

PUBLIC OPERATIONAL GUIDE

Getting Started with IND EstatePilot

Audience	Builder customer
Version	1.0
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Purpose

Use this guide to take the first safe actions in an IND EstatePilot workspace. It explains the existing private workspace journey; it does not publish a website, configure a domain, create a payment, or make a public delivery claim.

1. Access your account safely

- Use your own work email and password on the IND EstatePilot sign-in page.
- Treat password-reset links, invitation links, one-time links, tokens and browser sessions as private. Do not forward or paste them into chat, email or a support request.
- If access does not work, use the public Support page in your approved IND EstatePilot environment. Describe the issue without sharing credentials or customer information.

2. Complete your company profile when ready

After registration, you arrive at the Dashboard. Company profile completion is encouraged, but it does not block exploration of supported workspace areas.

Open Complete your company profile from the Dashboard when you are ready to save the required company name, phone, email and city. This improves workspace and website preparation. Saving the profile remains a private account action; it is not a public company listing.

3. Orient yourself in the Dashboard

The Dashboard is the starting point for the current builder workspace. Depending on your role, it can link to Website Projects, Developments, Leads, Media Library, Domains & Publishing, team settings and billing information.

Use the readiness cards and next actions as guidance for saved workspace facts. A card can indicate that content, review or access work is incomplete. It does not independently verify external systems, legal claims, domain ownership or public website availability.

4. Take a first safe action

Choose one supported private action:

- Create or continue a Development with factual builder-provided information.
- Create a Website Project and choose its type in the website workflow.
- Add eligible images or PDFs to Media Library for private use in supported setup flows.
- Review the Guidelines Centre and Help Centre before handing work to a colleague.

Do not enter customer or lead personal data into a shared test account. Do not upload a file unless you have authority to use it.

Support and escalation

Use the configured public Support contact for account access, current workflow guidance, domain-operation hand-off or commercial-access questions. Support cannot accept passwords, secure links, API tokens, payment credentials or buyer personal data. It also cannot promise a public launch, change registrar DNS, issue TLS, or bypass protected review and access checks.

Before a commercial launch

The current Terms, Privacy and Support placeholder or configuration content needs approved legal text, an accountable support process and production configuration outside this guide. That is an external launch blocker.

Use only the current visible IND EstatePilot workflow and the responsible support process. This guide does not replace legal, compliance, security or external platform decisions.