FOR RESIDENTS

Sign in and reach your home screen

This guide is for people who joined Hive Due with the Resident role.

WHAT RESIDENTS CAN REVIEW

- Residents can review their unit-related dues, recorded payments, advance balance, announcements, documents, and support requests.

FIRST SIGN-IN

- Use your invitation link or sign in at app.hivedue.com with your email address and password.
- Check your assigned community and unit. If you belong to more than one community, make sure the correct one is active before continuing.

HOME AND BALANCE

1. Read your dues and balance

The home screen can show your total balance, the next due date, payment instructions, and useful community links.

UNDERSTAND THE STATUS

- A pending item has not reached its due date. A due amount is past its due date and remains unpaid. A partial payment covers only part of a charge.

REVIEW EACH RECORD

- Open the Dues screen to check category, amount, created date, and due date. Confirm the charge and period before you pay.

BANK TRANSFER

2. Pay using approved instructions

Payment instructions appear when a community manager has configured bank-transfer details for your community.

BEFORE APPROVING A TRANSFER

- Compare the recipient account number in your banking app with the account number shown in Hive Due. Use copy and paste where possible instead of typing it by hand.
- Confirm the active community, unit, amount, and period.

ADD USEFUL REFERENCE INFORMATION

- Include your unit identity and payment period in the bank-transfer description, for example: Unit A-8 - July 2026.
- For more than one period, state every period clearly. A name alone may not be enough to match a payment correctly.

AFTER TRANSFER

3. Follow payment history and advances

Keep your receipt and allow time for the bank movement to be reviewed and matched to the correct charge.

PAYMENT HISTORY

- Open your account statement or Payment history to compare the amount and date with the recorded payment.

ADVANCE BALANCE

- If an overpayment or advance was recorded for you, the Advance screen can show the balance and related allocation. Residents view this information; managers create and apply advance records.

SOMETHING LOOKS WRONG?

- Send a support request with the amount, transfer date, unit identity, period, and receipt.

COMMUNITY AREA

4. Find updates and documents

The community area brings shared information into one place.

AVAILABLE AREAS

- Announcements contain manager updates for the community.
- Documents can include governing documents, decisions, records, invoices, or explanatory files.
- Forum topics let residents follow or respond to appropriate community discussions.
- The directory can hold useful contacts, organizations, and services when your community publishes them.

SUPPORT

5. Create a clear support request

Open Support from the navigation and choose Create request when a record needs review or a problem needs attention.

MAKE THE REQUEST ACTIONABLE

- Use a short, clear subject and explain what you need.
- For a payment question, include the amount, transfer date, unit identity, payment period, and receipt when available.

FOLLOW THE CONVERSATION

- Read manager replies in the same request, add information if needed, and mark the request resolved when the matter is complete.

PROFILE

6. Keep your profile accurate

Open Settings and then Profile to update the information you are allowed to manage.

YOUR OWN DETAILS

- You can update information such as your displayed name, phone number, and profile photo when those fields are available.

MANAGER-OWNED DETAILS

- Your email address or assigned unit may be controlled by the community management process. Contact a manager when either one is incorrect.

COMMON QUESTIONS

7. Use Hive Due safely

A few checks help protect your account and make payment review faster.

WHEN A PAYMENT IS NOT VISIBLE YET

- Wait a reasonable time for the bank movement to be reviewed. Then send a support request with the amount, date, unit, period, and receipt.

WHEN INFORMATION IS INCORRECT

- Residents cannot directly change dues or unit assignments. Ask a manager to review the record through a support request.

PROTECT YOUR ACCOUNT

- Do not share your password. Sign out on shared devices. Before a transfer, verify the bank account, amount, unit identity, and period. Do not approve a transfer when any detail is unclear.