

# RESIDENTS MANUAL



 **VINTEUM**  
[www.vintium.io](http://www.vintium.io)

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# Introduction

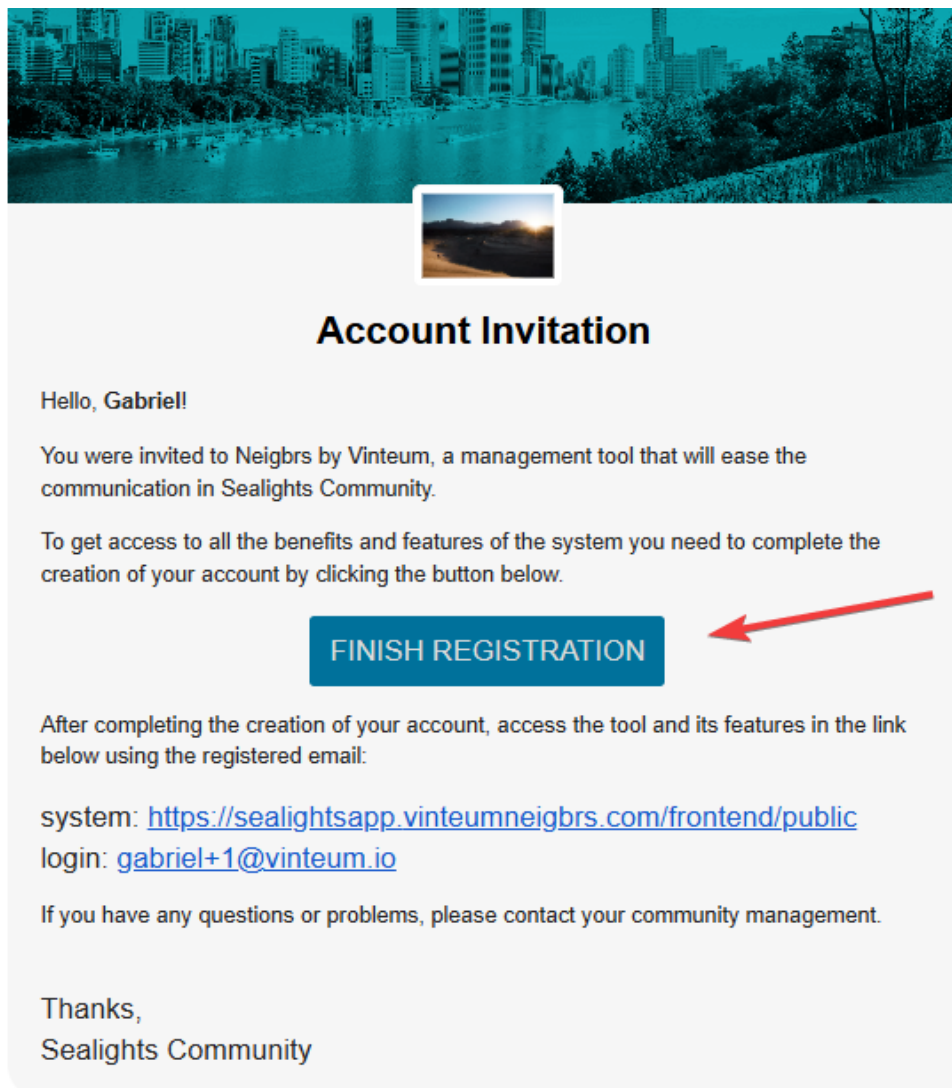
First of all, welcome to Neigbrs by Vinteum! We are thrilled to have you on board. We strive to make life in a community easier for everyone!

This manual goes over all features in Neigbrs. It is meant to guide you through the software's functionalities and show you how to use the platform.

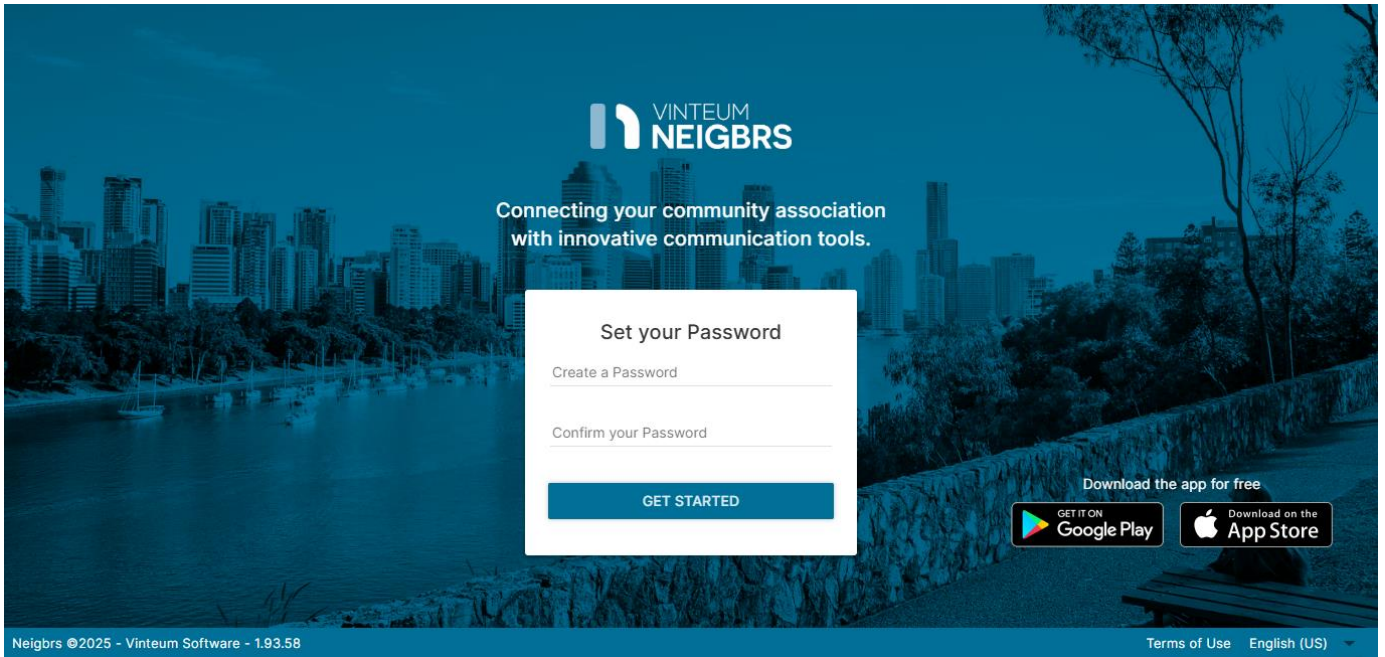
Some features may not be available in your community depending on reasons such as the acquired plan and administrative decisions.

## Getting started

Open the invitation email that you will have received from 'no-reply@vinteumneigbrs.com'. If it's not in your inbox, please check spam. Then, click on finish registration to create your password:



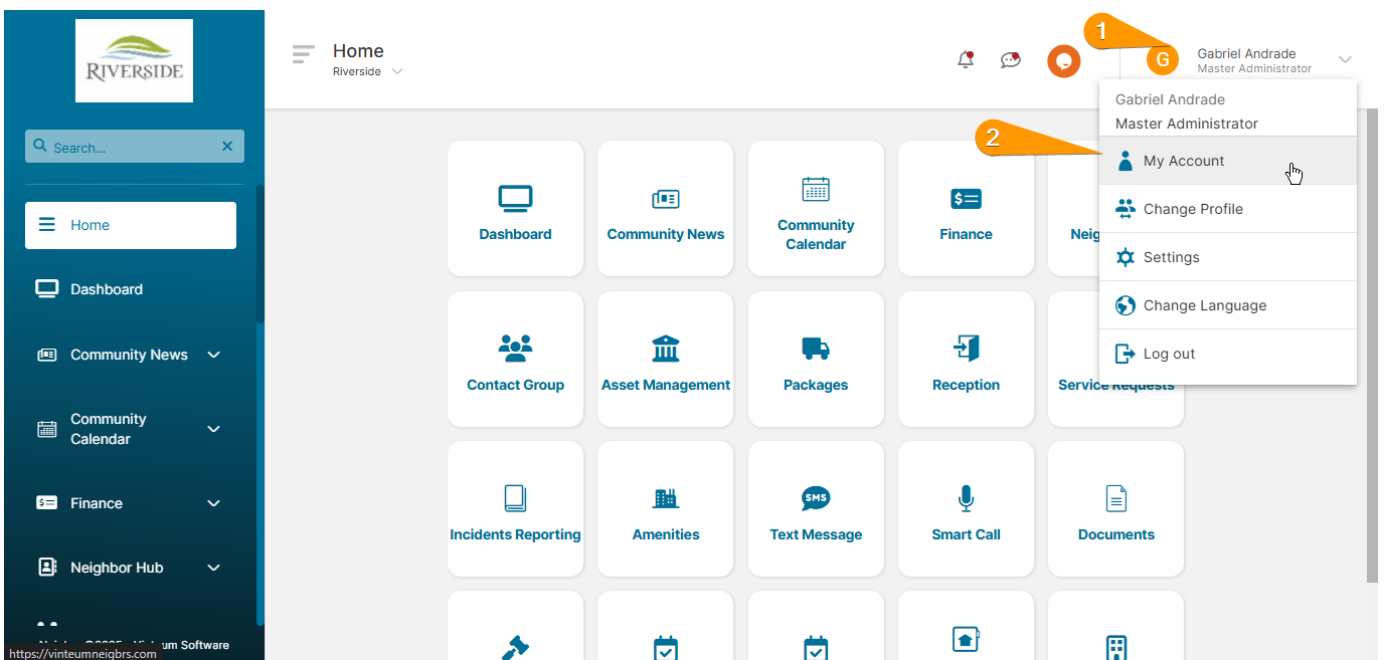
You will be taken to this page where you will create your password:



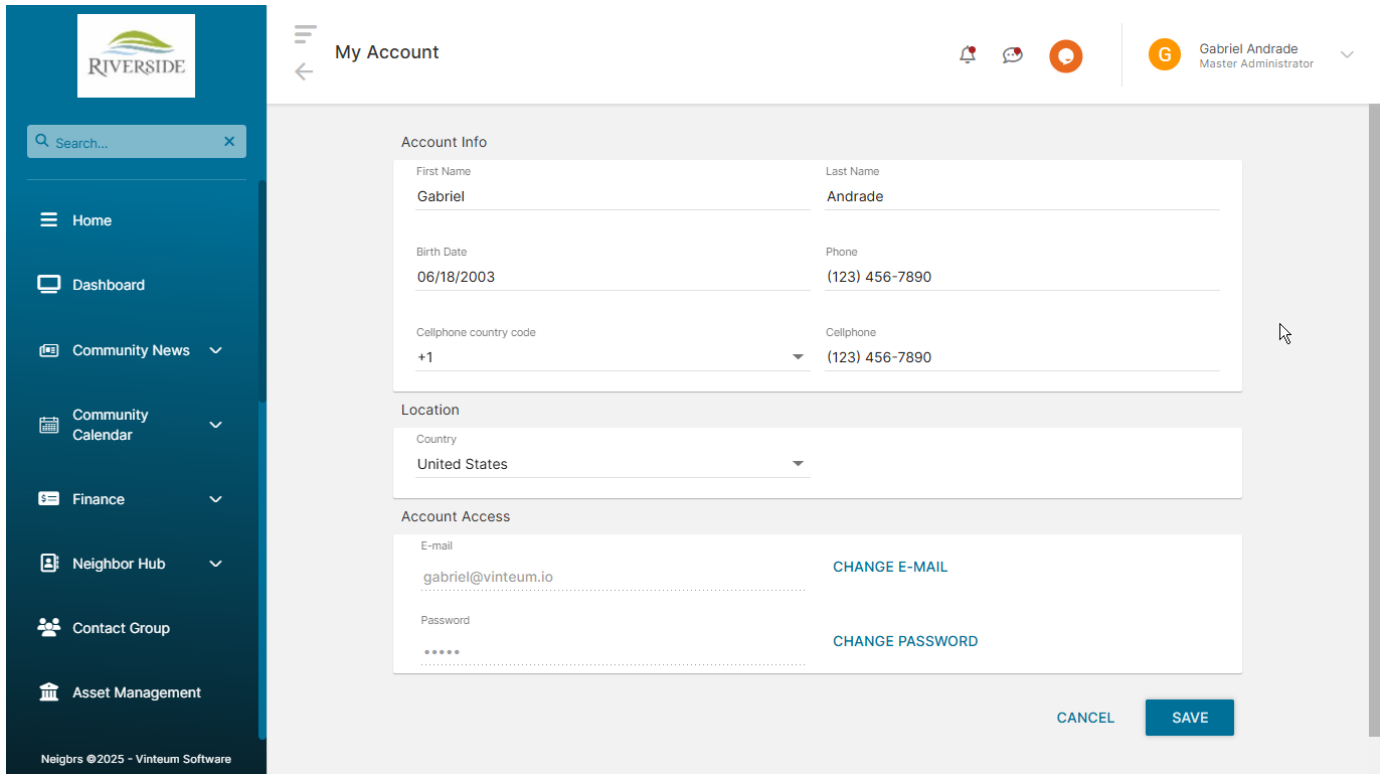
After that, log in with your email and newly created password to discover Neighbors!

## First Steps

After logging in for the first time, make sure your information is correct and up to date to ensure you won't miss anything! You can do that by clicking your name on the top-right corner of the screen, then My Account.

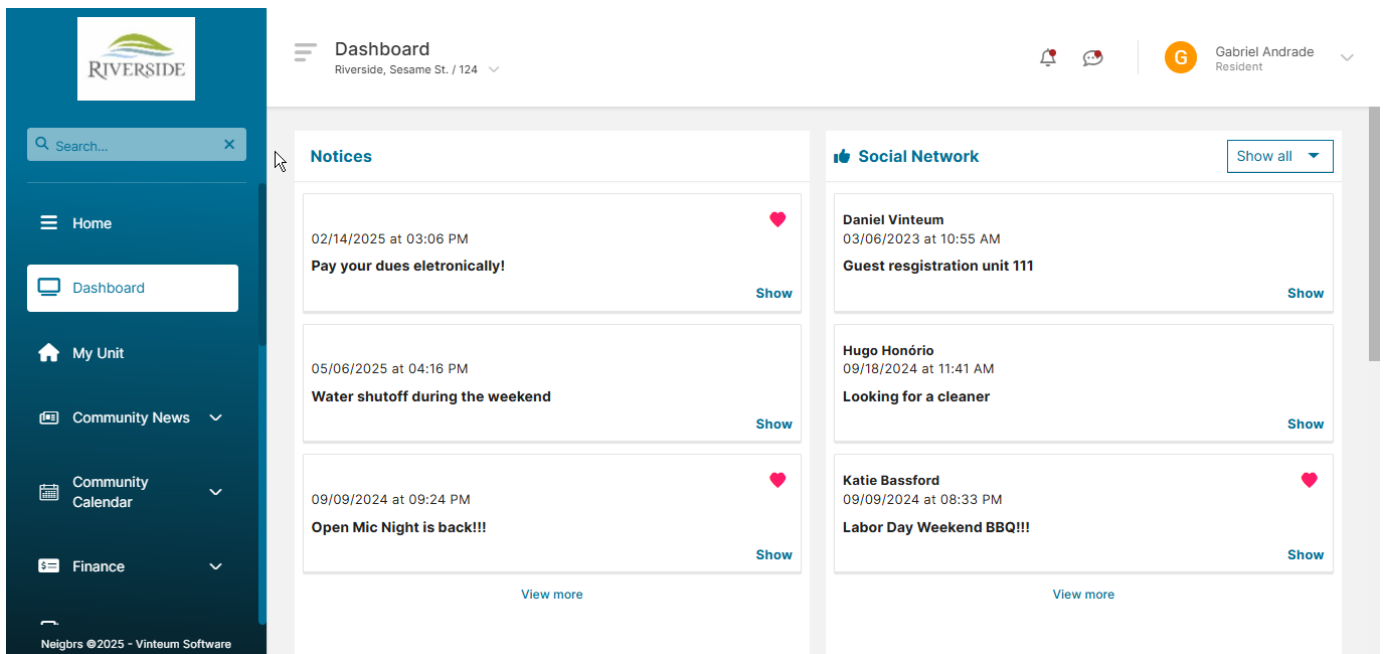


Confirm if your details are correct and update any missing or incorrect information. In this tab, you will also be able to change email your access information (email address and password).



## Dashboard

The dashboard showcases a condensed view of your community's latest notices, and the most recent social network posts.



You can also see and follow your service requests and amenities reservations, as well as see upcoming community events posted in the Community Calendar.

**Dashboard**  
Riverside, Sesame St. / 124

**Service Requests** Open + New

#	Subject	Date	
344	Architectural Review	04/03/2025 at 02:09 PM	<a href="#">View</a>
338	Common Areas Maintenance	01/30/2025 at 04:25 PM	<a href="#">View</a>
337	Lighting	01/29/2025 at 07:15 PM	<a href="#">View</a>

**Reservations** All + New

There is no content to display.

**Events** \* Dates and times shown in the time zone AM Hawaii-Aleutian Daylight Time

Event	Date
Trash pickup	05/19/2025 10:00 pm - 05/19/2025 11:59 pm
Pool fitness	05/20/2025 10:00 am - 05/20/2025 11:30 am
Trash pickup	05/21/2025 10:00 pm - 05/21/2025 11:59 pm

## My Unit

In my unit, you have all the information about your unit. You can manage your additional residents, vehicles, pets and access releases.

**My Unit/House** - Building/Street: Sesame St. - Unit/House: 124  
Riverside, Sesame St. / 124

Unit Tag: 124  
Building/Street: Sesame St.  
Type: Apartment

**Primary Resident** [?](#)

**Gabriel Andrade**  
(425) 260-8121 | gabriel@vinteam.io

**Additional Residents** [?](#)

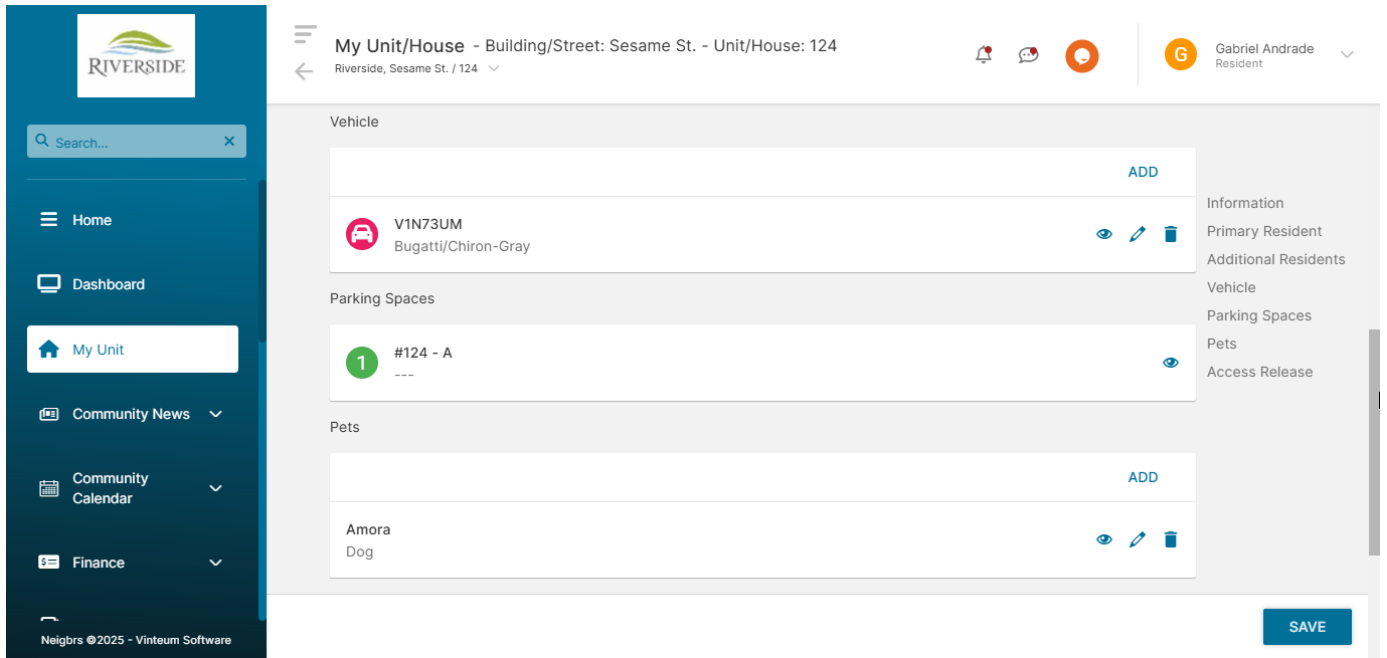
**Jane Doe**  
jane@vinteam.io

[ADD](#)

[SAVE](#)

- Information
- Primary Resident
- Additional Residents
- Vehicle
- Parking Spaces
- Pets
- Access Release

Additional residents are anyone who lives with you, your partner, children, family etc. We will talk more about access release later, in Reception

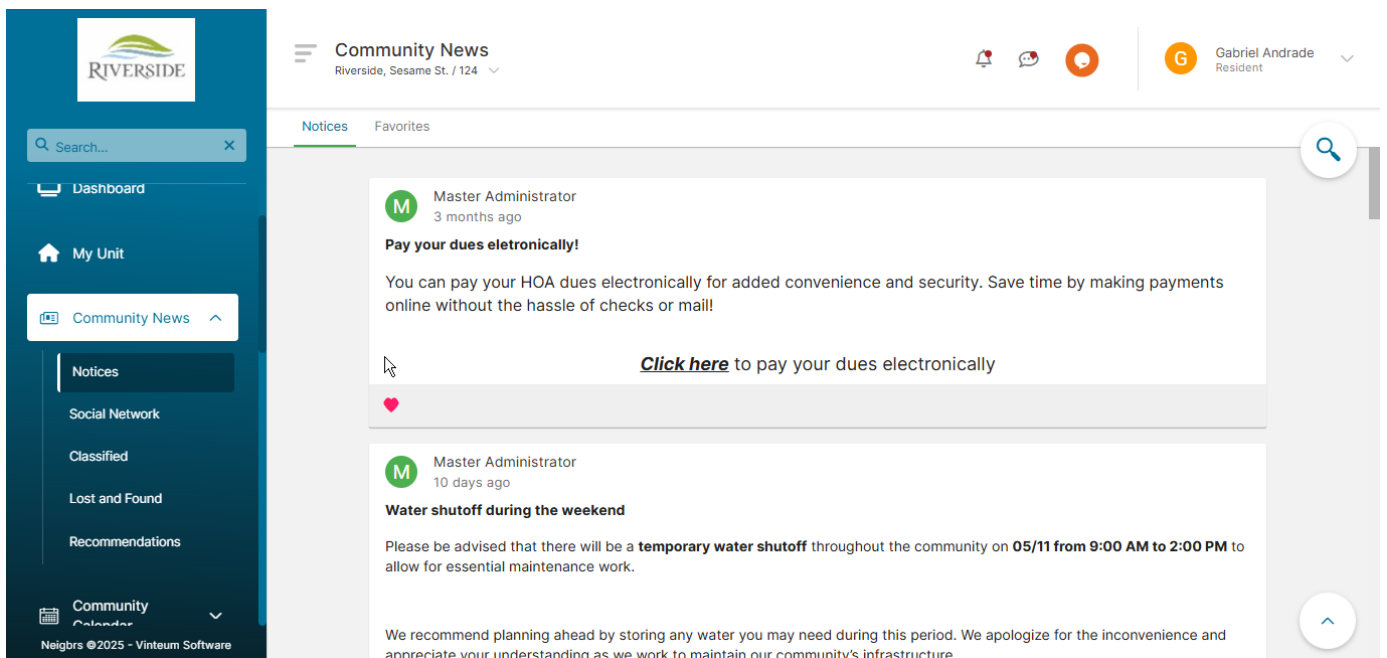


## Community News

Community News is where you will see important information about your community and will be able to interact with your fellow residents.

## Notices

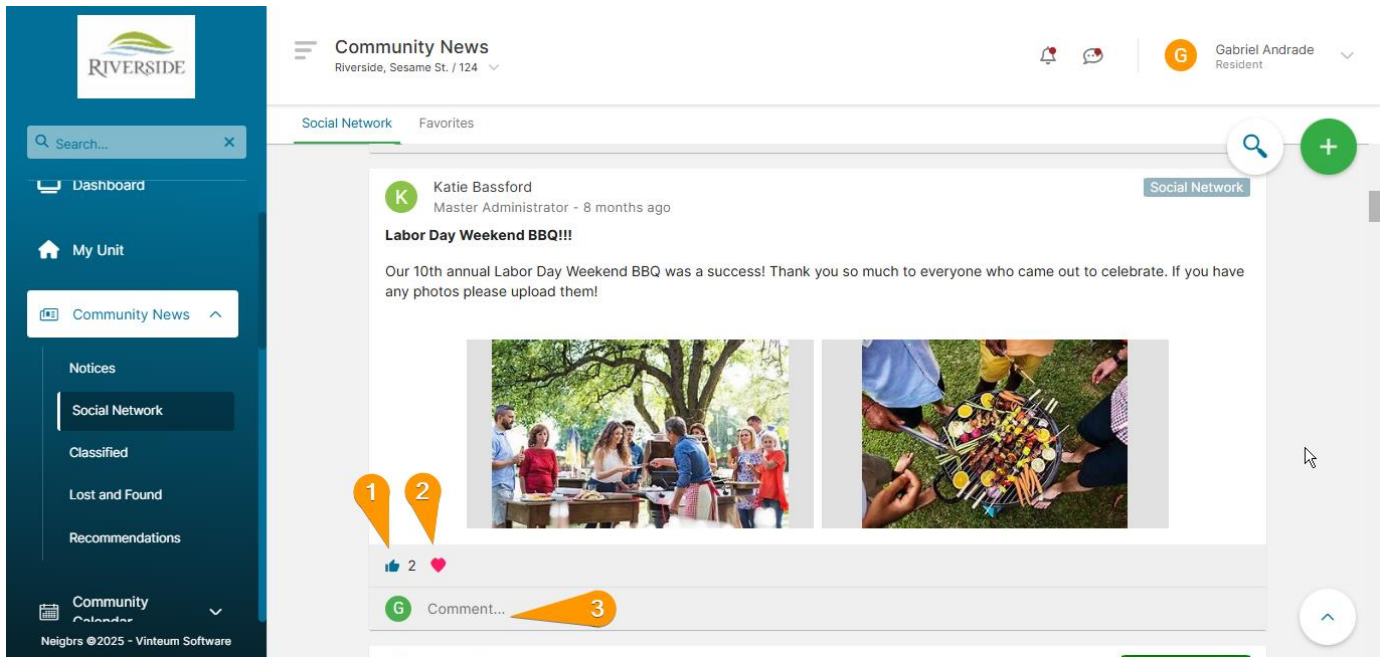
Here you have your community's news. Any changes that are happening, any repairs, meetings, or elections your board would like to inform you about.



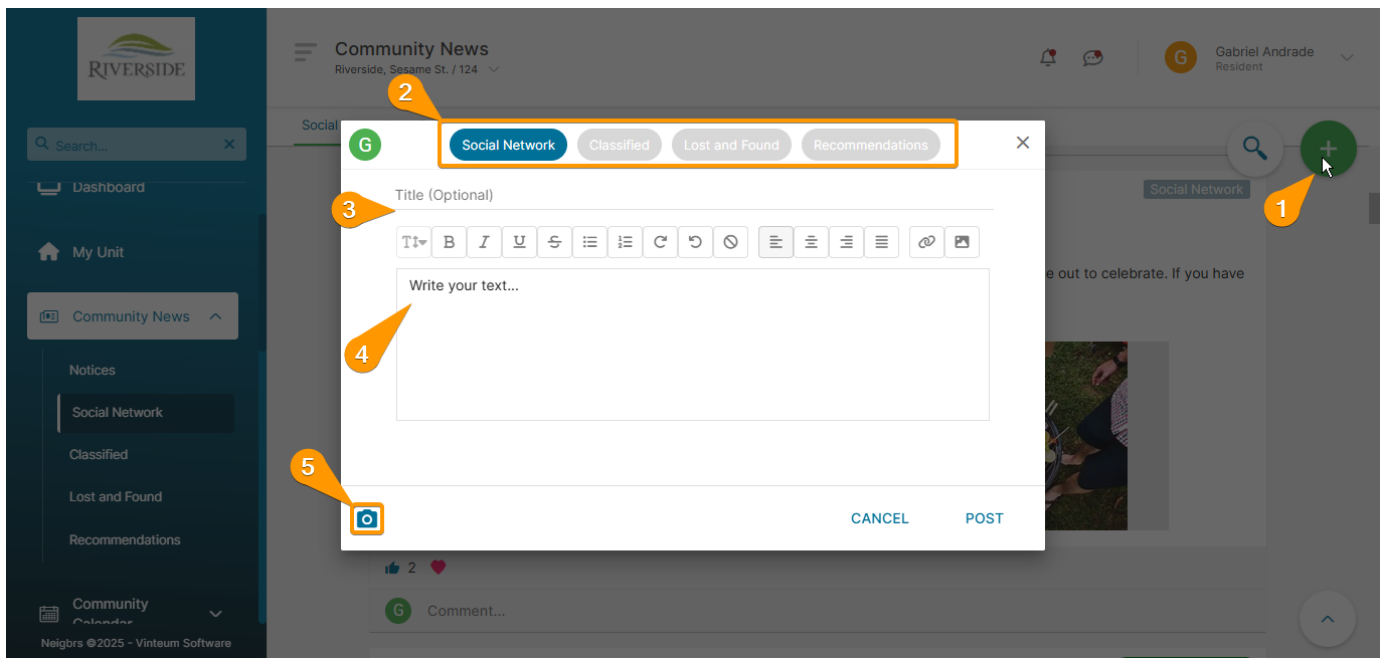
You can favorite any notices that you may want to see later or feel are very important for the future. Click the heart icon to favorite a notice.

# Social Network

This is where you and your fellow neighbors can post and interact with each other about anything or about relevant subjects for your community. You can like (1), favorite (2) and comment (3) on any posts.



To create a new post in any of these feeds, click the green plus (+) button located at the top-right corner of the screen (1). Select the most appropriate subject (2), enter a title (3), and write the content of your post (4). You can also add up to six pictures by clicking the camera icon (5).



There are also three other sections that work exactly like Social Network, but directed at specific subjects:

**Classified:** for anything you would like to sell or buy from your neighbors.

**Lost and Found:** for any objects or pets that were lost and found in the community.

**Recommendations:** for recommending and asking for any trusted services, restaurants, vendors, etc.

Anything that is posted under those sections is also posted under the Social Network, so they work like sub feeds of it.

## Community Calendar

### Events Calendar

This is where you can see any relevant community-wide events your administrators or board members would like you to know about. Click on any event to see more details.

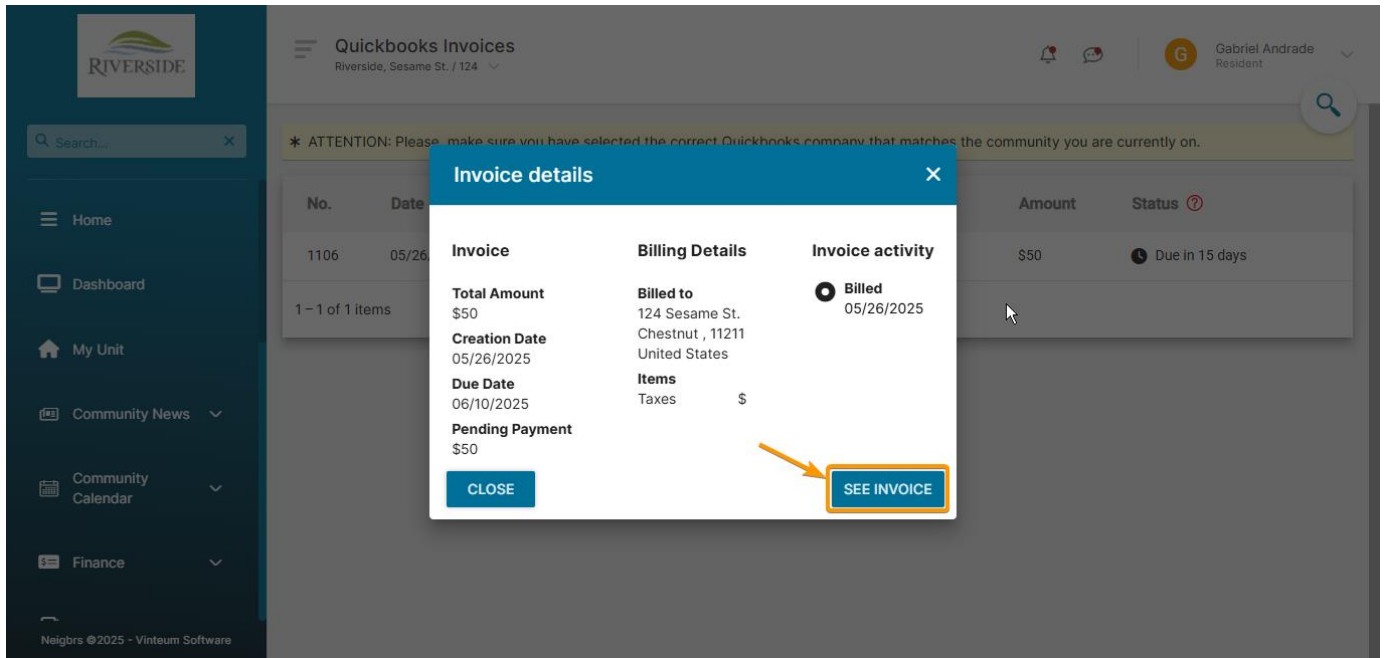
The screenshot displays the 'Events Calendar' for the Riverside community. The main calendar view shows a grid for July 2025. Key events include 'Clubhouse renovations' (a blue bar spanning from Monday, July 30 to Sunday, August 5), and several 'Trash pickup' events (green bars) occurring on Tuesdays, Thursdays, and Saturdays. A sidebar on the right, titled 'Events Details', provides information for the selected 'Clubhouse renovations' event, including its start date (06/30/2025), closing date (07/04/2025), and a description: 'The Riverside clubhouse will undergo renovations to enhance its facilities and provide an even better experience for all residents. We appreciate your patience and understanding during this time. Updates on the renovation progress and will be shared as they become available.' At the bottom of the sidebar are buttons for 'EDIT THE EVENT' and 'CANCEL THE EVENT'.

## Finance - Not Enabled

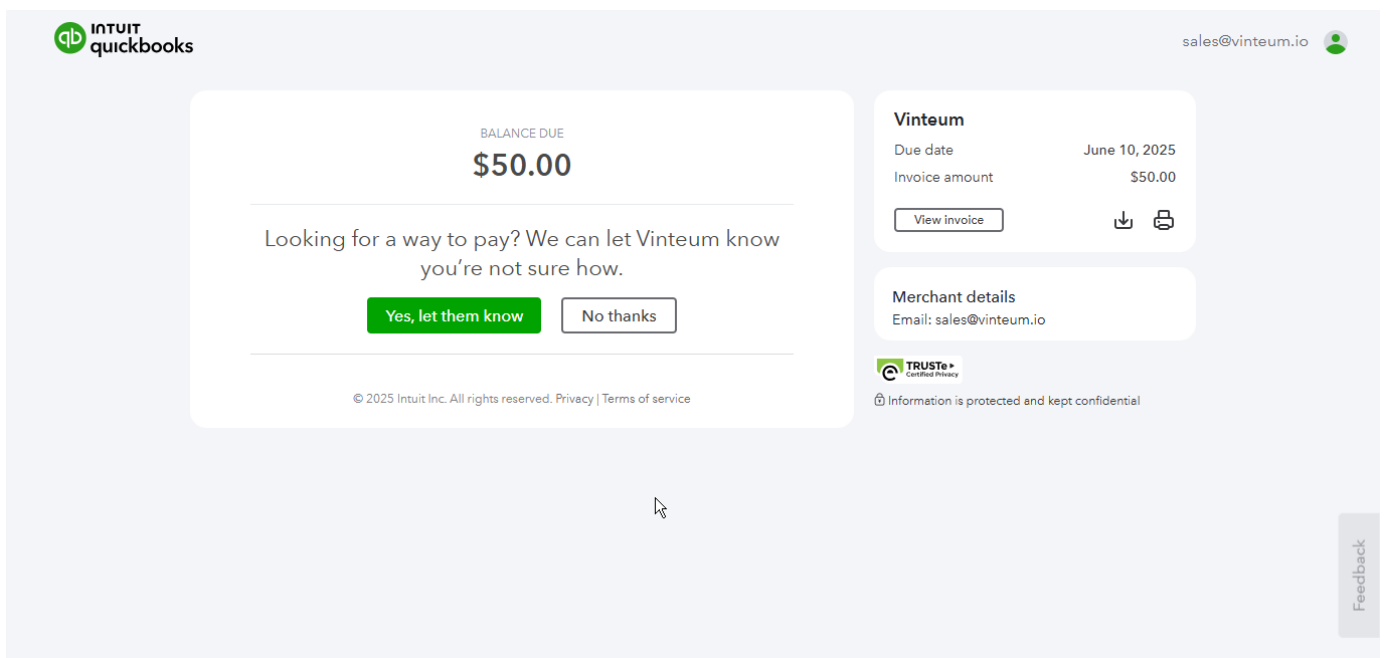
Our finance module provides you with seamless integration to financial services such as Quickbooks Online and Zego.

### QuickBooks Invoices

If your community is connected to QuickBooks, you will see any invoices created for you. Click on an invoice to see more information.



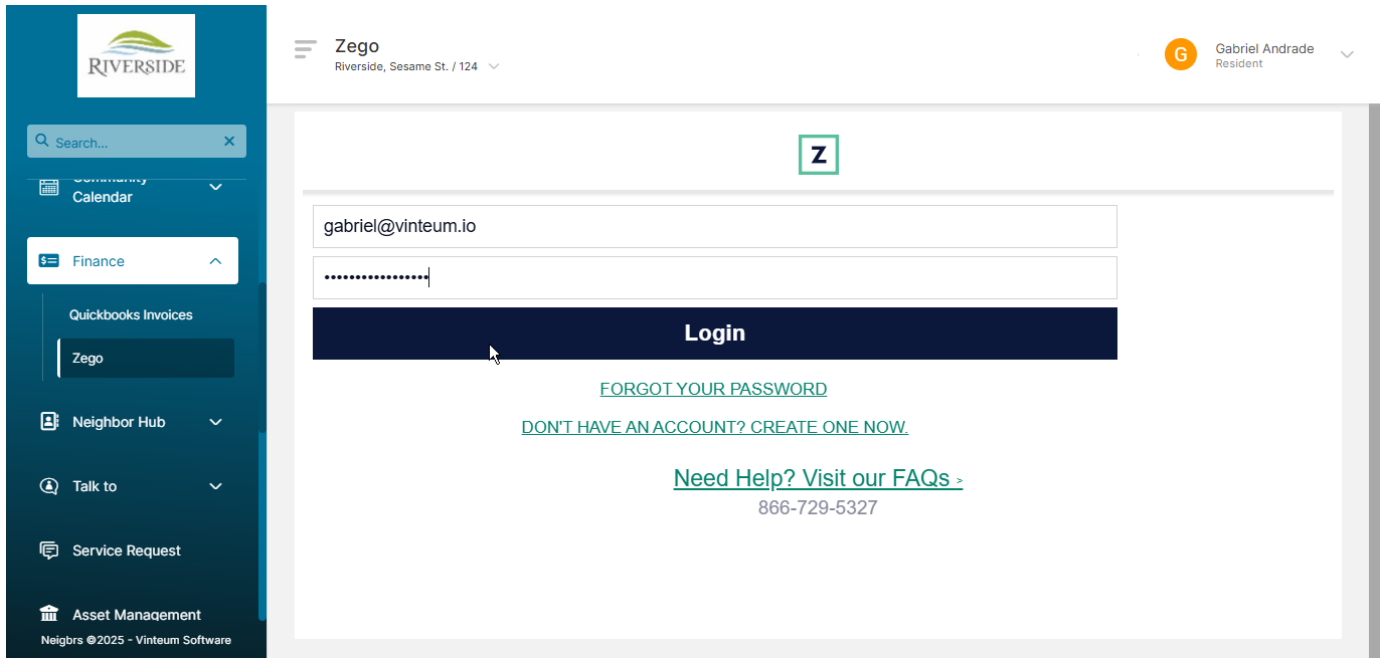
By clicking on “See Invoice”, you will be redirected to Quickbooks, where you can pay it online (if your community provides that option”, download it, view it and print it.



We are in the early stages of implementing this integration, so there is much more to come!

## Zego - Not Enabled

If your community uses Zego – formerly known as PayLease – you can connect your account here. Login with your email and password and enjoy all functionalities provided by it.



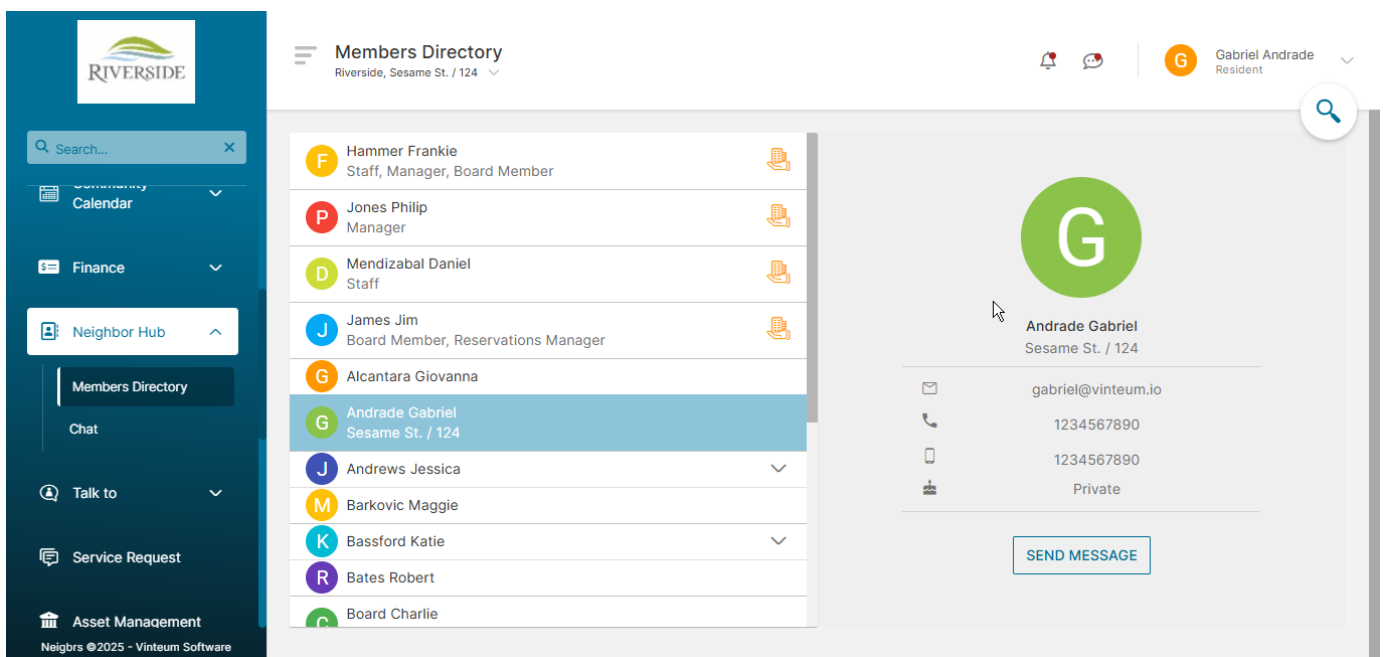
## Neighbor Hub

This module allows you to interact with your fellow neighbors in another way. It is divided into the Member’s Directory and a private chatting system.

### Member’s Directory

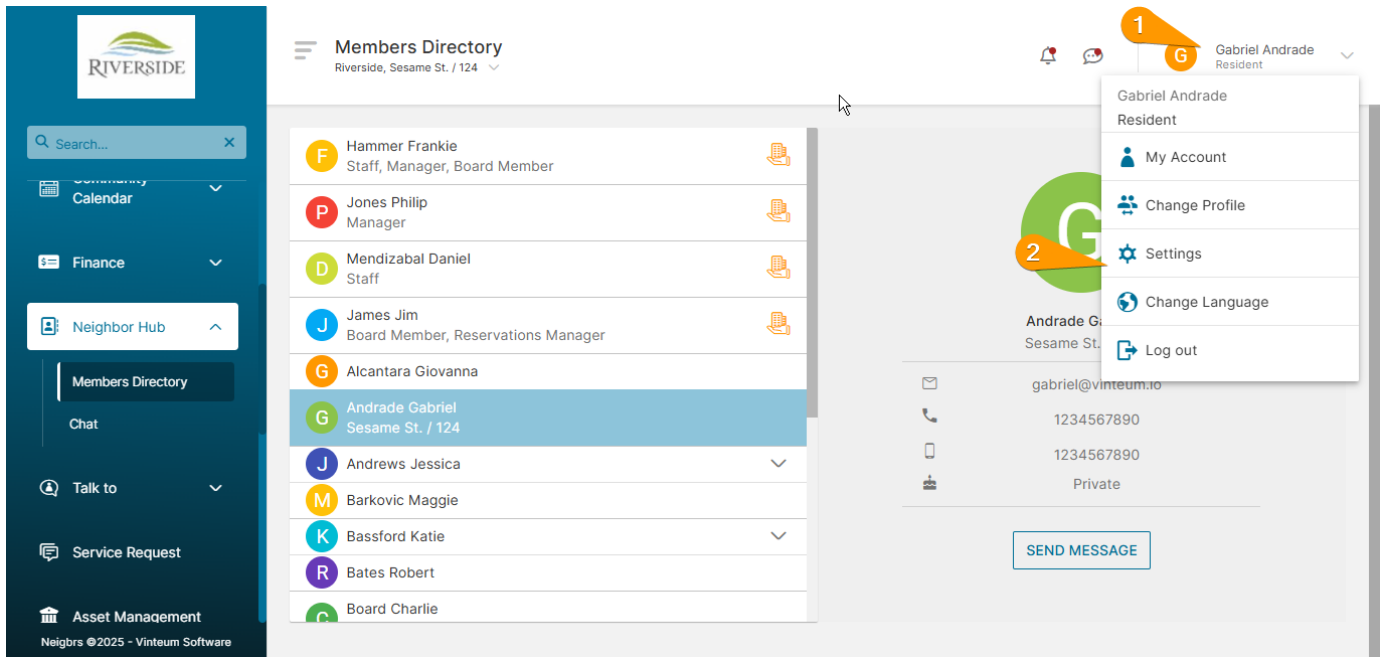
This is a list of all residents and representatives in your community. By default, all personal information – except for each person’s full name – is kept private.

When you click on someone’s name, you may be able to view additional details such as their address, email, phone numbers, and birthday, but only if they have chosen to make that information public.

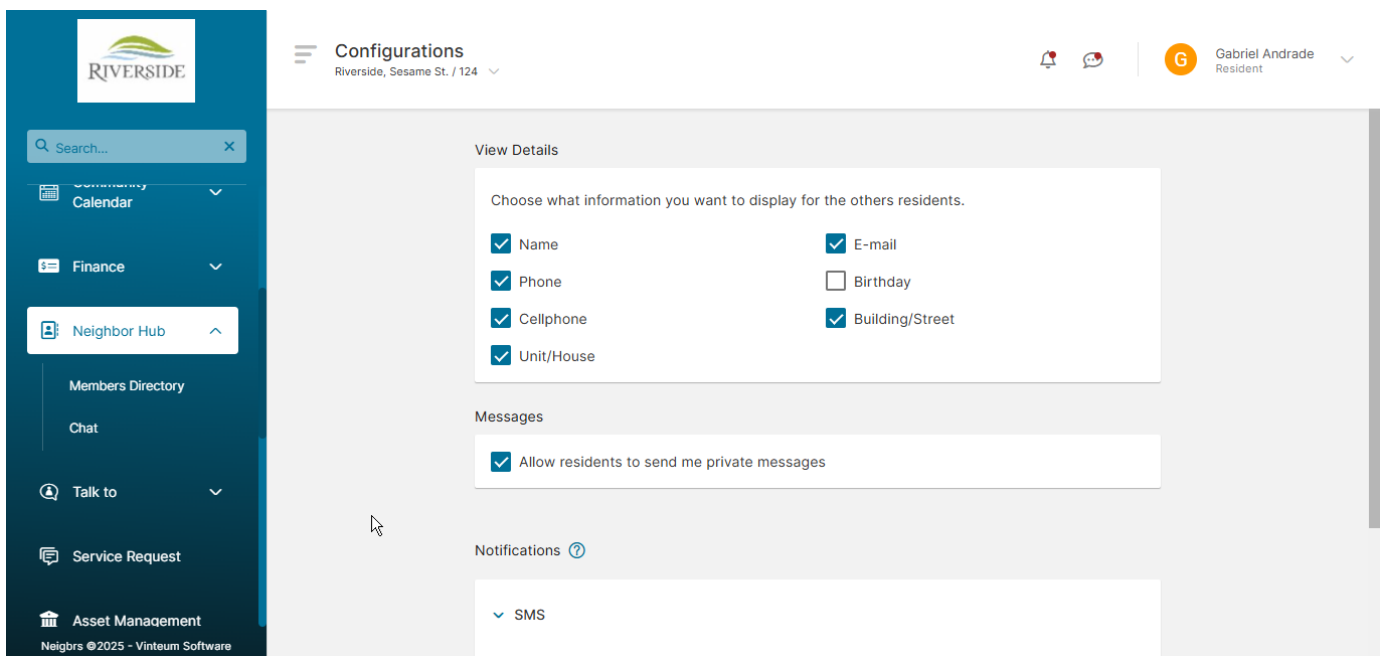


You can also start a conversation with a resident by clicking the “Send Message” button.

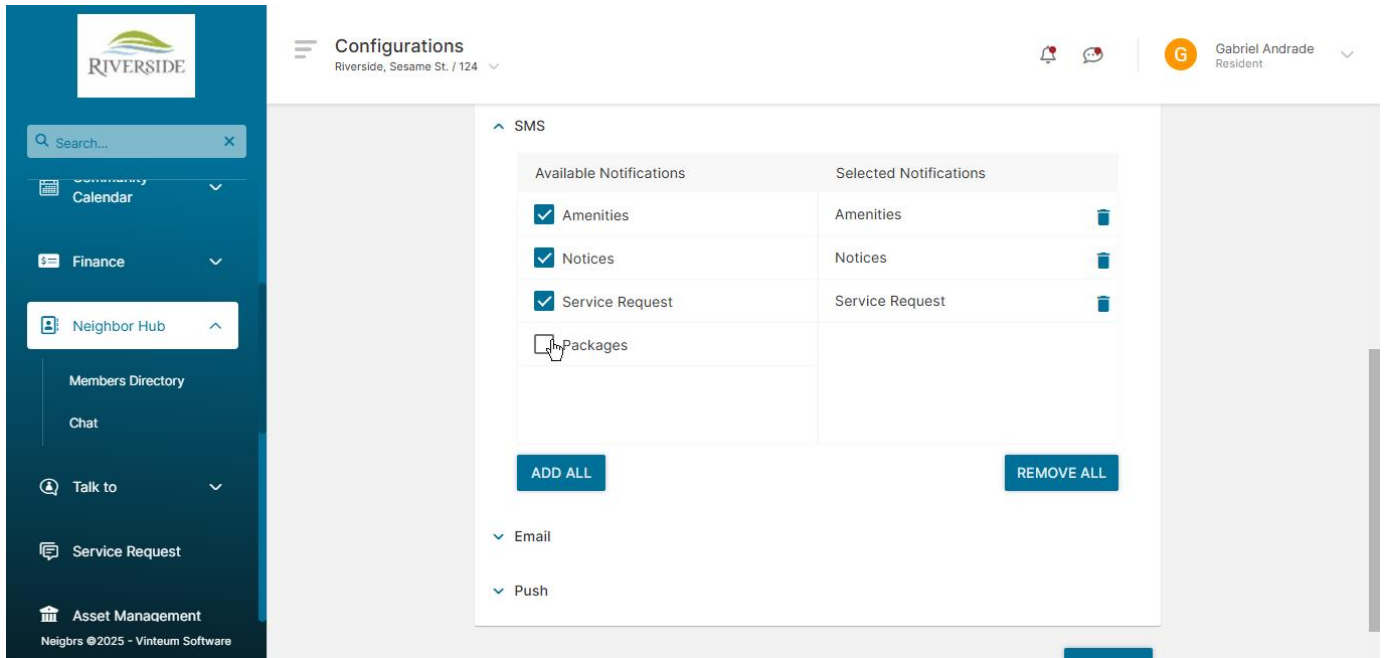
Manage which information you would like to make visible for other residents by clicking your name in the top-right corner of the screen, then click on “Settings”.



After that, check or uncheck the boxes to choose what information you want to display for other residents and to allow or prevent residents from sending you private messages.



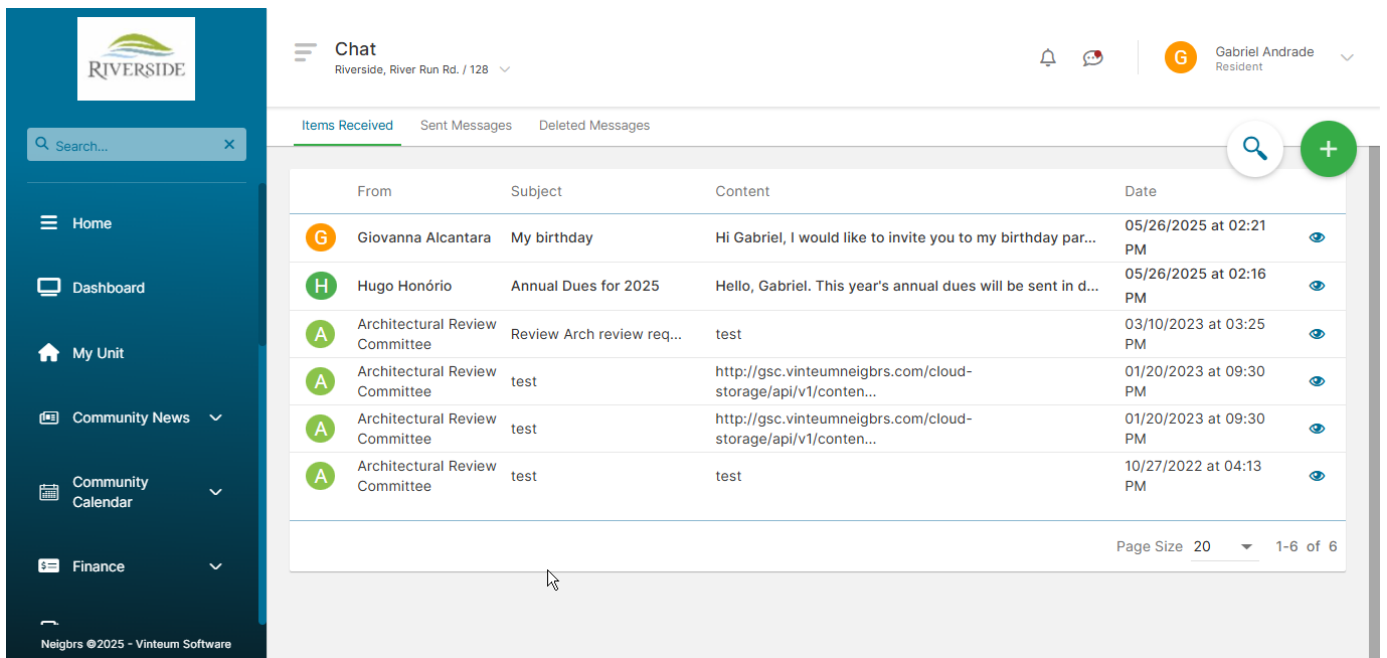
You can also manage your notification preferences under this menu. Scroll down, choose which channels and types of notifications you no longer want to receive, and uncheck the box or click the trash can icon to disable it.



## Chat

Here's where you'll be able to chat with your fellow neighbors about any topics you would like to discuss. Click the green plus button to start a conversation, then choose whether you will create group or individual chat.

You can only send messages to groups you're assigned to by an administrator. Type a subject and your message. You can add links and up to 6 attachments. You can view your messages by navigating between "Items Received", "Sent Messages" and "Deleted Messages"



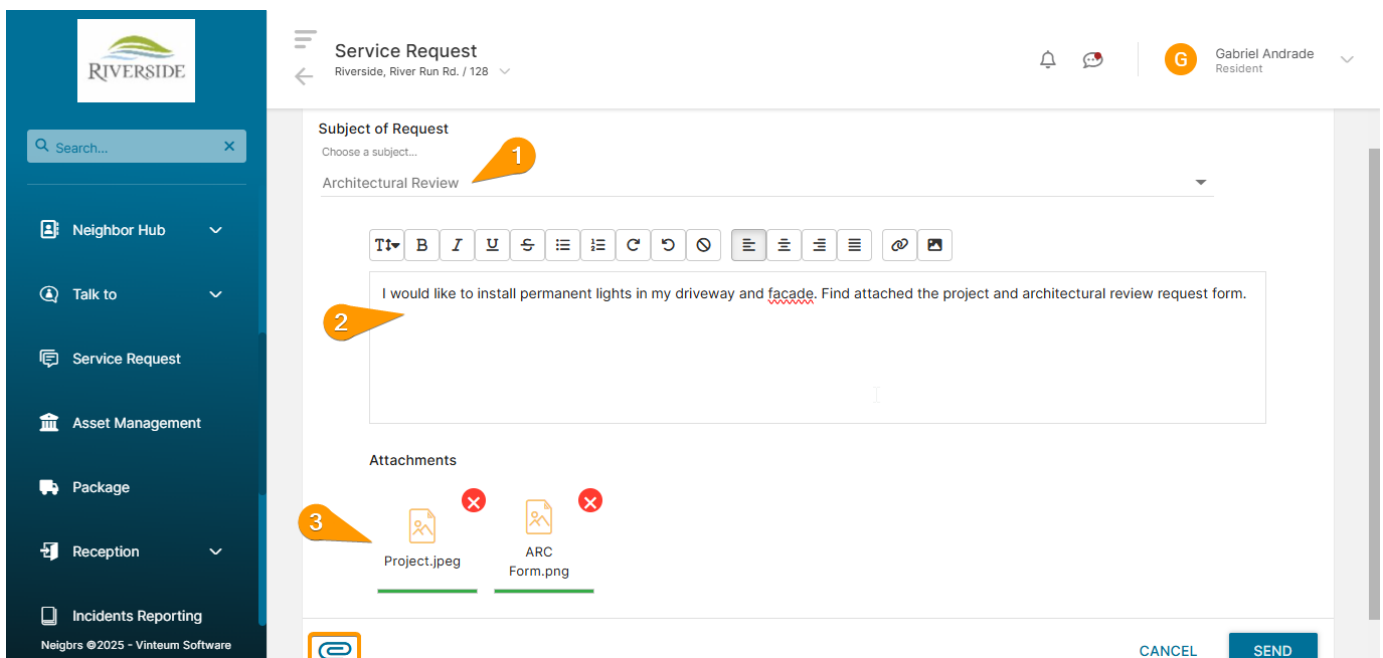
## Talk To

Talk To works very similarly to Chat. With it, you can talk privately and directly to people with specific roles in the community, such as Manager, Board Members, Concierge and Staff.

## Service request

This is where you can let your manager or board members know about problems you may have noticed in your community or request any type of maintenance that your community offers.

To create a service request, click on the green plus button. Choose the subject which your request falls into (1) and describe what you need (2). You can also attach files by clicking on the paperclip icon (3).

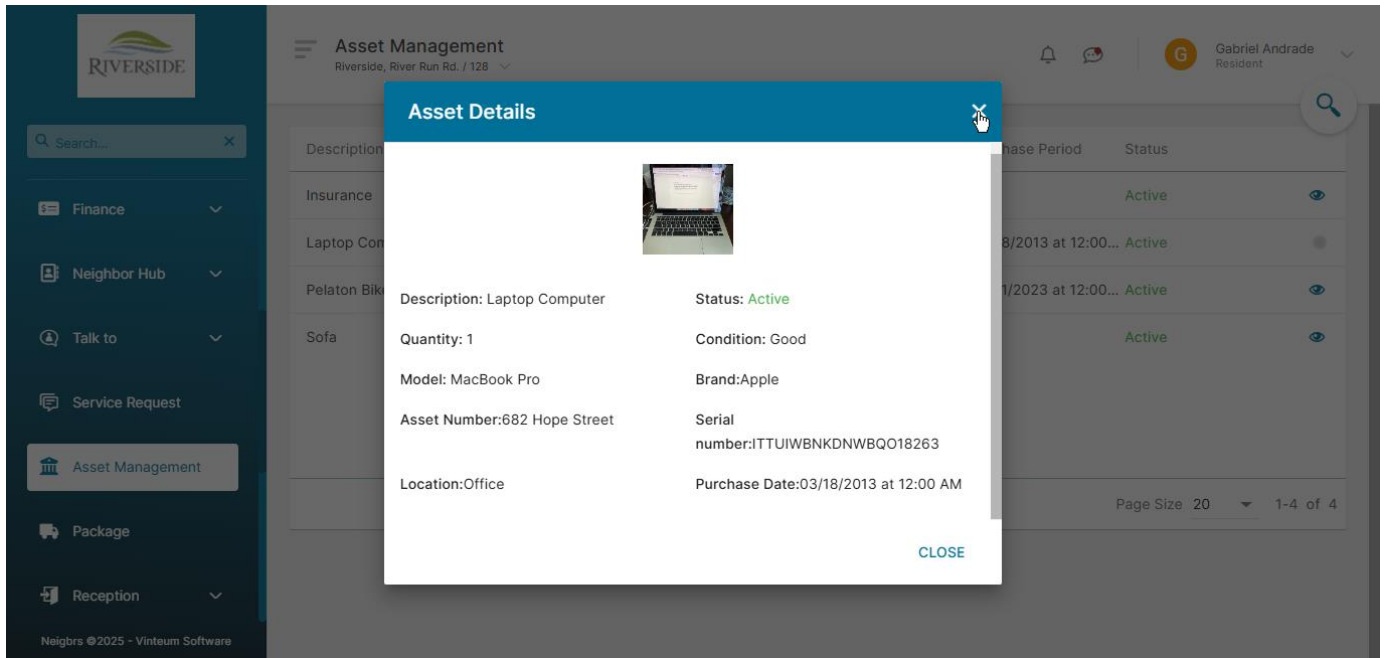


After sending a request, it will be given a number, and you will receive notifications whenever it is updated. Once the request is closed, you can rate the response you received.

## Asset Management - Not Enabled

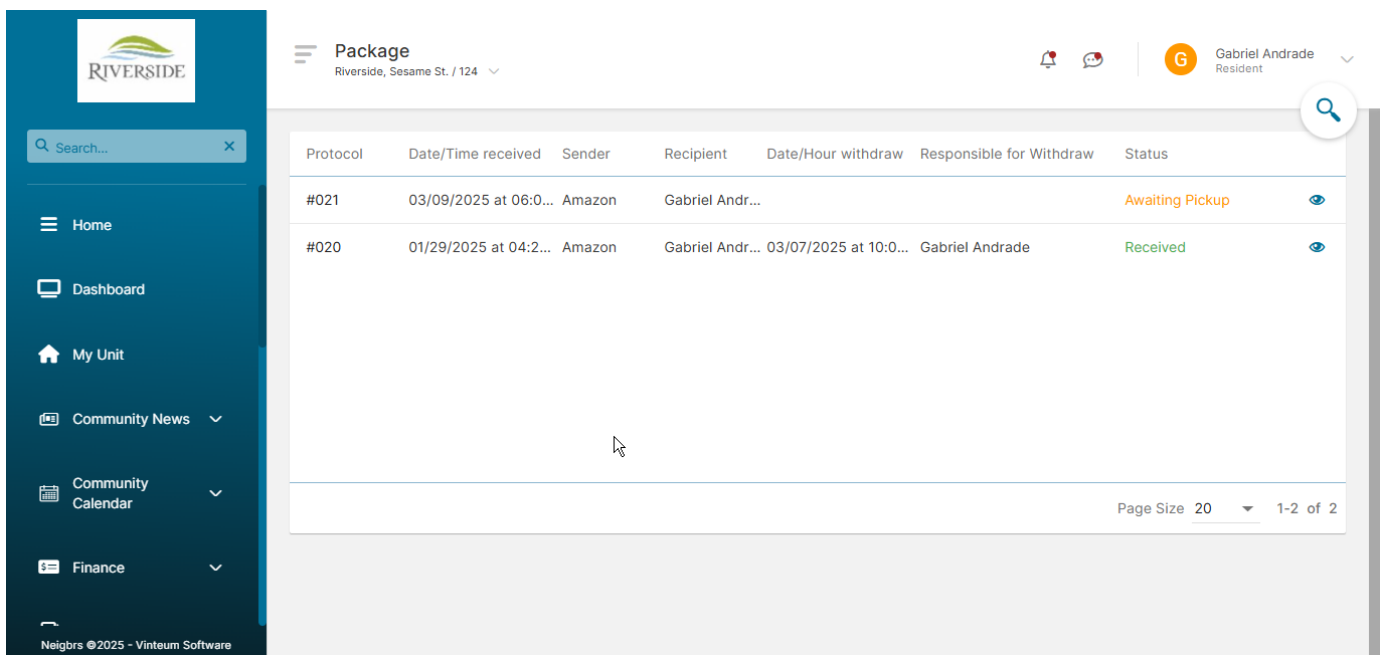
Asset management is a feature meant for improve transparency in a community. With it, your community administration can log and track any physical assets owned by the community, such as furniture, electronic equipment, tools, etc.

Click on the eyeball icon to see more information about an asset.

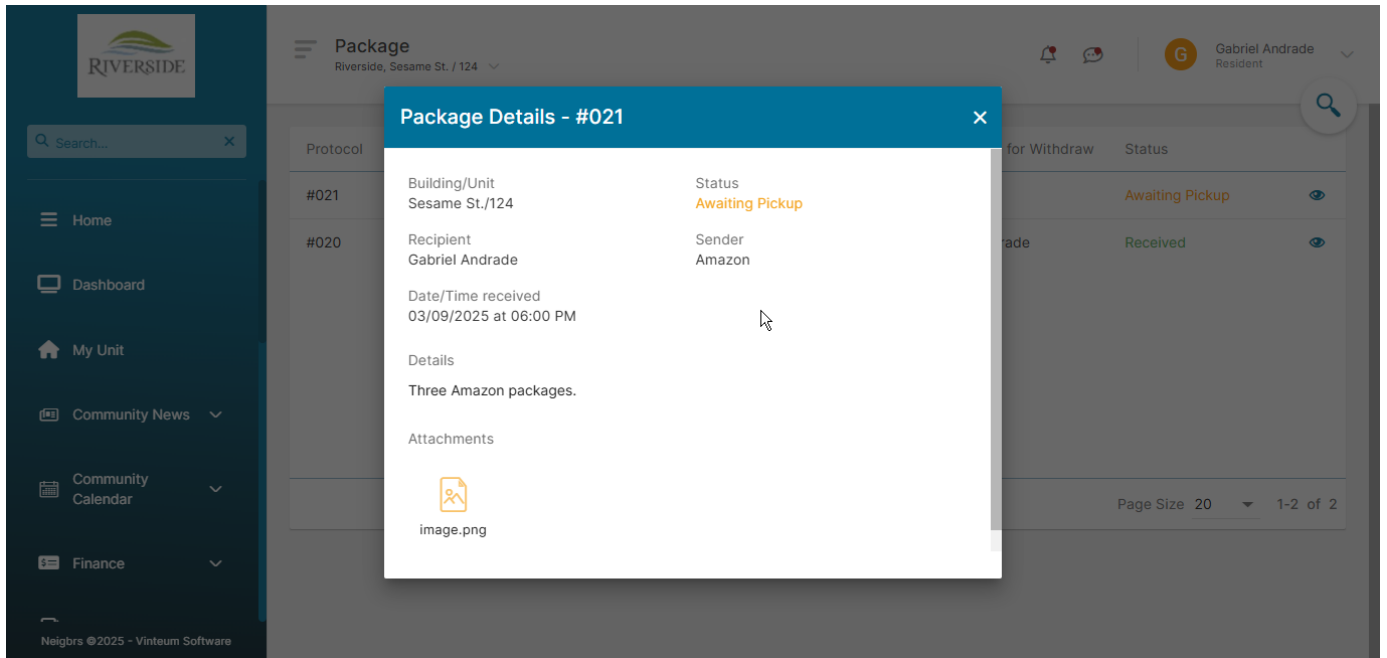


## Packages - Not Enabled

The Packages feature allows you to easily view any parcels delivered to the community that are addressed to your unit. Once a package is received and logged into the system, you will receive a notification prompting you to collect it.



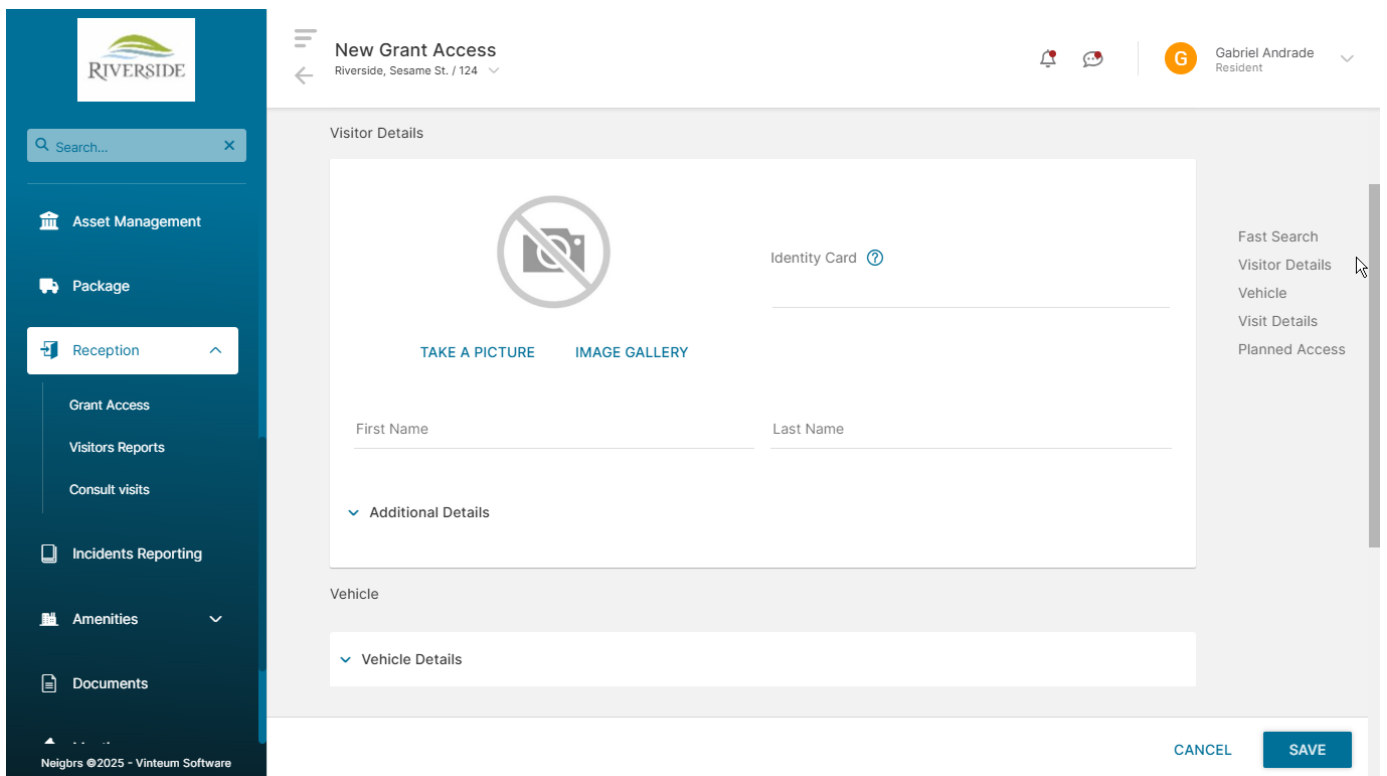
To view more information about a specific package, simply click the eye icon for additional details, such as their date and hour of delivery, sender, recipient, withdrawal date, time and person responsible.



## Reception - Not Enabled

### Grant Access

Grant access to individuals for your unit or the community's common areas. To create a new access grant, click the green plus (+) button and enter the visitor's details, along with vehicle information if applicable, and the visitation details.



Finally, specify the date the visitor is expected, and indicate whether you would like to receive a notification from the front desk, concierge, or security staff upon your guest's arrival.

If you would like to grant access to a guest who was already registered, you can also use the Fast Search feature.

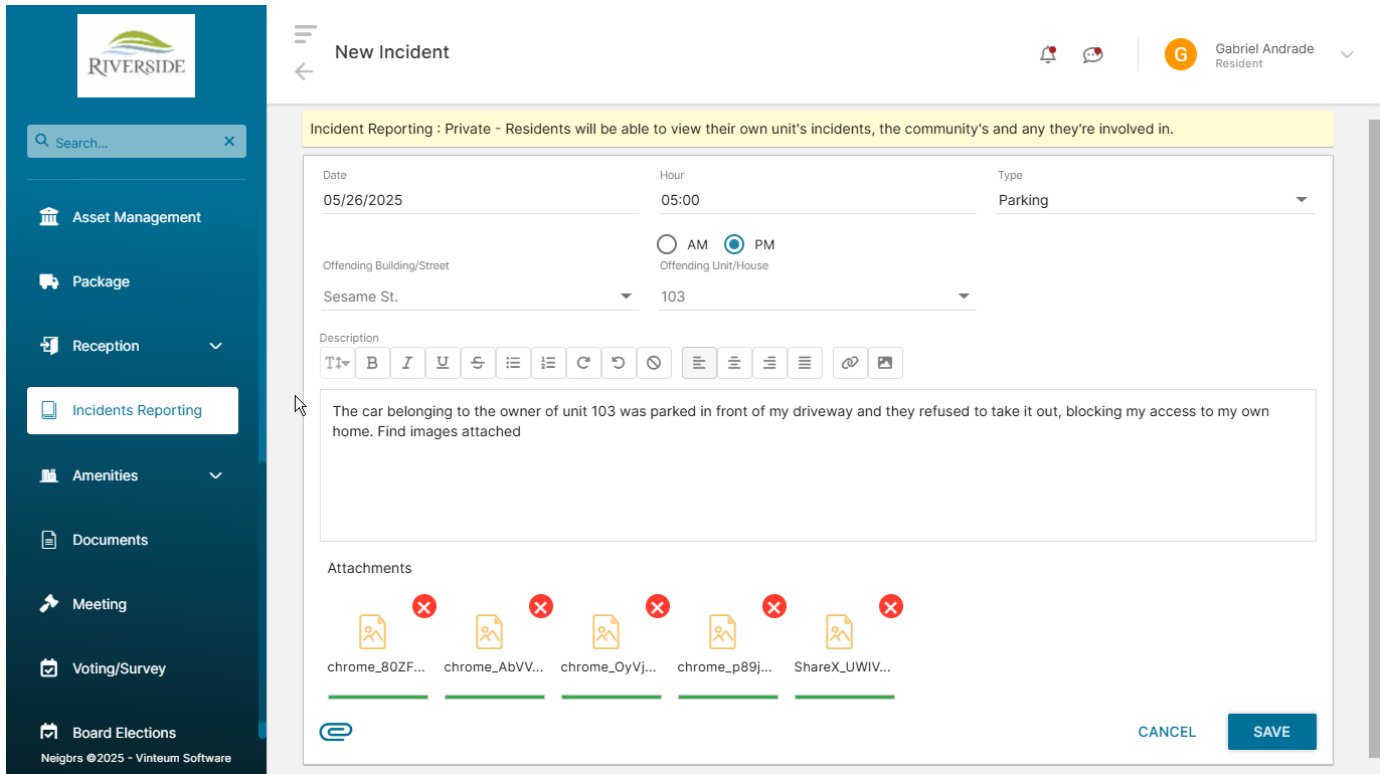
## Visitors Reports

Choose a period you would like to include in your visitation report and whether the report should include only the latest accesses or all access releases in the selected period.

## Incident reporting

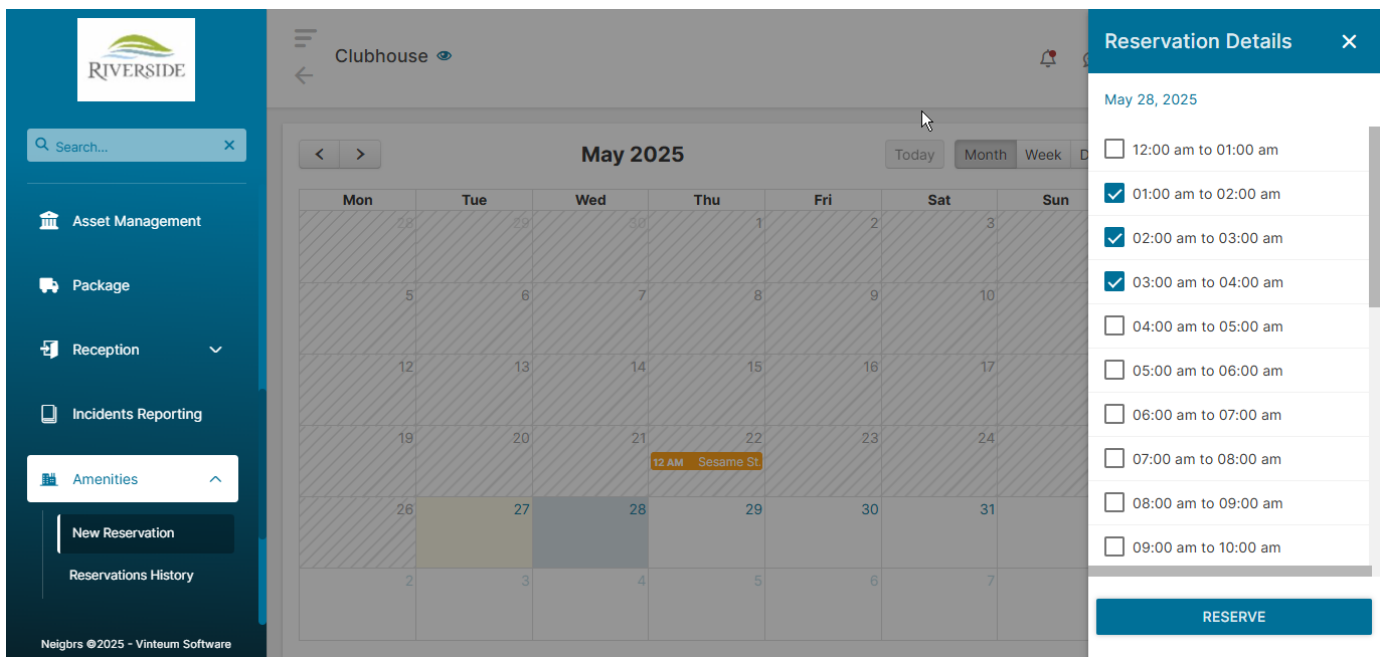
Here is where you can tell your manager or board member about violations committed by other community members.

To report a violation, click the green plus button and include the date, time, type of incident and the offending address. If you don't know who was responsible, put your own address and explain that in the text box. Describe the incident and add any photos that might be relevant.



## Amenities - Not Enabled

In this module, you can reserve amenities offered by your community. Click on the amenity you'd like to reserve. You will be taken to a calendar where you will select a reservation day and the time. You will be able to see any other reservations in this calendar.



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.

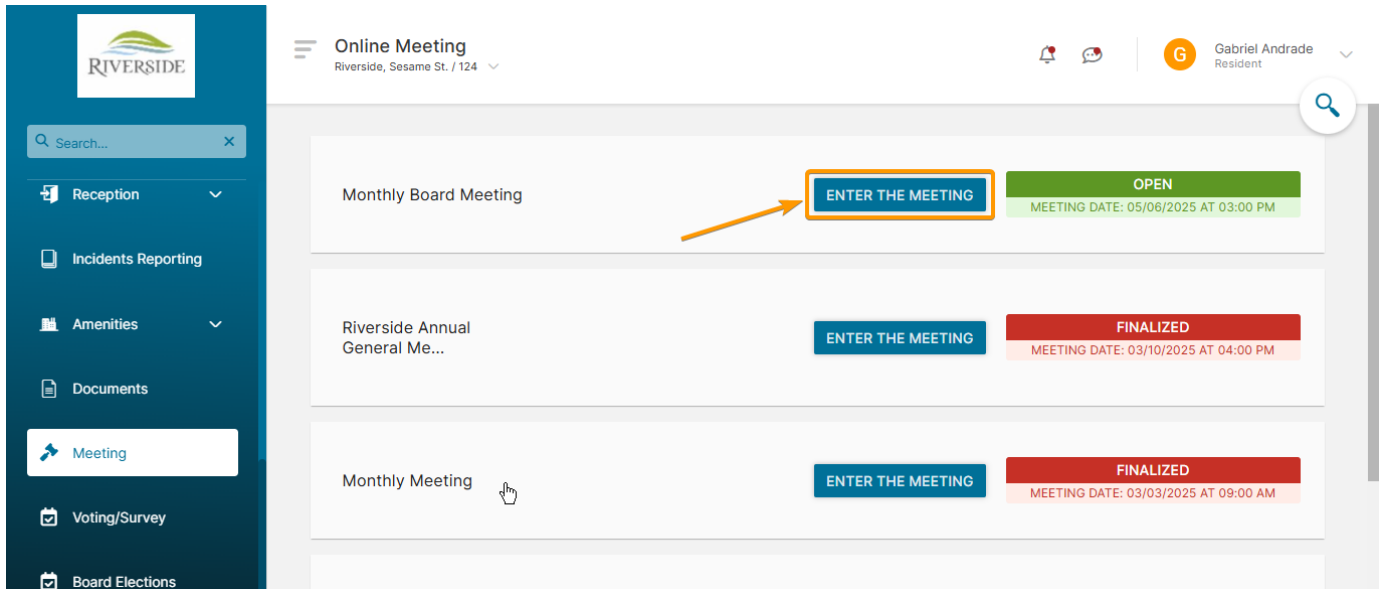
In reservation history, you can see and track all of your amenity reservations.

## Documents

Here you'll find all your community's documents. Click on folders to check their content and download documents by clicking them or the download icon.

## Meeting

Our Meetings feature brings all your meeting needs together in one convenient place! You can access agendas, minutes, attachments, polls, and recordings all within the same section.

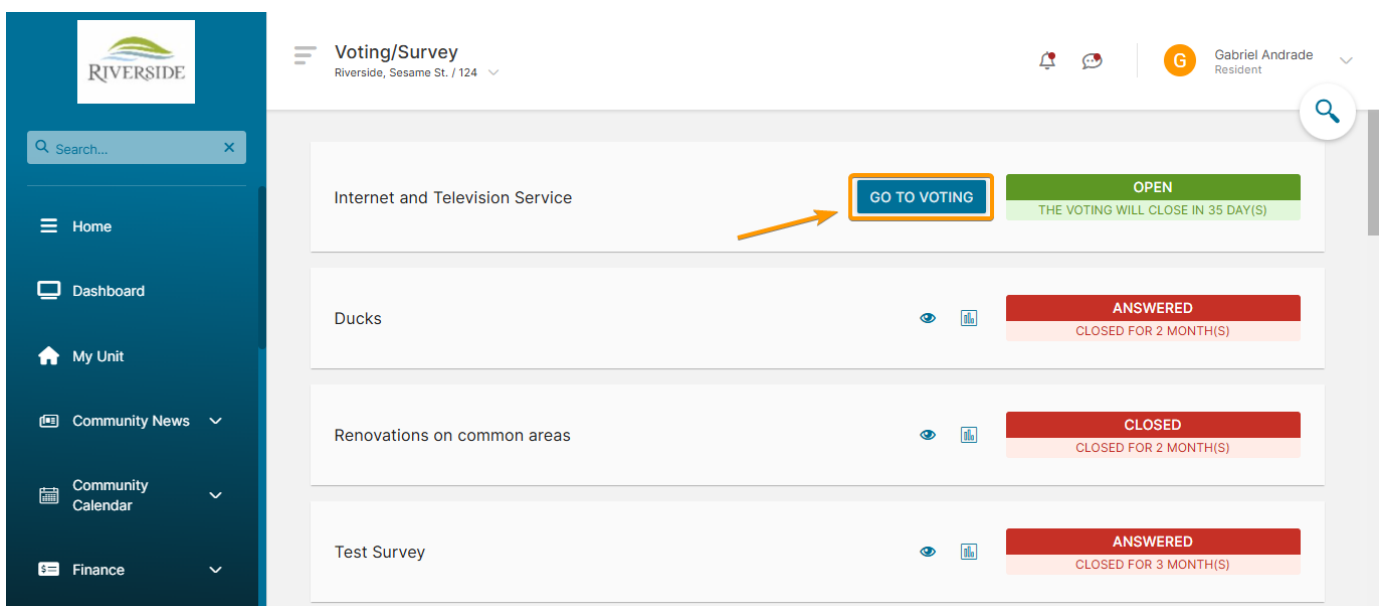


This feature also includes a Zoom integration for online meetings. To join, simply click on “Enter the Meeting”, register your attendance, and then select “Join the Online Meeting.” The integration provides nearly all the standard Zoom functionalities – without requiring you to log in.

Alternatively, you can use the meeting link sent via email or available within the Meeting tab. Please note that in some cases, Zoom may ask you to log in or enter a password.

## Voting/survey

This is where you can answer surveys or polls started by your community board of directors about relevant matters for the community. To vote, click on go to voting, answer the questions accordingly, and submit your answers.



Votes are limited to one per unit.

# Board Elections

This feature, designed upon Florida’s e-voting regulations, allows you to cast your vote on your community board elections, exercising your right as an owner/resident. To vote on an election, click on “Go to Voting”, answer the questions and save your vote.

