

RESIDENT GUIDE

Claim your flat and get started

Your society moved onto Plinth and sent you an invite. Claiming your flat takes about a minute and turns that invite into a working account: your vote, your maintenance bill, your gate passes.

WHO THIS IS FOR

Flat owners and residents

TIME

About a minute

YOU NEED

The email or phone your society has on file

BEST ON

Your phone

What's in this guide

01 What you need

02 1. Claim your flat

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06 Privacy

What you need before you start

One thing, and it is the thing people get wrong.

USE THE CONTACT YOUR SOCIETY HAS ON FILE

Your admin uploaded a roster with an email address and phone number against your flat. Plinth finds your flat by matching what you sign in with against that roster. Sign in with a different personal address and there is nothing to match, and you will be told the details do not match rather than shown your flat.

If you were sent an invite email, the address it arrived at is the right one to use.

- **No password to create.** Plinth sends a six-digit code each time you sign in.
- **Nothing to install to begin with.** The link works in your phone browser; you can add Plinth to your home screen afterwards.
- **One flat or several.** If you own more than one, you claim each one and switch between them inside the app.

PART 1

Claim your flat

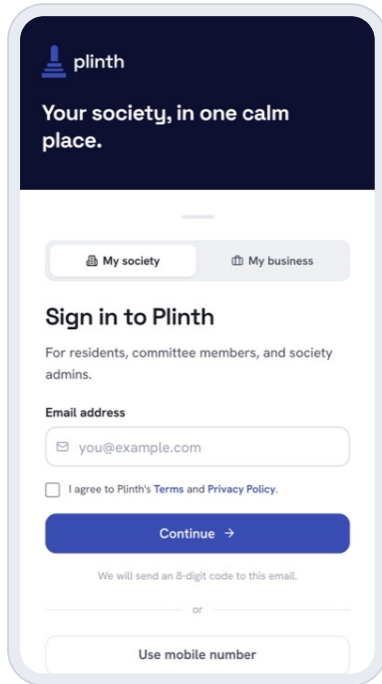
Three screens: sign in, confirm who you are, and you are in.

1

Sign in with your phone or email

Open the invite link, or go to `plinth.life/login`

The screen opens on phone number. Enter the mobile your society has for you, or tap **Continue with email** and use your email instead. Either way a six-digit code arrives; type it in and you are signed in.



Sign in on a phone. There is no password field, by design: the code that arrives is the password.

IF THE CODE DOES NOT ARRIVE

Wait a full minute before asking for another, check your spam folder for the email route, and make sure you used the contact your society has on file. Repeatedly asking for new codes will temporarily lock further attempts.

2

Check the flat Plinth found for you

Lands on `/onboarding/claim`

Plinth looks you up in the roster and shows the flat it matched, here **Block A · Flat**

4. Read that line before anything else. It is the one thing on this screen that must be right.

The matched flat sits at the top, above your details. Your email is fixed here because it is what you signed in with.

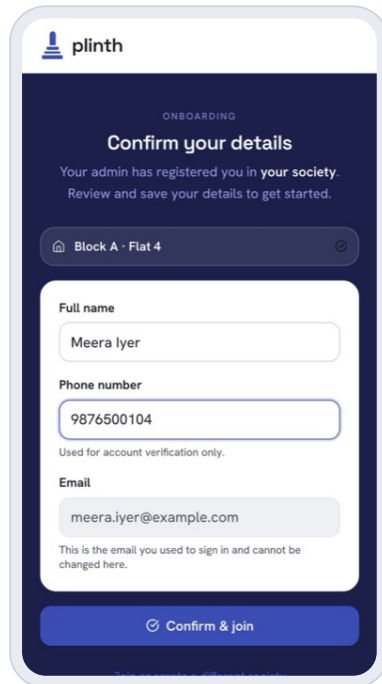
IF THAT IS NOT YOUR FLAT

Stop and contact your committee. Do not claim a flat that is not yours: the claim links your account to that flat's bills and its vote. A wrong match usually means the roster has your contact against a neighbour's flat, and an admin fixes it in a minute.

3

Confirm your name and number, then join

Your name appears as your society entered it, so correct the spelling if it is wrong. The phone number is used to verify your account and to reach you at the gate, so give the number you actually answer.

The screenshot shows a mobile app interface for Plinth. At the top is the Plinth logo. Below it, the word 'ONBOARDING' is centered. The main heading is 'Confirm your details'. A subtext says 'Your admin has registered you in your society. Review and save your details to get started.' Below this is a dark blue bar with a house icon, the text 'Block A · Flat 4', and an edit icon. The form has three sections: 'Full name' with a text input containing 'Meera Iyer', 'Phone number' with a text input containing '9876500104' and a small note 'Used for account verification only.', and 'Email' with a text input containing 'meera.iyer@example.com' and a note 'This is the email you used to sign in and cannot be changed here.' At the bottom is a large blue button with a checkmark icon and the text 'Confirm & join'.

Filled in and ready. **Confirm & join** is the only button that matters here.

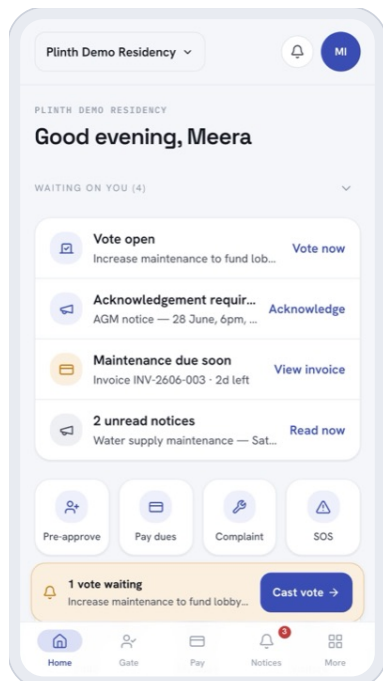
Tap **Confirm & join**. What happens next depends on one setting your society controls:

- **Approved immediately**, when your details match the roster exactly and your society allows automatic approval. You land straight on your home screen.
- **Sent for approval**, when your society reviews every claim, or when the match was not exact. You see a "request sent" screen, and an admin confirms you, usually the same day. You will be notified.

PART 2

Your first two minutes

The home screen is built around one question: what is waiting on you. Everything below is reachable from it.



A real resident home screen. **Waiting on you (4)** collects the open vote, a notice needing acknowledgement, an invoice due in two days, and unread notices. The four tiles under it are the actions people take most, and the tabs along the bottom are the whole app.

What each part of that screen does

ON THE SCREEN	WHAT IT IS	DO THIS FIRST
Waiting on you	Everything with your name on it: open votes, notices needing acknowledgement, bills coming due.	Clear it once. It is the only list you need to check regularly.
Vote now	An open poll your flat has not voted in. One vote per flat.	Open it, read the description and the closing time, then cast.
Acknowledge	A notice the committee needs confirmed as read, such as an AGM notice.	Tap through and acknowledge, so your society has its record.
View invoice	Your maintenance bill, with what it is made of and when it is due.	Check the amount, then pay online or set up autopay.
Pre-approve	Tell the gate that a guest, cab or delivery is coming, before they arrive.	Use it the next time you order something or expect a visitor.
Complaint	Raise a helpdesk ticket the committee can track and answer.	Better than a WhatsApp message: it has a number and a status.
SOS	An emergency alert to the gate and the committee.	Know it is there. Do not test it.

The five tabs along the bottom

TAB	WHAT LIVES THERE
Home	What is waiting on you, plus quick actions.
Gate	Pre-approve visitors, see who is at the gate, manage daily help and deliveries.
Pay	Your dues, past invoices, receipts, online payment and autopay.
Notices	The society noticeboard, with anything urgent pinned to the top.
More	Everything else: polls and elections, meetings and AGMs, the member directory, documents, amenity bookings, parking, events, the marketplace and your own flat records.

WORTH DOING ON DAY ONE

- **Cast the open vote** if there is one. A vote is per flat and cannot be changed once confirmed, so read the poll before you tap.
- **Check your dues** and, if you would rather not think about it monthly, set up autopay.
- **Add Plinth to your home screen** from your browser menu, so it opens like an app and can send you notifications.
- **Set your directory privacy** under your profile, which controls what neighbours can see of your contact details.

IF IT APPLIES TO YOU

More than one flat, tenants, and family

- **You own several flats.** Claim each one the same way. A flat switcher appears at the top of the app, and votes, bills and gate passes follow whichever flat you have selected. You vote once per flat.
- **You rent.** Your landlord stays the owner on record and keeps the vote. Ask your committee to add you as a tenant so you get gate passes, notices and helpdesk access on the flat.
- **Family in the same flat.** Adults living with you can be added as family members, with their own sign-in, rather than sharing one account. The vote still belongs to the flat.

A FLAT CAN ONLY BE CLAIMED ONCE

Once a flat is claimed, nobody else can claim it until an admin resets it. If your flat shows as already claimed and it was not you, tell your committee: it is usually the previous owner or a family member who signed up first.

IF SOMETHING GOES WRONG

Troubleshooting

Nearly every problem at this stage is a mismatch between what you typed and what the roster holds. Your committee can fix all of them.

WHAT YOU SEE	WHAT IT MEANS	WHAT TO DO
Your contact details do not match the roster	The email or phone you signed in with is not the one against your flat.	Sign in with the address the invite was sent to. If that fails, ask your admin what contact they hold for your flat.
No flat found for you	Your flat is not on the roster yet, or it is there without your contact details.	Send your committee your flat number, name, email and phone, and ask them to add you.
This flat already has a confirmed owner	Someone has already claimed it: a previous owner, or a family member.	Ask your admin to reset the claim on the flat. Only they can.
You already have a pending request	Your claim is in, waiting on an admin.	Nothing to do. You will be notified when it is approved.
Too many claim attempts	Several failed attempts in a short time.	Wait a minute, then try once more with the correct contact details.
The code never arrives	Wrong contact, or the message went to spam.	Check spam, confirm the number or address, then request one more code after a minute.
Already voted	The vote belongs to the flat, and it has been used, possibly by a co-owner.	Check with others on your flat. A cast vote cannot be changed.
Not eligible to vote	The poll is limited to a group you are not in, or your society blocks voting with unpaid dues.	Clear outstanding dues, or ask your committee which rule applied.

GOOD TO KNOW

What your neighbours and committee can see

- **Your vote is secret by default.** Committees see the totals and that your flat voted, not what you chose. A poll can be run openly, and when it is, that is stated on the poll itself.
- **Your contact details are yours to publish.** The member directory is opt-in per field: you choose whether neighbours see your phone or email.
- **Documents you upload stay private.** Ownership proofs and similar files go to your committee, not to the noticeboard, and are removed after the retention period your society sets.

Screens captured from the Plinth resident app on a Pixel 5 handset. Sample names are fictional. If anything here does not match what you see, your society may have different settings, and your committee can tell you which. Questions: support@plinth.life