Eagle Eye 365

Smart Society Management, Connected.

USER MANUAL

Resident Society Management System (RSMS)

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1. Introduction

Eagle Eye 365 is a Resident Society Management System (RSMS). It brings residents, the committee and society staff onto one simple platform - Smart Society Management, Connected.

1.1 One platform, everyone connected

Who	What they get
Residents	Pay dues, raise complaints, pre-approve visitors and stay informed
Committee	Billing, budgets, notices, reports and approvals - made easy
Society Staff	Security, maintenance and reception working in real time

1.2 Key benefits

- A dashboard built for every role, from Society Admin to Reception.
- Real-time visitor, complaint and security information.
- Notices, notifications and emergency alerts that reach everyone quickly.
- Billing, budgets, expenses and reports in one place, with PDF export.
- The whole dashboard is available in English and Hindi.

2. Getting Started

2.1 Opening the website

Open eagleeye365.com in your browser. When the site opens it greets you with Today's Society Thought - a short daily message that promotes kindness, safety and community spirit. Click Enter Eagle Eye 365 to continue.

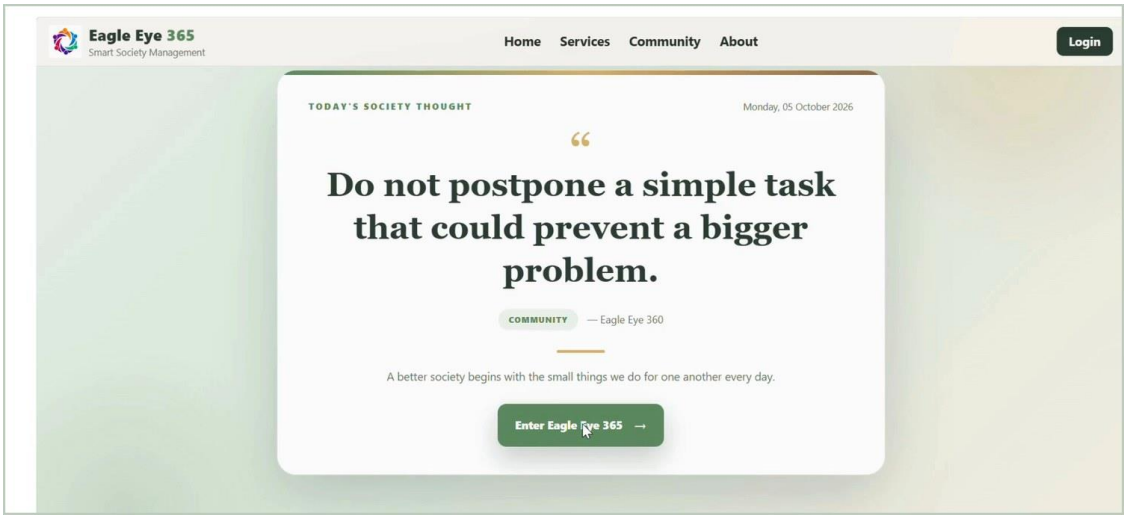


Figure 1: Today's Society Thought on the opening screen

2.2 The home page

The home page shows the society entrance and a menu with Home, Features, Community and About Us. Scroll down to see how Eagle Eye 365 gives you everything your society needs in one place: Notice Board, Security Desk, Residents, Maintenance, Facilities, Society Billing, Parking, Documents and Reports.

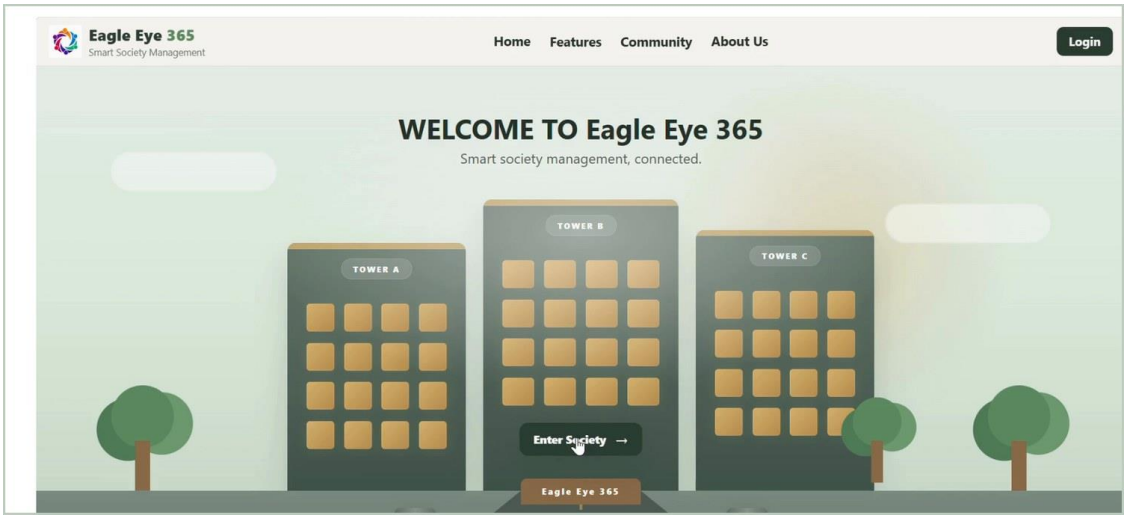


Figure 2: Home page with the Enter Society button

2.3 Choosing your role

Use the Login button at the top right. A menu lists the role groups: Administration & Management, Security, Maintenance, Residents and Other Services. Open the group and click your role.

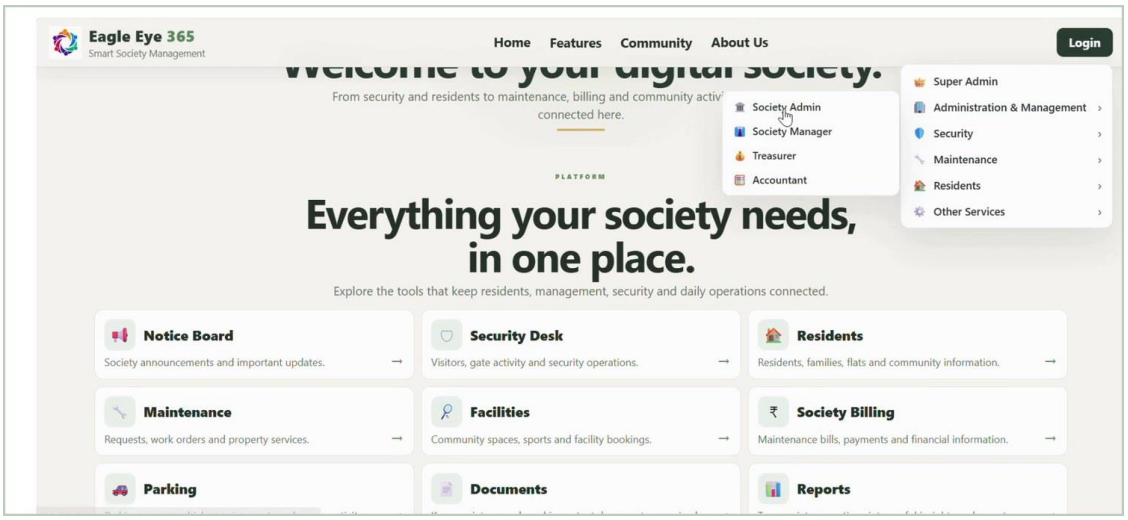


Figure 3: Login menu showing the roles

2.4 Logging in

1. Choose your role from the Login menu.
2. Enter your username and password on that role's login page.
3. Click Login. Your own dashboard opens.

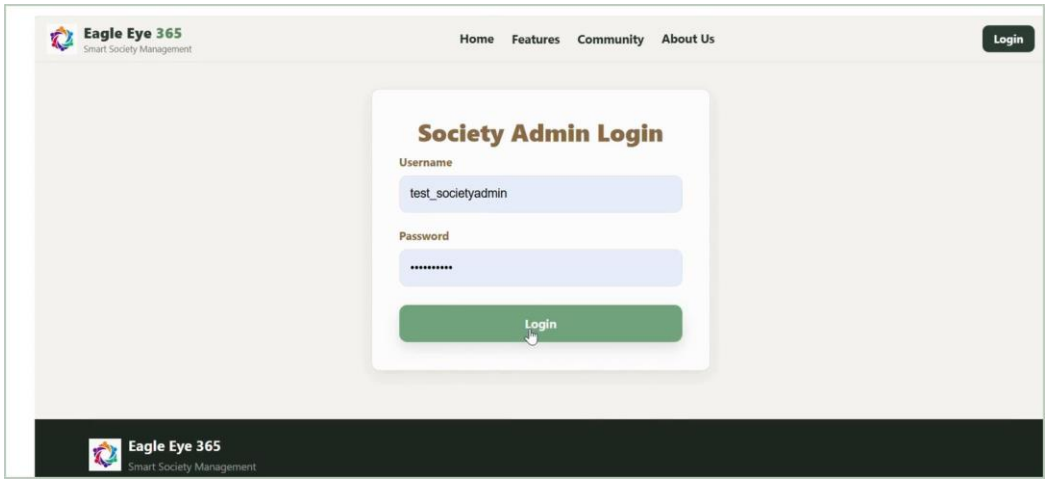


Figure 4: Example login page (Society Admin)

2.5 Understanding the screen

- Left menu: the modules available to your role. Click an item (or its arrow) to open it.
- Top bar: language selector, date and time, notifications bell and your profile picture.
- Ticker: the Important Notice and Emergency Alert messages scroll across the top of the dashboard.
- Main area: cards, charts and tables for the page you opened.

2.6 Switching the language to Hindi

Eagle Eye 365 is bilingual. Open the language drop-down in the top bar, choose Hindi, and the menus, dashboard and notices appear in Hindi. Choose English to switch back.

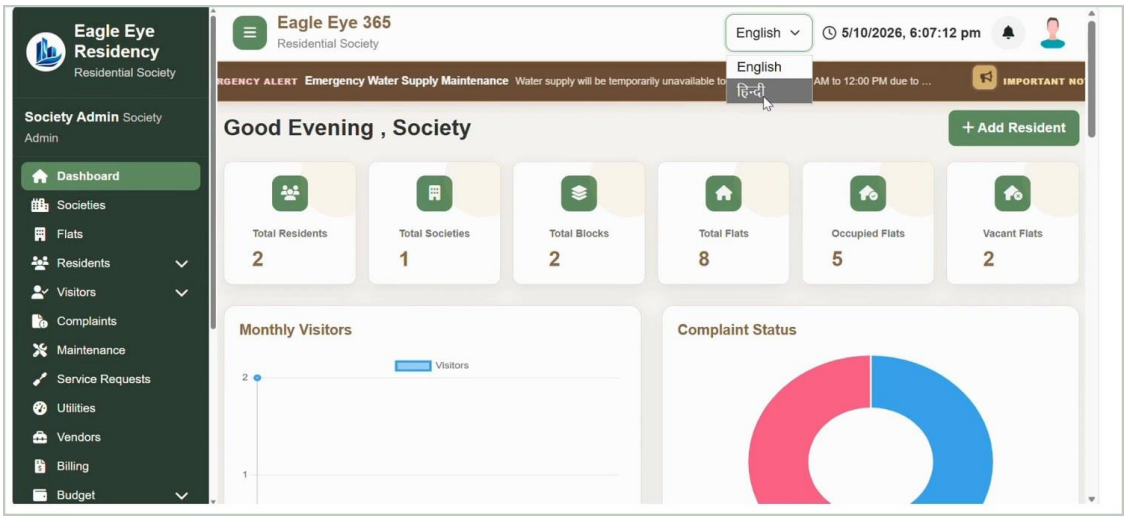


Figure 5: Language drop-down (English / Hindi)

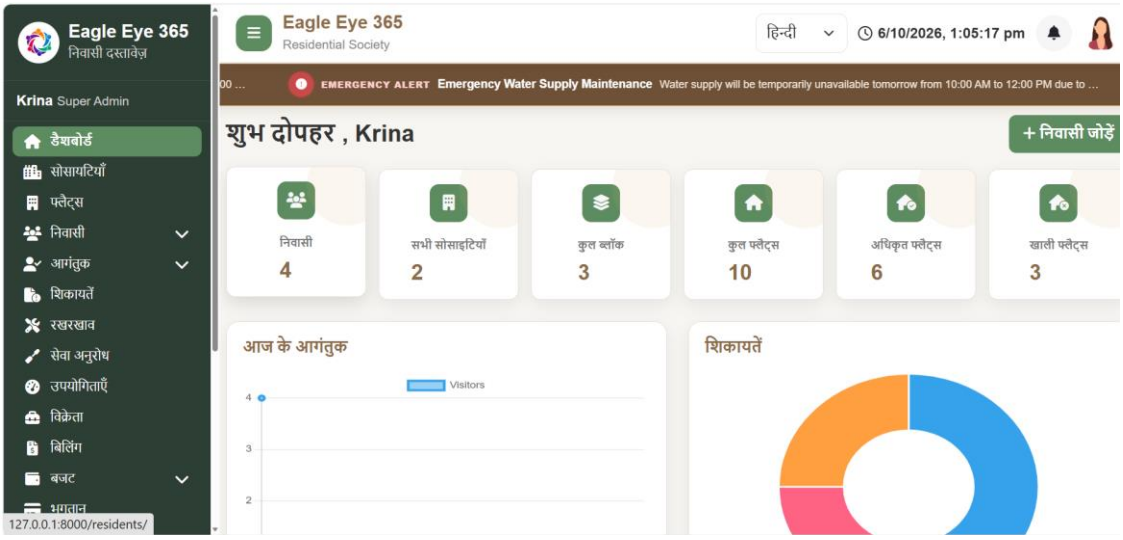


Figure 6: The dashboard shown in Hindi

3. Features and Community

3.1 Features

#	Feature	What it does
1	Resident Management	Owners, tenants and flats in one directory
2	Security & Access	Guards, gate logs and controlled entry
3	Maintenance Management	Work orders and service requests, tracked
4	Billing & Payments	Maintenance charges, dues and collections
5	Parking Management	Vehicles and slots, organised
6	Complaint Management	Raise, assign and resolve issues faster
7	Visitor Management	Pre-approvals, OTPs and visitor logs
8	Notifications	Instant alerts and emergency notices
9	Documents & Records	Society records, safe and searchable
10	Reports & Analytics	Financial, resident and security insights

3.2 Community

#	Community item	What it does
1	Community Events	Plan, announce and join gatherings
2	Facility Booking	Reserve the clubhouse, hall and more
3	Society Activities	Keep every age group engaged
4	Announcements	Reach every home instantly
5	Festivals & Celebrations	Bring neighbours together
6	Community Groups	Connect by interest and block
7	Polls & Surveys	Decide together, transparently
8	Emergency Information	Key contacts and help, always at hand

3.3 Services

Notice Board, Security Desk, Residents, Maintenance, Facilities, Society Billing, Parking, Documents, Reports work together, with live alerts, notifications and role-based dashboards.

4. User Roles and Access

Every person gets a dashboard built for their role. Owners and tenants share one Resident dashboard. The table lists the menu items seen for each role in the demo.

Role	Group	Menu items
Society Admin	Administration & Management	Full menu: Dashboard, Societies, Flats, Residents, Visitors, Complaints, Maintenance, Service Requests, Utilities, Vendors, Billing, Budget, Payments, Community, Notice Board, Advertisements, Documents, Legal, Society Maps, Reports, Security
Society Manager	Administration & Management	Dashboard, Societies, Flats, Residents, Visitors, Complaints, Maintenance, Service Requests, Utilities, Vendors, Billing, Budget, Payments, Community, Notice Board and more
Treasurer	Administration & Management	Dashboard, Billing, Budget, Payments, Reports
Accountant	Administration & Management	Dashboard, Billing, Budget, Payments, Reports
Security Supervisor	Security	Dashboard, Residents, Visitors, Complaints, Community, Notice Board, Society Maps, Security
Security Guard	Security	Dashboard, Residents, Visitors, Complaints, Community, Notice Board, Society Maps, Security
Maintenance Manager	Maintenance	Dashboard, Complaints, Maintenance, Service Requests, Utilities, Vendors
Maintenance Staff	Maintenance	Dashboard, Complaints, Maintenance, Service Requests
Resident (Owner / Tenant)	Residents	Dashboard, Residents, Visitors, Complaints, Payments, Community, Notice Board, Advertisements, Documents, Society Maps
Vendor	Other Services	Dashboard, Service Requests, Vendors
Reception	Other Services	Dashboard, Residents, Visitors, Community, Notice Board

5. Society Admin Guide

The Society Admin has full control of the society. Each section below shows the screen and how to use it.

5.1 Admin Dashboard

The dashboard is the first screen after login. It gives a live snapshot of the whole society.

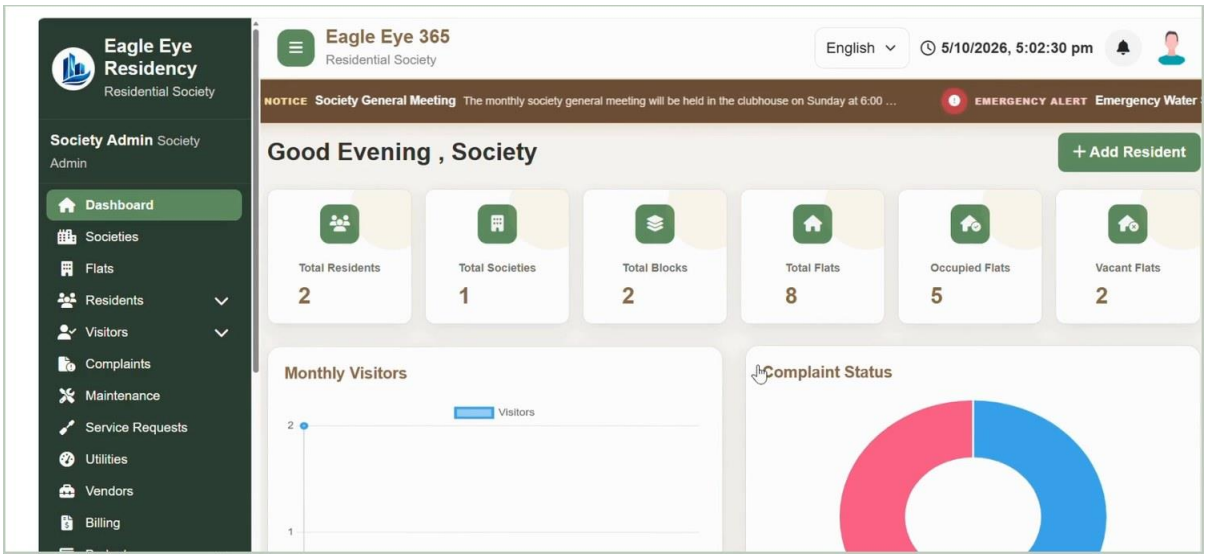


Figure 7: Admin Dashboard

What you see

- Summary cards: Total Residents, Total Societies, Total Blocks, Total Flats, Occupied Flats and Vacant Flats.
- Charts for Monthly Visitors and Complaint Status, plus Flat Occupancy further down.
- A scrolling Important Notice and Emergency Alert ticker across the top, with language, date and time, notifications bell and profile in the header.

How to use it

1. Use the left menu to open any module; use the + Add Resident button for a quick resident entry.
2. Scroll down for the Quick Actions and today's activity.

Live monitoring, alerts and notices

Scroll the dashboard to see real-time operational panels.

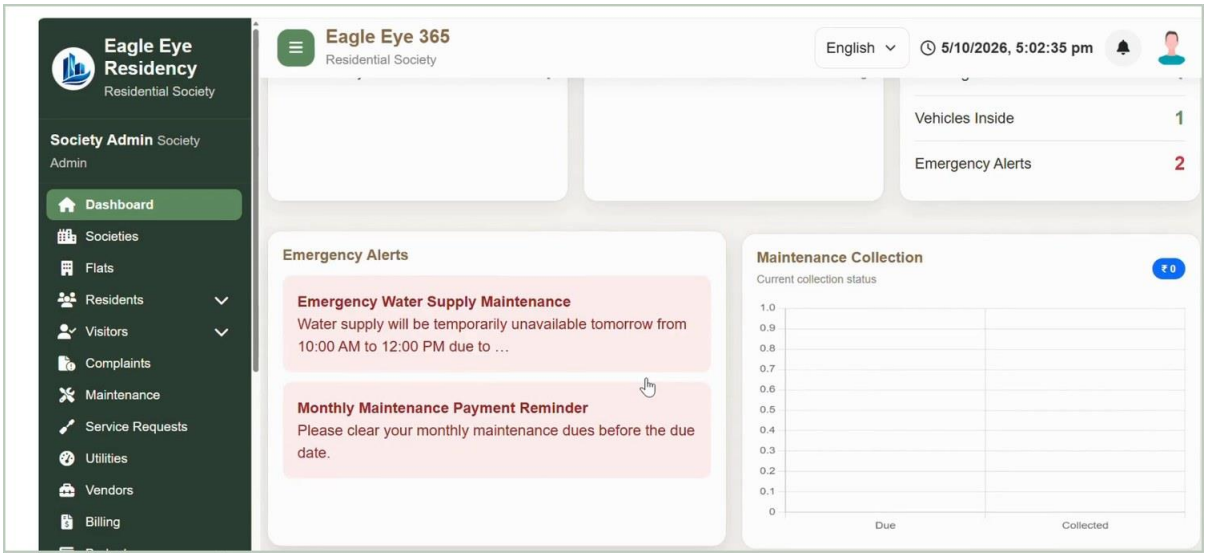


Figure 8: Live monitoring, alerts and notices

What you see

- Live Visitor Monitoring: visitors today, pending OTP and visitors inside the society.
- Complaint Summary: open, in progress and resolved counts; Security Status: guards online, vehicles inside and emergency alerts.
- Emergency Alerts and the society notice board with upcoming events and recent activity.

How to use it

1. Check Emergency Alerts first each day.
2. Open the matching module from the left menu to act on any item.

5.2 Society Management

Manage the society profile.

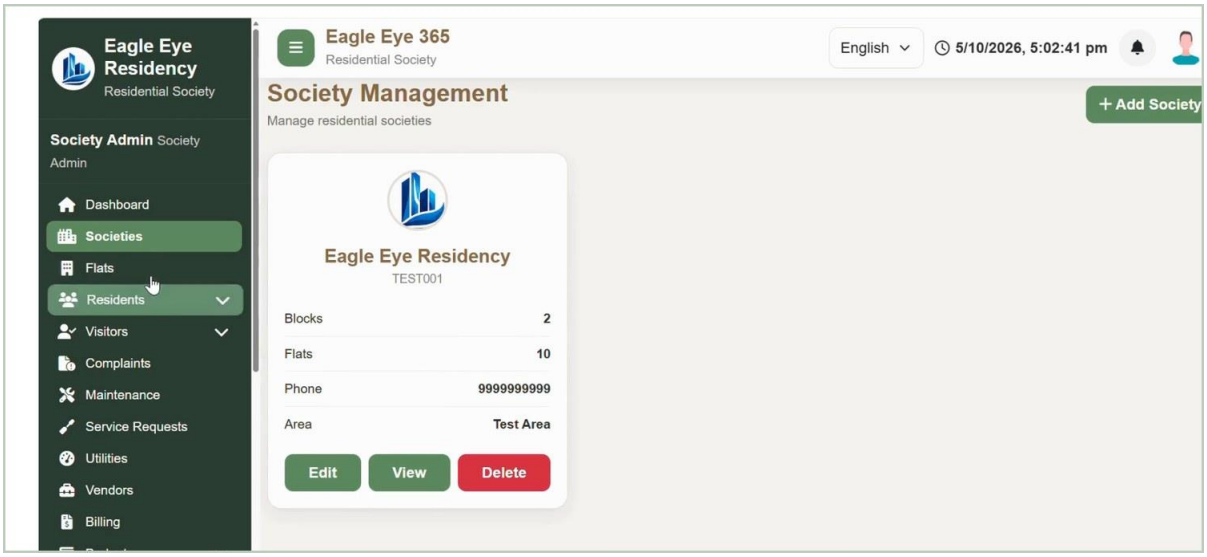


Figure 9: Society Management

What you see

- A society card with its name, number of blocks, flats, phone and total area.
- Edit, View and Delete buttons on the card; an Add Society button at the top right.

How to use it

1. Click Societies in the left menu.
2. Use Edit to update the profile details, or View to see the full record.

5.3 Flats

Keep a register of every flat in the society.

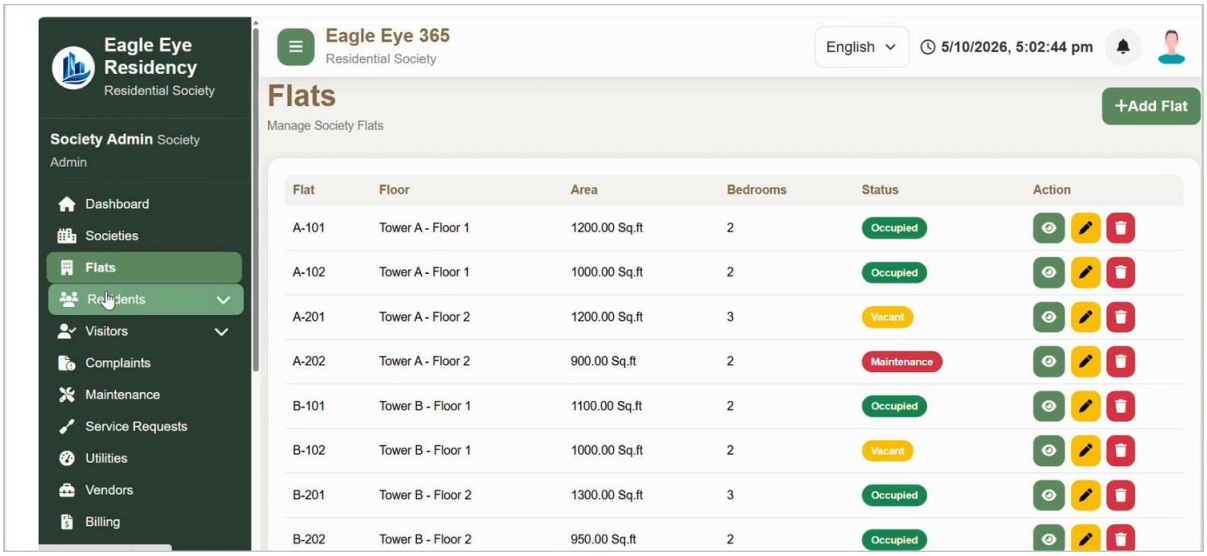


Figure 10: Flats

What you see

- A table with Flat, Floor, Area, Bedrooms and Status.
- Status badges show Occupied, Vacant or Maintenance; row buttons allow view, edit and delete.

How to use it

1. Open Flats from the left menu.
2. Click + Add Flat to register a new flat, or use the row buttons to update one.

5.4 Residents

View all residents with their flat and type.

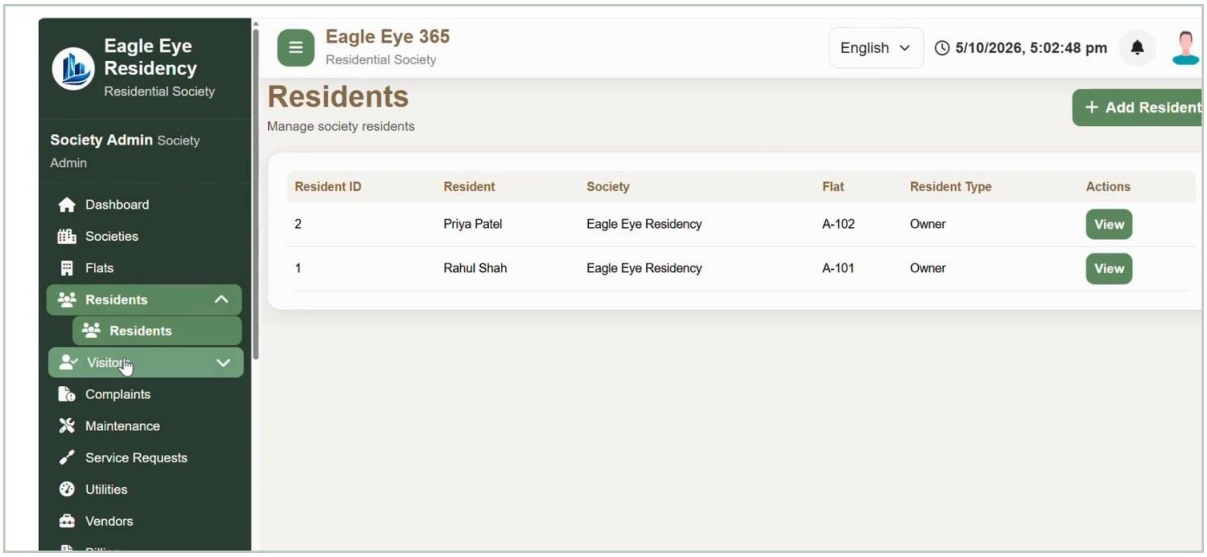


Figure 11: Residents

What you see

- Resident ID, Resident name, Society, Flat and Resident Type (for example Owner).
- A View button on each row and an Add Resident button at the top.

How to use it

1. Open Residents > Residents in the left menu.
2. Click View to open a resident's details, or Add Resident to register a new one.

5.5 Visitor Management

The Visitor Dashboard shows the day's visitor traffic at a glance.

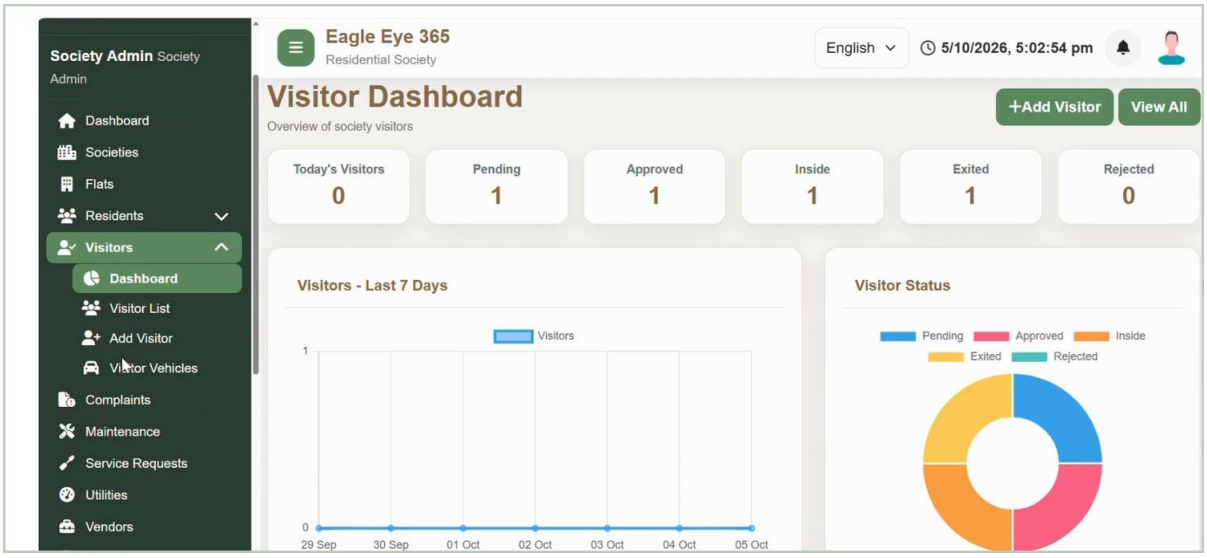


Figure 12: Visitor Management

What you see

- Cards for Today's Visitors, Pending, Approved, Inside, Exited and Rejected.

- A seven-day Visitors chart and a Visitor Status donut chart.

How to use it

1. Open Visitors > Dashboard.
2. Click + Add Visitor to register a visitor, or View All to open the full list.

Visitor list

The full visitor log with search and filters.

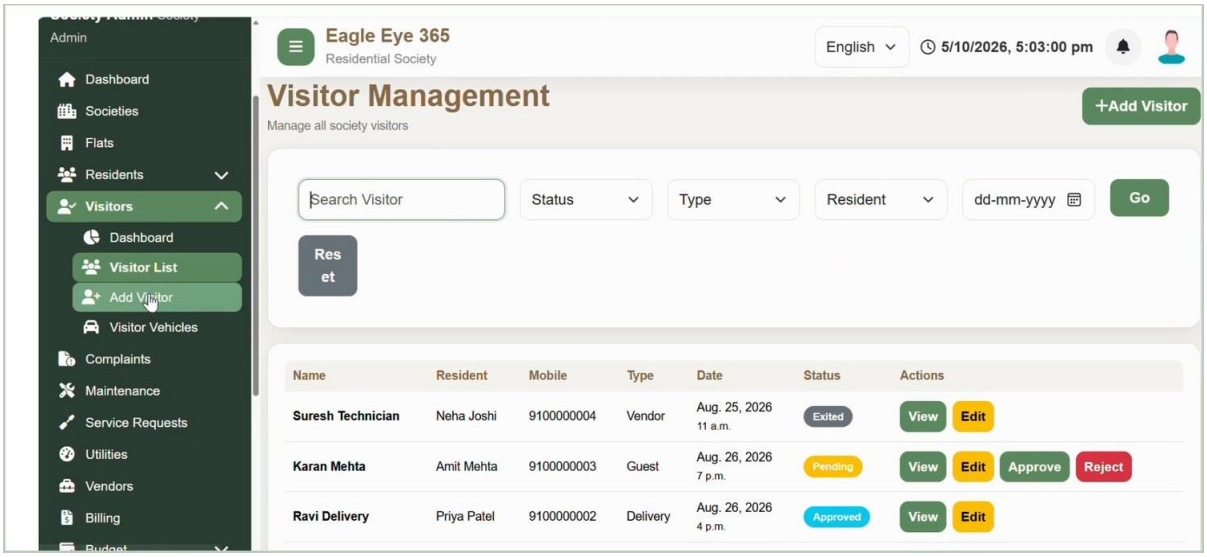


Figure 13: Visitor list

What you see

- Search box with Status, Type, Resident and date filters.
- Columns for Name, Resident, Mobile, Type, Date, Status and Actions (View, Edit, Approve, Reject).

How to use it

1. Open Visitors > Visitor List.
2. Filter the list, then use Approve or Reject on a pending visitor.

Add Visitor

Register a new visitor with a simple form.

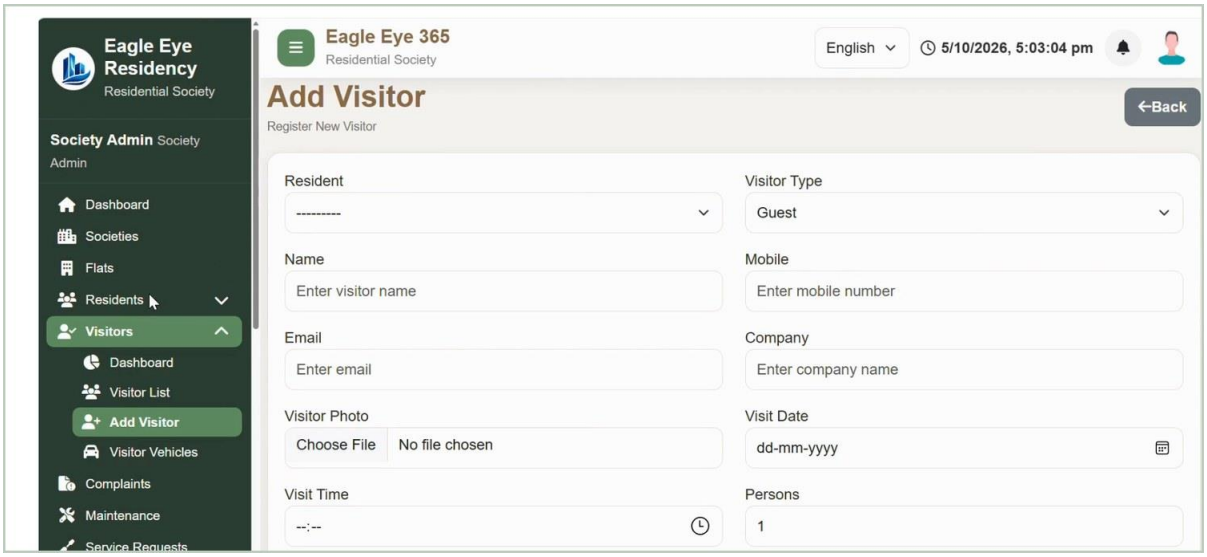


Figure 14: Add Visitor

What you see

- Fields: Resident, Visitor Type, Name, Mobile, Email, Company, Visitor Photo, Visit Date, Visit Time and Persons.

How to use it

1. Open Visitors > Add Visitor.
2. Fill in the details and save the form.

Visitor Vehicles

Keep a record of vehicles that visitors bring in.

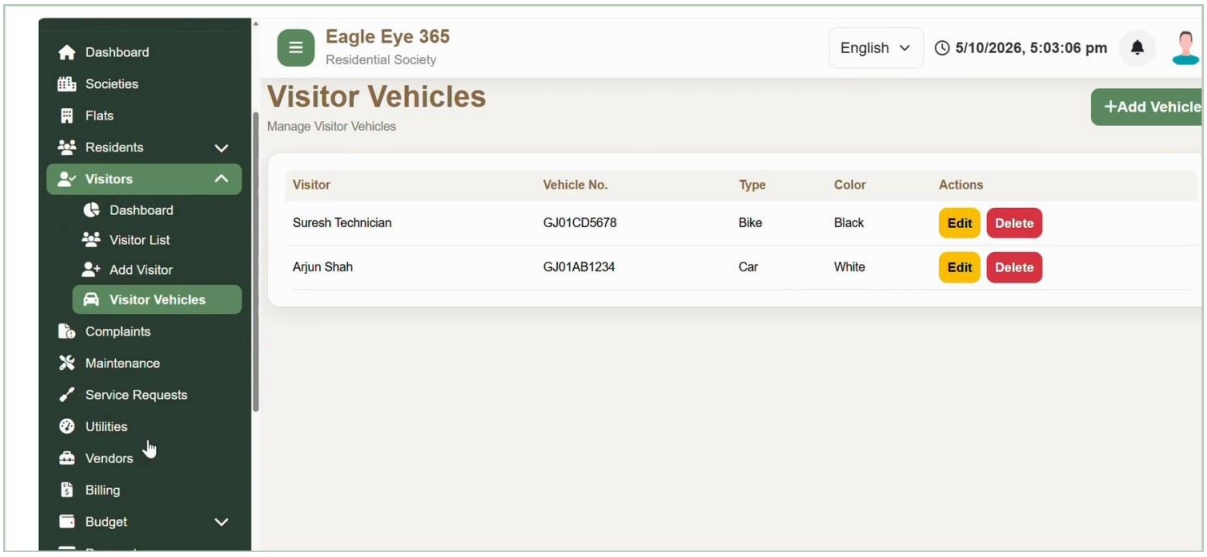


Figure 15: Visitor Vehicles

What you see

- Visitor, Vehicle No., Type (for example Bike or Car) and Color, with Edit and Delete buttons.

How to use it

1. Open Visitors > Visitor Vehicles.
2. Use + Add Vehicle for a new entry, or Edit and Delete to maintain the list.

5.6 Complaint Management

Log and track resident complaints until they are resolved.

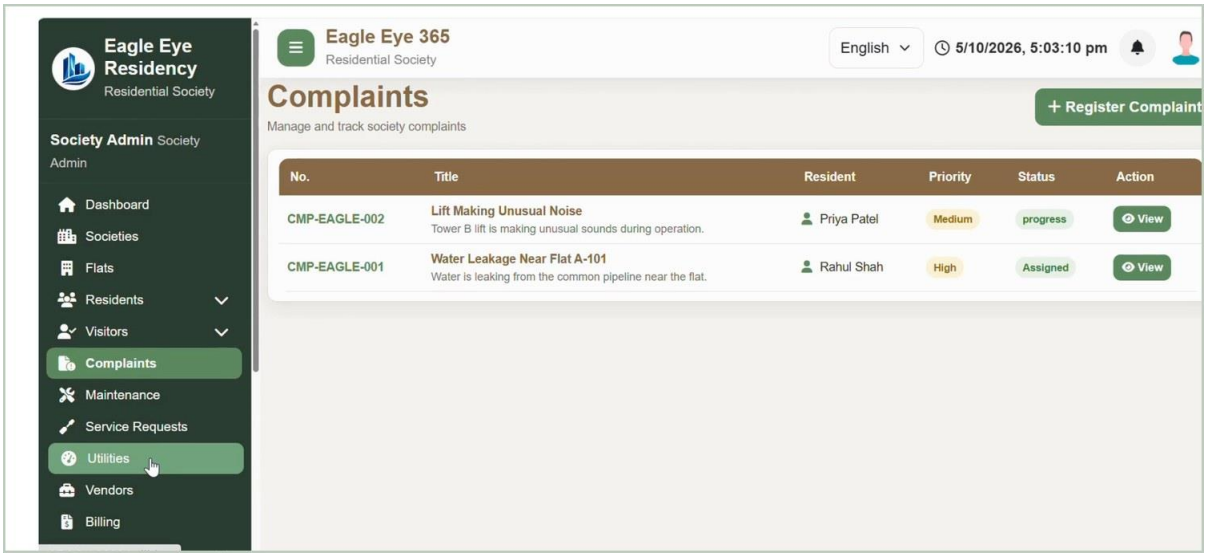


Figure 16: Complaint Management

What you see

- Complaint number, Title, Resident, Priority (for example Medium or High), Status and Action.
- A Register Complaint button at the top right.

How to use it

1. Open Complaints from the left menu.
2. Register a complaint, then update its status as work progresses.

5.7 Maintenance: Work Orders

Assign and schedule maintenance jobs.

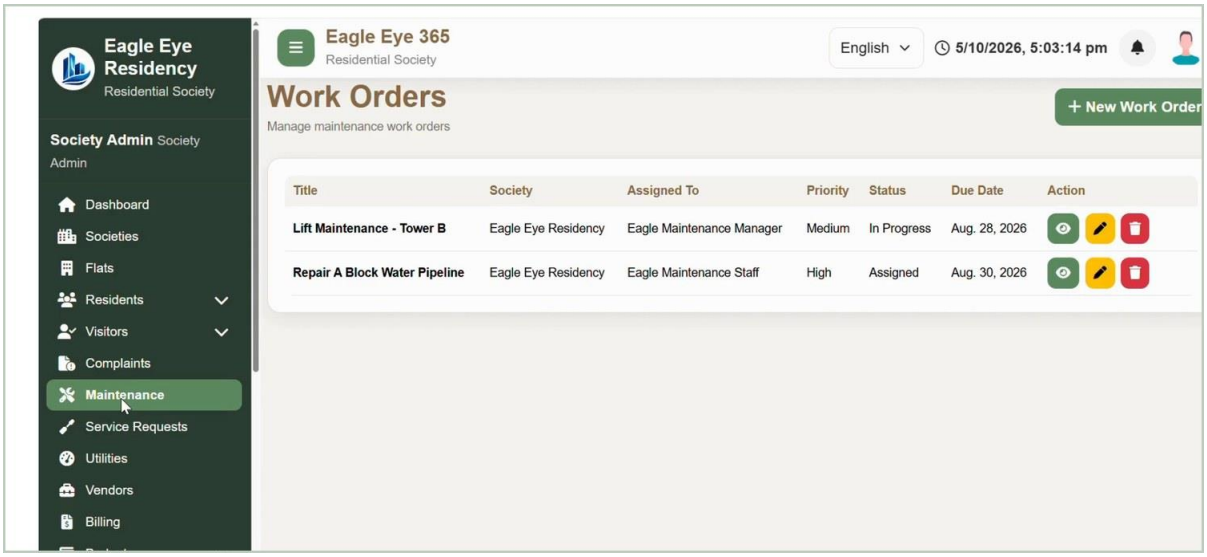


Figure 17: Maintenance: Work Orders

What you see

- Title, Society, Assigned To, Priority, Status and Due Date for each work order.
- A New Work Order button and row buttons to view, edit or delete.

How to use it

1. Open Maintenance in the left menu.
2. Create a work order, assign it to maintenance staff and set a due date.

Service Requests

Track service requests raised by residents.

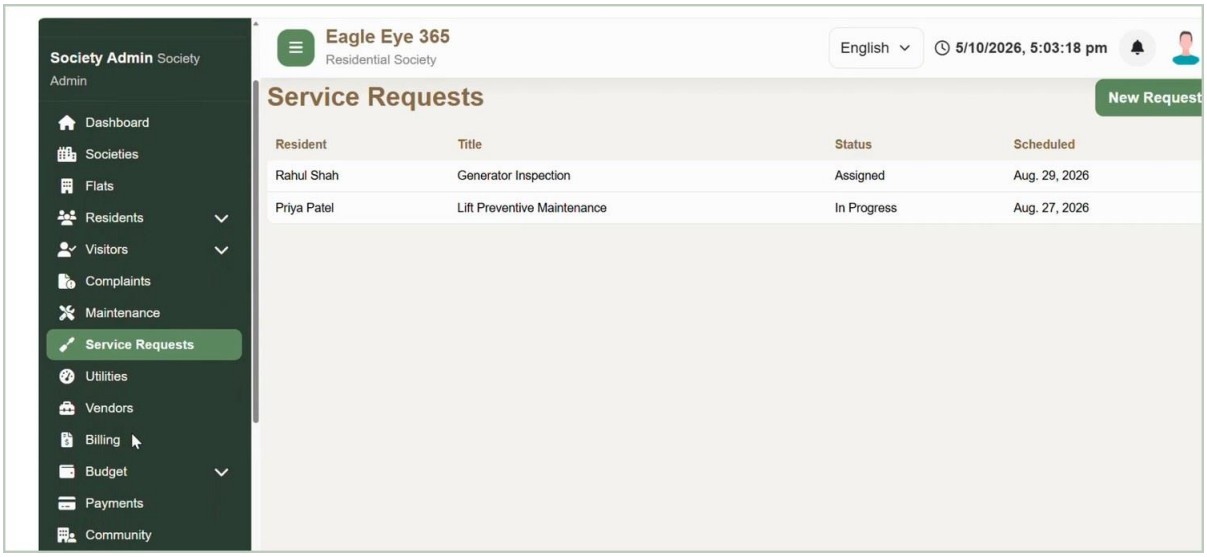


Figure 18: Service Requests

What you see

- Resident, Title, Status (for example Assigned or In Progress) and Scheduled date.
- A New Request button at the top right.

How to use it

1. Open Service Requests from the left menu.
2. Add a request, or review the status of existing ones.

5.8 Utilities

Manage utility meters flat by flat.

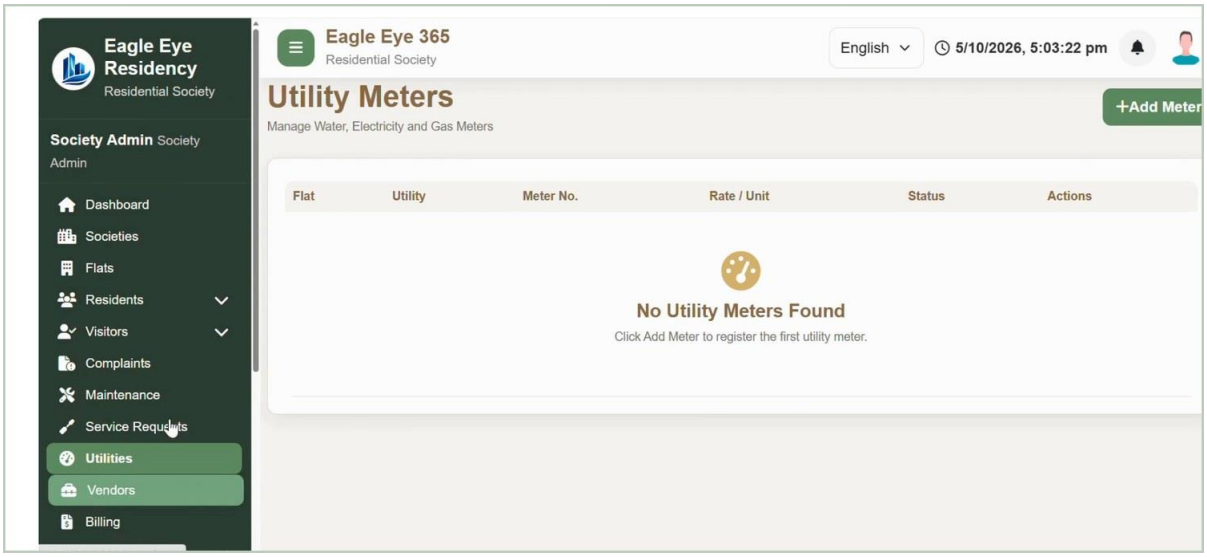


Figure 19: Utilities

What you see

- Flat, Utility, Meter No., Rate per Unit and Status; an Add Meter button.
- An empty list shows the message "No Utility Meters Found" until meters are added.

How to use it

1. Open Utilities from the left menu.
2. Click + Add Meter to register a meter.

Add Utility Meter

Register a new utility meter.

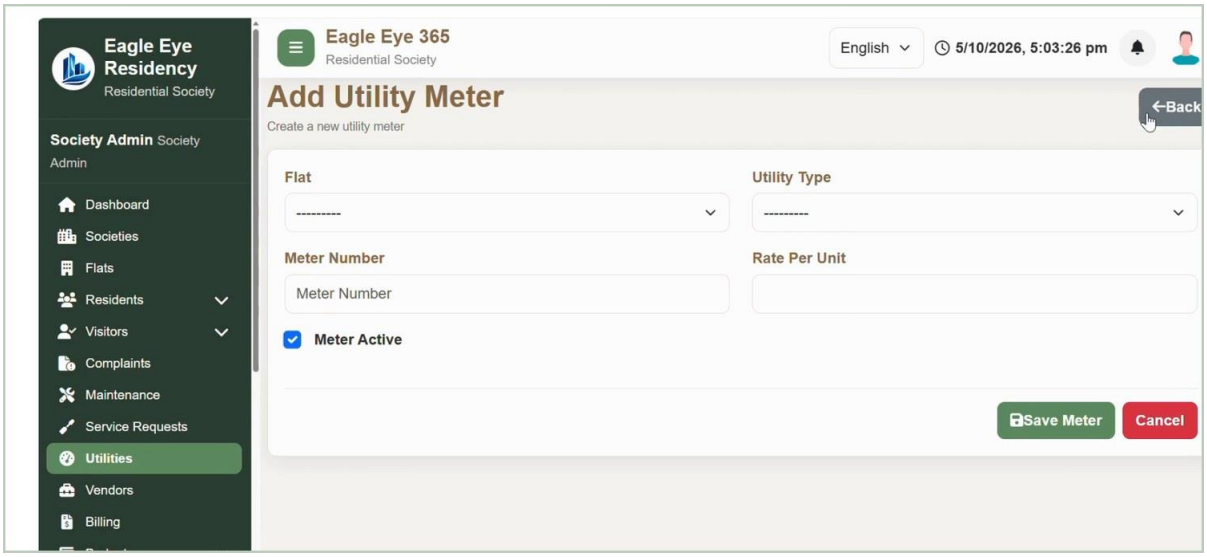


Figure 20: Add Utility Meter

What you see

- Fields: Flat, Utility Type, Meter Number, Rate Per Unit and a Meter Active tick box.

How to use it

1. Select the flat and utility type, enter the meter number and rate, then click Save Meter (or Cancel).

5.9 Vendor Management

Keep all service providers organised.

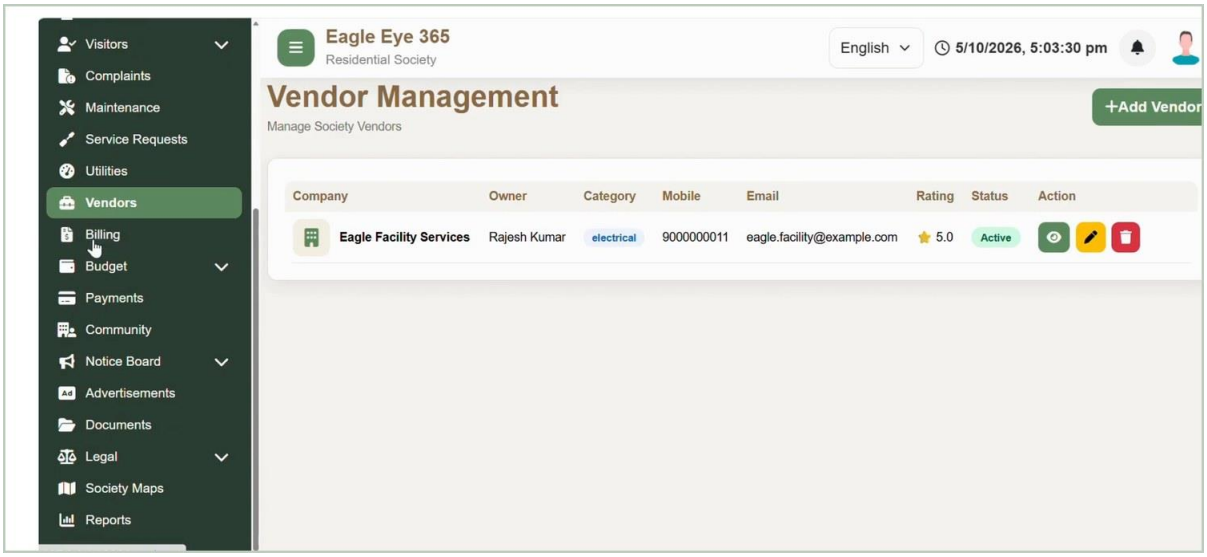


Figure 21: Vendor Management

What you see

- Company, Owner, Category, Mobile, Email, Rating and Status, with action buttons.
- An Add Vendor button at the top right.

How to use it

1. Open Vendors from the left menu.
2. Add a vendor, or edit an existing one to update contact details.

5.10 Billing: Maintenance Charges

Configure monthly maintenance charges per flat.

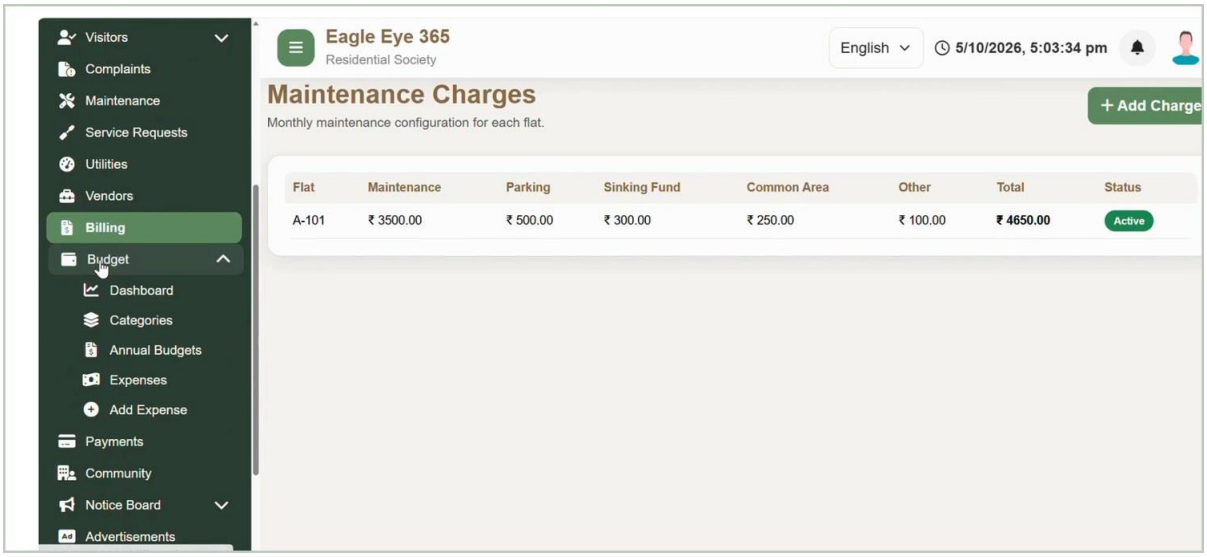


Figure 22: Billing: Maintenance Charges

What you see

- Flat, Maintenance, Parking, Sinking Fund, Common Area and Other charges, with a Total and Status.

How to use it

1. Open Billing from the left menu.
2. Use the Add Charge button to set charges for a flat.

5.11 Budget Dashboard

A financial overview of the society budget (sample figures shown).

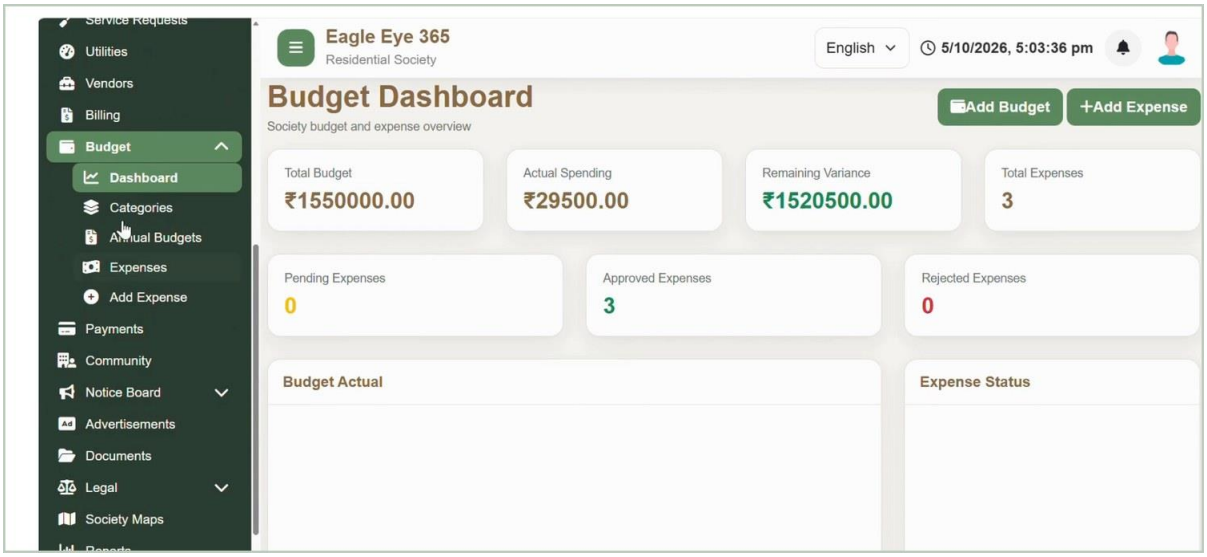


Figure 23: Budget Dashboard

What you see

- Cards for Total Budget, Actual Spending, Remaining Variance and Total Expenses.
- Counts of Pending, Approved and Rejected expenses; Budget Actual and Expense Status charts.

How to use it

1. Open Budget > Dashboard.
2. Use + Add Budget or + Add Expense for quick actions.

Annual Budget

Plan and compare budgets by category for each financial year.

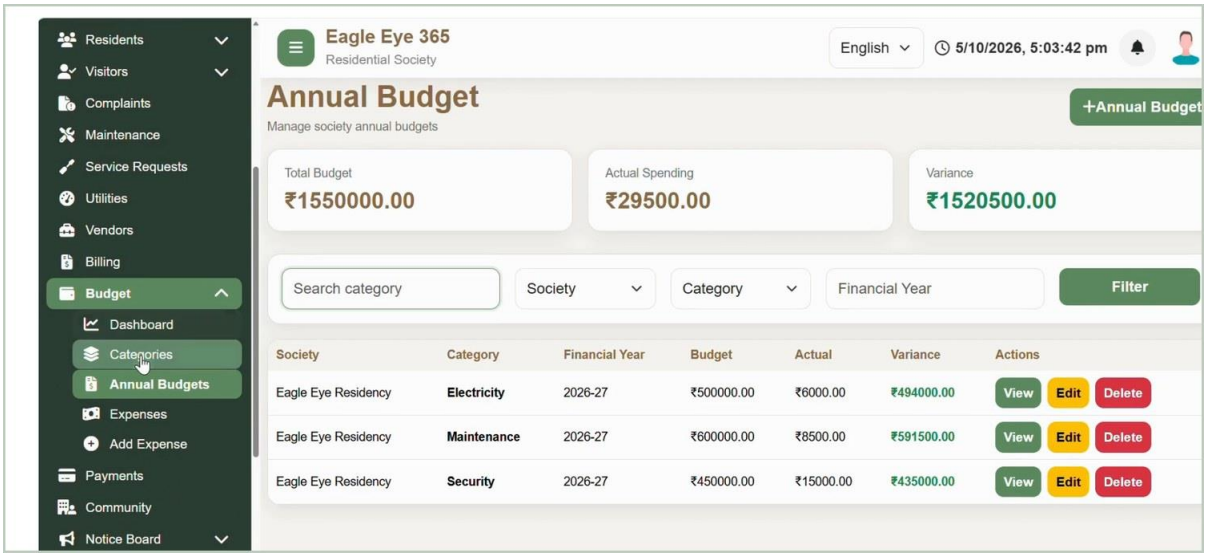


Figure 24: Annual Budget

What you see

- Search, Society, Category and Financial Year filters with a Filter button.
- Budget, Actual and Variance columns with View, Edit and Delete.

How to use it

1. Open Budget > Annual Budgets.
2. Filter to the year you need, or click + Annual Budget to add a new one.

Budget Categories

Define the categories used in budgets and expenses.

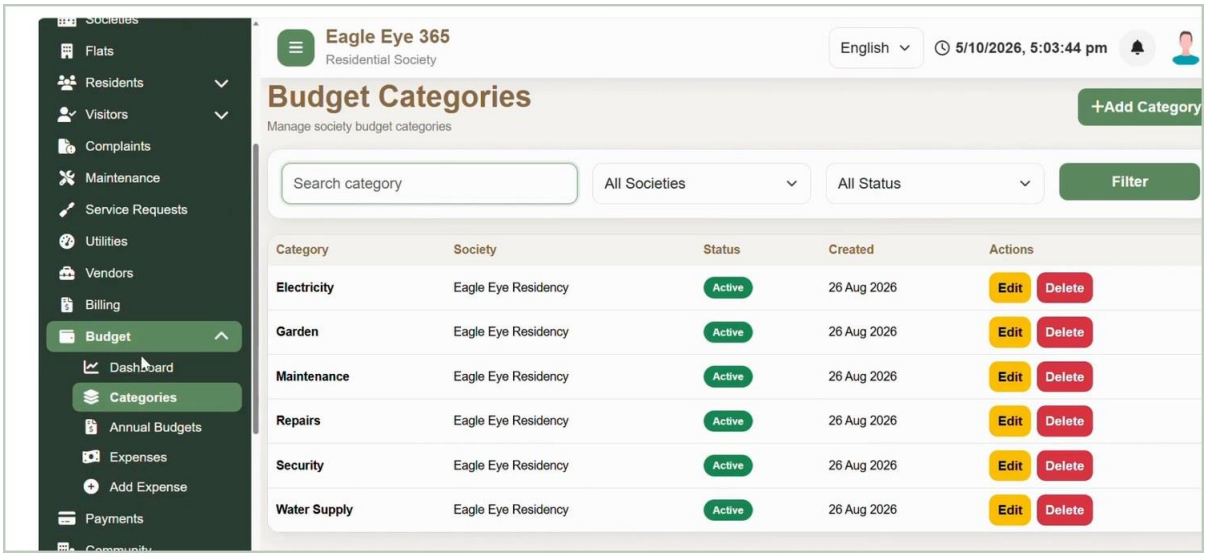


Figure 25: Budget Categories

What you see

- Category, Society, Status and Created date (for example Electricity, Garden, Maintenance, Repairs, Security, Water Supply).

How to use it

1. Open Budget > Categories.
2. Use + Add Category, Edit or Delete to maintain the list.

Expenses

Record and approve society expenses.

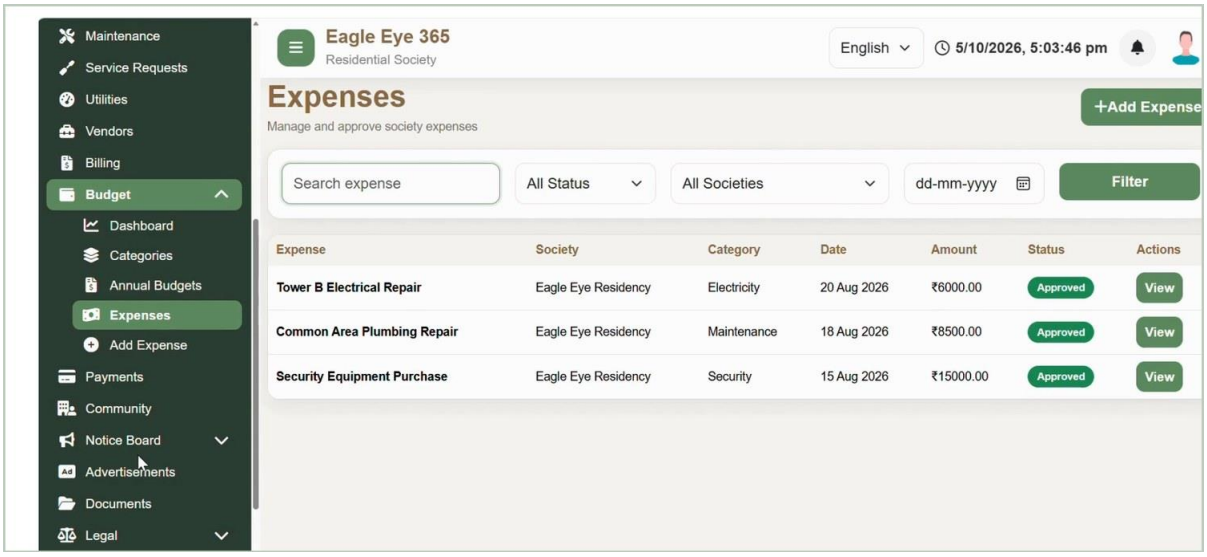


Figure 26: Expenses

What you see

- Search, Status, Society and date filters.
- Expense, Society, Category, Date, Amount, Status (for example Approved) and a View button.

How to use it

1. Open Budget > Expenses.
2. Filter the list, or click + Add Expense to record a new one.

Add Expense

Enter a new expense against the annual budget.

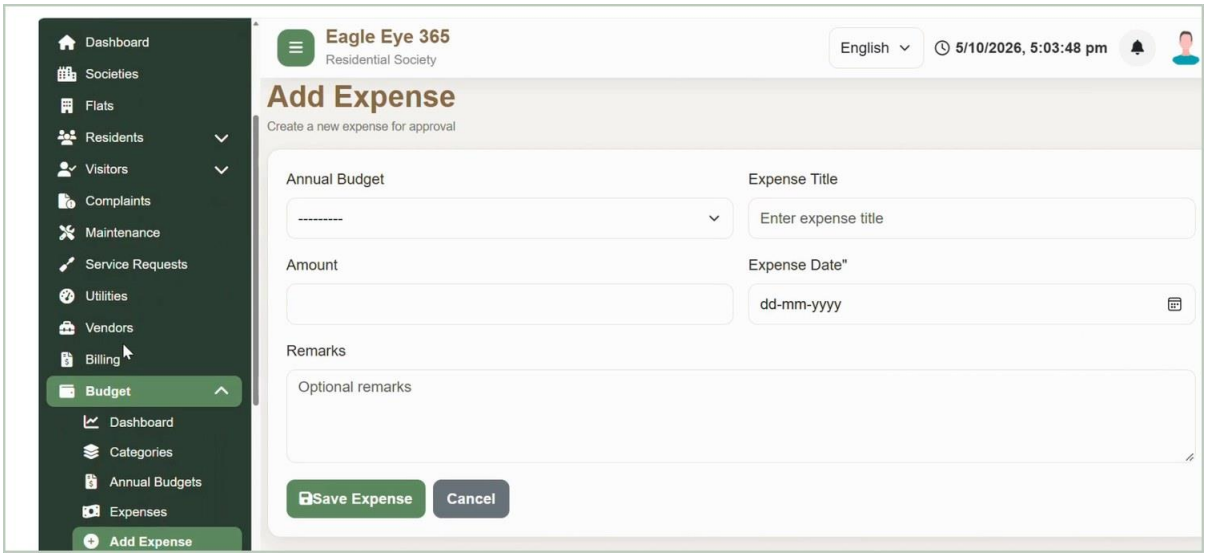


Figure 27: Add Expense

What you see

- Fields: Annual Budget, Expense Title, Amount, Expense Date and Remarks.

How to use it

1. Fill in the form and click Save Expense (or Cancel).

5.12 Payment Collection

See every payment received from residents.

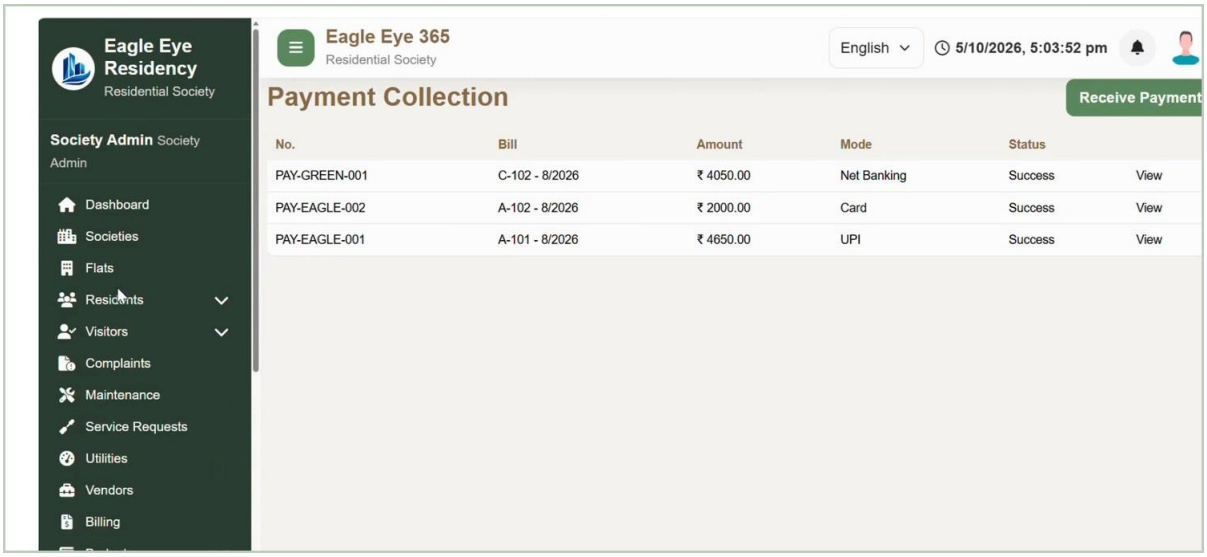


Figure 28: Payment Collection

What you see

- Payment number, Bill, Amount, Mode (for example Net Banking, Card, UPI) and Status.
- A Receive Payment button at the top right.

How to use it

1. Open Payments from the left menu.
2. Click Receive Payment to record a new payment.

5.13 Facilities

Manage society facilities that residents can book.

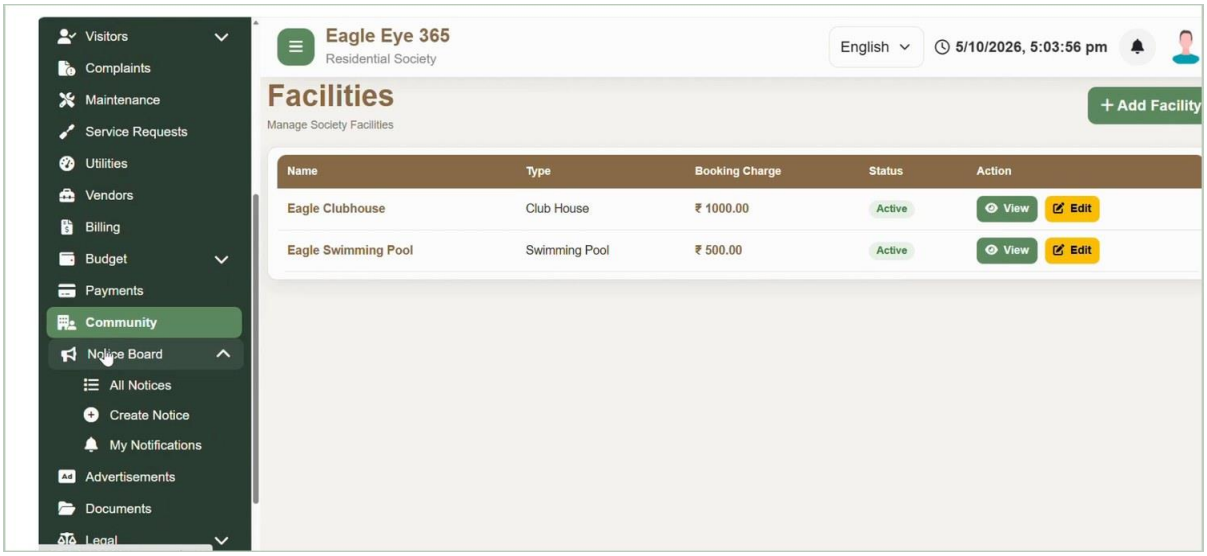


Figure 29: Facilities

What you see

- Name, Type, Booking Charge and Status (for example Club House, Swimming Pool).
- An Add Facility button at the top right.

How to use it

1. Open Community > Facilities.
2. Add a facility, or use the row buttons to view or edit it.

5.14 Notice Board

Publish announcements to the whole society.

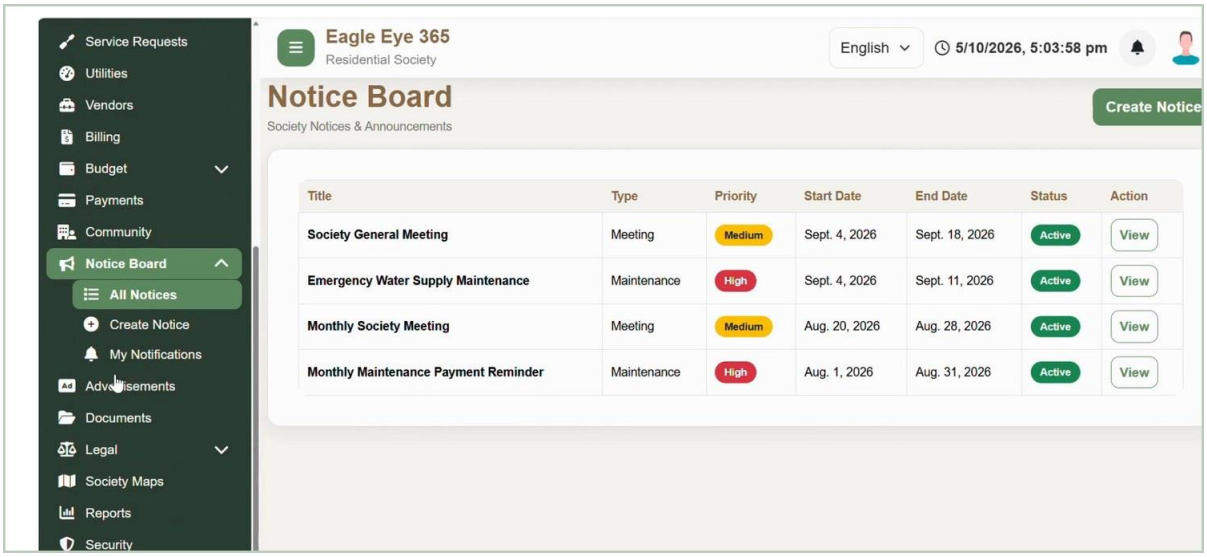


Figure 30: Notice Board

What you see

- Title, Type (for example Meeting or Maintenance), Priority, Start Date, End Date, Status and a View button.
- A Create Notice button at the top right.

How to use it

1. Open Notice Board > All Notices.
2. Click Create Notice to publish a new announcement.

Create Notice

Write and schedule a notice.



Figure 31: Create Notice

What you see

- Fields: Society, Title, Description, Notice Type, Priority, Start Date and End Date.

How to use it

1. Complete the form and save it; the notice appears on the Notice Board for its dates.

5.15 Notifications

Stay updated on activity in the society.

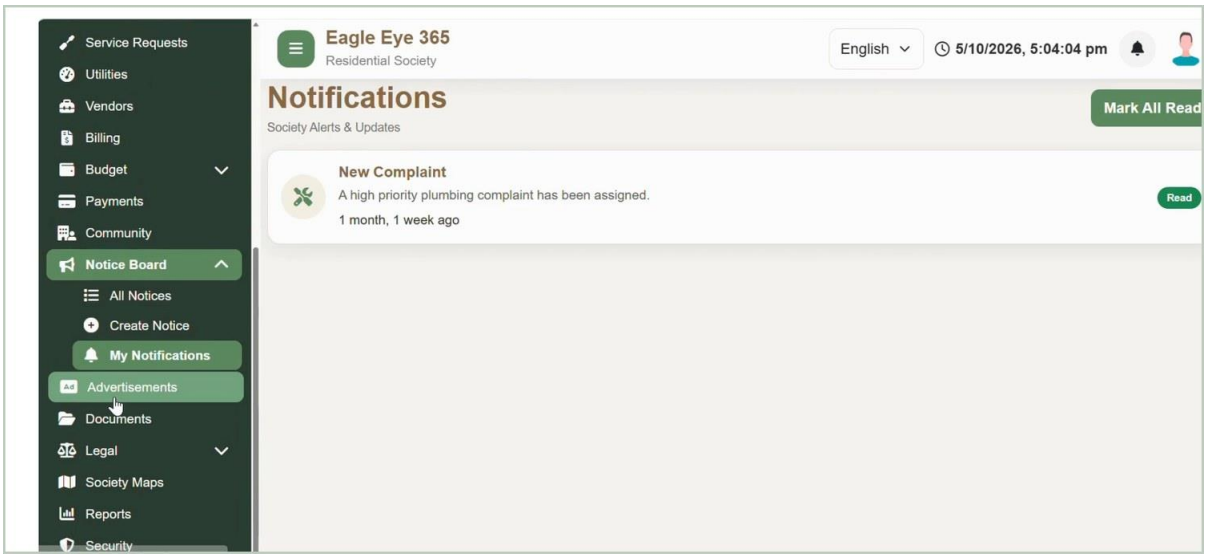


Figure 32: Notifications

What you see

- A list of notifications such as new complaints, each with its time.
- A Mark All Read button at the top right.

How to use it

1. Click the bell icon in the header, or open Notice Board > My Notifications.
2. Use Mark All Read to clear them.

5.16 Advertisements

Promote society offers and announcements.

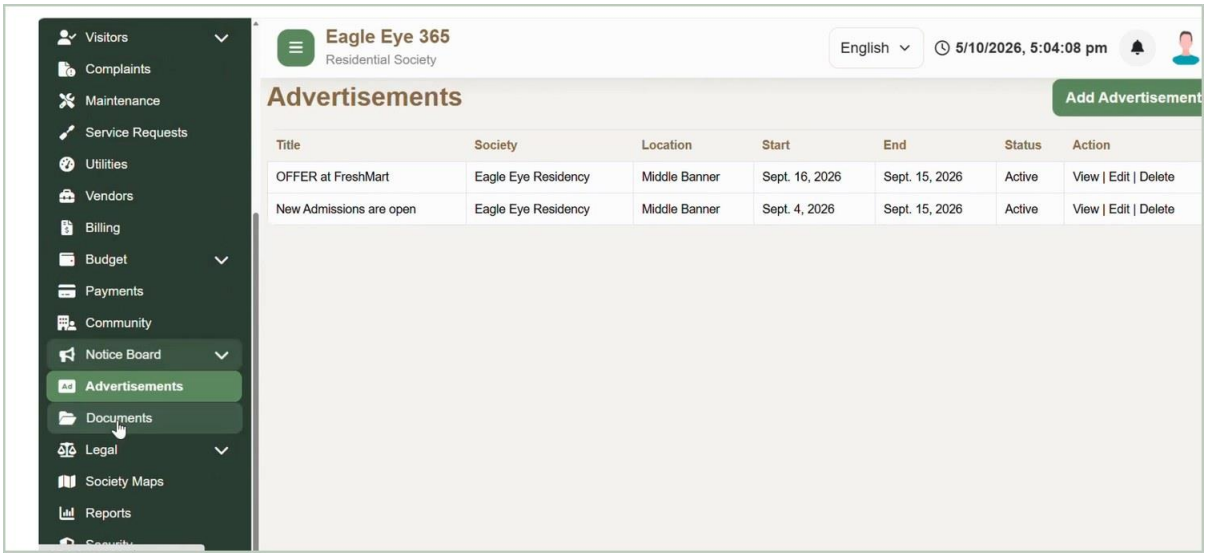


Figure 33: Advertisements

What you see

- Title, Society, Location (for example Middle Banner), Start and End dates and Status, with View, Edit and Delete.

How to use it

1. Open Advertisements from the left menu.
2. Click Add Advertisement to create one.

5.17 Society Documents

Store important society records in one place.

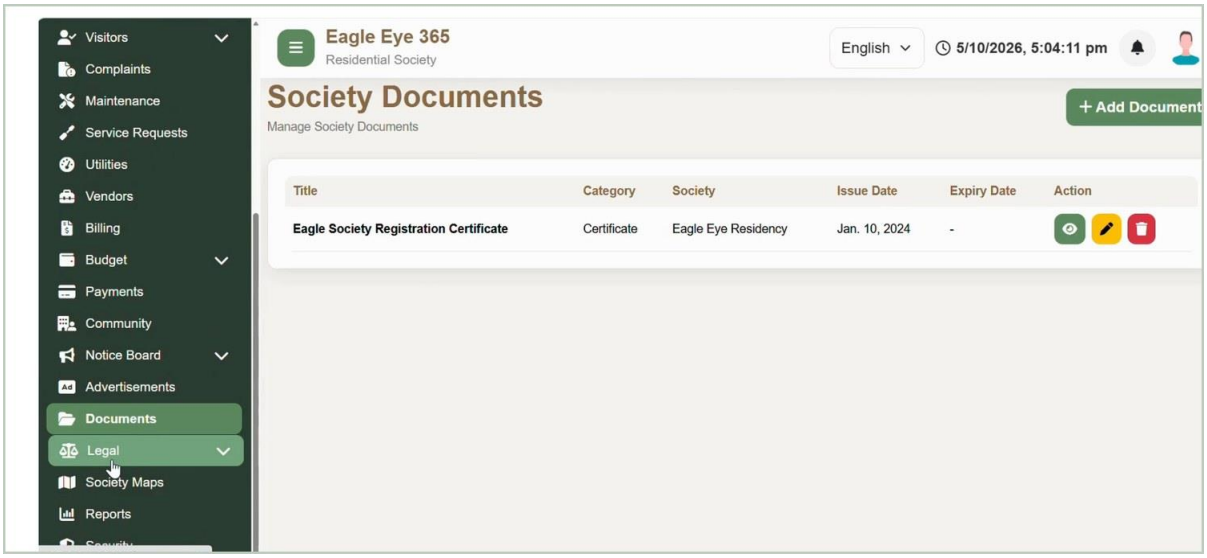


Figure 34: Society Documents

What you see

- Title, Category, Society, Issue Date, Expiry Date and actions (for example the Society Registration Certificate).

How to use it

1. Open Documents from the left menu.
2. Click + Add Document to upload a record.

5.18 Legal: Cases, Notices and Agreements

The Legal section has three parts, opened from Legal in the left menu.



Figure 35: Legal: Cases, Notices and Agreements

What you see

- Cases: Case No., Title, Court, Status, with an Add Legal Case button.
- Notices: legal notices issued, with an Add Notice button.
- Agreements: Title, Party, Type and End Date, with an Add Agreement button.

How to use it

1. Choose Legal > Cases, Notices or Agreements.
2. Use the Add button on each page to record a new item.

Agreements

Keep society agreements together.

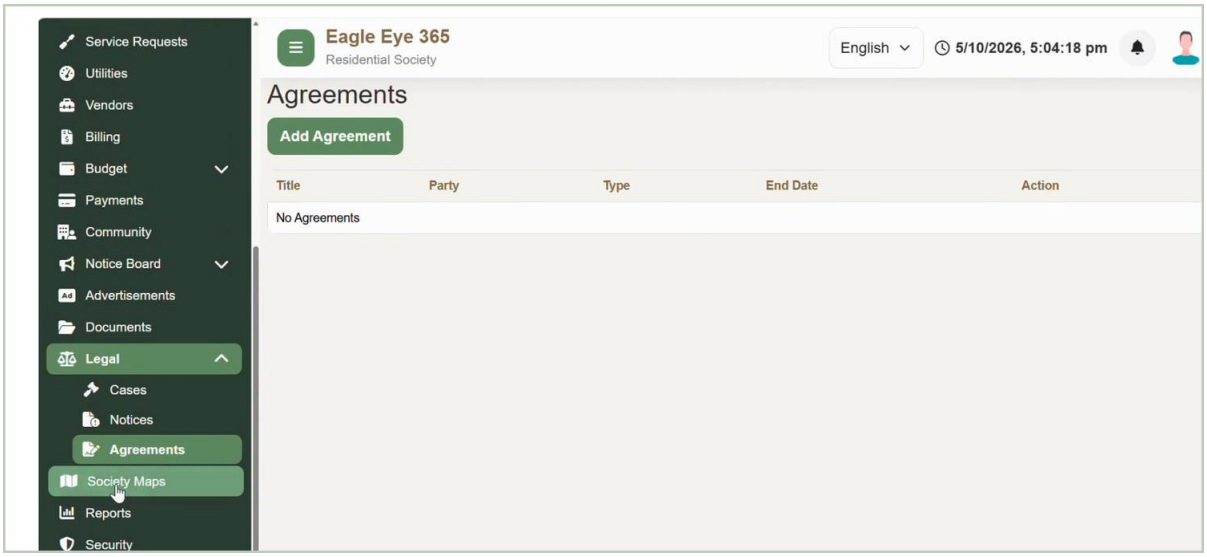


Figure 36: Agreements

What you see

- Columns for Title, Party, Type, End Date and Action; the page shows "No Agreements" until one is added.

How to use it

1. Click Add Agreement to create one.

5.19 Society Maps

Upload and view maps of the society.

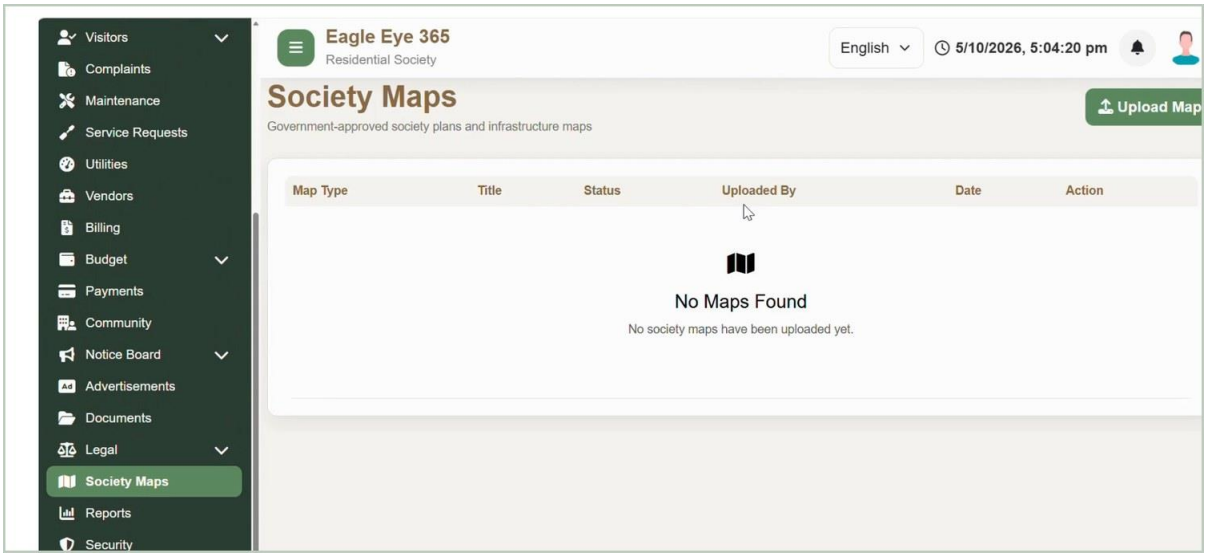


Figure 37: Society Maps

What you see

- Map Type, Title, Status, Uploaded By and Date; an Upload Map button.
- An empty list shows "No Maps Found".

How to use it

1. Open Society Maps from the left menu.
2. Click Upload Map and choose the file.

5.20 Reports Center

Open any report from one place.



Figure 38: Reports Center

What you see

- Report cards: Financial Reports, Resident Reports, Visitor Reports, Complaint Reports, Security Reports and Legal Reports.

How to use it

1. Open Reports from the left menu.
2. Click a report card to open it.

Financial Report and PDF export

Reports can be filtered and exported.

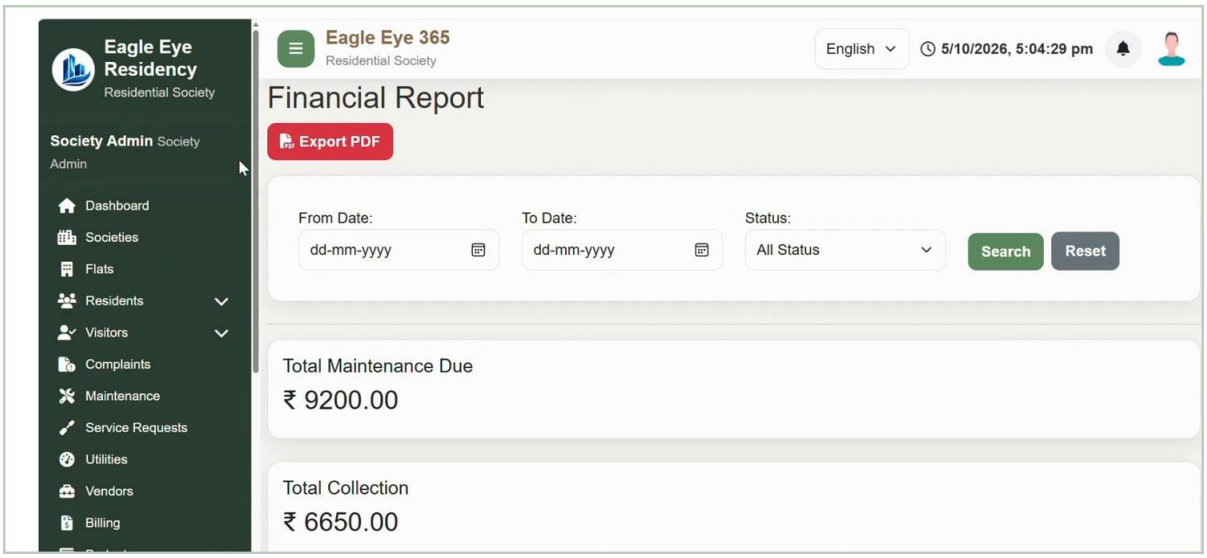


Figure 39: Financial Report and PDF export

What you see

- From and To dates and a Status filter with Search and Reset buttons.
- Totals such as Total Maintenance Due and Total Collection; an Export PDF button.

How to use it

1. Choose the date range, click Search, then Export PDF to save or share the report.

5.21 Security Dashboard

A control room view of gate security.

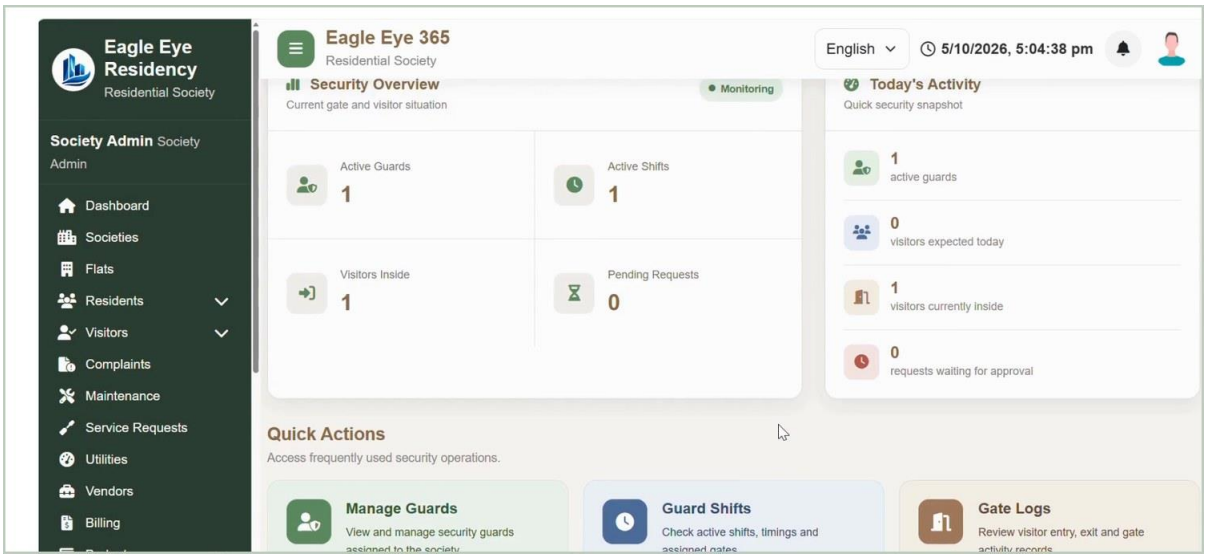


Figure 40: Security Dashboard

What you see

- Security Overview and Today's Activity: active guards, active shifts, visitors inside, pending requests, vehicles inside and emergency alerts.
- Quick Actions: Manage Guards, Guard Shifts and Gate Logs.

How to use it

1. Open Security from the left menu.
2. Use Quick Actions to jump to guards, shifts or gate logs.

Guard Shifts, Security Guards and Gate Logs

Manage the guards and review every gate entry.

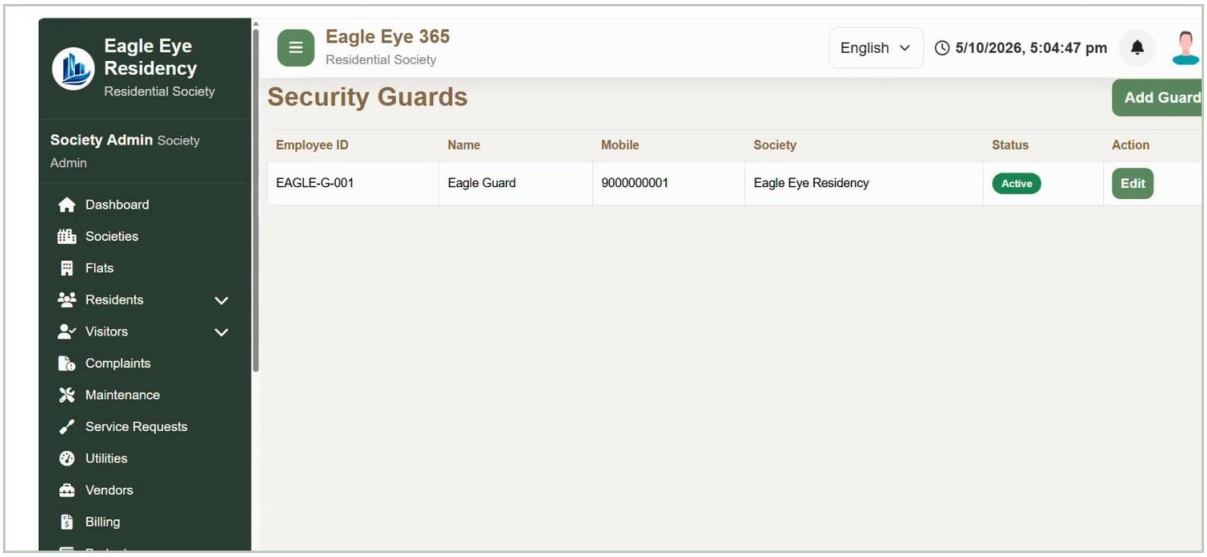


Figure 41: Guard Shifts, Security Guards and Gate Logs

What you see

- Security Guards: Employee ID, Name, Mobile, Society and Status, with an Add Guard button.
- Guard Shifts: Guard, Shift, Gate and Time.
- Gate Logs: Date, Visitor, Resident, Guard, Entry and Exit times.

How to use it

1. Open the page you need from Quick Actions.
2. Add a guard or review who entered and left, and when.

5.22 Hindi language

The Society Admin dashboard can be switched to Hindi at any time. Society Management, for example, appears as shown below.

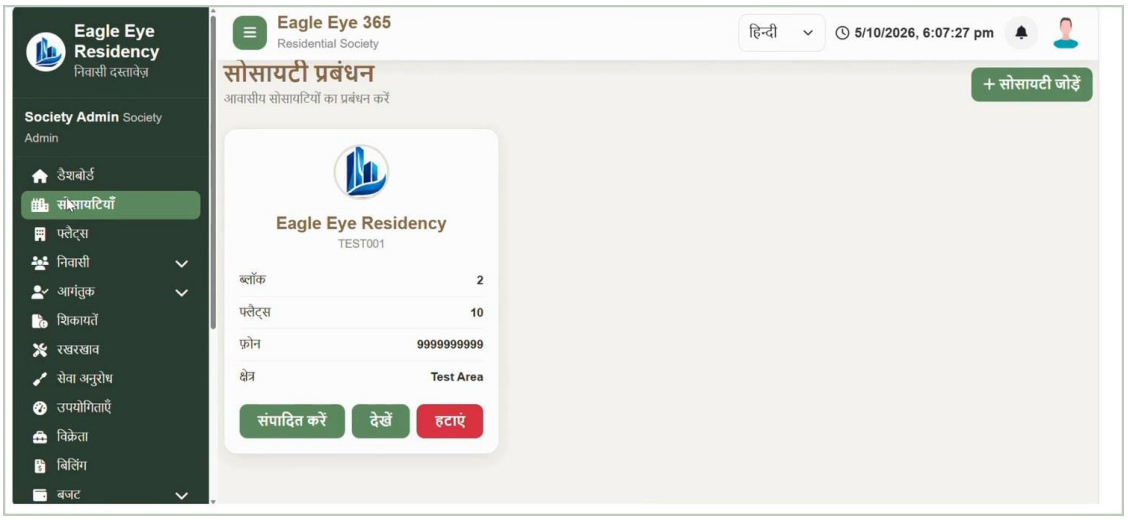


Figure 42: Society Management in Hindi

6. Society Manager

The Society Manager oversees day-to-day operations and has a menu similar to the Society Admin.

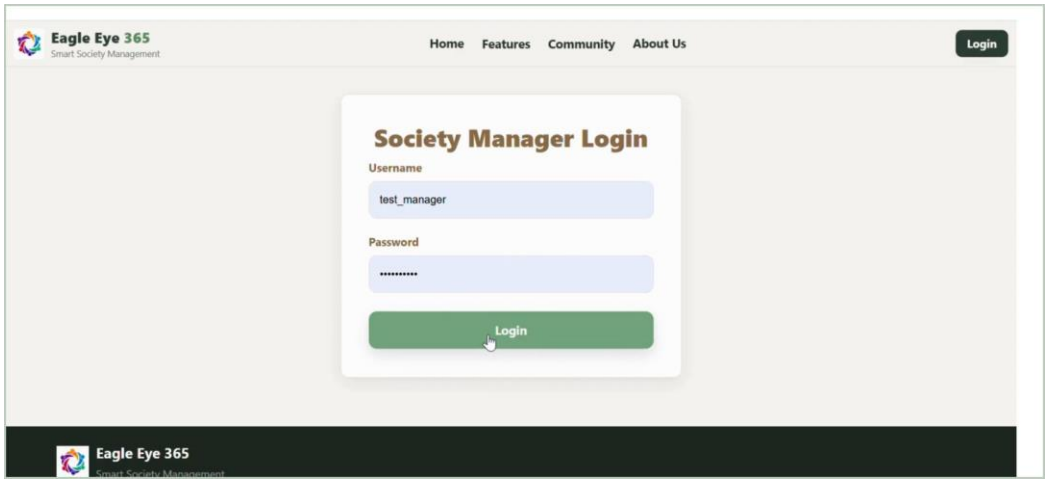


Figure 43: Society Manager: login page

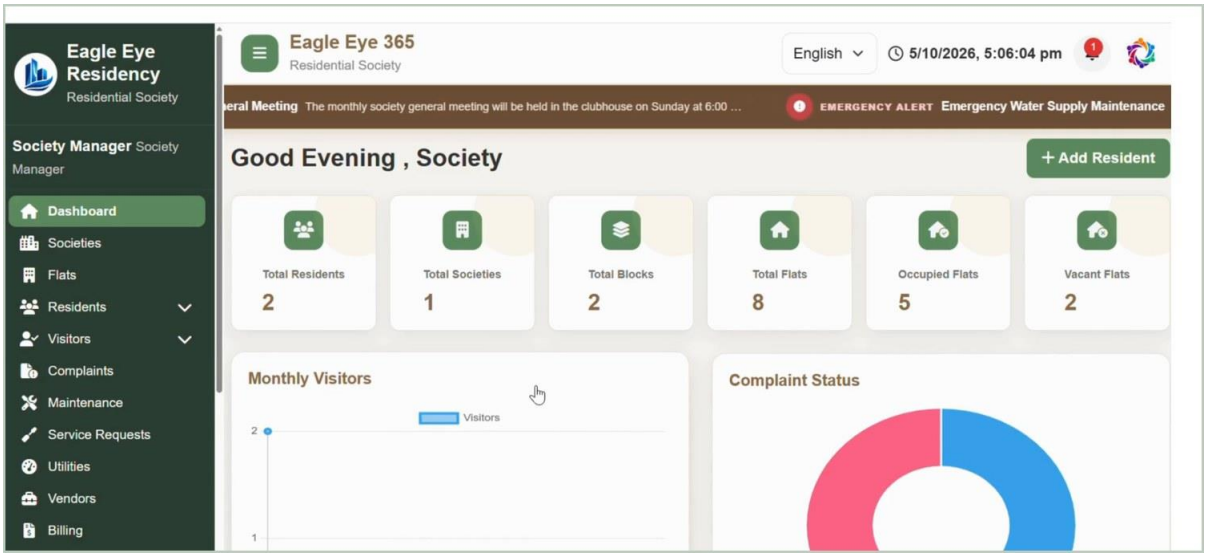


Figure 44: Society Manager: dashboard

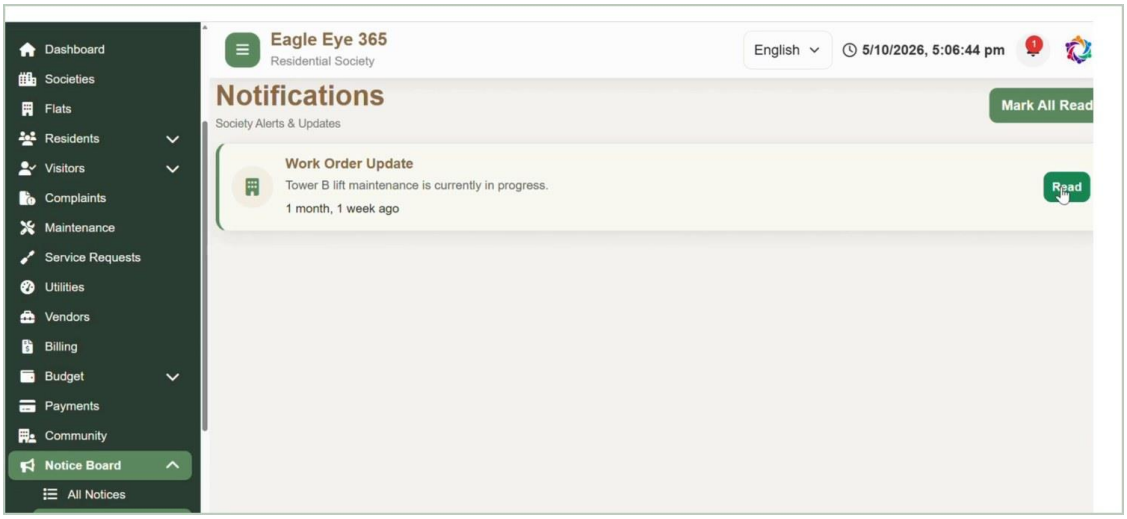


Figure 45: Society Manager: related screen

What you see

- Society snapshot with Total Residents, Societies, Blocks, Flats, Occupied and Vacant Flats.
- Emergency alerts and notices at the top; notifications arrive through the bell icon.

How to use it

1. Choose Society Manager from the Login menu and sign in.
2. Use the left menu to manage visitors, complaints, maintenance, billing and more.
3. Click the bell icon to see the latest notifications, then View All.

7. Treasurer and Accountant

Treasurer and Accountant sign in separately and get a focused finance workspace.

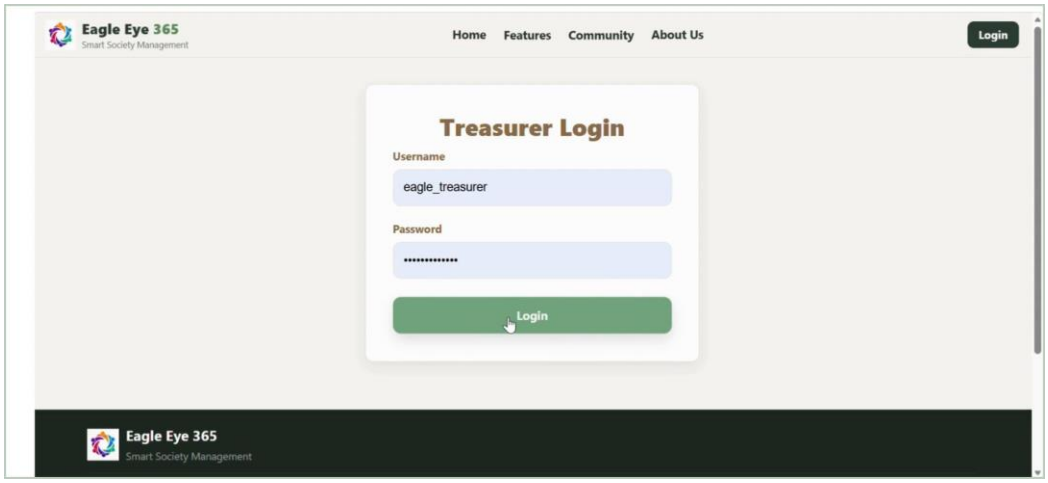


Figure 46: Treasurer and Accountant: login page

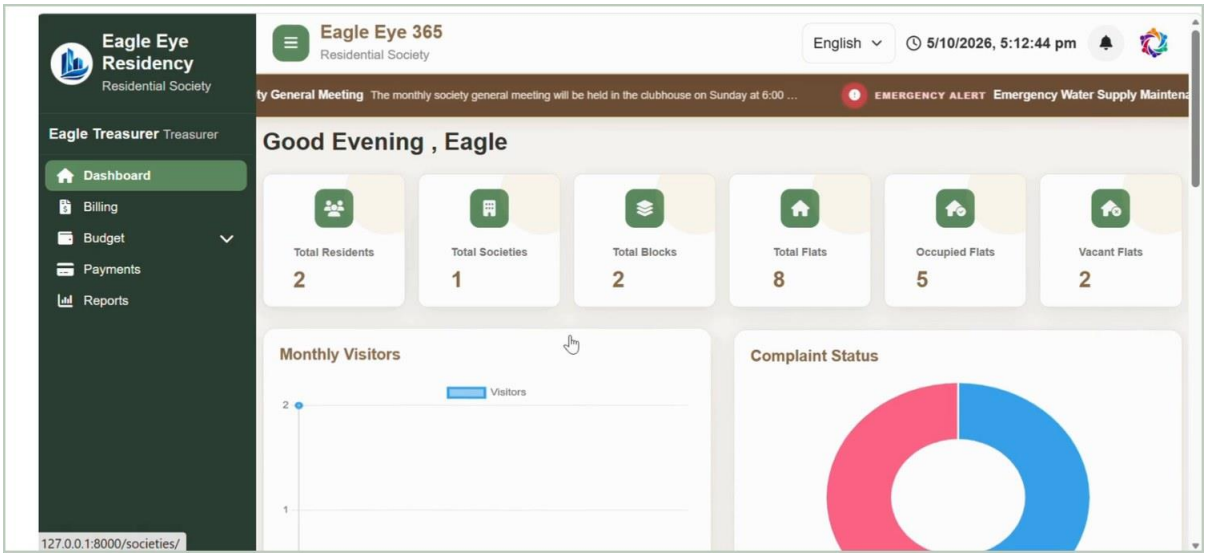


Figure 47: Treasurer and Accountant: dashboard

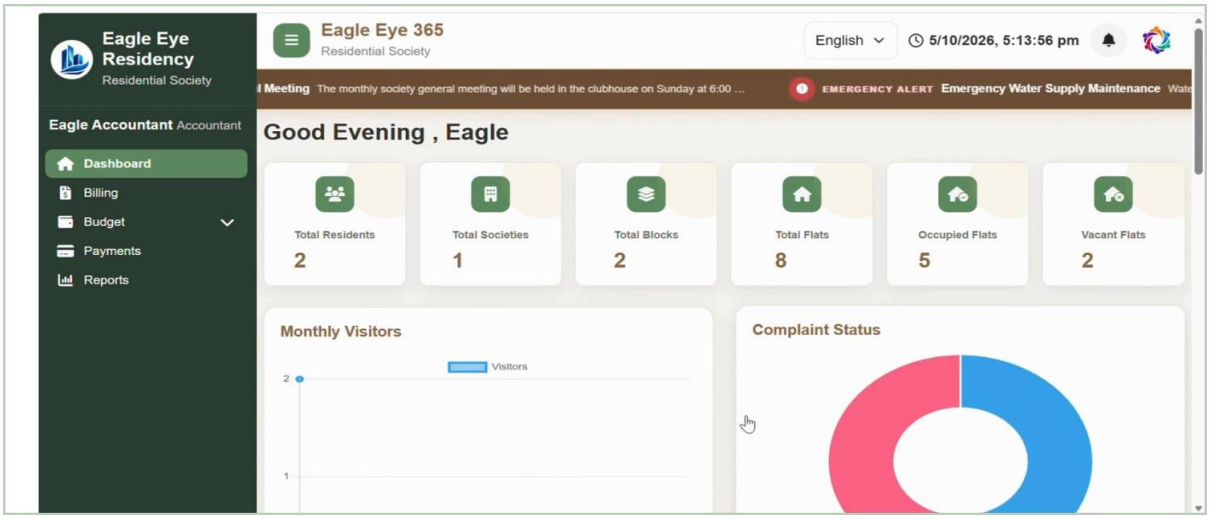


Figure 48: Treasurer and Accountant: related screen

What you see

- Menu: Dashboard, Billing, Budget, Payments and Reports.
- The same society snapshot and charts as other roles.

How to use it

1. Choose Treasurer or Accountant from the Login menu.
2. Use Billing, Budget and Payments to manage money; use Reports for financial reports.

8. Security Supervisor and Security Guard

Security roles monitor and record who comes in and out of the society.

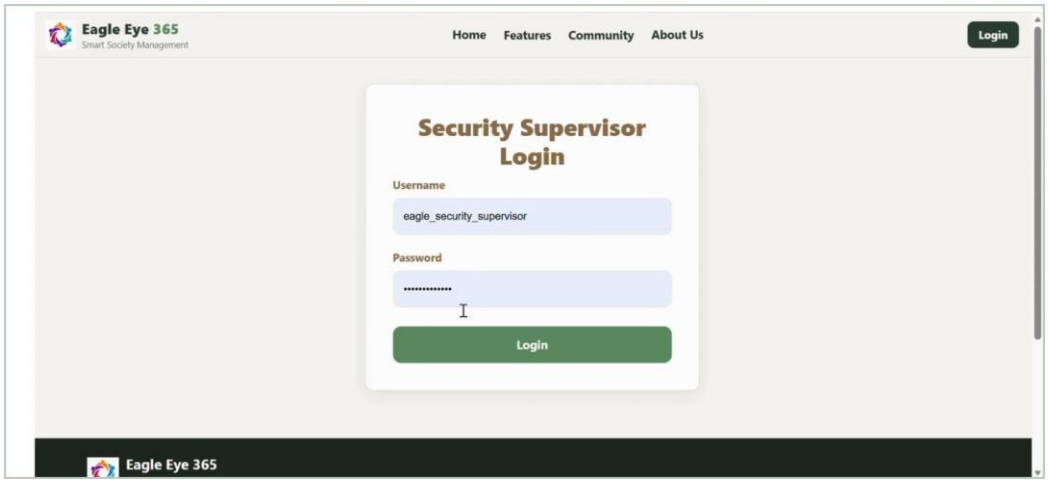


Figure 49: Security Supervisor and Security Guard: login page

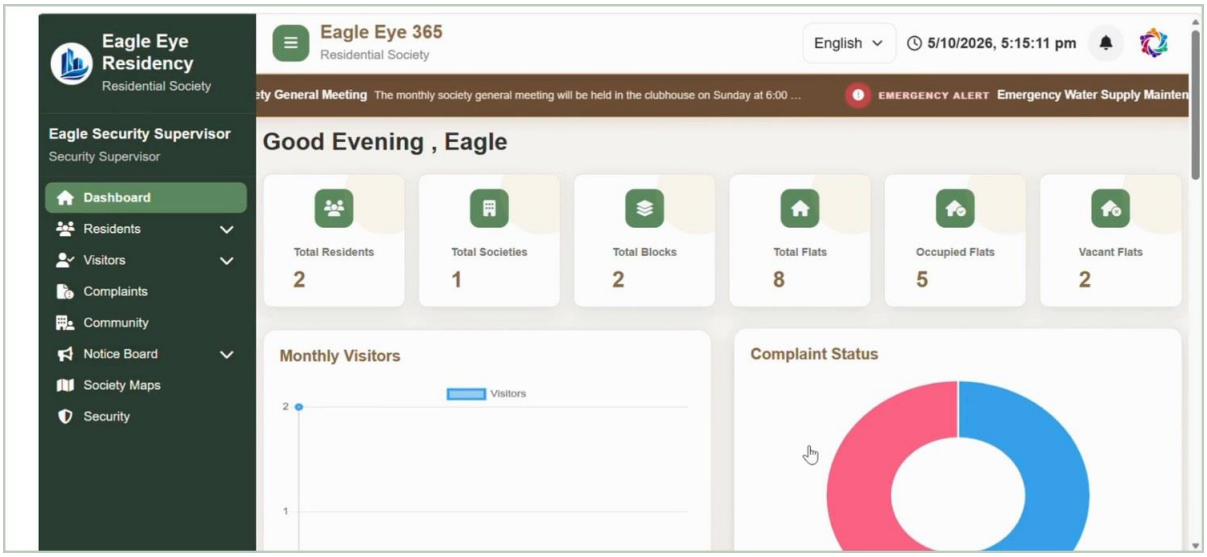


Figure 50: Security Supervisor and Security Guard: dashboard

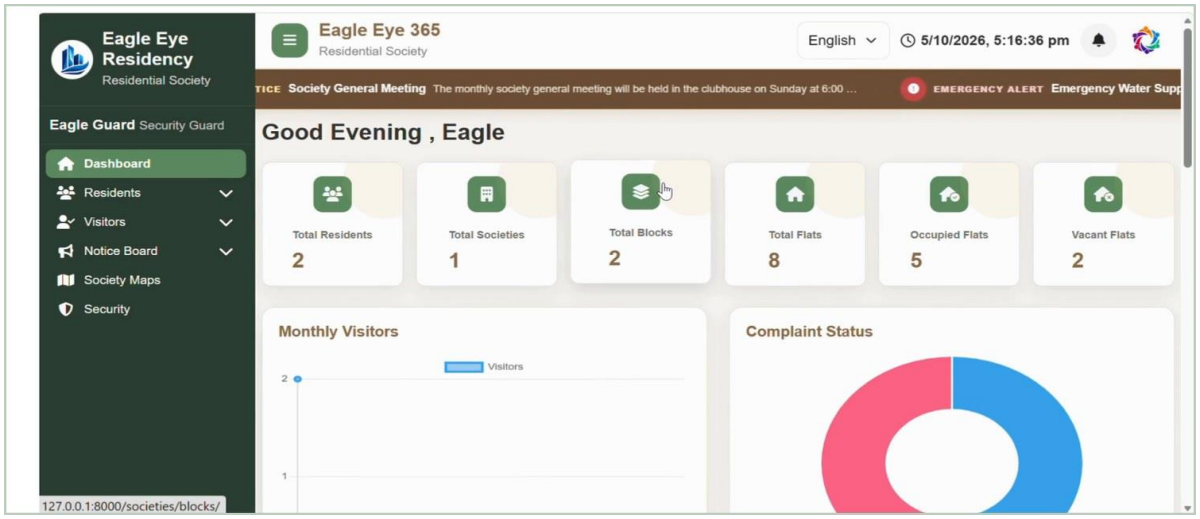


Figure 51: Security Supervisor and Security Guard: related screen

What you see

- Menu: Dashboard, Residents, Visitors, Complaints, Community, Notice Board, Society Maps and Security.
- The Security Guard has a simple gate-focused dashboard.

How to use it

1. Choose Security Supervisor or Security Guard from the Login menu.
2. Use Visitors to approve and record entries; use Security for guard and gate information.

9. Maintenance Manager and Maintenance Staff

Maintenance roles handle complaints and service requests.

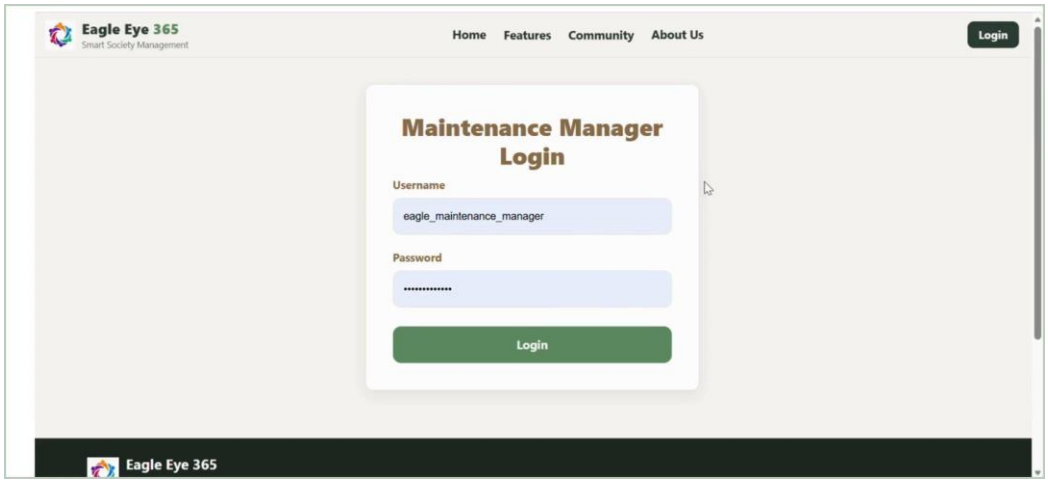


Figure 52: Maintenance Manager and Maintenance Staff: login page

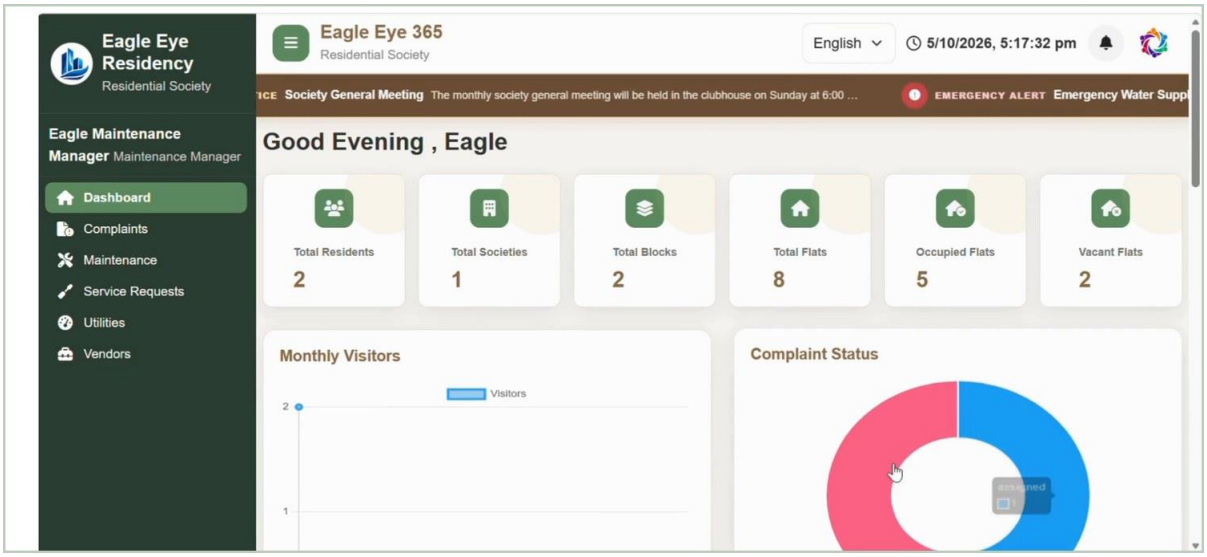


Figure 53: Maintenance Manager and Maintenance Staff: dashboard

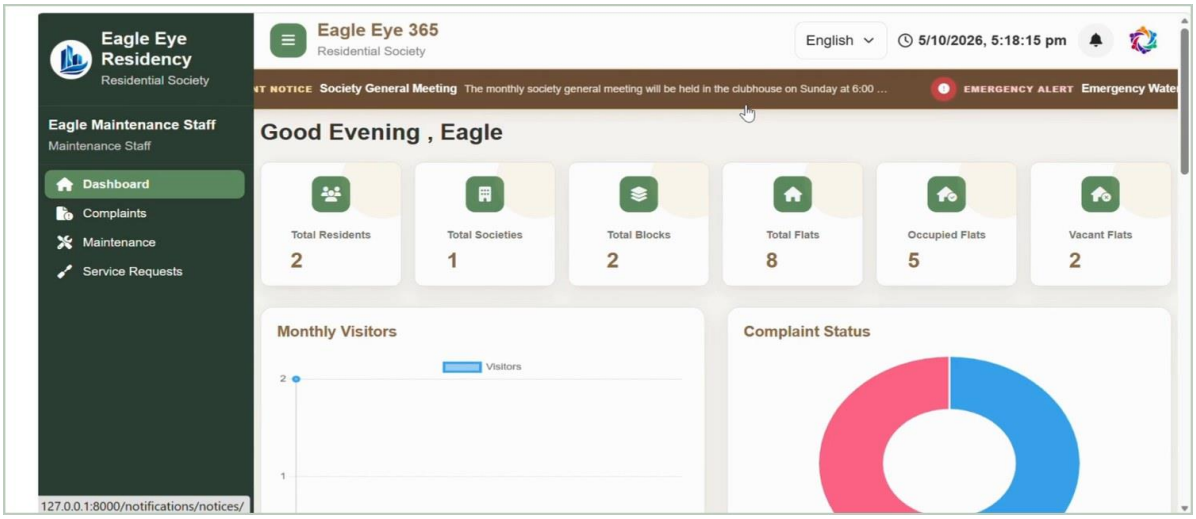


Figure 54: Maintenance Manager and Maintenance Staff: related screen

What you see

- Maintenance Manager menu: Dashboard, Complaints, Maintenance, Service Requests, Utilities and Vendors.
- Maintenance Staff menu: Dashboard, Complaints, Maintenance and Service Requests.

How to use it

1. Choose Maintenance Manager or Maintenance Staff from the Login menu.
2. Open Complaints and Service Requests to see the work assigned to you and update its status.

10. Resident (Owner and Tenant)

Owners and tenants share the same Resident dashboard, so it is described once here.

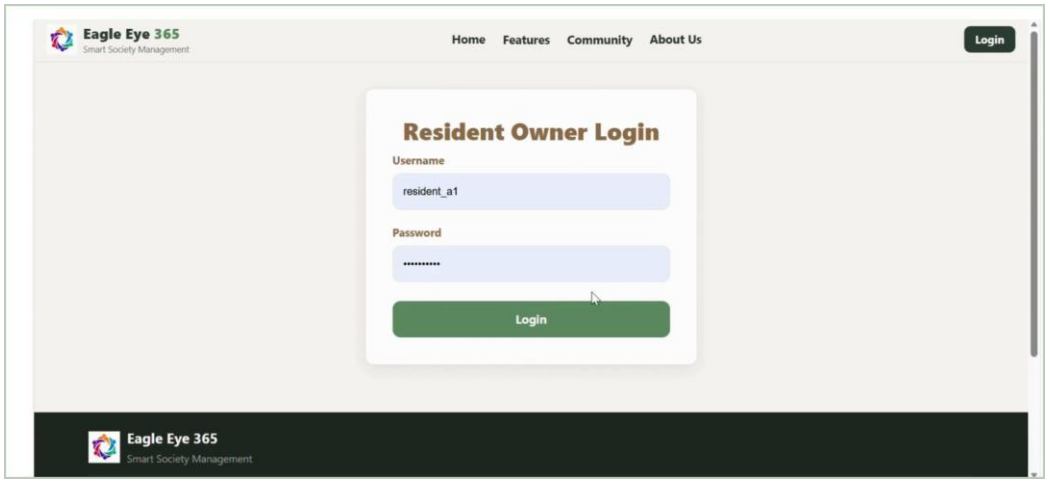


Figure 55: Resident (Owner and Tenant): login page

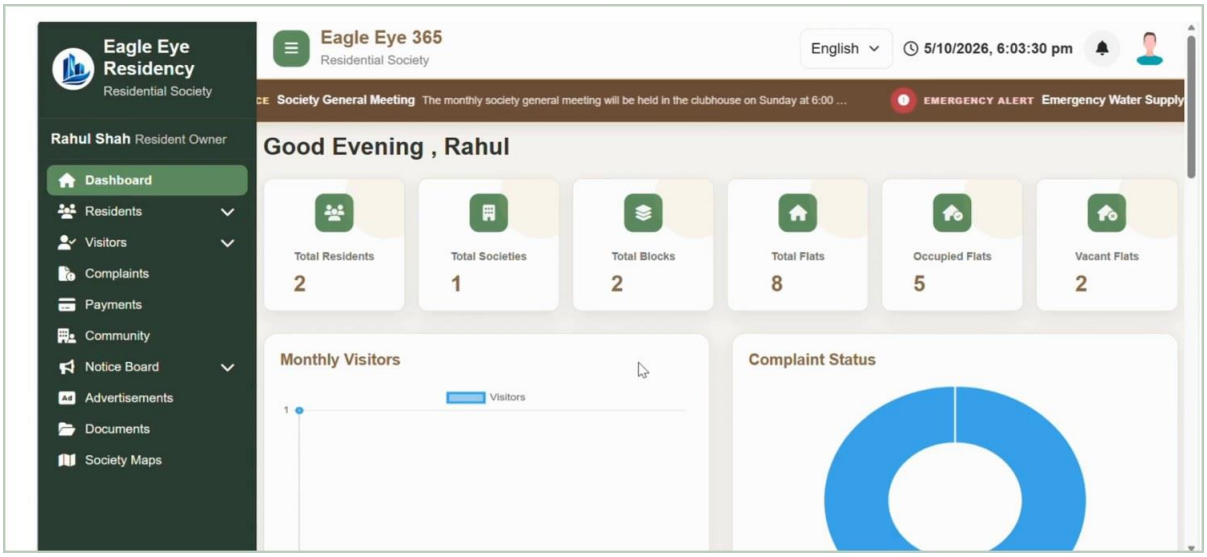


Figure 56: Resident (Owner and Tenant): dashboard

What you see

- Menu: Dashboard, Residents, Visitors, Complaints, Payments, Community, Notice Board, Advertisements, Documents and Society Maps.
- The dashboard greets the resident by name and shows the society summary.

How to use it

1. Choose Residents from the Login menu and sign in as Resident.
2. Use Visitors to manage visitors, Complaints to report issues, Payments to review dues and Notice Board to read announcements.

11. Vendor

Vendors get a dedicated login for the work assigned to them.

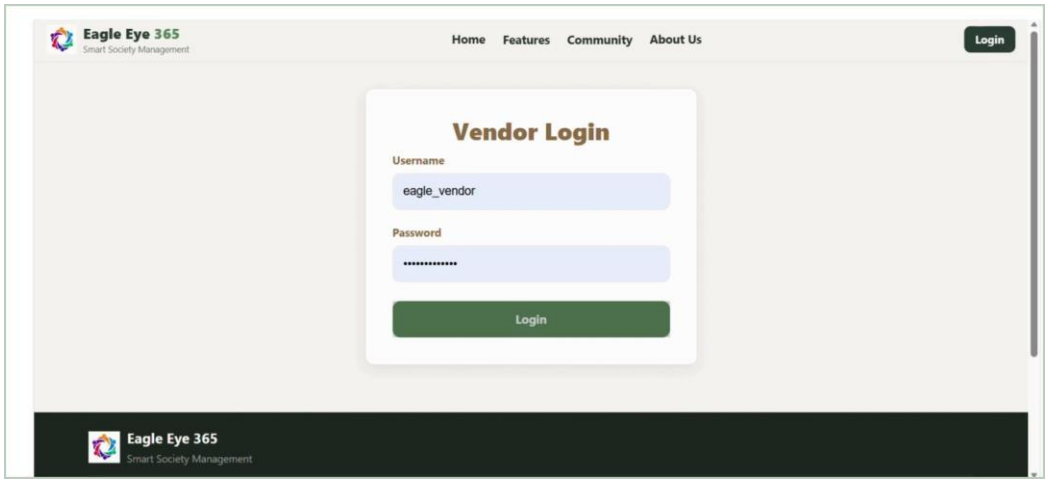


Figure 57: Vendor: login page

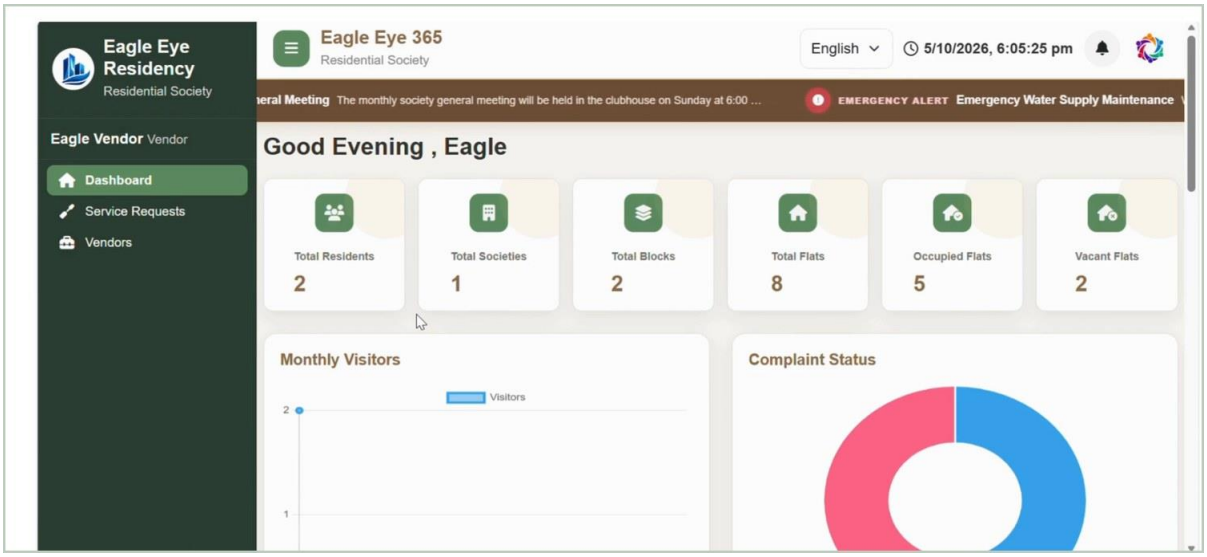


Figure 58: Vendor: dashboard

What you see

- Menu: Dashboard, Service Requests and Vendors.

How to use it

1. Choose Vendor from the Other Services group of the Login menu.
2. Open Service Requests to see and update your assigned requests.

12. Reception

The front desk uses Reception for day-to-day work.

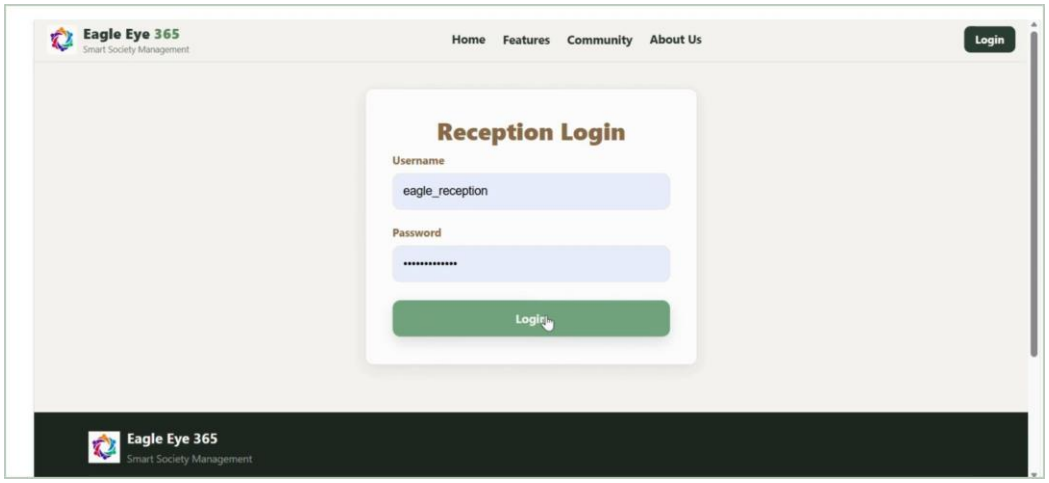


Figure 59: Reception: login page

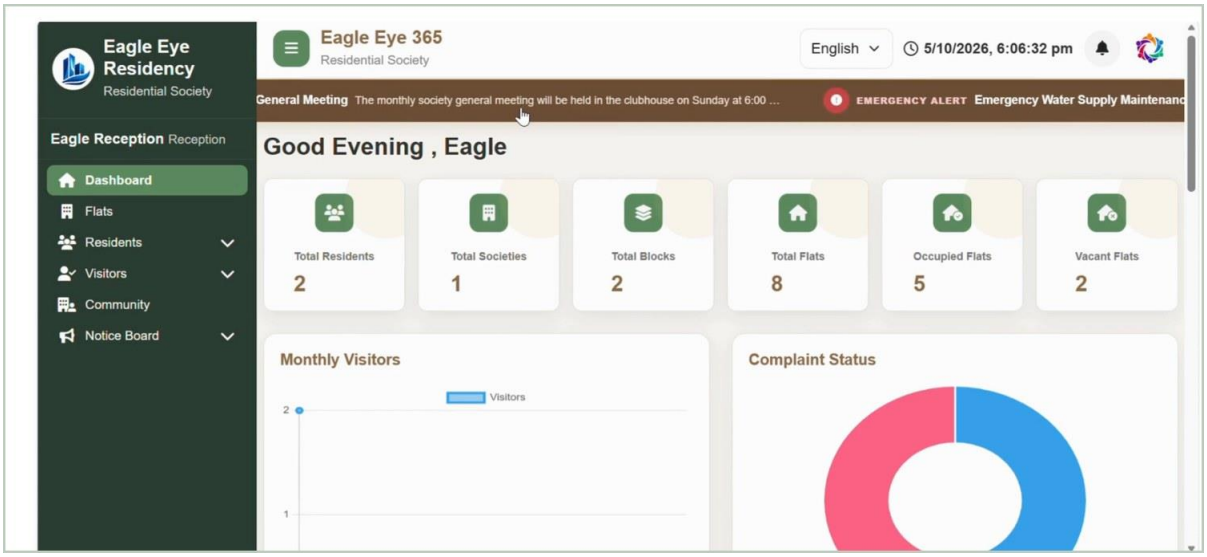


Figure 60: Reception: dashboard

What you see

- Menu: Dashboard, Residents, Visitors, Community and Notice Board.

How to use it

1. Choose Reception from the Other Services group of the Login menu.
2. Use Visitors to record and manage visitors at the front desk.

13. Tips and Troubleshooting

13.1 Tips

- Check Emergency Alerts on your dashboard each day.
- Use the filters and search boxes on list pages to find records quickly.
- Use Export PDF on reports to save or share them.
- Log out when you finish, especially on a shared device.

13.2 Common questions

Problem	What to do
I cannot log in.	Make sure you chose your own role in the Login menu - every role has its own login page. Check your username and password, then try again. If it still fails, ask your Society Admin.
A menu item I expect is missing.	Menus depend on your role. For example, the Treasurer sees Billing, Budget, Payments and Reports only.
A page says "No … Found".	The list is empty because no records have been added yet, for example Utility Meters, Agreements or Society Maps.
The page looks different or text is in Hindi.	Use the language drop-down in the top bar and choose English or Hindi.
The page does not load.	Check your internet connection and refresh the page. If the problem continues, contact support.

14. Contact and Support

Thank you for using Eagle Eye 365. For help, visit our website or contact us.

	Details
Website	eagleeye365.com
Email	info@eagleeye.com
Contact	7567148677