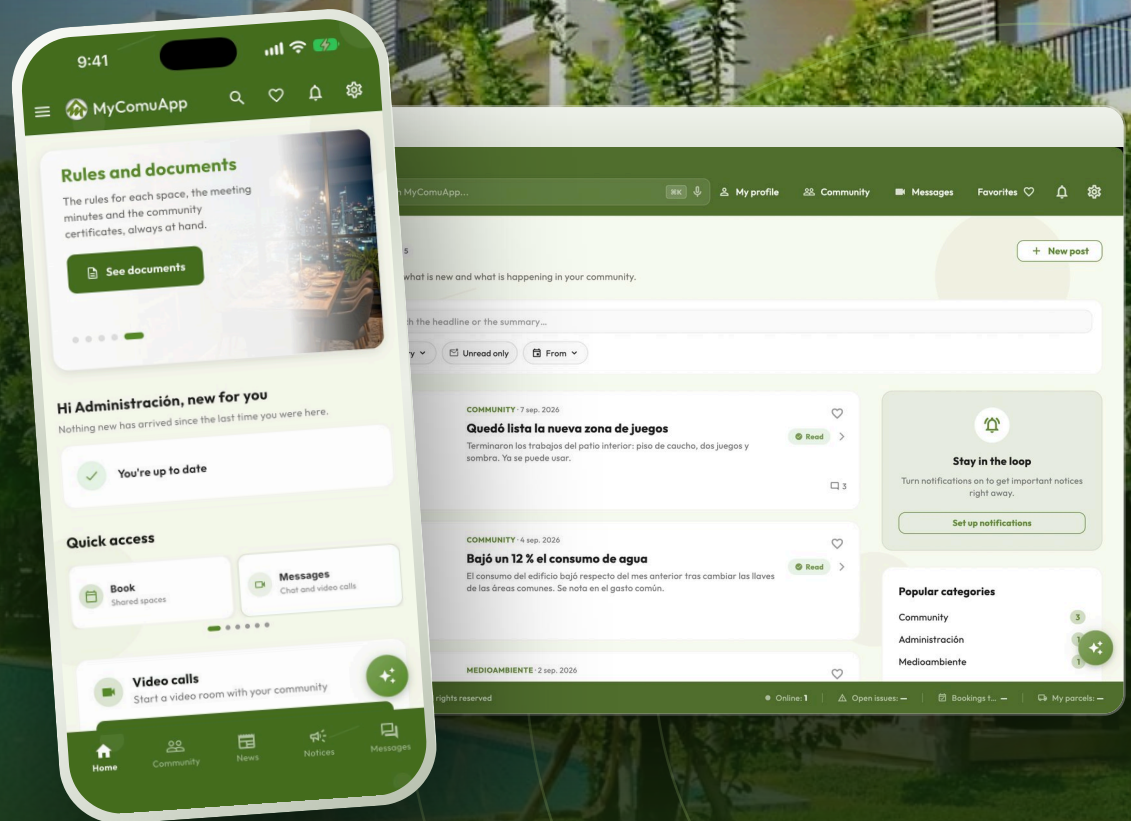




MyComuApp

Version 2.0.8 · September 2026



USER MANUAL

The complete guide to MyComuApp

Everything you need to use MyComuApp in your building or community: from installing it to running the building, explained step by step and from scratch.

20 chapters

Step by step

With diagrams

Android · iOS · Mac · Web

www.mycomuapp.com

Contents

01	Welcome to MyComuApp	3
	What the app is, what problem it solves and what you can do with it.	
02	Key concepts	5
	Community, units, people and roles: how everything is organized.	
03	Installation	7
	Requirements and how to install the app on each device.	
04	Your account and signing in	9
	How to get your account, sign in, recover your password and sign out.	
05	The main screen	11
	Getting around the app: bars, menu, bell and assistant.	
06	Notifications and updates	14
	How you find out what's new: the bell and phone alerts.	
07	News and notices	16
	What management and the committee post, instantly.	
08	The community wall	18
	A space for neighbors to share, with moderation.	
09	Booking common spaces	20
	BBQ areas, rooms, the gym and more, with no paperwork.	
10	Front desk: parcels and visitors	23
	We let you know when something or someone arrives for you.	
11	Issues	25
	Report what's broken and follow its repair.	
12	Messages and video calls	27
	Talk with your neighbors, the committee and the front desk.	
13	Your community	29
	Neighbors, documents, staff, businesses, polls and cameras.	
14	Search and favorites	32
	Find anything and keep what matters to you.	
15	Your profile and settings	33
	Your profile, your account and how to personalize the app: language, mode, colors and more.	
16	Privacy and security	37
	How your data is protected and how to exercise your rights.	
17	Management	39
	For administrators and the committee: the building in one panel.	
18	Quick guides by role	42
	The essentials for your first day, depending on who you are.	
19	FAQ and troubleshooting	44
	The most common questions, by topic, and how to solve them.	
20	Support and glossary	47
	Where to get help and what each term means.	



How to read this manual: steps are numbered, button and screen names are highlighted (for example **Sign in**), diagrams show each process from start to finish and green boxes contain tips. Screenshots are from the real app on an iPhone and a Mac; on Android, iPad and the web the screens are the same.

01

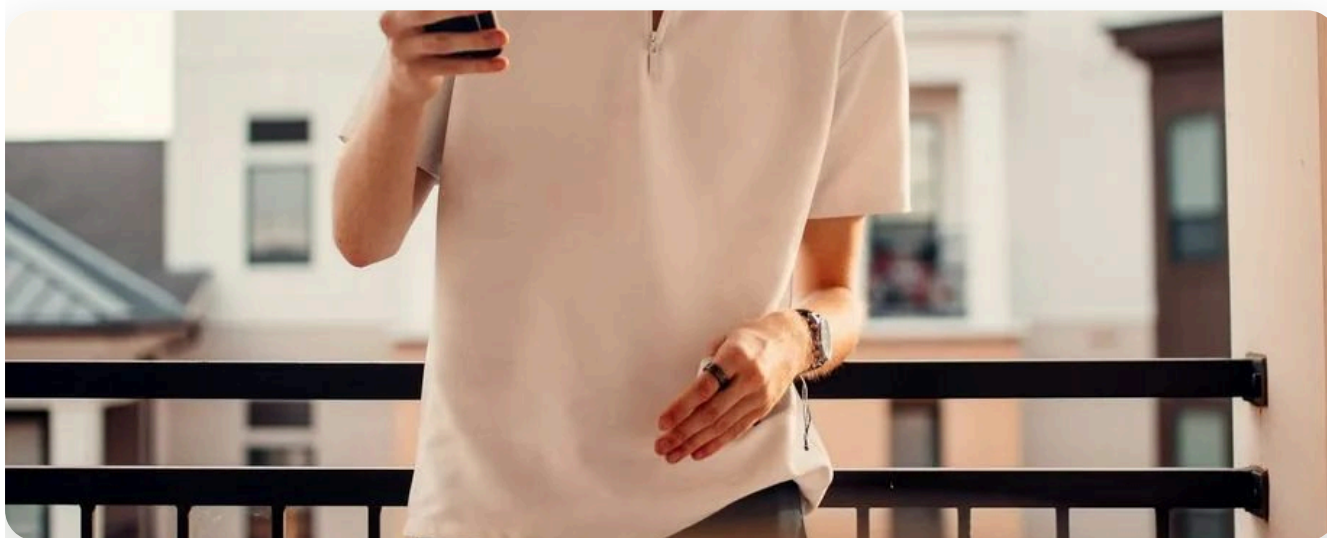
CHAPTER 1

Welcome to MyComuApp

What the app is, what problem it solves and what you can do with it.

MyComuApp brings all the information of your building, condominium or neighborhood organization into a single app. Management posts once and every neighbor gets it on their phone, with history, records and traceability.

Fewer scattered chat groups, a more organized community: what matters in the building, in one place and within everyone's reach.



MyComuApp puts your building's information in your pocket, wherever you are.

The problem it solves

In many communities information is scattered: notes taped in the elevator, a chat group with hundreds of messages, paper booking sheets and emails not everyone reads. Important notices get lost, nobody knows if the BBQ area is free and management repeats the same thing over and over.

MyComuApp puts all of that into a single official channel: every notice is posted and dated, every booking shows on a calendar, every parcel and every issue has its record, and each person sees only what concerns them.

What you can do



Stay informed

News and priority notices, with photos, reactions and comments.



Book

BBQ areas, rooms, the gym and any common space.



Get notified

When a parcel or a visitor arrives for you.



Report

What is broken, with a photo, and follow its repair.



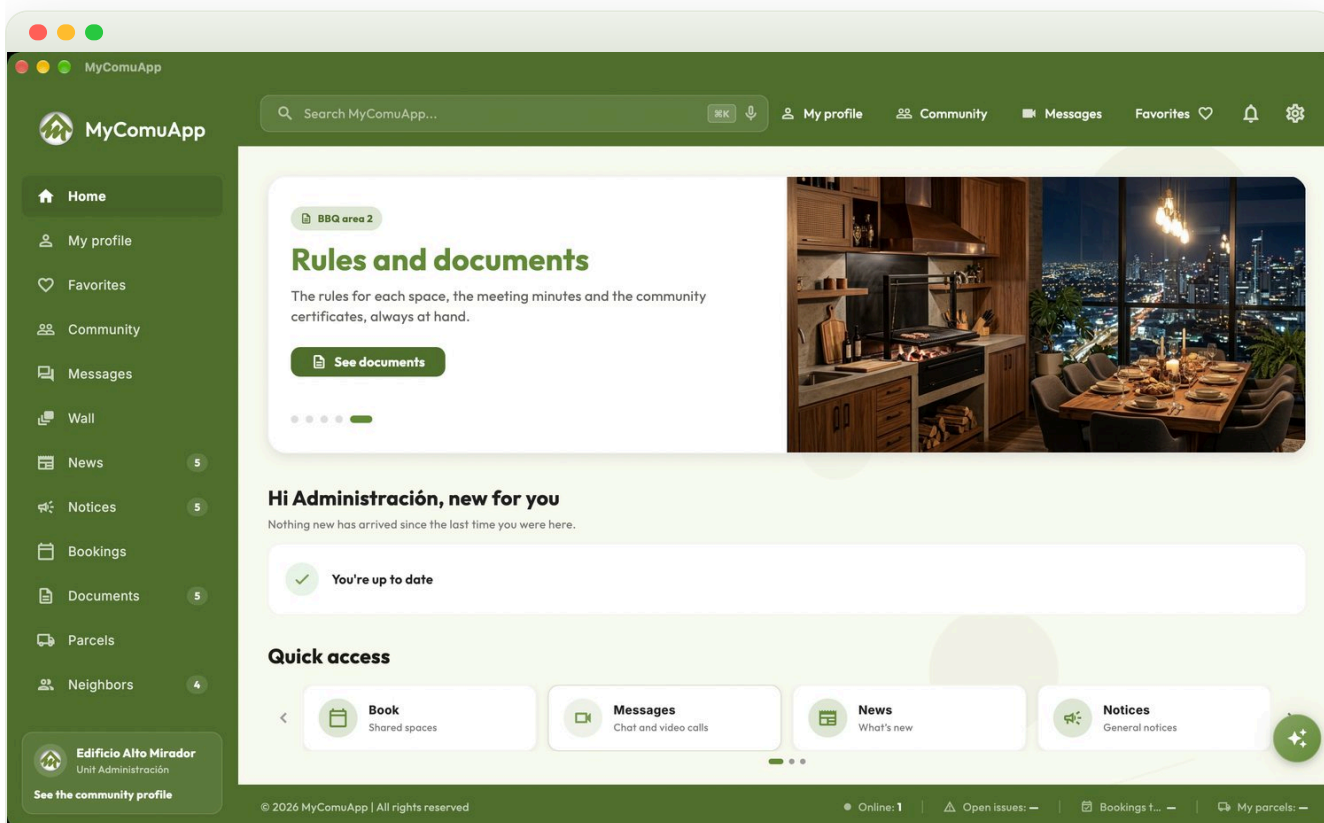
Talk

Messages and video calls with neighbors, the committee and the front desk.



Manage

People, units, spaces and content (depending on your role).



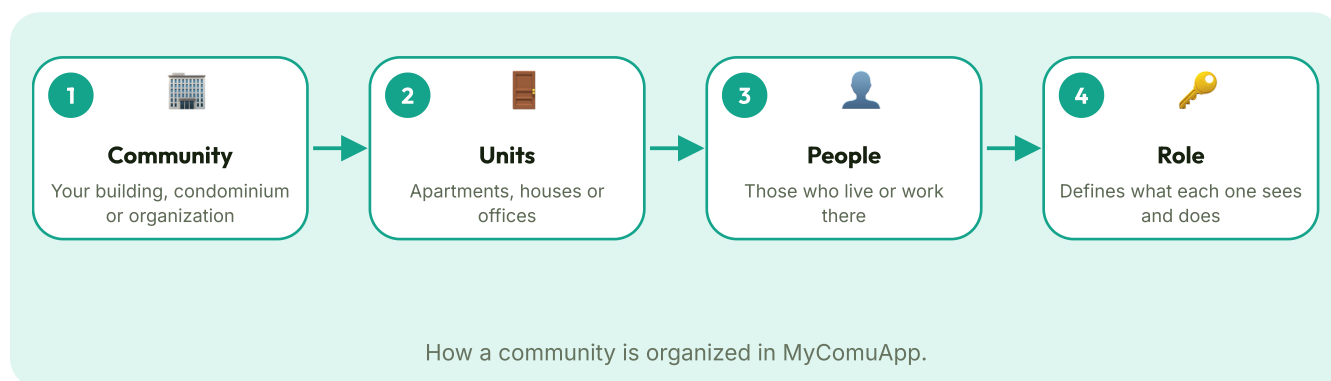
02

CHAPTER 2

Key concepts

Community, units, people and roles: how everything is organized.

Before you start, four ideas are worth knowing. They explain why you see what you see and why some things only management can do.



Concept	What it is	Who sets it
Community	The building, condominium or organization. It has its name, address, spaces and active sections.	MyComuApp, when the service is hired
Unit	Each apartment, house, shop or office. A person can have several.	Management
Person	Each neighbor, committee member, staff member or administrator, with their profile and account.	Management
Role	Neighbor, committee, front desk (staff) or management. It decides which sections you see and what you can do.	Management
Section	Each module of the app: news, bookings, wall... The community chooses which ones it uses.	Management

One app, four points of view

	Neighbor	Committee	Front desk	Management
Read news and notices	✓	✓	✓	✓
Post news and notices	–	✓	–	✓
Book common spaces	✓	✓	–	✓
Approve bookings	–	•	–	✓
Log parcels and visitors	–	–	✓	✓
Report issues	✓	✓	✓	✓
Manage people and units	–	•	–	✓
Configure permissions	–	–	–	✓

✓ can do it · • can oversee it, depending on how management configures it · – not applicable.



The exact permissions of each role are configured by your community's management; the table shows the usual setup.

03

CHAPTER 3

Installation

Requirements and how to install the app on each device.

Platform	Requirement	Where to get it
Android (phone and tablet)	Android 7.0 or later	Google Play
iPhone and iPad	iOS / iPadOS 15 or later	App Store
Mac	macOS 12 or later	Mac App Store
Web	Up-to-date Chrome, Safari, Edge or Firefox	www.mycomuapp.com/app

| On an Android phone or tablet

- 1 Open **Google Play**.
- 2 Search for **MyComuApp** and tap **Install**.
- 3 When it finishes, tap **Open** or find the green icon on your home screen.

| On an iPhone or iPad

- 1 Open the **App Store**.
- 2 Search for **MyComuApp** and tap **Get**; confirm with Face ID, Touch ID or your password.
- 3 Open the app from your home screen.

| On a Mac

- 1 Open the **Mac App Store**.
- 2 Search for **MyComuApp** and click **Get**.
- 3 Open it from Launchpad or the Applications folder. You can keep it in the Dock.

| On the web

Nothing to install: go to **www.mycomuapp.com/app** in your browser. It is the same app, with the same account and the same information.

Permissions the app asks for

Permission	What for	If you decline
Notifications	To alert you about notices, parcels, bookings and calls.	You will still see it under the bell, without an alert on the phone.
Camera and microphone	Video calls, photos for the wall and issues, voice search.	Those features won't be available.
Photos	To attach images to posts and issues.	You can post text only.
Location	To sort the area's public cameras by distance.	Distances are measured from your community.



You can change permissions at any time in your phone's settings, under MyComuApp.

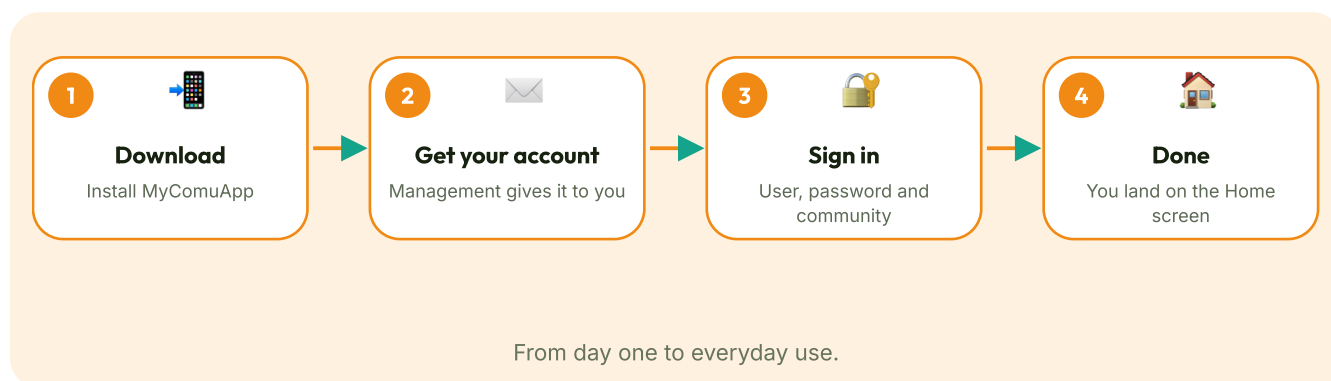
04

CHAPTER 4

Your account and signing in

How to get your account, sign in, recover your password and sign out.

Accounts are not created from the app: each community's management creates them and gives you a username (or your email) and a password. That way nobody outside the building can get in.

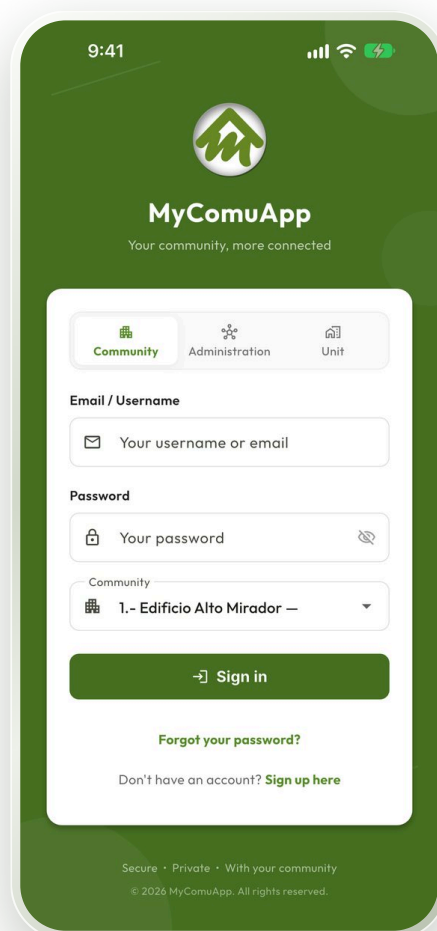


Signing in

- 1 At the top, keep the **Community** tab selected (**Management** and **Unit** are for other kinds of access).
- 2 Enter your **email or username** and your **password**.
- 3 Under **Community**, pick yours from the list.
- 4 Tap **Sign in**.



The eye next to the password shows or hides it, so you can check you typed it right.



The sign-in screen.

| If you forgot your password

- 1 On the sign-in screen tap **Forgot your password?** .
- 2 Follow the instructions sent to your email.
- 3 If your email isn't registered, ask your management to update it.

| What about “Sign up here”?

It explains how to get an account: since management creates it, there is no open sign-up. That protects the community.

| Signing out

Open the side menu (the three lines, top left) and tap **Sign out** at the bottom of the list. Always do it on a shared computer.



After several wrong passwords in a row, the app asks you to wait a few minutes before trying again. It is a protection against unauthorized access.

05

CHAPTER 5

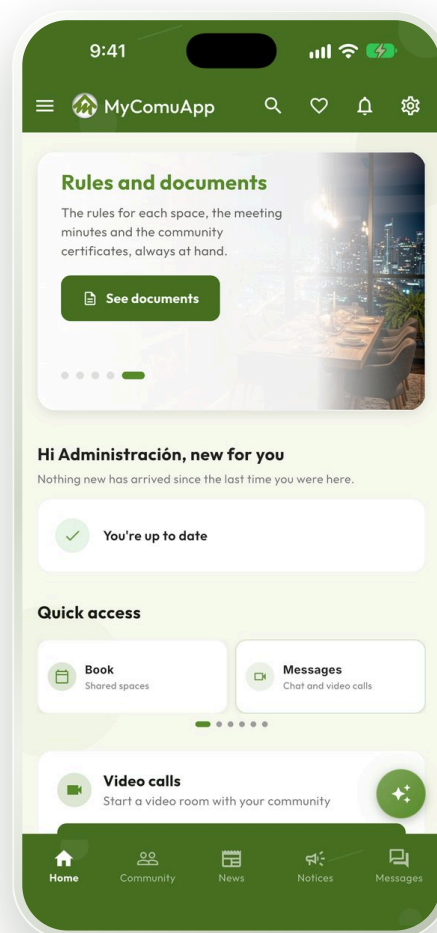
The main screen

Getting around the app: bars, menu, bell and assistant.

After signing in you land on **Home**, which brings together what matters most: community highlights, what's new since your last visit, shortcuts, video calls and important notices.

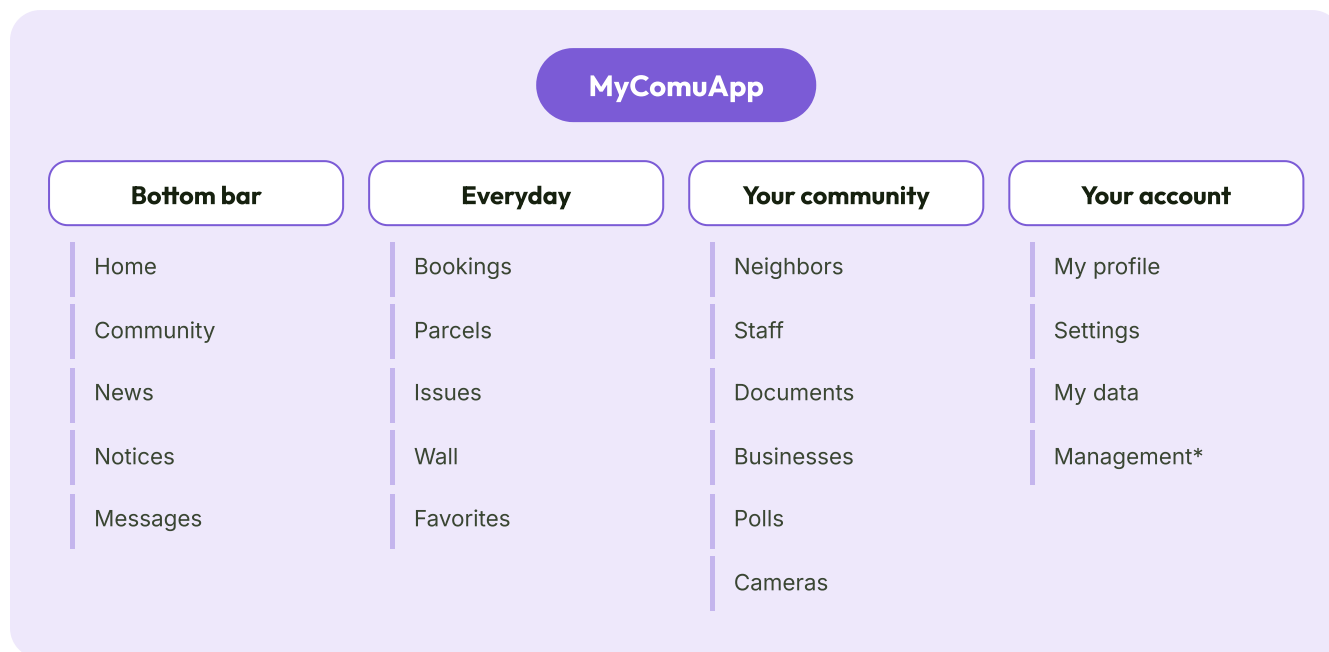
The top bar

- **Menu:** every section of the app.
- **Search:** find anything.
- **Favorites:** what you marked with a heart.
- **Bell:** updates you haven't read yet.
- **Settings:** your account, language, theme and alerts.



Home: what matters in your building when you open the app.

■ The app map



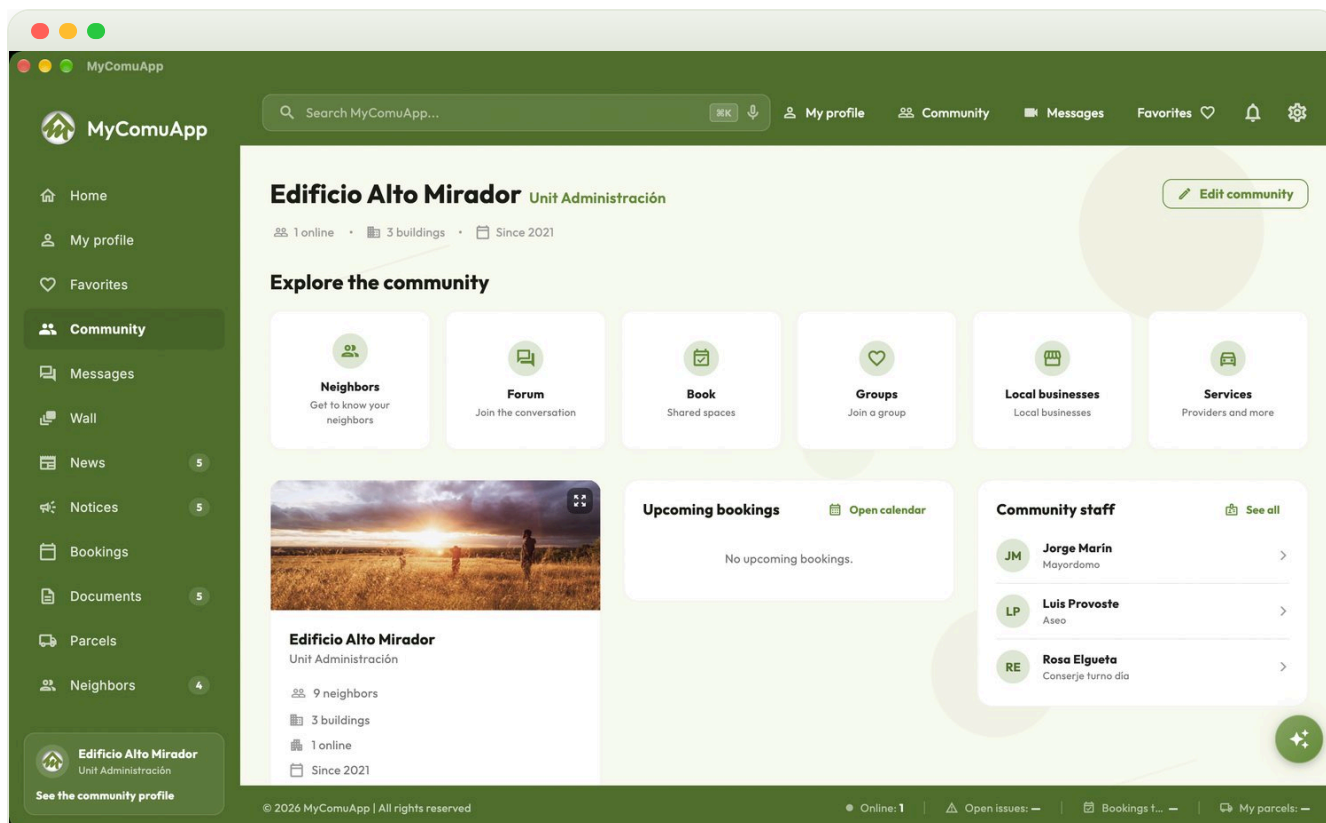
* Only if your role allows it. Each community chooses which sections it uses: if you don't see one, your community doesn't have it enabled.

■ The bottom bar

At the bottom you have the five most used sections: **Home**, **Community**, **News**, **Notices** and **Messages**. The active one is highlighted. On a computer, the menu is always on the left.

■ The assistant

The round button with sparkles ✨, bottom right, opens the **assistant**: tell it what you're looking for in your own words ("I want to book the BBQ area", "did my parcel arrive?") and it takes you to the right section. It works in English and Spanish.



On a computer the menu is always visible on the left.

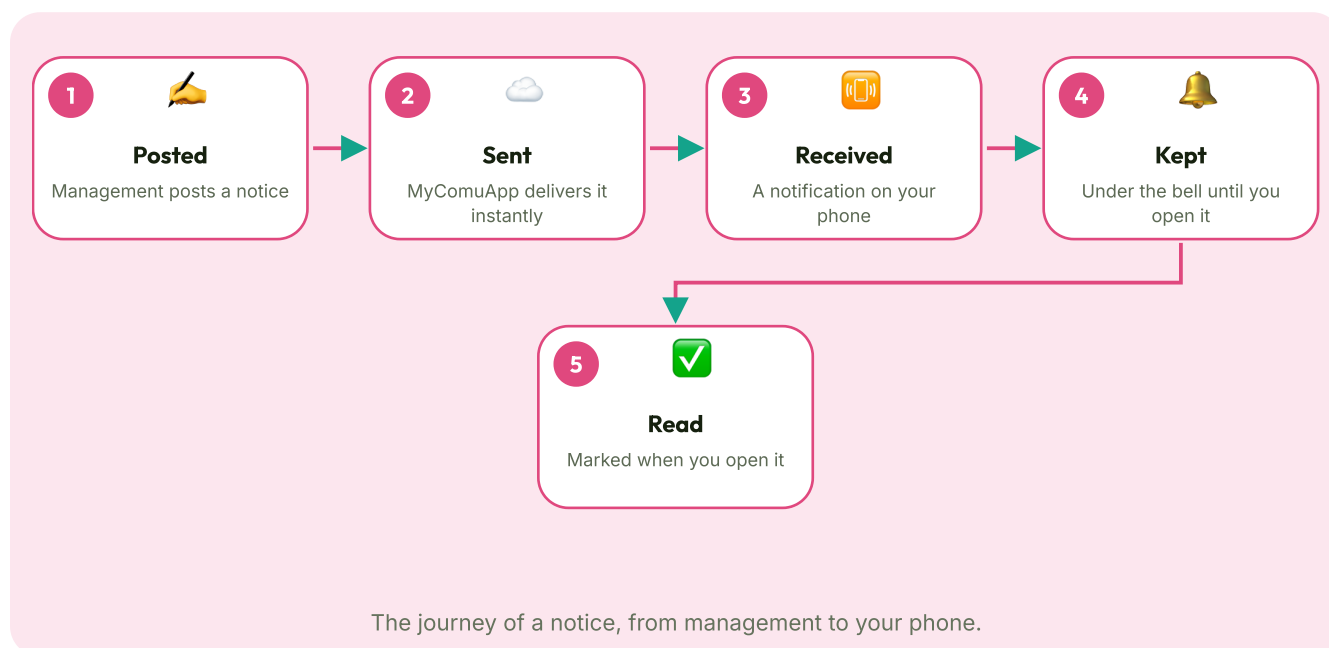
06

CHAPTER 6

Notifications and updates

How you find out what's new: the bell and phone alerts.

MyComuApp lets you know in two ways: with a **phone notification** as soon as something happens, and with the **bell** 🛎️, which keeps everything you received and haven't seen yet.



What we notify you about

- New notices and news.
- Parcels and visitors for you.
- Bookings approved or declined.
- Status changes on your issues.
- Incoming messages and video calls.
- Replies to your comments.

The bell

- 1 Tap 🛎️ in the top bar; the red number tells you how many updates you have.
- 2 Tap an update to go straight to it.
- 3 If you like, mark them all as read.

Choosing which alerts you get

In **Settings** you can turn alerts on or off by type. The bell still keeps everything, even with notifications off.



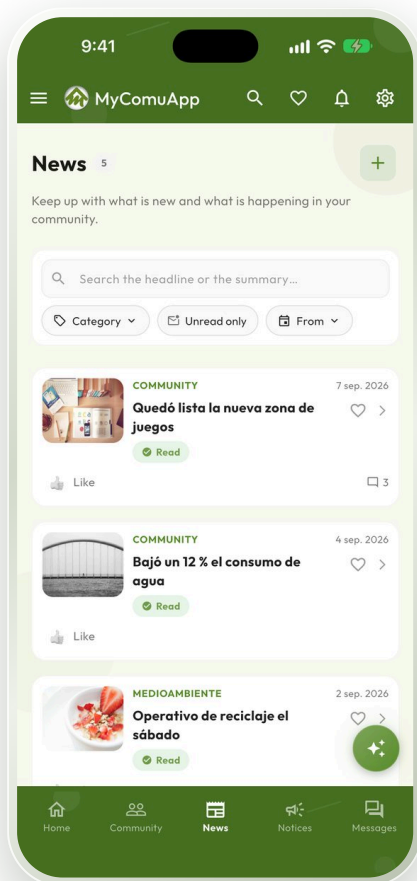
Not getting notifications? Check that MyComuApp has notification permission in your phone's settings.

07

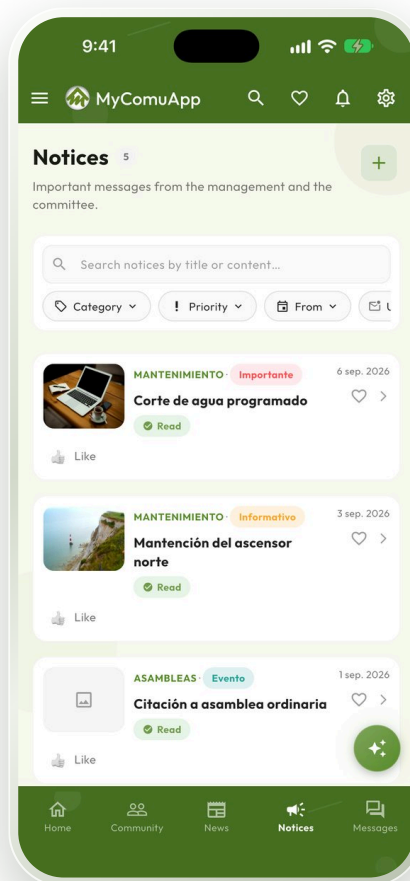
CHAPTER 7

News and notices

What management and the committee post, instantly.



News



Priority notices

News

These are the community's announcements: updates, events, finished works. Each item has its category, date, photo and sometimes a video.

- 1 Tap **News** in the bottom bar.
- 2 Tap an item to read it in full.
- 3 React with **Like** or leave a comment at the end.

Notices

Notices are what's urgent or can't be missed: water cuts, maintenance, meetings. Each notice has a **priority**:

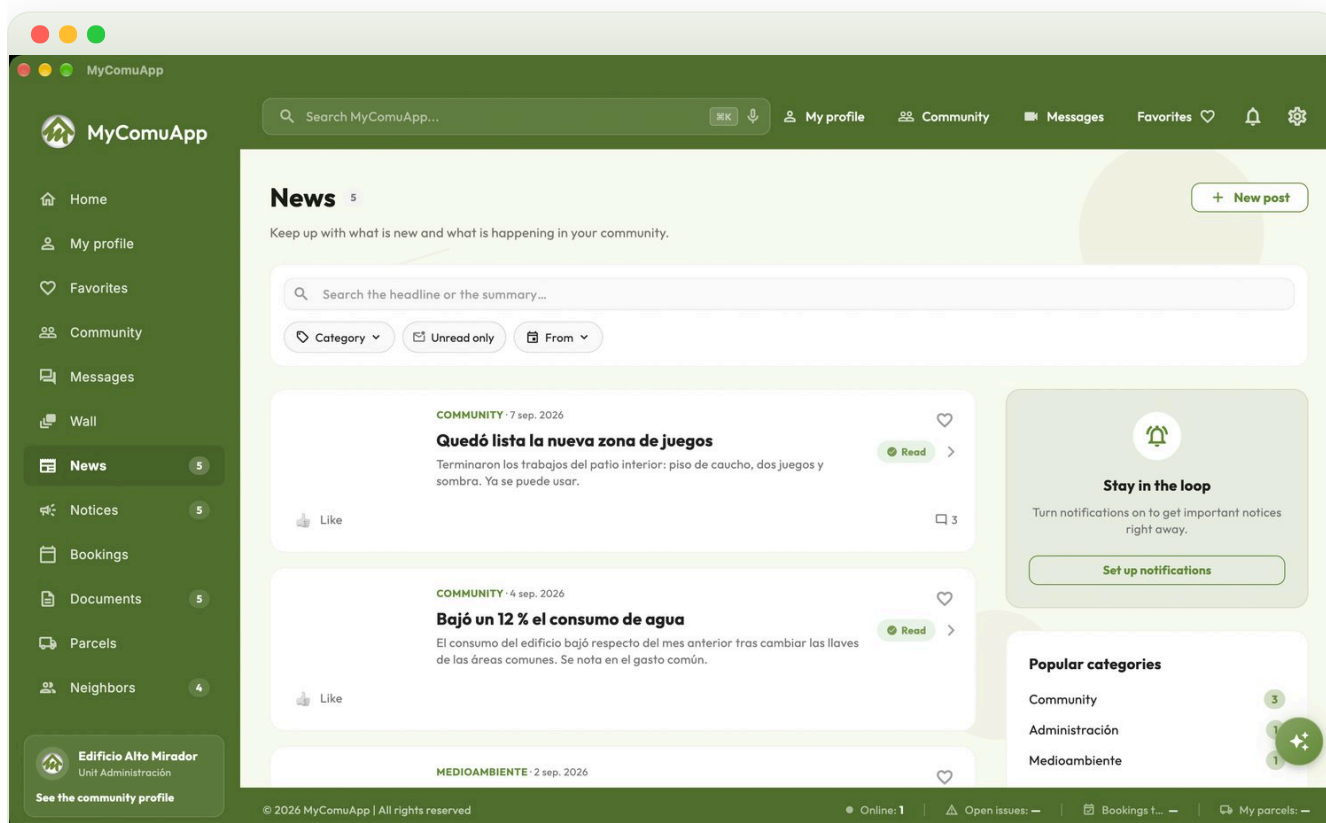
Priority	What for	Example
Important	Something that directly affects you.	Water cut on Friday from 9:00 to 15:00.
Informative	Something worth knowing.	Six-monthly maintenance of the north elevator.
Event	An activity or a meeting call.	Ordinary meeting on Thursday the 20th at 19:30.

Reactions and comments

Below each post you can react and comment. Comments are single-level; if management turns them off on a post (for example, a meeting call), the comment box doesn't appear.

Search and filter

Above each list there is a search box and filters for **Category**, **Priority**, date (**From**) and **Unread only**. Filters add up.



On a computer, news with popular categories on the right.



What you've read is marked **Read**. Tap the heart ♥ on a news item to save it to Favorites.

08

CHAPTER 8

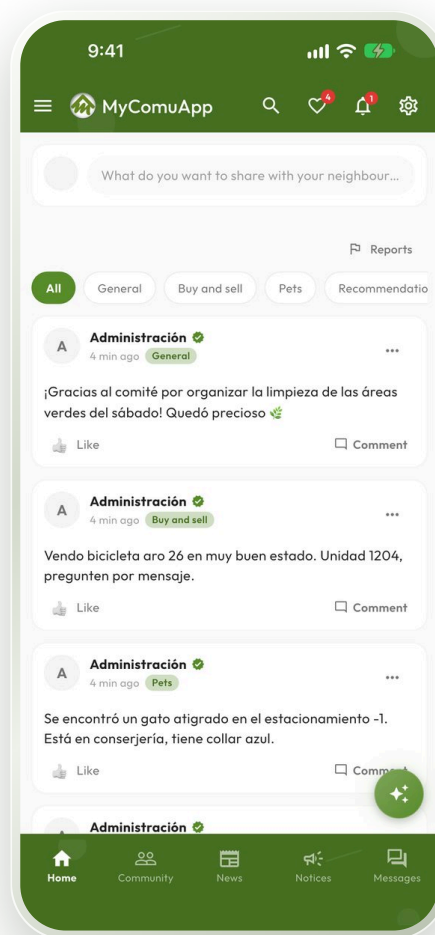
The community wall

A space for neighbors to share, with moderation.

On the **wall** neighbors post recommendations, pet notices, things to buy or sell, or simply a greeting. Management moderates it.

Posting

- 1 Open **Wall** from the ≡ menu.
- 2 Tap **What do you want to share with your neighbours?**
- 3 Write your message, choose a topic and add photos if you like.
- 4 Tap **Post**.



The community wall.

Topics

Topic	What for
General	Greetings, thanks and everything else.
Buy and sell	What you sell, give away or are looking for.
Pets	Lost, found or adoptable pets.
Recommendations	A plumber, a shop or a service that worked for you.

How moderation works



⚠ Everything you post on the wall is seen by all members of your community. Don't post personal data about yourself or others.

09

CHAPTER 9

Booking common spaces

BBQ areas, rooms, the gym and more, with no paperwork.

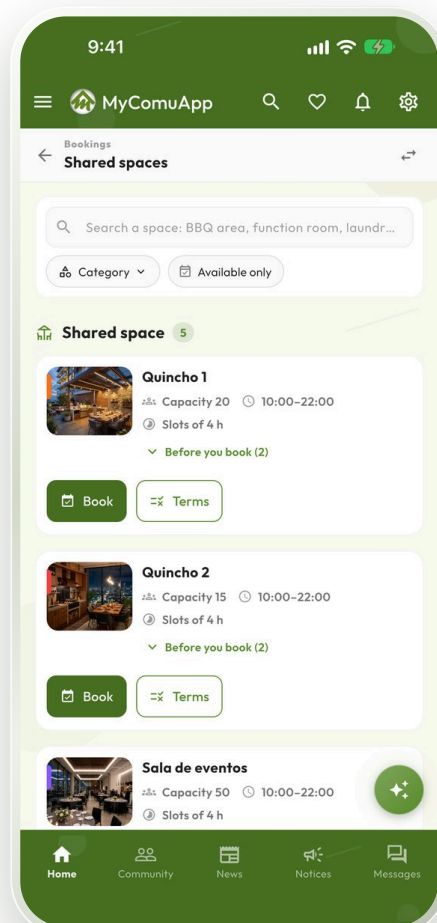


Each common space has its photo, its rules and its calendar.

Each space shows its **photo**, **capacity**, **opening hours** and **slots** (for example, 4 hours each), plus its rules.

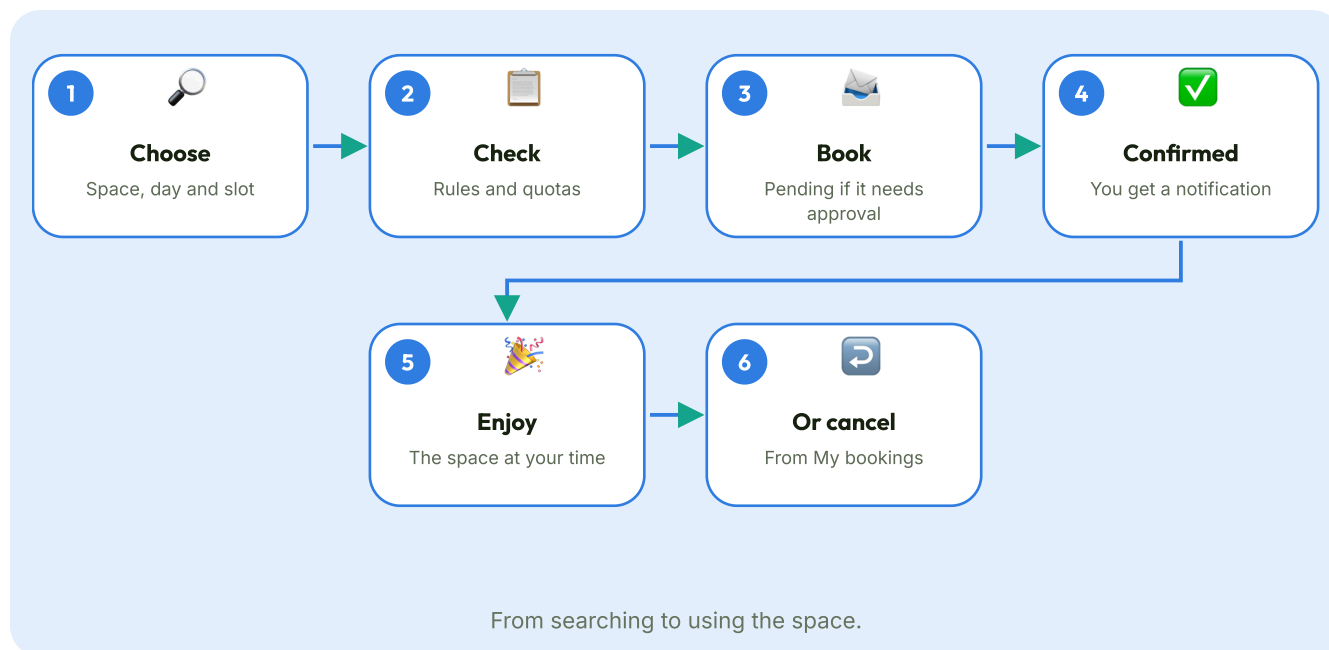
Making a booking

- 1 Go to **Bookings** (or tap **Book** on Home).
- 2 Find the space or filter by **Category** or **Available only**.
- 3 Read **Before you book** and **Terms**.
- 4 Tap **Book**, pick the day and slot, and confirm.



Common spaces and their terms.

| The life of a booking

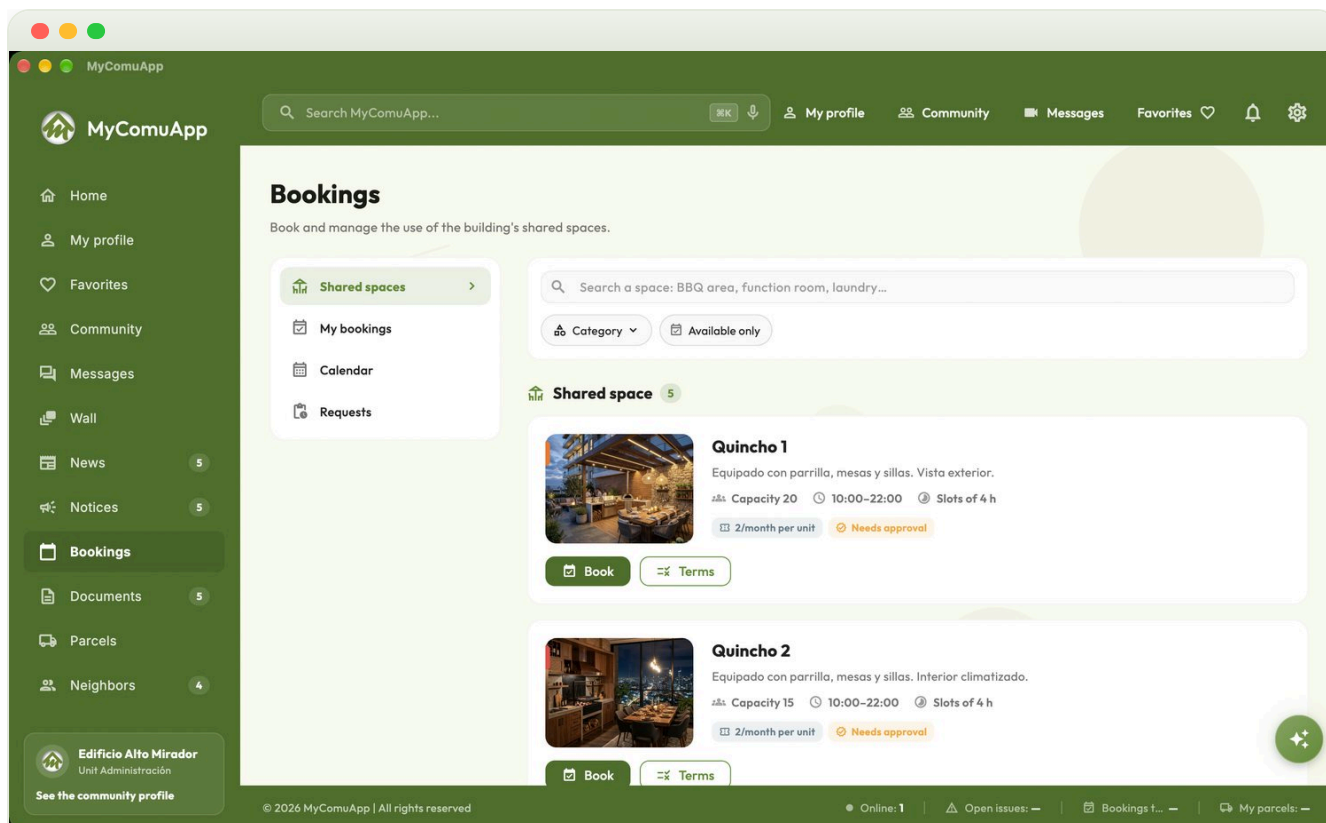


| Quotas and approval

Some spaces have quotas (for example, 2 bookings a month per unit) or **need approval**: in that case your booking stays pending until management confirms it, and we let you know when it does.

| Your bookings

- **My bookings** : yours, upcoming and past; you can cancel them from there.
- **Calendar** : the occupancy of each space, day by day.
- **Requests** : bookings waiting for approval (management).



Bookings on a computer: spaces, my bookings, calendar and requests.



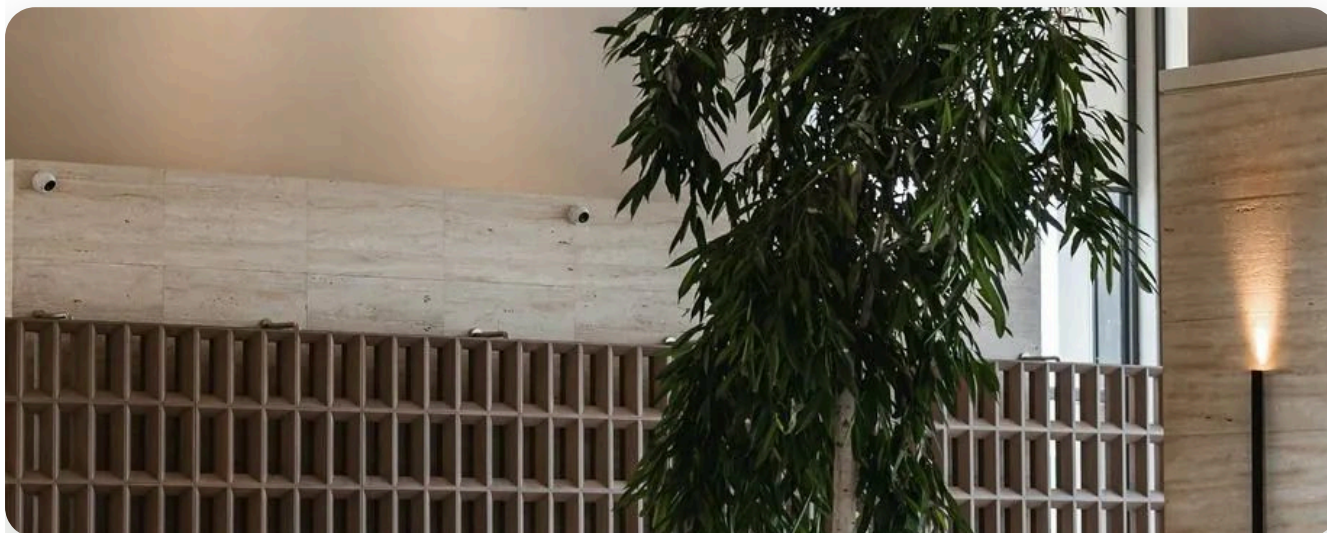
Check the terms before booking: they list capacity, hours and what needs to be left tidy afterwards.

10

CHAPTER 10

Front desk: parcels and visitors

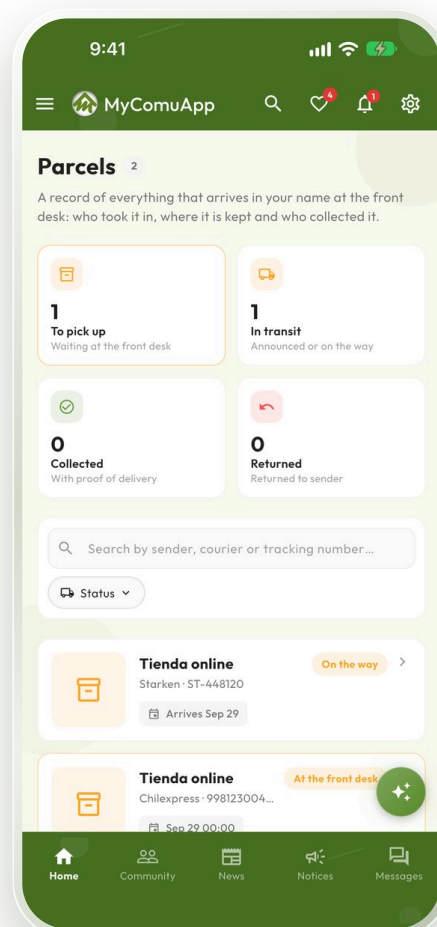
We let you know when something or someone arrives for you.



The front desk logs every parcel and every visitor; you get the notification.

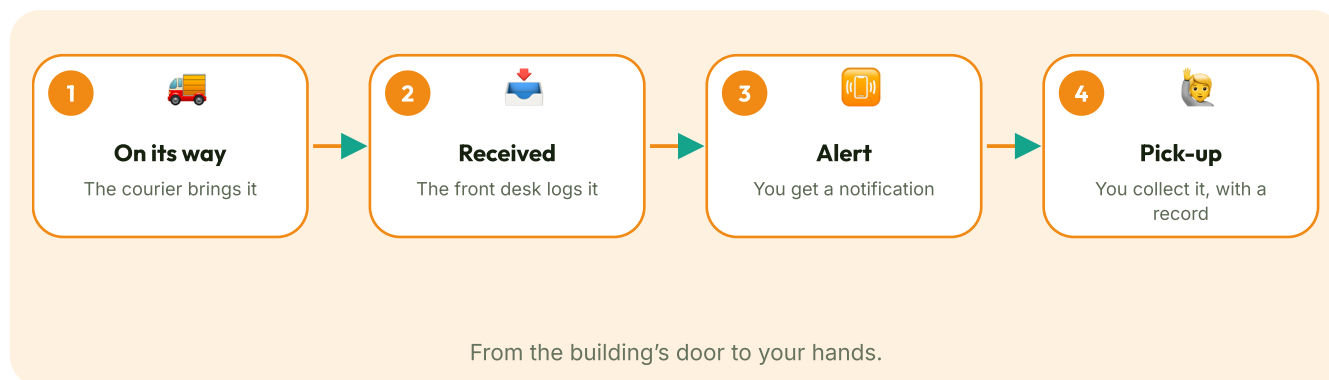
When the front desk receives a parcel for you, they log it and **you get a notification**. Under **Parcels** you see everything that arrived for you and its status.

Status	Meaning
To pick up	Waiting for you at the front desk.
In transit	Announced or on its way.
Collected	You picked it up, with a record.
Returned	Sent back to the sender.



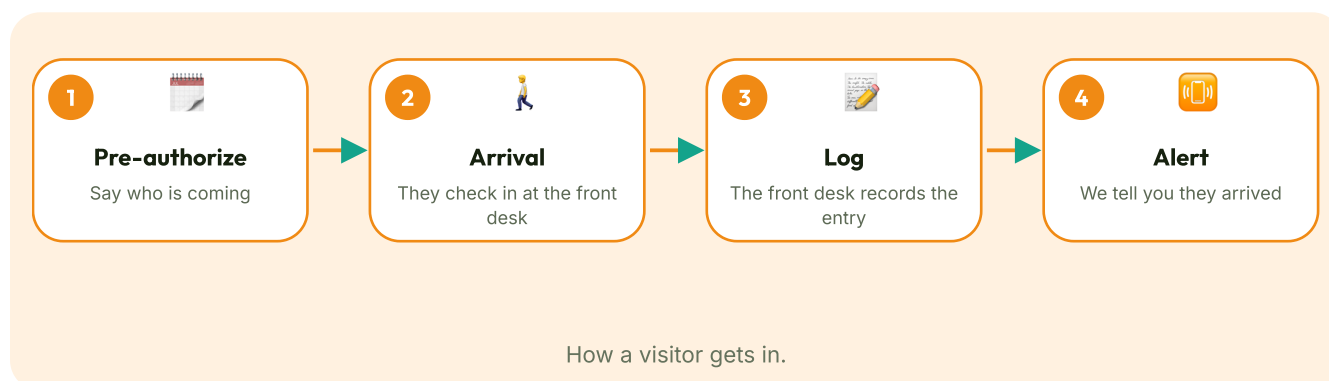
The parcel log.

The journey of a parcel



Visitors

The front desk logs who enters and leaves the building. If your community uses it, you can **pre-authorize** your guests so they get in faster.



i If the front desk denies entry, they must record the reason: every decision is on record.

11

CHAPTER 11

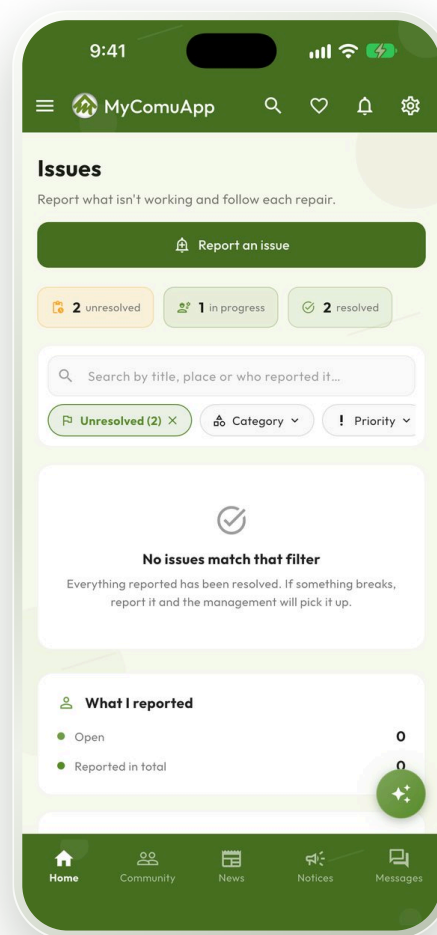
Issues

Report what's broken and follow its repair.

A burnt-out light in the hallway, a door that won't close? Report it from the app: it goes straight to management and you can follow its status.

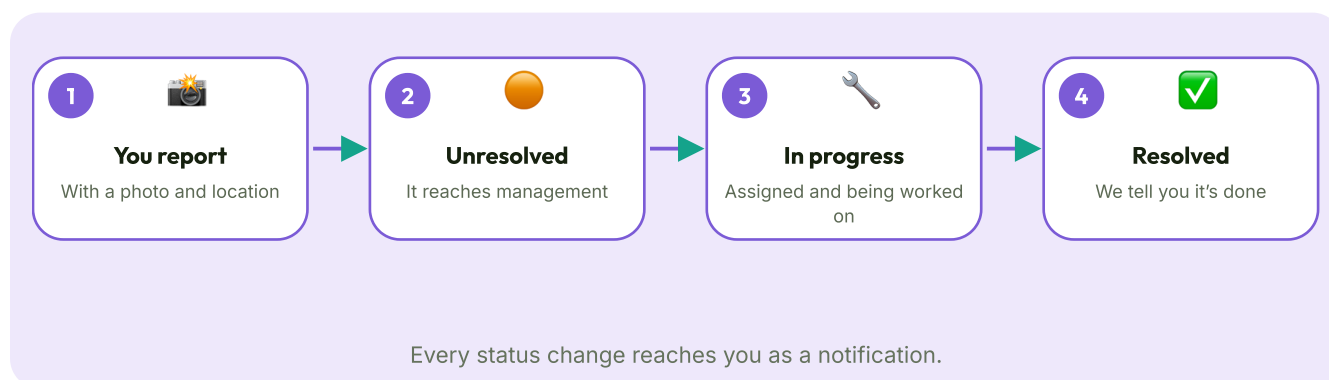
Reporting

- 1 Open **Issues** from the ≡ menu (or **Report** on Home).
- 2 Tap **Report an issue**.
- 3 Describe the problem, say where it is and add a **photo**.
- 4 Send the report.



Your issues and their status.

The life of an issue



| How to write a good report

- ☐ A clear photo of the problem.
- ☐ The exact place: "tower B, 3rd floor, next to the elevator".
- ☐ Since when it happens and whether it's getting worse.
- ☐ If it's urgent (water, electricity, security), also call the front desk.

At the top you see how many are **Unresolved** , **In progress** and **Resolved** ; yours are under **What I reported** .

12

CHAPTER 12

Messages and video calls

Talk with your neighbors, the committee and the front desk.



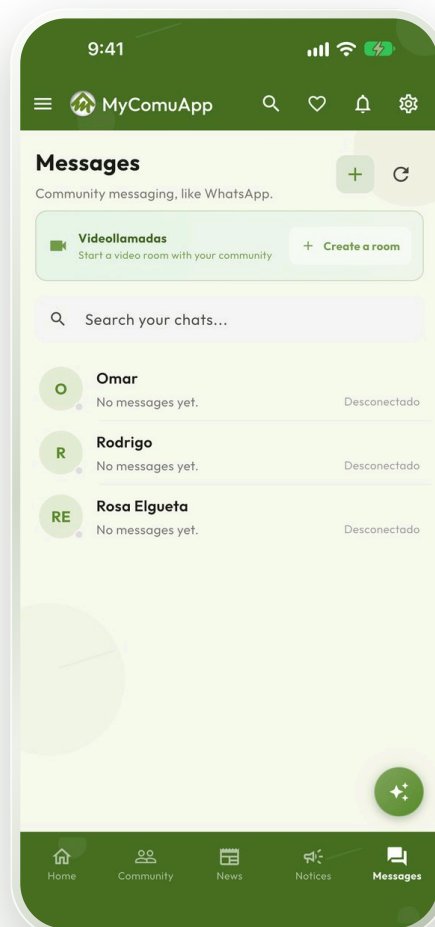
Messages and video calls with your community, without leaving the app.

Messages

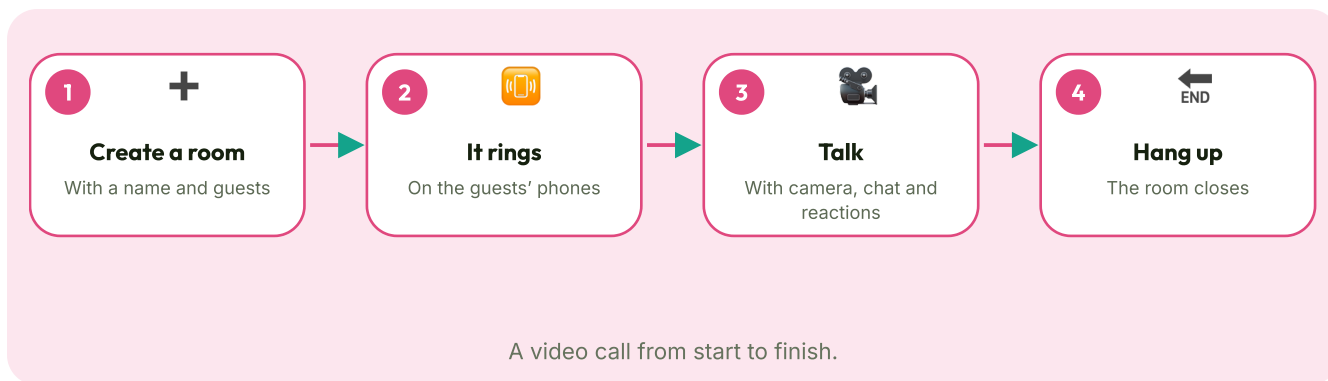
Under **Messages** are your conversations: your unit's and private messages with other people in the community. Tap **+** to start a new one. You can see who's online.

Creating a video call

- 1 Tap **Create a room** (or **Go to Video calls** on Home).
- 2 Give it a name and invite whoever you want.
- 3 Allow the camera and microphone when the app asks.



Messages and video call rooms.



During the call

- Turn your **microphone** and **camera** on or off.
- **Share your screen** to show a document.
- Apply **background effects** to your camera.
- Use the **chat**, send **reactions** or **raise your hand** to speak.

What works on each device

	Android	iPhone/iPad	Mac	Web
Video call	✓	✓	✓	✓
Screen sharing	✓	–	✓	✓
Background effects	✓	✓	✓	✓
Flip camera	✓	✓	–	–
Keep going in background	✓	✓	✓	–



On Android, leaving the app during a call keeps it in a small floating window.

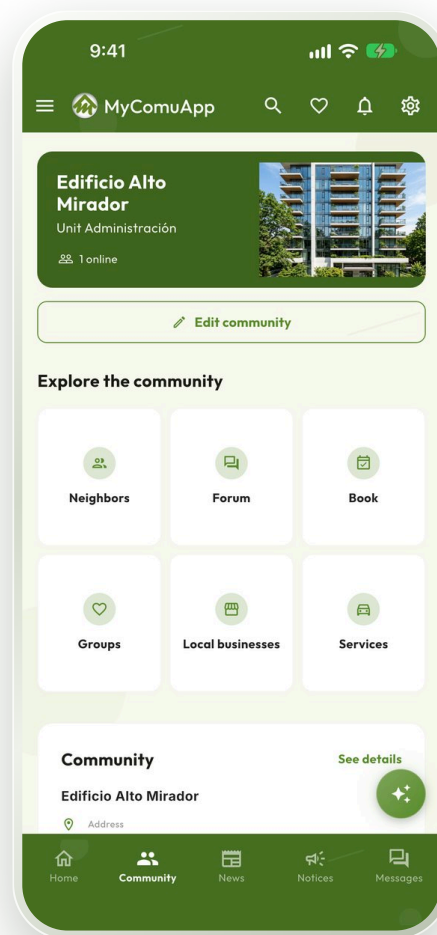
13

CHAPTER 13

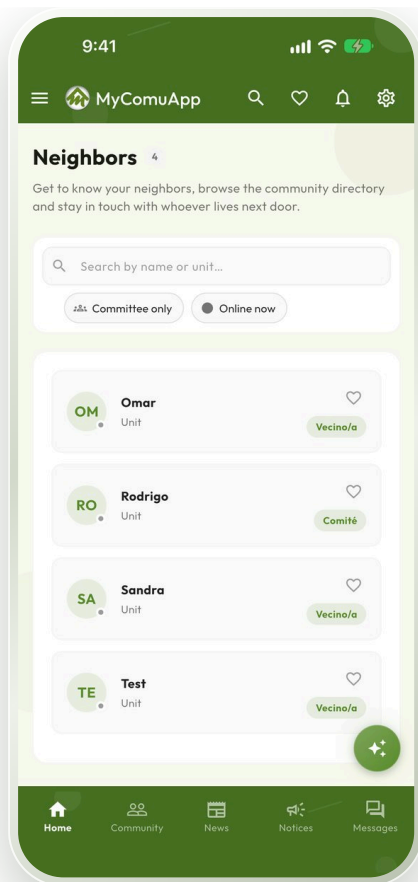
Your community

Neighbors, documents, staff, businesses, polls and cameras.

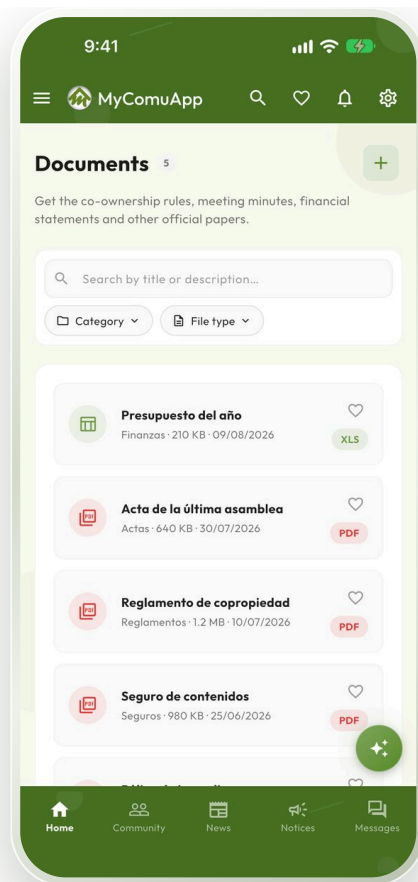
Community, in the bottom bar, brings together the building's profile and shortcuts to everything that keeps it running: **Neighbors**, **Forum**, **Book**, **Groups**, **Local businesses** and **Services**, plus the staff and management with their contact details.



Exploring the community.



Neighbors



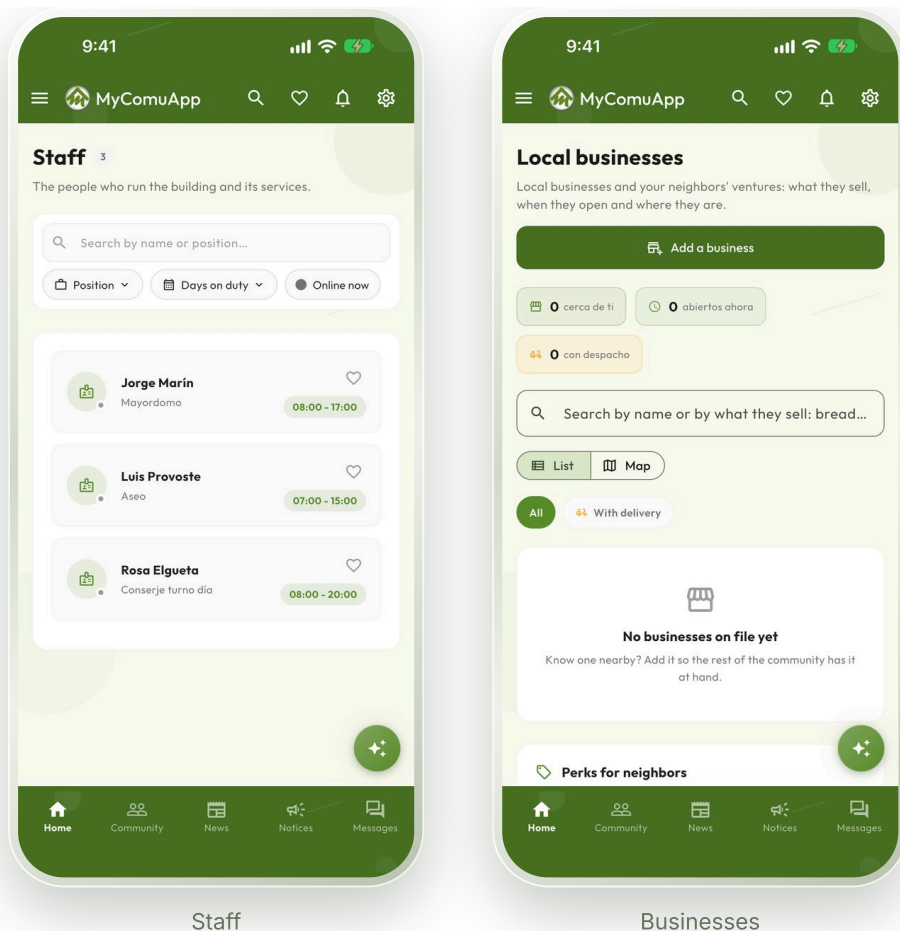
Documents

Neighbors

The community directory: each person's name, unit and role, and whether they're online. You can filter **Committee only**. For privacy, the directory never shows sensitive data.

Documents

The co-ownership rules, meeting minutes, financial statements and other official documents, with their category, size and date. Tap one to open or download it.



Staff

Businesses

Staff

The building's staff (manager, doormen, cleaning) with their position, office hours and whether they're available now.

Businesses, services, polls and cameras

- **Businesses:** local shops and your neighbors' ventures, as a list or on a map, with opening hours and delivery. Tap **Add a business** to suggest one.
- **Services:** providers recommended by the community.
- **Polls:** vote in community consultations; your opinion is recorded.
- **Cameras:** the building's entrance cameras and the area's public traffic cameras, if your community enabled them.

14

CHAPTER 14

Search and favorites

Find anything and keep what matters to you.

Search

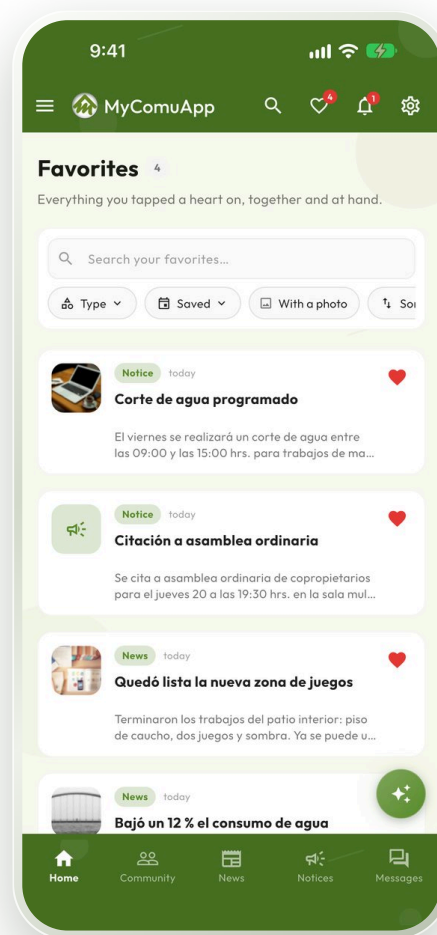
Tap  in the top bar and type: search covers news, notices, documents, neighbors and more, all at once. On a computer, use the ⌘K shortcut.

Search by voice

Tap the microphone in the search box and say what you're looking for: the app turns it into text.

Favorites

Tap the heart  on any news item, notice, neighbor, service or poll to save it. Under **Favorites** you have them all together, with search, type filters and sorting.



Your favorites.



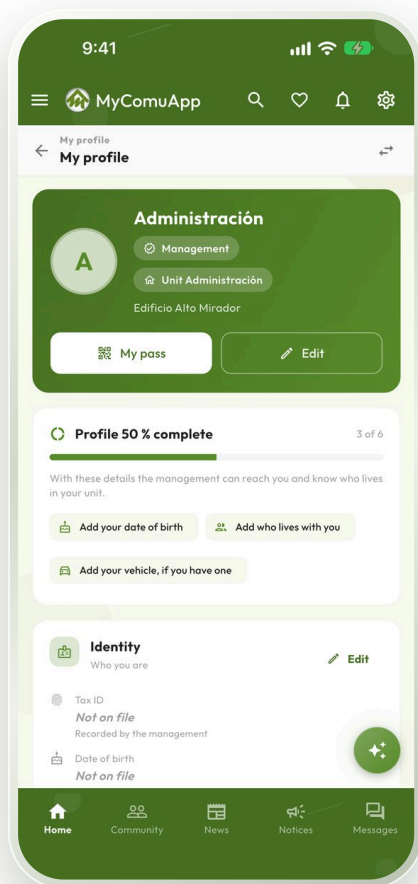
Save the building rules or the next meeting's notice to Favorites: they'll be one tap away.

15

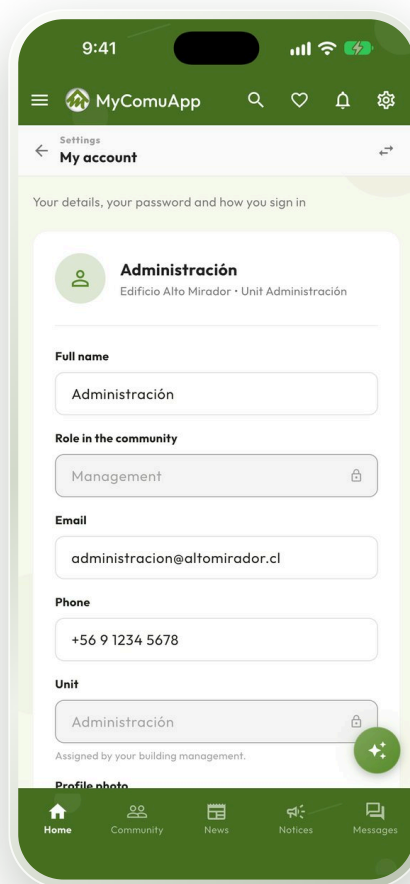
CHAPTER 15

Your profile and settings

Your profile, your account and how to personalize the app: language, mode, colors and more.



My profile



Settings

My profile

From the ≡ menu > **My profile** you see your profile: your role, your unit and how complete your profile is. **My pass** shows your resident pass and **Edit** lets you complete your details: date of birth, who lives with you, vehicles and pets.

How Settings is organized

Tap ⚙ in the top bar. Settings opens with an index of sections; on a computer they also appear in a bar on the left, and on the phone you can jump between them with **Switch section**.

Section	What you find
My account	Your name, email, phone, photo and password. Also "Delete my account and my data".

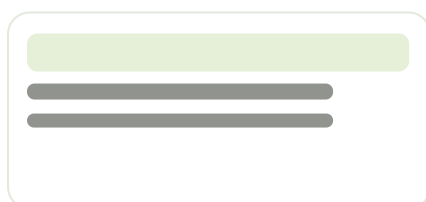
Section	What you find
Notifications	What we alert you about and how. Saved instantly.
Appearance	Language, light or dark mode, color theme and how many items you see per page.
My sign-ins	Where you sign in from and which devices are connected now.
My data	What we keep about you, who sees it and how to ask for changes.
My community	The condominium's and its management's details.
System	Connection status, app version and "Reset".

Changing the language

- 1 Open  **Settings** > **Appearance**.
- 2 Under **Language**, choose **Español** or **English**.
- 3 The app switches instantly, without signing out.

 The language is saved on that device: if you use the app on your phone and your computer, choose it on each one.

Light, dark or system mode



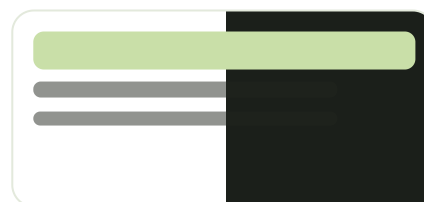
Light

White background, great by day.



Dark

Dark background, easier on the eyes at night.



System

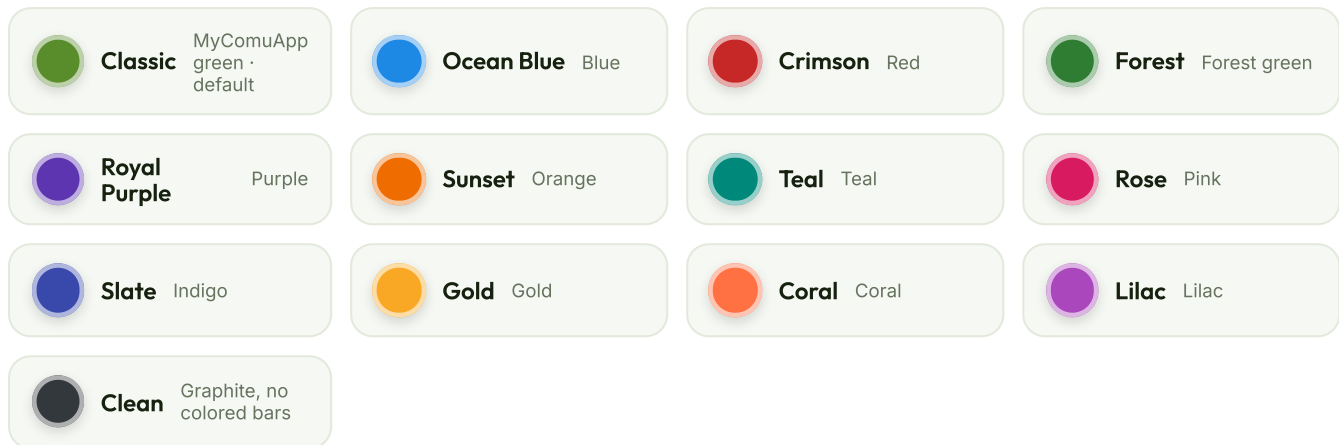
Follows your phone or computer.

- 1 In **Appearance**, find the mode selector.
- 2 Tap **Light**, **Dark** or **System**.

 With **System**, the app turns dark by itself when your phone switches to night mode.

Choosing the color theme

The theme sets the app's main color: the top bar, the menu, buttons and selected items. There are 13 to choose from:



- 1 In **Appearance**, scroll down to **Themes** ("Choose the main color of the app").
- 2 Tap the color you like: the app repaints instantly so you can see it.
- 3 Done: it is saved. You can change it as often as you like.

Clean is different from the others: it leaves the header and bars uncolored, on the background, and uses the accent only where it matters (selected items, buttons, alerts). It is ideal if you prefer a sober app. Every theme works in light and dark mode.

Items per page

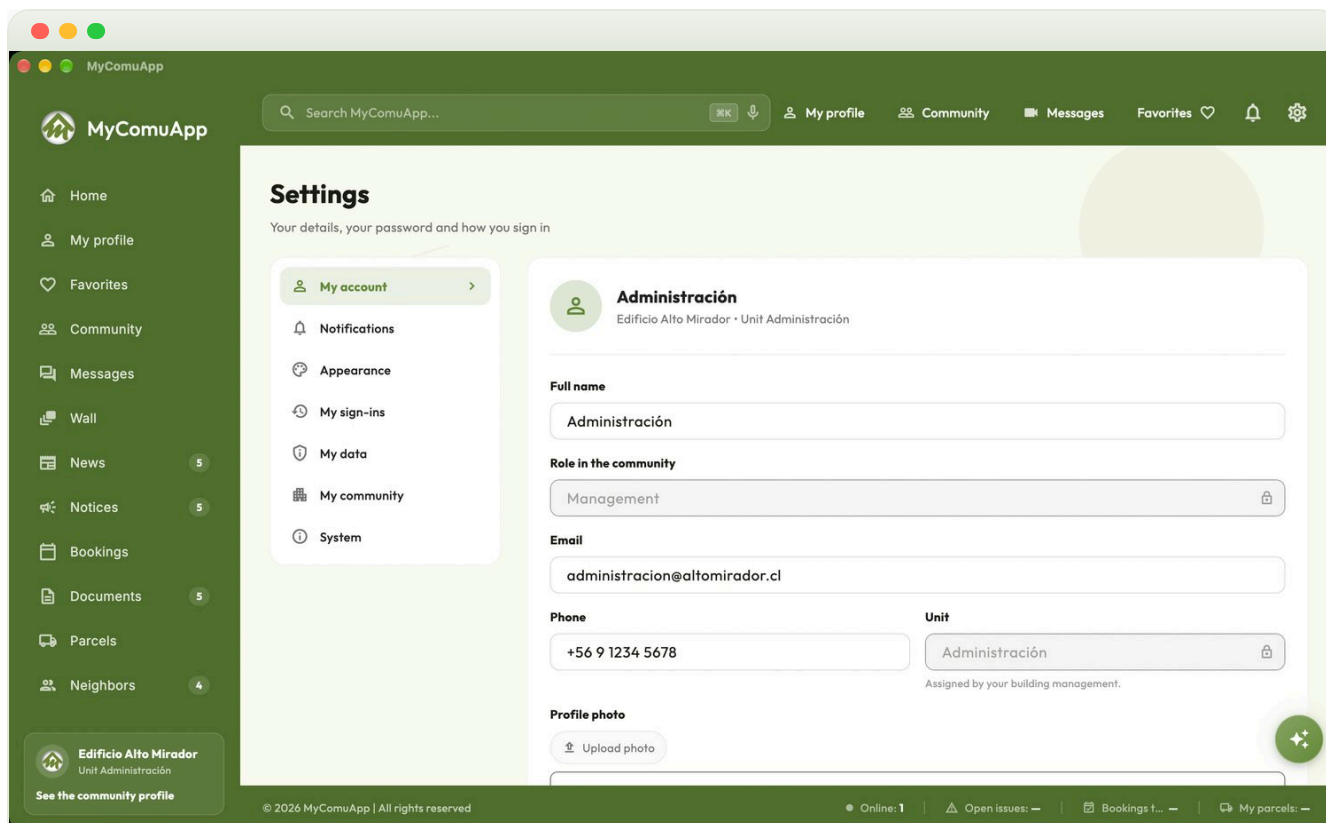
In **Appearance** > **General** you choose how many items are shown in the News, Notices, Bookings, Staff and Community lists. Fewer items load faster; more items save you from paging.

Discreet widget (Android)

The home-screen widget can be seen by anyone holding your phone. With **Discreet widget** on, it only shows how many updates there are, without titles.

Back to factory settings

- 1 Go to **System** > **Reset**.
- 2 Confirm **Restore factory settings**.
- 3 The Classic theme comes back and the other preferences saved on that device are cleared. Your account and data are not touched.



Settings on a computer: sections on the left.

My account

In **Settings** > **My account** you change your name, email, phone, photo and password (at least 8 characters, mixing letters and numbers). Your **username**, **role** and **unit** are assigned by management, which is why they appear locked.

16

CHAPTER 16

Privacy and security

How your data is protected and how to exercise your rights.

MyComuApp processes your data in accordance with Chile's **Law 21.719** on personal data protection. It is used only to run your community: no ads are shown, and your data is never sold or shared for advertising.



Only what's needed

Your profile is trimmed depending on who asks.



Encrypted connection

HTTPS/TLS and, in calls, DTLS-SRTP.



Role-based access

Everyone sees what concerns them.



Private calls

Video calls are never recorded.



Access log

Kept for 12 months, then deleted.



No advertising

No ads and no data sales.

Your rights

In **Settings** > **My data** you can request **access**, **rectification**, **deletion**, **objection** or **portability** of your data.

1



Request

From My data

2



Logged

With a date and deadline

3



30 days

Legal deadline to answer

4



Answer

We tell you the outcome

The journey of a data request.

| Deleting your account

- 1 Open **Settings**.
- 2 Right below your account, tap **Delete my account and my data**.
- 3 Confirm. Management handles the request within the legal deadline.

i What the law requires the community to keep (for example, meeting minutes) is kept, but you will no longer be able to sign in.

| Good practices

- ☐ Use a password you don't use for other services.
- ☐ Don't share your account: each person should have their own.
- ☐ Sign out on shared computers.
- ☐ Don't post personal data or photos of others on the wall without permission.
- ☐ Keep the app up to date.

17

CHAPTER 17

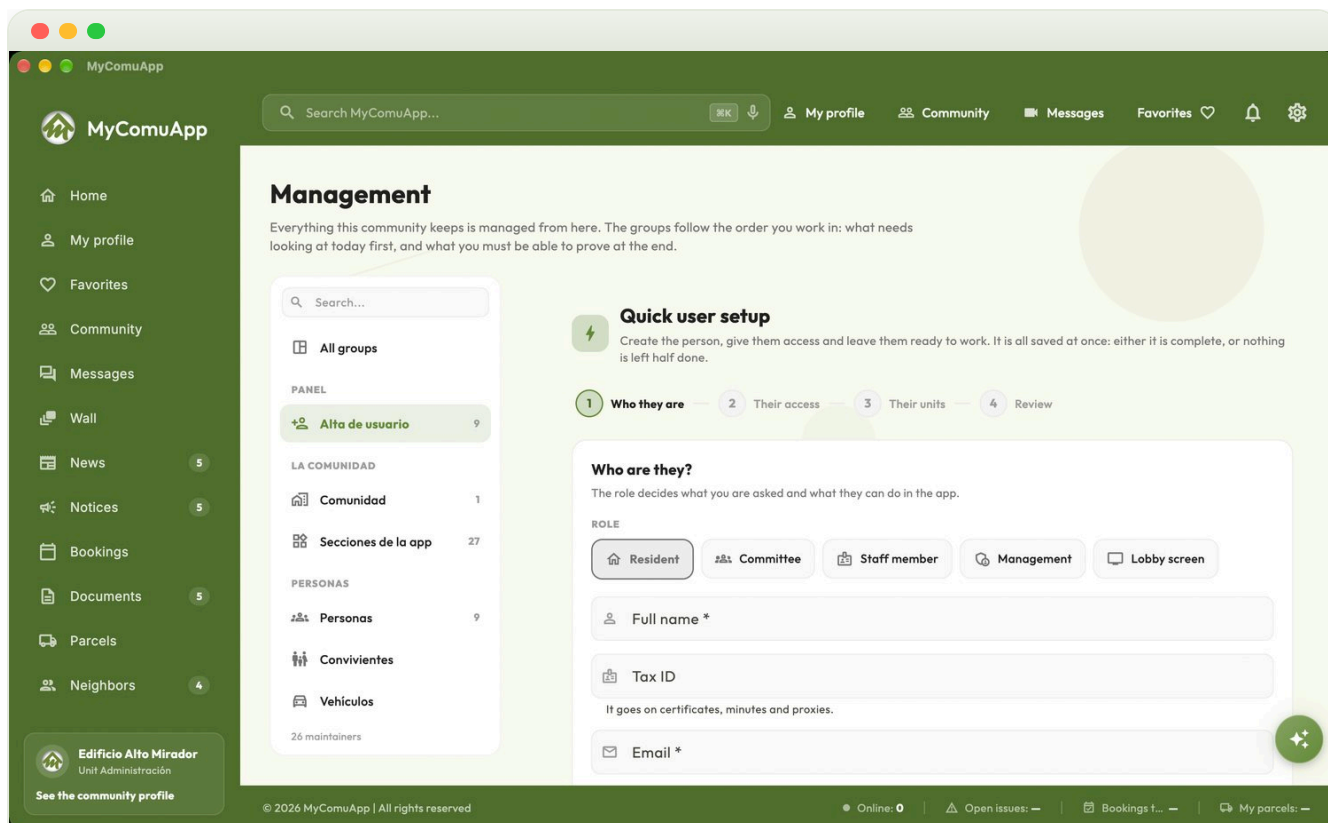
Management

For administrators and the committee: the building in one panel.



All the building's management, organized and on record.

If your role is **Management** or **Committee**, **Management** appears in the ≡ menu. It works on the phone, but a computer (Mac or web) makes the most of it.



The management panel on a computer.

What you can manage

People and units

Neighbors, their units, roles and access.

Spaces

Common spaces, slots, quotas and terms.

Content

News, notices, documents and polls.

Day to day

Parcels, visitors and issues.

Permissions

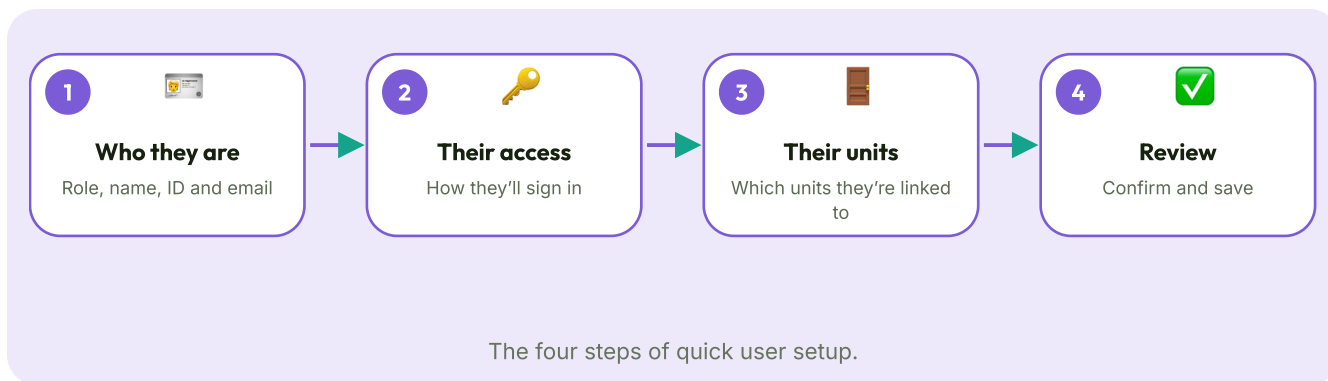
What each role can do and see.

Compliance

A panel that checks what the law requires.

Quick user setup

To add a person in one go use **Quick user setup** in the panel. Everything is saved together at the end: either they're fully set up, or nothing is left half done.



Posting a notice

- 1 Go to **Notices** and tap **+** (**New notice**).
- 2 Write the title and content, choose category and priority.
- 3 Add photos if you like and decide whether comments are allowed.
- 4 Publish: every neighbor gets the notification.

Permissions by role

Which sections each role sees and what it can do is configured from management, without touching the app. The committee can oversee without editing.



The **legal compliance** panel checks your community's profile against Chile's co-ownership Law 21.442 and tells you what's missing, without blocking anything.

18

CHAPTER 18

Quick guides by role

The essentials for your first day, depending on who you are.

| If you're a neighbor

- ☐ Install the app and sign in with the account management gave you.
- ☐ Allow notifications so you don't miss notices.
- ☐ Complete your profile: phone, who lives with you, vehicles and pets.
- ☐ Check the important notices and save the building rules to Favorites.
- ☐ Look at the common spaces and their terms before your first booking.

| If you're on the committee

- ☐ Check the management panel to see how the community is doing.
- ☐ Post the committee's announcements with the right priority.
- ☐ Create a video call room for committee meetings.
- ☐ Keep an eye on open issues and pending bookings.

| If you work at the front desk

- ☐ Log every parcel as soon as it arrives: the neighbor is notified instantly.
- ☐ Log visitors' entries and exits; if you deny entry, record the reason.
- ☐ Check the directory and the building's contacts whenever you need them.

I If you're management

- ☐ Complete the community's profile and check the legal compliance panel.
- ☐ Load the units and add people with quick user setup.
- ☐ Set up the common spaces with their slots, quotas and terms.
- ☐ Define the active sections and each role's permissions.
- ☐ Post a welcome notice to launch the app with the whole community.

19

CHAPTER 19

FAQ and troubleshooting

The most common questions, by topic, and how to solve them.

Look up your question by topic. If it is not here, write to us from www.mycomuapp.com/en/soporte.php or ask your building management.

Account and access

Question or problem	What to do
I don't have a username or password.	Accounts are created by your building's management: ask them to set you up.
I forgot my password.	Tap Forgot your password? on the sign-in screen. If your email isn't registered, ask management to update it.
It says "invalid credentials".	Check the selected community, username and password (the eye shows it). After several attempts in a row you have to wait a few minutes.
Can I use the same account on several devices?	Yes: phone, tablet, computer and web, with the same information. My sign-ins shows where you are connected.
I want to change my unit or role.	Management assigns them: ask them for the change. Your name, email, phone and photo you change yourself in My account .
Can I have several units?	Yes: a person can be linked to several units at once.

Notifications

Question or problem	What to do
I don't get notifications.	Check MyComuApp's notification permission in the phone settings and the alerts you chose in Settings > Notifications .
I get too many alerts.	In Notifications , turn off the types you don't need. The bell  still keeps them.
The red number on the bell won't go down.	Open each update or mark them all as read from the bell.

Bookings, parcels and visitors

Question or problem	What to do
I can't book a space.	There may be no quota left this month, the slot may be taken or the space may be closed that day. Check Calendar and the terms.
My booking is still "pending".	That space needs management approval; we notify you when they confirm or decline it.
How do I cancel a booking?	In My bookings , open the booking and cancel it. Do it in advance to free the slot.
I was notified of a parcel I wasn't expecting.	Check the sender and courier under Parcels ; if it isn't yours, tell the front desk.

Messages and video calls

Question or problem	What to do
The video call has no audio or video.	Allow camera and microphone permissions. On a Mac, screen sharing also needs the Screen Recording permission.
I can't find someone to message.	The directory only shows people your role can see; ask management if someone is missing.
Are calls recorded?	No. Video calls are encrypted and never recorded.

Appearance and language

Question or problem	What to do
The app is in another language.	Change it in Settings > Appearance > Language . It is saved per device.
The app turned dark by itself.	You have System mode: it follows the phone's night mode. Choose Light to keep it light.
I want a different color.	Choose one of the 13 themes in Appearance > Themes . Reset brings back the original green.
The text looks too small.	The app follows the system text size: make it larger in your phone's accessibility settings.

Costs, privacy and your account

Question	Answer
How much does it cost for neighbors?	Nothing. The app is free in every store; the service is subscribed to by the community or its management.
Is it only for buildings?	No: also for condominiums, neighborhood associations, companies and institutions.
Is my data safe?	Yes. It is processed under Law 21,719, travels encrypted and is never sold or used for advertising.
Who sees my phone or email?	Only those who need it according to their role. In the neighbor directory your profile appears trimmed.
How do I delete my account?	In Settings > My account > Delete my account and my data . The request has a 30-calendar-day deadline.
Is there a version without installing anything?	Yes: www.mycomuapp.com/app , from any browser.



Many problems are solved by updating the app to its latest version from the store, or by signing out and back in.

20

CHAPTER 20

Support and glossary

Where to get help and what each term means.

Contact

Channel	Where
Email	contacto@mycomuapp.com (we reply within 24 business hours)
Website	www.mycomuapp.com · support at www.mycomuapp.com/en/soporte.php
Manual	www.mycomuapp.com/en/manual.php (this guide, in English and Spanish)
Social	Facebook, Instagram and YouTube: @mycomuapp
Your management	For accounts, units, roles, bookings and everything about your building.

Glossary

Term	Meaning
Bell	Where the updates you haven't seen yet appear.
Committee	Neighbors elected to represent the community.
Community	Your building, condominium or organization within MyComuApp.
Front desk	The staff who receive parcels and control access.
Issue	A problem reported for management to fix.
News	A general community announcement.
Notice	An announcement with a priority (important, informative or event).
Parcel	A package received at the front desk for you.
Quota	How many times a unit can book a space in a period.
Role	Neighbor, committee, front desk or management: defines what you see and do.
Slot	A time block in which a common space is booked.
Unit	Your apartment, house or office.
Wall	Where neighbors post, moderated by management.



MyComuApp

Your whole community, in one app.

www.mycomuapp.com

contacto@mycomuapp.com

Available on Google Play, the App Store, the Mac App Store and the web