



PGMS

GIRITECH ENTERPRISES LLP

Your guide to Paying Guest Management

User manual

Get started with your account and manage everyday property tasks with confidence.

This guide covers the owner portal, the PGMS Owner Android app, the tenant portal and the PGMS Tenant Android app. Learn to manage properties and guest stays, record payments, view reports and get help.

October 2026 - User edition

All screenshots use fictional demonstration records.

In this guide

01 Your homepage

03 Your dashboard

05 Add or edit a property

07 Review guest records

09 Record payments

11 Records and reports

13 Payments and refunds

15 Android app: manage your workspace

17 Public downloads and demonstration videos

02 Sign in to your workspace

04 Manage properties

06 Check in a guest

08 Check out a guest

10 Export a professional report

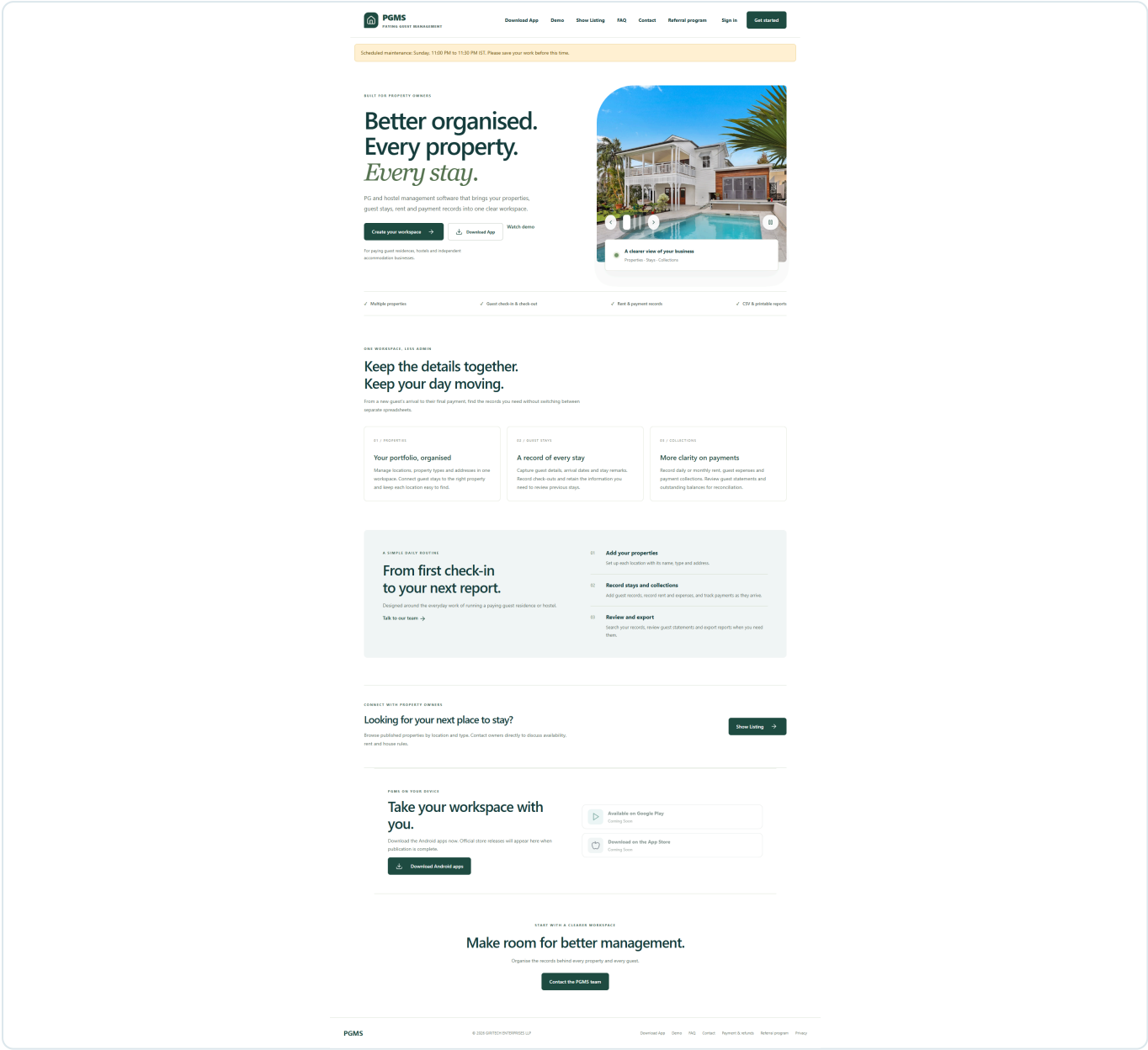
12 Plans and billing

14 Android app: install and get started

16 Android app: billing and payment status

18 Tenant portal and Android app

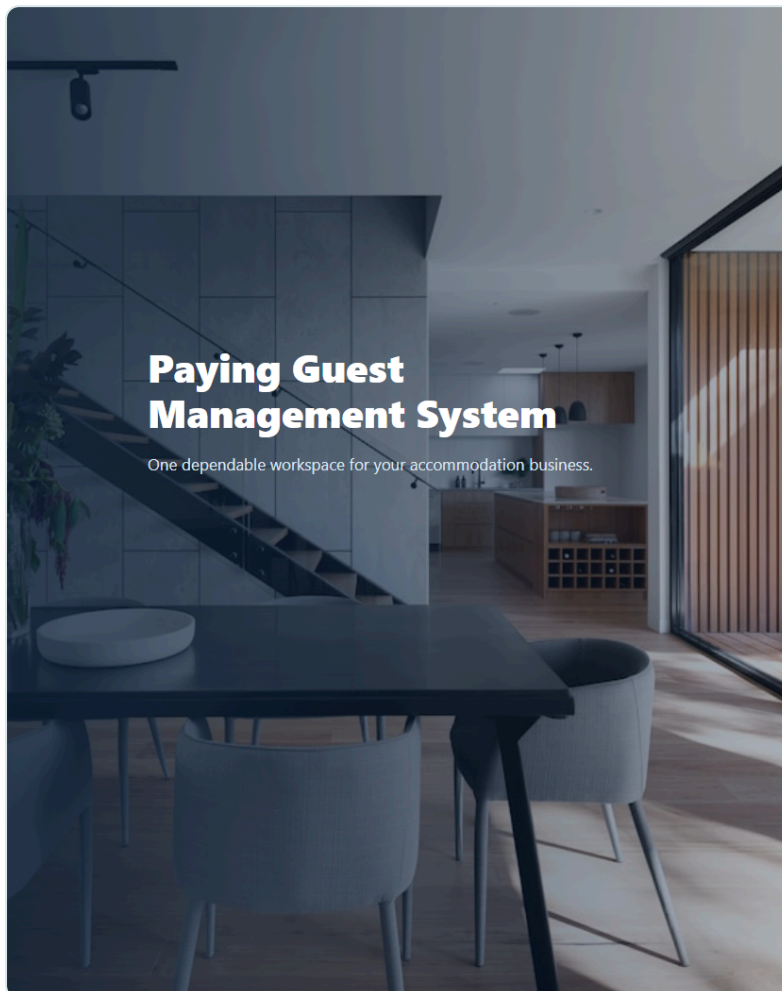
Your homepage



Fictional demonstration workspace

1. The public homepage introduces the workspace. Select Sign in to access your account.
2. A maintenance notice appears below navigation when a maintenance update is available. Empty messages are hidden; reload the homepage for the latest notice.

Sign in to your workspace



[Home](#)

Paying Guest Management System

Welcome back

Sign in to your workspace.

Email

Password

[Sign in](#)

[Verify an existing email](#)

[Forgot password?](#)

[Create a workspace](#)

[Home page](#)

A product by GIRITECH ENTERPRISES LLP

Fictional demonstration workspace

1. Enter your registered email and password, then select Sign in.
2. For a new account, choose Create a workspace and complete verification. Contact support if you cannot access your account.

Your dashboard

The dashboard is titled "Paying Guest Management" and "PROPERTY WORKSPACE". It features a dark sidebar with navigation links: Dashboard, Guests, Properties, Payments, Payment & refunds, Records & reports, Plans & billing, App, and Official website. The main content area shows a "Workspace Overview" for "Haven House Residences" with a subscription status of "26752 days left in subscription". A large hero section titled "Everything in its place." includes a button to "Add a guest". Below this are four summary cards: Properties (1 Active locations), Current guests (1 Checked-in residents), Plan (Professional ACTIVE), and Storage (Saved). A "Next Step" section titled "Keep every stay on track." includes a "View guests" button. A final section titled "Your workspace, your data" states that records remain private to the workspace.

Fictional demonstration workspace

1. The dashboard summarises properties, active guests, subscription and saved records.
2. User manual opens this PDF in a new tab. Profile shows your name, email and personal referral code. The Referral program page also shows your code when signed in. These two controls belong to Dashboard.
3. Sign out is available at the top right of your signed-in pages.

Manage properties


Paying Guest Management
PROPERTY WORKSPACE

WORKSPACE

- Dashboard
- Guests
- Properties**
- Payments
- Payment & refunds
- Records & reports
- Plans & billing
- App

DISCOVER

- Official website

 Home
  Sign out

 Export CSV
  Print / PDF
 Add property

PROPERTY PORTFOLIO

Properties

Active locations in your workspace. Only published properties appear in Show Listing.



Home

Haven House · Jaipur

Private. Choose Publish listing to appear in Show Listing.
Civil Lines, Jaipur, Rajasthan, India

Publish listing
Edit
Delete

Sort records

PROPERTY	TYPE	COUNTRY	STATE	CITY	LOCATION	IMAGE
Haven House - Jaipur	Home	India	Rajasthan	Jaipur	Civil Lines	—

Thoughtfully organised.
Every stay, every detail.

Fictional demonstration workspace

1. Open Properties to review locations and export the list. Choose Add property to register a location.
2. Enter property name, type, country, state, city and location. Choose the country before its state; search the dropdown or use the arrow. Upload a property image if needed.
3. Use Edit to update a location. Delete only after reviewing the affected property and guest records.

Add or edit a property

 **Paying Guest Management**
PROPERTY WORKSPACE

WORKSPACE

Dashboard

Guests

Properties

Payments

Payment & refunds

Records & reports

Plans & billing

App

DISCOVER

Official website

Thoughtfully organised.
Every stay, every detail.

Home

Sign out

Add property

Property name

Haven House · New location

Property type

Home

▼

Country

India

▼

State / Province

Search or select

▼

City

Jaipur

Location

Civil Lines

Property image

Choose File

No file chosen

Choose a country first; the matching State / Province list will load below it. Upload a new image only when you want to replace the current one.

Save property

Fictional demonstration workspace

1. Fields use the same alignment and spacing throughout the workspace. Searchable dropdowns support typing, arrow keys, Enter and Escape.
2. Select the correct state for the chosen country. Review the details and select Save property.

Check in a guest


Paying Guest Management
PROPERTY WORKSPACE

WORKSPACE
[Dashboard](#)
[Guests](#)
[Properties](#)
[Payments](#)
[Payment & refunds](#)
[Records & reports](#)
[Plans & billing](#)
[App](#)
DISCOVER
[Official website](#)

Thoughtfully organised.
Every stay, every detail.

[Home](#)
[Sign out](#)

TENANT REGISTRATION

Check in guest

Choose any check-in date and time, or leave either blank to use the current date and time (IST) when saved.

Name Ananya Iyer	Phone 9000000003
Tenant email Used to link the tenant app	Property / tenant location Haven House - Jaipur
ID type None	ID number
Payment frequency Monthly	Check-in date mm/dd/yyyy
Check-in time --:-- --	Rent amount 11500
Guest / ID image Choose File No file chosen	
Check-in remarks Optional Room 305 - Two keys issued. Check Wi-Fi access on arrival.	
☐ Add more charges (water, food, security and other)	

Dropdown lists open directly below the field. Times are displayed in 12-hour format after saving.



Fictional demonstration workspace

1. Choose Guests → Check in guest. Enter name, phone, property, identity details, payment frequency and rent.
2. Choose any check-in date and time, or leave either field blank to use the current date or time in IST. Add optional charges where required.
3. Use Check-in remarks for arrival arrangements, key handover or special requests (up to 2,000 characters). Select Check in guest to save.

Review guest records



Paying Guest Management

PROPERTY WORKSPACE

WORKSPACE

Dashboard

Guests

Properties

Payments

Payment & refunds

Records & reports

Plans & billing

App

DISCOVER

Official website

Thoughtfully organised.

Every stay, every detail.

Home

Sign out

Guests

Guest portal

Export CSV

Print / PDF

Check in guest

Check out guest

Search guests by name, p

Sort records

Latest first (default)

PHOTO	GUEST	PHONE	TENANT EMAIL	ID	CHECK-IN	CHECK-OUT	FREQUENCY	OUTSTANDING	REMINDER	ACTIONS
A	Ananya Iyer	9000000003	Set email	None	04.10.2026 12:05 PM IST	—	Monthly	₹11,500	Send reminder	Edit Del
K	Kabir Rao	9000000002	Set email	None	01.09.2026 02:15 PM IST	04.10.2026 12:05 PM IST	Daily	₹30,600	—	Edit Del
R	Riya Mehta	9000000001	Set email	None	01.09.2026 10:30 AM IST	—	Monthly	₹0	—	Edit Del

Fictional demonstration workspace

- 1. Guests lists contact details, stay dates, frequency, outstanding amount and both sets of stay remarks.
- 2. Dates use DD.MM.YYYY. Recorded times use a 12-hour clock in IST, regardless of your computer timezone.
- 3. Export CSV creates a spreadsheet report. Print / PDF opens a formatted report in a separate tab.

PGMS · User manual

9 / 21

Check out a guest


Paying Guest Management
PROPERTY WORKSPACE

WORKSPACE

 Dashboard

 **Guests**

 Properties

 Payments

 Payment & refunds

 Records & reports

 Plans & billing

 App

DISCOVER

 Official website

Thoughtfully organised.
Every stay, every detail.

TENANT DEPARTURE

Check out guest

Choose a guest and enter the departure date and time, or leave them blank to use the current date and time.

Search active guest

▼

Check-out date

📅

Check-out time

🕒

Check-out remarks

Optional

Confirm check out

Back to guests

Fictional demonstration workspace

1. Choose Guests → Check out guest, then search for an active guest by name and phone.
2. Add Check-out remarks for returned keys, room condition or follow-up items. Choose any departure date and time, or leave either field blank to use the current date or time in IST when you confirm.
3. Review the guest selection, then choose Confirm check out. Remarks remain visible in guest records and exports.

Record payments

 **Paying Guest Management**
PROPERTY WORKSPACE

WORKSPACE

 Dashboard

 Guests

 Properties

 **Payments**

 Payment & refunds

 Records & reports

 Plans & billing

 App

DISCOVER

 Official website

Thoughtfully organised.
Every stay, every detail.

 Home

 Sign out

 Export CSV

 Print / PDF

Payments

View archive

Archive selected

Guest

▼

Amount

Method of payment

▼

Date



Type in dropdown fields to search.

 Record payment

Sort records

Select	GUEST ▼	AMOUNT ▼	METHOD ▼	DATE ▼	ENTRY TIME ▼
☐	Riya Mehta	₹12,000	UPI	02.09.2026	04.10.2026 12:05 PM IST

Fictional demonstration workspace

1. Select the guest using the name, phone and short record identifier. This helps distinguish guests with the same name.
2. Enter the amount, select a payment method and choose the payment date, then select Record payment.
3. The transaction list shows payment date and entry timestamp. Export it as CSV or use the formatted Print / PDF report.

Export a professional report

Print / Save as PDF

PAYING GUEST MANAGEMENT SYSTEM

Payment transactions

Workspace records - India Standard Time

EXPORTED ON

04.10.2026 12:05 PM IST

EXPORTED BY

Aarav Sharma (owner@example.test)

1 records - Current filters applied - Amounts in INR

Select					
☐	Riya Mehta	₹12,000	UPI	02.09.2026	04.10.2026 12:05 PM IST

GIRITECH ENTERPRISES LLP - PGMS

Confidential - Authorised workspace use

Fictional demonstration workspace

1. The report opens in a new tab with its title, applied record count, export timestamp and exporter name (email).
2. Select Print / Save as PDF. The report uses landscape A4 styling, repeated table headers and clean page margins.
3. CSV reports carry the same exporter metadata and date formatting. The report with photos includes formatted dates and guest images.

Records and reports

 **Paying Guest Management**
PROPERTY WORKSPACE

WORKSPACE

 Dashboard

 Guests

 Properties

 Payments

 Payment & refunds

 **Records & reports**

 Plans & billing

 App

DISCOVER

 Official website

 Home

 Sign out

Records & reports

Guest records and payment transactions in one list. Click a photo for a larger view.

**Records are up to date**
0 updates waiting to save · Last connection: 04.10.2026 12:05 PM IST
Your changes are saved.

Refresh status

Filter guests

 Export CSV

 PDF with photos

Sort records

PHOTO	GUEST	PHONE	ID	RENT	PAID	ENTRY DATE & TIME	LAST TRANSACTION
	Ananya Iyer	9000000003		₹11,500	₹0	04.10.2026 12:05 PM IST	—
	Kabir Rao	9000000002		₹900	₹0	04.10.2026 12:05 PM IST	—
	Riya Mehta	9000000001		₹12,000	₹12,000	04.10.2026 12:05 PM IST	04.10.2026 12:05 PM IST

Thoughtfully organised.
Every stay, every detail.

Fictional demonstration workspace

1. The status card shows when your changes were last saved. Select Refresh status for an update.
2. Your records are saved in PGMS. If saving is temporarily unavailable, wait and try again.
3. Filter guests before downloading CSV, a report with photos or Print / PDF.

Plans and billing

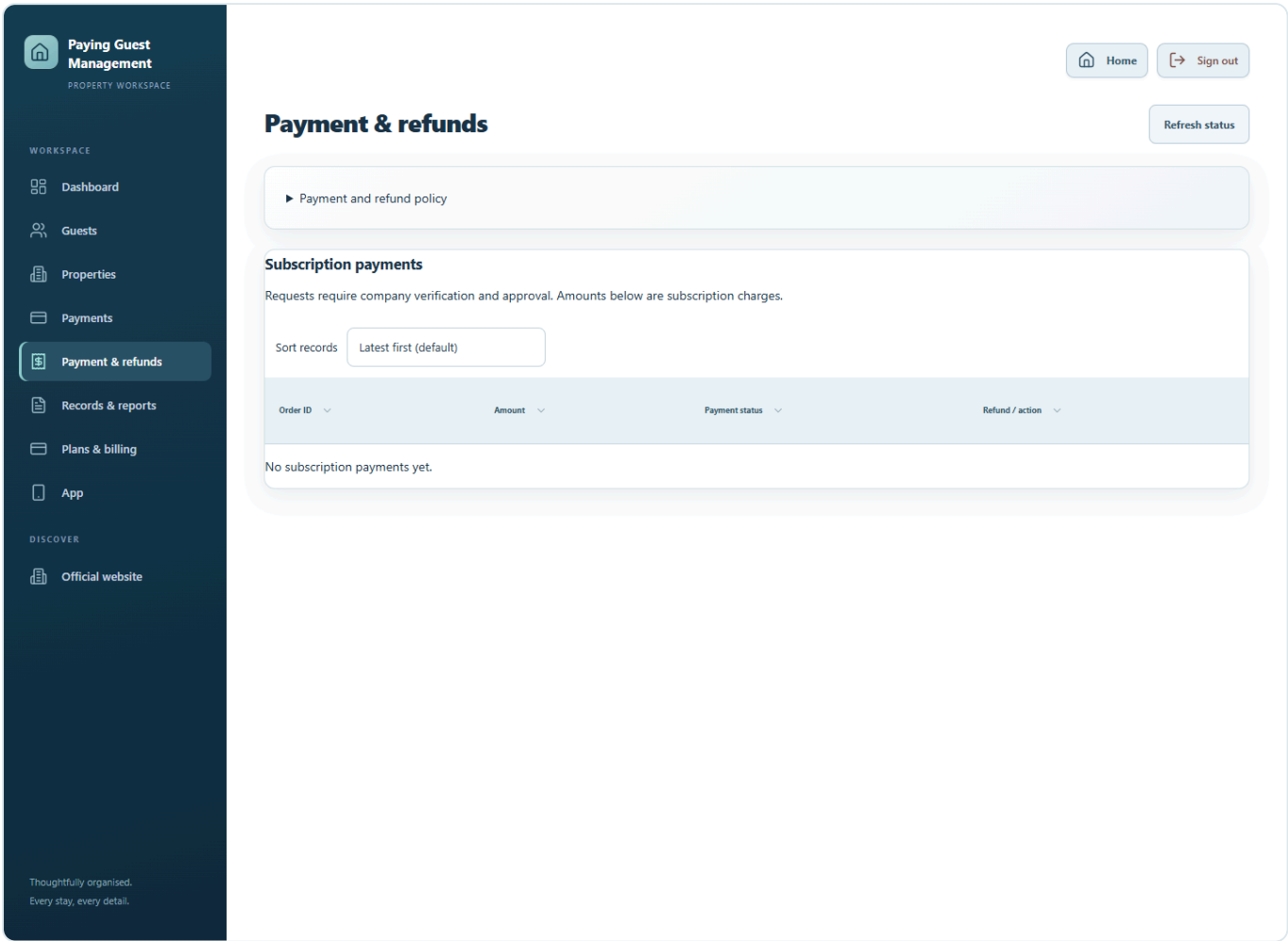
The screenshot displays the 'Plans & billing' section of the 'Paying Guest Management' application. The left sidebar contains a navigation menu with options like Dashboard, Guests, Properties, Payments, and Plans & billing (which is currently selected). The main content area features three plan cards: 'Free Trial' (15 days), 'Professional' (₹30/month with a 'Pay securely' button), and 'Enterprise' (custom requirements with a 'Talk to sales' button). The top right of the main area has 'Home' and 'Sign out' links.

Plan	Price	Features	Action
Free Trial	INR 0	15 days	
Professional	₹30/month	Cash, UPI, bank transfer, card, cheque and online payment.	Pay securely
Enterprise	Custom requirements		Talk to sales

Fictional demonstration workspace

1. Review the available plans and your workspace requirements.
2. Choose Pay securely to pay for your subscription. A confirmed successful payment adds 30 days. Contact support for billing questions.

Payments and refunds



Fictional demonstration workspace

1. Open Payment & refunds on web or Android for the policy and subscription payment history.
2. Select Request refund on a verified paid order, describe the issue and submit for company verification. Approval is discretionary; submission does not transfer money.
3. Your refund status and the review explanation appear here. Choose Refresh status to see the latest decision.
4. Archive selected guest payments to organise your list. To delete your account, open Profile > Delete my account and confirm your choice. You will no longer be able to sign in to that account.

Android app: install and get started

1. Choose Download App on the website landing page (no login required), or Dashboard > App. Open the PGMS Owner APK and allow installation from that source when Android asks. Install updates over the existing app to keep your session.
2. Open PGMS and sign in using the same email and password as the website. For a new account, choose Create account, enter your details and verify the email code. A deleted account can register again as a new workspace.
3. Use the hamburger icon at the top left to open Dashboard, Properties, Guests, Payments, Plans & billing, Profile and Reports.
4. Dashboard shows properties, guests, subscription status and the Valid through date. Records are shared with the website and require an internet connection.
5. Open Help > User manual (web and Android) to read this same PDF. To sign out, open the hamburger menu and choose Sign out.

Android app: manage your workspace

1. Properties: add or edit a property, enter the address and optional photo, then save. Choose Publish listing to make contact details visible in the public directory.
2. Guests: check in a guest with property, contact, identity, rent and stay information. Open an existing guest for details, payments or checkout.
3. Payments: record rent received from a guest. These rent entries do not renew your PGMS software subscription; use Plans & billing for that.
4. Reports: choose filters and export the report to a location on your device. Keep downloaded identity and payment records private.
5. Profile: find your personal referral code and open Referral program and terms. Edit details, change your password, or request an email change and enter the verification code. If the app says Account deactivated, contact info@pgmgt.com for activation; changing your password will not reactivate the account.

Android app: billing and payment status

1. Open Plans & billing and choose Pay securely. Complete checkout with Cashfree, then return to your dashboard.
2. The app checks payment status when you return to the dashboard and continues checking while confirmation is pending.
You can also choose Check payment status.
3. A verified successful payment adds 30 days to your existing subscription expiry, or from today if it has expired. Remaining trial days are kept. Rechecking the same payment does not add another 30 days.
4. When payment is confirmed, the dashboard displays your updated Valid through date.
5. If the result is pending or unavailable, wait briefly and check again. Do not pay twice if money has been deducted. Your payment status is checked again even if checkout closes before confirmation.
6. For a prolonged pending payment, email info@pgmgt.com with your account email and payment reference. Never send your password or OTP. A payment cannot reactivate an account that has been deactivated.

Public downloads and demonstration videos

1. Choose Download App from the landing-page navigation, hero or footer. Visitors can download the Android APK without signing in.
2. Choose Demo to view the current product video and additional video guides. Supported embedded players include YouTube, Vimeo and direct HTTPS MP4/WebM files.
3. Videos and guide links are updated regularly. If no video is published, the page displays a coming-soon message.
4. Open the combined user manual from the Download App page for web and mobile instructions.

Tenant portal and Android app

1. Open the Guest portal on the website or install the PGMS Tenant app from Download App.
2. Your property owner must add your email to your guest record. Use that email to set your password and complete email verification.
3. Sign in to view your stays, rent, payments, outstanding balance and notifications. Open Contact owner to call or email your property owner.
4. Open Payments and reports to review payments and download your reports. Profile and stay history shows your linked details and previous stays. Ask your owner to correct any stay details.
5. Use Sign out when you finish on a shared device.

WE ARE HERE TO HELP

Contact support

For help with your PGMS account, subscription or app, contact the PGMS support team.

GIRITECH ENTERPRISES LLP

Email: info@pgmgt.com

Phone: [0141-2502537](tel:0141-2502537)

Website: pgmgt.com/contact

Include your registered email, a short description of the problem and your payment reference if relevant. You can also use Send message on the Contact page.

Never share your password, verification code, card security code or UPI PIN.

For questions about your accommodation, rent or stay details, contact your property owner from the tenant portal or Tenant app.