



DECIDIMOS

POTOSÍ · NOR LÍPEZ · BOLIVIA

Operations manual

Web panel and app for Heitaria, the CUPCONL secretariat,
the engineer and the facilitators of each community.

VERSION

1.0

DATE

October 2026

APP LANGUAGES

Spanish · Quechua · Aymara

Contents

1	Who this manual is for	roles and who can do what	2
2	The full cycle, step by step		5
3	Web panel	Heitaria, secretariat and engineer	7
	Signing in	8	Similar proposals (AI)
	Overview	8	Estimates (engineer)
	Communities	8	Price list
	Uploading the voter roll	9	Ledger entries
	Facilitators	9	Notices
	CUPCONL Secretariat	9	Education
	Cycles	9	Email recipients, administrators and audit
	Proposals	10	
4	App for facilitators		15
	How you are appointed	15	Confirming a change of phone
	Scheduling the assembly	15	Requesting a voter-roll change
	Confirming people on the roll	16	Reviewing and merging proposals
	Registration desk	16	Works estimates
	Yearly check at the Mesa	17	CUPCONL Secretariat
5	App for community members	what the facilitator explains	20
	Signing in and verifying	20	Results
	Proposing and backing	20	Notices
	Voting	21	Mi Ahorro and Aprende
	How votes are counted	21	My account and other tabs
6	Key rules		23
7	Common problems and what to do		24
8	Glossary		26
9	Wallet and payments	monthly payouts, voter roll, lost phones and shops	28

Screens are in Spanish

Buttons, fields and menus are shown exactly as on screen, like **Abrir ciclo**, with the English meaning in brackets where it helps.

Bolivia time

All dates and times in the panel and the app are Bolivia time (UTC-4).

Numbered steps

Numbered steps are done in that order. The yellow dots are rules or details.

01

Who this manual is for

This manual explains every function of the Decidimos web panel and app for the people who run it: Heitaria, the secretariat and the facilitators of each community. The part on community members is for explaining the app at the assembly.

Roles

Heitaria

WEB PANEL · ADMINISTERS AND APPROVES

Added by another Heitaria account in **Administradores** (Administrators). Opens and approves each month of payouts; the check is the secretariat's.

CUPCONL (panel)

WEB PANEL · ROLE «SECRETARÍA» · DAY-TO-DAY OPERATIONS

CUPCONL's people in the panel, added by Heitaria in **Administradores**. Checks each month of payouts (**Marcar como revisada**) and requests or approves voter-roll changes.

Engineer

WEB PANEL · ESTIMATES AND PRICE LIST

Added by Heitaria in **Administradores**.

CUPCONL Secretariat

APP · MÁS → SECRETARÍA

Appointed by Heitaria in the panel, with the assembly minutes. Only appoints and removes facilitators.

Facilitator

APP · MÁS → ASAMBLEA

Appointed by the CUPCONL Secretariat in the app (minutes optional), or by Heitaria or the secretariat in the panel (minutes required).

Community member (comunario)

APP

Verifies their ID card and is on their community's voter roll. Is paid each month in their wallet. Guardians see their children's savings in Mi Ahorro.

TWO DIFFERENT SECRETARIATS

The **Secretaría** role in the panel and the CUPCONL Secretariat in the app are two different things. The second only appoints and removes facilitators.

Access

- **Web panel:** potosi-admin-y2c5csfpoa-rj.a.run.app. Sign in with **Entrar con Google** (Sign in with Google), only with an account Heitaria has added.
- **App:** Decidimos for iPhone and Android, in Spanish, Quechua (Runasimi) and Aymara (Aymara aru).
- **Time:** all dates and times, in the panel and in the app, are Bolivia time (UTC-4).

Who can do what

FUNCTION	WEB PANEL			APP		
	HEITARIA	CUPCONL (PANEL)	ENGINEER	CUPCONL SEC.	FACILITATOR	MEMBER
Upload the voter roll	✓	✓				
Confirm people and run the registration desk					✓	
Appoint and remove facilitators	✓	✓		✓		
Appoint the CUPCONL Secretariat	✓					
Schedule and cancel cycles	✓	✓			✓	
Change minimum backings	✓	✓				
Propose, back and vote						✓
Merge and separate proposals	✓	✓			✓	
Withdraw a proposal	✓	✓				
Prepare works estimates					✓	
Approve or return estimates	✓	read only	✓			
Maintain the price list	✓	read only	✓			
Enter a cost by hand	✓	until close				
Republish results	✓					
Record ledger entries	✓	read only				
Send notices	✓	✓				
Write and publish lessons (Educación)	✓	✓				
Void a ballot issuance	✓					
Split a community into juntas	✓					
Administrators and email recipients	✓					
Read the audit log	✓	✓				
Open, approve or cancel payouts	✓					
Check a month of payouts		✓				
Sign the month's steps and the treasury's actions	✓					
Stop payouts or freeze contracts	from Bóveda y tesoro	✓				
Voter-roll changes (four eyes)	✓	✓			requests only	
Persona and Recuperaciones	read only	read only				
Yearly check at the Mesa					✓	

FUNCTION	WEB PANEL			APP		
	HEITARIA	CUPCONL (PANEL)	ENGINEER	CUPCONL SEC.	FACILITATOR	MEMBER
Confirm a change of phone					✓	
Own wallet and yearly check						✓
Mi Ahorro for their children and linking their phone						✓

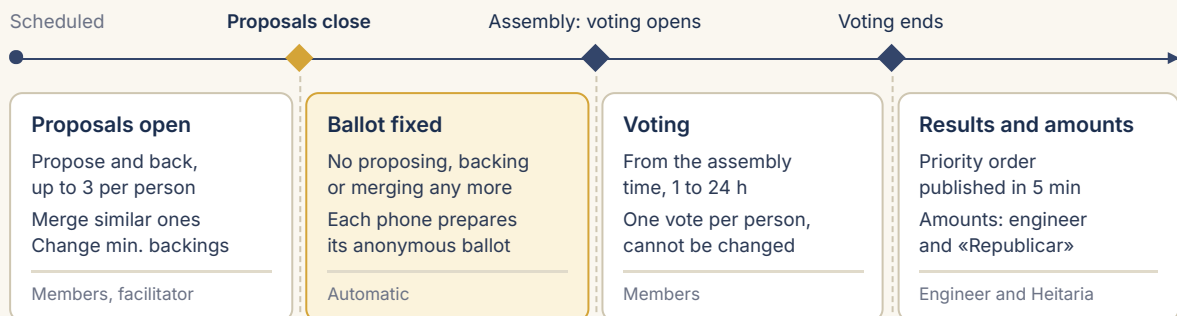
Facilitators and members of the CUPCONL Secretariat are community members too: they propose, back, vote and are paid like everyone else.

02

The full cycle, step by step

A cycle runs from the voter roll to the published amounts. The phases change on their own with the clock: nobody has to open or close anything by hand.

The ballot is fixed when proposals close



Until proposals close, everything can be adjusted. After that the ballot no longer changes and each phase arrives on its own.

1

Voter roll **SECRETARIAT · FACILITATOR**

The secretariat uploads the list of ID numbers in **Cargar padrón** (Upload voter roll), or the facilitator confirms each person at the assembly, with their code or at the registration desk. Only people on the roll can propose, back and vote.

2

Scheduling the assembly **FACILITATOR · SECRETARIAT**

The facilitator (app, **Programar asamblea**) or the secretariat (panel, **+ Programar ciclo**) sets the date and time, the voting hours (1 to 24), how many days before proposals close (0 to 60), the budget and the minimum backings. The community gets the notice **Asamblea programada** (Assembly scheduled).

3

Proposals open **MEMBERS · FACILITATOR**

Each community member can stand behind 3 proposals: submitting one and backing someone else's count the same. In this phase, proposals that ask for the same thing are merged, and the panel can change the minimum backings. 24 hours before the close, the notice **Las propuestas cierran pronto** (Proposals close soon) goes out.

4

Proposals close **AUTOMATIC**

The ballot is fixed: no more proposing, backing, merging or separating. The proposals with at least the minimum backings go on the ballot. Each phone prepares its anonymous ballot.

5

Voting MEMBERS

Starts at the assembly time and lasts the hours that were set. Notices **La votación está abierta** (Voting is open) and, 2 hours before the end, **La votación cierra pronto** (Voting closes soon). Each person votes once.

6

Results AUTOMATIC

When voting ends, the system closes the cycle and publishes the priority order within 5 minutes. Notice **Resultados publicados** (Results published) and an email to the recipients.

7

Amounts FACILITATOR · ENGINEER · HEITARIA

The facilitator prepares the estimate for each project in the app and the engineer approves it in the panel. Then Heitaria presses **Republicar** (Republish) on the cycle: the app shows the amounts and how far the budget reaches (notice **Resultados actualizados**, Results updated).

8

Accounts HEITARIA

Heitaria records each project in **Movimientos** (Ledger entries) as contracted, under way and completed. Everyone sees it in the app, under Más → **Cuentas** (**Cuentas abiertas**, open accounts).

GOOD TO KNOW

A cycle can be cancelled until voting starts, not after. Estimates can also be prepared before the vote: that way the ballot already shows the cost of each project.

03

Web panel: Heitaria, secretariat and engineer

The menu on the left has these pages, in this order. Each role sees only its own: the engineer only **Presupuestos** and **Precios**; **Administradores** and **Notificaciones** are for Heitaria only.

PAGE	WHAT IT IS FOR	WHO SEES IT
Panorama	Programme overview and publisher health	Heitaria, secretariat
Comunidades	Population, voter roll, cycles and juntas of each community	Heitaria, secretariat
Ciclos	Schedule and cancel cycles, see results, republish	Heitaria, secretariat
Propuestas	Costs, withdrawing and merging with help from the AI	Heitaria, secretariat
Presupuestos	Approve or return works estimates	All; Heitaria and the engineer decide
Precios	The price list in force	All; Heitaria and the engineer edit
Movimientos	The public ledger of works	Heitaria; the secretariat reads only
Pagos	Monthly payouts in USDT (chapter 9)	Heitaria, secretariat
Billeteras	The registered wallets, whether they are paid and their label	Heitaria, secretariat
Bóveda y tesoro	The contracts, the three parties and the treasury's rare actions (chapter 9)	Heitaria, secretariat
Cambios del padrón	Request and approve voter-roll changes, with four eyes	Heitaria, secretariat
Persona	Whether a person is paid and, if not, why	Heitaria, secretariat
Recuperaciones	Phone changes in progress, to look at	Heitaria, secretariat
Facilitadores	Appoint and remove facilitators	Heitaria, secretariat
Cargar padrón	Upload a community's list of ID numbers	Heitaria, secretariat
Secretaría	Members of the CUPCONL Secretariat	Heitaria; the secretariat reads only

PAGE	WHAT IT IS FOR	WHO SEES IT
Administradores	Who can sign in to the panel, and with what role	Heitaria
Avisos	Messages to the phones of one community or all	Heitaria, secretariat
Educación	Aprende lessons for children and guardians, and how they are going	Heitaria, secretariat
Notificaciones	Email addresses that receive the results	Heitaria
Auditoría	Record of every action	Heitaria, secretariat

Signing in

- 1 Open the panel and press **Entrar con Google**.
- 2 Choose the account Heitaria added in **Administradores**. The first time, the email must be verified with Google.

If you see «*no está en el registro de administradores*» (not in the administrators list), ask Heitaria to add you; if you see «*expiró*» (expired), ask for it to be renewed. **Cerrar sesión** (Sign out) is at the bottom of the menu.

Overview (Panorama)

A summary of the programme: communities, enrolled members, people **En espera de padrón** (waiting for the roll), the year's allocation and cycles. The **Salud del publicador** (publisher health) box turns red if a closed cycle was not published or the daily audit signature is missing. When all is well it says **Publicador al día** (publisher up to date).

Limpiar datos de prueba (clear test data; Heitaria only, once, when the test phase ends): with test mode already switched off, a yellow box shows what the testing left behind. The button removes it: test accounts go back to identity verification and lose the facilitator and secretariat roles, and their voter-roll records (the «Demo» children too) are deactivated; demo cycles and ledger entries are cancelled or voided. Nothing is deleted, and it is recorded in the audit log.

Communities (Comunidades)

- **List:** population, **Enrolados** (enrolled), **En espera** (verified, waiting for the roll), allocation and cycle. Click a community to open its page: facilitators, cycles, ledger entries, proposals and allocations.
- **Split into juntas** (Heitaria only): in **Añadir juntas** write one junta per line, **slug, Nombre visible, población**, and press **Crear juntas**. The city becomes a heading: it no longer has its own allocation, cycles, roll or facilitators. Not possible while a cycle is open, and a junta cannot be split again.
- **Void a ballot issuance** (Heitaria only): for someone who lost their anonymous ballot, for example by changing phone before voting. Choose the cycle, enter the **Correo de la persona** (the Google or Apple email the person signs in with; they see it under Más → **Mi cuenta**) and a reason of at least 10 characters, and press **Anular emisión**. The person can then get a ballot on the new phone. If the person already voted, their vote is not removed.
- **Sembrar demo** (Heitaria only, test mode only): fills the demo community with a cycle in voting, sample proposals and ledger entries.
- **Test accounts:** in test mode, whoever taps **Entrar en modo prueba** (enter test mode) in the app joins the demo community, can vote and is guardian of a test child, «Demo» (13 years old), to see Mi Ahorro and link a second phone. That child is marked as residente: it is never paid.

Uploading the voter roll (Cargar padrón)

- 1 Choose the **Comunidad**. **Ciclo de padrón** is already filled in as **año-ordinario**.
 - 2 Paste the ID numbers, one per line, or drop a .csv or .txt file. From each line the first column with 5 to 12 digits counts; dots, spaces and the extension (PT, LP...) are removed. Names, dates and row numbers in other columns do no harm.
 - 3 Press **Cargar n cédula(s)...** and confirm. Do not close the window while it loads.
- The result shows **Nuevas** (new), **Ya existían** (already there), **Movidas desde la ciudad** (moved from the city) and **Total recibidas** (total received). Anyone who already verified in the app with one of those numbers is enrolled at once.
 - The server turns each ID number into a code; the number itself is not stored.

CONFLICTS

An ID number that is already on another community's roll is **not** loaded and appears in the conflicts table. If the person moved, a **Mudanza a otra comunidad** (move to another community) is requested in **Cambios del padrón** and another panel user approves it. If not, the leaders of both communities resolve it; then the corrected list is uploaded again.

Facilitators (Facilitadores)

- **List:** community, date, who appointed, minutes and status. **Mostrar revocados** also shows those who were removed.
- **Appoint:** **+ Nombrar facilitador**, with **Correo del comunario** (member's email), **Comunidad** and **Referencia del acta** (minutes reference, required). The person must have signed in to Decidimos with that email and be enrolled in that community. Heitaria and the secretariat can both do this. The other route is the CUPCONL Secretariat in the app.
- **Remove:** **Revocar** and write the reason.
- The role ends by itself if the person deletes their account, verifies on a new phone or their community is split into juntas, and they then have to be appointed again. If their **Baja del padrón** (removal), **Fallecimiento** (death) or **Mudanza a otra comunidad** (move) is approved, the role is suspended while they are not enrolled in that community (the list still says **Activo**) and comes back if they return to that roll.

CUPCONL Secretariat (Secretaría)

Members of the CUPCONL Secretariat, who appoint facilitators from the app. Only Heitaria appoints them (**+ Nombrar miembro**, with email and required minutes) and removes them; someone removed can be appointed again. The person must have signed in to Decidimos and be enrolled on a voter roll.

Cycles (Ciclos)

The list can be filtered by **Programados** (scheduled), **Votando** (voting), **Cerrados** (closed) and **Publicados** (published).

- 1 Press **+ Programar ciclo**.

- 2 Fill in the fields:
 - **Comunidad**, **Fecha de asamblea** (assembly date, YYYY-MM-DD) and **Hora** (time, HH:MM, 24 h).
 - **Duración voto (h)** (voting hours), 1 to 24, and **Días antes cerrar** (days before proposals close), 0 to 60.
 - **Presupuesto (opcional)** (budget): empty uses what is left of the annual allocation; it can never be more. If that year has no allocation, type in the budget the assembly agreed. Both 950000 and 950.000 work.
 - **Respaldos mínimos para entrar a la papeleta** (minimum backings to reach the ballot), 0 to 1000. With 0 all proposals go on the ballot; the person who submitted it counts as a backing.
 - **Lugar** (venue) and **Referencia del acta** (minutes), optional.
- 3 Press **Abrir ciclo** (Open cycle). The community gets the notice **Asamblea programada**.
 - **Rules:** the assembly must be at least 1 hour in the future, the proposal close cannot be in the past, and each community has only one live cycle at a time.
 - **Cancel:** only for **Programado** cycles, before voting starts. Sends the notice **Asamblea cancelada**.
 - **Cycle page:** budget, proposal close and venue. In **Respaldos mínimos...**, **Cambiar** (change) works until proposals close. Below it you see the proposals that do not (yet) reach the ballot.
 - **Results:** when voting ends, **Orden de prioridad** (priority order) appears with **Puntos**, **Monto**, **Suma hasta aquí** (running total) and whether the budget **alcanza** (reaches). At the top are the public verification link and the **Hash de auditoría**.

REPUBLISH · HEITARIA ONLY

After entering or correcting amounts, press **Republicar** on the cycle. The app and the public page show the amounts within a few minutes.

Proposals (Propuestas)

- **List:** proposals from every community. Filter by **Comunidad y ciclo** and by category (salud, escuela, camino, agua, riego, otro: health, school, road, water, irrigation, other).
- **Withdraw:** Retirar takes an open proposal off the ballot; it can no longer be voted on. Only until proposals close: after that the ballot is fixed. A merged proposal must be separated first.
- **Proposal page:** community, cycle, category, backings, description and status.
- **Cost:** **Poner costo (Bs)** and **Guardar costo**. While proposals are open, Heitaria and the secretariat can set it; after the close, only Heitaria, with a note of at least 10 characters. Normally the amount comes through **Presupuestos**. Then press **Republicar** on the cycle.
- **Separate:** on a proposal marked **fusionada en ...** (merged into...), **Separar** returns it to the list with its own backings. Only until proposals close.

Similar proposals (AI)

- 1 In **Propuestas**, choose the community and cycle (marked **· propuestas abiertas**).
 - 2 In the **Propuestas parecidas (IA)** box, press **Buscar propuestas parecidas** (Find similar proposals).
 - 3 For each group, press **Fusionar** (Merge) and confirm, or **No son iguales** (Not the same). A dismissed group is not suggested again in this cycle, neither in the panel nor in the app.
- When merging, the proposal that **se queda** (stays) adds up the backings of all of them (each person counts once). The others leave the ballot, but their text is kept, and **Separar** undoes it.

- One new search every 2 minutes per cycle. If the proposals changed since the last search, the panel says so: search again.
- Works only until proposals close.

THE AI ONLY SUGGESTS

It reads only each proposal's title and description, never who wrote or backs it. A person always confirms the merge.

Estimates (engineer)

- Tabs **Por revisar** (to review), **Devueltos** (returned), **Aprobados** (approved) and **Todos** (all).
- Each estimate shows the photos and plans, the voice recordings, the line items with their measurements, the totals and what the AI suggested.
- **Aprobar · Bs ...** : the total becomes the proposal's amount.
- **Devolver al facilitador** : with a comment on what to correct (at least 5 letters). The facilitator sees it in the app.
- The secretariat reads only.

CORRECTIONS

The engineer can set a project's first amount at any time. Replacing an amount after proposals close, or changing a project that is already funded in a published result, can only be approved by Heitaria. If the result was already published, Heitaria must press **Republicar**.

Price list (Precios)

- The list **En vigor** (in force) is the one facilitators use. Without a published list, no estimates can be made.
- **Nueva lista** : write the name, choose **Empezar desde** (start from: empty or a copy of another) and press **Crear borrador** (create draft).
- In the draft: **Gastos generales %** (overheads), **Utilidad %** (profit), **Impuestos %** (taxes) and **Fuente de los precios** (price source), then **Guardar datos de la lista**. Line items are loaded with **Importar CSV...** (columns **codigo**, **capitulo**, **descripcion**, **unidad**, **precio_unitario_bs**, **notas**; units m2, m3, ml, pza, kg, pto, glb), edited in the table or with **Añadir partida**, and saved with **Guardar partidas**.
- **Publicar** : the list becomes **En vigor** and the previous one is archived. With unsaved changes the panel does not publish: save them first. A published list never changes; to correct it, use **Nueva versión desde esta** (new version from this one).
- Heitaria and the engineer edit; the secretariat reads only. Starting point: the reference list of 131 line items (potosi-referencial-v1.csv), held by Heitaria.

Ledger entries (Movimientos)

- The public ledger of works: **Contratado** (contracted), **En obra** (under way), **Ejecutado** (completed) or **Anulado** (voided). Only Heitaria writes; the secretariat views and exports.
- **+ Registrar movimiento** : community, year, amount (Bs), project title, category and status, then **Guardar**.
- **Actualizar** : moves one step at a time (contracted → under way → completed), corrects the amount with a reason, or voids with a reason of at least 10 characters. Voiding is final.

- Nothing is edited or deleted: each change adds a new row.

Notices (Avisos)

- 1 In **Enviar aviso** choose the **Comunidad** (one, or **Todas las comunidades**).
 - 2 Write the **Título** (up to 80 characters) and the **Mensaje** (up to 500). Check the **Vista previa** (preview).
 - 3 Press **Enviar...** and confirm. It goes out to the phones within minutes and cannot be withdrawn.
- It is sent exactly as written, without translation: write in the community's language. It reaches the phones with **Mensajes de la secretaría** switched on.
 - **Avisos recientes** lists every notice, automatic and manual, with its status, phones and errors.
Teléfonos por comunidad counts how many phones receive them.

Automatic notices. These go out on their own. Nothing is ever sent based on whether someone voted. The notices to the person always arrive, whatever the switches in Mi cuenta. Each notice shows its title in Más → Avisos; below it, the title of the phone notification where it differs.

NOTICE	WHEN IT ARRIVES
Asamblea programada	When the cycle is scheduled
Asamblea cancelada	When it is cancelled
Propuesta nueva Phone: «Propuestas nuevas en tu comunidad»	10 minutes after each new proposal; several are grouped in one notice
Las propuestas cierran pronto Phone: «Últimas horas para propuestas»	24 hours before proposals close
La votación está abierta	When voting starts
La votación cierra pronto	2 hours before the end
Resultados publicados	When the results are published
Resultados actualizados Phone: «Montos actualizados»	Each time Heitaria republishes
Ya puedes votar Phone: «Ya estás en el padrón»	To the person, when they join the voter roll
Llegó tu pago	To the person, when their monthly payout arrives. Opens Billetera
Recibiste un pago	To the person, when someone pays them in the app. Opens Billetera
Tu control anual	To the person, 30 days before their yearly check runs out and once more if it ran out. Opens Billetera
Ahorro de tu hijo o hija	To the guardian, when a child's share of the month goes into their account in the vault: the amount and the new total. Opens Billetera
Nueva lección en Aprende	To guardians with a child of that age and community, once per lesson, when it is published. Opens Mi Ahorro

Education (Educación)

The lessons and quizzes of **Aprende**, the children's section of the app: money, saving, the wallet, USDT and scams. Heitaria and the secretariat write and publish them. Children earn badges, never money.

- 1 Press **+ Nueva lección** (new lesson). Under **Para quién** (for whom) choose the ages (**6–9 años** , **10–13 años** , **14–17 años**) and the **Comunidades** : **Todas las comunidades** (all) or **Sólo algunas...** (only some). In **Orden en el camino** (order on the path), the lowest number comes first.
 - 2 Write in Spanish, Quechua and Aymara: **Título** (title), **Resumen (una línea, opcional)** (summary), **Texto de la lección** (lesson text) and, if you like, **Insignia al aprobar (opcional)** (badge on passing). You can add an **Imagen (la misma en los 3 idiomas)** (image, the same in all 3 languages) and one audio per language, for those who cannot read yet.
 - 3 Under **Cuestionario** (quiz), **+ Pregunta** : the question, its options (mark the **Respuesta correcta** , correct answer) and the **Explicación (se muestra después de contestar)** (explanation, shown after answering), also in the three languages.
 - 4 **Guardar borrador** (save draft). To publish, **Publicar...** and choose **Ahora** (now) or **En una fecha** (on a date). With **Avisar a los tutores («Nueva lección en Aprende»)** ticked, guardians receive the notice.
- It cannot be published while a text is missing in any language: the list says **Falta texto** (text missing) and the editor says what is missing. When everything is there:
Completa en castellano, quechua y aymara. Lista para publicar.
 - A published lesson that is changed goes up a version with **Guardar cambios** (save changes). **Archivar** (archive) takes it out of the app; what the children did is kept.
 - Each child sees the lessons for their age; children under 6 read the 6–9 ones on the guardian's phone. Adults see all the lessons of their community. The badge is earned with 60 % correct answers.
 - The notice goes only to the phone of a guardian with a child of that age and community, never to the child's, once per lesson, and never talks about money.
 - **Cómo van** (how they are going): only totals per lesson and community (**Niños** , children; **Con insignia** , with badge; **Adultos** , adults; **Aciertos** , correct answers) and the **Pregunta más difícil** (hardest question); never what one person answered. Only each person's first attempt counts.

STARTER LESSONS

Six lessons come as drafts, two per age group. The Quechua and Aymara are a first draft: review them and publish.

Email recipients (Notificaciones, Heitaria only)

Email addresses that receive the results summary each time a cycle's results are published, also when they are republished. **+ Añadir destinatario** with email, role and community (or all); **Quitar** to remove one.

Administrators (Administradores, Heitaria only)

- **+ Añadir admin** : **Correo** (email), **Nombre (opcional)** , **Rol** (Secretariat, Heitaria or Ingeniero) and **Fecha de expiración (opcional)** (expiry date), then **Añadir** . The person can sign in the next time they open the panel.
- **Revocar** asks for a reason. The last active Heitaria account cannot be revoked. To give access back to someone revoked or expired, add them again with the same email.

Audit (Auditoría)

A record of everything important, which nobody can edit or delete. Filter by actor, search by text and click a row for the details; **Cargar 100 más** loads older events and **↓ CSV** exports what is loaded. Fetching a ballot and voting are recorded without a name.

04

App for facilitators

Facilitators work from Más → **Asamblea**, which appears in yellow only after they are appointed. Everything applies only to their own community.

The facilitator functions are under Más → Asamblea



The five tabs are the same for everyone. **Asamblea** and **Secretaría** only appear under Más for people who hold that role.

How you are appointed

- 1 Sign in to the app, verify your ID card and get onto your community's voter roll.
- 2 At the bottom of the Votar tab, tap «¿Te nombraron facilitador o facilitadora? Muestra tu código» (Were you appointed facilitator? Show your code).
- 3 Read the 6-character code (letters and digits) to the CUPCONL Secretariat, who appoints you with the assembly minutes.
- 4 Close and reopen the app; it can take up to 5 minutes. **Asamblea** appears under **Más**.

If you facilitate several juntas, first choose the community in **¿Para qué comunidad?** (For which community?).

Scheduling the assembly

- 1 Más → **Asamblea** → **Programar asamblea** (Schedule assembly).

- 2 Fill in the fields:
 - **Fecha de la asamblea** (date, YYYY-MM-DD, for example 2026-11-15) and **Hora** (time, HH:MM, 24 h).
 - **Duración de la votación (horas)** (voting hours), 1 to 24, and **Días antes para cerrar propuestas** (days before proposals close).
 - **Presupuesto (Bs)** (budget): pre-filled with the annual allocation. If there was already a cycle this year, enter only what is left.
 - **Respaldos mínimos para entrar a la papeleta** (minimum backings): 0 = all proposals go on the ballot.
 - **Lugar** (venue) and **Referencia del acta** (minutes), optional.
- 3 Tap **Abrir ciclo** (Open cycle). The community gets **Asamblea programada** and can start submitting proposals.
 - Voting starts at the assembly time. Proposals close the chosen number of days before, at the same time of day.
 - After that, the minimum backings can only be changed from the panel.

CANCELLING

In the cycle box, **Cancelar esta asamblea** (Cancel this assembly) and **Sí, cancelar**. Only before voting starts.

Confirming people on the voter roll

For people who already verified their ID card on their own phone and are waiting for the roll.

- 1 The person reads you the 6-character code (letters and digits) shown in their app under **Tu código** (Your code).
 - 2 Type it in **Con código de la app** and tap **Buscar** (Search). You see the community and the verification date, never a name.
 - 3 If you wish, enter the **Acta de la asamblea** (assembly minutes).
 - 4 Tap **Confirmar e inscribir** (Confirm and enrol). The person gets the notice **Ya puedes votar** (You can now vote).
- Below, you see how many people are waiting for confirmation, without their codes: only someone who is present and reads their code can be confirmed.
 - The code does not change: it stays the same until the person is enrolled. If it does not work, they should read it again from their screen.
 - If the ID number is already on another community's roll, it is not possible. If the person moved, Heitaria or the secretariat request a **Mudanza a otra comunidad** in the panel; if not, the leaders of both communities resolve it.

Registration desk (Mesa de inscripción)

For people who come with their ID card and do not have the app or cannot use it.

- 1 Más → **Asamblea** → **Mesa de inscripción**. If you wish, enter the minutes.
- 2 Tap **Nueva inscripción** (New registration) and hand the phone to the person.
- 3 They scan the front and back of their ID card and take a selfie.

- 4 They hand the phone back and you see the result: **Inscrito** (enrolled), **Ya estaba inscrito** (already enrolled), **Inscrito en otra comunidad** (enrolled in another community) or **No se pudo verificar** (could not verify). Tap **Siguiente persona** (Next person).

- Neither the photo of the ID card nor the selfie is stored in Decidimos.
- When the person installs the app and verifies their ID card, they can vote without doing anything else.
- The registration also counts as this year's yearly check.
- At most 400 registrations opened per facilitator per day, failed ones included. Beyond that, **Esta mesa ya abrió el máximo de inscripciones de hoy.** (the desk reached today's maximum) appears.

Yearly check at the Mesa (Control anual en la Mesa)

For someone who cannot take the selfie of their yearly check (chapter 9) on their own phone.

- 1 Más → **Asamblea** → **Control anual en la Mesa**. The person is in front of you with their ID card.
 - 2 Type their **Número de cédula** (ID number) and tap **Empezar el control** (start the check).
 - 3 **Pásale el teléfono a la persona para la selfie.** (hand the phone over for the selfie). The app compares it with their first verification. If it says **No hay una verificación anterior: la persona escanea también su cédula.**, they also scan their ID card.
 - 4 They hand the phone back and you see the result: **Control hecho. Vale hasta el ...** (done, valid until ...), **La selfie no pasó. Pueden intentarlo otra vez.** (did not pass) or **La cédula escaneada no es la de esta persona.** (not this person's ID card). Tap **Siguiente persona**.
- Before the selfie the app may say it is not needed: **Su control anual vale hasta el ...** (it can be done from 60 days before it runs out) or **Es menor de 18 años: no hace control anual.** (under 18: no yearly check).
 - Only for people on your community's roll, and never for yourself: another facilitator does your check. At most 400 checks per facilitator per day.

Confirming a change of phone

For someone who lost their phone and their 12 words: your confirmation is one of the two approvals they need (chapter 9).

- 1 The person has already requested the change on their new phone (**Perdí mi teléfono**) and is in front of you with their ID card. Más → **Asamblea** → **Confirmar un cambio de teléfono**.
 - 2 Type their **Número de cédula**. Look at their ID card and their face, and switch on **Vi su cédula y es la misma persona.** (I saw their ID card and it is the same person).
 - 3 Tap **Confirmar**. **Confirmado. La persona ve en su teléfono cuántas aprobaciones tiene.** (confirmed) appears.
- Only for people of your community with a change of phone requested. Never for your own change, nor if you are their trusted contact, whether you approved it or not.
 - With the two approvals a 72-hour wait starts; then the person finishes the change on their new phone.

Requesting a voter-roll change

For what the assembly decides about the voter roll. Another person, from Heitaria or the secretariat, approves it in the panel.

- 1 Más → **Asamblea** → **Pedir un cambio del padrón**.

- 2 Choose the **Tipo de cambio** (type of change): **Nacimiento** (birth), **Fallecimiento** (death), **Baja del padrón** (removal), **Marcar como residente** or **Quitar marca de residente**.
 - 3 Fill in the details and the **Referencia del acta** (required), and tap **Pedir** (request). **Pedido. Otra persona lo aprueba en el panel.** appears.
- **Birth:** **Cédula del niño o la niña** (required by law, DS 1434), date, SERECI certificate, **Cédula del tutor 1 (recibe el 70 %)** (guardian 1, receives the 70 %) and, if there is one, guardian 2. Guardianship by a judge: **Tutela por resolución judicial**. Once the birth is approved, the guardian sees the child in Mi Ahorro.
 - **Death:** the ID number, the date and, if there is one, the death certificate number. **Removal:** the **Motivo** (reason: **Se mudó fuera de la comunidad**, moved away, or **Otro**) and whether **Con los menores de los que es tutor o tutora principal** (with the minors they are main guardian of).
 - Nobody requests changes for their own record or their family. **Mudanzas y cambios de tutores se piden en el panel.** (moves and guardian changes are requested in the panel)
 - An approved removal or death takes away the person's right to propose, back and vote, and suspends their facilitator role. Their wallet stays theirs.

Reviewing and merging similar proposals

Más → **Asamblea** → **Revisar propuestas parecidas**. Works only until proposals close.

- **With the AI:** tap **Buscar propuestas parecidas**. For each group, **Fusionar** (Merge) or **No son iguales** (Not the same). One new search every 2 minutes.
- **By hand:** tap the proposal that stays (**Se queda**), then the ones that ask for the same thing (**Se fusiona**; the app marks look-alikes with **· se parece**). Add a note if you wish and tap **Fusionar n en la elegida**.
- **Undo:** under the proposal that stayed, **↩ título** appears with **Separar** (Separate).

NOTHING IS DELETED

The texts are kept and the backings are added up. Someone who backed both proposals gets one backing back.

Works estimates (Presupuestos de obras)

To set the cost of each project, before or after the vote. A published price list is needed.

- 1 Más → **Asamblea** → **Presupuestos de obras** and choose the proposal.
- 2 **1. Fotos y plano**: **Foto**, **Plano** (plan), **Galería** or **Video** (up to 12; videos of 30 seconds at most). Do not photograph people. Describe what you see in **Qué se ve** or with **Hablar en vez de escribir** (speak instead of typing).
- 3 If you wish, tap **Sugerir partidas** (Suggest line items): the AI proposes items from the price list. It only reads measurements from a plan; check them and tap **Está bien** (OK).
- 4 **2. Partidas y medidas**: enter the quantity for each item, or use **Medidas** (length × width). **Añadir partida** searches the list.
- 5 Check the **Total** and tap **Enviar a revisión** (Send for review). Without signal, it is saved and sent the next time you open **Presupuestos**.

- Status: **Con el ingeniero** (with the engineer), **Devuelto por el ingeniero** (returned, with a comment: correct it and send again) and **Aprobado** (approved).
- Speech in Spanish becomes text; in Quechua or Aymara the recording goes to the engineer as it is. The language chosen in the app decides.
- The draft is saved on the phone automatically.

CUPCONL Secretariat: appointing facilitators

Only for members of the Secretariat, under Más → **Secretaría**.

- 1 The person appointed at the assembly reads you their facilitator code.
- 2 Type it and tap **Buscar**. You see which community they belong to.
- 3 Enter the minutes if you wish and tap **Nombrar facilitador** (Appoint facilitator).

To remove someone, press and hold their row and tap **Quitar** (Remove).

05

App for community members

What the facilitator explains at the assembly. The app has five tabs: **Propuestas**, **Asignación**, **Votar**, **Billetera** and **Más**. Everyone can look; proposing, backing and voting are only for people on the voter roll.

Signing in and verifying

- 1 Choose the language (Castellano, Runasimi or Aymara aru) and tap **Continuar con Google** or **Continuar con Apple**.
- 2 Tap **Empezar la verificación** (Start verification), scan the ID card and take a selfie. This is done only once. If it is not accepted, **Intentar de nuevo** (Try again) in good light.
- 3 If the ID number is already on the roll, you go straight in and can vote. If not, choose your community with **Soy de ...** (I am from...).
- 4 While waiting for the roll you can see everything. At the assembly, read **Tu código** aloud: the facilitator enrolls you and the notice **Ya puedes votar** arrives.

Proposing

- 1 In **Propuestas** tap **+ Nueva propuesta** (New proposal).
- 2 Choose the type of work: Salud, Escuela, Camino, Agua, Riego or Otro (health, school, road, water, irrigation, other).
- 3 Look at **Lo que ya pidieron** (what others already asked for). If your idea is there, tap **Yo también la pido** (I want this too) instead of writing it again.
- 4 If not, tap **Ninguna es la mía · Escribir una nueva** (none is mine, write a new one) and fill in **Título** and **Descripción**: what, where and for whom. You can also **Grabar en Quechua o Aymara** (record in Quechua or Aymara).
- 5 Tap **Enviar a la asamblea** (Send to the assembly). Without signal it is saved and sent later.

3 BACKINGS PER PERSON

No amount is asked for: the cost is worked out later. Each person can stand behind 3 proposals per cycle, and proposing and backing count the same.

Backing

- Open a proposal and tap **Yo también la pido**.
- To free a backing, **Quitar mi nombre de esta propuesta** (remove my name). Not possible on your own proposal.

- Only until proposals close. If there are minimum backings, each proposal shows **n de m respaldos para entrar a la papeleta** (n of m backings to reach the ballot).

Voting

- 1 Open **Votar**. The ballot prepares itself when proposals close: **Papeleta anónima lista en este teléfono** (anonymous ballot ready on this phone).
 - 2 Tap a project and choose its number: 1 for the most important, 2 for the next, and so on. If you choose a number another project already has, that one moves down one place. **Quitar el número** removes the number.
 - 3 You do not have to number them all: projects without a number get no points.
 - 4 With more than 8 projects you can search in **Buscar obra...** or filter by type and by **Con número** (numbered).
 - 5 Tap **Confirmar mi voto** (Confirm my vote), check the list and tap **Confirmar**. The phone may ask for a fingerprint or face.
- Voting needs a signal. Each person votes once, and the vote cannot be changed.
 - Afterwards **Tu comprobante** (your receipt) remains: it proves on the verification page that the vote was counted, without saying what was voted.
 - Anyone who prefers to order the whole list can use **Ordenar a mano (flechas)** (order by hand with arrows).

How votes are counted

With N projects on the ballot, each person's number 1 gets N points, number 2 gets N-1, and so on. Projects without a number get 0, and those with the most points go to the top of the priority order.

NUMBER 1 5 points	NUMBER 2 4 points	NUMBER 3 3 points	NO NUMBER 0 points	NO NUMBER 0 points
--------------------------------	--------------------------------	--------------------------------	---------------------------------	---------------------------------

Example: a ballot with 5 works, where one person numbered three.

Results

- Under Más → **Resultados** or from **Votar**. They are published automatically when voting closes, within minutes.
- Orden de prioridad**: what the community wants done first, second, third, with the points.
- When amounts are in, each project says **El presupuesto alcanza** (the budget reaches) or **El presupuesto de este año no alcanza** (this year's budget does not reach). The money is shared out from the top down; a cheaper project further down does not jump ahead.
- No llegaron a la papeleta**: the proposals that did not reach the minimum backings.

Notices (Avisos)

- Under Más → **Avisos**. Tapping a notice takes you to the right place; the wallet ones to **Billetera**; the Aprende one to **Mi Ahorro**.
- To delete one, swipe it left and tap **Borrar**, or press and hold it. **Borrar todos** deletes them all from this phone; new ones keep arriving.

- **Marcar todo como leído** (mark all as read) clears the yellow dots.

Mi Ahorro and Aprende

For guardians of children on the voter roll. 70 % of each child's share reaches the guardian with their payout; the 30 % is kept in the vault until the child turns 18.

- Más → **Mi Ahorro**: each child, with what is kept month by month, the date it moves to their own wallet and an estimate at 18, always marked as an estimate. **Nombre en la app** (name in the app) gives the child the name the family uses. In **Billetera**, under the balance, the same is shown in **Billeteras de tus hijos** (chapter 9).
- If a child is missing, the app says **No tienes hijos o hijas registrados...** (no children registered): the minor has to be on the roll with that person as guardian (chapter 4, **Nacimiento**).
- **Aprende**: short lessons with questions and badges. With a child under 12 they are done together on the guardian's phone (**Aprender con ...**, learn with ...); the guardian has their own in **Aprende tú también** (you learn too).

Linking a child's phone (from age 12):

- 1 The guardian: Más → **Mi Ahorro**, the child, **Vincular su teléfono** (link their phone). A QR code and an 8-letter code appear: **Sirve una sola vez, hasta las ...** (works once, until ...; 15 minutes).
- 2 On the child's phone: open Decidimos without signing in, tap **¿Eres niño o niña? Vincula tu teléfono con el código de tu mamá, papá o tutor**, scan the QR or type the letters and tap **Vincular** (link).
- 3 Done. That phone only shows the child's own 30 % kept and Aprende: it has no account, no wallet, no vote, and moves no money. The guardian removes it in **Teléfonos vinculados** (linked phones) with **Desvincular** (unlink); the child, with **Desvincular este teléfono**.

My account (Mi cuenta)

- **Idioma** (language), the community's name (under **COMUNIDAD**) and, under **Avisos**, which notices arrive: **Asambleas y votación**, **Propuestas nuevas**, **Resultados** and **Mensajes de la secretaría**. **Ya puedes votar**, the wallet notices and the Mi Ahorro ones always arrive.
- **Cuenta con la que entraste** (account you signed in with): the Google or Apple email. Heitaria needs it for **Anular emisión de papeleta**.
- If the phone has a sensor, the switch **«Pedir Face ID antes de votar»** (ask for Face ID before voting; or Touch ID, fingerprint, face recognition or iris, depending on the phone). **Cerrar sesión** and **Eliminar mi cuenta** (delete my account). When the account is deleted, the entry on the roll and any vote already cast are kept. With an Apple account, Apple asks to confirm once more.
- **Cambiar comunidad** (change community) only appears while the person is not yet on the roll.

Other tabs

- **Asignación**: how much money the community receives this year, and how much per member.
- **Billetera**: the person's money in digital dollars (USDT): **Recibir** (receive), **Pagar** (pay), **Cobrar** (charge) in bolivianos and their **Control anual** (yearly check). See chapter 9.
- **Cuentas** (under Más, **Cuentas abiertas**): what is contracted, under way and completed, for the community and for the whole programme.
- **Compartidas** (under Más): projects that several communities pay for together. **+ Proponer obra compartida** lets you choose the other communities; each votes on it in its own ballot and the cost is shared by population.

06

Key rules

Ten rules that do not change, in the panel or in the app. It is worth reading them aloud before each assembly.

1 The vote is secret

The ballot is signed blind: nobody, not CUPCONL, not Heitaria, not the people who built the app, can know how anyone voted.

2 One person, one community, one vote

Each ID number is on only one voter roll. Each person votes once per cycle and cannot change their vote.

3 No winners: a priority order

The vote decides what is done first, second, third, and nobody changes it afterwards. Only a tie in points is broken by the lower cost: when amounts arrive, tied works can swap places.

4 Amounts come later

The budget is shared out from the top down. If a project does not fit, the share-out stops there; a project without an amount keeps its place and does not block those below it.

5 The ballot is fixed when proposals close

After that, nobody proposes, backs, withdraws, merges or separates, and the minimum backings cannot change.

6 The AI only suggests

It reads title and description, never who proposed or backs. A person decides every merge and every amount: the engineer or Heitaria approve estimates, and Heitaria or the secretariat can enter a cost.

7 Merging deletes nothing

The texts are kept, the backings are added up, and proposals can be separated until proposals close.

8 The community decides the voter roll

The app only records what the assembly decides. The minutes are required in the panel and for voter-roll changes; in the app, when appointing or enrolling, they are entered if available.

9 No ID card data is stored

Not the number, not the photo, not the selfie are stored in Decidimos: only a code derived from the number. Didi keeps the reference face for the yearly check.

10 The record is never deleted

The audit log and the ledger only add rows. Every day the audit chain is signed and published.

07

Common problems and what to do

What can appear on screen, and how to solve it. If none of this helps, tell Heitaria.

PROBLEM	WHAT TO DO
The ID card verification is not accepted	Try again in good light with the whole ID card visible. If it fails again, use the registration desk with the facilitator.
The facilitator cannot find the person with their code	The person should read it again from their screen: the code does not change until they are enrolled. They must have chosen the facilitator's community.
«Esta cédula ya figura en el padrón de otra comunidad» (ID already on another community's roll)	Nothing is changed from the app. If the person moved, Heitaria or the secretariat request a Mudanza a otra comunidad in Cambios del padrón and another person approves it. If not, the leaders of both communities resolve it and the secretariat uploads the corrected list again.
«La papeleta de este ciclo ya se emitió para esta cuenta y no está en este teléfono» (ballot already issued to another phone)	The person changed phone or reinstalled the app. Heitaria voids the issuance on the community page (Anular emisión de papeleta) with the email the person sees under Más → Mi cuenta ; the secretariat cannot.
The facilitator does not see «Asamblea» under Más	Wait 5 minutes and reopen the app. Check in Facilitadores that they are active; if they verified on a new phone, they must be appointed again. If they left that community's roll (removal, death or move), the role comes back only if they return to that roll.
«Tu cédula ya no está en el padrón de tu comunidad.» (ID no longer on the roll)	Their removal or death was approved in Cambios del padrón : they no longer propose, back or vote. Check in Persona what happened. Their wallet stays theirs.
Cannot schedule: there is already a cycle	A community has only one live cycle at a time: wait for it to close, or cancel it.
«El presupuesto supera lo que queda de la asignación anual de la comunidad.» (panel) or «El presupuesto es mayor que la asignación de la comunidad.» (app): budget above the allocation	Part of this year's allocation was already used in another cycle. Enter a lower amount: the panel says how much is left (Disponibile: Bs ...).
«No hay una asignación registrada para este año» (no allocation this year)	Type in the budget the assembly agreed.
Cannot merge or separate: «Las propuestas ya cerraron» (proposals closed)	After the close the ballot is fixed. Merging is only possible before.
The AI says to wait two minutes	One new search per cycle every 2 minutes. Wait and press again.
«La ayuda de IA no está disponible ahora» (AI help not available)	Merge by hand: in the app, tap the proposal that stays and then the ones that ask for the same thing.
The results do not appear	They come out up to 5 minutes after voting ends. If an hour passes, check Salud del publicador in Panorama and tell Heitaria.

PROBLEM	WHAT TO DO
The amounts do not show in the app	Heitaria presses Republicar on the cycle.
The engineer cannot approve an estimate	If the project already had an amount and proposals have closed, it is a correction: Heitaria approves it. If the proposal was merged, the estimate goes on the one that stayed.
Facilitators cannot make estimates	No price list is published. The engineer or Heitaria publishes one in Precios .
Registration desk: «Esta mesa ya abrió el máximo de inscripciones de hoy.» (desk reached today's maximum)	400 registrations were opened today by this facilitator, failed ones included. Continue tomorrow or with another facilitator.
Yearly check at the Mesa: «Llegaste al límite de controles de hoy.» (today's limit of checks)	400 checks were done today by this facilitator. Continue tomorrow or with another facilitator.
«Demasiados intentos seguidos. Espera un momento e intenta de nuevo.» (too many attempts)	Wait a moment and try again.
Yearly check at the Mesa: «Esa persona es de otra comunidad.» (person of another community)	A facilitator of that person's community does it.
«Eso no se hace para tu propio registro: lo hace otra persona.» (not for your own record)	Another facilitator does your own yearly check; a change to your own record is requested by someone else.
Change of phone: «Ya lo aprobaste como contacto de confianza: otra persona lo confirma en la Mesa.» (already approved as trusted contact)	The two approvals come from two different people: if you are their trusted contact, another facilitator confirms at the Mesa.
Voter-roll change: «Eso se pide en el panel.» (requested in the panel)	Moves and guardian changes: Heitaria or the secretariat request them in Cambios del padrón .
«No puedes pedir ni aprobar cambios para tu propia familia.» (not for your own family)	Someone else requests and approves it.
«El código no sirve: está mal escrito, ya se usó o pasaron más de 15 minutos. Pide uno nuevo.» (the code does not work)	The guardian's code works once and for 15 minutes. The guardian taps Vincular su teléfono again and the child types or scans the new code.
«Todavía es pequeño o pequeña para tener su propio teléfono vinculado (desde los 12 años).» (still too young)	Their own phone, from age 12. Meanwhile they learn together on the guardian's phone.
«Este teléfono ya no está vinculado» (this phone is no longer linked)	The guardian unlinked it, or the child left the voter roll. To see it again, a new code from the guardian is needed.
«No tienes hijos o hijas registrados en el padrón con tu cédula como tutor.» (no children registered)	The minor has to be on the roll with that person as guardian: a Nacimiento (app or panel) or a Cambio de tutores (panel) in Cambios del padrón . It shows in Persona .
Notices do not arrive	On the phone, Mi cuenta → Avisos : switch them on and check the switches. A notice not delivered within 24 hours is dropped.
Giving access back to a revoked administrator or secretariat member	Add or appoint them again with the same email. Access works from their next sign-in.

08

Glossary

Decidimos terms A to Z, with the Spanish word used on screen.

Allocation
(asignación)

The money a community receives in the year, based on its population.

Aprende
(Aprende)

Short lessons about money, with questions and badges, for children and guardians. They are written in the panel, under Educación.

Assembly
(asamblea)

The community meeting. Its start time opens the vote.

Audit log
(auditoría)

The record of every important action. It cannot be edited or deleted.

Backing
(respaldo)

Standing behind a proposal. Each person has 3 per cycle; submitting a proposal uses one.

Badge
(insignia)

What someone earns by answering at least 60 % of a lesson's questions correctly. Never money.

Ballot
(papeleta)

The list of proposals voted on in a cycle. It is anonymous.

Ballot issuance
(emisión de papeleta)

When the phone receives its signed anonymous ballot. One per person and cycle.

Cycle
(ciclo)

A full round: proposals, vote and results, with its budget.

Cycle budget
(presupuesto del ciclo)

The part of the allocation that one cycle shares out.

Enrolled
(enrolado)

A verified person who is on the voter roll: they can propose, back and vote.

Guardian
(tutor)

The adult who is paid for a minor. Guardian 1 receives the 70 %; the 30 % is kept until the child turns 18.

Junta
(junta vecinal)

A part of a city that decides for itself, with its own roll and cycles.

Ledger entries
(movimientos)

In the panel and under Cuentas: the public record of projects contracted, under way and completed. In Billetera: the payments in and out of the person's wallet.

Linked phone
(teléfono vinculado)

The phone of a child aged 12 or over, joined with a code from the guardian. It only shows their savings and the lessons.

Merge
(fusionar)

Combining proposals that ask for the same thing into one. Undone with **Separar**.

Mi Ahorro
(Mi Ahorro)

Where the guardian sees what is kept for each child and learns with them.

Minimum backings
(respaldos mínimos)

How many people a proposal needs to reach the ballot.

Minutes
(acta)

The assembly document that authorises an appointment, a confirmation or a voter-roll change. Its reference is recorded: required in the panel, optional when appointing or enrolling in the app.

Price list (lista de precios)	The official unit prices used to calculate works estimates.
Priority order (orden de prioridad)	The result of the vote: what is done first, second, third.
Proposal (propuesta)	A project the community asks for.
Receipt (comprobante)	The code that proves a vote was counted, without saying what was voted.
Recovery (recuperación)	Moving the wallet from a lost phone to a new one without the 12 words: two approvals and a wait.
Republish (republicar)	Publishing a cycle's results again with the new amounts.
Residente (residente)	A person on the roll marked as not living in the community. Not paid while the mark is on.
USDT (USDT)	A digital dollar on the Polkadot network. One USDT is worth one dollar.
Vault (bóveda)	The contract on Polkadot where each minor's 30 % stays until they turn 18. Nobody can take it out before.
Voter roll (padrón)	The list of the people of a community, minors included, with their residente mark. The community decides it.
Voter-roll changes (cambios del padrón)	Births, deaths, removals, moves, residentes and guardians. One person requests them and another approves.
Wallet (billetera)	The tab with each person's money in USDT. The key is only on their phone.
Works estimate (presupuesto de obra)	The cost of a proposal, calculated with the price list and approved by the engineer.
Yearly check (control anual)	The selfie with which each adult confirms once a year that they are still here. Without it they stop being paid.

09

Wallet and payments

Every month, each person on the voter roll receives their share in digital dollars (USDT) in the wallet on their phone, on Polkadot. Heitaria sets the fund, the secretariat checks the list, and Heitaria approves and publishes it. Nobody can move the money in a wallet: not Heitaria, not CUPCONL, not the server.

Who gets paid

PERSON	WHAT THEY RECEIVE
Adult	Their whole share, in their wallet. They count if, on the last day of the month, they were on the roll, alive, not marked as a residente, and with their yearly check up to date: one year from their last check, from being added or from turning 18.
Under 18	No yearly check. 70 % goes to the first guardian who has a wallet; 30 % stays locked in the minors' vault until they turn 18.
No wallet yet	Their share is held and paid in the first month they have a wallet. If they die before that, it is not paid.
Guardian of several children	Is paid once a month: their own share and their children's, together.

Each community's fund is split equally among the people paid that month, minors included. Whatever is left over from the division stays in the treasury. An adult whose yearly check is not up to date is not on that month's list.

Who pays for what

1 Heitaria pays

The fees of the monthly payouts; a few cents of DOT to each new wallet, which activate it on Polkadot; and the deposit for family helpers, once per wallet (if they are removed, it goes back to that wallet).

2 The person pays

Only the cost of their own transfers and payments, in USDT, from their balance. They see it before paying, in **Costo del envío** (transfer cost).

The wallet on the phone

- It is the fourth tab, **Billetera**. **Cuentas** is now under **Más**.
- The key is created on the phone and never leaves it. The server only knows the address.
- When the wallet is created, the app shows 12 words: they are the main way to recover the money. Without a screen lock they are not shown.
- Recibir** (receive) shows the QR code, **Pagar** (pay) sends to another wallet and **Cobrar** (charge) takes a payment in bolivianos in a shop.
- Minors have no wallet: the 70 % goes to their guardian and their 30 % is shown in **Billeteras de tus hijos** (your children's wallets), under the guardian's balance (further on in this chapter).
- Notifications, always to the person: **Llegó tu pago** (monthly payout), **Recibiste un pago** (a payment made in the app), **Tu control anual** (your yearly check) and, to the guardian, **Ahorro de tu hijo o hija** (your child's savings).



A person's wallet

Yearly check (Control anual)

Once a year each adult confirms with a selfie that they are still here, instead of showing up in person. Without it they stop being paid.

- From 60 days before it runs out, **Billetera** shows the **Control anual** card. The notice **Tu control anual** comes 30 days before and once more if it ran out.
 - The person taps the card, then **Hacer el control** (do the check), and takes a selfie; Didit compares it with their first verification. If Didit has no earlier face, the app also asks for the ID card (**Esta vez la app te pide también tu cédula.**).
 - Control hecho. El próximo vale hasta el ...** (check done; valid until ...) appears. If the selfie did not pass, they can try again: 3 attempts in 30 days.
- Adults only. The first year counts from being added or from turning 18. Every full verification (sign-up, registration desk, lost-phone identity check) also counts as the check.
 - Without a phone of their own: at the Mesa, with the facilitator (**Control anual en la Mesa**, chapter 4).

Panel → Pagos: the month, step by step

Only Heitaria and the secretariat can use the wallet pages. Only one month can be open at a time.

- 1 **Heitaria** taps **+ Abrir un mes** (open a month), chooses the **Mes** (month) and enters the **Fondo por comunidad (USDT)** (fund per community), with a decimal point: 12500.50. Communities left empty are not paid that month. Then **Abrir y armar la lista** (open and build the list).
 - 2 The list builds itself. At the top: **A billeteras este mes** (to wallets), **Retenido** (held), **Bloqueado de menores** (locked for minors) and **Avisos** (flags). Flags such as **Muchos nacimientos** (many births) are not errors: they ask for a second look before approving.
 - 3 **The secretariat** checks births, deaths, guardians and residentes, and taps **Marcar como revisada** (mark as checked). Only the secretariat can.
 - 4 **Heitaria** taps **Aprobar** (approve). First the server recalculates the root from the stored lines and verifies every proof.
 - 5 **El paso del mes · dinero y publicación en una sola firma** (the month's step: money and publication in one signature): two of Heitaria's three people, each on their own computer, tap **Firmar con mi billetera** (sign with my wallet) and confirm in Talisman (2-of-3 multisig), whatever the number of people. The page shows who has signed. With the second signature the money goes into the contracts and the month is published, all or nothing; a minute later, **Comprobar en cadena** (check on chain). From then on nobody can withdraw that money: it can only go to the wallets and the minors' accounts on the list.
 - 6 **One day of waiting:** nobody is paid during the first day. It is CUPCONL's time to look at the list and veto it if it is wrong (next page).
 - 7 The server pays on its own, every few minutes, 25 at a time: **Cobros** says how many wallets have received their money and **Bóveda** how many minors have their 30 % in their account. Each line goes from **A pagar** (to pay) to **Pagado** (paid).
- While it is a draft, Heitaria can **Reconstruir** (rebuild, taking in roll changes, new wallets and checks done), **Cambiar fondos** (change funds) or **Cancelar** with a reason. Cancelling loses nothing: the month can be opened again.
 - **Rehacer este paso** (redo this step) only if something changed: signatures already given are lost. **Copiar** copies the call data in case someone signs from another application.
 - If a wallet on the list was replaced after a lost phone once the list was built, the step refuses: **Cancelar** the month and open it again; the person is paid to their new wallet.
 - If the server is not connected to Polkadot, Heitaria records the publication by hand with the transaction hash: **Registrar publicación**.
 - **Líneas** (lines) shows each person by their voter-roll record, never by name or ID number. To look at one person: **Persona**.
 - **Estado por comunidad** (status per community): people, minors, wallets, residentes and **Control vence pronto** (check due soon): adults whose yearly check runs out within 30 days or has run out.

Minors' vault

- Each month, 30 % of each minor's share goes into their vault account, with no name or ID number on chain. The first share opens the account and fixes the date of their 18th birthday for good.
- It leaves whole, only once: at 18 to their own wallet; if the child dies, to their guardian. The next month carries it on its list.
- Each payout is announced with the month and paid 7 days later. On the month's page, **Bóveda de menores: pagos que salen este mes** (vault payouts this month) shows each one with its state: **Se anuncia con este mes** (announced with this month), **Anunciado (7 días)** (announced, 7 days), **Pagado** (paid) or **Parado o caducado** (stopped or lapsed).
- Three parties watch over the vault and none of them alone can take money out: the treasury (Heitaria, 2 signatures of 3), the watcher (CUPCONL) and an independent arbiter.

CUPCONL: stop, freeze or veto

The secretariat acts from the month's page with its wallet (an Ethereum account in Talisman; the contracts know it by its 0x address). The key never leaves the wallet.

- 1 **Parar este pago** (stop this payout), next to a payout **Anunciado (7 días)**, within those 7 days: for instance a death recorded by mistake, or when the page says **Teléfono perdido: parar en cadena** (lost phone: stop on chain). Confirm in Talisman. The money stays in the minor's account; if the payout is still due, the next month plans it again.
 - 2 **Congelar los dos contratos 30 días** (freeze both contracts for 30 days), in the box **CUPCONL · vigilante de la bóveda**: in an emergency (Heitaria's keys stolen, a month that does not add up) nothing leaves the vault or the payout contract. It can be renewed. Every vault payout announced before the freeze is void for good: the legitimate ones are announced again afterwards. **Descongelar** (unfreeze) lifts it.
 - 3 **Vetar la lista de pagos de este mes** (veto this month's payout list), in the same box: if the list is wrong, during its waiting day (or while frozen) and before anyone is paid. Nobody is ever paid from that list; the money goes back to the surplus and the next month pays those people. It cannot be undone. The month's page says so in red; that month's vault part does not change.
- The watcher can never start a payout, change where it goes or take money out. Heitaria can also stop a payout, with two signatures, from **Bóveda y tesoro**.
 - An announced payout nobody carries out within 30 days lapses and is planned again. A payout announced by a treasury the other two parties replaced is void.
 - **Alarm email** «[Decidimos · billetera] ...»: the server tells Heitaria and CUPCONL about anything it did not plan (a payout or a month it did not build) and every freeze, veto, replacement, approval or unlock. Rule: **freeze first, look afterwards**.

Your children's wallets (Billeteras de tus hijos)

- In **Billetera**, right under their balance, the guardian sees one card per child, marked **Cerrada hasta los 18** (locked until 18). Only the 30 % kept: the 70 % goes into their own balance.
- The amount is read from the minor's account in the vault, on Polkadot (**Leído de la red Polkadot**, read from the Polkadot network). Months already approved that the vault has not applied yet show as «+... USDT en camino» (on the way).
- Bars for the last 12 months: gold, already on the network; pale, on the way. Below, the last deposit, the date it moves to their own wallet and the countdown.
- **Ver en la red Polkadot** (view on the Polkadot network) opens the vault contract in Blockscout, with the short code of the minor's account (**Su cuenta en la bóveda:** 0x...). Anyone can check it.
- With several children, at the end:
Total guardado para tu familia: (total kept for your family)
 ... Tapping a card opens the child in Mi Ahorro (chapter 5).



Wallet of a guardian with two children

- If the network does not answer, the card shows what was deposited according to the server's records, and says so:
Ahora no se pudo leer la red Polkadot: se muestra lo depositado según nuestros registros.
- If what the account holds on the network does not match the months the vault says it applied, the server writes it as an error in its log for Heitaria to look into. The guardian always sees what the network says.
- Notice **Ahorro de tu hijo o hija**: when the vault applies a child's share of the month, each guardian receives the amount and the new total. It always arrives and opens **Billetera**.
- The child's own linked phone (from age 12) shows only their 30 % and the lessons; it does not see the guardian's wallet or their brothers and sisters.
- Test mode: the test child «Demo» is never paid, so its card stays at 0.

Panel → Bóveda y tesoro

What the two contracts hold, the three parties, and the treasury's rare actions. Each action is built once, one at a time, and two of Heitaria's three people sign it with **Firmar con mi billetera**, like the month's step; the second signature carries it out. **Cancelar esta acción** (cancel this action) withdraws it before the second signature.

ACTION	WHEN
Retirar sobrante (take back surplus)	Money in a contract that no month has promised to anyone (what people without a wallet or deceased did not collect, or a fund that was too large). It goes to the treasury account. Amount left empty = all the surplus.
Desbloquear el resto de un mes (unlock a month's remainder)	What no line or share of a month used, in the vault or the payout contract (a refused share, a line that could not be paid). Only 90 days after publication, not while frozen, and with CUPCONL's approval for that contract, that month and that exact amount.
Parar un pago de la bóveda (stop a vault payout)	Heitaria stops an announced payout within its 7 days, with the minor's account (copied by tapping it in the month's table).
Proponer el reemplazo de una parte (propose replacing a party)	Keys lost or stolen, or a party leaving the project. For a new treasury: the Polkadot addresses of its signers and how many signatures; for a new watcher or arbiter: its 0x address.
Corregir la fecha de 18 años (correct the 18th birthday)	A voter-roll error in the date of a vault account: the minor's account and the right date (YYYY-MM-DD). Only with CUPCONL's approval for that account and that date, and with no payout announced for it. The server takes the new date.

CUPCONL's approvals

Lower on the same page, with the watcher's wallet. Without them Heitaria cannot unlock or correct anything. Each approval is used once and only counts while that watcher is still the watcher.

- 1 Unlock:** choose the contract and the **Mes (AAAA-MM)** (month) and tap **Leer lo que queda** (read what is left). The page says how much is still locked and from when it can be unlocked. **Aprobar ... con mi billetera (vigilante)** approves that exact amount. If the amount changes afterwards (a share was applied), approve again.
 - 2 18th birthday:** the **Cuenta del menor** (minor's account) and the **Fecha correcta de los 18 años** (right date), then **Aprobar con mi billetera (vigilante)**. Heitaria then corrects it with **Corregir la fecha de 18 años** and two signatures.
- Retirar la aprobación** (withdraw the approval) removes it while unused. An approval given before the month was published, or by a former watcher, does not count.

Replacing a party

- 1 One party proposes: Heitaria with **Proponer el reemplazo de una parte** and two signatures; the watcher or the arbiter with **Proponer con mi billetera (vigilante o árbitro)** (propose with my wallet).
 - 2 Another party approves: Heitaria with **Aprobar como tesoro** (approve as treasury, two signatures); the watcher or the arbiter with **Aprobar con mi billetera**. From then on, 30 days in public.
 - 3 After the 30 days, anyone taps **Ejecutar** (carry out). If the treasury was replaced, the new signers must be set on the server (Heitaria tells whoever administers it).
- **Withdraw:** whoever proposed can withdraw the proposal until it is carried out: Heitaria with **Retirar (tesoro)** and two signatures; the watcher or the arbiter with **Retirar con mi billetera**. Withdraw proposals nobody wants any more: a stolen key could approve them later.
 - **Heitaria changes its signers** (proposes its own new multisig): nothing published is voided, payouts go on.
 - **The other two parties replace the treasury** (keys stolen or lost): everything the former treasury published or announced and was not paid is void. That money is unlocked 90 days later (new treasury with CUPCONL's approval) and paid in a later month.
 - A proposal without a second approval lapses after 90 days; an approved one must be carried out within the following 90 days. Any replacement carried out voids the other open proposals.
 - Freezing does not stop a replacement: stolen keys can never lock the money forever.
 - For a party signing with a wallet, the account is an Ethereum account in Talisman, with a few cents of DOT for the fee.

Panel → Cambios del padrón

Every change that affects who gets paid goes through four eyes: one person requests it, another approves it. Nobody decides on their own record or on a minor they are guardian of.

- 1 Tap **+ Pedir un cambio** (request a change) and choose the **Tipo de cambio**: **Nacimiento** (birth), **Fallecimiento** (death), **Baja del padrón** (removal), **Mudanza a otra comunidad** (move), **Marcar como residente**, **Quitar marca de residente** or **Cambio de tutores** (guardians).
 - 2 Fill in the details and the **Referencia del acta** (minutes reference), and tap **Pedir**.
 - 3 Another person in the panel taps **Aprobar**, or **Rechazar** with a reason. On approval the server checks everything again.
- **Birth:** the child's ID number (required by law, DS 1434, within the first 3 months), date and SERECI birth certificate number (one certificate, one child), guardian 1 (receives the 70 %) and, if there is one, guardian 2. Basis: mother or father, or a court order.
 - **Removal and move:** **Con los menores de los que es tutor/a principal** takes the minors along. On a removal the person stops being a guardian: if a minor stays on the roll without a guardian, request a **Cambio de tutores** (the panel does not warn; it shows in **Persona**). When a **Fallecimiento** is approved, the panel does warn if a minor is left without a guardian.
 - An approved removal or death ends the right to propose, back and vote, and suspends the facilitator role. The person's wallet stays theirs.
 - Facilitators request births, deaths, removals and residentes from the app (**Pedir un cambio del padrón**); moves and guardian changes are requested in the panel only.

Panel → Persona

Look a person up by their ID number. The panel says whether they will be paid next month and, if not, why: off the roll, residente, yearly check run out, no wallet or, for a minor, no guardian with a wallet. It shows their wallet, guardians, the **Control anual** row (valid until, ran out or, for a minor, not applicable) and pending changes. The ID number is not stored.

Panel → Recuperaciones

For looking only: nothing is approved here. Each row shows the community, the approvals **Didit**, **Contacto** and **Mesa**, and the status: **Esperando aprobaciones** (waiting for approvals), **En plazo de espera** (in the waiting period), **Completada**, **Cancelada** or **Caducada** (lapsed).

Lost phone

1 With their 12 words

The person signs in on the new phone with their account, taps **Tengo mis 12 palabras** (I have my 12 words) and the wallet is back at once, with all its money. Nobody else is needed.

2 Without their 12 words

They tap **Perdí mi teléfono** (I lost my phone). Two of three are needed, from different people: a new Didit check (only their own ID card counts; 3 at most), their trusted contact in their app, or a facilitator at the Mesa with **Confirmar un cambio de teléfono**.

- Without family helpers, there is then a 72-hour wait and the person taps **Terminar: esta es mi billetera** (finish: this is my wallet). The old phone can cancel with its key: **No fui yo: cancelar** (it wasn't me). Without two approvals within 30 days, it lapses.
- Without family helpers, the new phone receives the following payouts; the balance on the lost phone does not come back.
- While a recovery is open, the person's share is held. Nothing more is paid to the old address.
- A facilitator does not confirm their own change of phone, nor that of someone whose trusted contact they are.

Family helpers (optional)

The person chooses 2 or 3 relatives with the app and a wallet; they scan each other's QR code in person. If the phone and the words are lost: after the two approvals above, the system approves, two helpers scan the new phone and approve, and there is a 7-day wait on Polkadot during which the old phone can say no. Then the server moves all the money to the new phone and removes the helpers. If the move disappears in any other way, the server changes nothing and emails Heitaria and CUPCONL.

Charging in shops

- The shop types the price in bolivianos; the app converts it to USDT at the official rate of the Banco Central de Bolivia (one USDT = one dollar), rounded up to the cent.
- The server reads the rate from bcb.gob.bo at most every 3 hours. A jump of more than 20 % is not used until someone checks it. Without a rate from the last 4 days, charging in bolivianos is not possible.
- The customer's phone checks the amount itself, and that the rate is within 1 % of the current official one. The server refuses a payment that does not cover the price.
- For the accounts: under **Movimientos**, **Exportar movimientos** (export movements) creates a spreadsheet file for Excel (at most one year per file) and opens the share menu. Each QR sale carries the price in Bs, the official rate with its day and the reference. A payment that came from another wallet app is not included.

Common wallet problems

PROBLEM	WHAT TO DO
Activándose en Polkadot	Normal for a few minutes: the server sends a few cents of DOT to each new wallet. Until then their share is held. If it does not change, tell Heitaria.
A person was not paid for the month	Look them up in Persona : it says why. If they have no wallet, their share is held and arrives once they create one. If their yearly check ran out, they are not paid that month: they should do it now.
«La selfie no pasó. Puedes intentarlo otra vez, con buena luz.» (the selfie did not pass)	Try again in good light. After 3 attempts in 30 days the app says Ya intentaste tres veces este mes. Hazlo con un facilitador en la Mesa. (three times this month): do it at the Mesa with the facilitator.
«La cédula no es la tuya. Hazlo con tu propia cédula.» (not your ID card)	In a check with the ID card, the card scanned must be the person's own.
«El tipo de cambio del Banco Central no está disponible ahora»	There is no rate from the last 4 days, or the new one jumps more than 20 % and is waiting for a check. Tell Heitaria.
«Esta llave ya es de otra billetera»	The same 12 words were used in two accounts. The person taps Crear una llave nueva (create a new key).
«Polkadot no aceptó el pago»	No money moved. Try again.
«La red no respondió a tiempo»	The payment may still arrive. Check Movimientos after a few minutes before paying again.
A payment is missing from Movimientos	If it came from another app, it shows in the balance but not in the list. That is normal.
«Ya hiciste tres verificaciones»	The recovery continues with the trusted contact or a facilitator at the Mesa.
«Los ayudantes de familia todavía no están disponibles»	They are not switched on for this network yet. The 12 words remain the main way back.
+ Abrir un mes is not possible	Another month is open: publish it or cancel it first.
Teléfono perdido: parar en cadena	CUPCONL taps Parar este pago on the month's page within the 7 days (or Heitaria from Bóveda y tesoro).
«Ninguna cuenta de tu billetera es una de las tres firmantes del tesoro de Heitaria.»	Talisman is not letting this page see the signing account: in Talisman, Connected Sites → the panel → switch the account on. Or the account is not in this Talisman.
«Tu cuenta ya firmó este paso.»	Another of Heitaria's people has to sign, on their own computer.
«Una billetera de esta lista se reemplazó (teléfono perdido)»	Cancelar the month and open it again: the person is paid to their new wallet.
«La billetera tiene una ventana abierta esperando tu respuesta»	Another wallet in the browser (MetaMask) has a request waiting: open it from its icon and close it.
«Hay otra acción del tesoro esperando firmas.»	In Bóveda y tesoro one action is signed at a time: finish it or Cancelar esta acción .
«CUPCONL vetó la lista de pagos de este mes»	Nobody was paid from it; the next month pays those people. Heitaria and CUPCONL clear up why before opening it.

Wallet words

WORD	WHAT IT IS
USDT	A digital dollar. One USDT is worth one dollar.
Polkadot (Asset Hub)	The network that holds the wallets and the contracts. Everything there is public.
12 words	A wallet's key, written on paper. Whoever has them can move the money.
2-of-3 multisig	Heitaria's treasury: every movement needs the signatures of two of its three people.
Talisman	The browser wallet Heitaria and CUPCONL sign with from the panel. The key never leaves it.
Watcher and arbiter	CUPCONL can stop a vault payout, freeze both contracts, veto a payout month and approve an unlock or a date correction; the arbiter only counts when a party is replaced.
Vault	The contract that keeps each minor's 30 % until they turn 18.
Held	The share of someone without a wallet. Paid once they have one.
Yearly check	Each adult's selfie, once a year, in their app or at the Mesa. Without it, they stop being paid.
Trusted contact	A relative who confirms a change of phone in their app.



Decidimos

The community proposes, the community decides.