

3 March 2025

Dear: Shareholders, Tenants & Clerks

This circular includes the following topics:

- *Microsoft 365 service interruption*
- *Maintenance support for HID access*

Microsoft 365 service interruption

Following a worldwide outage affecting Microsoft 365 yesterday, some Members may continue to have issues accessing email, particularly on their iPhones. If you are not able to access your email on your iPhone the advice is to reboot your phone, then go to:

Settings à Apps à Mail à Accounts à Select Exchange or Chambers email address à Re-enter Password.

Follow prompts to enter your CCL password and Okta Two Factor Authentication

If you are not able to access your email in Outlook, please restart the application.

If you require further assistance, please contact [Quatrotech Computing](#) directly.

Maintenance support for HID access

CCL's Maintenance Team is here to assist with the issue and operation of HID Access passes. The best way to request assistance is via [CCL's Members Portal](#).

[CCL's Access Policy](#) sets out the conditions for use of access passes in the buildings. Please note that CCL no longer issues access passes or tags, new access passes will only ever be issued on the HID Mobile App.

From time to time, automatic updates on your Mobile device may alter the user experience or momentarily interrupt the operation of HID access. [CCL's User Access Guide](#) contains tips on how to optimise use of the HID Mobile App access pass. Please refer to this to ensure that your phone has the correct settings to ensure reliable use of the Application and in particular:

1. Ensuring that your *Allow Mobile Access When* setting is set to *Always*.
2. Leaving your *Location* setting to *Always* and Bluetooth is enabled.
3. Your HID App should be opened and in the foreground for most consistent operation.

Occasionally you may be required to reboot your Mobile device.

Except for new Shareholders & Clerks, all new access passes incur a non-refundable \$50 ex GST admin fee.

Kind Regards,
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Our office is on the traditional lands of the Gadigal People of the Eora Nation. We acknowledge each of the First Nations Peoples on whose lands we work and live, and pay deep respects to their elders past, present and emerging.