proptia

Dear Property Managers,

Below are a few helpful resources we recommend keeping readily available. We encourage you to review and bookmark/save them for future reference and to easily share with residents who inquire.

- Proptia App Download 2.0 <u>https://www.proptia.com/resident-mobile-app-download/</u>
- Mobile App Quick Walkthrough: https://youtu.be/YcfjFeuJKO8?si=g9RfOqHiuSLoK0Vk This one's great for sending to residents as a quick and easy introduction—it's short, clear, and easy to digest.
- Proptia Support Resources provides access to knowledge base, login troubleshooting cheat sheet, and YouTube channel <u>https://www.proptia.com/support-2/</u>
- Login issues cheat sheet: <u>https://www.proptia.com/login-issues-troubleshooting/</u> (I recommend keeping this list handy and reviewing it with any residents experiencing login issues. The items outlined here will resolve the majority of login problems, which are typically due to user error)
- Resident knowledge base: <u>https://proptia.odoo.com/homeowner-support</u>
- Manager Knowledge base: <u>https://proptia.odoo.com/pm-knowledgebase</u>

*The knowledge bases can be accessed both from the web portal and the mobile app. The mobile app it's the (?) icon top right, portal its "Help" icon top right



Brief Tutorials worth keeping handy:

Brief Introduction to Visitor Pass types

<u>https://youtu.be/hvSPeBexE7M?si=ZtKpeJtWu3fZL_4-</u>

Quick Guide: Adding Visitors on Resident Mobile App

<u>https://youtu.be/6KqYhxtERF8?si=Phti4kM8SdmxP0sY</u>

Proptia Introduction, What is this system?

• <u>Getting Started with Proptia</u>

Reserving an amenity from the web portal on mobile:

<u>https://www.proptia.com/wp-content/uploads/2025/04/FINAL-Reserving-Amenity-from-Mobile-Device-Web-Login.mp4</u>

YouTube Playlists:

Resident Tutorials: <u>https://www.youtube.com/playlist?list=PLIuUH-</u> <u>GYoEsInoZEs86JFE1rXJT4R_UfH</u>

Management Tutorials: <u>https://www.youtube.com/playlist?list=PLIuUH-</u> <u>GYoEsK0Md07msrRfu08-8UEX6Xa</u>

*Note you can also add a custom logo or image to your communities Proptia login page. Below is an example as well as instructions to get to the upload setting:

proptia

Crystal Cove - HOA Vo have successfully logged out! Email@service.com @email@service.com @ssword @ Remember Me @ Remember Me @ Sign In, You Agree To The Terms of Use and Privacy Policy		Welcome	e Back
You have successfully logged out! Final Address Email@service.com Password		Crystal Cov	ve - HOA
Email Address email@service.com Password Password Password Password Password Password Password Password Password Sign In Villeting Sign In, You Agree To The		You have successful	illy logged out!
email@service.com Password P	The second secon	Email Address	
Password Password		email@service.com	
Password Image: Constraint of the second	Frank Prove	Password ?	
COVE Forgot Password? Sign In Sign In, You Agree To The Terms of Use and Privacy Policy		Password	0
By Clicking Sign In, You Agree To The Terms of Use and Privacy Policy	CRYSTAL COVE	Remember Me	Forgot Password?
	PRIVATE	By Clicking Sign In, Y Terms of Use and	ou Agree To The Privacy Policy

80	Dashboard		Allow Resident to Add Associate Residents	
	Transactions	,	Allow Tenants to See Other Tenants in Same Property	
67	Access Control		Allow Users to Edit Attendant Notes	
0	Visitor Management		Allow Member User to have Visitor List	
14	visitor management	,	Allow Member User to Send ePass	
	Reports	,	Allow Owners to Receive Notification for Tenant Expiring Credentials	
8	Organization Settings	2	7 Custom Community Login Page Image	Image Uploaded: aux/cropped_image- 6ea6741/db9e456e831f6ae861148a41.jpg
	Global Options		Event Pass Print-Default Pass	Party -
•	SMS Credits		Share Current Residents	Share