

Get started on the dashboard

Accept your organization invite, start your plan, and set up your first location.

The [customer dashboard](#) is where Owners and Admins run their organization: locations, staff, tenants, and billing. Only Owners and Admins can sign in to it. Front-desk staff (Managers and Associates) use the iPad app instead. A location is one building where your front desk handles packages.

Before you begin

- You need the organization invite email from Supreme Point. Its button says **Review plan and continue**, and the link expires 14 days after it's sent.
- Have a payment card ready. Checkout asks for one even when your plan starts with a free trial.

Accept your organization invite

- 1 In the invite email, click **Review plan and continue**.
The **Choose your Supreme Point plan** page opens. The plan Supreme Point recommends for you is marked **Suggested**, and the free trial length shows at the top.
- 2 Click the plan you want. It's marked **Selected**.
- 3 Click **Start for free**. If no plan is selected, the button says **Choose a plan** and you can't continue.
- 4 Under **Account details**, check **Your name** and enter a **Password** of at least 8 characters. The **Email** is the address your invite was sent to and can't be changed.
- 5 Enter the password again in **Confirm password**.
- 6 (Optional) To pick a different plan, click **Change** next to **Selected plan**.
- 7 Click **Create account and continue to payment**.
- 8 On the secure Stripe checkout page, enter your payment details and finish checkout.

When payment is confirmed, you see **Your trial is active** (or **Your account is active** if your plan has no trial), with a summary of your plan, when the trial ends, and the first charge. Click **Set up your**

first location to continue.

Note: If the page says **Still confirming payment**, keep it open or click **Try again**. Your account stays inactive until Stripe confirms the payment.

Finish checkout later

If you leave Stripe checkout before paying, you see **Billing setup paused**. Your account is saved, but it isn't active and your trial hasn't started.

- 1 Open the same invite email and click **Review plan and continue** again.
- 2 Sign in with your **Work email** and the password you created.
- 3 On the page titled **Activate** and your organization's name, click **Continue to secure checkout** and finish checkout.

Set up your first location

The first time you sign in, the dashboard shows a **Launch checklist**.

- 1 Click **Create first location**.
- 2 Enter the **Building name**.
- 3 Under **Property type**, click **Residential**, **Commercial**, or **Mixed-use**.
- 4 Enter the **Street address**. It must start with a street number, such as `140 Harbor Point Blvd`.
- 5 (Optional) Enter the **Suite / floor**.
- 6 Enter the **City**, a two-letter **State** such as `MA`, and the **ZIP**.
- 7 Check the **Location email**. It starts filled in with your own email.
- 8 Enter a 10-digit **Phone number**.
- 9 Click **Save location**. The button stays grayed out until every required field is valid.

The location's dashboard opens, and the location shows in the **Location** switcher at the top of the sidebar. Next, invite the people who'll work the front desk: see [Invite your front desk staff](#).

Add another location

- 1 Click **Supreme Point** at the top of the sidebar to open **Sites**.
- 2 Click **Add location**.
- 3 Fill in the form as described in [Set up your first location](#), then click **Save location**.

Switch between locations

Most pages, such as **Packages**, **Tenants**, and **Staff**, show one location at a time.

- 1 Click the **Location** switcher at the top of the sidebar.
- 2 (Optional) Type in **Search buildings...** to narrow the list.
- 3 Click the location.

Sign in and out

- 1 Go to app.supremepoint.app.
- 2 Enter your **Work email** and **Password**.
- 3 Click **Sign in**.

The **Sites** page opens. If you haven't finished checkout yet, the dashboard sends you back to finish it instead.

To sign out, click your name in the top-right corner, then click **Sign out**.

Reset your password

- 1 On the sign-in page, click **Forgot password?**.
- 2 Enter your **Work email** and click **Send reset link**.
The **Check your email** page confirms where the link was sent.
- 3 In the email, click **Reset Password**.
- 4 Enter a new **Password** of at least 8 characters, enter it again in **Confirm Password**, and click **Save Password**.

The dashboard's sign-in page opens with your email filled in. Sign in with your new password.

If the email doesn't arrive, check your spam folder. After 45 seconds, you can click **Resend reset link**.

Important: Use the newest reset email. If a link says **This reset link is expired or invalid.**, request a new one.

Troubleshooting

- **Invite link not found:** the invite is invalid, expired, or already used. Ask Supreme Point to send a new one.
- **This invite is for location staff:** you opened a staff invite. Staff join in the iPad app. See [Get started on the iPad](#).
- **Sorry, but we couldn't locate a user with the email address entered:** the email you entered for a password reset isn't on an account. Check the spelling, or use the email your invite was sent to.
- **A Manager or Associate can't sign in:** the customer dashboard is for Owners and Admins only. Staff sign in on the iPad.

See also

- [Invite your front desk staff](#)
- [Add tenants and contacts](#)
- [Manage billing](#)
- [Add admins and team members](#)