ASSOCIATION LOBBY BY CLAW MEDIA LLC

GETTING STARTED

Getting started with Association Lobby

Choose who you are. Each part starts with a few first steps, then shows everything you can do. Press Show me how for the full steps with pictures.



Unit owners and residents

For owners, renters and anyone in a household.



Board members

For the president, treasurer, secretary, directors and every other board office.



Property managers and management

For property managers, management companies and maintenance staff.

The latest version is always at associationlobby.com/guide/getting-started. Each Show me how link opens the full steps with pictures in the user guide.



Getting started for unit owners and residents

For owners, renters and anyone in a household.

Your first visit, about 10 minutes

1

Sign in with your unit number and email

Go to your association's website and press Unit owner sign-in. Type your unit number and the email the association has for you. There's no password to remember.

Show me how

2

Let the concierge show you around

Press the concierge with the yellow flag, Show me around, at the bottom left of the page. He points at each part of the page, one step at a time. Press Next to go on, or End tour to stop.

Show me how

3

Start on My page

After you sign in, you land on My page, your own page for your home. Each card shows one part of it: requests, pest control, messages, bookings, repairs, documents, listings and your household. A red dot means it needs you.

Show me how

4

Make the words bigger if you like

Press Accessibility at the top of any page for larger text, more contrast or less movement. Your choice stays on that phone or computer.

Show me how

5

Put the website on your phone

Add it to your home screen and it opens like an app, one press away.

Show me how

6

Add your photo and check your household

Open My household to add your photo and see who is listed in your unit, so neighbors and the board know who you are.

Show me how

7

Choose your emails

Pick which emails you want, such as the newsletter or reminders, so you get what matters and nothing more.

Show me how

8

Watch the bell and the menu numbers

The bell shows what's new for you. In the top menu, a red number on Messages means unread messages, and a blue number on Marketplace, Homes for sale or Documents means new things were added since you last looked.

Show me how

Everything you can do

Your home and repairs

Report a problem. Report a leak or something broken with a photo. You'll see if a neighbor already reported the same thing in a shared area, and who fixed it and when. **Show me how**

Ask before you change your unit. Send an approval request for new windows, flooring or other work, and follow the board's answer. **Show me how**

Pest control. Sign up for the next visit and pick a time for your unit. **Show me how**

Find a vendor. See the plumbers, electricians and other vendors the association uses. **Show me how**

Talk with the board and neighbors

Messages. Write to the board, the property manager or a neighbor, and read messages from the board. **Show me how**

Newsletter. Read the association's newsletter on the website or by email. **Show me how**

Ask the assistant. Ask a question in your own words, such as "What are the pool hours?", and get an answer from your association's own documents. **Show me how**

Around the building

Reserve a space. Book the clubhouse or another space and see when the board approves it. **Show me how**

Marketplace and homes for sale. Buy and sell things with neighbors, and see homes for sale in the building. **Show me how**

Project calendar. See work planned in the building, such as painting or elevator repairs. **Show me how**

Have your say

Designs and votes. Look at lobby and hallway designs, vote and tell the board why. **Show me how**

Vote online. Vote in association votes and check that your vote counted. **Show me how**

Run for the board. Put your name forward when the annual election opens. **Show me how**

Documents and records

Documents. Find the rules, minutes, budget and forms, or search for a word. **Show me how**

Ask for official records. Ask for invoices, contracts or other records, and follow the request until it's answered. **Show me how**

Your information is safe. Only people in your association can see your association's website. The board and property manager see what they need to help you; other owners don't see your requests or messages.



Getting started for board members

For the president, treasurer, secretary, directors and every other board office.

Your first week, one step a day is fine

1

Sign in and switch to Board view

You sign in like every owner and land on My page. At the top, a bar says You're on the board. Press Board view to open the board desk, and My page to go back to your home.

Show me how

2

Let the concierge show you around

Press the concierge with the yellow flag, Show me around, at the bottom left of the page. He points at each part of the page, one step at a time. Press Next to go on, or End tour to stop.

Show me how

3

Read the board desk

The board desk shows sign-in requests to approve, open maintenance, requests waiting for a decision and recent activity. Turn on the morning brief for a short daily email.

Show me how

4

Add your photo and official email

Owners trust a face and a name. Add your photo and the email you use for the board.

Show me how

5

Check the resident list

Make sure every unit has the right owners and emails, so they can sign in. Then invite owners who haven't signed in yet.

Show me how

6

Share the first documents

Upload the rules, the budget and recent minutes. Choose Board only for anything owners shouldn't see.

Show me how

7

Turn on the assistant

The assistant answers owners' questions from your own documents, so the board gets fewer of the same questions.

Show me how

8

Open the budget

Open Budget and see How we're tracking: spending against the budget so far, by category, with anything not in the budget listed for you to sort.

Show me how

9

Find any setting

All settings lists every setting in plain words with a search box, so you never have to hunt.

Show me how

Everything you can do

Talk with owners

Message every owner. Write it yourself or with the assistant's help, send it to every owner, and see who read it. **Show me how**

Newsletter. Put out the newsletter with building news and local events. **Show me how**

Who has signed in. See which owners use the website and who still needs an invitation. **Show me how**

Decide on requests

Approval requests. Review owners' requests to change their units and answer them with a note. **Show me how**

Reservations. Approve or decline bookings and set up the spaces owners can reserve. **Show me how**

Records requests. Answer owners' official records requests on time, with the files attached. **Show me how**

Money

Budget. Load this year's budget, bring in the income statement each month and see how you're tracking. AI helps match expenses to budget lines, and you check its choices. **Show me how**

Insurance and reserves. Enter insurance paid in installments and keep reserves, SIRS and non-SIRS, up to date. **Show me how**

Next year's budget. Start next year's budget from this year's numbers. **Show me how**

Bill pay. Approve vendor bills, or choose whether to use bill pay at all. **Show me how**

The building

Maintenance. See every open ticket, open one for the building and assign it. **Show me how**

Pest control. Schedule visits and send the list to the pest control company. **Show me how**

Calendars and Florida deadlines. Keep the yearly calendar, projects and Florida deadlines, such as the elevator certificate, in one place. **Show me how**

Red Book. Find the water shutoffs and who to call in an emergency. **Show me how**

Votes, elections and design

Votes and the annual election. Run a vote online and the annual board election. **Show me how**

Design. Add design pictures, make new ones in the Design studio and ask owners for feedback. **Show me how**

Set up the board

Board offices. Add offices such as Vice President or Director 1 and choose who holds them. **Show me how**

Photo categories. Choose which photo categories owners see. **Show me how**

Your information is safe. Your association's information, including its money, is kept separate from every other association. Only your board and your property manager can open the board desk and the budget.



Getting started for property managers and management companies

For property managers, management companies and maintenance staff.

Your first day

1

Use Staff sign-in

Press Staff sign-in at the top of the association's website, or Board on associationlobby.com, with the email the association added for you. Property managers land on Today, and maintenance staff land on Maintenance.

Show me how

2

Let the concierge show you around

Press the concierge with the yellow flag, Show me around, at the bottom left of the page. He points at each part of the page, one step at a time. Press Next to go on, or End tour to stop.

Show me how

3

See all your associations

Dashboard lists each association you've been added to and what needs attention in each. Press one to open it.

Show me how

4

Start on Today

Today is the board desk: what needs a decision, open tickets and recent activity for that association.

Show me how

5

Answer messages

Owners and the board can write to you. Answer from Messages.

Show me how

6

Handle maintenance tickets

Assign each ticket, mark it started and close it with a note. Owners see who fixed it and when.

Show me how

7

Set up board and staff roles

Add the board offices and your maintenance staff, so each person sees the right things.

Show me how

8

Fill in the Red Book

Add shutoffs, emergency contacts and building details, so anyone on duty can find them fast.

Show me how

Everything you can do

Every day

Records requests. Answer owners' official records requests with the files attached. **Show me how**

Who has signed in. See which owners use the website. **Show me how**

Everything the board does. You can open every board tool for the associations you manage.
Show me how

Money

Budget and income statement. Load the budget and bring in the income statement each month. AI helps match each account to its budget line; anything left goes to Not in the budget for you or the board to sort.
Show me how

Vendor bill pay. Pay vendor bills through Life Passion Works when the association uses it. **Show me how**

The building

Florida deadlines and projects. Keep deadlines, projects and design suggestions on the calendar.
Show me how

Messages from the board. Turn it on for the association and send a message to every owner.
Show me how

New associations

Setup checklist. What to gather and what to ask the board for before a new association's website goes live.
Show me how

Management companies

Your company page. See every association your company manages in one place. **Show me how**

Add your managers. Add your property managers and choose which associations each one handles. **Show me how**

Maintenance staff

See your work. Open Maintenance and press Assigned to me for your tickets. **Show me how**

Find a shutoff. The Red Book shows where every shutoff is. **Show me how**

Your information is safe. You see only the associations you've been added to. Each association's information, including its money and its AI assistant, stays with that association and never shows to another.

Updated October 26, 2026. Questions? Email office@associationlobby.com.
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