers handy for future reference.

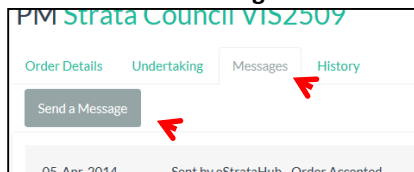
## Receive Messages

While processing your order, the Strata Agent may need to communicate with you.

eStrataHub's **Messages** feature alerts you by email when a message is added to your order. When you receive the alert, sign in to APIC and click **Go To eStrataHub**.

Select your order and click the **View Order Details** button (or just double click the order).

Click the **Messages** tab to display any messages on your order. You can send a message to the Strata Agent with the **Send a Message** button.



## Release Your Order

An email will notify you when your documents are ready to download. Log in to APIC ([www.apicanada.com](http://www.apicanada.com)) and click **Go To eStrataHub**.

Select your order and click the **View Order Details** button (or just double click the order).

Click **COMPLETE PAYMENT** to pay for your order and release your documents.

## Statement/Receipt

When your documents are ready, a **Statement/Receipt** button will appear on your order.

Click the Statement/Receipt button to list all costs associated with the order and the order's total cost.

## Download Documents

After completing payment, use the **Download Documents** button to receive all of your documents as a single Adobe Portfolio file. You can also download the individual files that make up your order.

## Email Links to Documents

After completing payment, use the **Email Links to Docs** button to send your clients or colleagues an email containing links to your documents.


By emailing links, you can avoid attaching large files to an email. (Rather than sending the entire document, you just email a link.)

## Orders Older than 60 Days

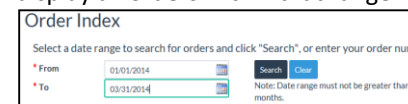
Documents you order through eStrataHub will always remain available to you. Just sign in to APIC and open your order.

Note that orders older than 60 days do not appear in the Order Index. For these, you can search by the Order Number or by the date you placed the order.

To search by Order Number, enter the number in the Order# field and click **Find**.



To search by date, use the date range search on the Order Index screen. Select a range and click **Search** to display all orders within that range.



Date searches cannot exceed three months. To search for more than three months, do multiple searches (e.g., January-March, April-June).

To reset the display of the Order Index, click the **Clear** button.



eStrataHub is a service of Access Point Information Canada Ltd.