

START HERE

Join a community with confidence

Use an invitation sent by a community manager, or submit a join request when you do not have an invitation.

BEFORE YOU BEGIN

- Open an invitation with the same email address it was created for.
- If you already belong to another community, check the community name before changing your active community.

WHERE TO SIGN IN

- Open the Hive Due web app at app.hivedue.com. The public product site is hivedue.com.

INVITATION LINK OR CODE

1. Open your invitation

Use the link from your community manager. If you received a code instead, choose the invitation option on the registration screen and enter the code.

CHECK THE INVITATION DETAILS

- The page shows the community name and the role you will receive.
- When the invitation is linked to a unit, that unit can also be shown before you continue.

SIGN IN OR CREATE AN ACCOUNT

2. Confirm your account

Sign in if you already have a Hive Due account. Otherwise create one with your name, email address, and password.

ACCEPT THE INVITATION

- Review the community, role, and any unit assignment. When everything is correct, select Accept invitation.
- After completion, Hive Due takes you to the community home screen.

IF THE LINK DOES NOT WORK

- Check that it has not expired and that you are using the invited email address. Ask the manager to issue a new invitation if needed.

NO INVITATION?

3. Submit a join request

A resident can request access when no invitation has been received.

CREATE A RESIDENT ACCOUNT

- Choose Create account on the registration screen and complete the account details.

FIND THE COMMUNITY

- After registration, search for your community, select the correct result, and send the join request.
- A community manager reviews the request. Access becomes available after approval.

QUICK CHECK

You are ready when...

A successful join gives you the information and menus that match your role.

CONFIRM THESE DETAILS

- Your community name appears on the home screen.
- Your resident or manager menus are visible.
- Your assigned units, dues, payments, and announcements appear when relevant to your role.

NEED HELP?

- Ask a community manager for a new invitation or for help verifying the correct community and unit.