GuardMetrics Guard Tour App
USER MANUAL

(<u>NOTE</u>: Use "pinch-to-zoom" to enlarge text)

Revised 02/25/2021

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Troubleshooting:

The one-stop troubleshooting procedure is simply to "Quit" the app (do not log out) and reopen.

1) **ANDROID**: Touch the small icon to the left of the home button at the bottom (on a few brands it may be the icon on the lower right), then touch "*Close All*".
   iPHONE: Swipe up from bottom of screen until all apps appear in "card" fashion. Lift finger, then swipe the app upward and off the page (older iPhones may work like Android description).
2) Go back to the homescreen, touch the GuardMetrics app icon, and resume work. As long as you have a signal, any error will be cleared.

DEVICE SETTINGS:

- Check the box for "Automatic Date and Time" under your "Settings".
- **All officers are required to turn Location Services on while on duty** (your location is sent to management with every submission).
- Make sure your device software is up to date, under "Settings".

LOG IN: Once logged in, this screen will appear, though it may differ slightly according to your Management's direction:

At the top, left, you have the **LOG OUT** icon: [->

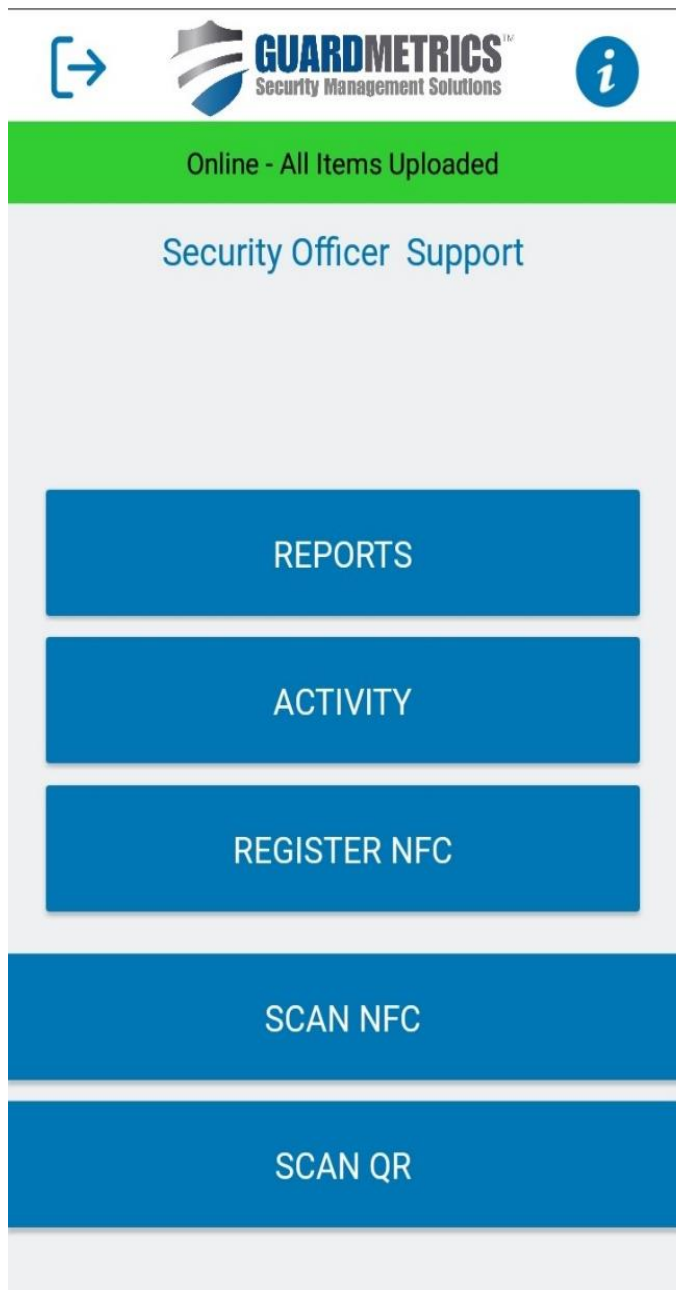
At the top right, you have the latest **mobile User Manual**, beneath the *"i"* icon.

The GREEN band across the top will turn RED when offline (which will still allow scanning) and YELLOW if all the submissions have not yet passed through.

Touch the colored band before clocking/logging out at the end of your shift. **If there are any pending items, follow the "Troubleshooting" instructions above.**

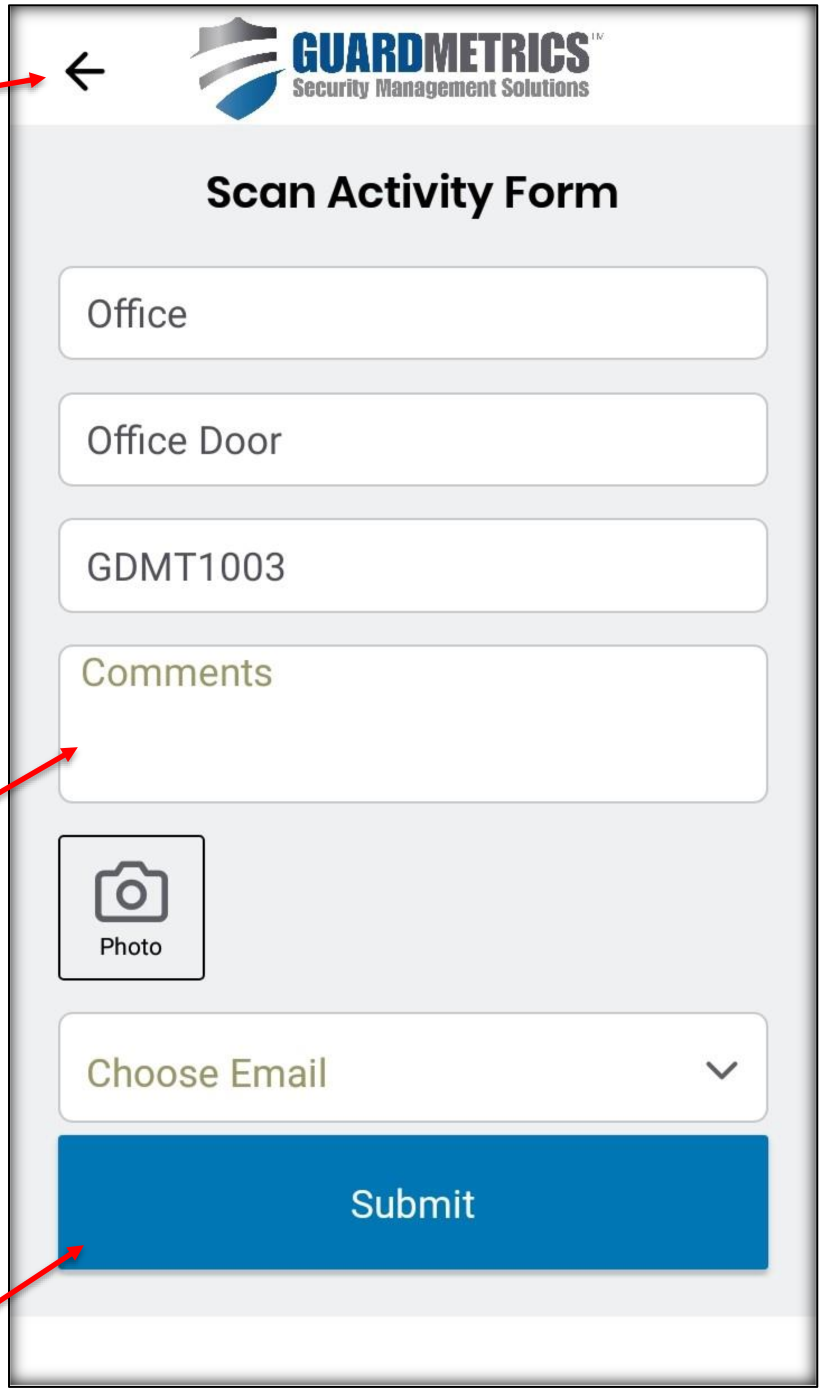
SCAN NFC (usually small, featureless disks) and **SCAN QR** (similar to bar codes) will differ according to what your management has set for you to scan.

SCANS and ACTIVITY create your Daily Activity Report (DAR) and the **REPORTS** button requires a one-time login per shift to access higher level functions and report forms.



SCAN QR CODE/ TAG

Easily move back to the SCAN and ACTIVITY screen at any time using the **back arrow** in the upper left corner of the various forms.



Touch the appropriate "SCAN" button at the bottom of the App screen, line up the QR code in the center frame, or hold the top, back of the phone against the NFC tag and the scan will occur.

Touch the BULB or LIGHTNING BOLT to activate the flashlight in dark or shaded areas.

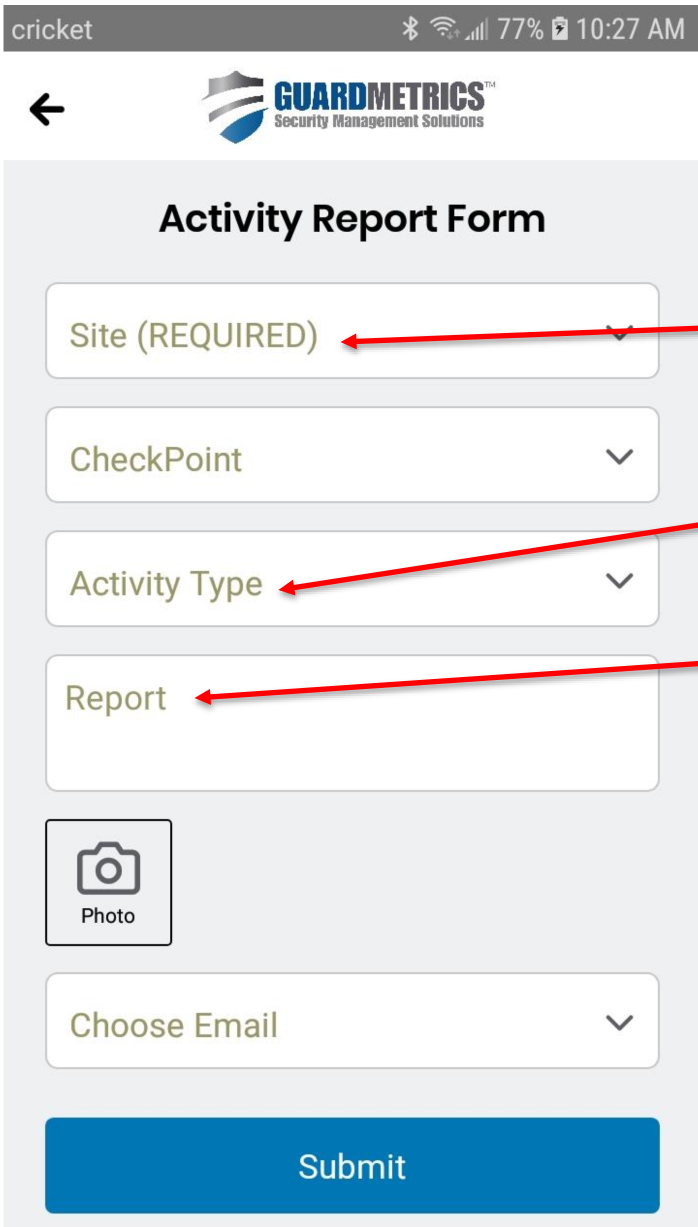
Once the scan form opens, dictate any "Comments" by touching in the box, then touching your device mic, include photos if applicable.

Additionally, you can choose an email group, if available, to notify management of this one detail.

When you touch the "**Submit**" button. You will be returned to the previous menu to scan or do activities or other REPORTS; whatever Management dictates.

ACTIVITY FORM

The Activity Form, like a scan, creates a time-stamped line item in your Officer Shift Report and Client Activity Reports—commonly known as a DAR (Daily Activity Report)—every time an activity is submitted.



The Activity Form is based on your proximity to the area from where you are reporting the activity. GPS must recognize that you are on location. So **selecting a SITE is required**, and will populate options for Checkpoints to select if applicable.

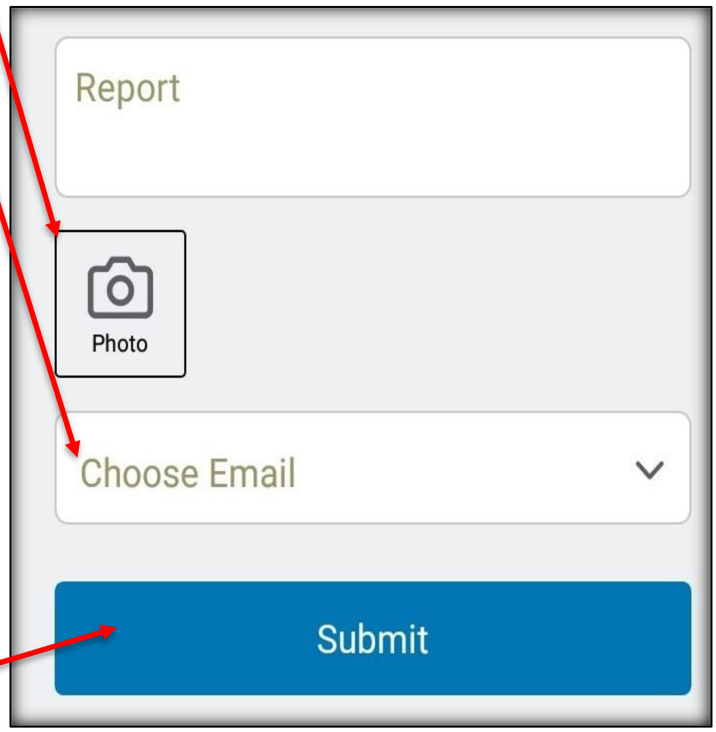
You can then select an **Activity Type**, and then touch inside the "Report" box, touch your microphone, and record any relevant information.

Sending Photos (optional)

The “Photo”, button allows you to take relevant pictures, which is suggested at least 2 or 3 times per shift, to create a nice-looking report. Another Photo option will appear when the first is taken.

Sending an Email Alert (optional)

If your supervisor wishes to receive an email of certain events—example: The option “Maintenance” would be tied to whatever email addresses need to know about a broken lock, etc.—click the dropdown menu and select the email recipient. The entry will then go into the system in real-time, as well as send an email alert to the addresses attached to the selection. Incident Reports automatically alert Management.



“Submitting”/ Recording the Activity

When all the sections of the form are completed, click the “**Submit**” button. You will be notified, “Success, Activity added successfully.” When you touch “OK”, you will return to the main menu. Every submission creates a time-stamped line item for your Daily Activity Report, so do not wait until the end of your shift to summarize your activities in one submission.

USING THE REPORTS MENU

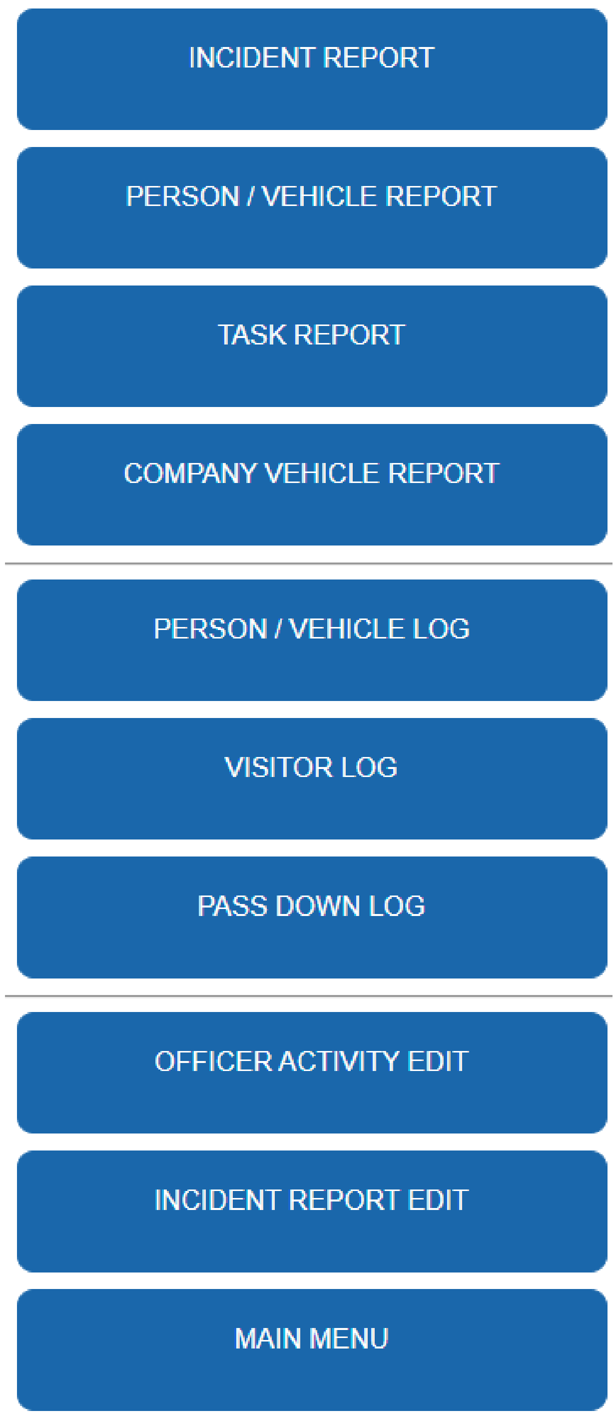
You will need to enter your password to access the Reports Menu, once per shift.

Depending on Security Level, you may see a screen asking you to choose where you will be that day. A button on your “Main Menu” will allow you to “Change Site” throughout your shift. **Otherwise**, the reports will be filled in based on where you last scanned.

The **Reports Menu** contains icons/ buttons, some of which may not appear until you scroll down. These buttons may differ according to what your management has directed. Only Managers and users assigned a Field Supervisor permission level by Management will see the “Change Site” or “Supervisor Menu”, which is discussed in detail on the last page of this manual.

REPORTS AND LOGS (buttons described in detail on the following pages)

On the main menu, click the “REPORTS AND LOGS” icon to access the Reports and Logs menu. This menu contains icons based on the capabilities selected by your Management Team:



INCIDENT REPORT – Submit an incident report including any responders, suspects, etc. (can attach Person/ Vehicle Reports)

PERSON/ VEHICLE REPORT – Enter person or vehicle data into the system, whether a Person of Interest, parking violation, etc.

TASK REPORT – This is a task management feature to report a non-security related issue that requires follow up by management.

COMPANY VEHICLE REPORT – For vehicle inspection, repair, and maintenance.

PERSON/ VEHICLE LOG – Search person or vehicle data in system.

VISITOR LOG – Search for visitors with additional filters.

PASS DOWN LOG – Allows you to view the activity and Incidents at this site for the last 24 hours.

OFFICER ACTIVITY EDIT – Review your activity, correct spelling or add details to your reported activities, any time throughout your shift.

INCIDENT REPORT EDIT – Same as above, but for your Incident Reports.

INCIDENT REPORT

The level of severity that warrants the submission of an Incident Report, as well as the *type* of Incidents to report, is determined by your management.

Upon touching the Incident Report icon:

1) You will first be asked to verify the client and site for which you are Submitting the report.
2) The Incident Report will then open, to fill out accordingly.
3) Once submitted, you will be given two options:

If you choose "Return to Menu", then the Incident Report is completed and submitted.

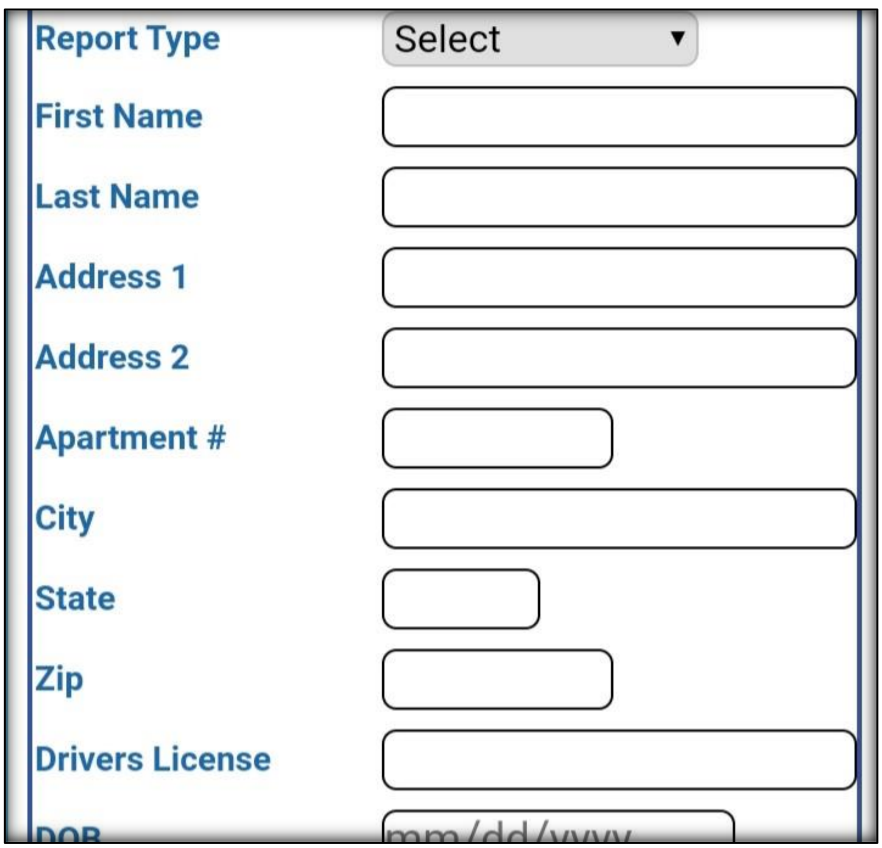
If you have persons/ vehicles to attach, for example, a *Witness* or *Victim* or *Suspect*, touch the "**Add Persons/ Vehicles Report**" link and collect the appropriate information and photos on those persons and/ or vehicles.

The new form—also functional as a stand-alone **PERSON/ VEHICLE REPORT**—will then open, where you can enter detailed information.

This form allows you to choose the “Report Type” (illustrated at the top of the image below) to identify the person/reason for collecting the data, as well as a checkbox to “Ban From Property”, when you scroll down, before taking any additional relevant photos and clicking “Submit”.

If the PERSON/ VEHICLE REPORT is attached to an Incident Report, when you click “Submit”, it will return to the top of the “Person/ Vehicle Report” to collect the data on the next person or vehicle involved in the incident. You can collect the data on all persons involved, until you click “Return to Menu” at the top, which will close the Incident Report, attaching all Person(s) Reports related.

Again, the PERSON/ VEHICLE REPORT can be done as a stand-alone report, to collect data on persons or vehicles that may not rise to the level of an Incident Report for your company.



TASK REPORT

The “Task Report” is a task management feature used to report a non-security related issue that requires follow-up by management. Click the icon and the page displayed below will load.

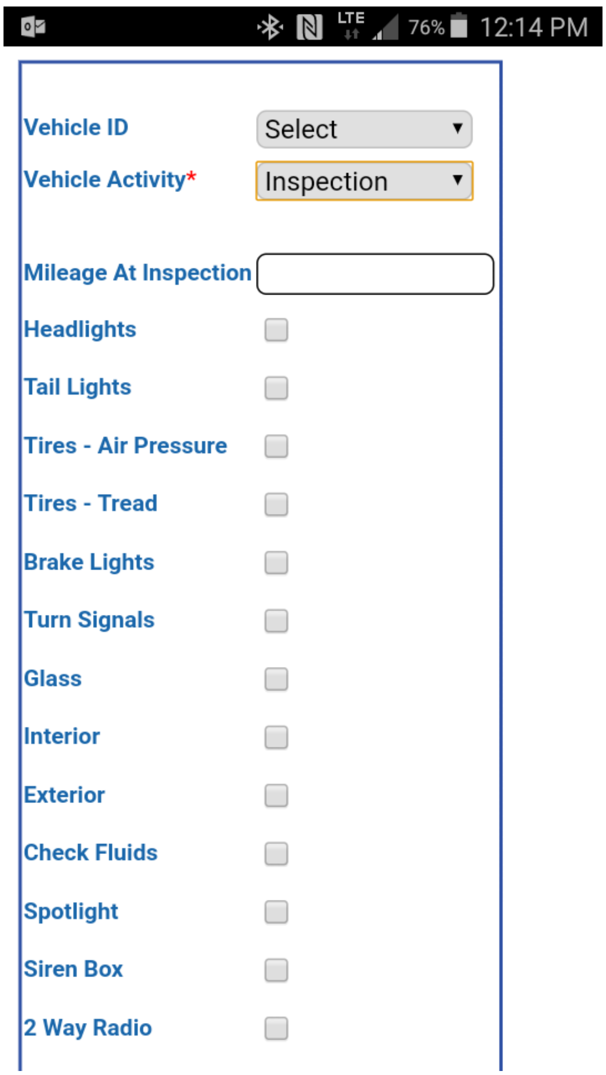
Depending on the Item Type you select in the drop-down menu, additional fields will appear for applicable information.

Include up to two photos if necessary, **select a follow-up date** by when the issue should be resolved (just choose today’s date if there is no reason to choose another), select an email name if management so instructs, and click “Submit” to record it in management’s Task Management Calendar.

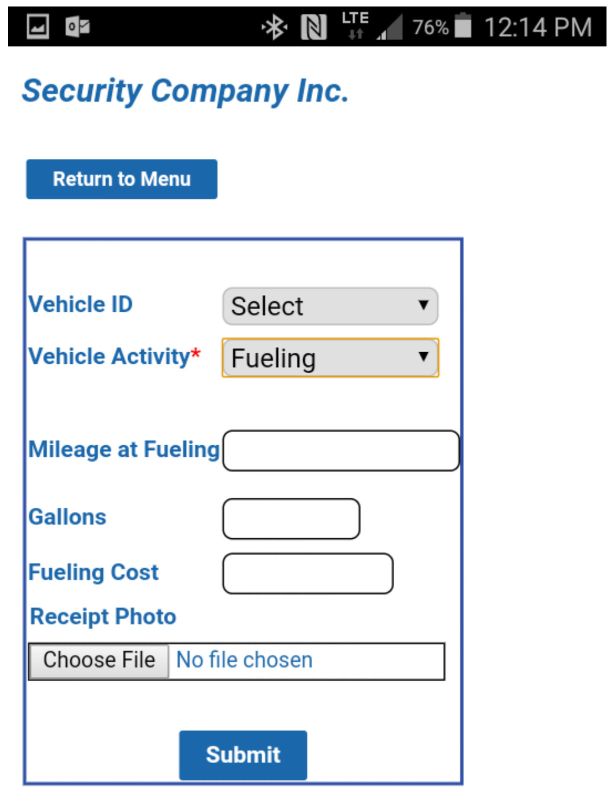
COMPANY VEHICLE REPORTS

There are four (4) different types of Company Vehicle Reports that you can submit, depending on how you are directed by Management. Each report allows you to specify the "Vehicle ID"—based on entries made by your management team—and the "Vehicle Activity" (Report Type) to complete the proper form:

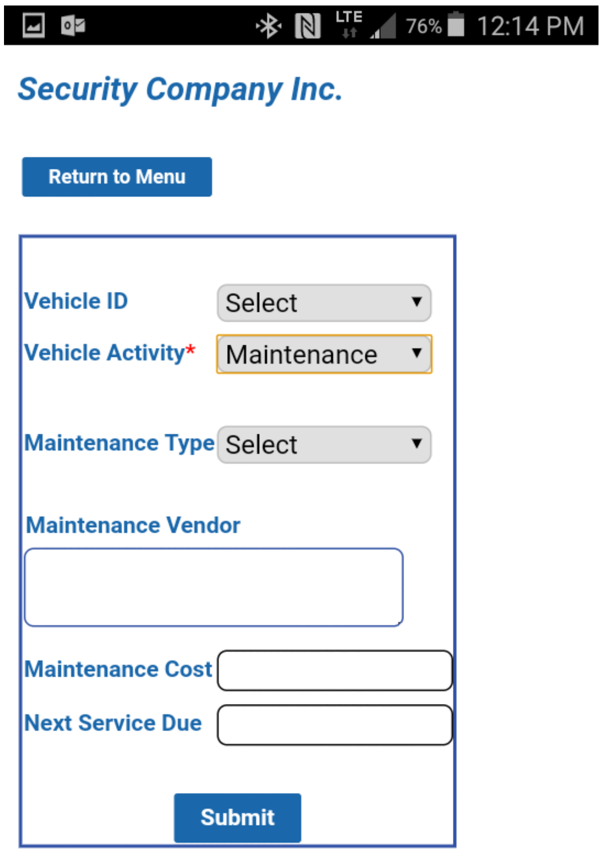
Vehicle Inspection



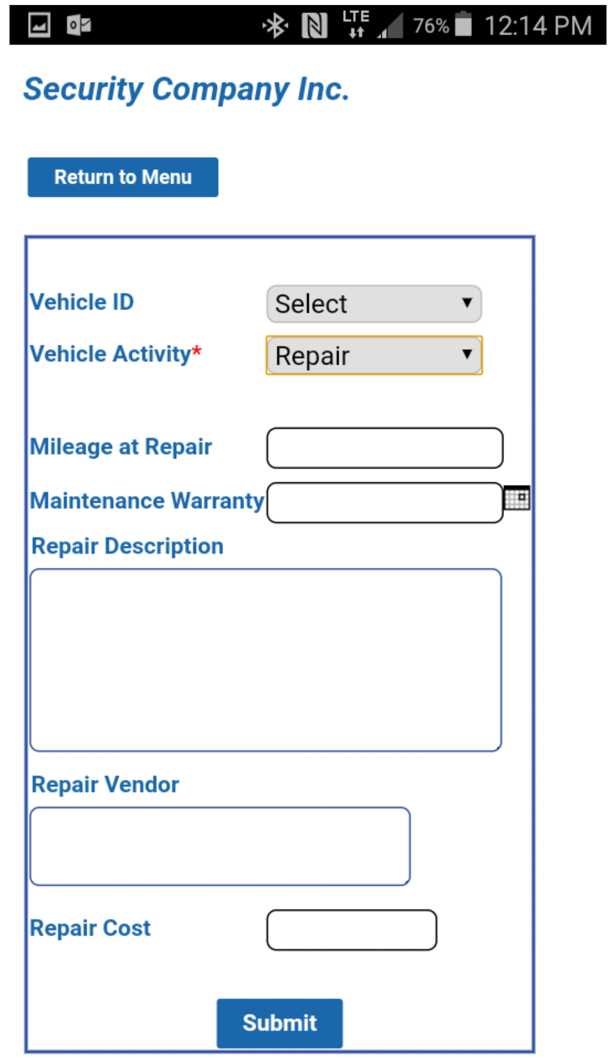
Vehicle Fueling



Vehicle Maintenance



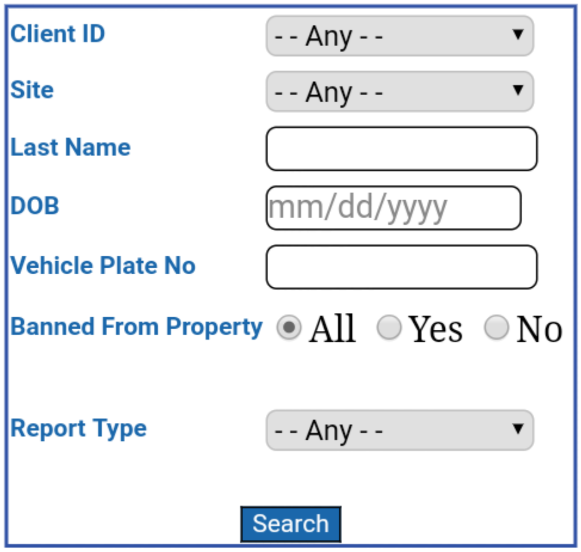
Vehicle Repair



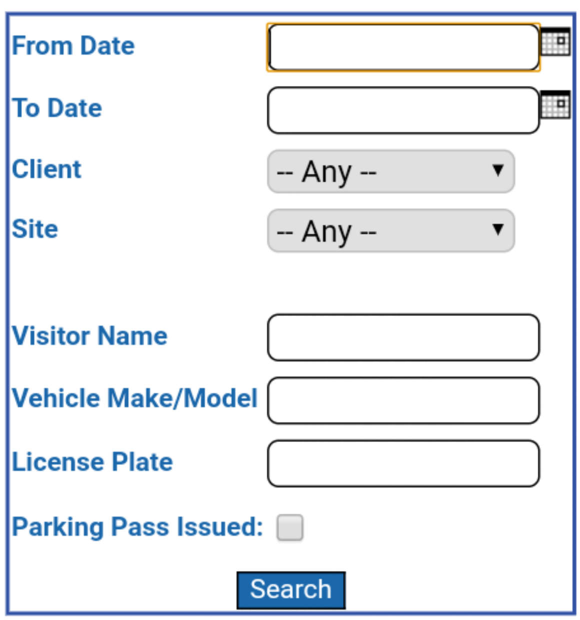
The Vehicle Inspection report requires you to scroll down to collect more data before pressing "Submit". All **Company Vehicle Reports** have relevant fields to collect whatever information your management team requires.

PERSON/ VEHICLE LOG

The Persons Log enables you to retrieve reports on anyone in the system, simply by entering their name, date-of-birth, or Vehicle Plate Number. You can search persons "Banned From Property", or "All":



VISITOR LOG works the same way, but only for Visitor Management, if your company uses this feature. The filters differ slightly, including the ability to look at a date-range for a visitor:

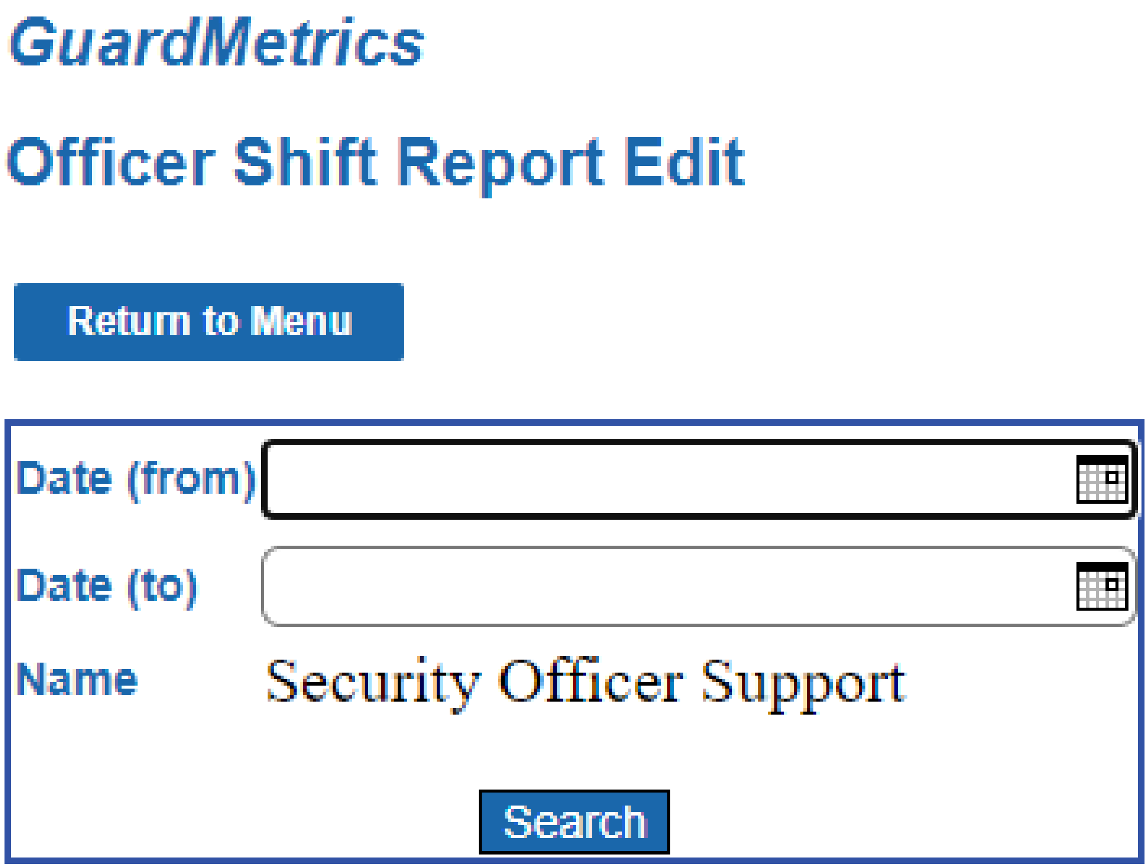


PASS DOWN LOG

The “Pass Down Log” allows the officer on duty to see the activity and Incidents that have occurred at the site they are working for the last 24 hours.

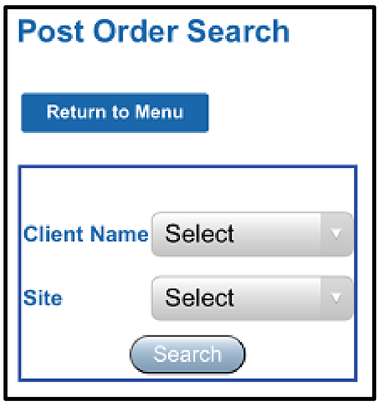
OFFICER ACTIVITY *AND* INCIDENT REPORT EDIT

These two buttons allow you to correct spelling and punctuation or add additional information to an Activity or Scan submission or to an Incident Report, any time during your shift. It will already be populated with your name when you open it, so simply choose todays date from the calendar and add or edit your entries for the day.



POST ORDERS

Click the "Post Order" icon and enter the Client Name and a Site, or just click the Search button. Touch the Post Order PDF and—depending on your device—the Post Orders will automatically open, or you will receive a "Downloading File" message towards the bottom of your screen and can access your Post Orders, if entered into the system, from the top, left download alert, from your "Download History" or "Documents" in your device Apps,

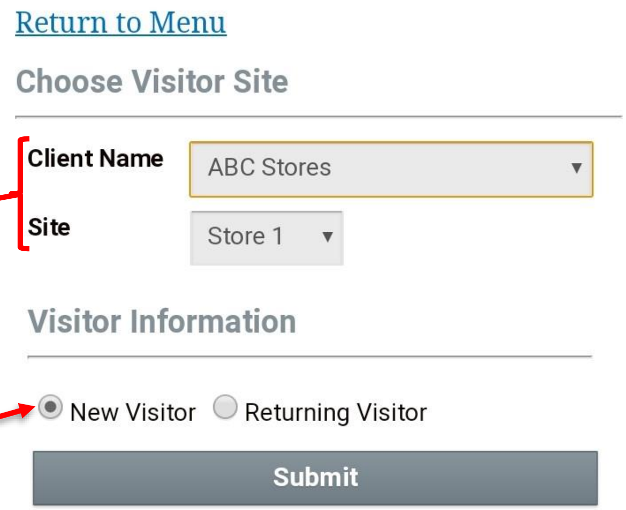


VISITOR MANAGEMENT

For those users whose company has requested it, you will have the **VISITOR MANAGEMENT** button on your Main Menu.

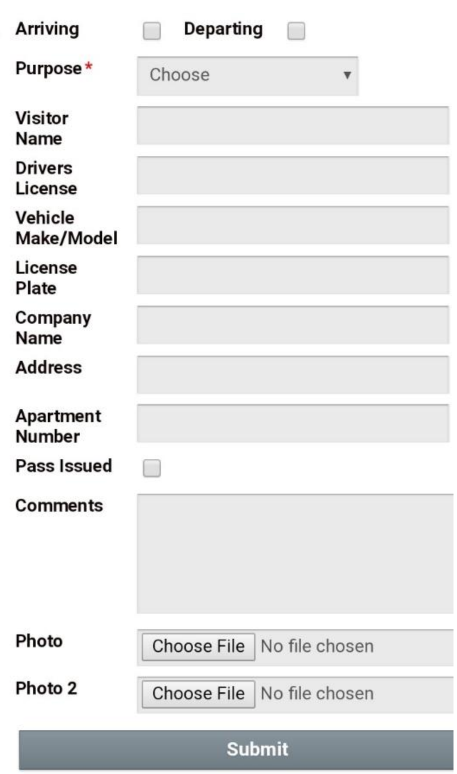
If you scanned a QR code/ Tag to begin your shift, the “Client Name” and “Site” will be filled in. Otherwise, simply go to the **Main Menu,** then “Change Sites”, and select the site that you are working, to auto-populate.

This screen is also where you choose whether it is a NEW visitor, or a RETURNING visitor (as in a resident or employee)



This screen then appears to specify if the visitor is arriving or departing, and to collect all relevant data.

If you chose “Returning Visitor” on the previous page, fields will auto-populate based on information that you previously collected under that visitor name (all Editable).

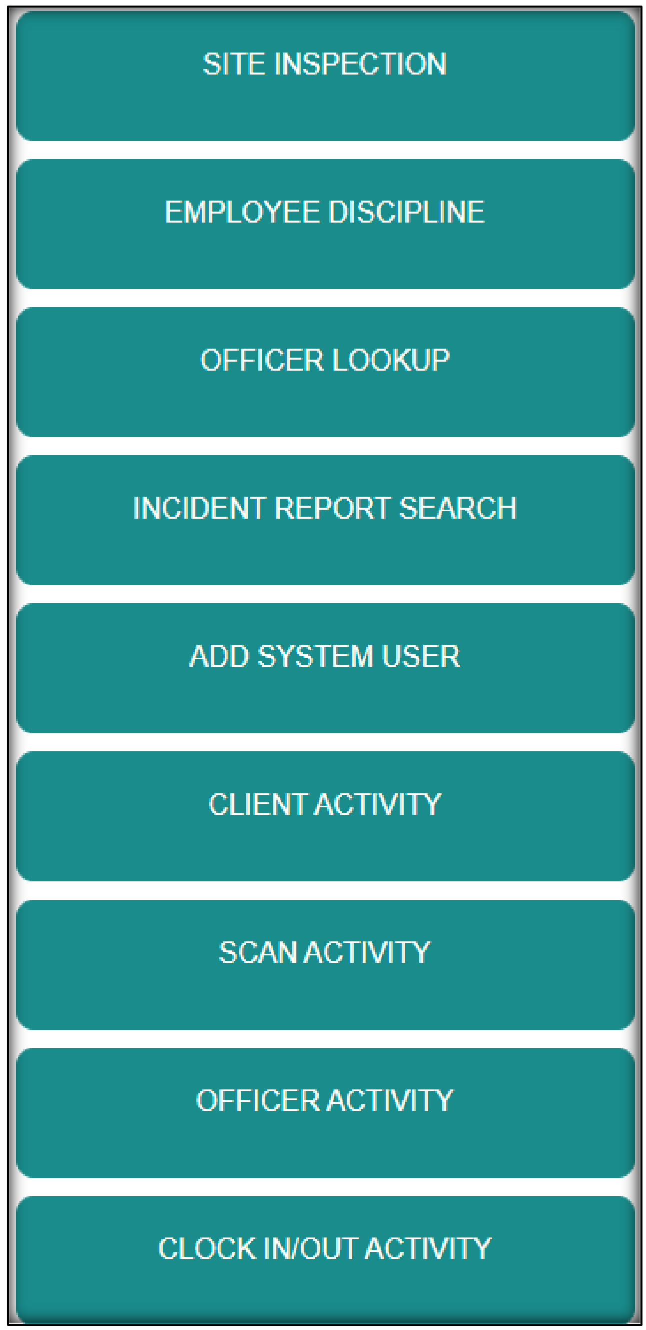


When you touch “Submit”, you will be taken to a screen that asks if you wish to go to “Return to Menu”, or “Return to Visitor Form”, which will direct you to the initial form above to specify “New Visitor” or “Returning Visitor”.

SUPERVISOR MENU

Only system users specified by management will have the “**Supervisor Menu**” icon on their “Main Menu”. The function of this menu is to perform supervisory functions, including additional reports and real-time situational awareness.

Site Inspection: Opens a text and photo field for explanation whenever a “No” answer is given regarding the state of the site.



Employee Discipline: Includes a signature box so the employee can sign with their finger to confirm his/her discussion (and a checkbox if refused).

Officer Lookup: Begin typing in an officer’s last name and, upon selection, all officer data, including phone, email, licenses, and photo (if entered by management) will appear.

Incident Report Search: Allows a Supervisor to pull a previous Incident Report filed by an officer, to see how it presently applies or to add data.

Add System User: Add a field officer to the system. Management level personnel can only be added through the Management Portal.

Client Activity, **Scan Activity**, **Officer Shift Activity** and **Clock In Activity:** Monitor officer activity with filters to view past or real-time activities.