

# AIZYNE HomeCore

## Complete User Guide

---

A detailed guide to organising your household, property, documents, reminders, assets, vehicles, incidents, emergency information, backups and privacy.

Guide version 1.0 • 29 August 2026

### **Designed for ordinary home users**

You do not need database, cloud, IT or accounting knowledge to use HomeCore. The program is designed around clear, deliberate actions and local Windows storage.

**Support:** [support\\_homecore@aizynegroup.com](mailto:support_homecore@aizynegroup.com)

# About this guide

This guide explains the released Aizyne HomeCore application from a user's point of view. It is intended both for new users and for people who return later because they need help with a particular feature.

HomeCore is a local-first Windows household organisation system. Its purpose is to keep useful household information together without requiring a cloud account, a web browser, a separate database program or a subscription.

## Important

HomeCore helps you organise information. It does not replace legal, financial, insurance, medical, emergency-service or professional advice.

## How to use this guide

- If you have just installed HomeCore, start with Quick start and Getting to know the window.
- If you are adding information, go directly to the relevant section such as People, Properties, Vehicles or Reminders.
- If you are worried about losing information, read Backups, Portable export/import and Recycle Bin.
- If you need to share household information in an emergency, read Emergency summary and emergency pack before sending anything.
- If HomeCore is prompting you to review something, read Readiness centre and Household today.

## Contents

1. Quick start
2. What HomeCore does
3. Installing and opening HomeCore
4. Understanding the HomeCore window
5. How records work
6. Household today
7. Household
8. People
9. Person documents
10. Properties
11. Rooms / areas
12. Assets / inventory
13. Asset evidence
14. Vehicles
15. Vehicle evidence
16. Property documents
17. Property insurance
18. Incidents and claims
19. Incident evidence, affected items and timeline
20. Reminders / tasks
21. Preferred suppliers / providers

- 22. Universal document vault
- 23. Search records
- 24. Readiness centre
- 25. Emergency summary, emergency pack and sharing
- 26. Recycle Bin
- 27. Activity history
- 28. Backups
- 29. Portable export / import
- 30. Settings, appearance and storage
- 31. Privacy lock
- 32. Good day-to-day routines
- 33. Data safety, privacy and sharing
- 34. Removing, reinstalling and updating HomeCore
- 35. Troubleshooting
- 36. Frequently asked questions
- 37. Glossary
- 38. Support

# 1. Quick start

For a completely new HomeCore file, the simplest order is:

| Step | What to do                                                                                        |
|------|---------------------------------------------------------------------------------------------------|
| 1    | Open HomeCore and create the household record.                                                    |
| 2    | Add the people who belong to or are closely connected with the household.                         |
| 3    | Add one or more properties. Choose the correct ownership or rental information for each property. |
| 4    | Add rooms or areas to a property where useful.                                                    |
| 5    | Add important assets and household inventory, linking them to the correct property or room.       |
| 6    | Add vehicles and any supporting evidence.                                                         |
| 7    | Add important documents, insurance policies, suppliers and contacts.                              |
| 8    | Create reminders for dates that must not be forgotten.                                            |
| 9    | Review Household today and the Readiness centre.                                                  |
| 10   | Create a local backup once you have entered meaningful information.                               |

## The key HomeCore rule

Creating a new record and updating an existing record are deliberately separate actions. Select the existing record first when you mean to change it. This helps reduce accidental overwriting.

## Nothing is sent automatically

HomeCore stores and exports information locally. Emergency packs and reports are created on the Windows device. You decide whether to print, copy or send them.

# 2. What HomeCore does

HomeCore acts as a structured household information centre. It keeps related information connected while allowing each record to remain understandable on its own.

| Area | Typical information |
|------|---------------------|
|------|---------------------|

|                                |                                                                                                                  |
|--------------------------------|------------------------------------------------------------------------------------------------------------------|
| Household                      | Household name, country/nation and storage notes.                                                                |
| People                         | Names, roles, relationships, phone numbers, email addresses and notes.                                           |
| Person documents               | Passports, licences, certificates and other official documents, including dates and copied files.                |
| Properties                     | Addresses, ownership/rental details, utilities, council tax, maintenance, safety, purchase and exit information. |
| Rooms / areas                  | Named rooms, garages, sheds, lofts, gardens or other property areas.                                             |
| Assets / inventory             | Important household possessions, values, serial/reference details and locations.                                 |
| Vehicles                       | Vehicle identity and supporting household records.                                                               |
| Property documents / insurance | Property files, references, review dates, policy details and copied evidence.                                    |
| Incidents                      | Loss, damage or other household incidents and claims.                                                            |
| Reminders / tasks              | Due dates, recurring household actions and follow-up work.                                                       |
| Preferred suppliers            | Trusted contractors, providers and emergency contacts.                                                           |
| Document vault                 | General household documents that do not belong in a specialist section.                                          |

### 3. Installing and opening HomeCore

Install HomeCore using the download or Store listing from which you obtained the application. Windows manages the application installation. Once installed, open Aizyne HomeCore from the Start menu or its Windows shortcut.

#### First opening

- HomeCore creates or opens its local household data storage.
- If a privacy PIN has previously been enabled, HomeCore will ask for it before allowing access.
- The application loads the saved household and related records if they already exist.
- The default HomeCore area opens and the left navigation can then be used to move between sections.

#### **Do not create duplicate household records**

HomeCore is designed around one saved household in the local HomeCore file. Linked people, properties,

assets, vehicles, reminders and incidents are separate records beneath that household.

## 4. Understanding the HomeCore window

The main window is divided into three working areas.

| Area                | Purpose                                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------------------|
| Left navigation     | Moves between HomeCore sections such as Household, People, Properties, Reminders, Settings and Readiness centre. |
| Main workspace      | Shows the form, list or tools for the section you are currently using.                                           |
| Right context panel | Shows saved related records, the current selection, helpful context and guided next actions where available.     |

### Main navigation sections

- Household
- People
- Person documents
- Properties
- Rooms / areas
- Assets / inventory
- Vehicles
- Vehicle evidence
- Asset evidence
- Property documents
- Property insurance
- Incidents
- Incident evidence
- Reminders / tasks
- Preferred suppliers
- Settings
- Search records
- Help / guide
- Recycle Bin
- Activity history
- Document vault
- Readiness centre
- Portable export / import

### Responsive layout

HomeCore adapts its workspace when the window becomes narrower. If something feels cramped, maximise the window before assuming information is missing.

## 5. How records work

### Parent and linked records

Some HomeCore information only makes sense when it is linked to something else. For example, a room belongs to a property; an asset can be linked to a room; a person document belongs to a person; incident evidence belongs to an incident.

HomeCore therefore guides you to select or create the required parent record first. If a required parent record does not exist, the program may take you to the relevant section rather than allowing an incomplete child record to be saved.

### Create new versus update selected

- Use Create new when you are making a genuinely new record.
- Use Update selected when you have deliberately selected an existing saved record and want to change it.
- After saving, HomeCore may offer or open the next related area, such as moving from a person to that person's documents or from a property to its rooms.

### Dates

Date fields are used throughout HomeCore for purchases, tenancies, policies, reviews, maintenance, reminders and incidents. Where a date button is available, use it rather than typing an ambiguous date.

#### Date accuracy matters

Readiness and reminder features depend on saved dates. If a date is wrong, the resulting urgent, due or upcoming guidance can also be wrong.

## 6. Household today

Household today is designed as a practical overview of what needs attention now. It brings together due or overdue reminders, preferred emergency suppliers, incident information and the next recommended HomeCore area.

### Using Household today

1. Open the Household area.
2. Refresh the today overview if you have just made several changes.
3. Review due and overdue reminders.
4. Review any urgent supplier or incident information shown.
5. Use the recommended action to open the relevant HomeCore area. HomeCore opens the area; it does not automatically change the record.

**Good daily starting point**

If you use HomeCore regularly, Household today is usually the quickest place to begin.

## 7. Household

The Household record is the top-level record for the local HomeCore file.

### Creating the household

| Step | What to do                                                |
|------|-----------------------------------------------------------|
| 1    | Open Household.                                           |
| 2    | Choose the action to create the household.                |
| 3    | Enter a clear household name.                             |
| 4    | Choose the relevant UK nation/country option where shown. |
| 5    | Add storage or household notes if useful.                 |
| 6    | Save the record.                                          |

Once the household is saved, HomeCore unlocks and guides the use of related areas such as People, Properties, Assets, Vehicles, Reminders and Incidents.

### Updating the household

Use Update saved household only when you intend to change the household's own details. Linked people, properties and other records are not merged into the household record and are managed separately.

## 8. People

Use People for household members, relatives, carers, key contacts or other people whose details need to be organised as part of the household.

### Creating a person

1. Open People.
2. Choose Create new person.
3. Enter the person's full name.
4. Add their role and relationship to the household where relevant.
5. Add phone, email and useful notes.
6. Save.

## Updating a person

1. Select the saved person from the available records.
2. Confirm the correct person is selected.
3. Choose the update action.
4. Make the required changes and save.

### Privacy

Only store personal details that are genuinely useful for household organisation. Be especially careful before copying those details into an emergency pack or other shareable report.

## 9. Person documents

Person documents are for official or important documents attached to a specific saved person.

- Document type and title
- Reference or document number
- Issuing country or authority
- Issue date
- Expiry date
- Notes
- A copied local file where one is attached

### Adding a person document

1. Create or select the person first.
2. Open Person documents.
3. Choose the required person if HomeCore has not already carried the selection across.
4. Choose Create new.
5. Enter document details and dates.
6. Select the source file if you want HomeCore to keep a copied evidence file.
7. Save.

### Keep originals safe

A copied file in HomeCore should not be your only copy of an important official document. Retain the original document and use proper backups.

## 10. Properties

Properties is one of HomeCore's most detailed areas. It can handle purchased and rented homes, their running costs, utilities, maintenance and eventual exit.

## Core property details

- Property name and full address
- Property type
- Tenure
- Property status and status date
- Occupancy start date
- General notes

## Purchased property information

- Purchase date and purchase price
- Funding type
- Seller
- Solicitor
- Mortgage lender and mortgage reference
- Title number
- Fees and taxes
- Purchase notes

## Rental property information

- Rental start and end dates
- Landlord or letting agent
- Phone and email
- Tenancy type
- Rent amount and frequency
- Deposit amount and deposit scheme
- Tenancy reference
- Responsibilities and rental notes

## Council tax and utilities

- Council tax authority, band and account reference
- Electricity supplier and account reference
- Gas supplier and account reference
- Water supplier and account reference
- Broadband supplier and account reference
- Service charges and ground rent where relevant

## Access, safety and maintenance

- Maintenance responsibility
- Emergency access notes
- Key-holder notes
- Alarm/security notes
- Electrical check date
- Gas/boiler service date
- Smoke alarm and fire safety checks
- Roof/gutter and damp/mould checks
- Next maintenance review date

## Leaving a purchased property

Use the property exit information for a sale, move or other change of occupancy. HomeCore can record dates such as sale instruction, sale agreed and sale completion, along with estate agent, solicitor, buyer/new occupier, final utility readings, keys and forwarding information.

## Leaving a rental property

Rental exit has its own information so it is not confused with selling a property. You can record notice, notice period, reason for ending the tenancy, checkout inspection, inventory and cleaning notes, repairs or deductions, deposit return, final rent, closing balance, handover contact and exit notes.

### **Do not use the sale fields for a rental exit**

HomeCore keeps the two processes separate because the practical and financial steps are different.

# 11. Rooms / areas

Rooms / areas let you organise a property at a more useful level. Examples include Kitchen, Main bedroom, Garage, Shed, Loft, Garden or Home office.

1. Select the property.
2. Open Rooms / areas.
3. Create the room or area.
4. Give it a clear name and any useful notes.
5. Save, then add assets to that room if required.

### **Simple names work best**

Use names you would recognise immediately in an insurance claim or emergency, rather than vague labels such as Room 1.

# 12. Assets / inventory

Assets / inventory is for important possessions that you may need to identify, value, maintain, insure or prove ownership of.

## Useful asset information

- Asset name and category
- Property and room/area
- Make/model or identifying details
- Serial or reference information
- Purchase/value information where relevant
- Condition or notes
- Evidence files such as receipts or photographs

## Adding an asset

1. Create or select the relevant property.
2. Create or select a room/area if the asset belongs to a particular location.
3. Open Assets / inventory.
4. Create the asset and enter the useful identifying information.
5. Save.
6. Continue to Asset evidence if you want to attach supporting files.

## 13. Asset evidence

Asset evidence is for files that help prove the identity, condition, value or ownership of a saved asset.

- Receipts
- Photographs
- Valuations
- Warranty documents
- Serial-number photographs
- Repair records

### **Evidence is most useful before something goes wrong**

Add photographs, receipts and serial numbers when you acquire an important item rather than waiting until it is lost, stolen or damaged.

## 14. Vehicles

Vehicles stores household vehicle records and provides a parent record for vehicle evidence and incident links.

1. Open Vehicles.
2. Choose Create new.
3. Enter the identifying vehicle details shown by HomeCore.
4. Add relevant dates, references or notes.
5. Save.
6. Use Vehicle evidence for supporting documents or images.

## 15. Vehicle evidence

Vehicle evidence works in the same deliberate way as other linked evidence areas: select the vehicle first, then add or update the evidence record.

- Purchase evidence
- Photos
- Service or repair evidence
- Insurance-related files
- Other identifying or ownership documents

## 16. Property documents

Property documents is for documents tied to one saved property.

- Document type and title
- Reference number
- Document date
- Expiry or review date
- Copied source file
- Notes

### Use review dates

When a property document has an expiry or review date, save it. This allows the Readiness centre to help surface documents that need attention.

## 17. Property insurance

Property insurance keeps the practical policy information that may be needed quickly during a claim.

- Policy type and title
- Insurer
- Policy number
- Cover level
- Start and renewal dates
- Premium and excess
- Claims phone/email
- Copied policy file
- Notes

### Check renewal dates

A policy can remain in HomeCore after it has expired. The saved dates and Readiness centre help you identify when review is needed; HomeCore does not renew policies for you.

## 18. Incidents and claims

Use Incidents for theft, loss, damage or another household event that you want to document and, if necessary, report to an insurer or authority.

### Typical incident information

- Incident type and title
- Incident date and reported date
- Status
- Claim reference
- Police reference
- Estimated loss value

- Description
- Actions taken
- Notes
- Links to a property, asset, vehicle or insurance policy where relevant

## Creating an incident

1. Open Incidents.
2. Choose Create new incident.
3. Enter the basic event details.
4. Link the relevant property, vehicle, asset or insurance policy where HomeCore offers the choice.
5. Save the incident.
6. Continue to affected items, timeline information or evidence as required.

### Preserve facts

When recording a serious incident, separate facts from guesses. Keep dates, reference numbers and original evidence accurate.

# 19. Incident evidence, affected items and timeline

An incident can contain more than a single note. HomeCore can keep evidence files and detailed links to affected items, timeline entries and related reports.

## Affected items

Saved household items can be marked as stolen, lost or damaged. HomeCore can preserve a snapshot of the item information so the incident record remains understandable even if the underlying asset later changes.

- Damage/loss status
- Estimated claim value or loss
- Whether the item should be included for police
- Whether the item should be included for insurance
- Incident-specific notes

## Incident evidence

- Photographs
- Scans
- Receipts
- Correspondence
- Reports
- Other supporting files

## Timeline and linked reports

Use timeline entries to record what happened and when. Linked reports can keep references to police, insurer or other incident-related reporting so the incident remains organised in chronological order.

## 20. Reminders / tasks

Reminders / tasks is HomeCore's practical follow-up system. It can track due items, overdue work and recurring household actions.

### Create a reminder

1. Open Reminders / tasks.
2. Choose Create new.
3. Give the reminder a clear title.
4. Set the due date or review date.
5. Link it to a relevant HomeCore record where appropriate.
6. Choose recurrence options if this is a repeating task.
7. Save.

### Recurring reminders

Recurring reminders are useful for boiler servicing, safety checks, policy reviews, vehicle tasks and other repeated household work. Depending on the saved reminder, HomeCore can support completion, pause and resume behaviour.

#### Unsaved work

Moving away from Reminders and back should not be treated as a command to erase an unsaved reminder form. Even so, save important changes deliberately rather than relying on an unfinished form remaining open.

## 21. Preferred suppliers / providers

Preferred suppliers is for trusted companies, tradespeople, service providers and emergency contacts you may need again.

- Supplier/provider name
- Type of service
- Phone and email
- Notes
- Links to relevant household records where supported

#### Emergency usefulness

Keep emergency supplier details current. Household today and the emergency pack can surface these contacts when they are most useful.

## 22. Universal document vault

The Document vault is for general household files that do not naturally belong to a specialist section.

- Give each document a useful title and category.

- Add an expiry or review date if one applies.
- Link the document to a saved record when that relationship is useful.
- Attach the source file if you want HomeCore to keep a local copied file.
- Create new and update selected remain separate actions.

#### Archive is not delete

Archiving a vault document moves its record to the Recycle Bin. The copied file is not treated as permanently deleted simply because the record has been archived.

## 23. Search records

Search records helps locate information across HomeCore without manually opening every section.

1. Open Search records.
2. Enter a meaningful word such as a person's name, supplier, property, vehicle or document title.
3. Review the module and detail shown in the results.
4. Choose the relevant result to navigate to its HomeCore area.

#### Search does not change data

Opening a search result is navigation. It should not itself edit, restore or delete the underlying record.

## 24. Readiness centre

The Readiness centre brings together prioritised next actions from across the household. It is designed to show what needs attention rather than forcing you to remember every date and section.

### Typical priority levels

| Priority  | Meaning                                                                            |
|-----------|------------------------------------------------------------------------------------|
| Urgent    | Requires current attention, including dates that are due today or already overdue. |
| Attention | Something should be reviewed before it becomes urgent.                             |
| Upcoming  | A future item is approaching and is worth planning for.                            |

1. Open Readiness centre.
2. Refresh the whole-system readiness review.
3. Select an item.
4. Read why it has been raised.
5. Use the action to open the related HomeCore area.
6. Make changes only after you have reviewed the actual record.

**Guidance, not automation**

Readiness actions guide you to the relevant place. HomeCore does not silently repair, renew, delete or alter records simply because readiness found an issue.

## 25. Emergency summary, emergency pack and sharing

HomeCore can create a local household emergency summary and a more complete emergency pack. These features are intended to help you gather practical information quickly while keeping you in control of what is shared.

### Emergency pack contents

- Household emergency summary in text and printable HTML form
- Emergency contacts
- People contacts
- Property access and utility information
- Vehicle information
- Open incidents
- Due reminders
- Emergency sharing checklist
- README before sharing

### Creating the emergency pack

1. Review the household information first.
2. Open the emergency tools in HomeCore.
3. Create/export the household emergency pack.
4. HomeCore creates the local folder and ZIP file in the configured Exports location.
5. Open the created folder or ZIP if you want to review the contents.
6. Read the sharing checklist before sending anything to another person or organisation.

### Copying the emergency summary

HomeCore can copy the household emergency summary to the Windows clipboard. This is convenient, but anything placed on the clipboard can potentially be pasted into another application, so review the destination before pasting.

### Sharing checklist

- Confirm who the recipient is.
- Decide what they actually need.
- Remove unrelated people, property, vehicle or incident details.
- Review financial/account references.
- Only include key, alarm or security details where genuinely needed.
- Do not share passwords, PINs, HomeCore backup files or the HomeCore database file.
- Remember that HomeCore has not sent anything automatically.

**Private household information**

Emergency packs may contain contact, property, security, vehicle and incident information. Treat the ZIP and its extracted files as private.

## 26. Recycle Bin

HomeCore's Recycle Bin provides a safety stage between an ordinary archive action and permanent deletion.

### Archiving a record

When a supported record is archived, it appears in the Recycle Bin rather than being immediately destroyed.

### Restoring a record

1. Open Recycle Bin.
2. Select the archived record.
3. Review its type, archive date, parent link and any recorded reason.
4. Choose Restore only when you intend to return it to normal use.

### Permanent deletion

Permanent deletion is deliberately separate from archiving and restoring. Use it only after checking the selected record carefully.

#### Permanent means permanent

Do not use permanent delete as a tidy-up shortcut. Create a current backup first if the record could ever be needed again.

If another HomeCore item links to an archived record, HomeCore can explain that the record is in the Recycle Bin and offer to open/select it. It does not restore the archived record automatically.

## 27. Activity history

Activity history records important local HomeCore changes made after the activity-history feature was introduced.

- Review recorded actions and the HomeCore area they relate to.
- Filter the displayed history.
- Select an entry to read its descriptive snapshot.
- Copy or export activity history where the program offers those actions.

#### What it is not

Activity history is not a complete forensic audit of everything that ever happened on the computer. It is a local HomeCore record of supported application activity.

Activity-history reports contain descriptive activity snapshots. They do not intentionally include privacy PINs or the contents of copied files.

## 28. Backups

A backup is one of the most important HomeCore habits. It protects you against accidental loss, hardware failure or mistakes that cannot be fixed through the Recycle Bin.

### Create a local backup

1. Open the HomeCore area that contains backup controls (normally Settings or the related data tools).
2. Choose Create backup.
3. Use the suggested Backups location or another suitable local destination if the program allows it.
4. Wait for HomeCore to report that the backup was created.
5. Confirm the backup ZIP exists.

Current HomeCore backup generation uses a committed SQLite snapshot so the backup is internally consistent rather than simply copying active database working files independently.

### Backup recommendations

- Create a backup after entering a large amount of new information.
- Create one before major housekeeping, imports or permanent deletion.
- Keep more than one generation of important backups.
- For genuine resilience, keep at least one copy on a different physical device or appropriately protected storage.
- Do not email or casually share backup ZIP files; they can contain private household information.

## 29. Portable export / import

Portable export/import is for moving a household package between HomeCore installations or keeping a controlled transfer package.

### Export a portable household package

1. Open Portable export / import.
2. Choose the option to create a portable household package.
3. Select the destination folder.
4. Allow HomeCore to create the package and its manifest/check information.
5. Keep the package private and do not alter its internal files.

### Preview and validate a package

Before import, HomeCore can preview a portable package. Validation includes package checks such as SHA-256 file hashes, a SQLite quick integrity check, foreign-key checking and confirmation that a saved household exists.

#### Preview is safe

Previewing a package does not import it and does not change the current household.

## Import is a full replacement

Portable import is not a merge. Importing a package replaces the current household data with the imported household package.

### Before importing

Create a fresh backup of the current HomeCore household. Then preview and validate the portable package. Only proceed if you intentionally want the imported household to replace the current household data.

Local device preferences such as theme, privacy-lock configuration and local-folder memory are preserved rather than being blindly replaced by another computer's household-specific settings. Old emergency-pack paths from another device are cleared so they do not point to invalid locations.

# 30. Settings, appearance and storage

## Appearance

HomeCore supports appearance preferences including Follow Windows, Light and Dark. Follow Windows allows HomeCore to respond to the Windows theme preference.

## Storage locations

HomeCore maintains separate local areas for data, copied vault files, backups and exports. The current program supports a system-decided location and, where enabled in Settings, user-chosen folders.

| Folder type | Purpose                                                          |
|-------------|------------------------------------------------------------------|
| Data        | The HomeCore database and core local records.                    |
| Vault       | Copied documents and evidence files managed by HomeCore.         |
| Backups     | HomeCore backup packages.                                        |
| Exports     | Emergency packs, reports and other user-created export material. |

### Do not manually move individual files

Use HomeCore's own storage-location controls when changing storage. Manually moving only the database or only parts of the vault can break the relationship between records and files.

# 31. Privacy lock

HomeCore can protect access to the application with a local privacy PIN.

## Privacy-lock modes

- Off
- Require PIN at startup

HomeCore can also use an inactivity auto-lock interval. The privacy system keeps track of recent user activity and can return HomeCore to a locked state after the configured period.

## Using privacy lock safely

- Choose a PIN you can remember but other household visitors will not easily guess.
- Do not store the HomeCore PIN inside HomeCore itself.
- Do not include the PIN in an emergency pack, backup note or email.
- Lock Windows itself when leaving the computer unattended. The HomeCore PIN supplements normal Windows security; it does not replace it.

### PIN recovery

Treat the privacy PIN as important. Do not assume HomeCore can reveal a forgotten PIN back to you in readable form.

# 32. Good day-to-day routines

## Daily or whenever HomeCore is opened

- Check Household today.
- Review urgent or overdue reminders.
- Deal with current incidents or tasks.
- Save changes before closing the program.

## Monthly

- Open Readiness centre.
- Review upcoming dates.
- Check preferred suppliers and emergency contact details.
- Add receipts, photographs or evidence for significant new assets.
- Create a backup.

## After a major household change

- Update people who have moved in or out.
- Update property occupancy, purchase, rental or exit information.
- Update insurance and suppliers.
- Review emergency access notes.
- Create a fresh emergency pack if the old one is now out of date.
- Create a backup.

## 33. Data safety, privacy and sharing

HomeCore is local-first, but local storage is not the same thing as automatic secrecy. Anyone who can access your Windows account or copied export files may be able to see private information.

### Protect the Windows device

- Use a Windows sign-in password, PIN or other appropriate account protection.
- Keep Windows and security software updated.
- Avoid leaving the computer unlocked in shared spaces.
- Use HomeCore privacy lock if other people may use the same Windows session.

### Protect exports

- Emergency packs and exported reports are ordinary local files once created.
- Review them before sharing.
- Remove information the recipient does not need.
- Delete old export copies securely when they are no longer required.

### Protect backups and portable packages

Backups and portable packages may contain a much broader set of household information than a normal report. Treat them as private household archives, not as documents to send casually.

## 34. Removing, reinstalling and updating HomeCore

The HomeCore application and the household data are designed as separate concerns. A normal application removal is not intended to be treated as a command to destroy the household's saved information.

In testing of the normal installer lifecycle, household data was retained across uninstall and reinstall. Even so, a backup should be created before removing, repairing or significantly updating an application that holds important data.

### Before an update or reinstall

1. Open HomeCore and confirm the household appears normal.
2. Create a current backup.
3. Close HomeCore.
4. Use the official Windows installation/update method.
5. After the change, reopen HomeCore and check the household, key documents and reminders.

#### **Never rely on one copy**

Data preservation across a normal reinstall is useful protection, but it is not a substitute for having a separate backup.

## 35. Troubleshooting

| Problem                                        | What to try                                                                                                                                                                                    |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HomeCore opens but I cannot find a record      | Use Search records. Also check the Recycle Bin in case the record was archived.                                                                                                                |
| A button is unavailable                        | Check whether HomeCore requires a parent record or a deliberate selection first. For example, create/select a person before adding that person's document.                                     |
| A reminder is missing from today's overview    | Refresh the Household today overview and check the reminder's due date, completion status and recurrence settings.                                                                             |
| Readiness says something is urgent             | Open the readiness item and review the underlying saved date or record. HomeCore is guiding you; it has not changed anything automatically.                                                    |
| An emergency ZIP cannot be found               | Open the configured Exports folder. If the latest path was moved or deleted, create a fresh emergency pack.                                                                                    |
| I archived something by mistake                | Open Recycle Bin, select the correct archived record and restore it.                                                                                                                           |
| A linked reminder points to an archived record | Allow HomeCore to open/select the item in the Recycle Bin, then decide deliberately whether to restore it.                                                                                     |
| I cannot open an attached copied file          | Check that the vault/storage location is available and has not been manually moved or disconnected.                                                                                            |
| A portable package will not validate           | Do not import it. Recreate the package from the source HomeCore installation if possible, and avoid modifying package files manually.                                                          |
| The window looks cramped                       | Maximise the HomeCore window. The interface changes layout as the available width becomes smaller.                                                                                             |
| I forgot my privacy PIN                        | Do not repeatedly guess if you are unsure. Contact HomeCore support and explain the situation without sending private household data or backup files unless specifically and safely requested. |

## 36. Frequently asked questions

**Does HomeCore need the internet?**

Its core household organisation is designed to work locally. The built-in help and household data do not depend on a cloud account.

**Does HomeCore send my emergency information automatically?**

No. It creates the pack locally. You decide whether to copy, print or send anything.

**Can I store more than one property?**

Yes. Properties are linked records beneath the household.

**Can I use HomeCore for a rented property?**

Yes. Rental details and rental exit information are separate from purchase and sale information.

**What happens if I delete something?**

Supported records are normally moved to the Recycle Bin first. Permanent deletion is a separate deliberate action.

**Can I move my household to another computer?**

Portable export/import is designed for controlled household transfer. Preview and validate first; import is a full replacement, not a merge.

**Can I attach files?**

Yes, specialist evidence/document areas and the universal Document vault can keep copied local files.

**Does HomeCore renew insurance or pay bills?**

No. It records and reminds. Actions with insurers, banks, councils, suppliers or other organisations remain your responsibility.

**Is the privacy PIN the same as Windows security?**

No. Use normal Windows account security as well. The HomeCore privacy lock is an additional application-level safeguard.

**Should I keep backups?**

Yes. Keep current backups and, for important household data, at least one copy separate from the main computer.

## 37. Glossary

| Term      | Meaning                                                                                                                             |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------|
| Archive   | Move a supported record out of normal use into the HomeCore Recycle Bin without treating it as immediately and permanently deleted. |
| Asset     | An important household possession or inventory item.                                                                                |
| Evidence  | A supporting file such as a photograph, receipt, report or scan linked to a saved record.                                           |
| Export    | A file or package HomeCore creates for you to use outside the live HomeCore data store.                                             |
| Household | The top-level local HomeCore record to which people,                                                                                |

|                  |                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------|
|                  | properties and other records belong.                                                                            |
| Local-first      | The program's normal household data is kept on the Windows device rather than requiring a cloud service.        |
| Parent record    | A saved record that another record belongs to, such as a property for a room or a person for a person document. |
| Portable package | A validated household transfer package used to move/replace household data on another HomeCore installation.    |
| Readiness        | HomeCore guidance that prioritises dates, missing information or actions that may need attention.               |
| Recycle Bin      | The HomeCore area for supported archived records that can be reviewed, restored or permanently deleted.         |
| Vault            | HomeCore's local copied-file storage for documents and evidence.                                                |

## 38. Support

If the guide does not resolve the problem, contact Aizyne HomeCore support.

**Email:** [support\\_homecore@aizynegroup.com](mailto:support_homecore@aizynegroup.com)

### When asking for help

- Describe what you were trying to do.
- Say which HomeCore section you were in.
- Copy the exact wording of any error message.
- If appropriate, provide a screenshot that does not expose private personal, financial, security or document information.
- Do not email your privacy PIN, HomeCore database, full backup ZIP or private emergency pack unless a safe and specific support process has been agreed.

#### Privacy first

Most support questions can be diagnosed from the HomeCore area, exact message and steps taken. Start with the least private information necessary.

## Aizyne HomeCore

*Keep the household organised. Keep the information under your control.*