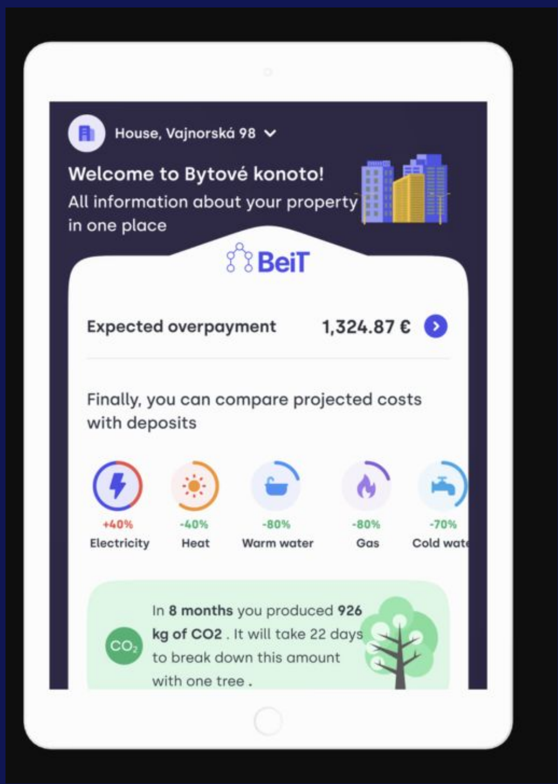
Property management in one place.

Beit
Mobile App



Practical step-by-step guide for new users

ENGLISH VERSION • APP 4.1.1

What I see -> where I click -> what I fill in -> what happens

No real client data. Functions may vary depending on the role and settings of the property.

One activity. One page. No guessing.

The manual is sorted according to what a new user deals with during the first days.

FOR USERS • TECHNICIANS • ADMINISTRATORS • SUPPLIERS

Three rules that will prevent most errors.

Do a quick check before each submission.

1

CORRECT PROPERTY

Always check the house, unit or facility you are currently working on at the top.

2

CORRECT FUNCTION

Photos of the defect, new request and QR payment are three different procedures.

3

FULL INFORMATION

Write what happened, where, when and how urgent the situation is. Add a sharp photo.

If you are unsure, do not delete anything or create the same request a second time. Open the original task and complete the message.

First login.

You need an email invited by the administrator and a password. Sometimes also an authorization code.

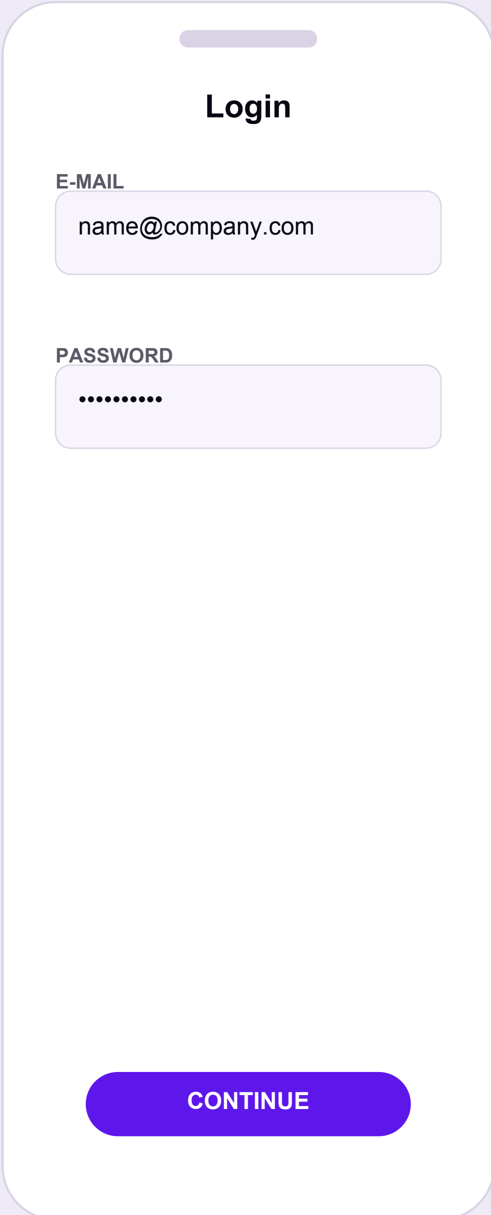
1. **Open the application**
   Start Bytové Konto / Beit on the phone.

2. **Enter email**
   Use the exact address the invitation came to.

3. **Enter password**
   Beware of capitalization and automatically inserted spaces.

4. **Confirm the code**
   When the next screen appears, copy the code from the email.

5. **Enable notifications**
   Thanks to them, you will not miss the answer, deadline or status change.



Forgot your password? Click on the link and check your Spam folder.

First select the correct property.

One user can have access to multiple homes, units or businesses.

P **House / unit / operation** v

1 WHERE TO CLICK

The property name at the top of the home page.

2 WHAT TO SELECT

The property, unit or account associated with your work.

3 WHAT TO CHECK

Name, address and possibly unit number. Only then proceed.

MOST COMMON ERROR

The defect, reading or document is stored under another property.

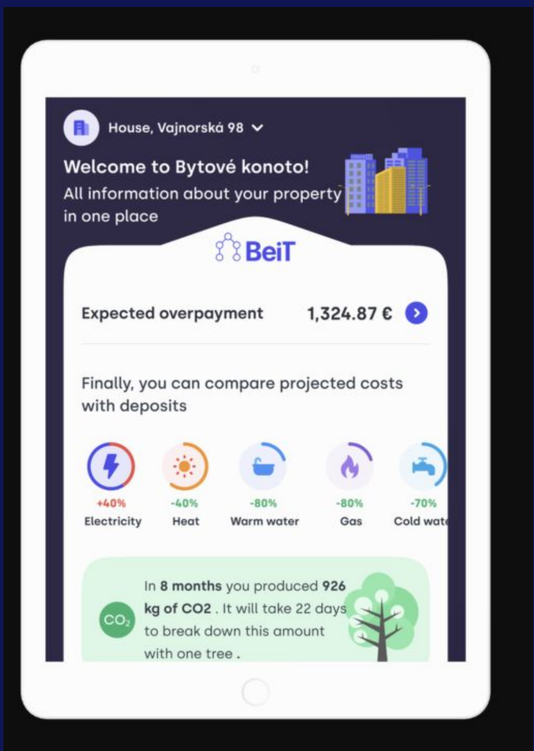
If you make a mistake, do not create a second entry. Open the original item and write to the administrator what needs to be moved.

The list of properties is determined by your access rights. If something is missing, contact the administrator.

Home page: your crossroads.

The most common functions are available immediately after logging in.

Property management in one place.



1 **PROPERTY**

Switch house, unit or operation.

2 **SEARCH**

Task, contact, document or meter.

3 **QUICK FUNCTIONS**

Costs, payments, documents, calendar, discussions, tasks and requests.

4 **SCANNER**

Photo of the defect, document or QR code.

5 **NOTICEBOARD**

Important notifications and pinned tasks.

6 **PROFILE AND BELL**

Account settings and new notifications.

The number of tiles and their order may vary depending on the role, property type, and activated modules.

Search and notifications.

Don't scroll through all the offers. Start with the name, number or address.

SEARCH

- Tap the Search field on the home page.
- Write part of the name, unit, gauge or task number.
- If there are many results, select the correct category.
- Check the property and the result description before opening.

WARNING

- Tap on the bell at the top of the screen.
- Unread items have a color highlight or number.
- Open to go directly to the related task or information.
- In your profile, you can adjust instant and summary notifications.

IF YOU CAN'T FIND ANYTHING

1. Shorten the query. 2. Check the property. 3. Clear the filter. 4. Verify access rights.

If the app shows old data for a long time, pull down the screen or reopen the app.

Scanner: four quick inputs.

Tap the scanner icon on the home page and choose what you are currently doing.

1 PHOTO OF THE DEFECT

Take a photo of the problem and create a related request.

2 INVOICE / RECEIPT

Add a new document or expense including an attachment.

3 QR CODE

Scan the code located on a device, document or property.

4 NEXT ACTION

Additional quick options may appear depending on the permissions.

The application may request access to the camera or photos. A picture cannot be taken or attached without permission.

A regular QR scanner is not the same as a QR payment. The difference is explained on page 12.

Take a photo and report a defect.

Goal: the right property, the exact location, a clear description and a usable photo.

1 Open the scanner

On the home page, tap the scanner icon.

2 Select a defect photo

Select the option for an accident, malfunction or defect.

3 Select an property

Specify a house, unit, room or common area.

4 Select a device

If the problem is on the device, assign a specific hardware device.

5 Take photos

Make a whole, detail and possibly a device label.

6 Describe and send

Write what, where, since when and how urgent it is. Then confirm.

Urgent accident or health threat: first use the prescribed emergency contact. The app does not replace an emergency call.

The application may show similar open defects before creating a new request. Check them first to avoid creating a duplicate.

Photos that the technician will actually use.

The photo is intended to shorten the path to a solution, not just confirm that the problem exists.

YES

- First the whole: where the problem is located.
- Then the detail: what is damaged or not working.
- Take a photo of the device's type plate and serial number.
- Check sharpness, light, and readability.
- Add multiple images when one is not enough.

NO

- Blurred image without a clear defect location.
- Just extreme detail with no information about where it is.
- Photos containing sensitive personal data.
- Ten identical images without any additional information.
- Submit without a short text description.

CAMERA NOT WORKING?

On your phone, open Settings → Bytové Konto / Beit application → Camera and Photos → Enable.

The photo can be taken with the camera or selected from the gallery, depending on the offer.

Add an invoice or receipt.

Send the document only after checking the property, supplier, date and amount.

1. **Scanner**
   Open the quick scanner on the home page.

2. **Document**
   Select Invoice / receipt or New expense.

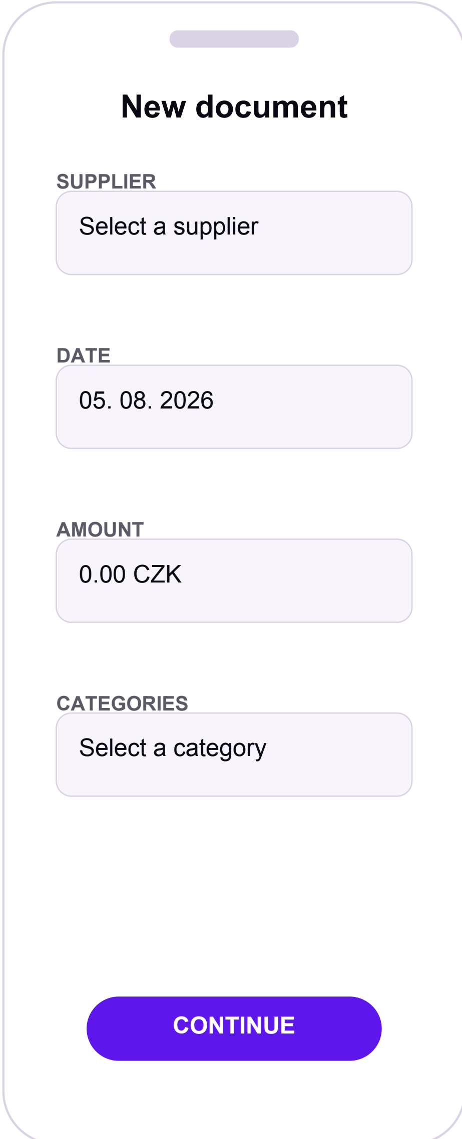
3. **Attachment**
   Take a photo of a document or select it from your phone.

4. **Basic data**
   Check the supplier, date, amount, currency and document number.

5. **Classification**
   Select the correct property, service or cost category.

6. **Control**
   Verify that the document is readable and has not been uploaded before.

7. **Submit**
   Save. Depending on the role, the record may be waiting for approval.



Fields may vary depending on the accounting mode and permissions. If you don't know a piece of information, don't make it up; add a note for the administrator.

Two QR procedures. Do not confuse.

One QR code opens the content in the application. The other is used for payment.

A / SCAN QR

Use when the QR code is on a device, document, or building.

- Open the scanner on the home page.
- Select the QR code and enable the camera.
- Keep the code completely in the frame and do not move your phone.
- After loading, check what the application has opened.
- If the code does not work, verify the property, light and connection.

B / PAY QR

Use in the Payments section for a specific unpaid item.

- Open Payments and select the unpaid item.
- Tap Pay via QR code.
- Save or share QR to banking application.
- Always verify the account, amount and variable symbol before making a payment.
- Payment status update may be delayed.

Security: never confirm a payment if the data in the banking application does not match the open item in Beit.

QR scanner can only open content to which you have access.

New request: select the correct type.

The category determines who the request is forwarded to and which application form is displayed.

Report a defect

Failure of the device, technology or part of the property.

Report an accident

Event, damage or security issue.

Add / order a service

New service, intervention or delivery.

Question to the administrator

General question, not a bug.

Complaint about the prescription

Inconsistency in the prescription or accounting document.

Change the prescription amount

Request to adjust a regular amount.

Number of people

Report a change in the number of people in a unit.

Sale / rental

Information related to changing the user of the unit.

Public request

Public discussion topic, if allowed.

Other

Use only if no exact category fits.

The category menu may vary. If you don't see an option that suits you, use Ask an Admin instead of a random category.

Complete the request so that it can be resolved immediately.

Correct description will save another phone call, visit and unnecessary waiting.

A GOOD DESCRIPTION ANSWERS 5 QUESTIONS

1. **WHAT happened or is not working?**
2. **WHERE EXACTLY IS THE PROBLEM?**
3. **WHEN has the problem been going on and is it getting worse?**
4. **WHO or WHAT is the problem limiting?**
5. **WHAT is the urgency and is the location safe?**

BEFORE SUBMIT

- Correct property
- Correct category
- Location / device
- Photos
- Description
- Priority

AFTER SUBMITTING

The request will appear in Tasks. Please add additional information in the same thread to maintain complete history.

The application may offer an existing similar request. Open it and add a comment instead of creating a duplicate.

Tasks: what's new, open and finished.

List and calendar give two different views of the same job.

1 ALL

Complete overview according to your accesses.

2 ACTIVE

Items that are waiting for work, a response, or a deadline.

3 COMPLETED

Closed history including communication and attachments.

4 CALENDAR

Tasks and deadlines divided into individual days.

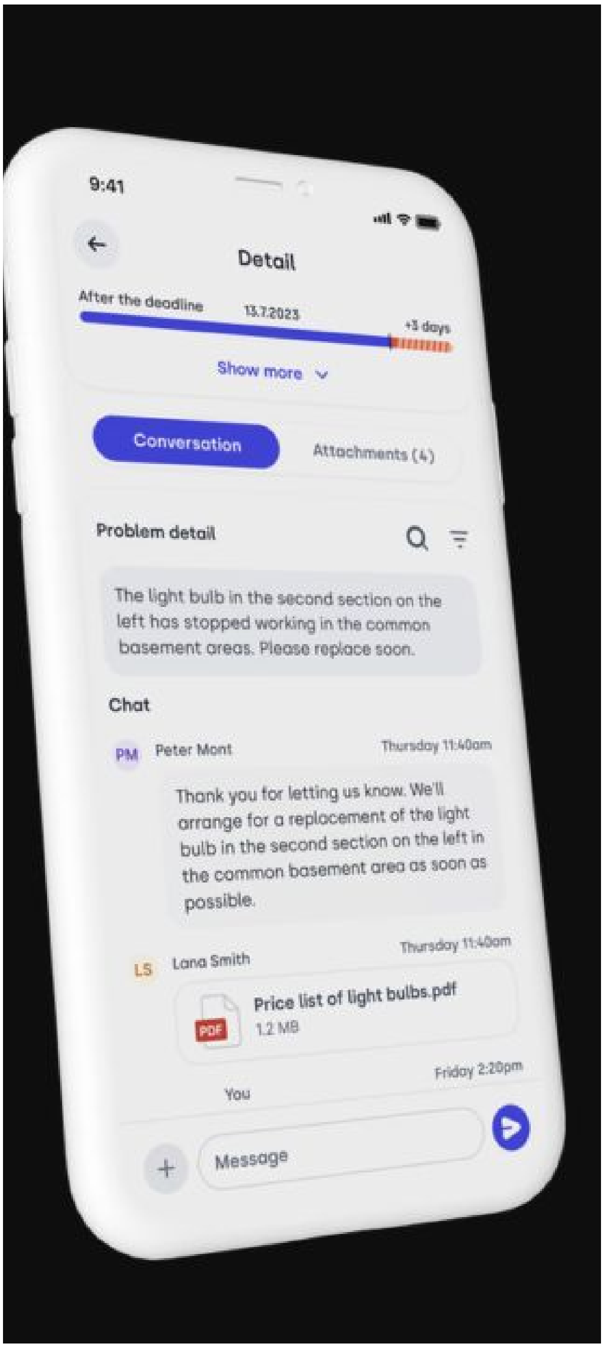
QUICK SEARCH

Use a name, number, location, or person. Then filter by status and responsibility.

If the expected task is missing, first clear the filters and check the selected property.

Task detail: all in one thread.

Don't create a new task just because you want to add information.



1 **STATUS AND DEADLINE**
You can see the progress, priority and deadline at the top.

2 **DESCRIPTION**
Original input and location of the problem.

3 **CONVERSATIONS**
Write new information and answers here.

4 **ATTACHMENTS**
Photos, PDF, quotes and reports.

5 **CHECKLIST**
Individual work steps, if set up.

6 **COMMENTS**
Custom notification for a check or deadline.

The items displayed change based on the task type and your permissions. Conversations and attachments remain part of the task history.

What you can do with the task.

Some options are only visible to the task owner, administrator or authorized worker.

1

CHANGE STATUS

Mark work as started, resolved, or closed.

2

ADD MEMBER

Invite a colleague, supplier or other authorized person.

3

EDIT NAME

Refine the task label if you have editing rights.

4

PIN

Show an important task on the board.

5

WARNING

Set whether you want to receive changes to this task.

6

LEAVE / DELETE

Use only consciously; deletion may not be available to everyone.

Before changing to Done, write the result, add a final photo or protocol and check the checklist.

If the button is missing, it's usually not an application error, but a problem with the task status or your permissions.

Costs: from the whole to a specific service.

Start with the period and comparison. Only then open the detail.

1. **Open Expenses.**
   Use the tile on the homepage or the bottom navigation.

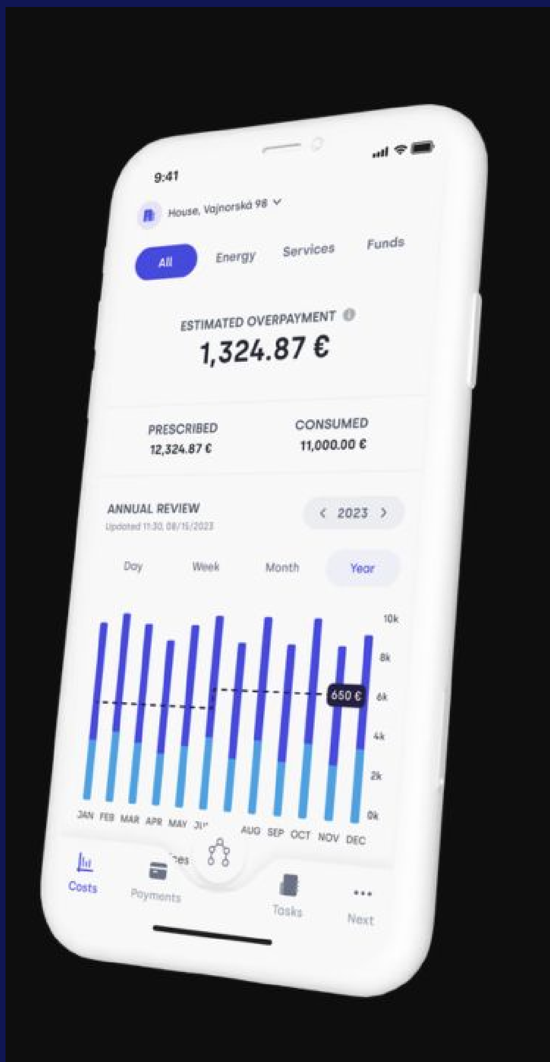
2. **Select a view**
   All, Energy, Services or Funds depending on what you are looking for.

3. **Set the period**
   Day, week, month or year. Switch to the correct year.

4. **Select a comparison**
   With prescription or with house diameter, if this option is available.

5. **Open the detail**
   Tap a specific energy, service or fund.

All costs in real time.

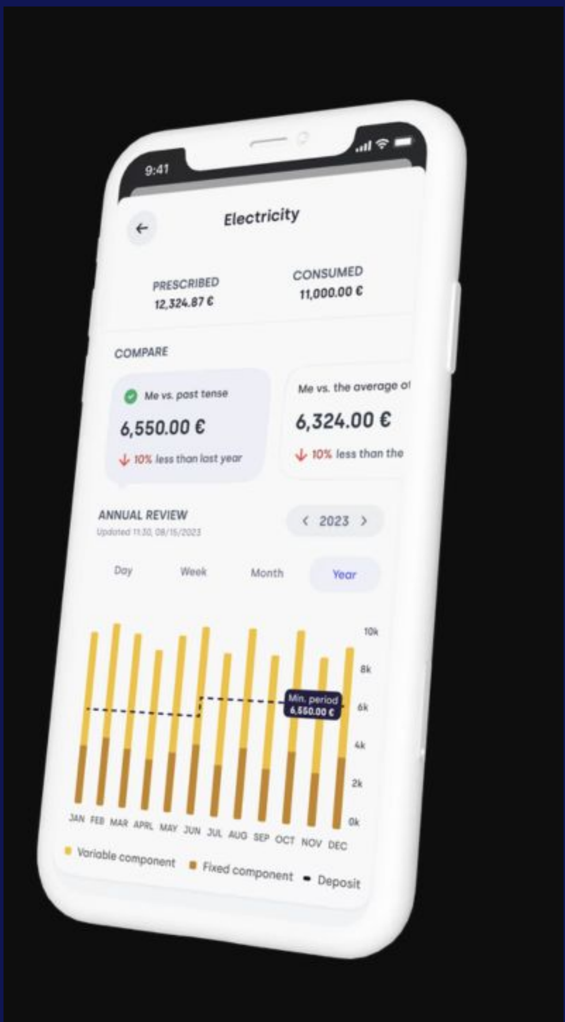


The graphs only show data that is actually connected and processed for the property. Do not automatically interpret a missing value as zero consumption.

Energy and consumption in detail.

Track quantity, price, trend and data source. One graph is not enough without context.

Energy consumption in detail.



1 **SUBSCRIBED**

Amount or value set for a given period.

2 **CONSUMED**

Current or calculated consumption from available readings.

3 **COMPARISON**

Past period, regulation or house diameter according to the offer.

4 **PERIOD**

Day, week, month and year. Always verify the year above the graph.

5 **DATA SOURCE**

Online metering, manual reading, or accounting document may have different frequencies.

6 **DETAIL**

Meters, notifications, documents or invoices according to the type of supply.

First check the unusual increase against the reading, period, occupancy and price change. Only then mark it as a defect.

Payments: paid, balance due and credit.

The status in the application may be updated with a delay depending on the bank and accounting processing.

1 **Select a year**
Check the period at the top of the overview.

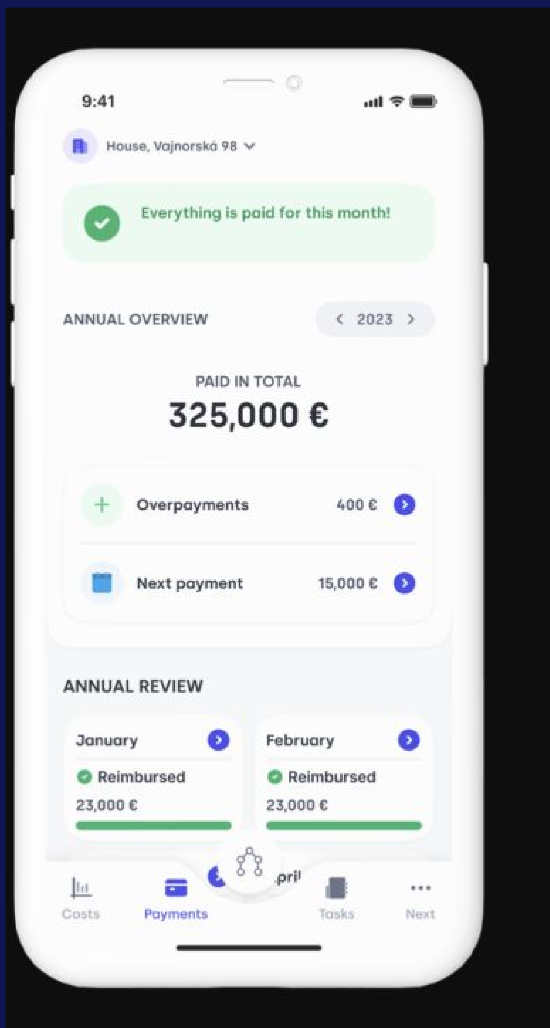
2 **Open the item**
Tap a month, balance due, credit or another payment.

3 **Verify the detail**
Amount, maturity, account, variable symbol and related document.

4 **Pay**
Use QR payment only after checking the data in the banking application.

5 **Wait for update**
Don't pay a second time just because the status didn't change immediately.

Payments and expenses under control.



In case of discrepancy, attach the payment receipt to the original request or contact the administrator. Do not include sensitive bank details in the public discussion.

Documents: find, open and share securely.

You only see documents made available to your account and the selected property.

1

FIND

- Open Documents.
- Use a name or category.
- Check the property and date.

2

OPEN

- Tap on the document name.
- Open the PDF attachment or image.
- Verify the version and validity.

3

ACTION

- Download or share only with authorized persons.
- Edit the name or category according to rights.
- Use deletion only consciously.

Do not keep a sensitive document on your personal phone longer than necessary. Always check the recipient when sharing.

If you don't see the document, check the property, category, and permissions. Don't upload a copy unnecessarily a second time.

Technical devices and meters.

Each device can have its own history, readings, documents, faults and discussion.

1 LIST

Find an electricity meter, water meter, gas meter, calorimeter, thermometer or other device.

2 LOCATION

Verify the property, room, unit and device designation.

3 LATEST STATUS

Date, time and last available value.

4 HISTORY

Consumption graph or list of readings for the selected period.

5 DOCUMENTS

Revisions, manuals, protocols and other attached attachments.

6 DEFECTS AND DISCUSSIONS

Tasks linked directly to the device and communications in its context.

Before manually reading, compare the device serial number with the data in the application. The same meter type can be in the property several times.

The status Transmitting / Not Transmitting indicates the availability of device communication; in itself it does not yet determine the cause of the problem.

Enter manual reading.

The most important thing is the right device, the right value and the right measurement time.

1 Find a device
Open Technical Devices and find the meter.

2 Verify the identity
Compare the type, location and serial number with the label.

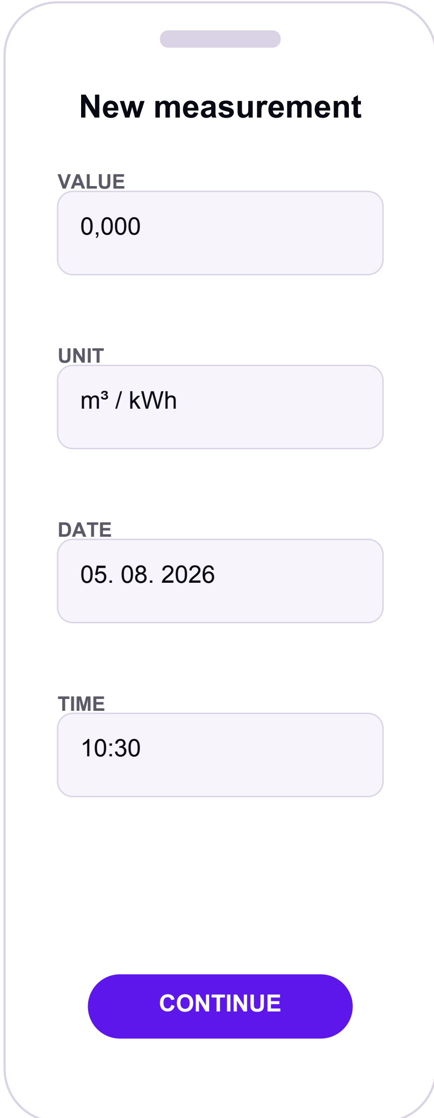
3 New reading
Tap Add measurement / New reading.

4 Enter value
Write down the full number including decimal places and the correct unit.

5 Date and time
Use the actual time of the deduction, not the time of a later entry.

6 Control
Compare with the previous state. It is better to verify the big leap again.

7 Save
After saving, check that the reading has appeared in the history.



Never overwrite a value from another meter. If the reading seems lower than the previous one, verify the device replacement or counter reset.

Contacts, neighbors and discussions.

Select the correct communication channel based on who should see the information.

1

CONTACTS

Administrator, emergency service, technician, supplier or other contact person. By opening the contact, you can call, write an email or message depending on availability.

2

NEIGHBORS / USERS

List of people available for the given property. Contact visibility depends on administrator permissions and settings.

3

DISCUSSION

Common topic for multiple people. Use it for information that is not a private defect or a sensitive financial question.

Do not post personal data, bank information, access codes or photos of people in public discussions without reason.

If the topic is tied to a specific fault, communicate in the task detail. This way the history will stay in one place.

Calendar: deadlines in context.

The calendar can link tasks, reminders and accounting deadlines according to the activated modules.

Calendar

VIEW
Month / day

FILTER
My tasks

SELECTED DAY
05. 08. 2026

CONTINUE

1 **SELECT DAY**

Tap the date to see the items scheduled for that day.

2 **OPEN ITEM**

Tap on a task, reminder or document and go to the details.

3 **CHECK FILTER**

If something is missing, show all items or the correct property.

4 **EDIT DATE IN DETAIL**

The calendar is an overview. Make changes in the task detail if you have the right.

A colored dot means that there is at least one item on a given day. The meaning of the color may vary depending on the data type.

The calendar on the phone does not replace the mandatory operating schedule if the organization also uses other binding planning.

Profile and application settings.

Here you can edit your personal data, language, notifications and account information.

ACCOUNT SETTINGS

Login email, password, and profile picture.

CONTACT DETAILS

Name, phone, email and other available information.

REAL ESTATE

Overview of properties and accounts connected to the profile.

PAYMENT DETAILS

View available banking and payment information.

APP SETTINGS

Language, notifications and application behavior.

NEXT SERVICES

Additional services made available by the administrator.

FREQUENTLY ASKED QUESTIONS

Answers to common situations.

FEEDBACK

Submit an application request.

DATA PROTECTION

Information on data processing and security.

TERMS AND CONDITIONS AND ABOUT THE APPLICATION

Legal documents, versions and basic information.

Available items may vary depending on the user type and country. Changing personal data may be subject to confirmation.

Account, password and access rights.

A secure account is part of the operation. Do not share access between multiple people.

1

CHANGE PASSWORD

- Open Profile → Account Settings.
- Enter current password.
- Enter the new password twice and save.

2

CHANGE EMAIL

- Use a new email that you have access to.
- The application may require authentication.
- Beware of merging accesses under the same address.

3

LACK OF ACCESS

- Check the correct account and property.
- Logging out and logging in alone will not add authorization.
- Ask an administrator for a specific role or property.

When logging out, notifications will stop coming to the device. Always log out of a shared phone after work.

The administrator sets which properties and functions you see. The manual cannot replace missing permissions.

Your first day by role.

Start with only the functions you really need for your work.

1

TENANT / USER

Property → notifications → costs → payments → requests.

2

TECHNICIAN

Property → tasks → equipment → bug → photo → checklist → status.

3

HOUSEKEEPING / OPERATIONS

Property → today's tasks → checklist → photo → done.

4

ADMINISTRATOR

Switch properties → filters → tasks → contacts → documents → notifications.

5

SUPPLIER

Assigned tasks → deadline → communication → attachments → result → closure.

On the first day, do not delete or close anything without a result. A shorter one-page spread can be prepared for each role.

If you do not see a button or function.

In most cases, this is an property, filter, status or permission.

1 PROPERTY

Are you in the right home, unit or business?

2 FILTER

Is the item hidden by an active filter, year or category?

3 STATUS

Is the task already closed or the document processed?

4 PERMISSIONS

Does your role have the right to create, edit or delete?

5 DATA

Is the given module activated for the property and the data source connected?

6 UPDATE

Do you have the current version of the application and a functional connection?

Send the administrator: property name, name of the missing function, time, application version and screenshot without sensitive data.

Repeated logging out will usually not resolve missing authorization.

If the app does not work as expected.

Proceed from the simplest check. Do not create the same record repeatedly.

1

CANNOT LOGIN

Verify the email, password, internet and any authorization code. Then use the Forgotten password.

2

CANNOT USE CAMERA

In your phone settings, allow the app to access your camera and photos.

3

CANNOT SEND

Check required fields, attachment size, and connection. Wait for confirmation to appear.

4

OUT OF CURRENT DATA

Refresh the screen, verify the period and data source. Online metering and accounting are updated differently.

5

DUPLICATE TASK

Don't create a third. Open one item and ask the administrator to merge or close the duplicate.

6

WRONG PROPERTY

Write the correct property in the original record and contact the administrator. Do not make a copy without agreement.

Check Tasks, Documents or Payments before trying again. The first attempt may have been successful even if the confirmation was displayed late.

When providing support, never send your password, the entire payment QR code, or sensitive personal documents.

One-page quick reference.

If you are unsure, start with the correct property and home page.

Report a defect	Scanner → Defect photo → property → device → photo → description → send
Add information	Tasks → open the original task → Conversations / Attachments → send
Add a document	Scanner → Invoice / receipt → attachment → data → category → save
Scan QR	Scanner → QR code → enable camera → focus → check open content
Pay QR	Payments → unpaid item → QR payment → verify bank details → confirm
Find a document	Documents → search / category → open → check version
Enter reading	Device → correct meter → New measurement → value → time → save
Find a deadline	Calendar → day → item → open detail

BEFORE SUBMIT: correct property • correct category • complete description • readable attachment

HouseID

The right property first. Then the right action.

A well-filled entry saves time for the user, administrator, technician and supplier.

SUPPORT AND ONBOARDING

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