EZ360PM User Manual v2 (In■App Help + Legal + Launch Ops)

What's new in v2
- In-app Help Center (/help/) with module guides and a roles/permissions matrix.
- Legal pages (/legal/*) linked in app footer: Terms, Privacy, Cookies, Acceptable Use, Security, Refund Policy.
- Dead-end fixes: 404/500 dashboard links, documents numbering link, time entry create link.
- Help is public + authenticated: same URLs, rendered in the appropriate shell.

How to use this manual
1) Use the Help Center for day-to-day workflows and quick answers.
2) Use Ops → Launch Checks to confirm readiness before production cutover.
3) Use Ops → Storage to validate S3 posture and run smoke tests.

Where the docs live in the repo
- docs/USER_MANUAL_v1.pdf (baseline manual)
- docs/USER_MANUAL_v2.pdf (this addendum)
- docs/MEDIA_STORAGE.md (S3/CORS/lifecycle details)
- docs/ROADMAP.md (launch plan and remaining work)

Roles & Permissions Matrix (Operational Summary)

Role hierarchy: Staff < Manager < Admin < Owner

Key permissions:
- Staff: create time entries; see assigned projects (if staff visibility is restricted).
- Manager: approve time; create invoices/payments/expenses; upload receipts; see all projects.
- Admin/Owner: company settings; team management; billing management; ops access.

Project file permissions:
- Manager+: upload/download any project file in the active company.
- Staff: upload/download only if assigned to the project.

Ops access:
- Intended for Admin/Owner (and staff-only accounts).
- Use Launch Gate as your "do not ship until green" checklist.

Launch Checklist (Storage + Legal + UX)

Storage (S3)
- Ops → Storage smoke tests pass (private object write + signed URL).
- AWS console: Block Public Access ON for private bucket.
- AWS console: CORS configured for presigned POST from your domain(s).
- AWS console: Lifecycle rules (abort incomplete multipart; optional ops/smoke expiry).
- End-to-end: upload/download receipt and project file from the UI.

Legal
- Terms / Privacy / Cookies / Acceptable Use pages reviewed and customized.
- Footer links visible in app + public pages.
- Support contact path defined (Help Center).

UX / Dead Ends
- 404/500 pages route back to core dashboard.
- Getting Started links resolve.
- Time list "Add time entry" button resolves.