RESIDENTS
MANUAL

Getting Started

First of all, welcome to Vinteum Neighbors! We're thrilled to have you on board. We strive to make community life easier for everyone! In this manual, we're going to show you the basics of our portal.

We have an app that you can download on the Apple Store or Play Store.

To log in for the first time you need to click on the email that you will have received from 'no-reply@vinteumneigbrs.com', if it's not in your inbox please check spam. You need to click on "finish registration" to create your password:
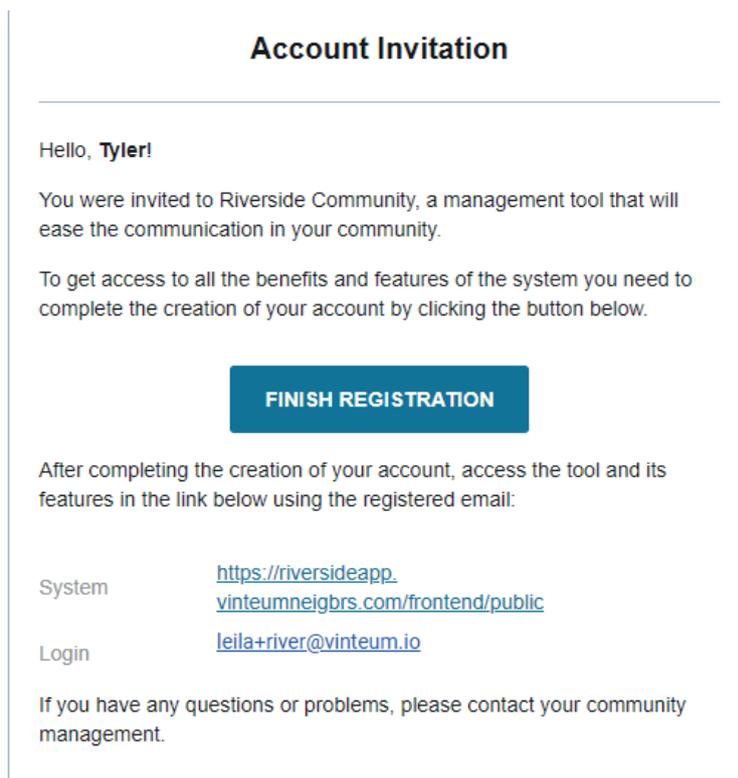
It will take you to this page where you create your password:
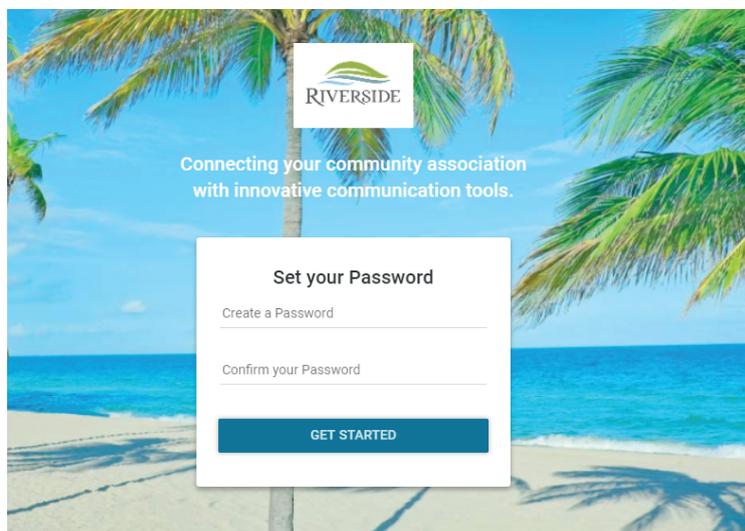
After you've created your password you can log in and discover your new portal!

Dashboard

Your dashboard shows you notices and posts in the social network. Click on one of the posts to view it.
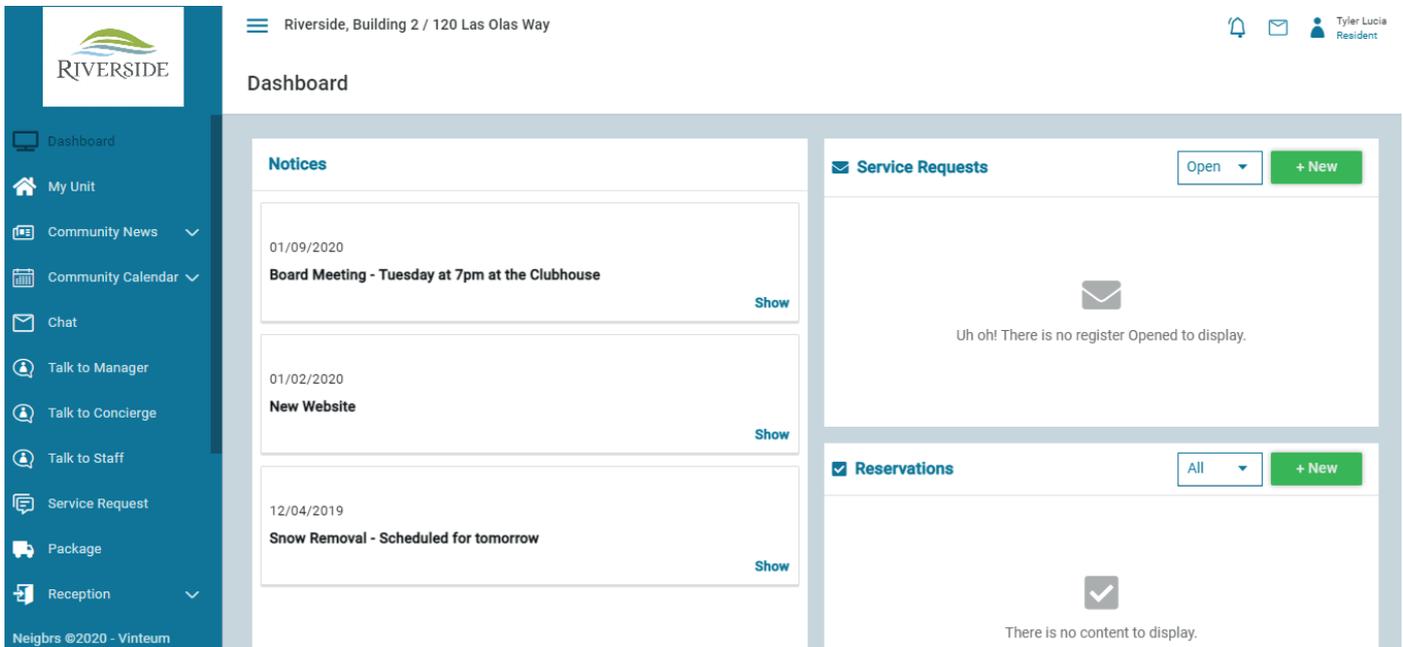
My Account

Click on your name in the top right hand to view your account and settings.
In My Account, you can edit your name, phone numbers, and change your password if necessary.
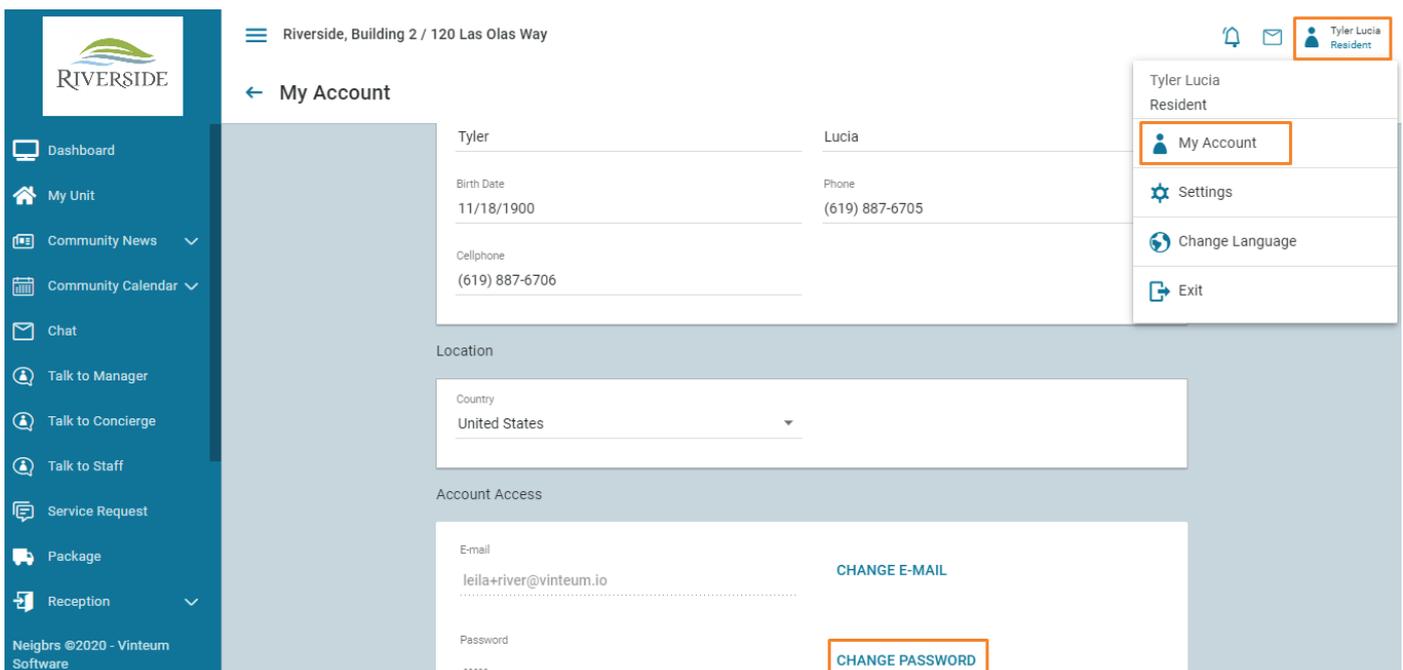
If you click on Settings you can choose what other residents can see about you. You can also stop residents from sending you messages by unticking that button.

In notifications, you can choose what notifications you want to receive from the system.
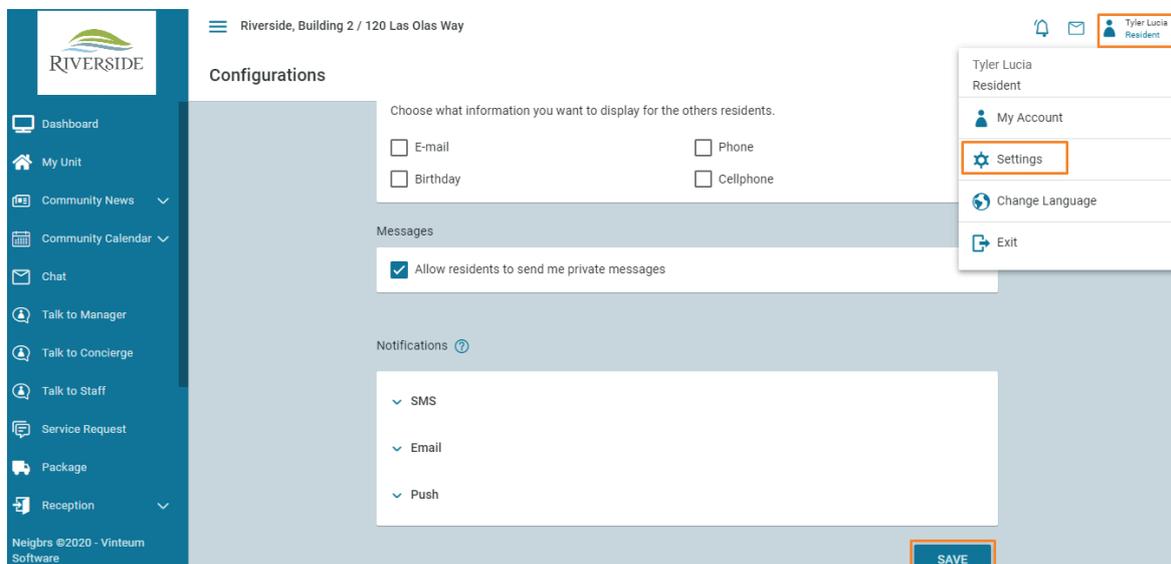
My Unit

In my unit, you have all the information about your unit. You can add additional residents, vehicles, pets, and access release. Click on add next to each category.

Additional residents are everyone who lives with you, such as your partner, children, etc.
You can add pets and vehicles too.

Access release is relevant for a gated community, or any community where people need permission to enter. The doorman or security guard may have to call the house or unit to see if this person can enter. The access release means that this person can enter specific times or days or all the time, you can choose to be told they've arrived, or not. So if a tutor or cleaner comes to your house once a week for two hours, then you can make sure they're allowed in without you having to give permission every time.
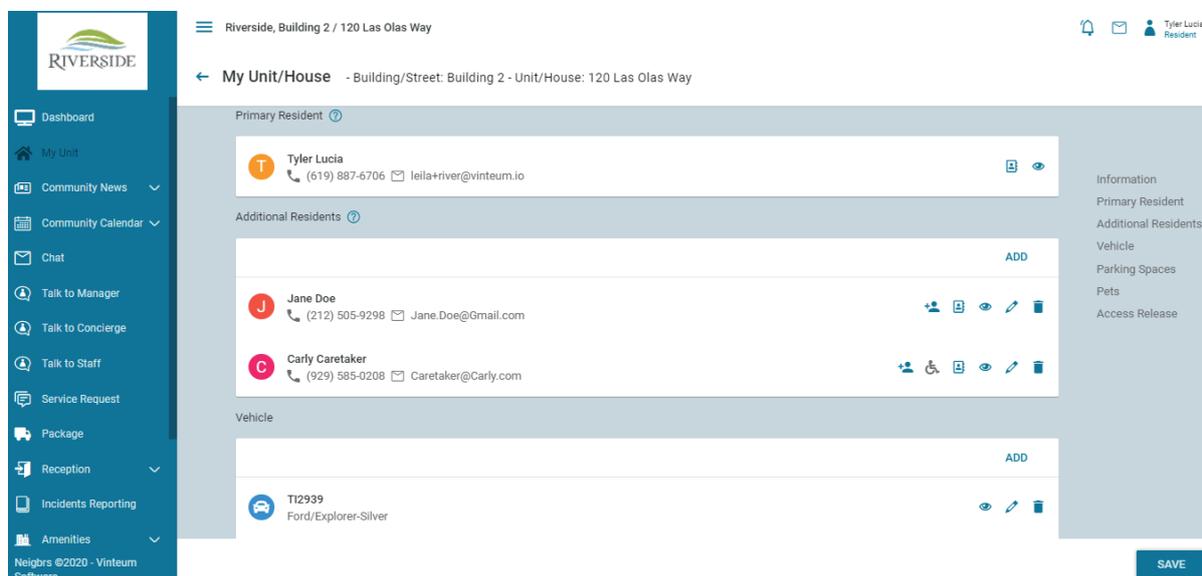
Community News

In community news, you have a few different tabs:

Notices

The Notices tab contains your HOA or condo's news. Any changes that are happening, any repairs, meetings, or elections. If you want to save a notice, click on the heart icon and it will save to your favorites.
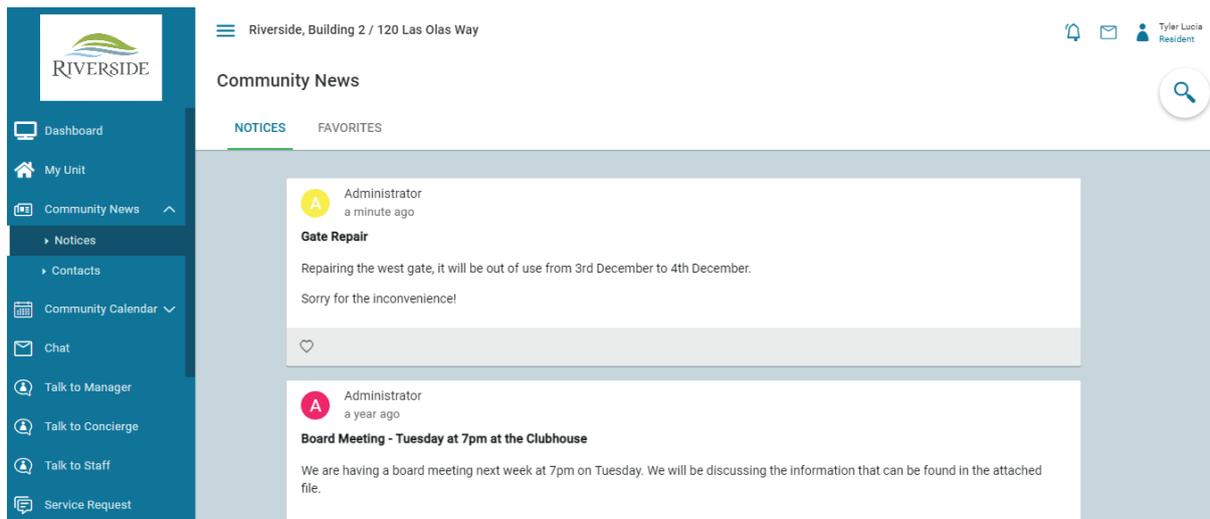
Social Network

Then you have the social network. This is where you can talk to other members about relevant things for your community, any lost objects, classifieds, babysitting offers, and carpooling. You can like and comment on other peoples' posts, and you can click on the heart icon to save it to your favorites.

To post, click on the plus button and write your message, you can include pictures and then click post.
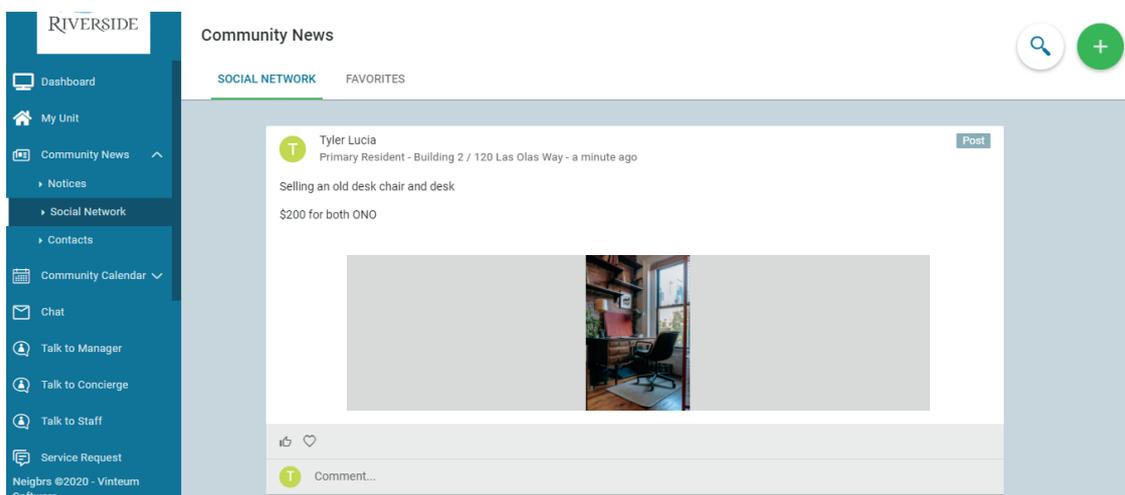
Contacts

Contacts is your community directory. You can control what information you display here by clicking on your name in the top right corner, then on settings.

You can see who are board members and property managers because it says under their name. Automatically, your private information is hidden but they can send you a chat message.
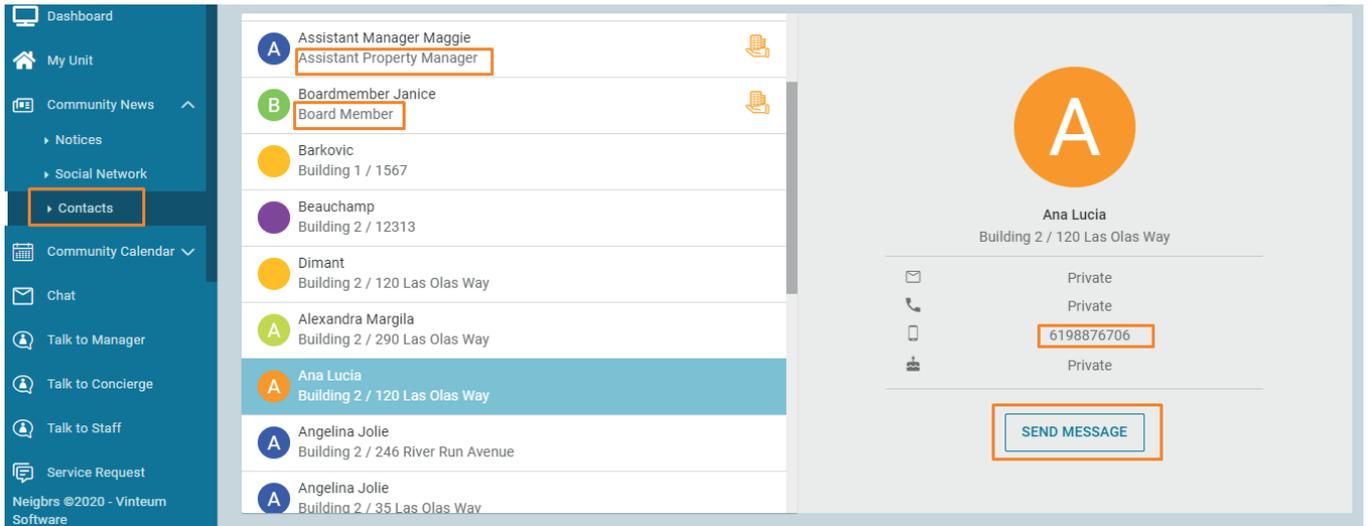

Community Calendar

In events, you have a calendar where you can see what community-wide events are going on. Click on an event to see the details.
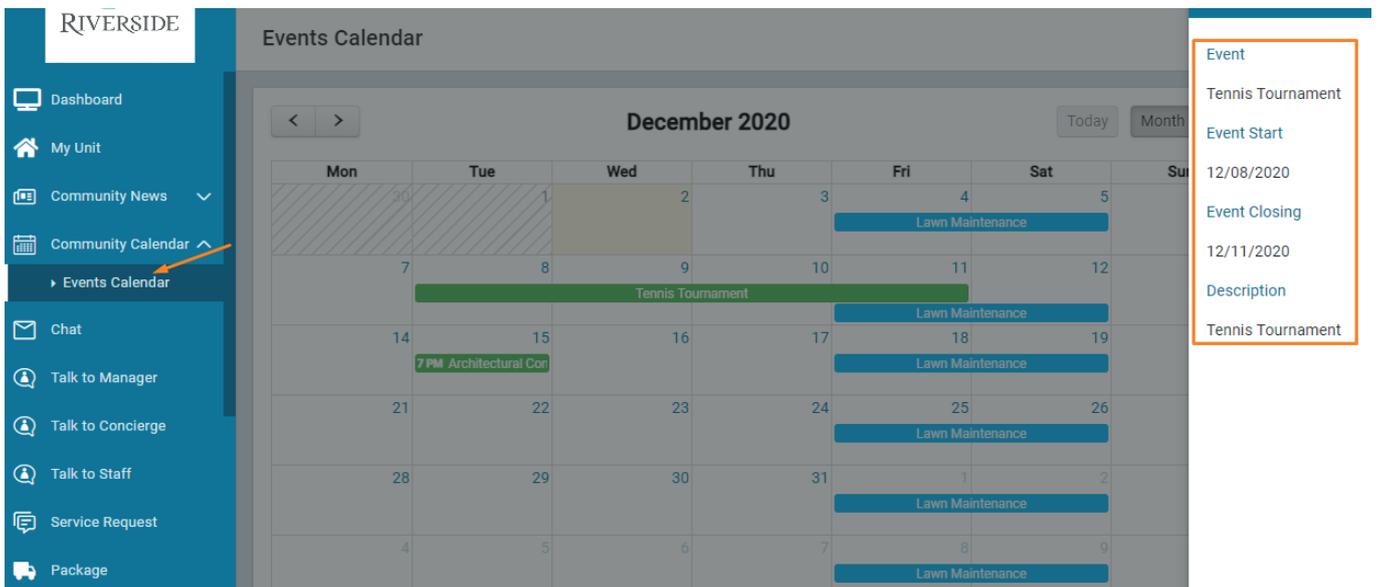
Chat

In chat, you can send messages by clicking the green plus button. You choose who to send a message to by searching for their name or apartment/house number. You have to include a subject, then a message. You can also be part of group chats in this section.

You can view your messages by navigating between received, sent, and excluded messages.
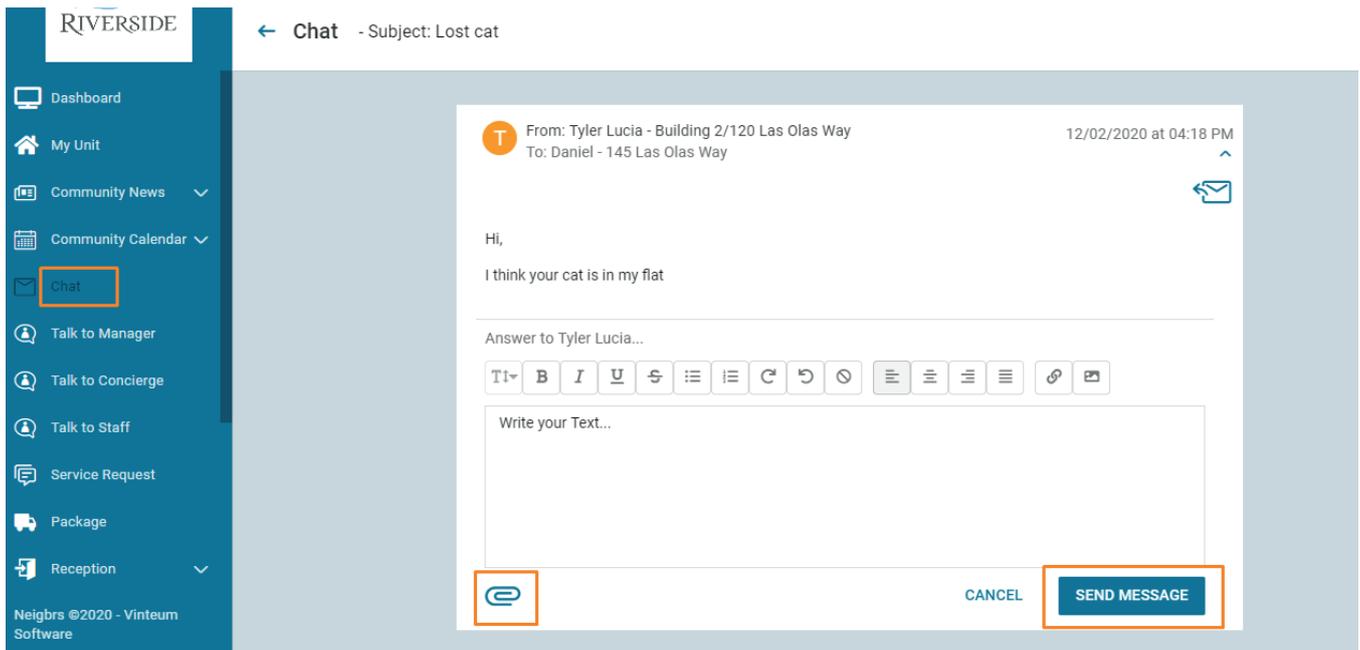
Talk To

Talk to manager, talk to concierge, and talk to staff is the same principle but the message will go to the relevant people in your community. Click on the green plus button, type your subject and message, you can attach files by clicking on the paperclip and then click send.
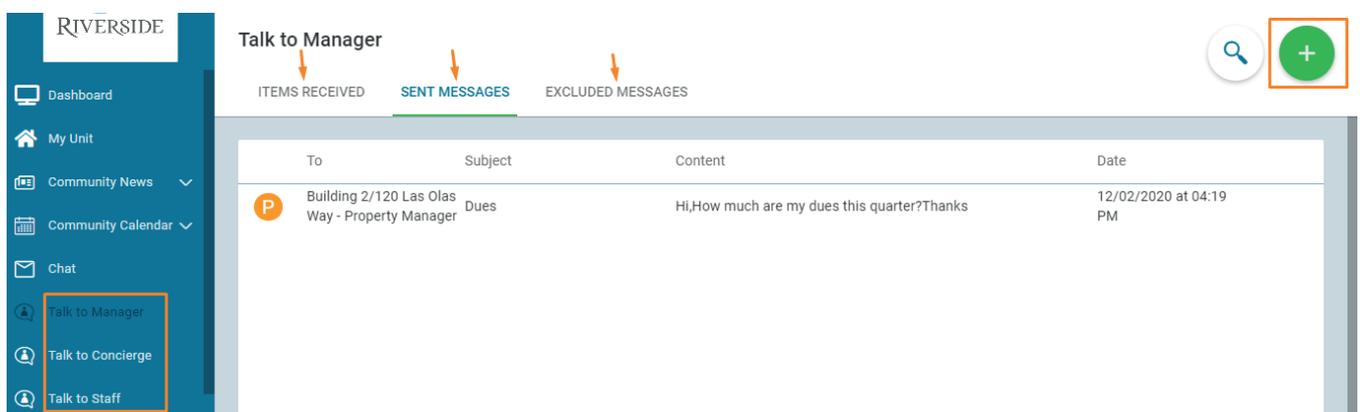
Service Request

In service requests, you can let your property manager or board members know about any problems you may have noticed in your community. So if you see a crack in the sidewalk, or a door or gate isn't closing properly, let someone know!

Click on the plus button to create a service request. Choose a subject that your request falls into. Then describe the problem, and you can also attach photos by clicking on the paperclip button. After you publish you'll be given a number in the queue and get notifications when the property manager responds to your request. When they have fixed the problem you can rate the response.
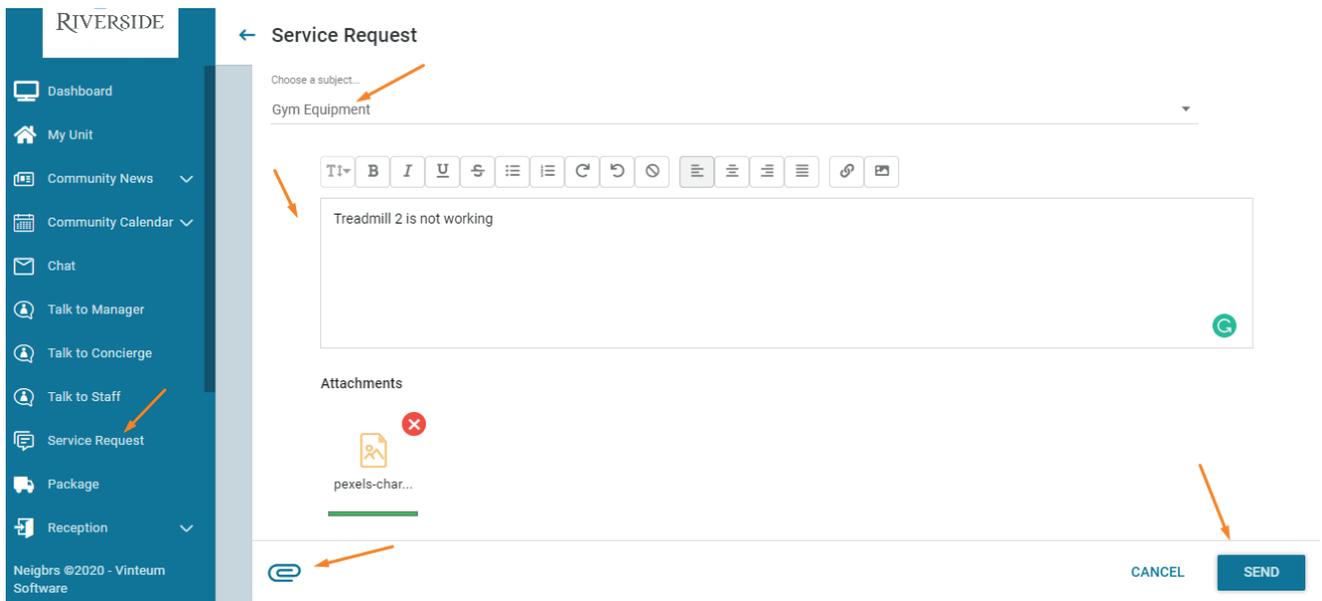

Package

In this section, you can view any parcels that are waiting for you to collect them. You can see when it arrived at the community, and who sent it. If they are awaiting pickup, you need to pick them up, and any that have been received, means that you have already got them.
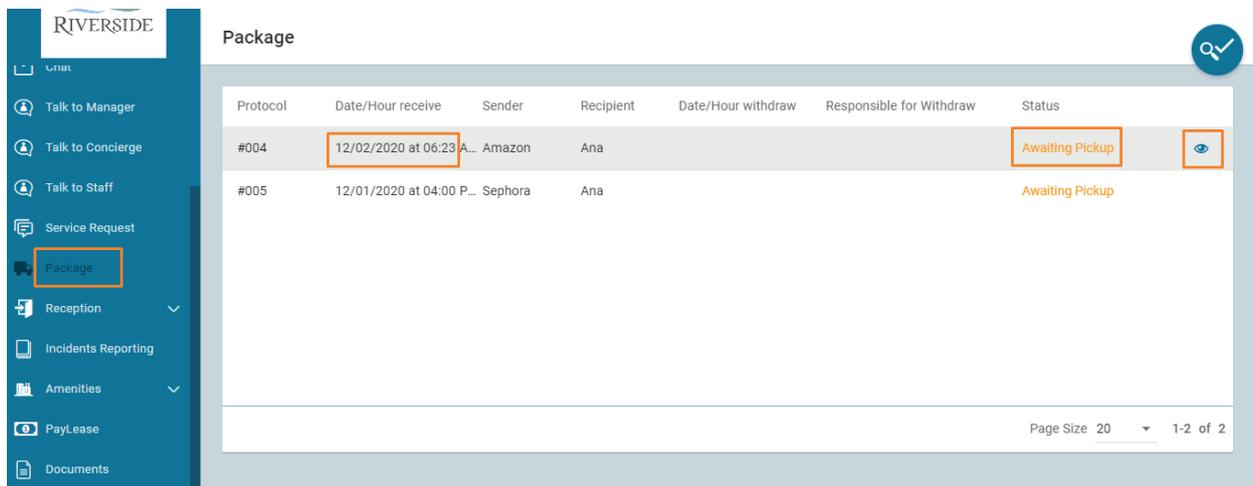
Reception

In reception you can grant access to people to enter the community, it's exactly the same as we saw in the access release in my unit. Include the person's information: so identity card (any unique number), name, surname, when they will be visiting, and then click on save at the bottom of the page.

In visitors' reports, you can download a report of everyone who has entered the community to visit your house or apartment.
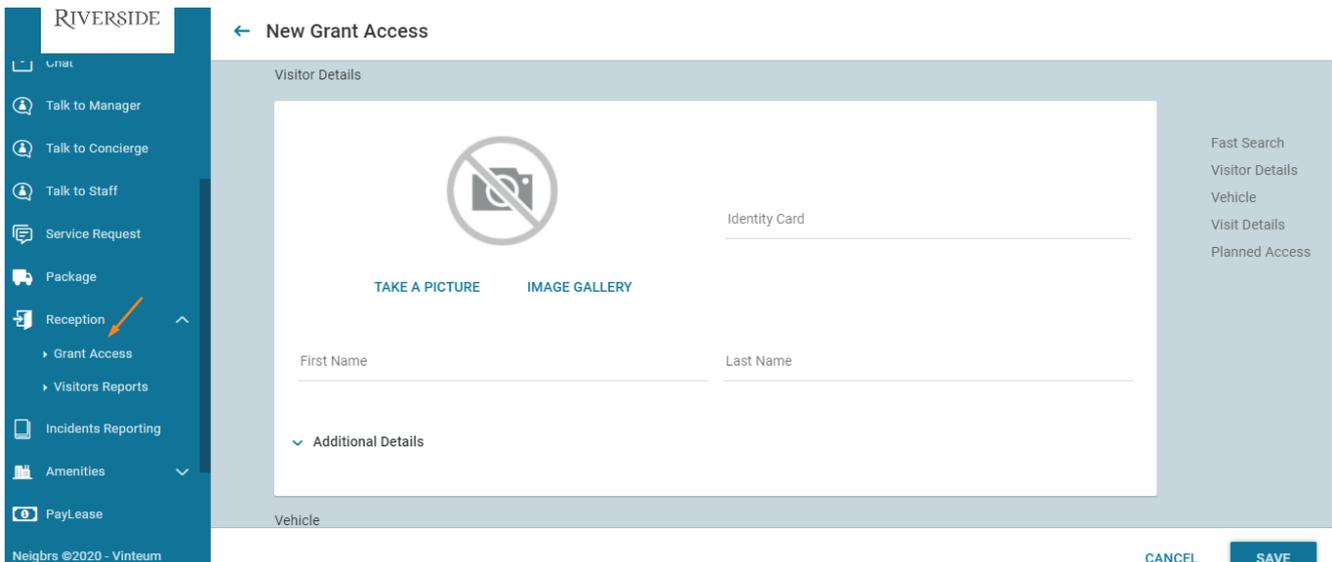
Incident Reporting

Here is where you can tell your property manager or board member about other units/homes that broke your community's rules.

To report something click the green plus button, include the date, and time the incident happened. You also have to include the subject, and if you know it you can add the building/street, and unit/house of the offending person. Describe the incident and add any photos that might be relevant.
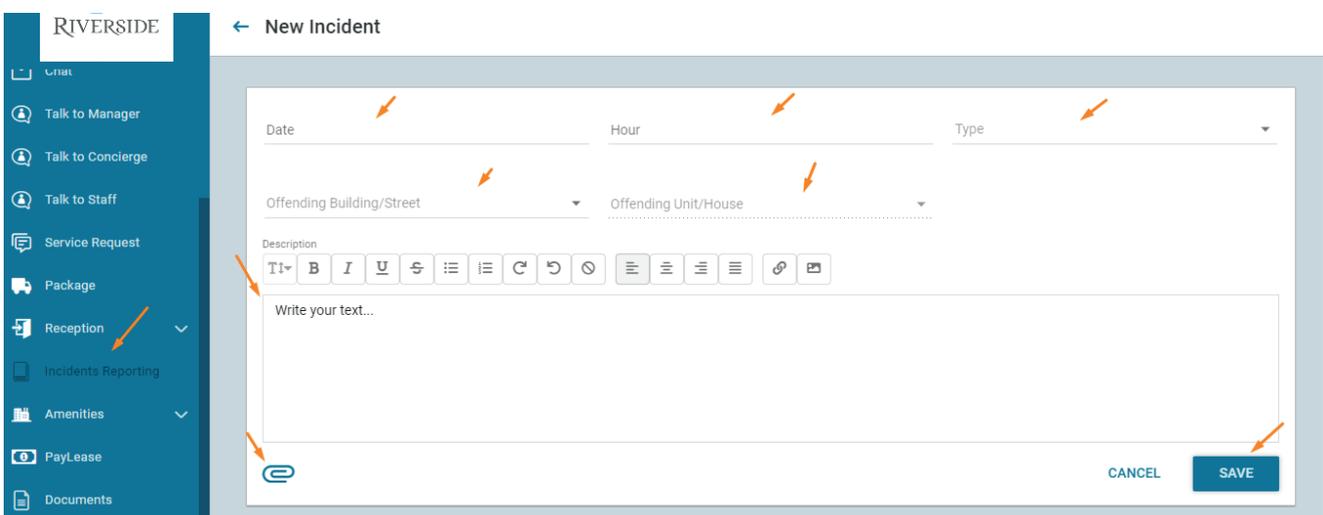
Amenities

In amenities, you can reserve an amenity. To do that click on the amenity you'd like to reserve. You'll be taken to a calendar, choose the day and the time you'd like. You'll be able to see any other reservations in this calendar.

If you choose the same time as someone else you'll be put on the waiting list. You can create a guest list so that the security guard will know who's coming if it's going to be a large event with a lot of people who don't live in your community.

In reservation history, you can see all your reservations for all the amenities, and you can download them in reports.
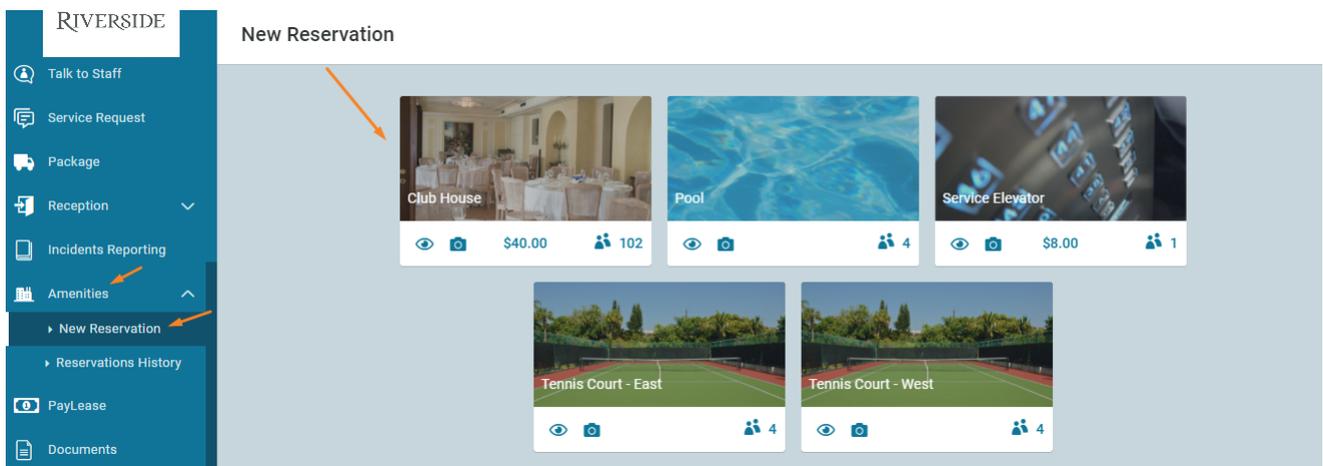
Paylease

If your community works with Paylease (now known as Zego), you can login to your account in this section.
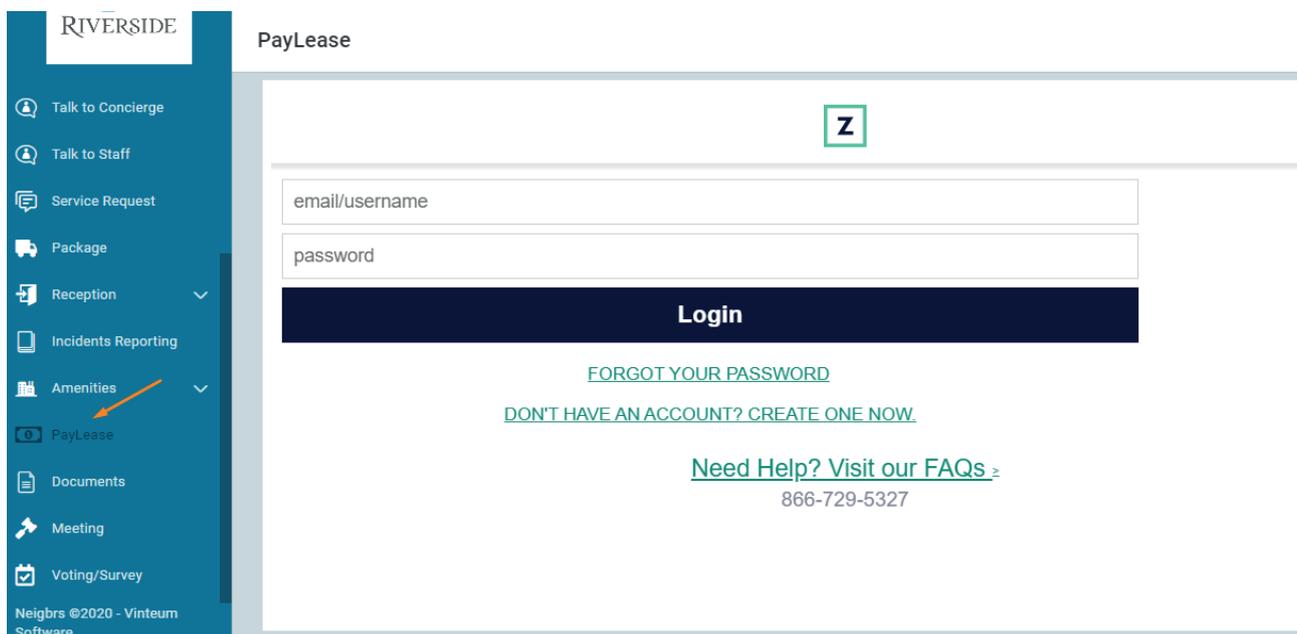
Documents

Here you'll find all your community's documents. To open a document click on its name. There may also be links in this section, you can tell by the link symbol, and these will take you to a new window.

Meetings

When your community holds a meeting they can post about it here. You will receive emails and push notifications (if you have the app). If the meeting is online, then you can join the meeting here.

If it's an online meeting you need to register attendance, and then you can join the online meeting.

Voting/Survey

Last but not least, we have surveys. Here you can answer any questions that your board or property manager would like your opinion on. Click on the icon with a tick to vote, and then submit your answer. You can also view the results from old surveys.
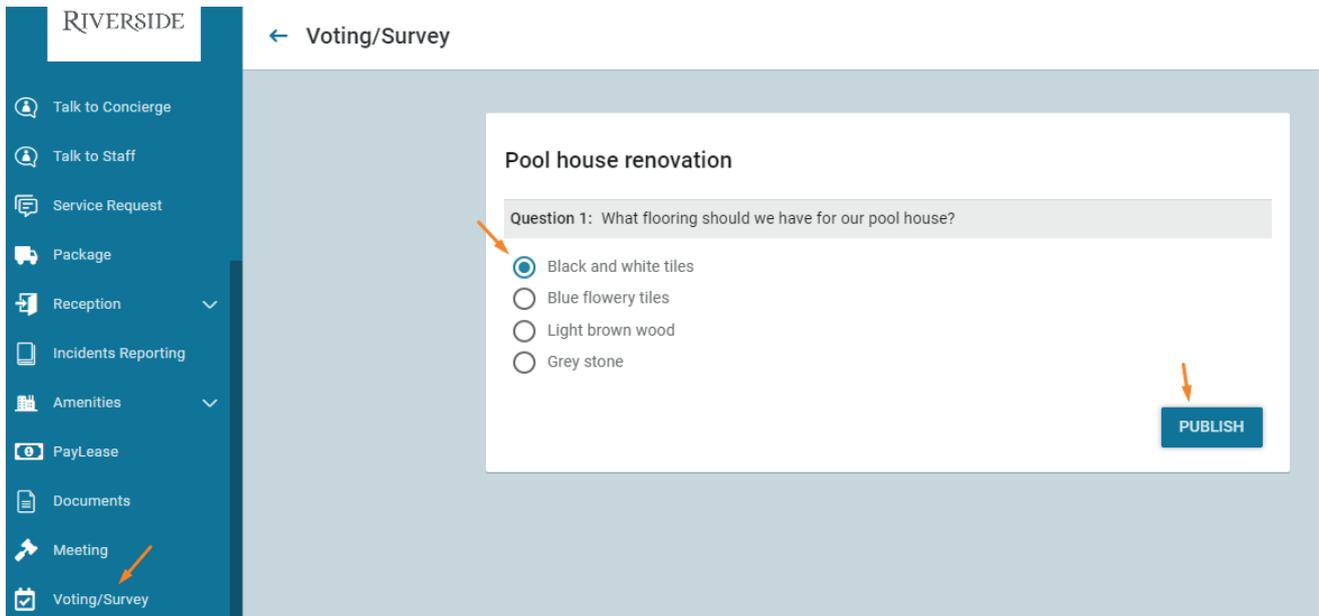
And that's Neighbors! Click around to become more familiar with the system, we hope you enjoy it!

N.B. Your portal may not have all these features. To find out more about different features, check out our Help Desk here.

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