



Release 7.1.1

2013 General Release

January 2014

Please distribute to all Spectra users in your company.

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New Authorization

If this upgrade is installed correctly, your system will not need a new authorization at the time of upgrading. You will be prompted for a new authorization only if you selected the wrong destination folder for the Spectra data files.

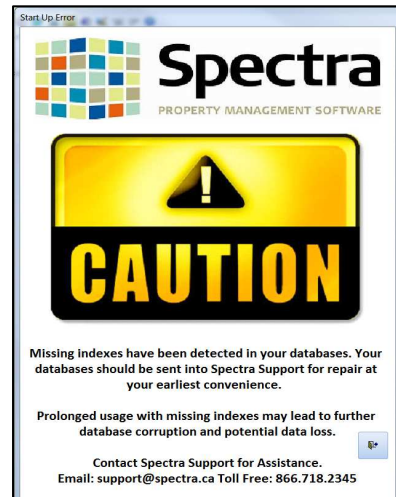
However, a few days after you have installed the 2013 release, you will be prompted to have your system re-authorized. We have implemented this new authorization process to serve you better, as this will allow us to understand the types of portfolios our clients are managing, provide updated contact information, and help us to plan for the future. This isn't a panic situation, as you will have 120 days to get this new authorization. The full instructions for this new authorization are at the end of these release notes.

STARTUP ERROR MESSAGE

If you installed Release 7.1, you may have encountered the rather scary "Stop" sign.

This "error" has been replaced by a less intimidating "Caution" sign. It is a warning that you have data files that need to be re-indexed. As the primary effect of missing indexes is slow processing, this is a good message, as it alerts you to a solution.

You may carry on processing, but we suggest that you arrange to have your data files uploaded and re-indexed by the Support Department. These will be returned to you a.s.a.p. During this re-indexing period, you will of course be down until the data files are sent back to you.



SYSTEM TASKS

Report Notes - Report Groups

We've done some fine tuning of this function to bypass buildings which have nothing to report for the selected period for any reports instead of stopping with a "No Data" message.

We have corrected the wording of the SMTP email message for emailed report groups.

Spectra Utilities

Configuration File – Extras

If you have the Standard 005 Multi-Bank PAP or EDI module, we have added a field to this configuration file to enable you to specify your Logical File Format.



- **Single Logical File with Payment Distribution** – This is a single physical file with various bank accounts in the file with distribution that tells the bank how much to put in each bank. This may be the more common format of the two, but you should ask your bank if yours is a Payment Distribution file.
- **Multiple Logical Files** – This is one physical file with several single files in it.

FIND

Tenants

Toolbar – Send – Send Letter

We have modified the format of any email addresses that are set up in a letter template.

Leases

We have expanded the information available on the Add Leases screen to show the Move Out date.

Add Leases		Email Tenant Invoices and Statements?		E-Mail Address				
Building	Unit	Term	Area	Start	End	Move In	Move Out	Lease
▶ Capri Apartments	0202	1 yr	1,000	01-Nov-2011	31-Oct-2012	01-Mar-2008	31-Oct-2013	M-T-M
▶ Capri Apartments	0403	1 mo	1,100	01-Nov-2013	30-Nov-2013	01-Nov-2013		M-T-M

Charges

If a tenant has multiple leases – some with a moved out date, the Charges screen will default to the current lease.

Supplier

Accounting

If you have our Supplier EDI module, we have added the ability to email the supplier with details of the remittance paid to suppliers by electronic funds transfer. On the Supplier – Accounting screen set up the option to send this remittance email:

Please refer to the Banking – Checks section for the final stage of this process.

EDI Supplier Details		<input checked="" type="checkbox"/> Pay Supplier by EDI Flag
	<input checked="" type="checkbox"/> EMail EFT Payment Advice	
E-Mail Address	<input type="text" value="ABCacctDept@gmail.com"/>	

BUILDING

START A TASK

Monthly Processes

Global Charge Change

One of our clients reported that Global Charge Changes for parking charges were not carrying the parking permit code to the new record. This has been corrected.

SELECT A REPORT

Rent Reports-Custom (M to Z)

Rent Roll – Mammoth

We have expanded the unit number field to avoid truncating.

Financial Statements (all)



One client found that the mouse scroll button ceased to function after installing the Access 2010 upgrade in the Financial Statement drill down. This has been resolved.



If you use the Export to Excel button, the Print Zeroes and Print Date / Time Stamp option will now be transferred to Excel.

We have added two new column formats. In both formats, the % is the user-defined ratio expressing the current month's and YTD amounts as a percentage of total revenue.

- Devon – Actual and Budget Current Period and Year to Date with Ratios (Legal Size)

CURRENT MONTH	CURRENT BUDGET	%		CURRENT YTD	YTD BUDGET	%
REVENUE						
134,529.87	134,000.00	81.29%	Office Rent	1,481,124.33	1,474,000.00	80.55%
(8,388.65)	(8,000.00)	-5.07%	Office Vacancy Cost	(93,570.91)	(88,000.00)	-5.09%

- Devon – Actual and Last Year current Period and Year to Date with Ratios (Legal Size)

CURRENT MONTH	LAST YEAR MONTH	%		CURRENT YTD	LAST YEAR YTD	%
REVENUE						
134,529.87	134,961.79	81.29%	Office Rent	1,481,124.33	1,484,579.69	80.55%
(8,388.65)	(8,820.57)	-5.07%	Office Vacancy Cost	(93,570.91)	(87,026.27)	-5.09%

General Ledger

Print Journal Entries - Towle

Auditors often want to review journal entries that have been entered on the system. We have modified this report to report a date range of journal entries rather than one month at a time.

Posting Date	- From	<input type="text" value="01-Jul-2013"/>
	To	<input type="text" value="31-Dec-2013"/>

Database Listing

We have modified the database listing program to allow you to select tenants by language preference. This Correspondence Language field is also available as a Merge Field.

To select English-speaking tenants, click on the Leases button – Correspondence Language – equals – **E** for English. This will select tenants who show English as Correspondence language and tenants who show no language preference.

To select non-English-speaking tenants, click on the Leases button – Correspondence Language – equals – **F** for French or **S** for Spanish.

<input type="button" value="General"/>	<input type="button" value="Custom"/>	<input type="button" value="Leases"/>
<input checked="" type="radio"/> All conditions must be true <input type="radio"/> Only		
INCLUDE Records Where All of These		
<input type="text" value="Correspondence Language equals F"/>		
<input type="text" value="Building Name equals Capri Apartments"/>		
<input type="button" value=">"/>		

TENANT







START A TASK

Tenant Receivables Display

Many clients have requested the ability to reprint tenant invoices. We thought it couldn't be done, but more research found a way.



On the Tenant Receivables Display screen – after selecting the tenant and Display, you'll find the new "Reprint Invoice" option on the extreme right.

Reference #	Date	Code	Description	Amount	Applied	Owing	Building	Unit	Batch #	
14270	01-Dec-13	Fed Tax	Federal Tax	\$181.49	\$0.00	\$181.49	Best Warehousing Inc.	0102	8202	
14270	01-Dec-13	Parking	Parking	\$75.00	\$0.00	\$75.00	Best Warehousing Inc.	0102	8202	
14270	01-Dec-13	Parking	Parking	\$75.00	\$0.00	\$75.00	Best Warehousing Inc.	0102	8202	
14270	01-Dec-13	Tax	Taxes Estimate	\$570.41	\$0.00	\$570.41	Best Warehousing Inc.	0102	8202	
14270	01-Dec-13	CAM	Common Area Estimate	\$1,472.24	\$0.00	\$1,472.24	Best Warehousing Inc.	0102	8202	
14270	01-Dec-13	Retail	Retail Rent	\$550.00	\$0.00	\$550.00	Best Warehousing Inc.	0102	8202	

For tenants with multiple charges drill down on any of the charges and the invoice will reprint all charges with that same invoice reference number.

Description	Amount
Retail Rent	\$550.00
Common Area Estimate	\$1,472.24
Taxes Estimate	\$570.41
Parking	\$75.00
Parking	\$75.00
Subtotal:	\$2,742.65
Federal Tax	\$181.49
Total Due:	\$2,924.14

Notice of Rent Increases

Ontario

Some of our Ontario clients offer a discount for early payment. This discount was then incorporated into the NORI calculations. We have therefore modified this NORI program to give you the ability to ignore one specific charge code. Here's an example of a tenant with a Discount on the Charges screen:

Code	Base	Rcv	Start	End	Frq	Amount
Discount	<input type="checkbox"/>	<input type="checkbox"/>	01-Jan-2013		M	-50.00
Res Rent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01-Jan-2014		M	1,076.25
Res Rent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01-Jun-2013	31-Dec-2013	M	1,050.00

When the Notice of Rent Increase – Ontario is run, select the Discount code to be excluded:

The Wizard needs to know what codes make up Base Rent for the Notice of Rent Increase form. It can include all accounting codes set up as Base Rent Codes, or you can choose specific codes.

What do you want to do?

Include all accounting codes set up as Base Rent
 Include all tenant charges flagged as Base Rent
 Choose specific accounting codes

Select code to be excluded from Notice of Rent Increases

Discount

New Field

SELECT A REPORT

Tenants

Abstracts

Tenant Abstracts will now display Other Space Charges.

Tenant Address List

The Mail Merge file will now include the Correspondence Language, which will show E for English, F for French with a blank field indicating the default of English.

Aged Trial Balance

Aged Trial Balance – Historical

On both of these reports, you now have the option to include report notes in the body of the report (Tenant Total Section) or at the end of the report (Building Total Section).

Print Report Notes (in Building Total Section)

Print Report Notes (in Tenant Total Section)

Example of Tenant Total Section:

Tenant		Floor / Unit		*Note: An *	
Batch #	Reference	Posting Date	Code	Description	Current
Westend Wholesale			1 0101		10,333.71
Tenant Note: Tenant disputes rent increase in view of construction disruption.					
McDougald Fabrics			1 0102		2,924.14
Wine Warehouse out aug 15			1 0104		0.00
Tenant Note: Tenant got a credit of \$2601.09 for their 2006 CAM - we have no forwarding address					

Aged Trial Balance – Historical to Excel

You now have the option to export Tenant Report notes to Excel which will then print beside each tenant.

You have the option to Include Tenants: Active or Inactive or Both.

Include Report Notes?	<input type="checkbox"/>
Include Tenants	<input type="radio"/> Active <input type="radio"/> Inactive <input checked="" type="radio"/> Both

Tenant Ledger

Tenant Ledger – Colyvan

These two ledgers have a new option to “Print by Summarize Code.” If your tenants are charged multiple charges every month and you wish to summarize these on the tenant ledger, you now have the option to set up Summarize codes on the Accounting Codes. Here’s an example:

Without the Summarize option:

Description	Reference	Charges	Payments	Balance
Retail Retail Rent	14249	14,883.75		14,883.75
CAM Common Area Estimate	14249	354.23		15,237.98
Tax Taxes Estimate	14249	249.69		15,487.67
Fed Tax Federal Tax	14249	1,084.14		16,571.81
St/Pr Tax State/Prov Tax	14249	42.27		16,614.08
CK Ck Payment			-10,000.00	6,614.08
Retail Retail Rent	14258	14,883.75		21,497.83
CAM Common Area Estimate	14258	354.23		21,852.06
Tax Taxes Estimate	14258	249.69		22,101.75
Fed Tax Federal Tax	14258	1,084.14		23,185.89
St/Pr Tax State/Prov Tax	14258	42.27		23,228.16

To use the new Summarize option, add a Regular Charge Accounting code for each group to be summarized. Our example shows all rent charges under “Monthly Rent”:

The flag has been removed from the “Misc. Charges OK” field on this Summarize code, so that it won’t be used to charge tenants.

Add the new Summarize Code to the existing charge codes.

Our example shows that the summarize code “Monthly Rent” has been added to Retail, CAM, Tax, Fed Tax, and St/Pr Tax.

While our example summarizes all monthly charges into one code, you may set up as many summarize codes as you wish.

Code	Monthly
CodeType	Regular Charges
Description	Monthly Rent
Long Description	Monthly Rent
Security Deposit?	<input type="checkbox"/>
Revenue Account:	2700
Sub-Account	
Base Rent Code	<input type="checkbox"/>
Misc. Charges OK	<input type="checkbox"/>
Pay Off Priority	0
Total Index	0
Summarize Code	

Code	Retail
CodeType	Regular Charges
Description	Retail Rent
Long Description	Retail Rent
Security Deposit?	<input type="checkbox"/>
Revenue Account:	3100
Sub-Account	
Base Rent Code	<input type="checkbox"/>
Misc. Charges OK	<input checked="" type="checkbox"/>
Pay Off Priority	1
Total Index	1
Summarize Code	Monthly Rent

With the Summarize option:

Description	Reference	Charges	Payments	Balance
Monthly Monthly Rent	14249	16,614.08		16,614.08
CK Ck Payment			-10,000.00	6,614.08
Monthly Monthly Rent	14258	16,614.08		23,228.16

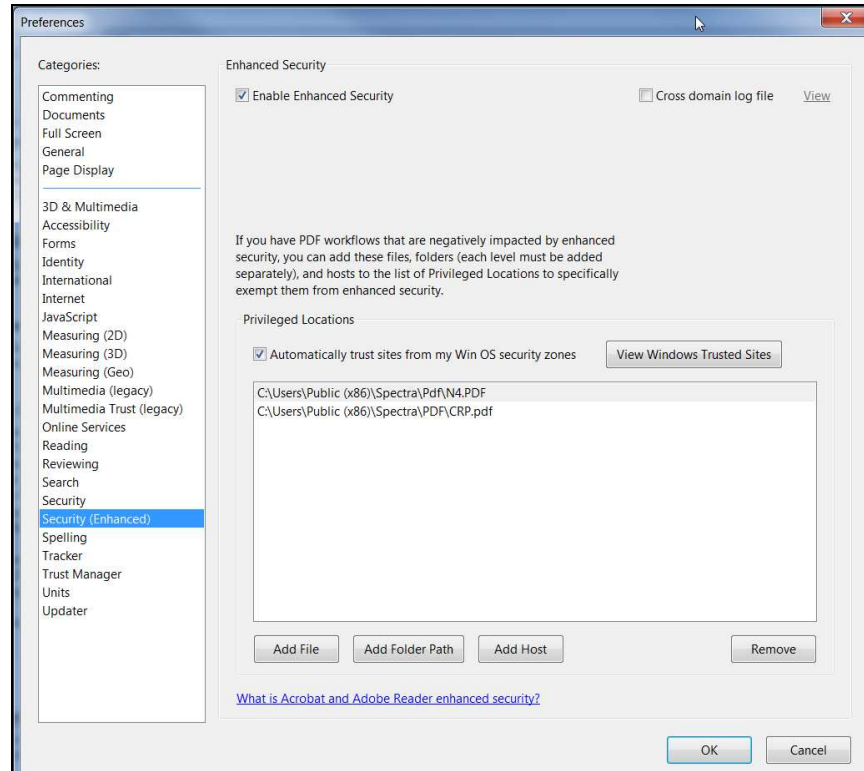
Minnesota CRP Form

We have incorporated the 2013 changes to this form, which also includes the new option to print via the government PDF form.

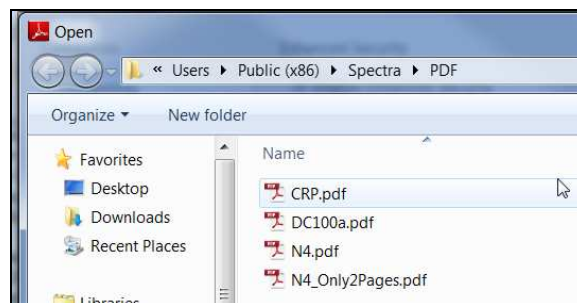
[Print Using Minnesota CRP PDF](#)

If you are using Adobe X or later, the “trust” process has changed:

Open Adobe Reader – Edit – Preferences – Security (Enhanced) – Privileged Locations – Add File:



Select the CRP.pdf file found in the Spectra\PDF folder:



Tenant Invoices/Statements

Print Invoices

Many clients have requested the ability to reprint tenant invoices. We thought it couldn't be done, but more research found a way. You will find this new feature on the Tenant – Tenant Receivables Display screen. Please refer to this section above for specific details.

SUPPLIER

START A TASK

Work Order

Customer Work Order

We have modified this program to record who created the work order and who last modified it, so that the Ctrl W keystroke combination will display this information.

Purchase Order

Purchase Order Receipt

Release 7.0.1 included a major enhancement to the General Purchase Order process to give you the option to create a separate purchase order for backordered items. It was discovered that, under certain circumstances, the backordered purchase order was not updating the original purchase order and marking the original purchase as posted. This should now be corrected.

Invoices

Supplier Invoices Batch Entry

If you encountered the issue of duplicate invoices as a result of the Ctrl' keystroke combination, we have disabled this feature on the Bldg ID field.

We have modified the Supplier Allocation Code to default the \$ to Allocate field to the Invoice Total Amount less the GST/HST (for Canadian clients). Just tab through the field or press <Enter> and the \$ to Allocate will be distributed.

Invoice Total \$	\$999.99
GST/HST Amt	\$47.62
Allocation Code	Water
\$ to Allocate	\$952.37

Using this example, our Canadian clients would then click on the Distribute GST/HST button to distribute the GST/HST sales tax:

0207	Print	Help	Distribute GST/HST
Invoice Total \$	\$999.99		
GST/HST Amt	\$47.62		
Allocation Code	Water		
\$ to Allocate	\$0.00		

Import A/P Invoice Batch module

We have modified our Import A/P Invoice Batch module to include the line item description.

Import A/P Invoice Batch

Standard Invoices

We have a new feature and a new menu item to enable you to modify changes in the amounts on auto withdrawal invoices. An example of this would be utility bills that are automatically deducted from your bank account(s). Here's the process:

Edit the Invoices – Add or Change Standard Invoices to add the Variable Amount (Control Posting) flag to the auto withdrawal invoice.

The screen will display a message that the variable amount flag doesn't control the posting. What this means is that, if you run the Post Auto Withdraw Invoices, it will expense and deduct from your bank account whatever is shown on the standard invoice at that point. You must revise the amounts in the Edit Variable Auto Withdrawal Invoices program first.

Supplier	City Water Utility	Note: This invoice is flagged as variable amount and is automatic withdrawal. The variable amount flag does not control posting of automatic withdrawal invoices, but simply allows for quick edit of the automatic withdrawal amount.
Description	Standard Water Charge	
Invoice Number	444	
Invoice Status	Active	
Payment Amount	\$66.00	
Variable Amount (Control Posting)	<input checked="" type="checkbox"/>	
Payment Frequency	Monthly	
Number of Payments	999	
Pay on the Last Day of the Month	<input type="checkbox"/>	
Next Payment Date	01-Jun-13	
Automatic Withdrawal	<input checked="" type="checkbox"/>	
# of Payments Processed	111	
Building	Capri Apartments / Cap	
Bank	Capri Bank - Operating	
Reference		
P. O. Number		
Voucher	Water Capri	
	Debit GL #	Split Amount
	cap 4440	\$56.00
	MC	\$0.00

Edit Variable Auto Withdrawal Invoices

This new menu item will display all auto withdrawal invoices that are flagged as Variable Amount (Control Posting).

Supplier Name	Invoice Number	Building ID	Last Change	Due Date	Invoice \$	Customer Acct #	P O #	Voucher #
City Water Utility	W444	<input checked="" type="checkbox"/> Cap	06-Dec-13	01-Dec-13	66.00	55555		Water Capri
State Electric Company	S7896	<input checked="" type="checkbox"/> Cap	06-Dec-13	01-Dec-13	1,197.40	111-561-6		Acct 45879 Capri

Simply drill down and change the amount **prior** to running the Post Auto Withdraw Invoices.

Summary of the new process:

- Flag the auto withdrawal standard invoice as Variable Amount (Control Posting)
- Edit the amount in the Edit Variable Auto Withdrawal Invoices screen.
- Post Auto Withdraw Invoices for the month.

A/P Year End

IRS Form 1099 Processing

We have updated the Interest Income form to print two per page.

Our original 2013 1099 forms were based on the sample form provided by the IRS. Users have reported that the forms they have purchased from some office supply stores are different and do not match our programming. We have made some changes to accommodate these forms, as follows:

Payer's Block

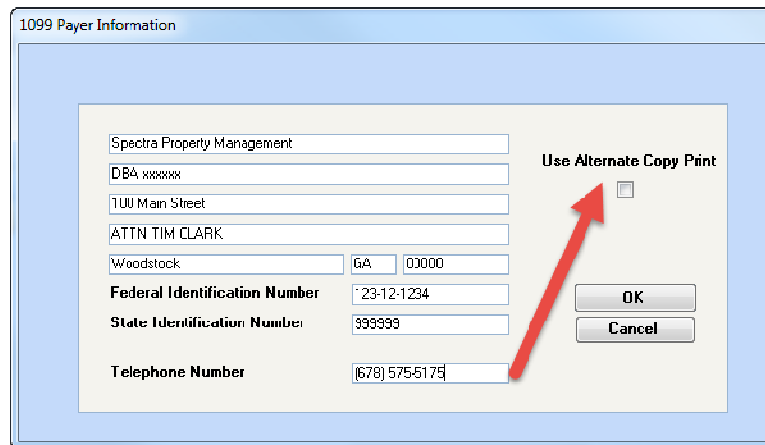
The samples provided by some of our clients show a larger header than our sample, so we have moved our text down in the payer's box to accommodate this change. This applies to all pages of the 1099-MISC form.

Recipient's Block

The problem with this block of information is that the preprinted forms from different vendors is formatted differently on COPY A versus the remaining pages (COPY B, COPY C, COPY 2).

We have added a new checkbox to the 1099 Print window labeled "Use Alternate Copy Print."

Form A: Do not use the Use Alternate Copy Print option.



1099 Payer Information

Spectra Property Management

DBA *****

100 Main Street

ATTN TIM CLARK

Woodstock GA 03000

Federal Identification Number 23-12-1234

State Identification Number 333333

Telephone Number (678) 575-5175

Use Alternate Copy Print

OK

Cancel



Form B – Office Depot: If your Form B looks like this one from Office Depot, where the Recipient title is all on one line, do not use the **Use Alternate Copy Print** option

Form 1099-MISC 2013 Miscellaneous Income Copy B For Recipient

RECIPIENT'S name, street address, city or town, province or state, country, and ZIP or foreign postal code

Form B – Staples or Office Max: If your Form B looks like this one, where the Recipient title is on two lines, use the **Use Alternate Copy Print** option

Form 1099-MISC 2013 Miscellaneous Income Copy B For Recipient

RECIPIENT'S name, street address (including apt. no.), city or town, province or state, country, and ZIP or foreign postal code

SELECT A REPORT


Aged Analysis

Aged analysis – Historical

For clients using Accrual Accounting, reconciling the supplier sub ledger to the payables G/L control account has always been a “challenge.” To facilitate this process, we have added the reporting option to “Verify G/L Balances.”

Here’s a building with a problem:

Building Subtotal:	\$42,595.82	\$42,595.82
The G/L Account balance for this building does not agree with this report.		\$42,575.92
The variance to the G/L Balance is		\$19.90



If you encounter a variance, what should you do?

- Post Invoice Expenses to G/L – Run this process to a date far in the future to post all supplier invoices. The Aged Analysis report will print all unpaid invoices even invoices dated in the future, as the date on this report is for aging purposes only.
- Temporary Year End – Run the G/L Year End – Close Fiscal Year for the last year to update the opening balance for the current fiscal year.
- Edit Open Unposted Invoices – Check this report to see if there are any invoices that have been flagged with “Do not post to G/L or Pay this Invoice.”

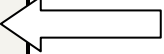
BANKING

Receipts

Rapid Entry

To avoid confusion for your tenants, you now have the option to change the default payment type for pre-authorized payments (PAP) or postdated checks (PDC). Two new fields have been added to the Configuration File found on the System Tasks – Spectra Utilities menu to enable you to select the appropriate Payment Code from your Accounting Control Codes.

NSF Cheque	NSF	▼
Cheque Reversals	Reverse	▼
Default Payment	CK	▼
Default PAP Payment	PAP	▼
Default PDC Payment	PDC	▼
Default Late Fee	Late Chg	▼



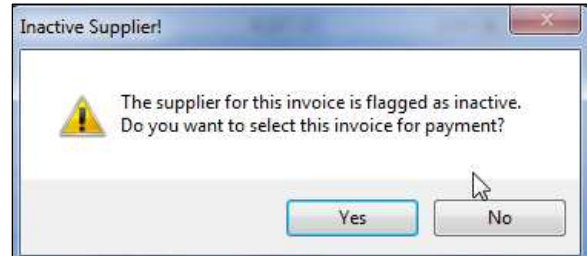
Checks

Select Invoices for Payment

If you select an invoice for a building that is flagged as Inactive, the system will warn you before allowing you to continue:



Similarly, if there are outstanding invoices for a supplier, who is now flagged as "Inactive", the system will warn you before allowing you to continue:



Check Printing

If you have our Supplier EFT/EDI modules, you now have the option to email remittance advices to the suppliers paid by electronic funds transfer. You will notice new fields on the Check Printing screen:



Batch Number: 8274
 Posting Date: December 11, 2013
 Cheque Date: December 11, 2013

Buttons: Preview EFT Advice, Print EFT Advice, Process EDI, Email EFT Advice, Preview, Print, Post, Cancel

Print Current Disbursement Report
 Preview Current Disbursement Report

Beginning Cheque Number(s)			
Cheque Number	Bank Name	Cheque Account	Building Name
3175	National Bank	03-745812	Gateway Holdings Inc.(Financial De

The order of processing is important:

1. **Preview or Print EFT Advice** the remittance advices for your records.
2. **Process EDI** to create the file to be uploaded to your bank.
3. **Email EFT Advice** will generate emails to be sent to the suppliers based on the information recorded on the Supplier – Accounting screen (see above). If an email address does not exist on the Supplier – Accounting screen, the remittance advice will be sent to the printer.
4. **Post:** This must be the last function, as you will not be able to print or email the remittance advice after the batch has been posted. The Post button will be grayed out until the EFT Advice has been previewed or printed.

Example of EFT Payment Advice attached to supplier email:

EFT Payment Advice 3177

Gateway Holdings
2765 - 8th Avenue
Wilmington, MD
33F 8U7

EFT Payment Date: December 11, 2013

Deposit One Thousand Eight Hundred Twelve Dollars and Thirty Seven Cents \$ *****1,812.37

To The Order Of: Addmore Advertising
45 - 89th Avenue
Rededa, CA 36524

Gateway Holdings, Inc.

EFT Payment Advice Details

Company: Gateway Holdings EFT Payment Date: December 11, 2013
Supplier: Addmore Advertising Account # 123456 **3177**

Invoice Number	Date	Description	Building	Description	Amount Paid
8154	01-Dec-12	2156 B'V	Ben Warehousing Inc.	Monthly Adm Account	\$740.02
8007	01-Dec-12	Col	Chic Office Tower	Advertising	\$662.35
8440	01-Feb-13	Ev 4442 LM	Langley Mall	Advertising Contract LM	\$390.00

Paid by Electronic Funds Transfer
Please allow 7 days for this payment to show in your bank account.
If not received in 10 business days please contact company shown above.

SELECT A REPORT

Checks

Monthly Disbursements Report

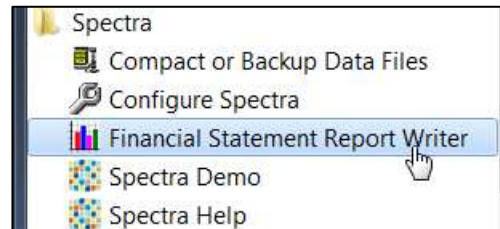
We have corrected this report so that the Building Account Detail - Print summary by Building & GL Account will only print the summary if this option is selected.

BACKGROUND SCREENING

As Windows 8 uses IE 10 by default, we now support IE 10 for printing of the report.

FINANCIAL STATEMENT REPORT WRITER

The Financial Statement Report Writer found on the Windows – Start – Programs – Spectra menu was the original financial statement program. It enables you to design your column formats as well, but it processes slower than the newer financial statement program found on your Building – Reports menu with the pre-defined column formats.



We do have clients who have designed their own column formats, so they are using this report writer. We have updated it to function with the Access 2010 upgrade.

CRYSTAL REPORTS

One of our clients uses Crystal Reports extensively and requested the following views which are now available for all clients:

- **Building View:** Include Bldg ID, Bldg Name, All user data free form fields (15 fields), Owner Name, Building Type, Active Building, Supplier ID of Management Company
- **Unit View:** Bldg ID, Building Name, Type, Status, Usable Area, Rentable Area, Key Code, # of Bedrooms, # of bathrooms, expected rent, market rent, previous rent, description, all user custom data free form fields (15), floor ID
- **Prospect View:** Name, Contact First and Last Name joined, contact phone, contact email, applicant status, date applied, building applied, unit applied, screening status.

NEW AUTHORIZATION

You will be prompted to have your system re-authorized. We have implemented this new authorization process to serve you better, as this will allow us to understand the types of portfolios our clients are managing, provide updated contact information, and help us to plan for the future.

This isn't a panic situation, as you will have 120 days to get this new authorization. As the screenshot shows, you will be able to see the number of days remaining on your current authorization.

As the authorization request includes updated contact information, we suggest that a Spectra Security Officer or a senior manager complete the re-authorization request.

When the authorization screen is presented, click on **Yes** and then **New** to send an email to Spectra's Support Department.

Other users should click on **Close**.

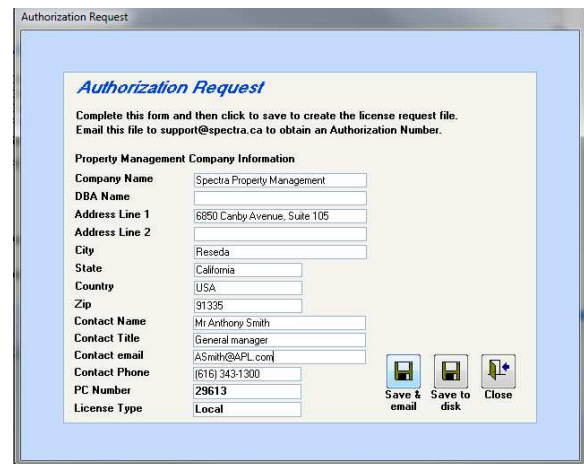
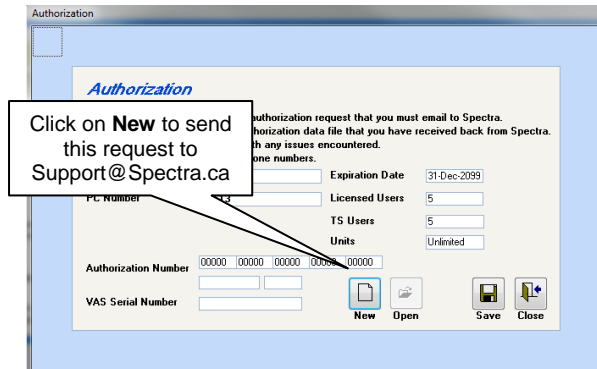
Please fill in your contact information with the primary contact for your company to whom releases should be sent.

Save and Email to send the authorization file by email to Spectra's Support Department.

Save to Disk: If you "lock up" when trying to email, after closing Spectra, you may come back to this screen and click on this button which will prompt you with a Save As box. Create an email and attach the file that was just created and send to support@spectra.ca.

Please be aware that the file that is sent to us will contain some of your building and unit information for us to gain some information on the types of properties our clients are managing and to help us plan for the future.

After sending this email to Spectra Support, you may carry on working in Spectra as your existing authorization is valid until the 120 days has expired.



No Email?

If Email is not available, you will be prompted to save a file, which can be attached to a separate email. We are assuming that any clients, who do not have email functioning from within Spectra, do have email available elsewhere.

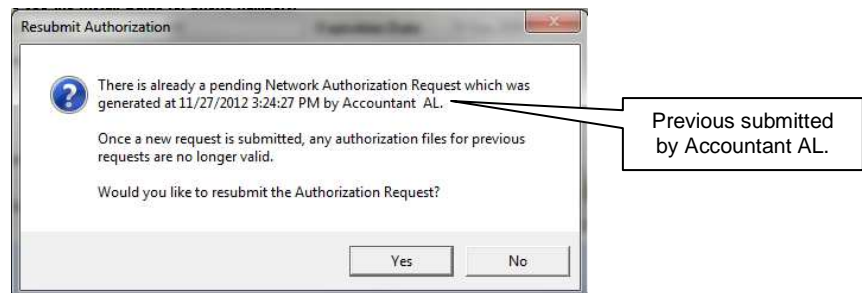
The file name will incorporate your company name and be saved in your Spectra data file folder.

Attach this file to an email and send it to Support@Spectra.ca.

What if my company sends in multiple authorization requests?

When sending in an authorization request, the security code that was used for the authorization is saved in your copy of Spectra. Only one authorization request is necessary and another request should not be submitted.

To help you know if a request has already been sent, a message will show on the screen to let you know when and who most recently sent in an authorization request.



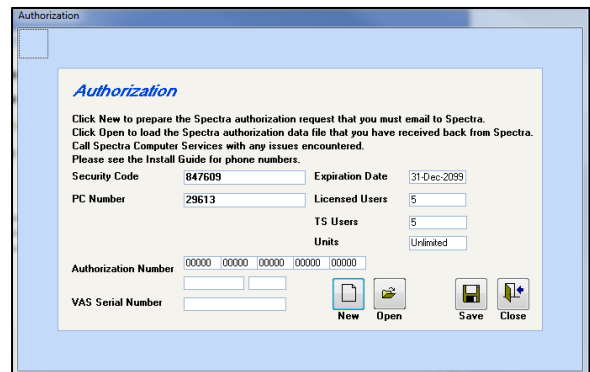
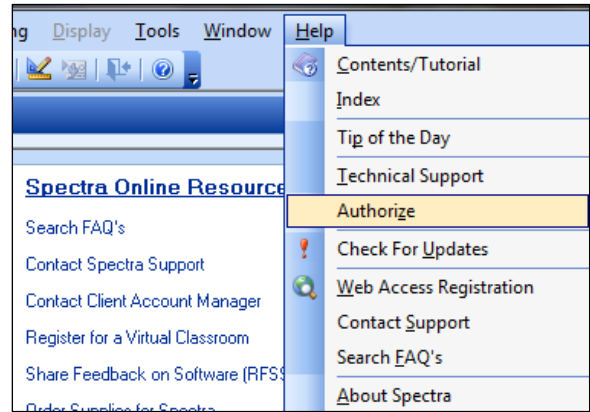
If that person hasn't received and installed the authorization after a week or so, you may click on **Yes** to resubmit the Authorization Request, but this will override the previous request, so please communicate with the person named in the message to ensure that the authorization should be requested again.

Authorization Email Received?

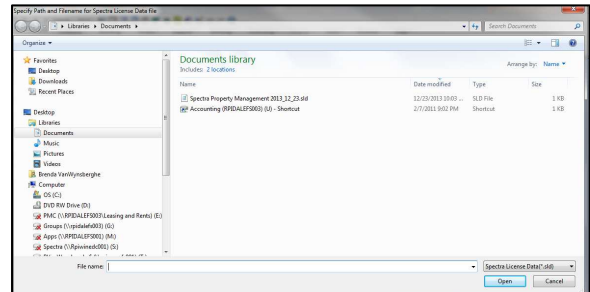
Spectra Support will return an email to you with a Spectra License file attached.

To install this license file:

1. Save the attached file to your computer, e.g. your Desktop.
2. Open Spectra.
3. Go to **Help – Authorize**.
4. Click on the **Open** button.



5. Select the file that you saved to your computer in Step 1 above.



6. All the Authorization fields will be automatically completed. The Security Code number has changed, but that's okay.
7. Click on the **Save** button to save this authorization.
8. Click on the **Close** button to exit the Authorization screen and return to the Spectra menu.

