

JAXIAN

APARTMENT LIVING, EFFORTLESSLY.

RESIDENT GUIDE

Resident Guide

Your private guide to deliveries, visitor access,
building updates, bookings and credentials.

GUIDE AT A GLANCE

Everything you need, without the hunt.

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Your portal
Save your private link and manage everyday building access.
- 02

Visitors & access
Manage guests, passes, credentials and parking.
- 03

Building life
Track deliveries, notices, maintenance and amenity bookings.

NO APP TO DOWNLOAD Your private portal link opens directly in your browser.	KEEP IT PRIVATE Treat your portal link like a key. Ask your manager to reset it if needed.	SELF-SERVICE Update details and complete enabled tasks without waiting for the building office.
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Your portal

You have a private, permanent link to your own portal — it was sent to your WhatsApp when your apartment was added to the system, and it's worth saving to your phone's home screen. No app to download, no password to remember. Just don't forward it to anyone you don't want to have the same access as you — if you ever need to, ask your building manager to reset your link, which switches you to a fresh one and immediately shuts off the old one.

What's new

- My access history — a new card showing every door your fob or HID credential has opened, straight from the security panel's own record.
- Household credentials, if your building manager has turned it on — you may now be able to add your own fob or HID credential yourself, from the card below, without asking your building manager to do it for you.
- Visitor passes are now correctly limited to doors your own apartment actually has access to — you can no longer accidentally (or otherwise) grant a visitor more access than your own household has.
- Fob vending, if your building has an on-site kiosk — you can buy your own physical fob on the spot and activate it yourself in this portal, the same way as adding any other credential below.

Activity

A live feed of everything relevant to your apartment — calls, deliveries, manager messages — the same things you'd have already received on WhatsApp, kept here for reference.

My contact numbers

Update your primary and secondary WhatsApp numbers yourself at any time. Calls, locker pickups, and emergency alerts always go to both numbers; regular notifications only go to your secondary number if your building manager includes it.

Guest access while you're away

If your building manager has enabled this for your apartment, you can set up a temporary guest — a name, a WhatsApp number, and a date range — so someone else can be reached at your door while you're away, without giving them your own portal link.

My vehicles

Register the number plates for your allocated car spaces, so building staff can recognise your vehicle if needed.

Household credentials

This card only appears if your building manager has turned on household credentials for your building. You'll see every credential currently on file for your apartment. If resident self-service is turned on, you can add your own fob or HID credential yourself — you'll need the site code and card number printed on the physical fob (or, if your building has an on-site vending kiosk, on the fob you just bought from it). Enter those, an optional label so you can tell it apart from any others ("Mum's key"), and it's active immediately — no request to your building manager needed. If self-service isn't turned on, you'll see your credentials listed here but adding a new one is your building manager's job — ask them. Either way, you can only ever have as many credentials as your apartment's seat limit allows, and every credential only opens the doors your apartment has been given access to — if a door isn't ticked for your apartment (set by your building manager), no credential on your account will open it.

My access history

Every time your fob or HID credential has opened a door, it shows up here — read live from the security panel itself, so it's always accurate and up to date. This only covers your own household's activity, not the whole building.

Notifications

Messages from your building manager — some are simple announcements, others ask you to pick from a few options or reply in your own words. Your response goes straight back to them.

Noticeboard

Building-wide notices from your manager — the same thing you'd see on a lobby noticeboard, kept here (and possibly on a screen in the lobby too) with anything time-sensitive marked with an expiry date.

Report a maintenance issue / My requests

Report a problem — plumbing, electrical, appliance, common area, or other — with a priority flag if it's urgent. Track it here as your building manager moves it from open, to in progress, to resolved.

Book an amenity / My bookings

If your building has shared amenities set up (BBQ area, gym, theatre room), book a slot directly from your portal within whatever days and hours your manager has made available. No two residents can ever book the same slot by accident.

Grant visitor access / My visitor passes

If your building manager has enabled self-service passes, you can issue your own visitor pass — pick which doors it covers, whether to include your own floor, and how long it's valid for (including a one-time-use option, so there's no fob to collect back afterwards). You can only ever include doors and your own floor — never anyone else's, and never more than your own household has access to.

Book visitor parking / My visitor parking bookings

If your building has visitor parking set up, book a spot for a visitor directly — either from a shared pool or a specific bay, depending on how your building's car park works. A booking automatically grants boom gate access for that date if your building has one.