

SOCIETYKOSH • RESIDENT PORTAL USER GUIDE

Resident Portal — Complete Step-by-Step User Guide

Pay bills by UPI, raise complaints, answer the gate, vote, book amenities and more, with real screenshots.

10 chapters • real screenshots • step by step

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/resident (every tab)

Chapter 1 of 10

1. Getting started: the WhatsApp invite link, your private PIN, app install & instant offline tabs

📌 /join?invite=sk_... → /resident

Your flat's portal opens from your Society Committee's private WhatsApp invite link, works on any phone and installs as its own app, SocietyKosh Resident. Every tab opens instantly, even in airplane mode, because it reads your phone's own copy of the society's data.

Where to click and where to go

1. Open the **WhatsApp invite link** your Society Committee shared in the society group (/join?invite=sk_...). The page says **Welcome to** your society • **1-Tap App Setup**. Opened any other way, /resident shows  **Society Invite Link Required**.
2. Pick your **Tower, Wing** and **Flat**, type the **Registered Mobile Number** the committee has for your flat, choose a private **4-digit PIN**, type it again, and tap **Activate My Flat Portal**. Your flat's whole history downloads to the phone.
3. Signing in with the committee's temporary PIN instead? The portal first shows **Set Your Private Security PIN**: choose a 4 to 6-digit PIN and tap **Save PIN**. Picked the wrong flat by mistake? Tap ← **Change Flat / Back to Sign In** to go back to the flat picker.
4. On a new phone, sign in with your flat's **Registered Mobile Number** and **PIN** after opening the invite link once; change the PIN any time with **Change PIN** in the header.
5. Tap **Install Resident App** on the banner (or follow its 2-step guide) to add **SocietyKosh Resident** to your home screen. **Not now** hides it for this session.
6. Switch the language with **हिंदी / HI** in the header.
7. Use the tab strip: **Maintenance & Bills, Helpdesk, Notice Board, Vehicles, Amenity Booking, Gate & Visitors, My Staff, Governance & Polls, Drives & Donations** and **My Contributions & Honor Roll**. Tabs switch instantly online or offline; changes made offline sync when you are back online.
8. Tap  **User Guide / How-To?** in the header to open this guide inside the app.

 **SocietyKosh**
Resident Portal

🇮🇳 HI

Welcome to Palm Grove Co-operative Housing Society Ltd. • 1-Tap App Setup

Activate your flat's portal

Install the app, pick your flat, confirm the mobile number registered with the committee and choose a private 4-digit PIN.

Step 1 — Your flat

Tower / Building	Wing	Flat No.
Palm A	A	101

Step 2 — Your mobile & PIN

10-Digit Mobile Number

9822012101

New 4-Digit Access PIN	Confirm PIN
....	

Activate My Flat Portal

Already activated? Sign in

The WhatsApp invite link: pick the flat, confirm the registered mobile, choose a private PIN.

 SocietyKosh

🇨🇦 HI



Set Your Private Security PIN

You signed in with the temporary society PIN (tower number + flat number), which neighbours could guess. Choose a personal 4 to 6 digit PIN that only your household knows.

Not your flat number, not digits from your mobile, no 1234 or 0000.

Tower 2, Flat 302

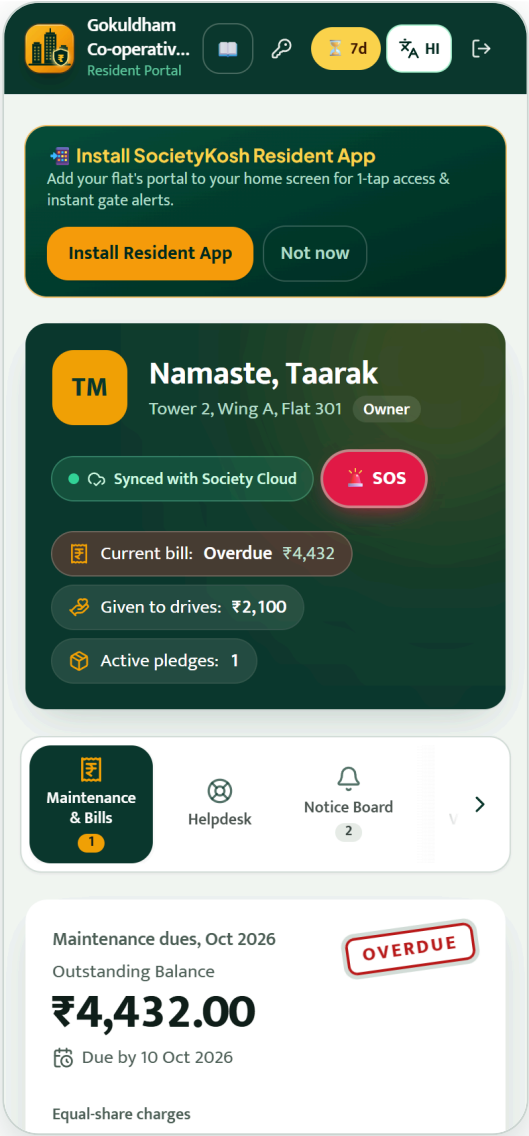
New PIN (4–6 digits)

Confirm new PIN

🔑 Save PIN

← Change Flat / Back to Sign In

Set Your Private Security PIN, with ← Change Flat / Back to Sign In.



The resident home: welcome banner, tab strip and the current bill.

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2. Maintenance & Bills: itemized bill, 1-tap UPI apps, confirmation & receipts

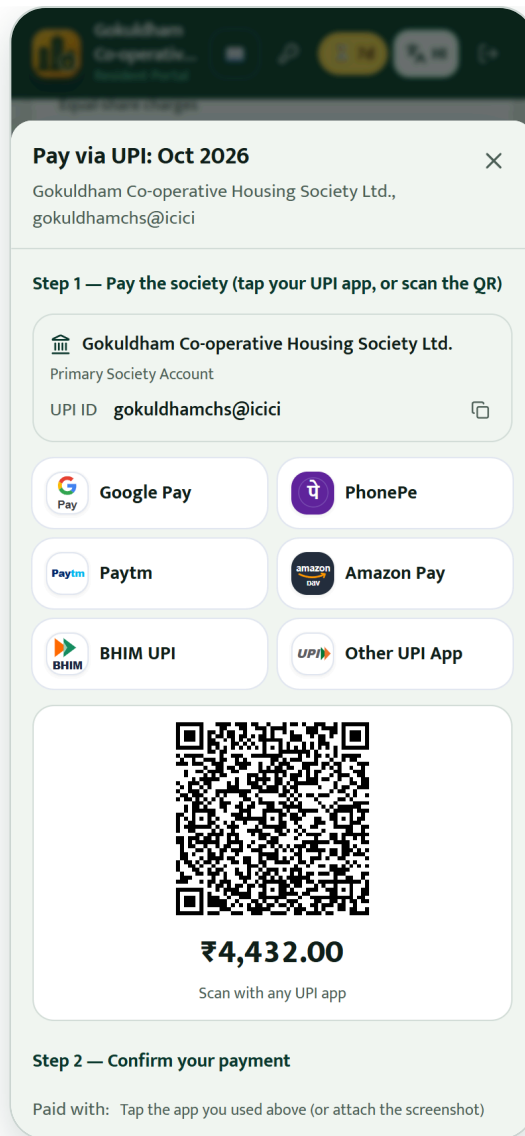
 /resident → Maintenance & Bills · Drives & Donations

Your bill shows every statutory head. Pay with the UPI app you already use, at 0% fees, straight to the society's account; the treasurer verifies the payment and your receipt appears.

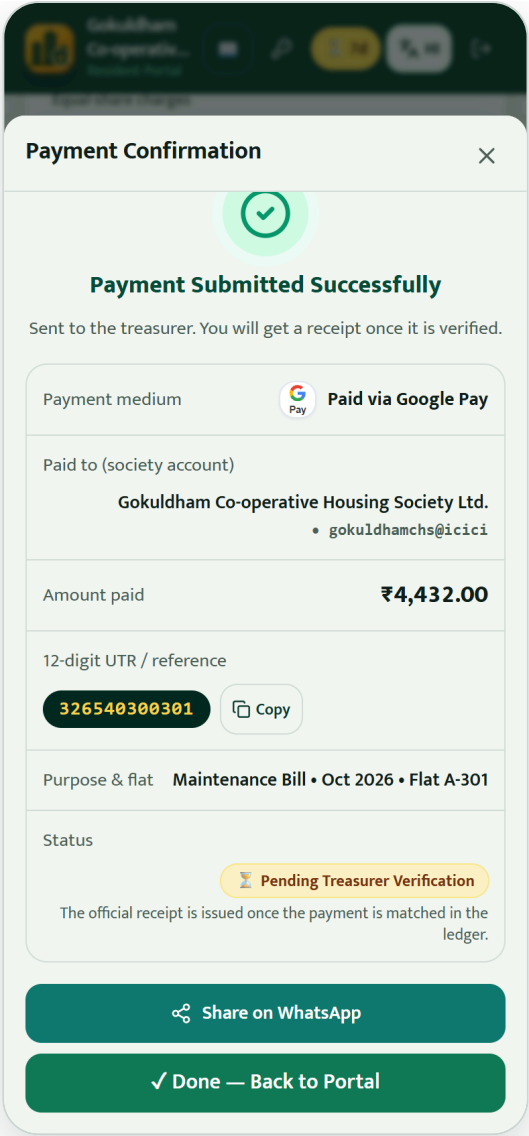
Where to click and where to go

1. On **Maintenance & Bills** read the itemized slip and the **Outstanding Balance**; tap **Bill PDF** to download the bill.
2. Tap **Pay via UPI**. Step 1 shows the society account and the UPI app buttons: **Google Pay**, **PhonePe**, **Paytm**, **Amazon Pay**, **BHIM UPI** and **Other UPI App**, plus the QR for the exact amount.
3. Tap your app: it opens with the UPI ID, amount and note filled in. If that app is not installed, your phone's **UPI app chooser** opens instead. On a laptop, scan the QR with your phone.
4. Pay in the app and come back: the banner **✓ Returned from {app}** takes you to Step 2. Enter the **12-digit UTR** and attach the **payment screenshot** (the app reads the UTR from it), then tap **Submit for Verification**.
5. The **Payment Submitted Successfully** window shows the app, the account paid, the amount, the UTR and  **Pending Treasurer Verification**. Tap **✓ Done — Back to Portal**.
6. Once verified, the bill is stamped **PAID**; tap **Receipt PDF** under **Past bills & receipts**. Paid by bank or cheque? Use **Pay via Bank / Cheque** with the reference number.
7. On **Drives & Donations** tap **Donate Money via UPI** (same UPI apps, to the drive's own account) or **Pledge Bhandara Ingredients / In-Kind Seva**.

 **Tip** Every UPI payment needs both the **12-digit UTR** and the **screenshot**.



Pay via UPI: the society account, the 1-tap UPI apps and the QR.



Payment Submitted Successfully, pending the treasurer’s verification.

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3. Helpdesk: raise and track complaints

 /resident → Helpdesk

Report a leak, a lift fault or a noise complaint with a photo; follow it from filed to resolved and confirm when it is fixed.

Where to click and where to go

1. Tap **Raise new complaint** (or a **Report an issue in one tap** button).
2. Pick the category ( **Plumbing**,  **Electrical**,  **Lift**,  **Water supply...**), the priority (**Low**, **Medium**, **High**, **Urgent**), a title and a description.
3. Attach a **Photo (optional)**: it is compressed on your phone before upload. Tap **Submit complaint**.
4. Each ticket shows its number, status and the progress bar **Filed** → **Assigned** → **Work in progress** → **Resolved**, the **Assigned technician** with a **Call** button, and the committee's resolution note.
5. When fixed, tap **Confirm resolution & close ticket**, or **Re-open (issue not resolved)**. Urgent tickets are escalated to the committee after 12 hours.

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Raising a complaint with category, priority and photo.

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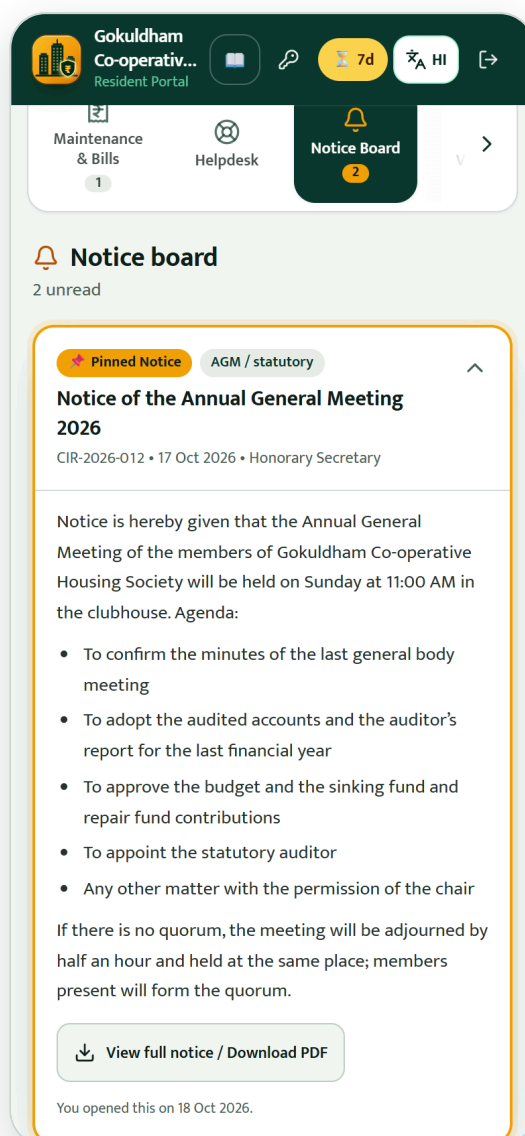
4. Notice Board

 /resident → Notice Board

Every circular from the committee, newest and pinned first, readable offline.

Where to click and where to go

1. Open **Notice Board**:  **Pinned Notice** circulars come first;  **New Notice** marks the ones you have not opened. Each card shows its category.
2. Tap a notice to read it in full (your read receipt is recorded for the committee).
3. Tap **View full notice / Download PDF** to save the official notice, or **Open attached PDF** for an attachment.



An opened notice with its PDF download.

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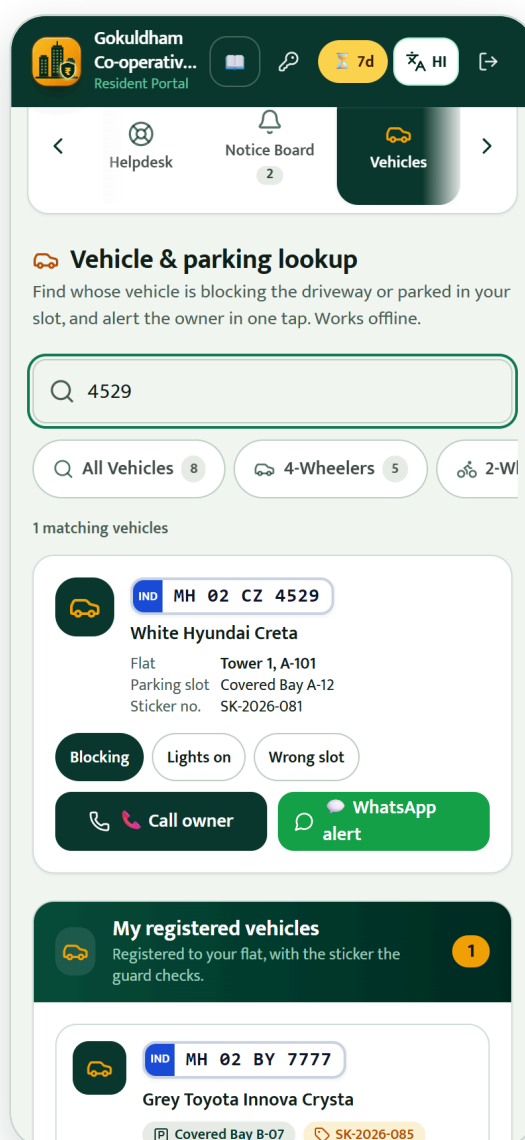
5. Vehicles: my vehicles & blocked-car lookup

[/resident](#) → Vehicles

See your registered vehicles, and reach the owner of a car blocking yours in seconds.

Where to click and where to go

1. **My registered vehicles** lists your plates, slots and stickers, and whether your number is shared for parking alerts (the committee sets this with your consent).
2. Blocked in? Type the **last 4 digits** (for example **4529**) in the search box, or filter **All, 4-wheelers, 2-wheelers, EV**.
3. On the result tap  **Call owner** or  **WhatsApp alert** with a ready message (**Blocking, Lights on, Wrong slot**). Other owners' names are never shown.



Finding a vehicle by the last 4 digits of its plate.

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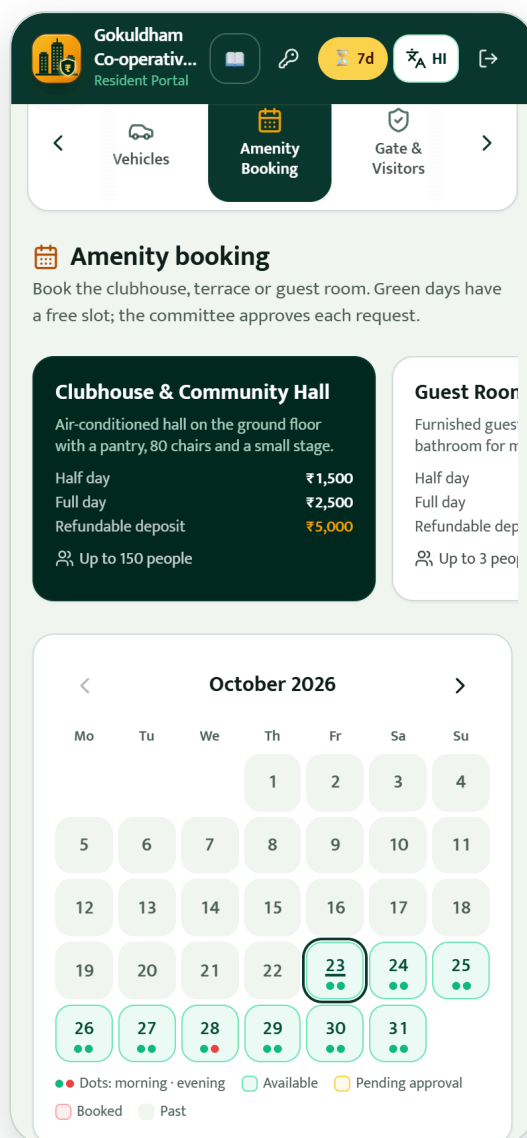
6. Amenity Booking

[/resident](#) → Amenity Booking

Book the clubhouse, the terrace or a guest room on a free date and slot; the fee and refundable deposit are shown upfront.

Where to click and where to go

1. Pick an amenity card, then a green date on the calendar and a slot (**Morning**, **Evening** or **Full day**).
2. Tap **Book this slot**, enter the purpose, check the **fee breakdown** (booking fee + refundable deposit) and tap **Request booking**.
3. After approval, pay with **Pay fee now by UPI** (same UPI apps) if the fee is not added to your next bill.
4. Track **Deposit held**, **Deposit refunded** or **Deposit partly kept** on your booking after the event.



Amenity cards, the availability calendar and slots.

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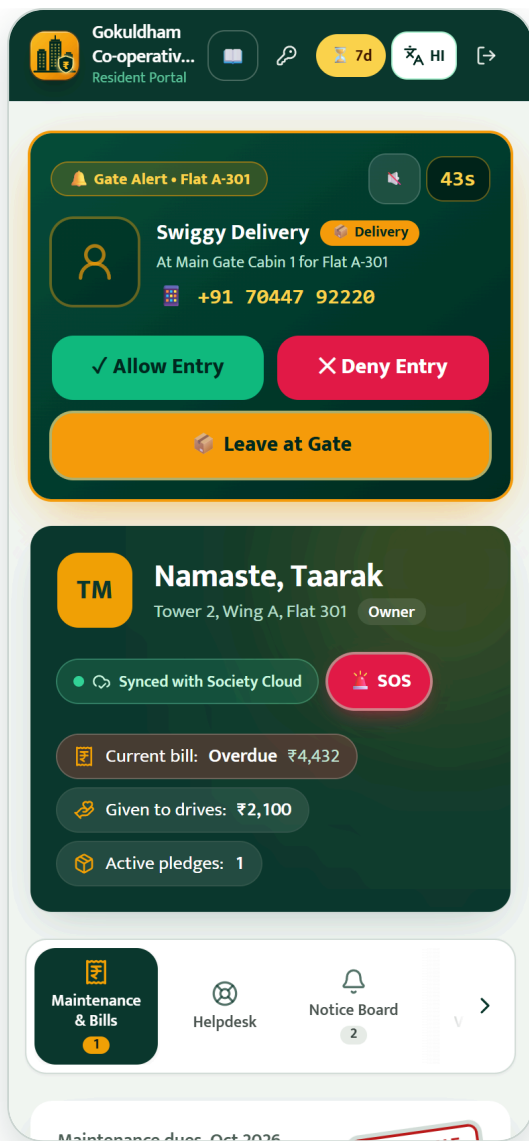
7. Gate & Visitors: rings, parcels, guest passes & the directory

 /resident → Gate & Visitors

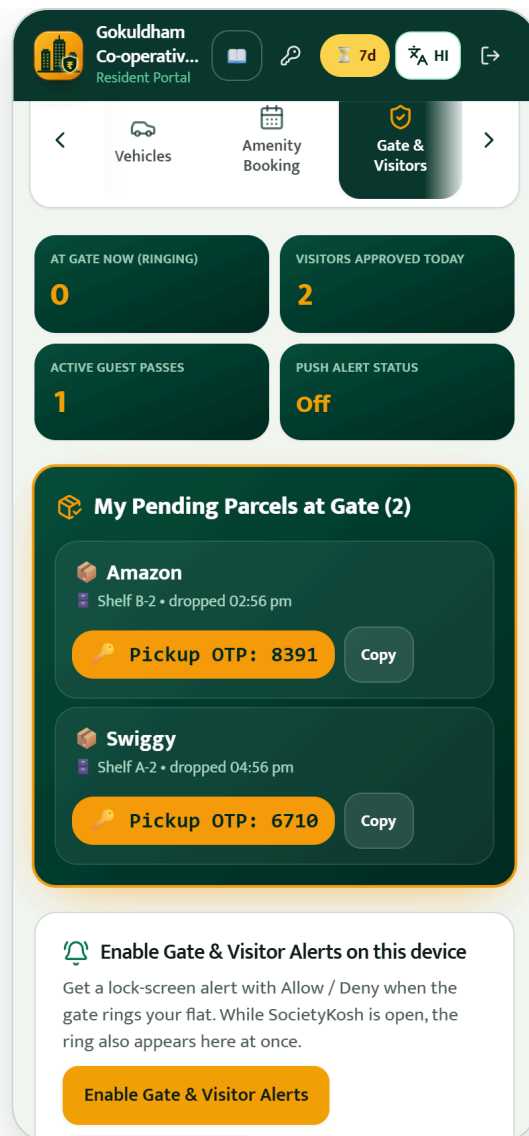
The gate rings your phone when someone arrives; you allow, deny or ask for a parcel to be left at the gate, even from the lock screen.

Where to click and where to go

1. Tap **Enable Gate & Visitor Alerts**, then  **Send Test Alert** to hear the ring.
2. When the gate rings, the card shows the **visitor photo** and **10-digit mobile**: tap ✓ **Allow Entry**, ✕ **Deny Entry**, or for deliveries  **Leave at Gate** →  **Confirm Leave at Gate**.
3. Parcels left for you appear under **My Pending Parcels at Gate** with your **Pickup OTP**; tell the guard the 4 digits to collect it.
4. Expecting a guest? Fill **Create Pre-Approved Guest Pass** (name, category, date, window) and tap **Create Guest Pass**: share the **6-digit code** or the QR.
5. Tap  **Delete History > 30 Days** to clear old visits from your view, and use the  **Society Emergency & Local Utility Directory** for 1-tap calls, even offline.



A delivery ringing the flat: allow, deny or leave at gate.



The Gate & Visitors tab: alerts, parcels and guest passes.

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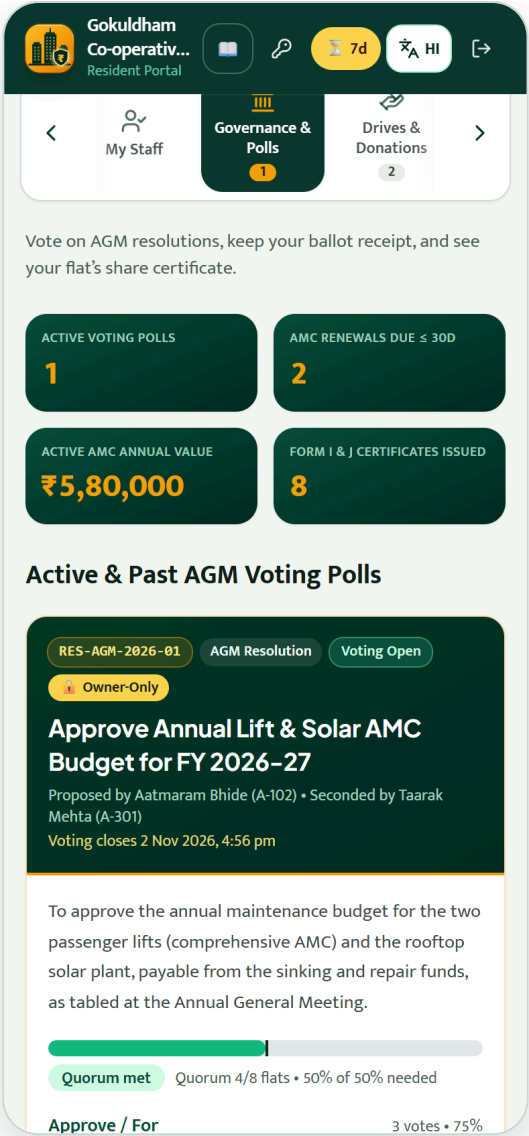
8. Governance & Polls: share certificate, voting, NOC & vendors

 /resident → Governance & Polls

Your share certificate, the society's resolutions with tamper-evident ballots, your move-in / move-out clearance and the vendor directory.

Where to click and where to go

1. **My Flat Share Certificate & Form I Membership Card:** tap ↓ **Download Share Certificate Summary (PDF)**.
2. On an open resolution tap **Approve / For, Reject / Against** or **Abstain**.  **Owner-Only** statutory resolutions are view-only for tenants.
3. After voting, copy your **SHA-256 ballot receipt**; anyone can check the chain. Closed resolutions offer ↓ **Export Signed Resolution PDF**.
4. **Move-In / Move-Out NOC Request:** fill the dates, agency and truck number and tap **Generate Clearance & Truck Pass** (cleared instantly when your dues are ₹0), then ↓ **Download Official Move-Out NOC (PDF)** and share the truck pass code.
5. **Society Active AMC & Vendor Directory** lists the contracted vendors.



The share certificate and an AGM resolution with its ballot.

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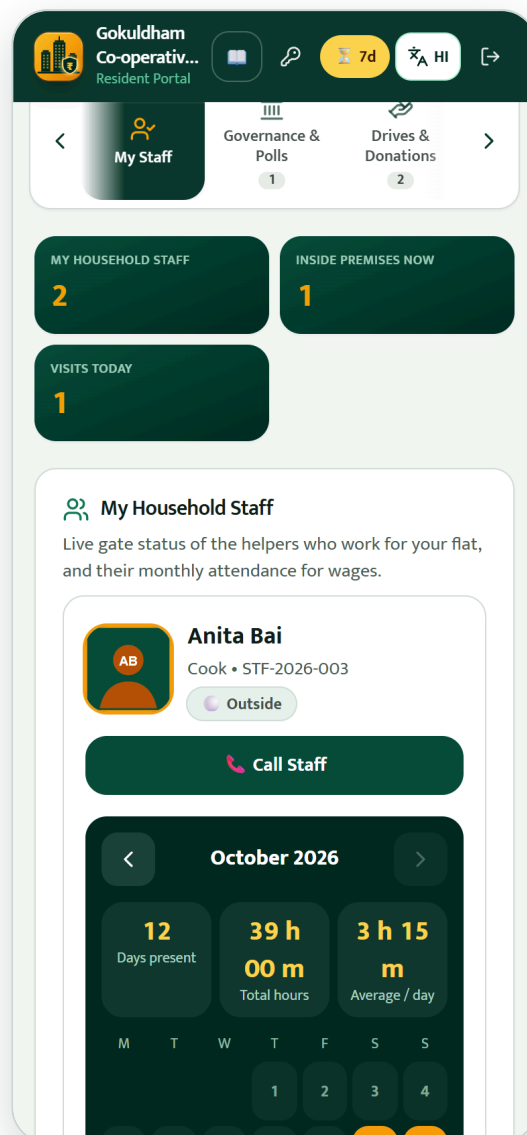
9. My Staff

[/resident](#) → My Staff

Your maid, cook or driver checks in at the gate with a code; you see live whether they are inside and their monthly attendance.

Where to click and where to go

1. Each helper shows ● **Inside Premises (Entered at {time})** or ● **Outside**, and you get an alert when they enter or leave.
2. Tap 📞 **Call Staff** to call them.
3. The **monthly attendance calendar** marks present days; read **Days present**, **Total hours** and **Average / day**, and move between months with the arrows.



A helper inside the premises with the attendance calendar.

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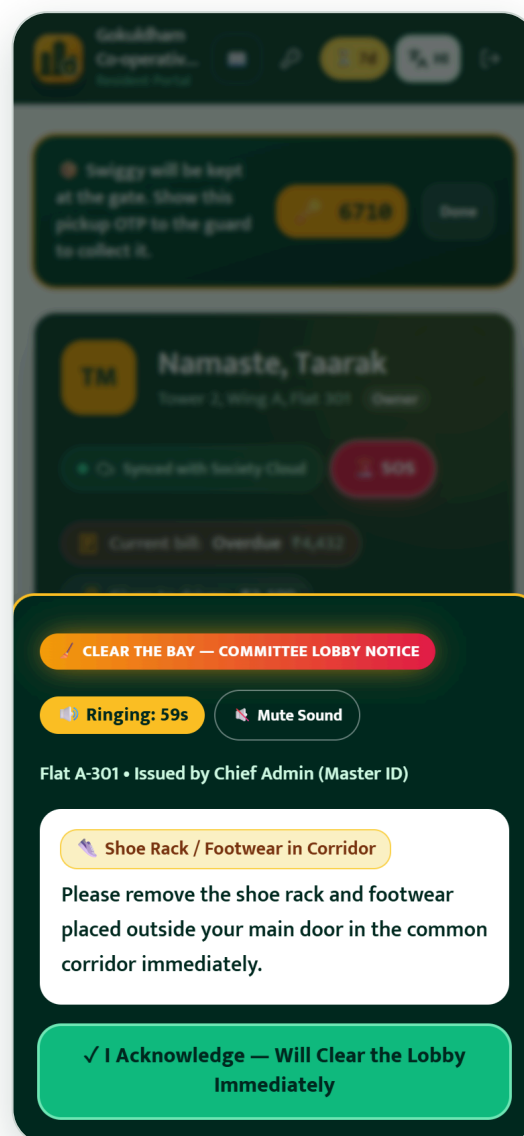
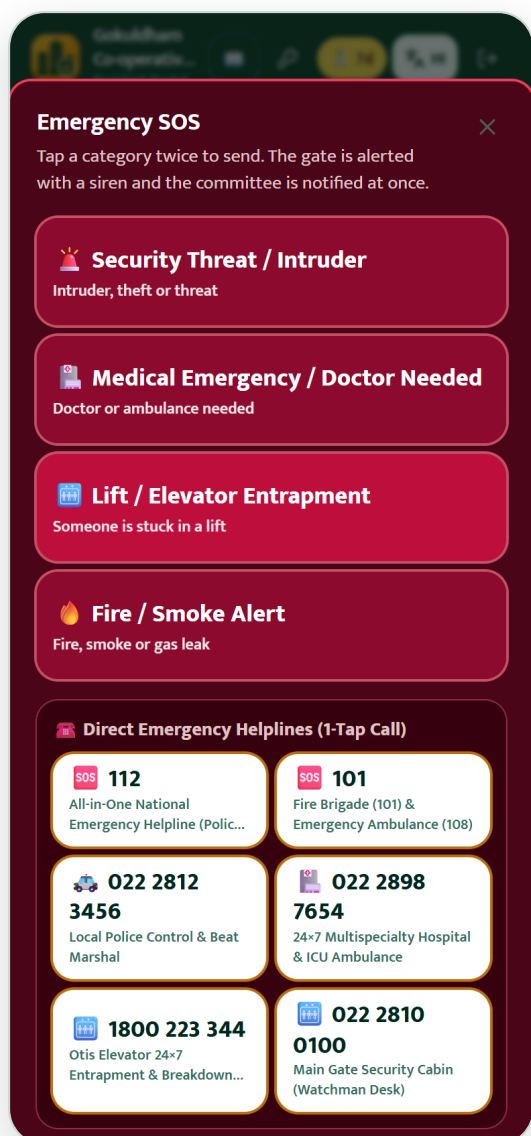
10. 🚨 SOS emergency & the 🧹 Clear the Bay notice

📍 /resident (every tab)

One button alerts the gate and the committee in an emergency. The committee's lobby notices reach you as a fixed notice you acknowledge.

Where to click and where to go

1. Tap 🚨 **SOS** on the welcome banner (or the floating 🚨 **SOS EMERGENCY** button).
2. Call a helpline directly from 📞 **Direct Emergency Helplines (1-Tap Call)**, or tap **Medical, Fire, Lift** or **Security** twice within 5 seconds: the gate is taken over by a siren and you see when a guard acknowledged it.
3. When the committee sends 🧹 **CLEAR THE BAY — COMMITTEE LOBBY NOTICE**, your phone rings for 60 seconds (🔇 **Mute Sound** silences it). The notice stays until you tap ✓ **I Acknowledge — Will Clear the Lobby Immediately**; you can also acknowledge from the lock screen with ✓ **Acknowledge & Will Clear**.



The SOS panel: 1-tap helplines and the four emergencies.

The fixed Clear the Bay notice with its 60-second ring.