

ADMIN GUIDE

Create your community and upload the roster

Every screen here is a real capture of the app, taken while walking the flow end to end on desktop and on a phone. Follow it in order and you go from a fresh sign-in to a full member roster with invites ready to send.

WHO THIS IS FOR

The first admin of a community

TIME

10 to 15 minutes

YOU NEED

An owner list as CSV or Excel

WORKS ON

Desktop and mobile

What's in this guide

01 Before you begin

02 1. Create the community

03 2. Prepare the file

04 3. Upload the roster

05 4. Invite the owners

06 On a phone

07 Re-importing later

08 Troubleshooting

09 Quick reference

Before you begin

Three things decide whether this takes ten minutes or an afternoon.

HAVE READY

- **Your owner list** as a CSV or Excel file. Any export works: ApnaComplex, MyGate, a committee spreadsheet, even a list typed in Excel this morning.
- **At minimum, one column of unit numbers.** Everything else, including names and emails, is optional and can follow later.
- **An email address you can sign in with.** Whoever creates the community becomes its first admin.

ONE DECISION YOU CANNOT UNDO

You will pick what kind of place you run: Apartments, Colony, Villas or Company. The three residential types can be swapped later. A company office cannot become a residential community afterwards, or the other way round, so pick that one carefully.

The screenshots in this guide were taken on an apartment community, where units are called flats. If you set up a colony, villas or an office, the wording changes to match: "Flat number" reads as "House number", "Unit number" or "Employee record" instead. The steps and buttons are identical.

PART 1

Create the community

Five screens from a cold sign-in to a live community with you as its admin. There is one path for this, so there is nothing to choose between here.

1

Sign in with your email or phone

Go to `/login`

Plinth signs you in with a one-time code, so there is no password to invent. Enter your mobile number or switch to **Continue with email**, then type the six-digit code that arrives.

plinth.life/login

← Back to home

plinth

India's society operating system

- ✓ Secret-ballot polls with verifiable receipts
- ✓ Automated billing with UPI Autopay
- ✓ Digital gate passes and visitor tracking

"30-minute setup. First poll live the same evening."

Rajesh N. · Hon. Secretary, Pune

My society My business

Sign in to Plinth

For residents, committee members, and society admins.

Email address

you@example.com

☐ I agree to Plinth's Terms and Privacy Policy.

Continue →

We will send an 8-digit code to this email.

or

Use mobile number

New to Plinth?

Register your society →

I'm staff how do I sign in?

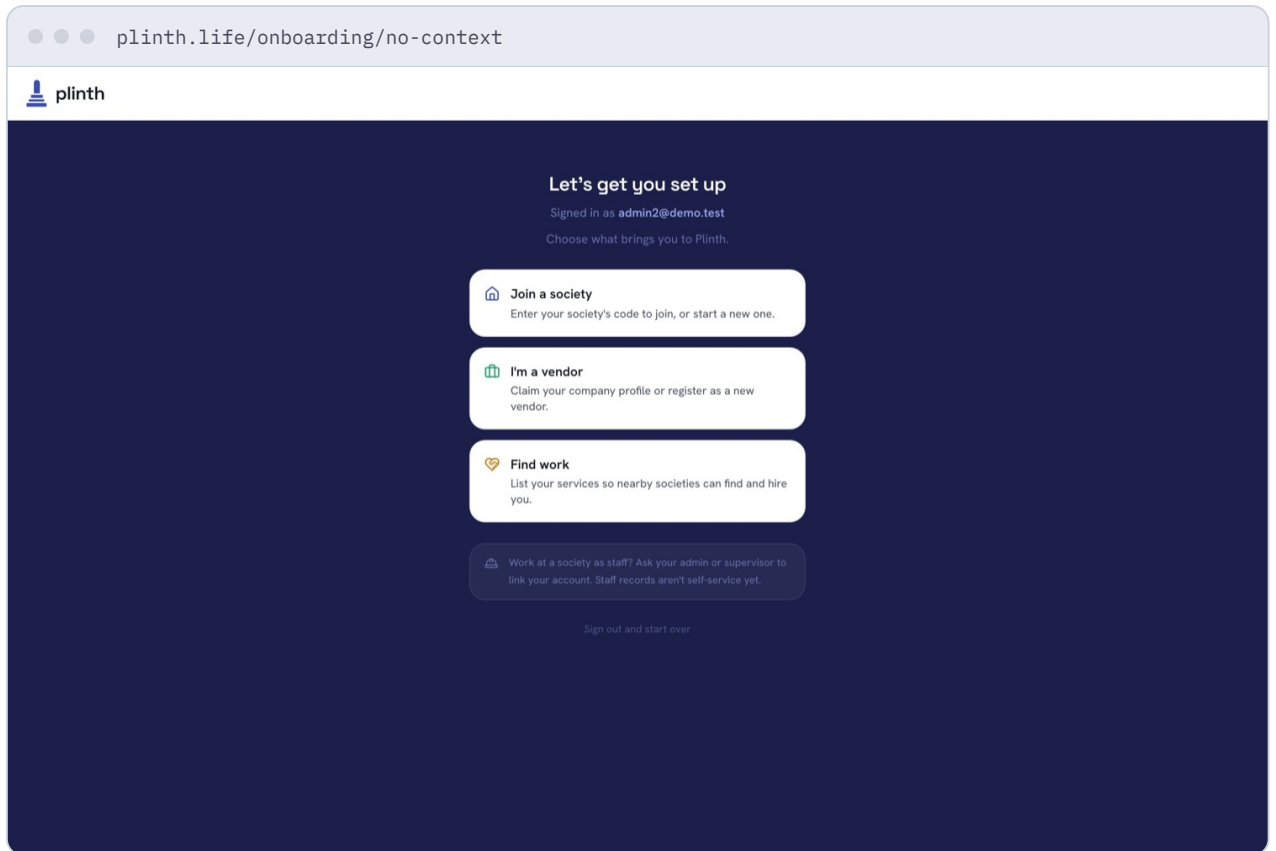
The sign-in screen defaults to phone. **Continue with email** sits directly below it.

2

Choose "Join a society"

Lands on `/onboarding/no-context`

A brand-new account has nothing attached to it yet, so Plinth asks what brings you here. Pick **Join a society**. That card covers both joining an existing community with a code and starting a new one, which is what you are doing.

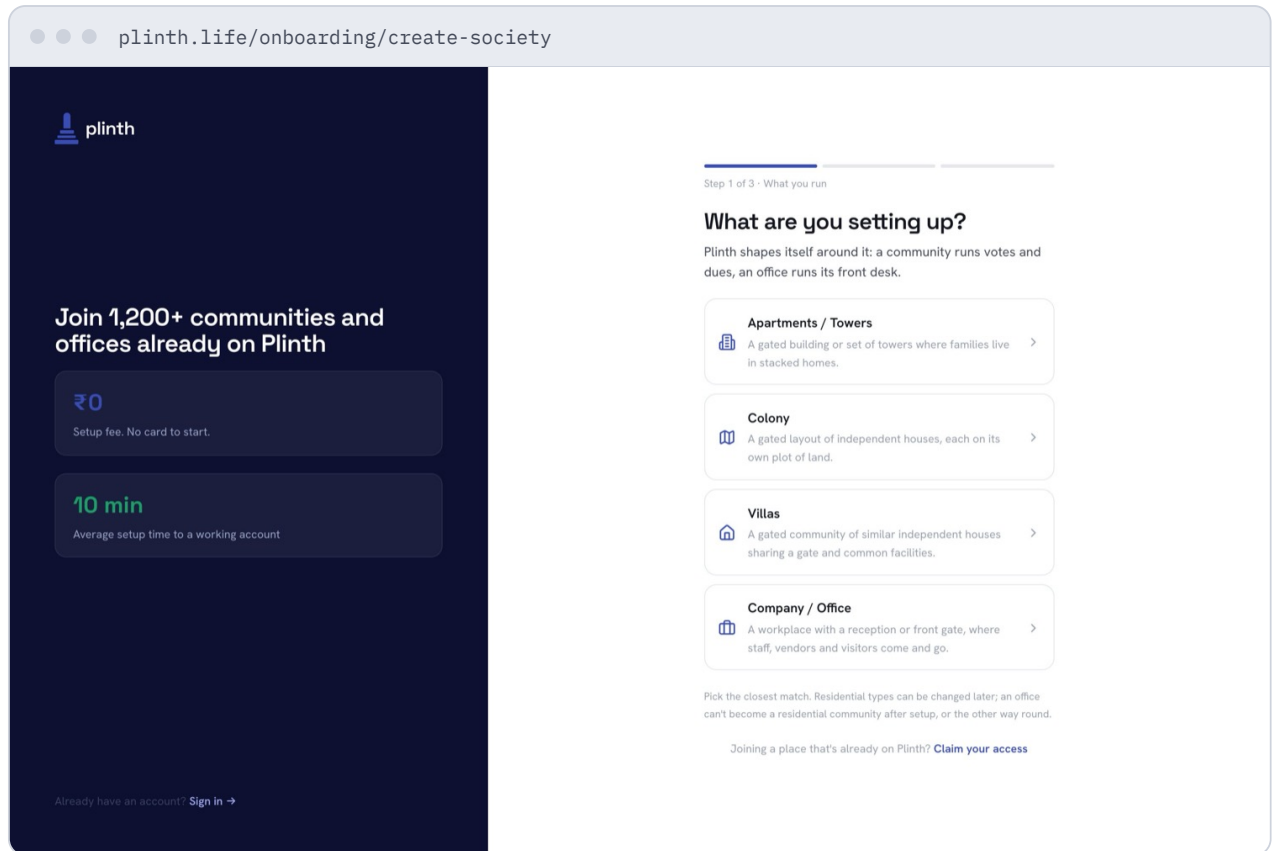


The two other cards are for vendors and service workers. Ignore them unless that is genuinely who you are.

Pick what you run

Step 1 of 3 at `/onboarding/create-society`

This choice shapes the whole product: a residential community gets votes, dues and claims; an office gets a front desk. It also sets the word Plinth uses for a unit everywhere else in the app.



Apartments, Colony and Villas can be changed later in settings. **Company / Office** cannot be switched to or from a residential type.

4

Name it and give it an address

Step 2 of 3, same page

Only the name is required. Address and city help residents recognise the right community when they claim their unit, and the registration number is optional, so leave it blank if you do not have the certificate to hand.

plinth.life/onboarding/create-society

plinth

Join 1,200+ societies already on Plinth

₹0
Setup fee. No card to start.

10 min
Average setup time to your first live vote

Already have an account? [Sign in](#) →

✓ Apartments / Towers Change

Step 2 of 3 · Society details

Tell us about your society
You can change any of this later in settings.

Society name
Green Meadows CHS

Address
18, Baner Road

City
Pune

Reg. number
MH-PN-0001234
Optional

What Plinth runs for your society

- ✓ Votes, AGMs and committee elections, with a record that holds up
- ✓ Maintenance bills, dues reminders and society accounts
- ✓ Gate passes for visitors, daily help and deliveries
- ✓ Notices, complaints, amenity bookings and parking

• Voting and meetings are free forever. Add billing, gate and ops whenever you want.

[Continue to resident setup](#) →

Every field here is editable later under **Society settings**. Press **Continue to resident setup** to create the community.

WHAT JUST HAPPENED

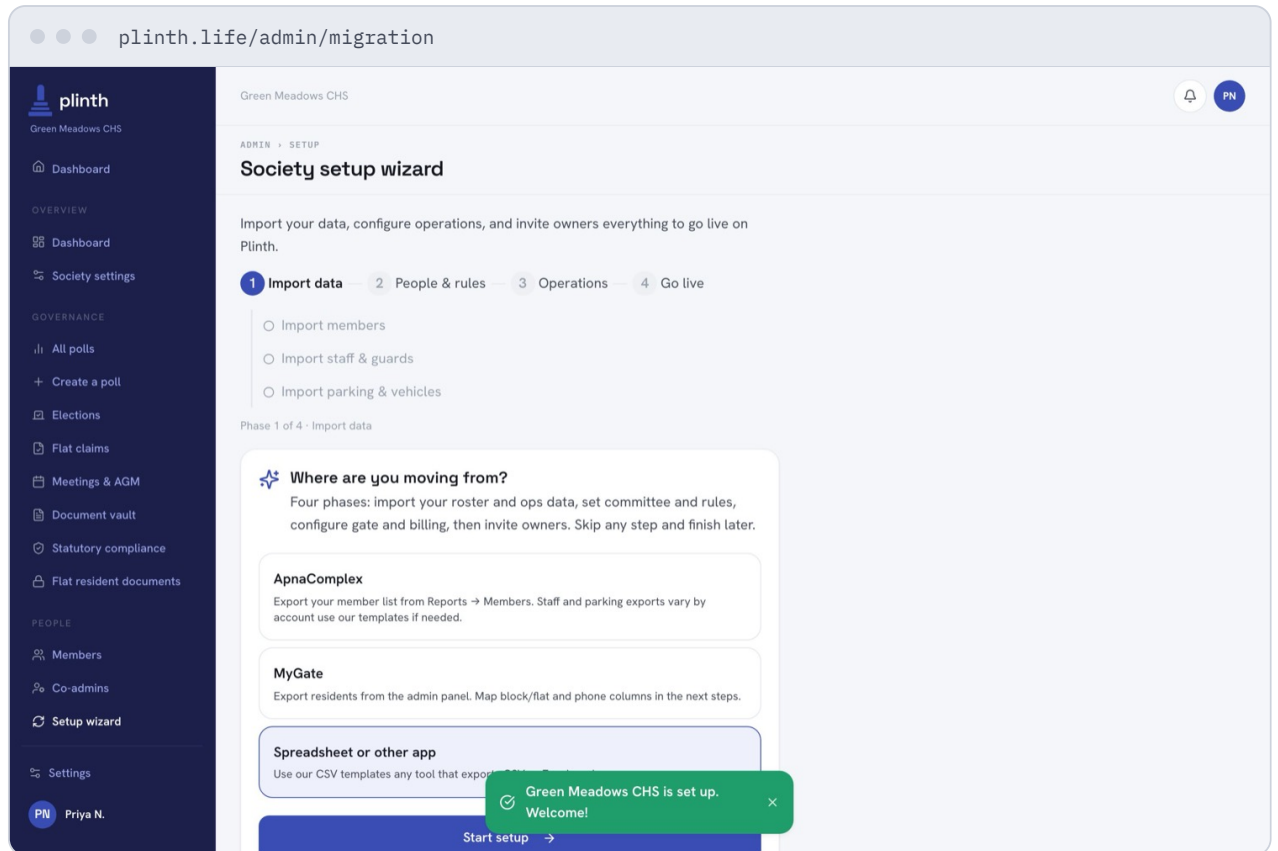
The community now exists, you are its admin, and Plinth drops you straight into the setup wizard. Your roster upload starts on the very next screen.

5

Tell the wizard where your data comes from

Lands on `/admin/migration`

The wizard runs in four phases: import data, people and rules, operations, then go live. Choosing your old app only tailors the hints on the next screens, so pick **Spreadsheet or other app** if you are unsure. Nothing here is locked in.



Press **Start setup**. Every step after this can be skipped and finished another day, and the wizard remembers where you stopped.

PART 2

Prepare the roster file

Plinth reads whatever headers your file already has. You do not need to rename a single column before uploading, but knowing what it looks for saves a round trip.

What the importer reads

Only the unit number is required. Plinth matches your headers automatically against the spellings in the last column, and you can correct any match by hand on the next screen.

FIELD	REQUIRED	WHAT IT DOES	HEADERS MATCHED AUTOMATICALLY
Flat number	Required	Identifies the unit. Rows without it are rejected.	flat no, flat, unit, unit no, apt, apartment
Block	Optional	Wing or tower. Combined with the number to keep A-101 and B-101 apart.	block, wing, tower, building
Owner name	Optional	Shown across the roster, directory and vote records.	name, owner, owner name, member name, resident name
Owner email	Optional	Where the invite goes, and how the owner is matched when they sign in.	email, email address, owner email, mail
Owner phone	Optional	Second way to match an owner at claim time. Stored as +91XXXXXXXXXX.	phone, mobile, contact, mobile no, cell
Alternate email	Optional	A second address that is also accepted for voting.	alt email, email2, secondary email
Alternate phone	Optional	A second number for the same owner.	alt phone, phone2, secondary phone
Membership ID	Optional	Your own society membership number, carried through to records.	member id, member no, membership id
Ownership share	Optional	Vote weight for weighted polls. Defaults to 1. Use decimals such as 1.5.	share, weight, vote weight
Area (sq. ft.)	Optional	Feeds per-square-foot maintenance billing. Upload it now and billing is ready later.	area, sqft, carpet area, built-up area, saleable area

If you would rather start from a template

The upload screen has a **Download template** button that saves this file as `member-import-template.csv`. Replace the sample rows and upload it back.

```
block,flat_number,owner_name,owner_email,owner_phone,alternate_email,alternate_phone,membership_id,ownership_share,carpet_area
A,101,Ramesh Patel,ramesh@example.com,+919876543210,ramesh.alt@example.com,+919876543219,M-101,1,950
A,102,Sunita Sharma,sunita@example.com,+919876543211,,+919876543218,M-102,1,1100
B,101,Vikram Nair,vikram@example.com,+919876543212,,,M-201,1.5,1450
```

FILE RULES

- **CSV, XLSX or XLS**, up to 50 MB. From a workbook, only the first sheet is read.
- **Row one must be the header row.** Error messages count it as row 1, so the first owner is row 2.
- **Phone numbers** import most reliably in `+91XXXXXXXXXX` form.
- **Very large rosters** go through in one pass in almost every case. If a huge file fails, split it into files of about 500 rows and import them one after another.

PART 3

Upload the roster

Three ways in, all writing to the same roster. Pick by situation, not by preference.

METHOD A

Setup wizard

The guided flow you land in right after creating the community. Also imports staff and parking, and ends by inviting everyone.

Best for: your first upload.

METHOD B

Members, then Import

A three-step page that does members only. Same upload, same column matching, no other setup attached.

Best for: adding a block or fixing a batch later.

METHOD C

Add a member by hand

One dialog, one unit and one owner. No file involved.

Best for: a single new resident.

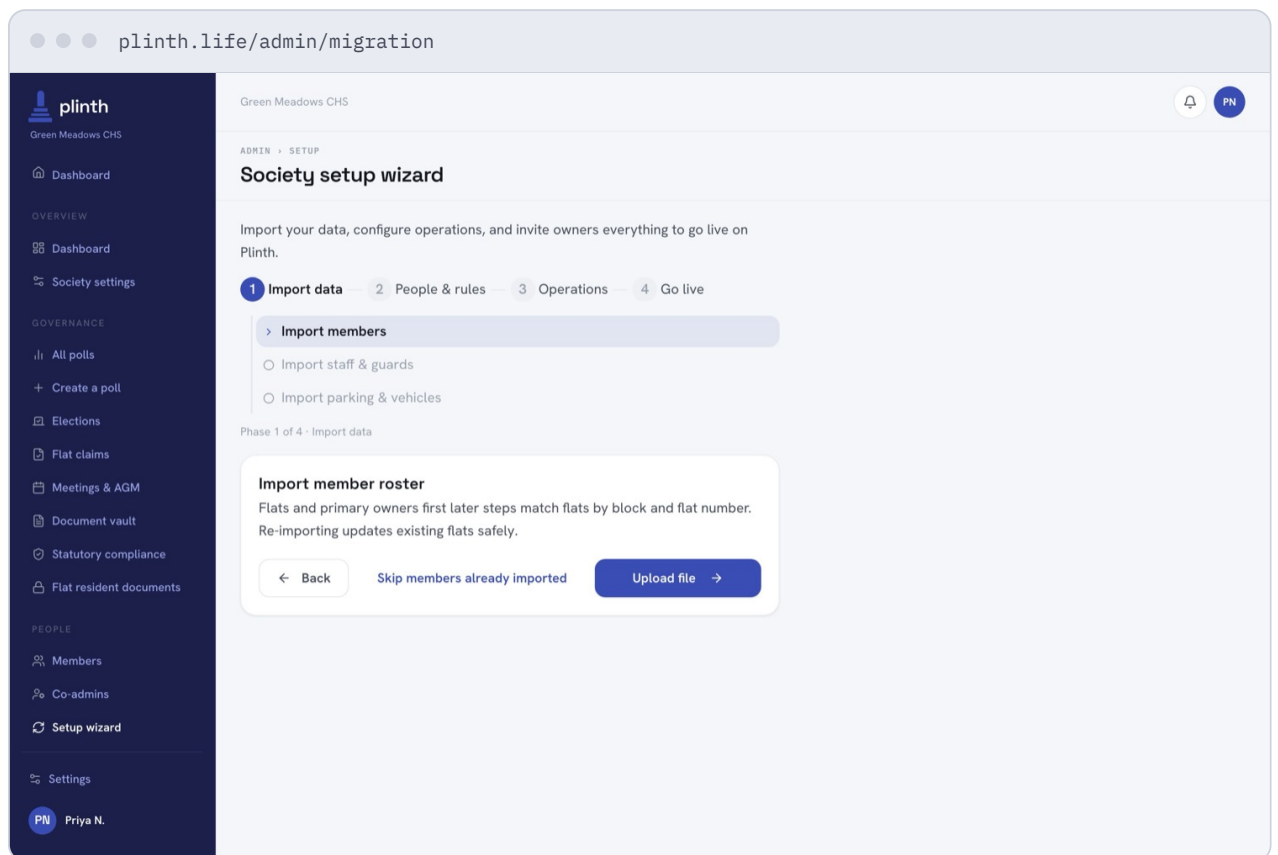
Method A — through the setup wizard

Phase 1 of the wizard, step "Import members". Four screens.

1

Open the members step

After **Start setup**, the wizard opens on **Import member roster**. It explains that units and their primary owners come first, because later steps (parking, billing, gate) match records back to a block and unit number. Press **Upload file**.



Skip members already imported jumps ahead without touching anything, and the step stays available to come back to.

2

Choose your file

Drag the file onto the dashed area, or click it to open the file picker. On a phone this opens Files or Drive. If you have nothing prepared, **Download template** gives you the starter CSV first.

The screenshot shows a web browser window with the URL `plinth.life/admin/migration`. The page is titled "Society setup wizard" and is part of the "ADMIN > SETUP" section. The wizard has four steps: 1. Import data, 2. People & rules, 3. Operations, and 4. Go live. The first step, "Import data", is active and contains a sub-step "Import members". Under "Import members", there are two radio button options: "Import staff & guards" and "Import parking & vehicles". Below these options, it says "Phase 1 of 4 · Import data". The main content area is titled "Import member roster" and instructs the user to "Download the template, fill it in, then upload CSV or Excel." There is a "Download template" button. Below this is a large dashed box with an upload icon and the text "Drop your file here, or click to choose" and "CSV or Excel up to 50 MB". At the bottom, there are "Back" and "Next: Map columns" buttons. The left sidebar shows the Plinth logo and navigation links for Green Meadows CHS, including Dashboard, Overview, Governance, and People. The user's name "Priya N." is visible in the bottom right corner.

Nothing has been uploaded yet at this point. **Next: Map columns** stays inactive until a file is attached.

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Green Meadows CHS

Dashboard

OVERVIEW

Dashboard

Society settings

GOVERNANCE

All polls

Create a poll

Elections

Flat claims

Meetings & AGM

Document vault

Statutory compliance

Flat resident documents

PEOPLE

Members

Co-admins

Setup wizard

Settings

PN Priya N.

plinth.life/admin/migration

Green Meadows CHS

ADMIN > SETUP

Society setup wizard

Import your data, configure operations, and invite owners everything to go live on Plinth.

1 Import data 2 People & rules 3 Operations 4 Go live

> Import members

☐ Import staff & guards

☐ Import parking & vehicles

Phase 1 of 4 - Import data

Import member roster

Download the template, fill it in, then upload CSV or Excel.

Download template

roster-export.csv

0.7 KB

Remove

Back

Next: Map columns

The box turns green and names the file. **Remove** swaps it for a different one. Press **Next: Map columns** to upload and continue.

3

Check the column matches

Plinth reads your header row and matches what it recognises. In this capture it matched **Flat No**, **Wing**, **Owner Name** and **Mobile** on its own, but left **Owner email** unmatched, because the file calls that column **Email ID**, which is not one of the spellings it knows.

plinth.life/admin/migration

Green Meadows CHS

ADMIN > SETUP

Society setup wizard

Import your data, configure operations, and invite owners everything to go live on Plinth.

1 Import data — 2 People & rules — 3 Operations — 4 Go live

> Import members

☐ Import staff & guards

☐ Import parking & vehicles

Phase 1 of 4 - Import data

Match your columns

Tell us which column in your file maps to each field.

Flat number *	Flat No
Block	Wing
Owner name	Owner Name
Owner email	-- Not included --
Owner phone	Mobile
Alternate email	-- Not included --
Alternate phone	-- Not included --

Auto-matched. Note **Owner email** reading "Not included", which would have imported the roster with no email addresses at all.

Open that dropdown and pick the right column. Every field except the unit number can legitimately stay on "Not included", so read the list rather than assuming it is correct.

plinth.life/admin/migration

Green Meadows CHS

ADMIN > SETUP

Society setup wizard

Import your data, configure operations, and invite owners everything to go live on Plinth.

1 Import data — 2 People & rules — 3 Operations — 4 Go live

> Import members

☐ Import staff & guards

☐ Import parking & vehicles

Phase 1 of 4 - Import data

Match your columns

Tell us which column in your file maps to each field.

Flat number *	Flat No
Block	Wing
Owner name	Owner Name
Owner email	Email ID
Owner phone	Mobile
Alternate email	-- Not included --
Alternate phone	-- Not included --

Corrected by hand: **Owner email** now points at `Email ID`.

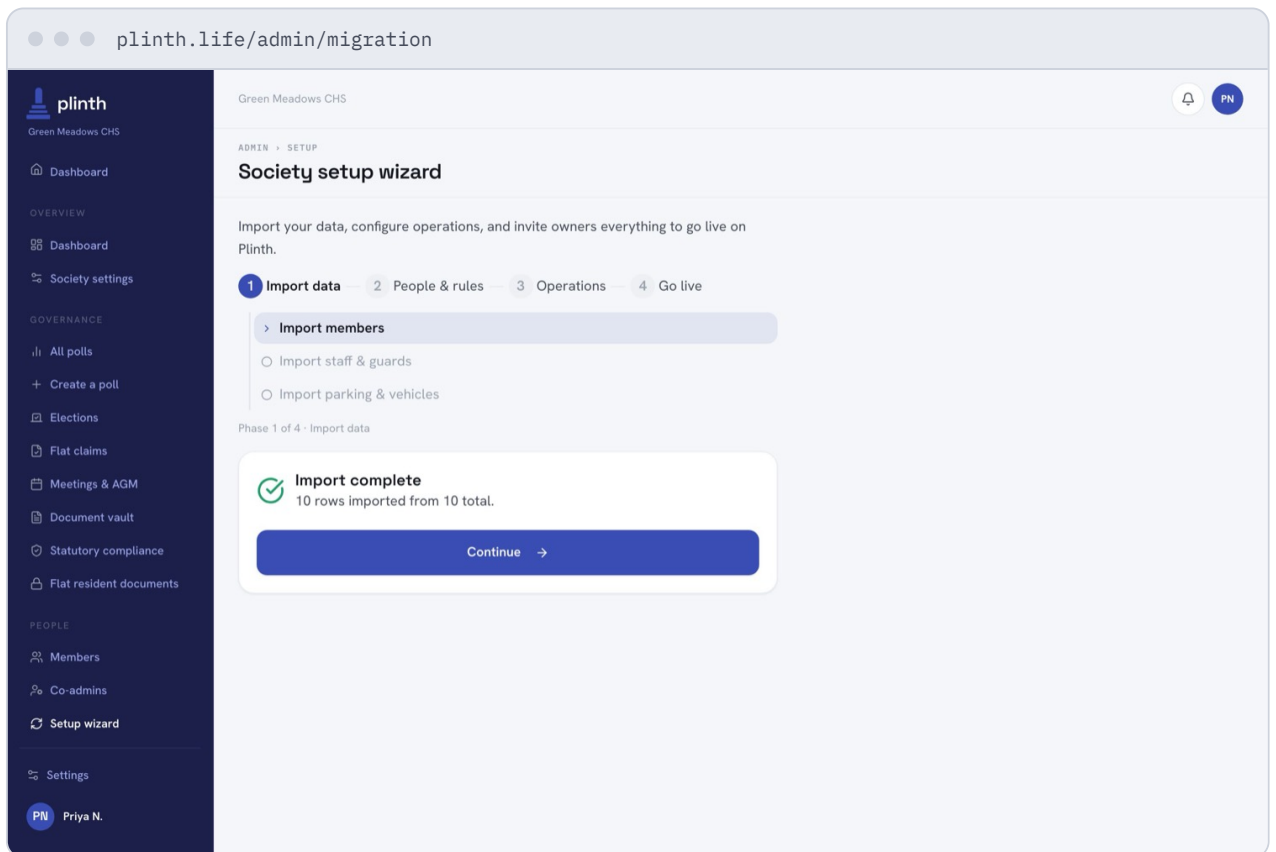
BELOW THE FOLD ON THIS SCREEN

Scroll down and the same card shows a preview of the first ten rows of your file exactly as Plinth read them, then the **Run import** button. Check one familiar row in the preview before you press it. That is the cheapest possible way to catch a file exported with the wrong delimiter or a stray header line.

4

Run the import and read the result

Import runs on the server. The result card tells you how many rows went in out of how many were read, and lists anything that failed.



Ten rows in, ten rows imported. **Continue** moves the wizard to staff and guards.

Open **Members** from the left nav to see the roster itself. Every owner arrives as **Unclaimed**, which simply means that person has not signed in and linked their account to the unit yet.

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Green Meadows CHS

Dashboard

OVERVIEW

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GOVERNANCE

All polls

Create a poll

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Flat claims

Meetings & AGM

Document vault

Statutory compliance

Flat resident documents

PEOPLE

Members

Co-admins

Setup wizard

Settings

PN Priya N.

Green Meadows CHS

ADMIN > PEOPLE

Members & roster

Search flat or name

Invite all

Add member

Import

All - 10

Claimed - 0

Unclaimed - 10

Select page

FLAT	NAME	STATUS	CONTACT	SHARE	ACTIONS
A-101	RP Ramesh Patel	Unclaimed	ramesh.patel@example.com	1	Edit Invite Remove
A-102	SS Sunita Sharma	Unclaimed	sunita.sharma@example.com	1	Edit Invite Remove
A-103	IQ Imran Qureshi	Unclaimed	imran.q@example.com	1	Edit Invite Remove
A-104	DI Deepa Iyer	Unclaimed	deepa.iyer@example.com	1	Edit Invite Remove
B-201	VN Vikram Nair	Unclaimed	vikram.nair@example.com	1	Edit Invite Remove
B-202	FS Farida Shaikh	Unclaimed	farida.s@example.com	1	Edit Invite Remove
B-203	JD Joseph DSouza	Unclaimed	joseph.dsouza@example.com	1	Edit Invite Remove
C-301	AR Anita Rao	Unclaimed	anita.rao@example.com	1	Edit Invite Remove
C-302	HS Harpreet Singh	Unclaimed	harpreet.singh@example.com	1	Edit Invite Remove

The **Claimed** and **Unclaimed** filters at the top are how you track adoption over the following weeks.

Method B — through Members, then Import

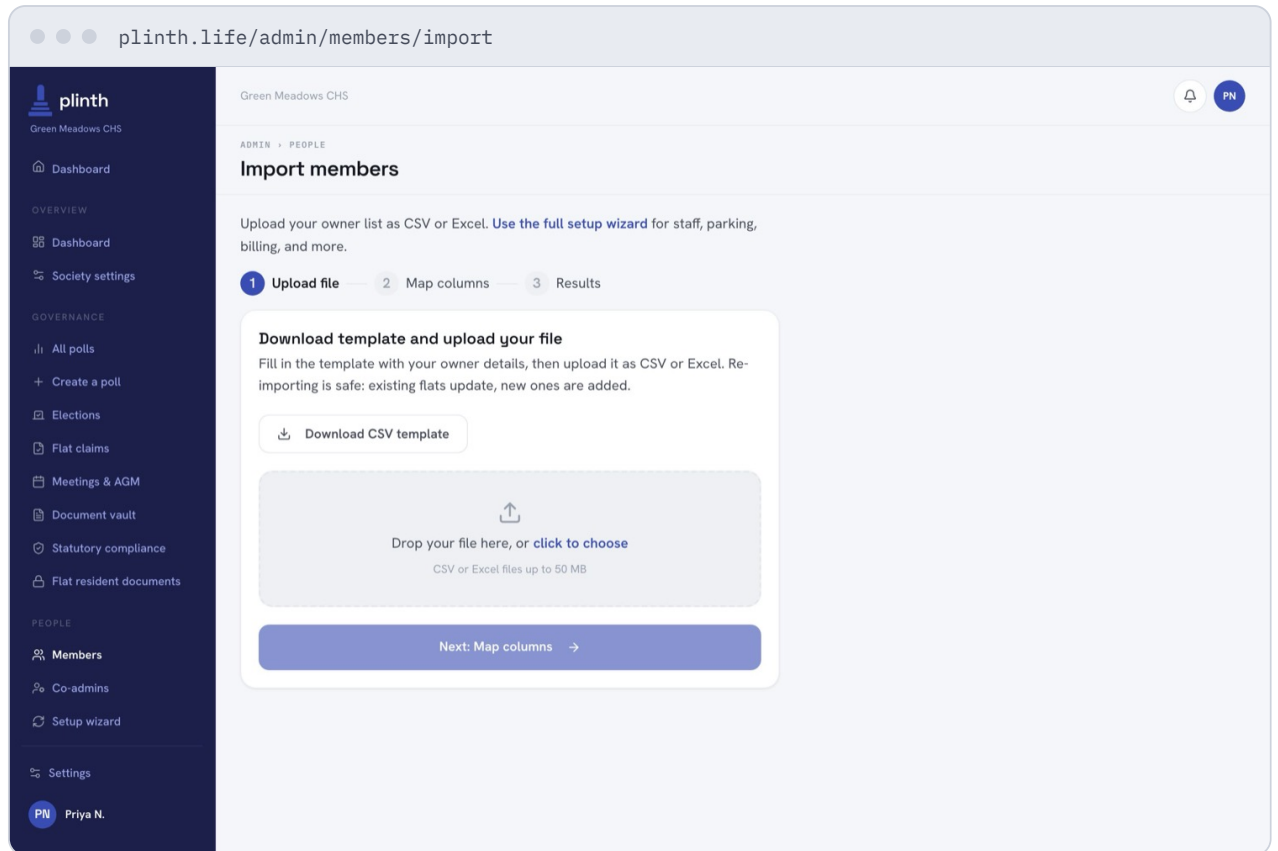
The same upload without the rest of the wizard. Reach it from the **Import** button on the Members page, or from **Import members only** in the left nav.

1

Upload the file

Go to `/admin/members/import`

Three steps across the top instead of the wizard phases: upload, map, results. Everything else behaves identically, including the template download and the 50 MB ceiling.



The link in the intro line takes you back to the full wizard if you also need staff, parking or billing.

2

Match the columns

Identical matching rules to Method A, so a file that imported cleanly through the wizard imports cleanly here.

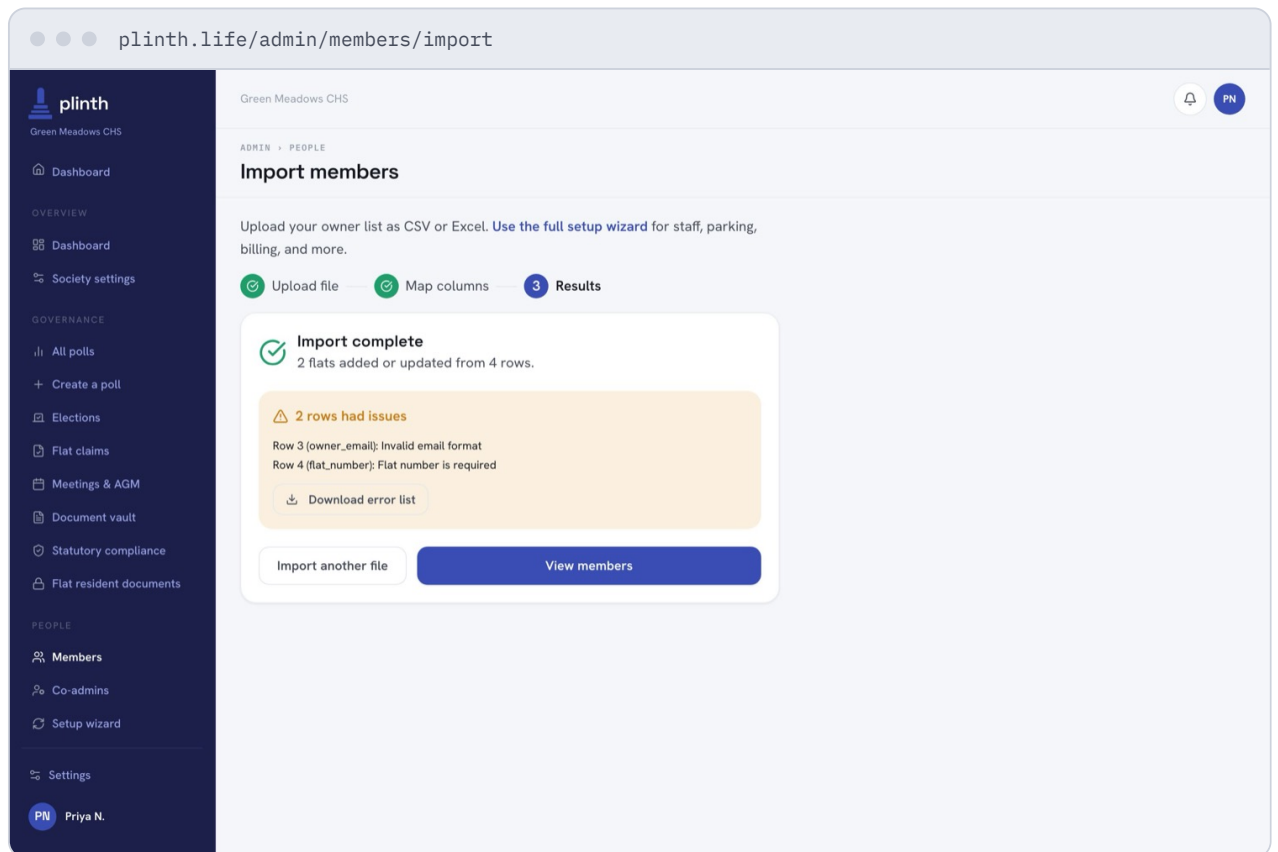
The screenshot shows the Plinth admin interface at the URL `plinth.life/admin/members/import`. The page is titled 'Import members' and is part of the 'PEOPLE' section. It features a sidebar with navigation links for 'Dashboard', 'Overview', 'Governance', and 'People'. The main content area shows a progress bar with three steps: 'Upload file', 'Map columns' (current step), and 'Results'. Below the progress bar, there is a section titled 'Match your columns' with the instruction 'Tell us which column in your file maps to each field. Flat number is required.' The form contains several dropdown menus for mapping file columns to system fields: 'Flat number *' to 'Flat No', 'Block' to 'Wing', 'Owner name' to 'Owner Name', 'Owner email' to 'Email ID', 'Owner phone' to 'Mobile', 'Alternate email' to '-- Not included --', 'Alternate phone' to '-- Not included --', 'Membership ID' to '-- Not included --', 'Ownership share' to '-- Not included --', and 'Area (sq. ft.)' to 'Area (sqft)'.

This capture uses a deliberately messy file: one row with an invalid email, one with a missing unit number.

3

Fix whatever the results flag

Bad rows never block the good ones. Plinth imports everything it can, then reports each failure with its row number, the field at fault and what was wrong with it.



Two of four rows imported. Row 3 had an invalid email, row 4 had no unit number. Row numbers include the header, so row 3 is the second owner in the file.

THE REPAIR LOOP

Press **Download error list** to get a CSV of exactly the failures, fix those rows in your original file, and upload the whole file again. Re-importing updates what already exists rather than duplicating it, so you never have to cut the good rows out first.

Method C — add one member by hand

For a single new resident, a file is more trouble than it is worth. Press **Add member** on the Members page.

1

Fill in the unit, then the owner

On `/admin/members`

Only the unit number is required, exactly as in the file import. Block is optional but strongly recommended if your community has wings. Ownership share stays at 1 unless you run weighted votes.

The screenshot shows a web browser window with the address `plinth.life/admin/members`. A modal dialog titled "Add a member" is open, with the subtitle "Adds a flat and its owner to your society roster." The dialog is divided into two main sections: "FLAT DETAILS" and "OWNER DETAILS".

FLAT DETAILS

- Block**: A text input field containing the letter "A".
- Flat number**: A text input field containing the number "101".
- Optional Ownership share**: A text input field containing the number "1". Below this field, a note states: "Default is 1. Use decimals for weighted voting (e.g. 1.5)."

OWNER DETAILS

- Owner name**: A text input field containing "Rahul Sharma".
- Optional Email address**: A text input field containing "rahul@example.com". Below this field, a note states: "Primary email used to identify the owner when they sign in."
- Phone number**: A text input field containing "+91" (selected from a dropdown) and "98765 43210". Below this field, a note states: "Optional. Select country code then enter number."
- Alternate email**: A text input field containing "rahul.alternate@example.com". Below this field, a note states: "Optional second email also accepted for voting."
- Alternate phone number**: A text input field that is currently empty.

The dialog splits into unit details and owner details. Both email fields are accepted when the owner signs in.

2

Confirm it landed

The roster count at the top of the page moves up by one and a confirmation appears. The new unit is immediately available for invites, claims, billing and votes.

The screenshot shows the 'plinth.life/admin/members' page for 'Green Meadows CHS'. The left sidebar contains navigation links for Dashboard, Overview, Governance, and People. The main content area is titled 'Members & roster' and shows a table of members. A green notification banner at the bottom of the table indicates 'Member added successfully.' The total count at the top shows 'All - 14'.

FLAT	NAME	STATUS	CONTACT	SHARE	ACTIONS
A-101	RP Ramesh Patel	Unclaimed	ramesh.patel@example.com	1	Edit Invite Remove
A-102	SS Sunita Sharma	Unclaimed	sunita.sharma@example.com	1	Edit Invite Remove
A-103	IQ Imran Qureshi	Unclaimed	imran.q@example.com	1	Edit Invite Remove
A-104	DI Deepa Iyer	Unclaimed	deepa.iyer@example.com	1	Edit Invite Remove
B-201	VN Vikram Nair	Unclaimed	vikram.nair@example.com	1	Edit Invite Remove
B-202	FS Farida Shaikh	Unclaimed	farida.s@example.com	1	Edit Invite Remove
B-203	JD Joseph D'Souza	Unclaimed	joseph.dsouza@example.com	1	Edit Invite Remove
C-301	AR Anita Rao	Unclaimed	anita.rao@example.com	1	Edit Invite Remove
C-302	HS Harpreet Singh	Unclaimed	harpreet.singh@example.com	1	Edit Invite Remove

Confirmed, and the count reads 14. Use the search box to jump to the new unit and check the details.

PART 4

Invite the owners

A roster on its own is a list. Invites are what turn it into a community that can vote, pay dues and raise complaints.

1

Send to everyone at once

On `/admin/members`

Invite all emails a sign-in link to every unclaimed owner who has an email address on file. Owners with no email are skipped silently, which is one good reason to map the email column properly during the import.

The screenshot shows the Plinth admin interface for 'Green Meadows CHS'. The left sidebar contains navigation links for Dashboard, Overview, Governance, and People. The main content area is titled 'Members & roster' and shows a table of 14 members. The table has columns for Flat, Name, Status, Contact, Share, and Actions. The 'Status' column shows 'Unclaimed' for all members. The 'Actions' column includes 'Edit', 'Invite', and 'Remove' links. The 'Invite all' button is visible in the top right corner.

FLAT	NAME	STATUS	CONTACT	SHARE	ACTIONS
A-101	RP Ramesh Patel	Unclaimed	ramesh.patel@example.com	1	Edit Invite Remove
A-102	SS Sunita Sharma	Unclaimed	sunita.sharma@example.com	1	Edit Invite Remove
A-103	IQ Imran Qureshi	Unclaimed	imran.q@example.com	1	Edit Invite Remove
A-104	DI Deepa Iyer	Unclaimed	deepa.iyer@example.com	1	Edit Invite Remove
B-201	VN Vikram Nair	Unclaimed	vikram.nair@example.com	1	Edit Invite Remove
B-202	FS Farida Shaikh	Unclaimed	farida.s@example.com	1	Edit Invite Remove
B-203	JD Joseph DSouza	Unclaimed	joseph.dsouza@example.com	1	Edit Invite Remove
C-301	AR Anita Rao	Unclaimed	anita.rao@example.com	1	Edit Invite Remove
C-302	HS Harpreet Singh	Unclaimed	harpreet.singh@example.com	1	Edit Invite Remove

Invite all sits next to **Add member** and **Import**. The **Invite** link on any row sends to that one owner.

2

Let owners claim their units

The owner opens the link, signs in, and Plinth matches them to their unit. When the contact details match exactly and unambiguously, the claim is approved on the spot. Anything less exact becomes a pending request for you to review under **Flat claims**. That row's status changes from **Unclaimed** to **Claimed**, and the count in the filter pills moves with it.

THE WIZARD'S LAST PHASE

If you are working through the setup wizard, the same bulk invite is its final step under **Go live**, after committee, gate, helpdesk, amenities and billing. Either route sends the same email, so use whichever you reach first. Hand your residents the companion guide, **Claim your flat and get started**, so they know what the email is for.

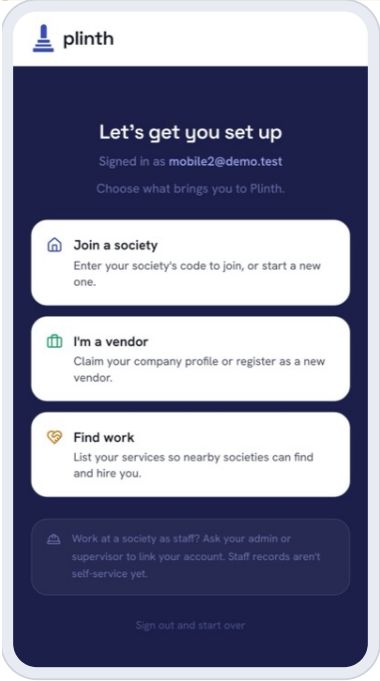
ON A PHONE

The same journey, thumb-first

Every step above works on a phone, including the file upload. These captures are the same flow run end to end on a handset, in order.

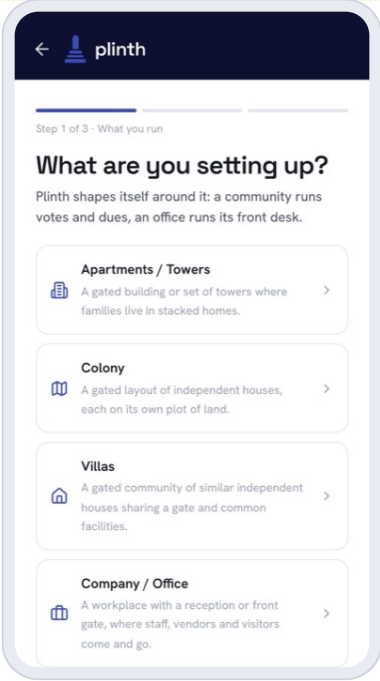
ONE DIFFERENCE WORTH KNOWING

On a narrow screen the Members page shows **Invite** rather than the desktop's **Import** button. To upload a file on a phone, open **Setup wizard** or **Import members only** from the People group in the navigation, or go straight to `/admin/members/import`.



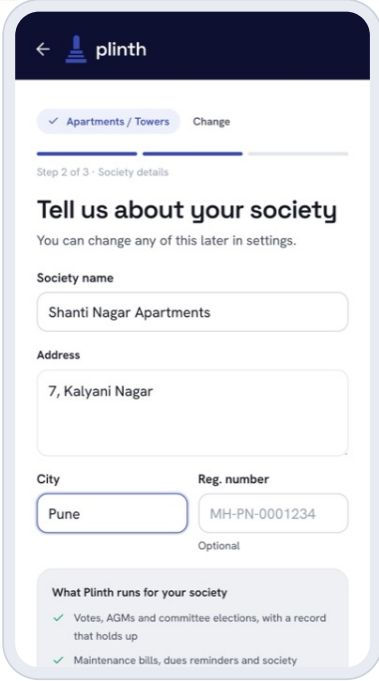
1. Choose your path

Same fork as desktop, stacked into full-width cards.



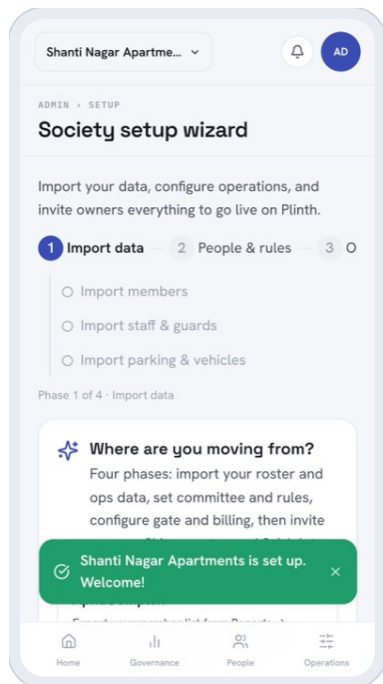
2. Pick what you run

The four types, each a full-width tap target.



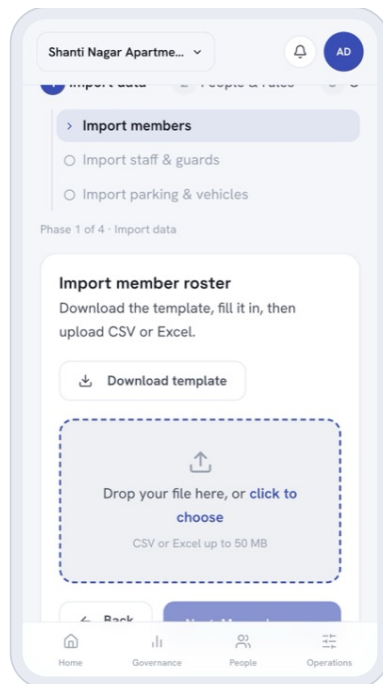
3. Name the community

The primary action sits at the bottom, within thumb reach.



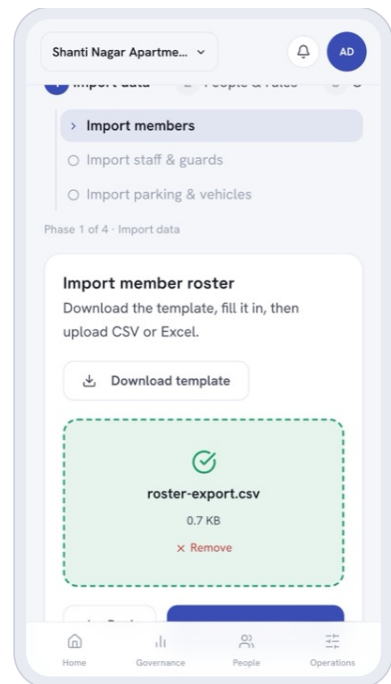
4. Start the wizard

Phases scroll sideways; the current step stays in view.



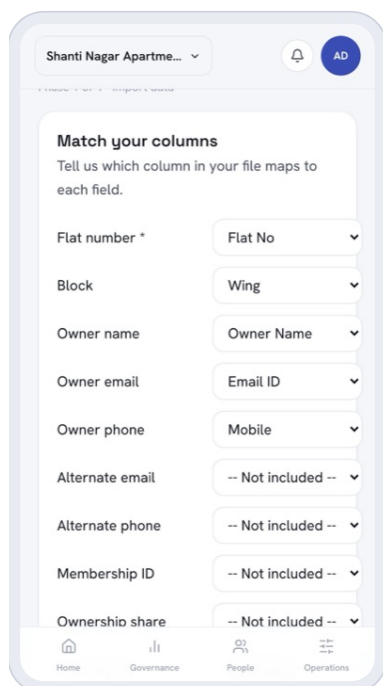
5. Attach the file

Tapping the box opens Files, Drive or whatever your phone uses.



6. File attached

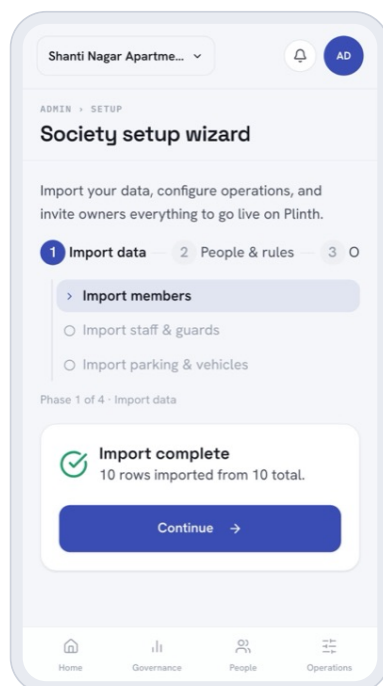
Name and size confirm the right file before you continue.



7. Match the columns

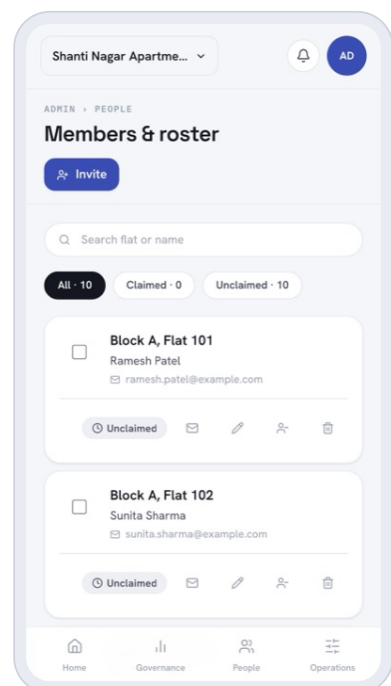
Field and dropdown stack vertically. Check every one.

LATER



8. Import complete

Same result card, same counts as on desktop.



9. The roster

Rows become cards, with invite, edit, unlink and remove per unit.

Re-importing and keeping the roster current

You will do this more than once: a flat sells, a committee sends a corrected list, an old export turns out to have had the wrong phone column.

SAFE BY DESIGN

- **Uploading the same file twice does not duplicate anything.** Units are matched on block plus unit number, so a repeat import updates the existing record.
- **A blank cell does not erase anything.** If you leave the area column out of a later file, the areas already stored stay as they are.
- **Failed rows never block good ones.** Fix the flagged rows and upload the whole file again.

THE ONE THING TO BE CAREFUL ABOUT

If you re-import a row whose owner details have changed, and that unit has already been claimed by a resident, Plinth unlinks the claim. This is deliberate: changed owner details usually mean the unit changed hands, and the previous resident should not keep access. That person will need to claim the unit again. Before a bulk re-upload of a live community, check the **Claimed** filter so you know who is affected.

To start the wizard's member step over, open **Setup wizard** and press **Restart import** on the members card. It confirms first, and it only re-runs the import step, leaving everything already in your roster in place.

IF SOMETHING GOES WRONG

Troubleshooting

The messages you are most likely to meet, and what each one actually means.

WHAT YOU SEE	WHAT IT MEANS	WHAT TO DO
Flat number is required	That row has no unit number after the column matching.	Check the unit column is matched on the mapping screen, then check the row itself is not blank in your file.
Invalid email format	The cell is not a usable address, often a stray note or a phone number in the email column.	Fix the address, or clear the cell. A blank email imports fine, it just means no invite for that owner.
Could not parse phone number	The number is not in a form Plinth can normalise.	Rewrite it as <code>+91XXXXXXXXXX</code> . Watch for Excel turning long numbers into scientific notation.
Area must be a number above 0	The area cell holds text, a zero, or something with units in it such as "950 sqft".	Leave the cell as digits only. Blank is fine and keeps any area already on record.
Match the Flat number column before importing	You reached the mapping screen but the required field is still on "Not included".	Pick your unit column in that dropdown. Import stays disabled until you do.
All owner emails missing after an import	The email column was not matched, so it was imported as "Not included".	Re-upload the same file and set Owner email by hand on the mapping screen. Existing units are updated in place.
An owner never got the invite	Either that row has no email on file, or the message went to spam.	Open the row's Invite link to send again to that one owner, after checking the address with Edit .
A very large file fails on import	The roster was too big to finish in a single pass.	Split it into files of roughly 500 rows and import them one after another. Order does not matter.
No Import button on the Members page	You are on a narrow screen, where that button is not shown.	Use Setup wizard or Import members only in the navigation instead.

REFERENCE

Where everything lives

TO DO THIS	GO HERE	OR NAVIGATE
Sign in	<code>/login</code>	Any page while signed out
Create a community	<code>/onboarding/create-society</code>	Join a society, on the onboarding fork
Run the full setup	<code>/admin/migration</code>	People, then Setup wizard
Import the roster only	<code>/admin/members/import</code>	People, then Import members only
See and edit the roster	<code>/admin/members</code>	People, then Members
Review pending claims	<code>/admin/claims</code>	Governance, then Flat claims
Change name, address or rules	<code>/admin/settings</code>	Society settings

Screens captured from the Plinth admin app running the full create-and-import flow at 1440 × 900 and on a Pixel 5 handset. Sample names and addresses are fictional. Questions: support@plinth.life