



**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 <https://www.proptia.com/resident-mobile-app-download/>
- 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 <https://www.proptia.com/support-2/>
- Login issues cheat sheet: <https://www.proptia.com/login-issues-troubleshooting/> ( 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: <https://proptia.odoo.com/homeowner-support>
- Manager Knowledge base: <https://proptia.odoo.com/pm-knowledgebase>

\*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

- [https://youtu.be/hvSPeBexE7M?si=ZtKpeJtWu3fZL\\_4-](https://youtu.be/hvSPeBexE7M?si=ZtKpeJtWu3fZL_4-)

Quick Guide: Adding Visitors on Resident Mobile App

- <https://youtu.be/6KqYhxtERF8?si=Phti4kM8SdmxPOsY>

Proptia Introduction, What is this system?

- [Getting Started with Proptia](#)

Reserving an amenity from the web portal on mobile:

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

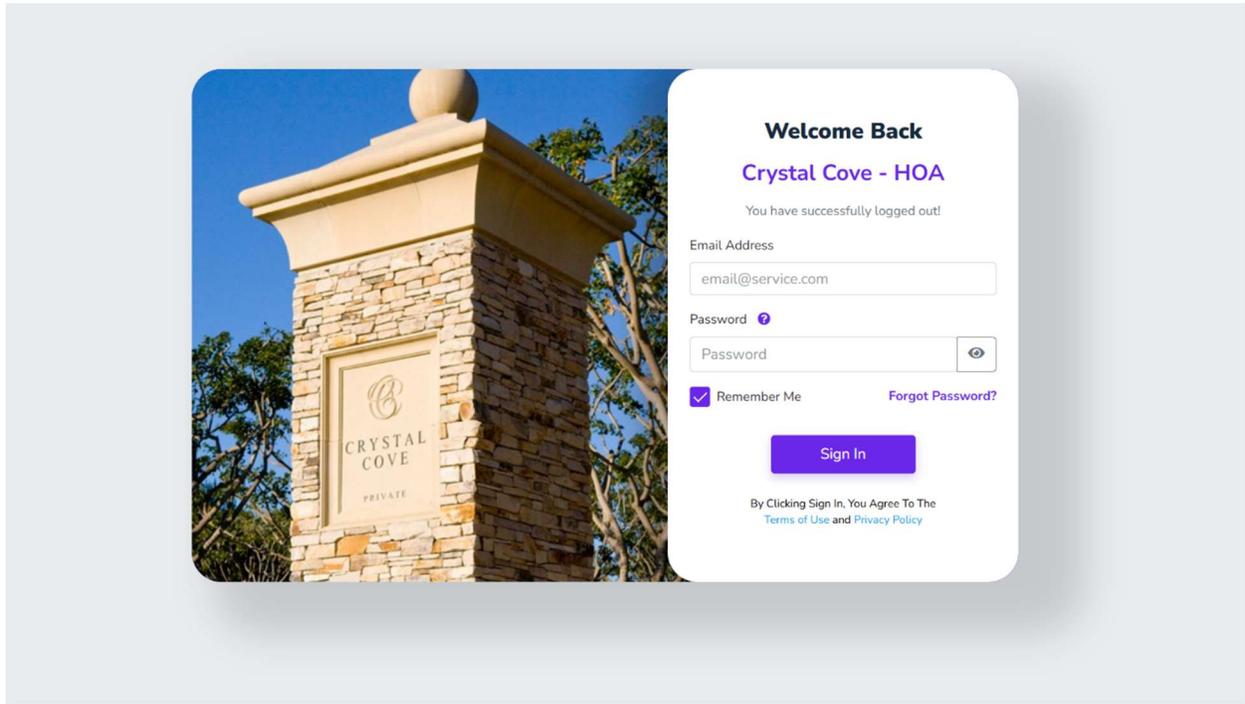
**YouTube Playlists:**

Resident Tutorials: [https://www.youtube.com/playlist?list=PLluUH-GYoEsInoZEs86JFE1rXJT4R\\_UfH](https://www.youtube.com/playlist?list=PLluUH-GYoEsInoZEs86JFE1rXJT4R_UfH)

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

\*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



Dashboard

Transactions >

Access Control >

Visitor Management >

Reports >

**Organization Settings**

- Global Options
- SMS Credits

Allow Resident to Add Associate Residents

Allow Tenants to See Other Tenants in Same Property

Allow Users to Edit Attendant Notes

Allow Member User to have Visitor List

Allow Member User to Send ePass

Allow Owners to Receive Notification for Tenant Expiring Credentials

Custom Community Login Page Image  Image Uploaded: aux/cropped\_image-6ea6741fdb9e456e831f6ae861148a41.jpg

Event Pass Print-Default Pass  Party

Share Current Residents