Lumina Cloud Systems

Internal Knowledge Base & Frequently Asked Questions

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1. Introduction

Lumina Cloud Systems is the industry-leading project management platform designed specifically for creative agencies, architectural firms, and high-growth marketing teams. Our goal is to consolidate the "fragmented tech stack" by offering task management, time tracking, and client collaboration in a single, high-performance interface.

2. General Onboarding Q&A

Q1: What is the core value proposition of Lumina Cloud? A: Lumina eliminates the need for separate apps for messaging, tasking, and billing. By centralizing these functions, teams report a 25% reduction in "admin fatigue" and improved project transparency.

Q2: How do I sign up for a demo? A: Prospective clients can visit our homepage and click "Book a Demo" to schedule a 15-minute walkthrough with a Solutions Consultant.

Q3: Is there a native mobile app available? A: Yes. Lumina is available on iOS (App Store) and Android (Play Store). The mobile app includes a "Focus Mode" that silences notifications during deep-work sessions.

Q4: Which web browsers are officially supported? A: We officially support Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge. For security reasons, we do not support versions of Internet Explorer.

Q5: Can I use Lumina for personal projects? A: Absolutely. Our "Spark" (Free) plan is perfect for individual freelancers and personal task management.

Q6: Does Lumina support Single Sign-On (SSO)? A: Yes, SSO is available for our "Radiance" (Enterprise) plan users, supporting Google Workspace, Microsoft Azure AD, and Okta.

Q7: Is there a limit to how many projects I can archive? A: No. Archived projects do not count toward your active project limit, and you can store an unlimited number of them for historical reference.

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3. Workspace & Task Management

Q8: What makes "Smart Workflows" different from standard templates? A: Smart Workflows use AI to analyze your team's past performance. It automatically suggests deadlines and assigns tasks to the team member with the most availability.

Q9: How do I invite external clients to a project? A: Within any project, click "Share" and select "Client Portal." You can then enter the client's email. They will see a simplified view of the project without seeing internal team discussions.

Q10: Can I track time directly inside a task? A: Yes. Every task card features a "Play" button. When clicked, it logs time against that specific task and automatically populates your weekly timesheet.

Q11: What are "Dependencies" and how do I set them? A: Dependencies allow you to link tasks (e.g., "Design" cannot start until "Research" is finished). You can set these in the Gantt Chart view by dragging a line between task bars.

Q12: Is there a limit on file upload sizes? A: Free users can upload files up to 25MB. Paid users (Glow and Radiance) can upload files up to 2GB. We also offer native integrations with Google Drive and Dropbox for larger assets.

Q13: How do I use the "Global Search" function? A: Press `Cmd + K` (Mac) or `Ctrl + K` (Windows) from anywhere in the app to open the Global Search bar, which searches through tasks, comments, files, and teammates.

Q14: Can I create recurring tasks for monthly billing or weekly meetings? A: Yes. In the task settings, click on "Repeat" and set your custom frequency. The task will automatically reappear once the previous instance is marked "Complete."

Q15: What is the "Resource Heatmap"? A: This is a manager-level view that shows which employees are overworked (highlighted in red) and who has extra capacity (highlighted in green).

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4. Subscription & Billing

Q16: Do you offer a discount for non-profit organizations? A: Yes, verified 501(c)(3) organizations are eligible for a 40% discount on our "Glow" plan. Please contact `billing@luminacloud.fake` to apply.

Q17: What happens if I want to cancel my subscription? A: You can cancel at any time via the Billing tab. Your account will remain active until the end of the current billing cycle, after which it will revert to the "Spark" (Free) plan.

Q18: How do I change my credit card information? A: Only the "Workspace Owner" can update payment methods. Go to **Settings > Billing > Payment Methods** to add or remove cards.

Q19: Can I pay via wire transfer or check? A: We only accept wire transfers for annual "Radiance" (Enterprise) contracts exceeding $5,000 per year. All other plans must be paid via Credit Card or PayPal.

5. Security & Data Privacy

Q20: Where is my data physically stored? A: Our primary servers are located in AWS (Amazon Web Services) data centers in Northern Virginia (US) and Dublin (Ireland).

Q21: Is Lumina Cloud GDPR compliant? A: Yes. We are fully compliant with GDPR, CCPA, and SOC2 Type II standards. You can download our latest security audit from the Trust Center.

Q22: Does Lumina have Two-Factor Authentication (2FA)? A: Yes. We support 2FA via SMS or Authenticator Apps (like Google Authenticator or Authy). We highly recommend all users enable this in their Security settings.

Q23: How often is my data backed up? A: We perform full system backups every 24 hours and incremental backups every 4 hours to ensure zero data loss in the event of a system failure.

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6. Troubleshooting & Support

Q24: Why am I not receiving email notifications? A: Please check your "Notifications" settings to ensure they aren't set to "In-App Only." Also, ensure that emails from `@luminacloud.fake` are not being blocked by your corporate firewall or spam filter.

Q25: The app is loading slowly. What should I do? A: First, check your internet connection. If the issue persists, try clearing your browser cache or checking our status page at `status.luminacloud.fake` to see if there is a known service interruption.

Q26: I accidentally deleted a project. Can I get it back? A: Deleted projects are moved to the "Trash" folder for 30 days. After 30 days, they are permanently purged from our servers and cannot be recovered.

Q27: How do I generate an API key for custom integrations? A: If you are on the "Radiance" plan, navigate to **Settings > Developer Portal** to generate and manage your API keys.

Q28: How can I contact a human for support? A: Our support team is available 24/5 via the Live Chat widget in the bottom right corner of the dashboard, or 24/7 via email at `support@luminacloud.fake`.

Q29: Can I export my data if I choose to leave Lumina? A: Yes. You can export all project data, tasks, and time logs into `.csv` or `.json` formats at any time from the Data Management tab.

Contact Information

- **Website:** `www.luminacloud.fake`
- **Support Email:** `support@luminacloud.fake`
- **Sales Email:** `sales@luminacloud.fake`
- **HQ Address:** 101 Innovation Way, San Francisco, CA 94105