

FOR MANAGERS

Connect the right resident to the right unit

Correct resident, community, and unit assignments help keep dues, payments, announcements, and documents visible only to the right people.

ACCESS AND PERMISSIONS

- Use the management screens in the Hive Due web app at app.hivedue.com.
- If an action is not available, ask a community manager to review your finance, import, or user-management permissions.

CHOOSE AN INVITATION METHOD

Open the invitation flow

Open Invite residents from Residents or from the invitation area in community management.

ALTERNATIVE PATH

- You can also use Invite user from the Users section.
- Choose the route that best matches the person and role you are adding.

SEND AN INVITATION

1. Match role, person, and units

Complete the details carefully before sending the invitation.

SET THE ROLE AND UNITS

- Choose Resident for a resident. Add or select one or more units; separate multiple unit values with commas or line breaks when the form supports it.
- Manager invitations do not receive resident unit assignments.

ADD THE PERSON AND EMAIL ADDRESS

- Enter the person name and a correct email address. Verify each address, especially for residents with similar names or more than one unit.

SEND AND MONITOR

- Select Send invitation. The resident signs in or creates an account, then accepts the invitation from the email link.

FOLLOW UP

2. Track pending invitations

Use the Residents screen to monitor invitations that have not yet been accepted.

WHEN A RESIDENT CANNOT OPEN AN INVITATION

- Check the invited email address and whether the invitation is still valid.
- Create a new invitation for an expired or lost link.

AFTER ACCEPTANCE

- Confirm that the resident list shows the right role and assigned unit or units.

JOIN REQUESTS

3. Review requests safely

Residents who registered without an invitation can send a request from community search.

FIND THE REQUEST

- Open Join requests. Search by name, email address, requested unit, or note, starting with pending records.

VERIFY BEFORE DECIDING

- Compare the request email, resident name, and requested unit with your community records. Use a secure contact method if the information is incomplete.

APPROVE OR REJECT

- Approve only verified information. Reject a request that is wrong or cannot be confirmed. The status updates after your decision.

FINAL CHECK

Invitation and request checklist

A short review before and after each decision reduces incorrect access.

CONFIRM EVERY TIME

- The active community is correct.
- Resident invitations include the correct unit or units.
- Email addresses are checked for copy-and-paste mistakes.
- Shareable invitation scope matches the intended role and units.
- A join request is verified by name, email, and unit before approval.
- The resident appears in the correct unit after acceptance or approval.