

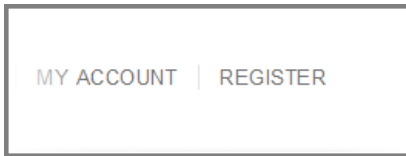
# Registering with APIC – Requesting Strata Documents

## Register with APIC

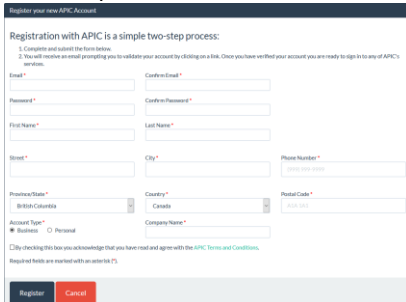
Access Point Information Canada (APIC) operates the **eStrataHub** service, which lets you request strata documents online.

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 on the top menu bar.



On the Registration screen, fill in the fields required.



When you click **Register**, APIC will send you an email prompting you to validate your account by clicking on a link.

## Change Your Password

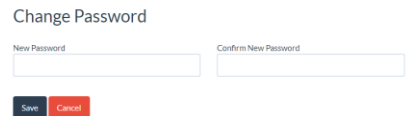
Go to [www.apicanada.com](http://www.apicanada.com) and click **“My Account”** on the top menu bar to sign into your personal account information.

Enter the email address you registered your APIC account with and the password you created. Then click **Sign In**.

While signed in to **“My Account”**, you can change your password.

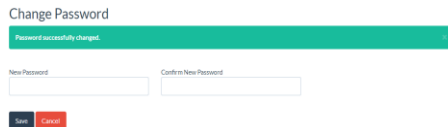
In the **Change Password** tab, enter a new password in the **New Password** field. Then enter your new password *again* in the **Confirm New Password** field and click **Save**.

Account Details | Change Password | Credit Card | Account Statements



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

Account Details | Change Password | Credit Card | Account Statements



## Start using eStrataHub

Ordering strata documents is a three-step process:

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

## Notes

When 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.

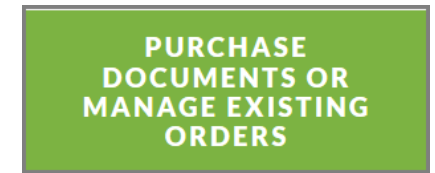
The Strata Property Act defines how soon documents should be delivered. If you request delivery sooner than is required by the Act, you may incur priority fees.

## Sign In

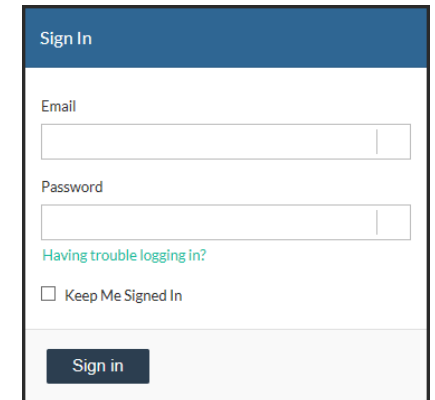
To purchase eStrataHub documents go to [www.apicanada.com](http://www.apicanada.com) and hover over the Services link on the top menu bar. Click eStrataHub Ordering Documents.



Click **Purchase Documents or Manage Existing Orders** to proceed to the sign in page.

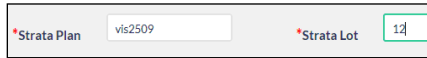


Enter the email address you registered your APIC account with and the password you created. Then click **Sign In**.



## Place an Order

Click **Place a New Order** and enter the Strata Plan number and Strata Lot as defined by the Land Title office.



A screenshot of a web form with two input fields. The first field is labeled "Strata Plan" and contains the text "vis2509". The second field is labeled "Strata Lot" and contains the number "12".

Define your role (Real Estate Agent, Lawyer/Notary, 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.

When 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 Management company 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.

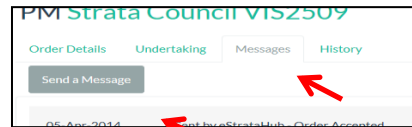
## Receive Messages

While processing your order, the Strata Management company 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, go to [www.apicanada.com](http://www.apicanada.com) and hover over the **Services** link, then click **eStrataHub/Ordering Documents**. Click **Purchase Documents or Manage Existing Orders** and sign in.

Click the **Details** button associated with the order to open your Order Details page.

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



## Release Your Order

An email will notify you when your documents are ready to download. Go to APIC ([www.apicanada.com](http://www.apicanada.com)) and hover over the Services link then click **eStrataHub/Ordering Documents**. Click **Purchase Documents or Manage Existing Orders** and sign in.

Click the **Details** button associated with the order to open your Order Details page.

## 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.

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

## Download Documents

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

## Email Links to Documents

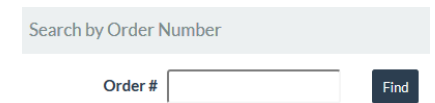
After completing payment, use the **Email Links to Docs** button to send your clients or colleagues an email containing links to your documents.

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

## Retrieving Documents

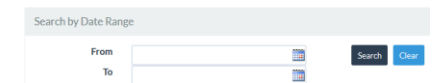
Documents you order through eStrataHub will remain available to you. Go to [www.apicanada.com](http://www.apicanada.com) and hover over the **Services** link, then click **eStrataHub/Ordering Documents**. Click **Purchase Documents or Manage Existing Orders** and sign in.

All your orders placed with the user id you log in with, will appear in the Order Index. You can also 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**.



A screenshot of a search bar labeled "Search by Order Number". It contains an input field for "Order #" and a "Find" button.

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.



A screenshot of a search bar labeled "Search by Date Range". It contains two input fields for "From" and "To", a "Search" button, and a "Clear" button.

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



eStrataHub is a service of Access Point Information Canada Ltd.