

Field Kit — for the people running the estate

Everything a manager, gate officer and works team needs in week one. Print this, keep it at the estate office, and hand the door cards to residents. Nothing here needs a computer — every service works on a phone.

THE DOORS

Who	Where	What they do there
Everyone	app.illumang.com	Claim once, then sign in with the same phone
Residents	/report /notices /fees	Report faults, read notices, pay fees
Residents	/guardian /health	Panic + medical dispatch, private health triage
Residents	/passes /concierge /ballots	Visitor passes, services, vote
Manager	/manage	Command: alerts, counters, live pulse
Works	/workdesk	Assign and resolve every ticket
Bursary	/treasury	Raise charges, see the roll, send reminders
Approver	/approvals	Authorise requisitions with one tap
Platform	/admin	Onboard an estate, print door cards

MANAGER — YOUR FIRST DAY

- 1 Sign in**
Open app.illumang.com/manage on your phone. Enter your phone number, type the 6-digit code we text you. That is your whole login — no passwords, ever.
- 2 Publish your first notice**
Go to /notices. Title, details, publish. Every claimed resident receives it as an SMS within seconds, and it stays on the board permanently.
- 3 Watch the queue**
/workdesk shows every fault residents report. Assign it to a named artisan, then mark it resolved with a note. The resident sees each move the same second.
- 4 Raise the month's charge**
/treasury → amount, period, 'Raise on every unit'. Each resident's ledger updates instantly and they can pay by card, transfer or USSD.
- 5 Keep the alerts clear**
/manage shows any Guardian alert. Acknowledge means 'I am responding'. Resolve only when the resident is confirmed safe.

THE ONE RULE THAT PROTECTS EVERYBODY

Nothing on ILUMA can be deleted — not a fault report, not a notice, not a payment, not an alert. Status moves forward and the record stays. That protects the resident from being ignored, and it protects you from being blamed for something you did handle.

GATE OFFICER — THE PASS CHECK

- 1 **Open /passes on the gate phone**
Sign in once; the page stays signed in on that handset.
- 2 **Ask the visitor for the code**
Six characters, like GP-7K2M4Q. Type it into the Verify box.
- 3 **Read the verdict**
VALID shows the visitor's name, type, unit and expiry — press 'Check in & open gate'. EXPIRED or UNKNOWN means do not admit; call the unit.
- 4 **Never admit without a pass**
If a resident is expecting someone, they can create a pass in ten seconds from their phone. That is the whole system: no pass, no entry.

PANIC RESPONSE DRILL — RUN THIS THREE TIMES BEFORE GO-LIVE

The Guardian button now reaches real humans by SMS. Before a single resident is told about it, the estate must prove it can answer. Akin owns this drill.

- Name the responders: who carries the phone at night, who backs them up, who escalates.
- Drill 1 — daytime. A staff member presses the button from a unit. Start a stopwatch.
- Responder acknowledges in /manage (that is the timestamp that counts), reaches the unit, then the alert is resolved.
- Log the time. Target: acknowledgement under 60 seconds, on-scene under 3 minutes.
- Drill 2 — after dark. Drill 3 — during a power outage, with the generator running.
- Only when all three pass do residents get told the button exists.

SAY THIS TO RESIDENTS ON LAUNCH DAY, EXACTLY

'When you press the alert, a real person receives it on their phone with your unit number. We have practised it three times. If it is a medical emergency, press medical dispatch too — the gate will be opened and the ambulance guided in.'

WEEK ONE — WHAT TO EXPECT

Day	What happens	What you do
Day 1	Door cards go under doors	Publish a welcome notice
Days 1-3	30-60% of homes claim	Help elderly residents claim in person
Days 2-5	First faults reported	Assign fast — early speed sets the tone
Day 7	First charge raised	Explain the ledger at the residents' meeting
Week 2	Quiet	This is the goal. Quiet means it is working

IF SOMETHING GOES WRONG

- A resident cannot claim — check the code is exactly as printed; codes are single-use, so if they already claimed, they should just sign in.
- No SMS arriving — the phone number must be Nigerian and correctly typed; try again, then tell the estate office to log it.
- Nothing loads — the resident is offline. Everything works on a small data connection, but it does need one.
- Any doubt at all, the estate office phone still works. ILUMA never replaces a human being; it makes sure the human being knows.