

# **Fouchix Estate Security Manager (ESM): The Complete User Manual**

## **Version 1.4.0**

**Welcome to the future of Estate Management.** Fouchix ESM replaces your physical logbooks, manual receipts, and WhatsApp arguments with a unified, digital operating system. This manual will guide you through every single step—from downloading the file to managing a multi-million naira revenue stream.

---

## **Table of Contents**

- 1. Installation & Activation**
- 2. Critical First Step: Setting Up Your Pages**
- 3. System Configuration (The Settings Menu)**
  - Enabling Modules
  - Setting Up Billing & Revenue Automation
  - **NEW: System Maintenance (Optimization & Data Scrubbing)**
  - Connecting Paystack (Payments)
  - Configuring Email Notifications
- 4. Building the Dashboards (Frontend Setup)**
  - For Elementor Users (Drag & Drop)
  - For Default Editor Users (Shortcodes)
- 5. Managing Users**
  - Adding Residents & Assigning Units
  - Adding Vendors & Commercial Tenants
  - Creating Security Staff
- 6. Day-to-Day Operations**
  - How Residents/Vendors Generate Codes
  - How Security Guards Scan & Validate
  - Handling Walk-In Visitors
- 7. Financial Management**
  - Automated Billing & Lockouts
  - How to Verify Manual Bank Transfers

## 8. Estate Communications (Broadcasting)

## 9. Troubleshooting


---

### 1. Installation & Activation

Before you can secure your estate, you need to get the software running on your WordPress site.

1. **Download:** Download the esm-plugin folder (or zip file) provided to you.
  2. **Upload:**
    - Log in to your WordPress Admin Dashboard (usually yourdomain.com/wp-admin).
    - Go to **Plugins > Add New**.
    - Click **Upload Plugin** at the top.
    - Choose the zip file and click **Install Now**.
  3. **Activate:** Once installed, click the blue **Activate** button.
    - *Note:* You will see a new menu item called "**Fouchix ESM**" appear in your left-hand sidebar. This is your command center.
- 

### 2. Critical First Step: Setting Up Your Pages

 **STOP! Do not skip this step.** For the security redirection to work (so residents don't accidentally see the security gate), you **MUST** create three specific pages with **exact URL slugs**.

#### How to Create the Pages:

1. Go to **Pages > Add New**.
2. **Page 1 (Resident Dashboard):**
  - **Title:** Resident Dashboard
  - **URL Slug:** Look for the "URL" or "Permalink" setting on the right sidebar. Change the slug to exactly: resident-dashboard
  - **Content:** Leave it blank for now. Click **Publish**.
3. **Page 2 (Vendor Dashboard):**
  - **Title:** Vendor Dashboard
  - **URL Slug:** Change to exactly: vendor-dashboard
  - **Content:** Leave blank. Click **Publish**.
4. **Page 3 (Security Gate):**

- **Title:** Security Gate
- **URL Slug:** Change to exactly: security-personnel-dashboard
- **Content:** Leave blank. Click **Publish**.

*Why is this critical?* The plugin contains special code that says: "If a Security Guard logs in, force them to the security-personnel-dashboard page." If that page doesn't exist, they will get a 404 Error.

---

### 3. System Configuration (The Settings Menu)

Now, let's configure the brain of the system. Go to **Fouchix ESM > Settings**.

#### Tab 1: System Modules

This allows you to turn features On or Off based on your estate's needs.

- **Vendor Management:** Check this if you have shops, hotels, schools, or businesses inside your estate.
- **Walk-In Log:** Check this if you want security to digitally log visitors who arrive without a code (e.g., unexpected delivery guys).
- **Financial Payments:** Check this to enable the "Revenue Engine," Paystack integration, and automatic suspension of defaulters.

#### Tab 2: Data Maintenance (The "Self-Cleaning" Engine) *(New in v1.4.0)*

Keep your system fast and clean automatically.

- **Visitor Log Retention (Scrubbing):**
  - **Enable:** Turns on the auto-delete feature.
  - **Retention Period:** Choose how long to keep visitor records (e.g., "Delete logs older than **6 Months**"). This helps with data privacy laws.
  - **Manual Scrub:** Use the date picker to instantly delete all logs before a specific date.
- **Database Optimization:**
  - **Enable:** Turns on the database health check.
  - **Frequency:** Set how often to clean the database (e.g., "Every **1 Week**").
  - **What it does:** It removes temporary "junk" files (transients) and defragments the database tables to make the site load faster.

#### Tab 3: Security Shield

Configure the Brute Force protection.

- **Max Failed Attempts:** How many times can a guard type a wrong code before the system locks them out? (Default: 5).
- **Lockout Duration:** How long to block them? (Default: 15 minutes).

#### Tab 4: Notifications

Customize the emails the system sends. You can use **Smart Tags** like {resident\_name}, {amount}, and {due\_date} which will be automatically replaced with real info.

- **Visitor Alerts:** Sent when a guest arrives/leaves.
- **Billing Alerts:** Customize the "Payment Reminder," "Grace Period Warning," and "Account Suspended" emails to match your estate's tone (polite or strict!).

#### Tab 5: Payments & Financials

- **Paystack Configuration:**
  - **Public Key & Secret Key:** Get these from your Paystack Dashboard (Settings > API Keys).
  - **Currency Code:** e.g., NGN, USD, GHS.
  - **Service Charge Amount:** The standard fee everyone pays (e.g., 50000). *Note: You can override this for specific users later.*
- **Bank Transfer Details:** Enter your Estate's Account Number here. This will be shown to residents who are suspended as an alternative to paying online.

#### Tab 6: Billing Logic (The Revenue Engine)

*Visible only if "Financial Payments" is enabled.* This controls when residents pay and what happens if they don't.

- **Default Billing Cycle:** Choose **Monthly** (every 30 days) or **Yearly** (every 365 days).
- **Grace Period (Days):** How long can a resident be late before they are locked out? (e.g., 3 days).
- **Email Reminder Schedule:** When should they get "Please Pay" emails? Enter comma-separated numbers (e.g., 7, 3, 1 means remind them 7 days before, 3 days before, and 1 day before).

---

## 4. Building the Dashboards (Frontend Setup)

Now we put the content onto the pages you created in Step 2. You have two ways to do this.

### Option A: Using Elementor (Easiest & Prettiest)

If you have the **Elementor** page builder plugin installed:

1. **Edit the "Resident Dashboard" page with Elementor.**
2. Search for "Fouchix" in the widget panel. You will see our custom widgets.
3. Drag and drop them into the page in this order:
  - **Fouchix Resident Welcome:** Shows "Welcome Mr. X" and suspension status.
  - **Fouchix Code Generator:** The form to create guest codes.
  - **Fouchix My Access Codes:** The list of active/history codes.
  - **Fouchix Digital ID:** The resident's personal QR code.
  - **Fouchix Profile Edit:** A form to update phone numbers.
4. Click **Update**.
5. **Repeat** for the **Vendor Dashboard** (using Vendor widgets) and **Security Gate** (using the Security Gate Interface widget).

#### **Option B: Using Default WordPress Editor (Shortcodes)**

If you don't use Elementor, simply copy and paste these codes into the page content area.

##### **For "Resident Dashboard" Page:**

[fouchixesm\_resident\_welcome]

[fouchixesm\_code\_generator]

[fouchixesm\_my\_access\_codes]

[fouchixesm\_digital\_id]

[fouchixesm\_profile\_edit]

##### **For "Vendor Dashboard" Page:**

[fouchixesm\_vendor\_welcome]

[fouchixesm\_vendor\_generator]

[fouchixesm\_vendor\_codes]

[fouchixesm\_vendor\_digital\_id]

[fouchixesm\_vendor\_profile\_edit]

##### **For "Security Gate" Page:**

[fouchixesm\_security\_gate\_interface]

---

## 5. Managing Users

The system needs people. Here is how to add them.

### Adding a Resident

1. Go to **Users > Add New**.
2. Enter Username, Email, First/Last Name.
3. **Role:** Select "**Resident**" from the dropdown.
4. Click **Add New User**.
5. **Important:** Once added, click **Edit** on their profile. Scroll down to "**Fouchix ESM Profile Information**".
  - **House/Unit Number:** Enter their house address (e.g., "Block 4, Flat 2").
  - **Phone Number:** Enter their mobile number.
  - **Estate Financials:** You can see their "Current Due Date" here.

### Adding a Vendor (Shop/Hotel)

1. Go to **Users > Add New**.
2. **Role:** Select "**Vendor / Business**".
3. Click **Add New User** and then **Edit**.
4. Scroll down to "**Fouchix ESM Profile Information**":
  - **Business Name:** e.g., "Best Price Supermarket".
  - **Business Category:** Select "Supermarket" (you can define these categories in Settings).
  - **Custom Rent/Fee:** If this shop pays a different amount than residents (e.g., 200,000 instead of 50,000), enter it here.

### Adding Security Staff

1. Go to **Users > Add New**.
2. **Role:** Select "**Security Personnel**".
3. Click **Add New User** and then **Edit**.
4. **Security Badge ID:** Enter a unique ID for audit trails (e.g., "SEC-001").

---

## 6. Day-to-Day Operations

### Scenario A: A Resident Invites a Guest

1. The resident logs in to their dashboard.
2. They fill the "Generate Access Code" form (Guest Name, Date).
3. **Result:** They get a code (e.g., X7Y9Z2) and a QR Code image.
4. They click "Share" to send it to the guest via WhatsApp.

### Scenario B: At the Security Gate

1. The guest arrives. The Security Guard is logged into the security-personnel-dashboard on a tablet.
  2. **Option 1 (QR):** The guard clicks "Scan QR Code," points the camera at the guest's phone.
  3. **Option 2 (Text):** The guest shouts the code "X7Y9Z2." The guard types it in manually.
  4. **The System Checks:**
    - Is the code valid?
    - Is the Resident suspended? (The "Anti-Screenshot" check).
    - Is it the correct date?
  5. **Result:** "ACCESS GRANTED" (Green) or "ACCESS DENIED" (Red).
  6. The guard clicks "**Check-In**". The resident gets an email: *"Your guest has arrived."*
- 

## 7. Financial Management

This is where the plugin pays for itself.

### Automated Billing (The "Enforcer")

- The system runs a check every night.
- **7 Days Before Due:** It sends a reminder email.
- **On Due Date:** It enters "Grace Period" mode.
- **After Grace Period:** It sets the user status to "**Suspended**".
  - *Effect:* The resident logs in and sees a big red "ACCOUNT SUSPENDED" screen. The code generator is hidden. A "Pay Now" button (Paystack) appears.

### Manual Payment Verification (Bank Transfers)

Sometimes, residents pay via transfer instead of card. Here is how you fix their account:

1. Go to **Users > All Users**.

2. Click **Edit** on the resident who paid.
  3. Scroll down to "**Estate Financials & Payments**".
  4. **Record Manual Payment:**
    - **Amount Paid:** Enter the amount (e.g., 50000).
    - **Reference:** Enter "Transfer - GTBank" or the teller number.
  5. Click **Update User**.
  6. **Magic Happens:** The system *automatically* reactivates them, calculates their *new* due date (adding 1 month or 1 year), and sends them a receipt email.
- 

## 8. Estate Communications (Broadcasting)

Need to tell everyone the gate is being painted? Or tell only the defaulters to pay up?

1. Go to **Fouchix ESM > Communications**.
  2. **Recipients:** Choose a group (e.g., "All Residents", "All Vendors", or "Suspended Users Only").
  3. **Subject:** e.g., "Important Notice".
  4. **Message:** Type your message.
  5. Click **Send Broadcast**.
- 

## 9. Troubleshooting & FAQ

**Q: A resident paid via Paystack but claims they are still suspended.** A: This is rare. Check the **Fouchix ESM > Settings > Payments** to ensure your Paystack keys are correct. If the payment was successful on Paystack but the internet broke during the callback, just go to their User Profile and use the **Manual Payment** box to fix it instantly.

**Q: Security guards can't login.** A: Ensure you created the security-personnel-dashboard page. Also, ensure their User Role is "Security Personnel."

**Q: The emails aren't sending.** A: Fouchix uses the standard WordPress mail function. If your hosting server has email issues, install a dedicated SMTP plugin (like "WP Mail SMTP") to ensure delivery.

**Q: Can I delete old logs?** A: Yes! Go to **Settings > Data Maintenance**. You can set it to auto-delete logs older than 3 months, or click "Manual Scrub" to delete everything from last year instantly.

---



**Thank you for choosing Fouchix Estate Security Manager.** *Secure your estate. Automate your revenue.*