

QR-PATROL

Quick Start Guide



A guard tour system

A LITTLE BIT ABOUT QR-PATROL

Q R-Patrol is an innovative guard tour monitoring system which helps security companies manage their guards and officers remotely in real-time and get full control over the guard tours accomplished in any location worldwide.

“ *Safety is a small investment
for a rich future.* **”**

Q R-Patrol guard tour system relieves officers from daily time consuming processes such as filling paper reports and making repetitive phone calls to the Monitoring Center that provoke confusion and misunderstandings.
The whole procedure is defined by strict guidelines and simple actions to take. Guards and officers can quickly send incidents reports, implement patrols and any other guard service by taking advantage of the last innovations in technology.

“ *Prepare and prevent
Don't repair and repent.* **”**

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What is QR-Patrol?

QR-Patrol is a cloud-based workforce management solution (SaaS) for guard tour management and can be used by any company that wants to get real-time information about their employees and sites. The system can reduce or even prevent risks related to sites and workers.

Since QR-Patrol uses cloud technology, there is no need to install software.

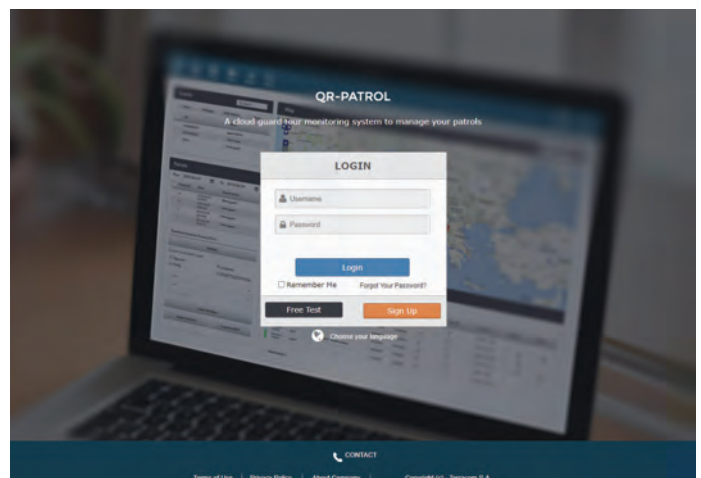
QR-Patrol consists of two main components (**Web Application and Mobile Application**), in order to optimize the way patrols/tasks are performed by the guards.

- ✓ **the Web application** is used by Users/managers in the monitoring center, to track, and manage the employees, their daily routes/tasks in real-time, and to export many kinds of reports.
- ✓ **the Mobile application** is used by the guards to perform their patrols/inspections on the field, by scanning the checkpoints that are placed on the locations of interest, sending MME and(or) any Incident event.

Below, you will find some basic account setup instructions/steps in order to help you get started with the system.

Login to the Web app

You can login to the Web app by visiting the (<https://followmystaff.com/>) page and by using the credentials (**Username/Password**) that you have received in your email upon account creation.



Login to the Mobile app

Your Guards need to download the **QR-Patrol Mobile application** on a smartphone device (Android or iOS). You can use the below links:



Minimum specifications for mobile devices

a) for Android: Android version 5.0 and above

For fingerprint functionality Android version 6.0 and above

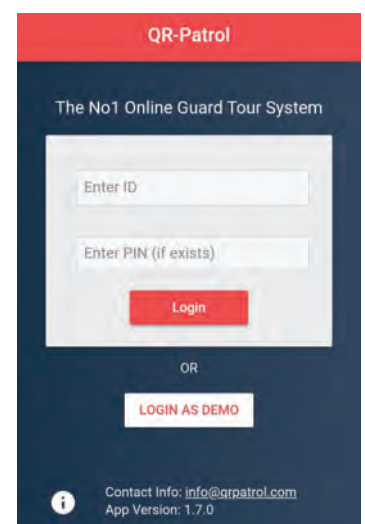
b) for iOS: iOS version 11 and above

After downloading the app, they will be asked to fill in their unique **Guard ID** and PIN (if exists) and just by pressing the "Login" button, they will be able to start their patrol.

The **Guards' IDs** can be found on the Web app, under "**Company**" -> "**Guards**" tab.

Through this app, they can simply submit different types of **Events** like (**Scan**, **Incidents**, and **MME**) and send them in real-time to the Web app. The Guard has also the ability to press the **SOS** button in case he is in an emergency, in order for the manager to be informed asap.

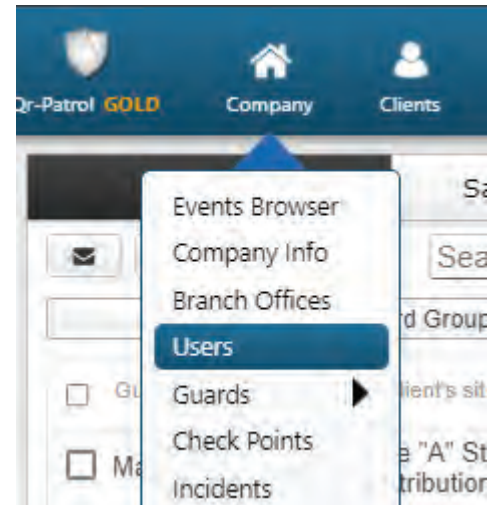
Every sent event from the Mobile application will be uploaded in real-time to the web application via the internet, either via Wi-Fi or via mobile data.



Setup Web app Users

The **Users** are the people who manage and control the employees/guards through the Web app. They check their patrols, create their schedules and export any related reports via the web app.

By clicking on the top left “Company” tab and selecting “**Users**”, you can “Add” as many Users you want.



For each User, by editing him, you need to fill in some “Details”, define his own “Login” credentials (Username/Password) in order for him to be able to login to the web app and finally in which “Branch Office(s)”, he will have access and view. Users can also be set to receive guards’ SOS alerts and “Schedule Reports” via e-mail by having enabled the “Receive Email Alerts” checkbox.

For more info related to the web app Users and how to create/add them, visit the **Web Application Guide** (pages: 13, 14).

Generate/assign and print Checkpoints

QR-Patrol are compatible with 4 checkpoint types:

The guards can scan QR-codes or NFC tags, which are the most common types of checkpoints, or even Beacons or Virtual checkpoints for automatic scanning.

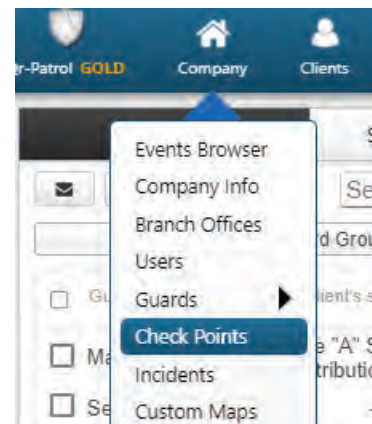
So, the checkpoints can be used for proof of presence, incident reporting, initiating an inspection, providing on-the-spot Information and many more, serving the unique needs of each location.

To check all the available checkpoints types and a quick comparison between them, you can have a look at the following blog post:
<https://www.qrpatrol.com/blog/checkpoint-comparison>

You can find all the available checkpoints of the account by navigating to “Company” and then “**Checkpoints**”. There is no limitation on the number of checkpoints you can have in your account.

QR-Codes can quickly be created through the web app, by pressing the “**Add**” button and then by selecting the “**QR-Code**” option.

To print a QR-Code you have created, just select it, press “**View QR-Code**” and “**Save**” or “**Print**” it.

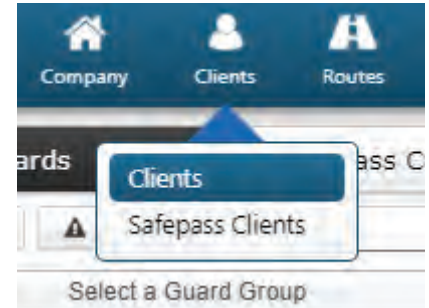


ID	Code	Type	Name	Site	Branch Office	Check Point Name	Location	Notes
181001	71446575-5437899-4710999-021	qr-code	Bank A, Cashier Room	Cashiers 1 to 3	Main Branch Office	Post reception		
181001	0330302-4603999-4603999-028	qr-code	Supermarket	1st floor	Main Branch Office	Main Entrance		Please ensure that everyone wear...
181002	42746127-9103999-4772099-402	qr-code	The W. Stadium	East Side	Main Branch Office	Main Exit-Gas		
181003	4842303-584999-484999-407	qr-code	Supermarket	1st floor	Main Branch Office	North side - Reception		
181004	4046303-5010999-4010999-040	qr-code	The W. Stadium	East Side	Main Branch Office	Stadium 02 - 1st floor		Please turn off the light
181005	8497170-4603999-4603999-071	qr-code	Supermarket	1st floor	Main Branch Office	ATM 002 2022 - room		
181006	5846303-4020999-1146303-440	qr-code	University 02	West Wing Corridor	Main Branch Office	Lecture hall - Room		
181007	5846303-4020999-1146303-440	qr-code	University 02	East Wing Corridor	Main Branch Office	Main Entrance		
181008	5846303-4020999-1146303-440	qr-code	The W. Stadium	East Side	Main Branch Office	Area 108		
181009	5846303-4020999-1146303-440	qr-code	Supermarket	1st floor	Main Branch Office	Desk - Cleaning Room		
181010	5846303-4020999-1146303-440	qr-code	Supermarket	1st floor	Main Branch Office	Trucks Room		
181011	5846303-4020999-1146303-440	qr-code	Bank A, Cashier Room	Cashiers 1 to 3	Main Branch Office	Utility room - gas bank		
181012	5846303-4020999-1146303-440	qr-code	Supermarket	1st floor	Main Branch Office	Reception		
220079	4879700-4603999-1146303-440	qr-code	Supermarket	1st floor	Main Branch Office	Reception		
220080	4879700-4603999-1146303-440	qr-code	Bank A, Cashier Room	Cashiers 1 to 3	Main Branch Office	Main Entry		
220081	4879700-4603999-1146303-440	qr-code	Bank A, Cashier Room	Cashiers 1 to 3	Main Branch Office	Emergency Exit - 4016		Please ensure the sign is on
220082	4879700-4603999-1146303-440	qr-code	Bank A, Cashier Room	Cashiers 1 to 3	Main Branch Office	CCV Room		

For more info related to all checkpoint types and how to create/add/assign them, visit the **Web Application Guide** (pages: 20-30).

Create Clients/Sites

You can create unlimited Clients & Sites through the “**Clients**” menu in the Web app, by pressing the “**Add**” button.



After a Client is added, you can add their “**Sites**” through the right panel and you can also assign as many checkpoints you wish to each Site, by selecting it and pressing “**Manage Check Points**” button – this will help the system associate any Scan/ MMEs and Incident Events to particular Sites.

For more info related to the creation of Clients/Sites and their assignments, visit the **Web Application Guide** (pages: 44-48).

The screenshot shows the 'Supermarket' client details page in the QR-Patrol web application. The page is divided into two main sections: 'Details' and 'Sites'.

Details Section:

- Company Name:** Supermarket
- Name:** Supermarket
- Surname:**
- Phone:** Phone 2
- Address:**
- City:**
- Language:** English (for Sec...)
- ZIP:**
- Country:** Greece
- Email:** mvlachou@qrp patrol.com
- State:** Select an Option
- Incident Report by Email:** ☐
- Additional Recipients:** Separate Values With Comma (,)
- ARC Client ID:**

Login Credentials Section:

- Enable Login:** ☒
- Username:** supermarket
- Password Change:**

Sites Section:

Branch Offices: Main Branch Office

Sites Table:

Code	Name	Address	Description
	Front door	United Kingdom	
	1st floor	United Kingdom	
	Basement	Greece	

Scheduled e-mail Reports Section:

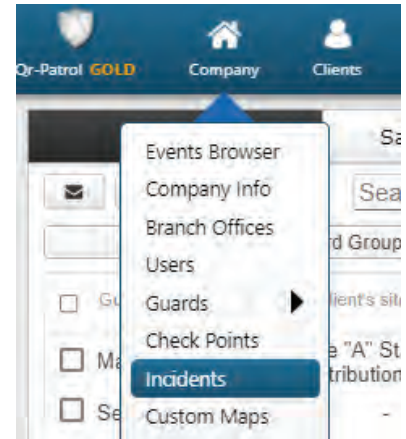
Reports Table:

Description	Type	Frequency	Next Run	Time
Building A - weekly report	Incidents Report	Weekly	2022-05-08 10:00:00	202
test	Client Events report	Daily	2022-05-06 07:00:00	202

At the bottom of the page, there are 'Back' and 'Confirm' buttons.

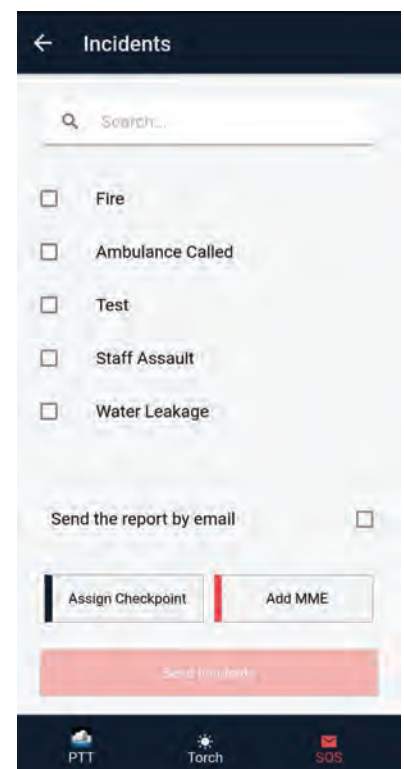
Incidents reporting

The guards can easily report any Incident, attached with some images/video/voice message and signature, in case something has happened, through the “**Incident**” button of the mobile app.



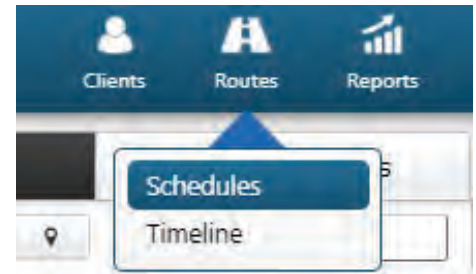
- 1 Firstly, an Incident list must be created by the User/managers through the **Web app** based on their experience, by pressing **Company -> Incidents -> Add**.
- 2 Afterwards, the created list will be also displayed inside the “**Incident**” button of the **Mobile App**, in order for the guards to easily report one of them by selecting this.

For more info related to the creation of Incidents, visit the **Web Application Guide** (pages: 31, 32).



Create Schedules for the Guards

In the Web application, there is the ability for creating **Schedules**, through our scheduling tool.



The **Users** of the web app can create specific schedules for the guards to follow in order to reassure that they arrive on specific locations on time and scan.

The **Guard**, inside the “Timeline” tab, on the top right of the mobile app, they can check their assigned patrols/schedules that they have to follow and scan, in order to complete them properly.

In case there are any incomplete schedules/missed scan events, the user(s) can have a complete view of them (report), via the web app and via email notifications.

You can create a schedule by navigating to “**Routes**”-> “**Schedules**” and pressing the “Add” button on the top right.

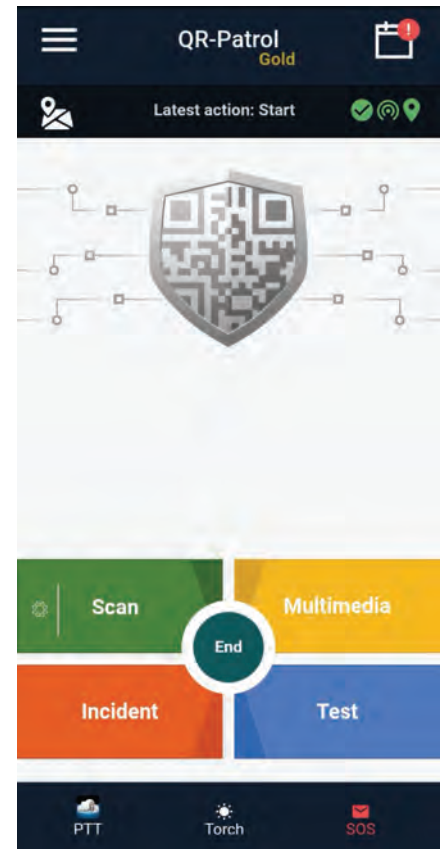
Then, in the pop up window, you need to define the name of the Schedule (**Description**), the **Guard(s)** and exact **Checkpoints** IDs that will be involved in the schedule, as well as the time period (**Check Time Range**) that the assigned Guard(s) need to scan in order for the Schedule to be completed on time.

For more info related to the creation of **Schedules**, visit the **Schedule Guide**.

You can also find a quick related **video tutorial** here:
<https://www.youtube.com/watch?v=86EKfoVCbck>

Perform a patrol as a Guard through the Mobile app

- 1 Download the QR-Patrol Mobile app on your mobile device and try to log in with your Guard ID by pressing the “Login” button.
- 2 Press the “Start” button, to start your patrol.
- 3 Afterwards, the main patrol screen appears and it contains **4** main buttons:
You can Scan a checkpoint (Scan button), send an **MME** (Multimedia button), (with images, video, text, signature), submit an **Incident** from the predefined list (Incident button) or send an **SOS** alert by pressing the respective button on the bottom of the mobile screen.
- 4 When you finish your patrol, just press the “End” button.



All the sent events by the mobile app are submitted in the web app in real time (i.e. via Wi-Fi or mobile data), but even if there is no adequate internet connection at the time, they will be stored locally and will be sent later on, when the internet connection is established.

Check all the submitted/sent events through the Web app

The screenshot shows the QR-Patrol web app interface. The top navigation bar includes icons for Home, Company, Clients, Routes, Reports, and Actions Log. The main area is divided into three panels: Guards, Safepass Clients, and Events. The Events panel displays a list of events with columns for Date, Event Type, Event Details, Tour ID, Guard Name, and a status indicator. A map view is also available, showing the location of the events. The bottom of the Events panel has buttons for 'Export to Excel' and 'Export to PDF'.

Date	Event Type	Event Details	Tour ID	Guard Name	Image Audio Video
2022-02-10 09:57:57	FINISH		291	Marw Roussou (90a0b01096)	X X X
2022-02-07 14:24:35	INCIDENT	Damaged Window	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:19:54	SCAN	The "A" Stadium - East Gate	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:19:05	PANIC		291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:18:59	INCIDENT	Unknown Object found	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:18:59	MME	Unknown keys were found to the floor	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:17:19	SCAN	The "A" Stadium - East Gate	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:17:11	SCAN	Supermarket - 1st floor	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:17:02	SCAN	Bank A, Cashier floor - Cashiers 1 to 5	291	Marw Roussou (90a0b01096)	X X X
2022-02-07 12:16:51	START		291	Marw Roussou (90a0b01096)	X X X

As a Web app User, you can see all submitted events from the Guards in the “**Events Browser**” (the main screen of the web app) by making use of the various available filters on the left panel (e.g. **Guard/ Date/ Tour/ Client/Site** filters).

After applying the desired **filters**, the relevant Events will appear in the right part of the screen under “Events” panel, along with the date/time they were submitted and the Guards’ details & location at the time they were performed.

You can quickly export an events report (that will contain all events based on the filters you have applied) through the same screen, by pressing the “**Export to Excel/PDF**” buttons at the bottom left of your Events Browser.

By pressing also the “**Reports**” button on the top menu, you can use all the Build-in Reports that are available in the system and try to export Reports related to any Schedules/Clients/Sites/Incidents/Checkpoints/Guard’s-activity.

Additional resources

- ✓ Complete User Guides: <https://www.qrpatrol.com/user-guides>
- ✓ How to guides: <https://www.qrpatrol.com/how-to-guides>
- ✓ Video tutorials: <https://www.qrpatrol.com/video-tutorials>
- ✓ FAQs: <https://www.qrpatrol.com/frequently-asked-questions>

Do you want to get as much value from your investment in QR-Patrol as possible?

Take advantage of our structured Training Packages now!

For more info visit: <https://www.qrpatrol.com/blog/support-services-startup-training> and contact us at support@qrpatrol.com to discuss your unique training requirements.

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