

Archipad Customer Support for Buyers

Posted on June 30, 2026 by Benoit

Archipad Customer Support is the continuation of Archipad. It was specifically designed for buyers and property management associations (common areas).

The main objective is to enable buyers to monitor their project progress in real time and consult the status of punch list items at any time.

To facilitate access to data related to their properties, we offer a dedicated application on iOS and Android platforms as well as access via a web browser.

It is important to note that for a buyer to be able to log in, it is essential that the Contacts linked to the area in Archipad Cloud are properly filled in, with the buyer's email address, name and phone number duly entered.

When a buyer enters their email address, Archipad Customer Support verifies the validity of this address.

15:20




ArchipadSav

Bienvenue dans votre espace

ARCHIPAD SAV

email

Saisir votre email

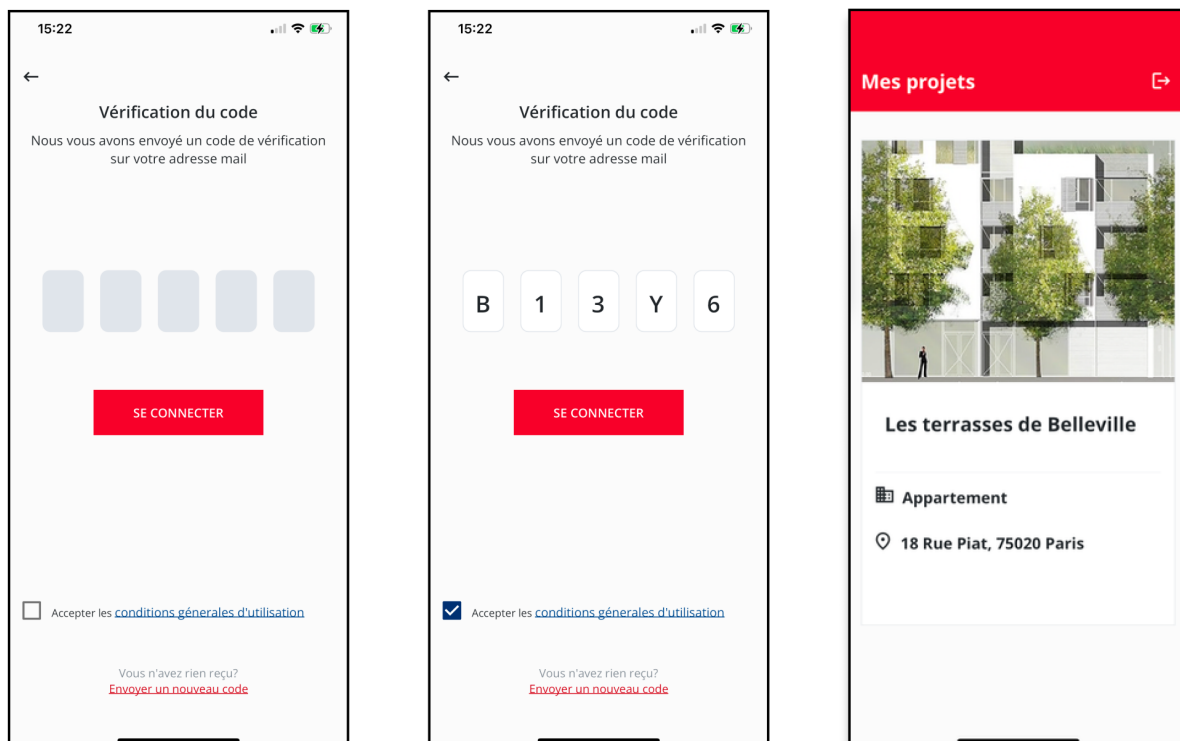
SUIVANT

Un problème pour vous connecter?

[Contacter le support](#)

Once the email address is validated, a verification code is sent to the buyer's email address.

After correctly entering the code received by email, the screen allowing the buyer to select the project or projects in which they purchased a property is displayed.



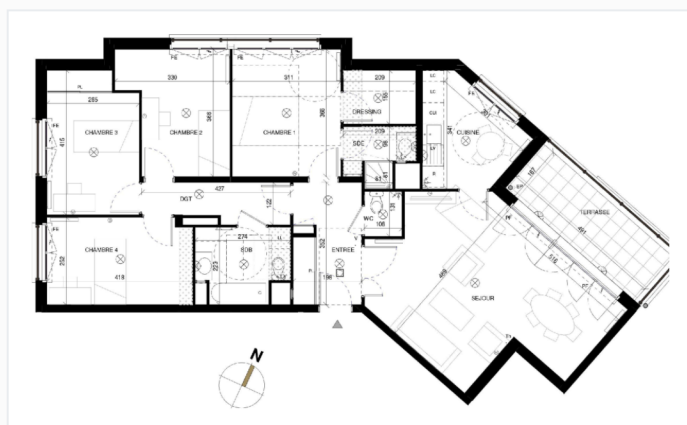
The main Archipad Customer Support screen for buyers brings together all crucial information, past and upcoming visits, punch list status (pending and accepted), drawings, as well as associated documents.

Mon appartement



← Mes appartements

INFORMATION APPARTEMENT



Référence

A301

Adresse

18 Rue Piat, 75020 Paris

VISITES

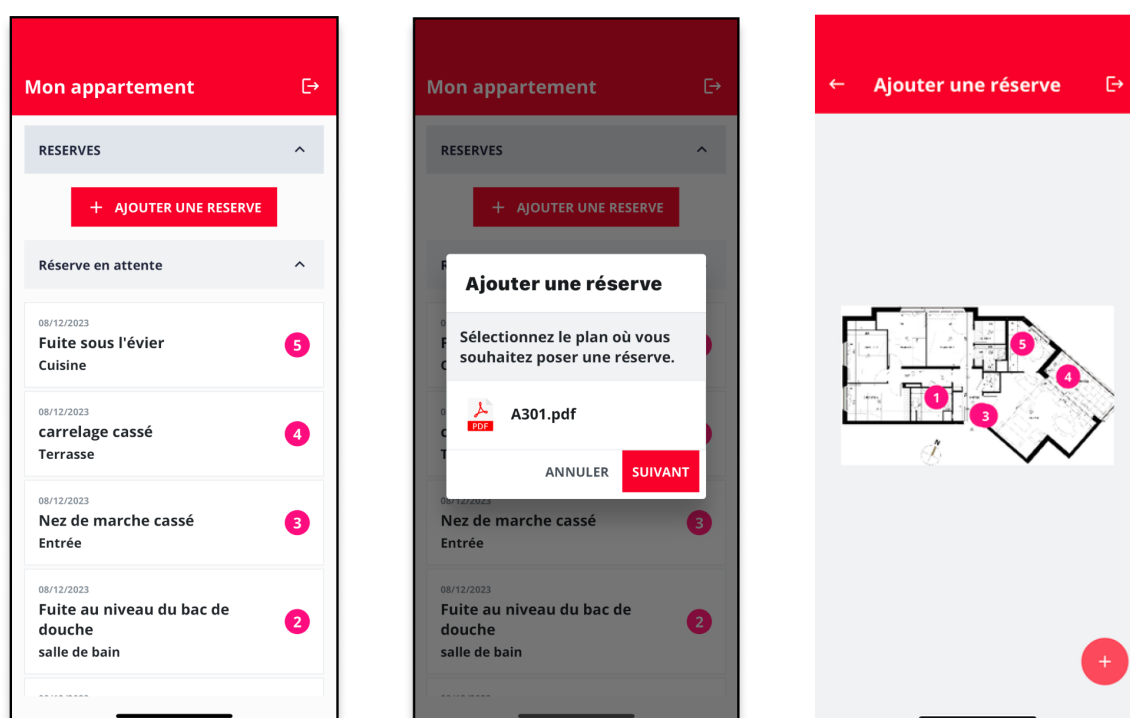


Visites à venir



To add a punch list item, simply click on “Add punch list item”, then select the corresponding drawing.

Once the drawing is selected, press the “+” button or tap the desired location on the drawing where the punch list item should be positioned.



After filling in the available fields in the detailed view such as location, description and up to three photos (maximum), you can confirm by pressing the “Add” button. Once added, your punch list item will be listed in the pending punch list items list.

← Ajouter une réserve



Numéro de la réserve

6

Localisation

Description



AJOUTER

