

JAXIAN

APARTMENT LIVING, EFFORTLESSLY.

BUILDING MANAGER GUIDE

Building Manager Guide

A complete operational guide to residents, access, notices, amenities, parking and emergencies.

GUIDE AT A GLANCE

Everything you need, without the hunt.

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Residents
Add apartments, update contacts and reset private portal links.
- 02

Access control
Manage doors, credentials, visitors and complete audit histories.
- 03

Operations
Coordinate lockers, amenities, parking, notices and emergency messaging.

ONE BUILDING VIEW Everything on the dashboard applies to the building attached to your login.	LIVE CONTROL Connected access and locker status can be managed remotely.	SAFE HANDOVER Reset each portal link whenever an apartment changes hands.
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What's new

A few things have been added recently that are worth knowing about even if you've used the dashboard before:

- Household credential management. If your building has an Inner Range Inception security panel connected, you can now add, restrict, and remove residents' fobs and HID mobile credentials directly from the dashboard — no need to open Inception's own software at all.
- Staff & contractor credential groups. Set up categories like Security, Cleaners, or Garbage Collection once, then assign or revoke a credential for any contractor in seconds, with an optional expiry date.
- Door-by-door access control, per apartment. You can now restrict exactly which doors an apartment's credentials — and any visitor pass that apartment issues itself — are allowed to use. This closes a real gap: previously a resident issuing their own visitor pass could grant a visitor access to doors the resident's own household didn't have access to (the pool, the gym, another tower). Now a resident can never hand out more access than they themselves have, and you control that per apartment.
- Access history. Residents can see their own door/fob access history in their portal, and you get a full, filterable audit log — by apartment, door, date range, or event category — read live from the panel's own event log.
- Editing an apartment. You no longer need to remove and re-add an apartment to change one detail (like adding a second WhatsApp number). Click Edit on any apartment row and every field is pre-filled.
- Resetting a portal link. When an apartment changes hands — sold, tenant moved out — you can invalidate the old resident portal link with one click and issue a new one, so nobody who still has the old link (or a saved QR code) keeps access. Everything below covers the dashboard in full, with these new pieces folded into the relevant sections.

Signing in

Your installer will give you a login address, username, and password. Once signed in, you land on your building's dashboard — everything on this page applies to the one building your account is tied to. If you manage more than one building, you'll have a separate login for each.

Adding and updating apartments

Add / update an apartment, near the top of the dashboard, is where you add a new apartment: unit number, resident name, a primary WhatsApp number (required), an optional secondary number, tags (e.g. "Building B, Ground Floor" — free text, used for filtering), and — if your building has towers/lift access set up — a tower and floor. To change something about an apartment that already exists, use the Edit button on that apartment's row in the Residents table instead of re-entering it here from scratch. Edit pre-fills every field from what's already on file, so you only need to change the one thing you came to change — everything else stays exactly as it was. The one field you can't change this way is the unit number itself, since that's what the system uses to know it's the same apartment; if a unit number genuinely needs to change, remove the apartment and add it again under the new number. Each apartment gets:

- Car spaces — a dropdown, 0 to 4, purely for your own records.

- Guest divert — a checkbox for whether that apartment is allowed to set up a temporary guest/away number (the resident configures the actual guest number and dates themselves, from their own portal).
- Copy portal link — copies that apartment's private portal link, ready to send or print.
- Reset link — invalidates the apartment's current portal link immediately and generates a new one. Use this whenever an apartment changes hands (sold, tenant moved out) — the old link stops working the moment you click it, including any QR code printed from it. You'll want to send or print the new link to whoever's there now.
- Remove — deletes the apartment entirely. If that apartment has any active household credentials, they're revoked from the security panel first, automatically, before anything is removed — so you're never left with a fob that still opens doors after the apartment record is gone.

Household credentials

This panel only appears once household credentials are turned on for your building (ask your installer if you don't see it). Once it's on, every apartment gets a Manage button in the Residents table. Inside, for each apartment you can set:

- Seat limit — how many credentials (fobs or HID mobile credentials) that apartment is allowed to have at once, 0 to 20.
- Door access — a tick-list of every door in the building. Every door is allowed by default, plus the apartment's own floor if it's on a lift-controlled tower. Untick a door to remove it for that apartment only — this is exactly where you'd leave the gym, the pool, or another tower unticked for an apartment that shouldn't have access to it. This same list is what any visitor pass that apartment issues itself is limited to, so restricting it here also protects against a resident accidentally handing a visitor more access than they have.
- Credentials — the actual fobs/cards on file for that apartment: type, site code, card number, and an optional label (e.g. "Mum's key"). Add one yourself here, or let the resident add their own from their portal if you've turned on resident self-service (a separate toggle near the top of the dashboard). If your building only has self-issued visitor passes turned on, and not full household credentials — you'll still see a Door access button (instead of Manage) on each apartment. It opens the same door tick-list, without the seat-limit or credential-adding parts, since those only apply when household credentials are on. This is how you restrict which doors an apartment's visitor passes can cover even if you've never set up fobs for that building.

Fob vending on site

If your building has an on-site fob vending kiosk — available through a range of local suppliers, the same idea as a soft drink machine but dispensing a fob instead — a resident can buy their own physical fob without you being involved at all. Once they have it in hand, they enter its details into their own portal (if resident self-service is turned on) and it's active immediately. The kiosk itself is separate hardware from JAXIAN; the "activate it yourself" part is what the dashboard and portal handle.

Staff & contractor credentials

Separate from household credentials — this is for people who work at the building rather than live there. Your installer sets up the categories (e.g. "Security", "Cleaners", "Garbage men") and builds the matching permission

group directly in Inception once. From the dashboard, you:

- Set how many credential slots ("seats") a category has.
- Assign a credential to a specific person, with an optional label and an optional expiry date — useful for a one-off tradesman rather than an ongoing arrangement.
- Remove or re-assign a slot at any time. Door access for a staff/contractor category is controlled entirely by the Inception permission group your installer assigned — not by a door tick-list in the dashboard, since it's meant to be a broader, role-based access rather than a per-person one.

Access history

Two related but different things live under similar names — worth knowing the difference:

- Access history (in the Residents area) is the door/fob event log — every door unlock, badge swipe, and credential change, read live from the security panel's own record. You can filter by apartment, door, date range, and event category (Access, Audit, Security). Nothing is stored locally; every search goes straight to the panel.
- Access pass history (further down, near visitor access) is a log of visitor passes that have been issued and used — who was granted access, when, and whether they used it. This is the app's own record, not the panel's. A resident can see their own door/fob history in their portal (just their own household's activity), but not the building-wide log — that's manager-only.

Visitor access & parking

Grant visitor access lets you issue a visitor pass yourself for any visitor — pick the doors, an optional floor, and how long the pass is valid for (including one-time-use). If you've turned on resident self-service passes, residents can grant their own passes from their portal too — but a resident's own pass can only ever cover doors their own apartment is allowed to use, and only their own floor, never anyone else's. As the manager granting a pass yourself, you're not limited that way — you can pick any door or floor in the building. Visitor parking, if enabled, lets residents book a visitor parking spot from their portal — either from a shared numbered pool with a capacity you set, or specific named bays. A booking automatically issues boom gate access for that date if you've connected a boom gate door. You can cap how many nights the same rego can book in a rolling period.

Lockers

The Lockers panel shows every locker's live status — empty, in use, or awaiting collection — with the apartment assigned to each in-use one. You can open and clear any locker remotely, which is useful if a resident hasn't collected a parcel after an extended period and you don't want to visit the building in person.

Amenities & bookings

Set up amenities (BBQ area, gym, theatre room, etc.) with their own open days, hours, and booking slot length — the system builds the calendar automatically, and two residents can never double-book the same slot. Amenity kiosk

displays (a screen mounted at the amenity itself, or a printed QR code if you'd rather not mount a screen) show live availability with no login required, and can optionally allow walk-up booking directly from the screen.

Notifications & noticeboard

Send a message to some or all residents — poll-style with a few tap-to-respond options, or a free-text prompt — and see responses come back in real time. Notices post to both the resident portal and any lobby screen you've set up, with an optional expiry date, replacing a physical corkboard.

Emergency

Set up as many emergency buttons as you need — "Evacuate", "Lockdown", "Fire" — each with its own message and behaviour, including doors that hold open automatically. Triggering one broadcasts to every resident's WhatsApp instantly, with a link to their own portal where they can tap "I'm safe" or request assistance. You see a live, rolling list of who's confirmed and who hasn't. This is designed to complement your building's certified fire and life-safety systems, not replace them.

A note on security

Every resident's portal link is a long, randomly generated address — not a password, but not a guessable one either (it's the same class of security as a password-reset email link). The real-world risk isn't someone finding it by chance; it's an old link staying valid after it shouldn't be. That's exactly what Reset link is for — use it whenever an apartment changes hands, and treat it the same way you'd treat changing the locks.