

TERMS & TIPS

Login & Browser

Print Queue

Custom Screens

Action Item Queues Navigation

Training & Reference Resources

New Language

Revised 9/30/2020

TIPS:



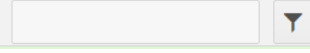
1) Vantaca is a website, available on any internet connected device, anytime!

- Login Page: <https://www.vantaca.net>
- Save the login page as a Favorite or Bookmark in your browser
- Chrome, Firefox and Safari are the recommended web browsers
- Write down your password somewhere safe as you won't be able to reset it yourself
- Company ID: GHCM
- There is a mobile app available in the Apple App Store. Search: Vantaca, LLC
 - An Android app is expected in late 2020.

2) All Print jobs are routed to the Mailroom > Print Queue menu.

- ALWAYS use the Print button. (Ignore the send to SouthData button.)
- In the Queue tab – search for your file and select it.
- Click the Print Button
- The file will move to the Jobs tab.
 - If you don't see it, click the refresh wheel in the bottom right corner of the screen.
- Download and Print your file. Once downloaded, the job will be marked as closed.

3) Customize your screen (some of them)!

-  = called a Settings Cog. When you see this, you can save your grid settings/column display.
-  = use these 3 dots to customize the columns displayed on your screen.
-  = use the search and filter options to narrow down a large column.

4) Action Item Queues Navigation

On the All Actions and/or My Action Items screens, sort the list with the most recent action item at the top by double clicking on the XN column header.

- Red Dot = Past Due Item
- Blue Dot = New/Unread Item



= called a Hamburger Menu. Use the Hamburger Menu to Step action items.

TRAINING & REFERENCE RESOURCES

GHCM Training Videos & Documents are available at: <https://www.ghintranet.com/community-management> (password 3020, if needed).

Vantaca's Zendesk: <https://vantaca.zendesk.com/hc/en-us> This is a GREAT resource for navigation and standard processes.

Trouble in Vantaca? Navigate to the Help menu > Internal Support and submit your request there.

Please be descriptive!

NEW LANGUAGE

XN = Action Item. Two letters that don't appear together in the English language.

Homeowner Tag = a quick way to group homeowners together for reports/action items. Ex. proxies received, have a storage unit, etc.

Merge Tag = a quick way to enter specific text into email and letter templates.

Action Center Tab = your most recently selected action item. Left side of the screen.

Call Center Tab = for users to quickly navigate to owner accounts by selecting the magnifying glass icon to search. Also, use for creating the A Homeowner Call action item, not any other action items.

General Inquiry = messages that came in through contact@ghacm.com email. The receptionist will have to assign it to a Role.

General Question = messages that came in from the portal, so we will know who to assign it to.

Workflows = the predetermined path that an Action Item moves through to completion.

Steps = parts of a workflow that guide the process to the specific roles to completion. Stepping an action item moves the task to the next logical place in the workflow.

Association > Assessments menu - refers to any charge available to that association.

Fee = refers to only late fees and interest charges.

Vantaca	Jenark
Service Provider	Vendor
Association Code	Entity
n/a	Building Code
n/a – use Address 1 & 2 fields to identify	Vendor Code
Old Account # (on Homeowner List screen)	Was the owner's account # in Jenark
Account # (on Homeowner List screen columns)	n/a Is the owner's new account #.