

# Requesting Strata Documents – Registering with APIC

## Register with APIC

Access Point Information Canada (APIC) operates the eStrataHub service which allows you to request strata documents.

Before you can request strata documents, you must first register with APIC.

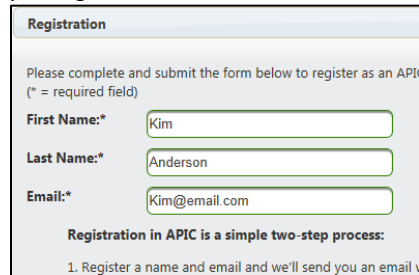
There is no charge to create an account, and it only takes a minute to get set up.

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



Clicking **Register** will display the Registration screen, where you enter your name and email address.

You will use your email address when you log into APIC.



Registration

Please complete and submit the form below to register as an APIC user (\* = required field)

First Name:\*

Last Name:\*

Email:\*

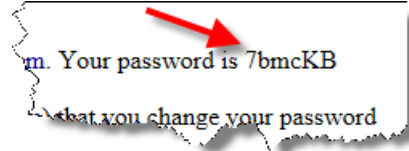
Registration in APIC is a simple two-step process:

1. Register a name and email and we'll send you an email

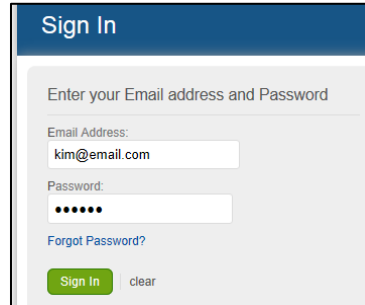
At the bottom of the screen, click **Submit** and APIC will email you a system generated password which will allow you to log in.

## Log Into APIC

After your registration, the email from APIC will contain a system generated password. Use this password to log in to APIC and place orders through eStrataHub.



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



Sign In

Enter your Email address and Password

Email Address:

Password:

[Forgot Password?](#)

Use the email address you registered with, and the password in the email sent to you by APIC to sign into the service (most people use copy/paste to enter their system generated password).

## Terms & Conditions

The first time you log in, you will be asked to accept the APIC Terms and Conditions.

Click the **I Agree** button at the bottom of the screen to log in.



## Changing your Password

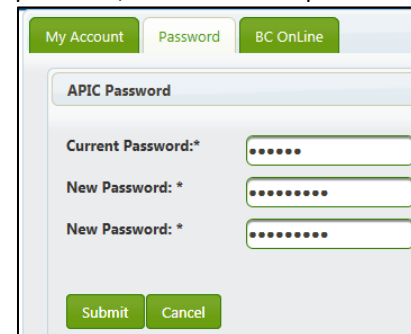
Once signed in, you can change your password by clicking your name at the top right of the screen.



Your name is your link to manage your account with APIC.

When you click your name, you will see information about your APIC account on the My Account tab.

Click the **Password** tab and you will see where you type your current password, and then a new password.



My Account Password BC OnLine

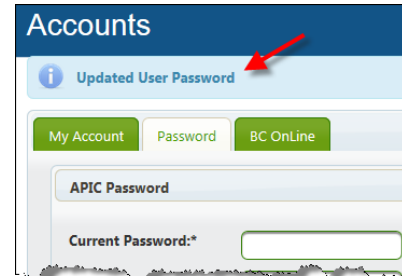
APIC Password

Current Password:\*

New Password:\*

New Password:\*

You will need to type your new password twice to validate your typing, and then click the **Submit** button.



Accounts

Updated User Password

My Account Password BC OnLine

APIC Password

Current Password:\*

When you complete the Password screen successfully, you will see the confirmation message that your password has been changed.

## Ordering Strata Documents Through eStrataHub

Once you have established your account with APIC, you can log in and click the **Purchase Strata Documents** button to place orders for strata documents.

Ordering documents is a 3 step process:

1. You place your order.
2. The Strata Manager attaches documents to your order and sends it to you.
3. You authorize payment and your documents are released to you.

Please note that when you place your order, you will need to enter your credit card for the **estimated** price of your order.

The final price cannot be determined until eStrataHub counts the pages in your order to levy the 25¢ page fee.

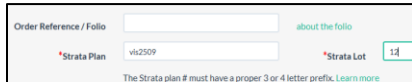
The Strata Property Act defines how soon documents should be delivered.

If you request document sooner than defined by the Act, you may incur priority fees.

## Starting an eStrataHub Order

To place an order, click the **Create New Order** button at the bottom of the screen.

Creating an order starts with you entering the Strata Plan number and Strata Lot as defined by the Land Title office.



The screenshot shows a form with the following fields: "Order Reference / Folio" with a value of "v12509", "Strata Plan" with a value of "v12509", and "Strata Lot" with a value of "12". There is a "Send" button next to the Strata Lot field. A note at the bottom states: "The Strata plan # must have a proper 3 or 4 letter prefix. Learn more."

On this first screen you will also need to define your role (Legal, Realtor, or Homeowner) and then click **Next**.

As you work through your order, the questions you need to complete will vary depending on what type of order you are submitting and the documents you are asking for.

After screen 4, customers paying by credit card will be asked to provide credit card information for a **pre-authorization** of the credit card.

When your documents are ready and you Authorize Payment, this is the credit card that will be charged for your order

After you have finished completing the information needed for your order, eStrataHub will generate an Order number.

This Order Number is the key to your documents, so keep this number handy for future reference.



As the Strata Manager processes your order, you may receive emails alerting you to log back into APIC and review your order for messages or other actions.

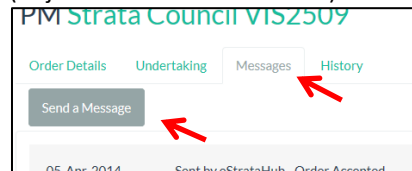
## If you Receive a Message on Your Order

While the Strata Manager is processing your order, they may need to communicate with you.

The Messages feature of eStrataHub will alert you by email that you have a message on your order.

When you receive the email alert, sign back into APIC and click the **Purchase Strata Documents** button.

Open your order by selecting it and click the **View Order Details** button (or just double click the order).



Clicking the **Messages** tab will display any messages on your order, and allow you to send a message to the Strata Manager with the **Send a Message** button.

## Releasing Your Order

When your documents are ready, you will receive an email notifying you that your documents are ready and for you to log back into APIC and authorize the purchase.

Log into APIC ([www.apicanada.com](http://www.apicanada.com)) and click the **Purchase Strata Documents** button.

Double click your order to open it and click the **Authorize Payment** button.

Authorizing payment will charge your credit card the final amount for the order and release your documents.

## Downloading Your Documents

After authorizing payment, you can use the **Download Documents** button to download your documents as a single Adobe Portfolio file, or download the individual files that make up your order.

## Emailing Links to your Documents

After authorizing payment, you can use the **Email Links to Docs** button to send an email with links to your documents.

Using the email function avoids attaching large files to an email.

This way, you just email a link to the document rather than the document itself.

## Viewing Your Statement

When your documents are ready for you to pay for, there is a Statement button on your order that details the costs associated with the order.

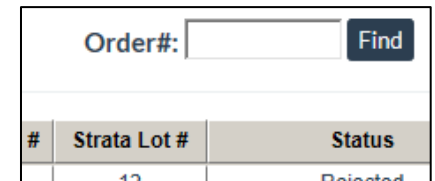
Clicking the **Statement** button will display the statement and show the final amount of your order.

## Orders Older Than 60 Days

Documents in your eStrataHub order will always be available to you.

However, after 60 days the order will not display on the index listing of your orders.

You can open any of your orders (even if they are not on the index listing) by typing the order number in the Order# field and then click the **Find** button.



The screenshot shows a search interface with an "Order#:" label and a text input field. To the right of the input field is a "Find" button. Below this is a table with the following columns: "#", "Strata Lot #", and "Status". The table contains one row with the values "12" and "Rejected".

You will always be able to download your documents by logging back into APIC and opening your eStrataHub order.



eStrataHub is a service of Access Point Information Canada Ltd.