terracom
Endless Possibilities

QR-PATROL USER GUIDE

Web application

A guard tour system

A LITTLE BIT ABOUT QR-PATROL

QR-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."*

QR-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."*

CONTENTS

Introduction

QR-Patrol is a real time guard monitoring system which skyrockets the efficiency of security companies and offers them the ability to upgrade their security services via cloud infrastructure and smartphone technology.

- Mobile - smartphone technology use
- Real-time email notifications
- Cloud infrastructure - minimum cost required
- Instant activities' reports and history logs
- GPS position tracking

START QR-PATROL

First of all, download the mobile application from the App store or Android Market:

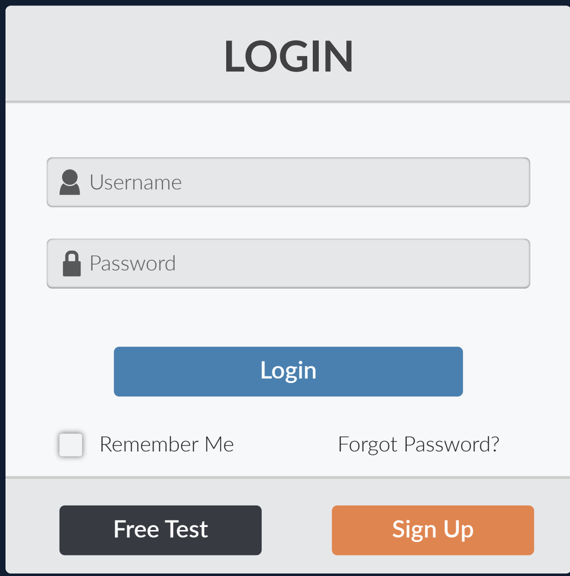
Download from APP STORE

Download from GOOGLE PLAY

And log in with your credentials (Guard ID and PIN if available). You are ready to start with the mobile application of QR-Patrol! Log in to the web application by following the link https://followmystaff.com/

For a free system test click "Free Test" or contact us at sales@qrpatrol.com

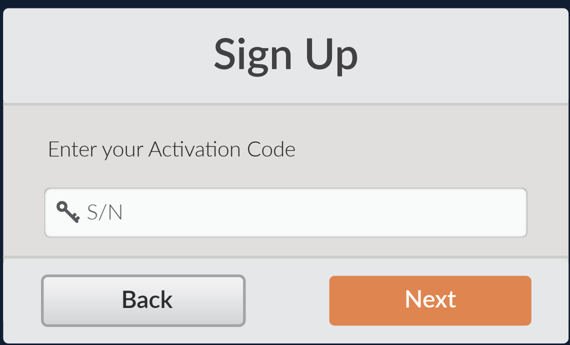
Login / Register



Launching https://followmystaff.com, a login screen appears asking for a Username and the Password of the user.

In case you would like to make a Demo use of QR-Patrol system, simply click on the “Free Test” button and you will be immediately logged in the web application as a demo user.

In case you have received an activation code for QR-Patrol activation, click on the “Sign Up” button at the bottom right of the Login screen.



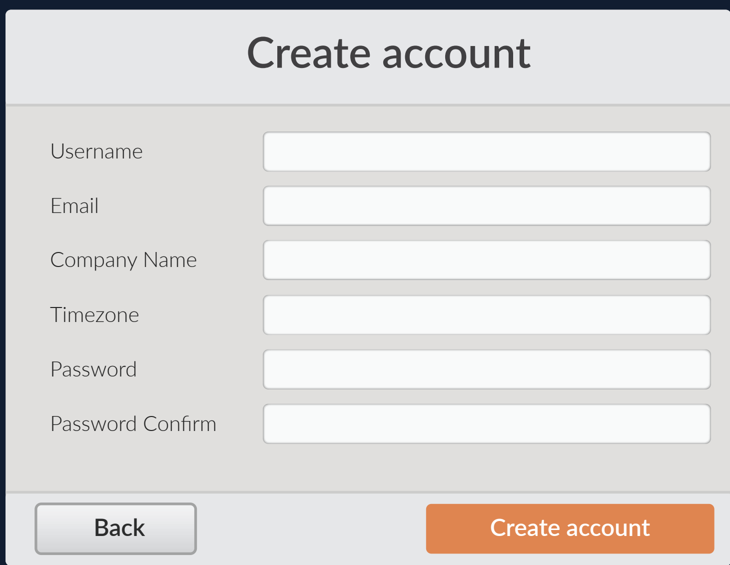
On the Sign Up screen, simply type the Serial Activation Code you have received and click on Next button.

The Activation Code will have been sent to you by an automatic e-mail from QR-Patrol a few minutes after you have completed an order of a QR-Patrol monthly or yearly plan on the online shop (http://www.qrpatrol.com/pricing)

On the next screen, you can create your own account in the QR-Patrol web application.

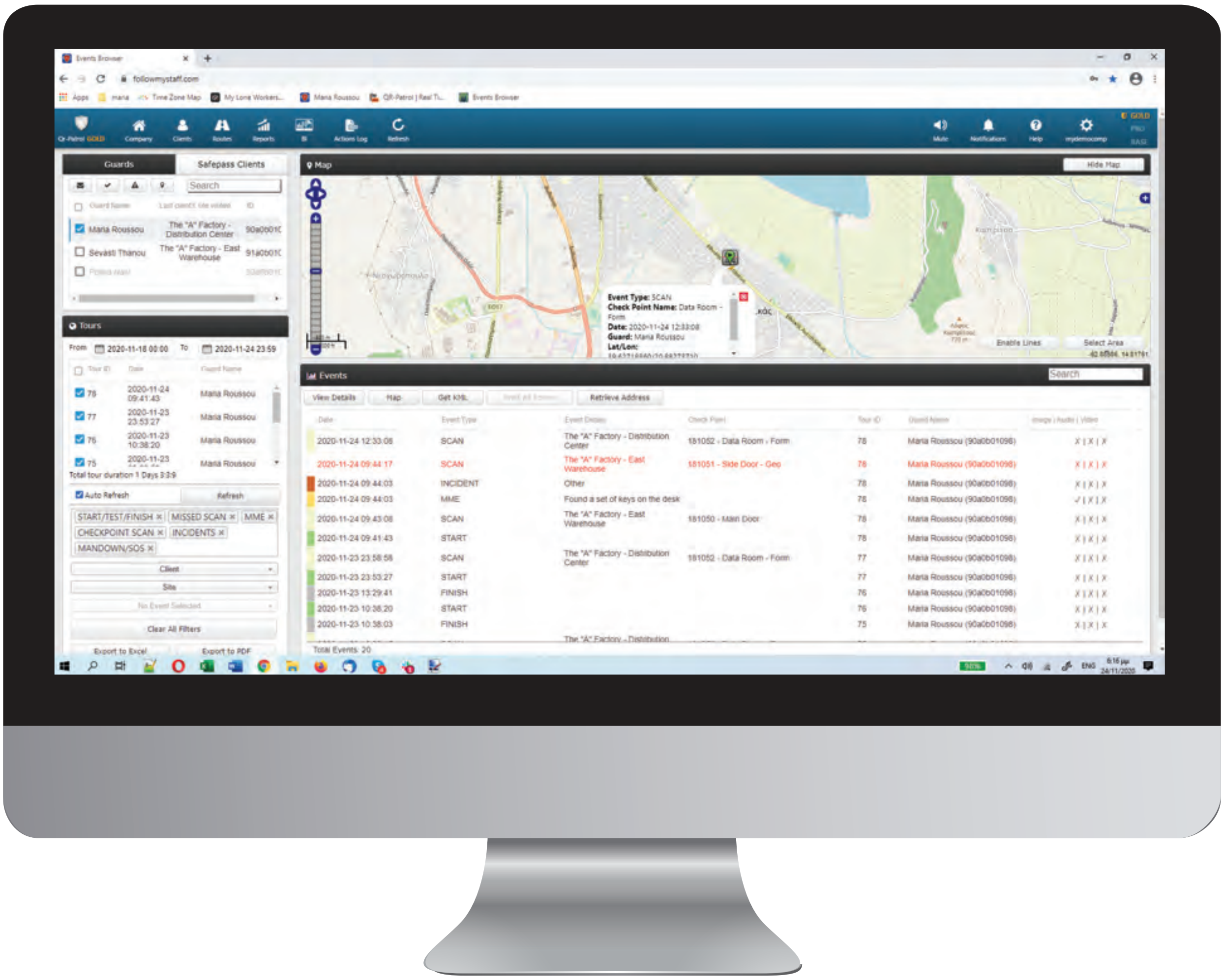
Fill in the form with all of your data (username, email, company, timezone) and choose a secure password for your login to the system.

After filling in the form, click on “Create Account” and you will be ready to use QR-Patrol application by typing the credentials you just chose.



Events Browser

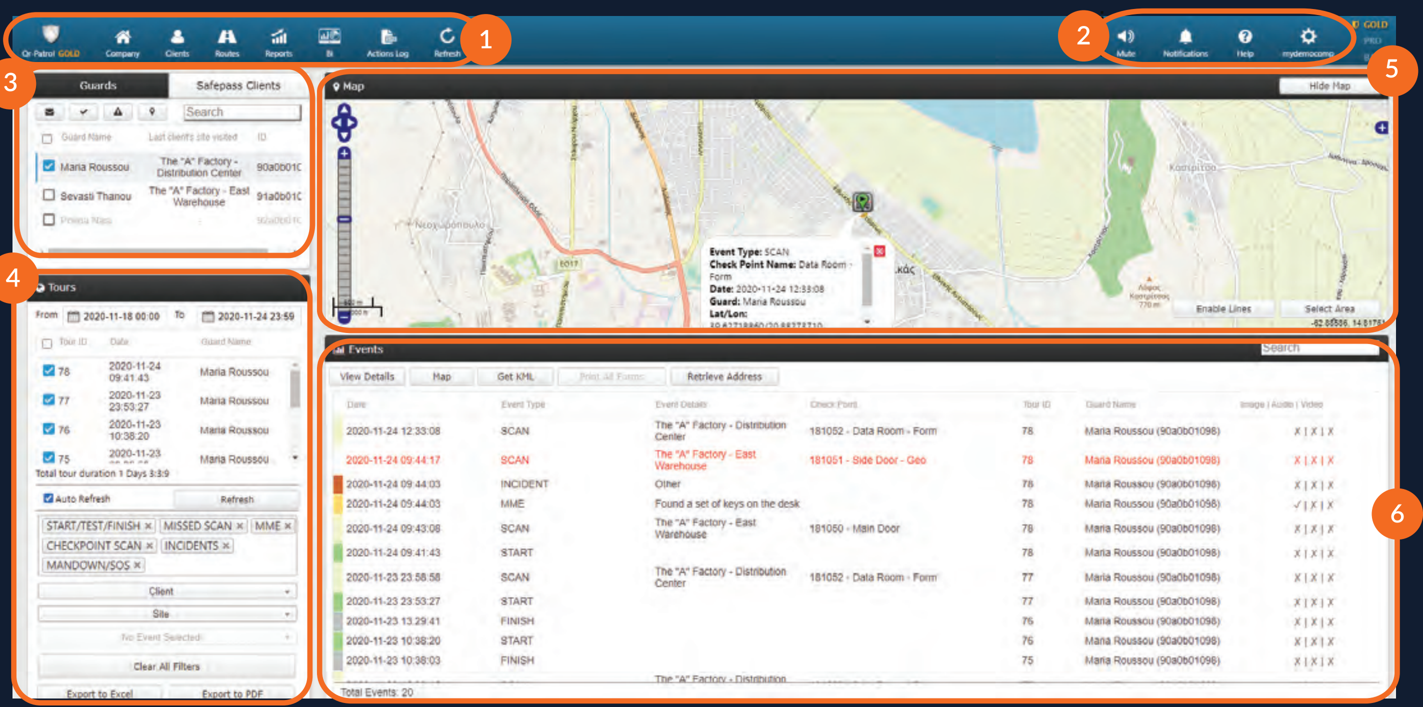
Logging into the web application, you can now access the full functionality of QR-Patrol. The central screen of the application consists of all the neccesary information and actions in order to immediately manage patrols and guard tours and gain full control over your officers' activities.



At the top you can see the main toolbar of the application, with the following options:

- ✓ **Company**, which includes all info about the company (clients, branch offices, users, etc.)
- ✓ **Clients**, which includes all the clients of the company.
- ✓ **Routes**, where you can organize and schedule routes.
- ✓ **Reports**, where you can export advanced filtered reports.
- ✓ **BI**, where you can create custom reports based on your needs.
- ✓ **Actions Log**, where you can view all actions made in the web app.

Dashboard



1

Basic Navigation Bar

Navigate through all the basic options of QR-Patrol web application such as Company, Clients, Routes and Reports.

2

Help / Settings options

Change the language of QR-Patrol application (English, Spanish, Italiano, Greek, Russian, German, Portuguese) and login settings.

3

Guards section

Select guard(s) in order to view all available patrols or make a specific action (track guard, send message, mute, etc.)

4

Tours section

View all tours for the selected guard(s) by selecting dates, client, site and export data to excel or PDF format.

5

Map

Monitor all guards' activities on the map and select a specific circle area in order to see all guard's activities in this area.

6

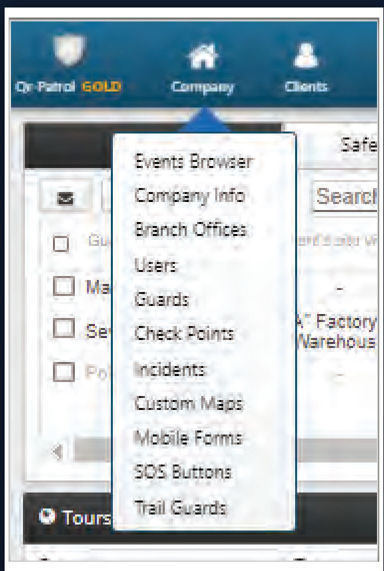
Events section

For submitted events, you can see more details such as event location, photos, voice recordings, notes or signature of the guard.

Company Info

To start with the web application, click on “Company” button in the Basic Navigation Bar. A drop down of choices appears.

- Events Browser
- Company Info
- Branch Offices
- Users
- Guards
- Check Points
- Incidents
- Custom Maps
- Mobile Forms
- SOS Button
- Trail Guards

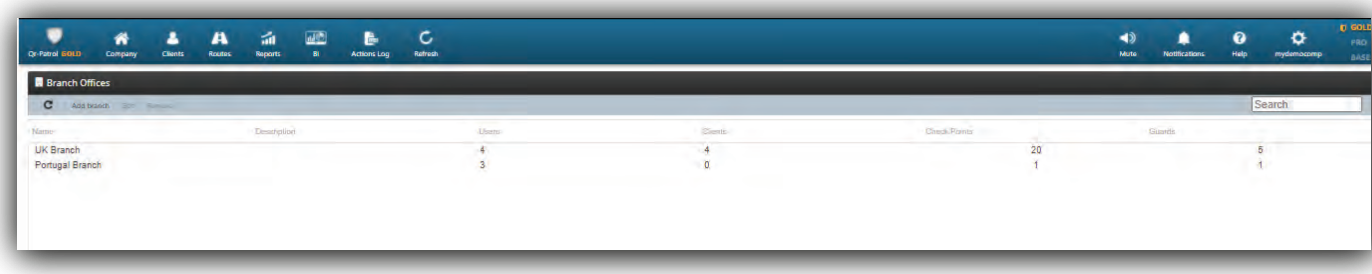


By choosing the Company Information Panel, you can see some basic information and details concerning your security company. Select “Edit” option in order to change the basic info about your company.

Branch offices

You can access your company's branch offices panel by clicking on the top left "Company" tab and select "Branch Offices" as shown on the right.

You will be prompted to the following screen:

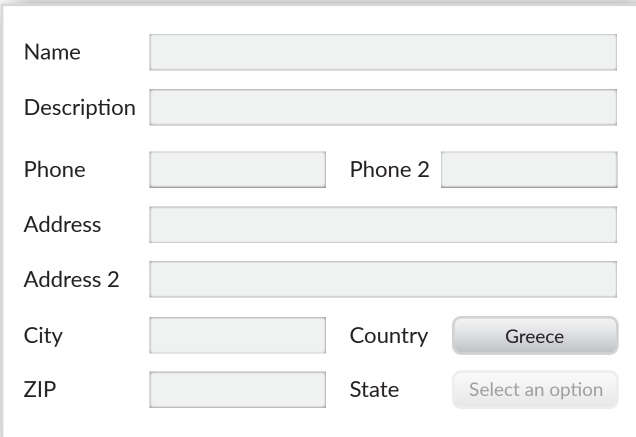


The panel is composed by a light blue toolbar of actions (Add Branch, Edit and Remove) and a list of your security company's branch offices.

Add a branch

By clicking "Add branch" a new page (as shown right) will appear.

Fill-in the details for the new Branch and press on the button Confirm. After completing the addition, the newly created Branch office should appear in the list of Branch offices.



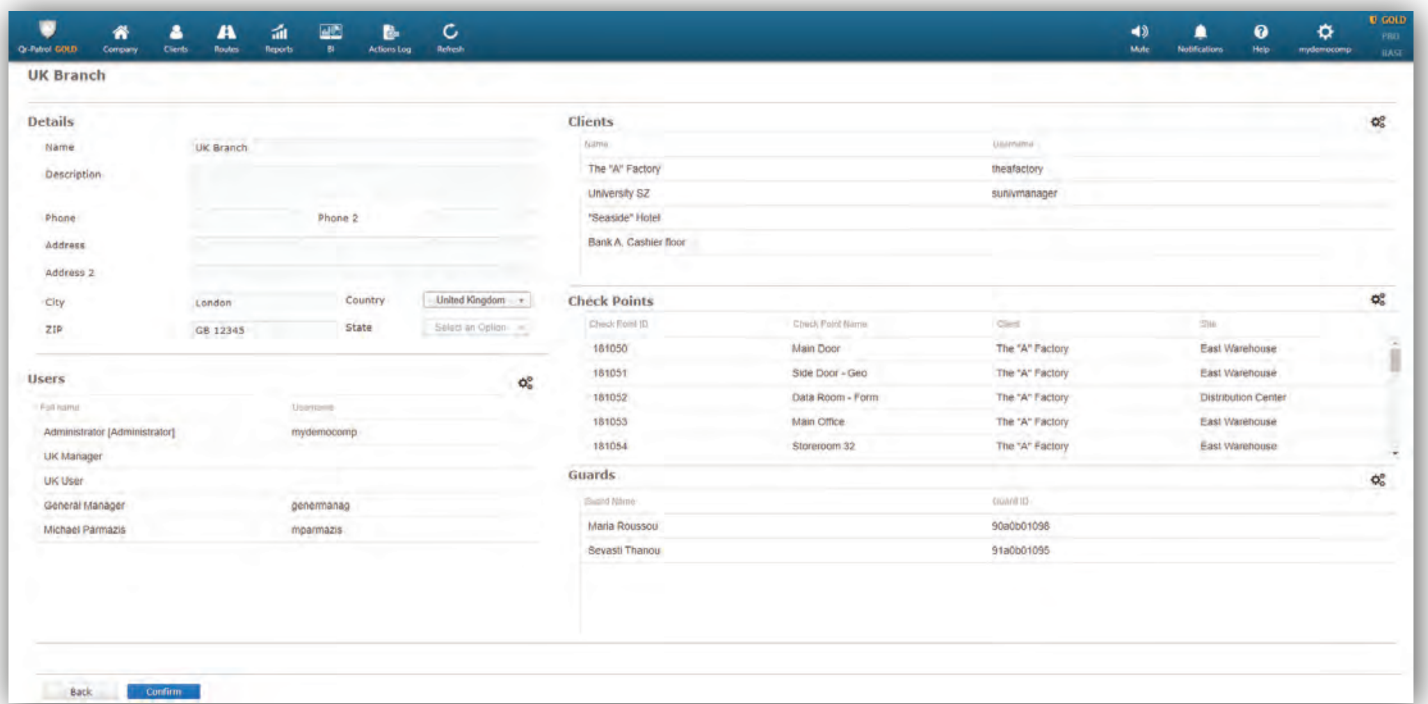
Branch offices

Edit a branch

To edit a Branch office, select one from the list of your company's Branch offices and click on "Edit"; a new page appears, containing 5 panels:

- Details (general data for the Branch)
- Users (list of Users assigned to this Branch)
- Clients (list of Clients assigned to this Branch)
- Check points (list of Check points assigned to this Branch)
- Guards (list of Guards assigned to this Branch)

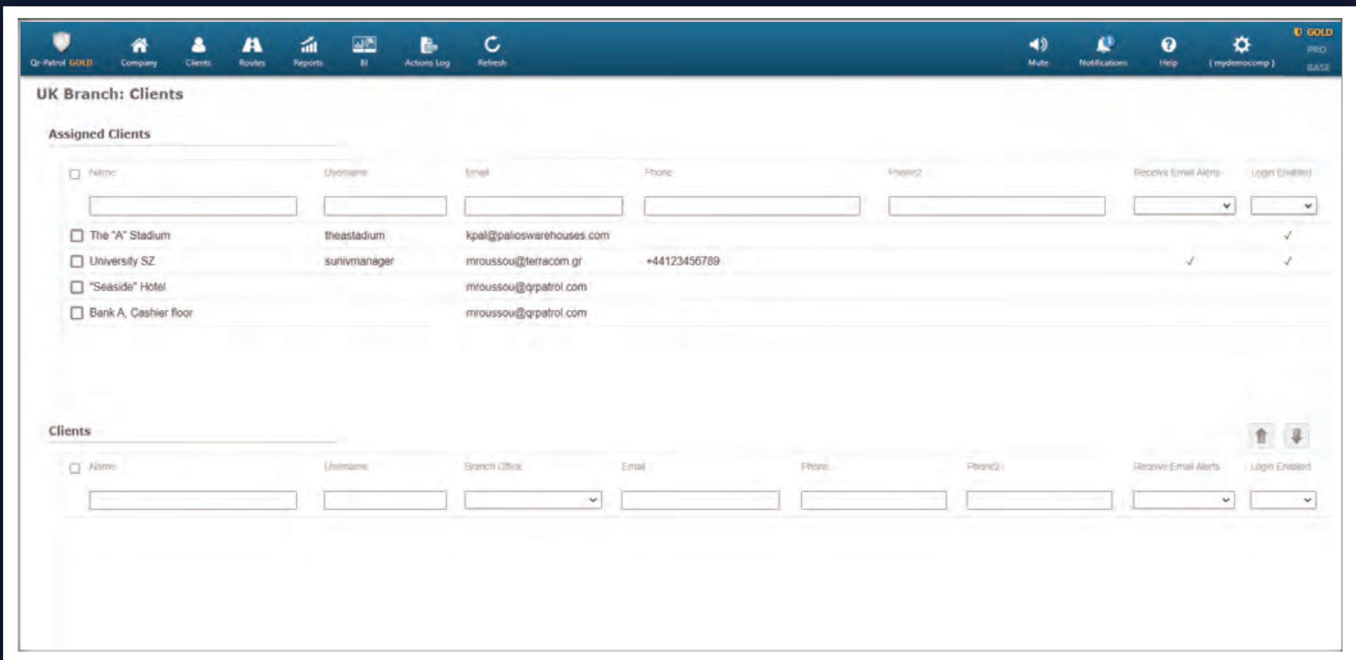
You are able to edit the data under "Details" panel, as well as manage the list of associated Users/-Clients/ Checkpoints/Guards.



For Example: Click on the Gear icon available on the Clients panel. A new page will appear (as shown below) containing:

- ☑ A list of assigned Clients (upper panel)
- ☑ A list of available Clients (bottom panel)

Assign a Client to the Branch by simply clicking on the respective checkbox. By pressing the green arrow the Client appears in the list of the assigned Clients. In the same way, you can remove Clients from the list of assigned Clients by simply clicking on the Client checkbox and clicking on the blue arrow.



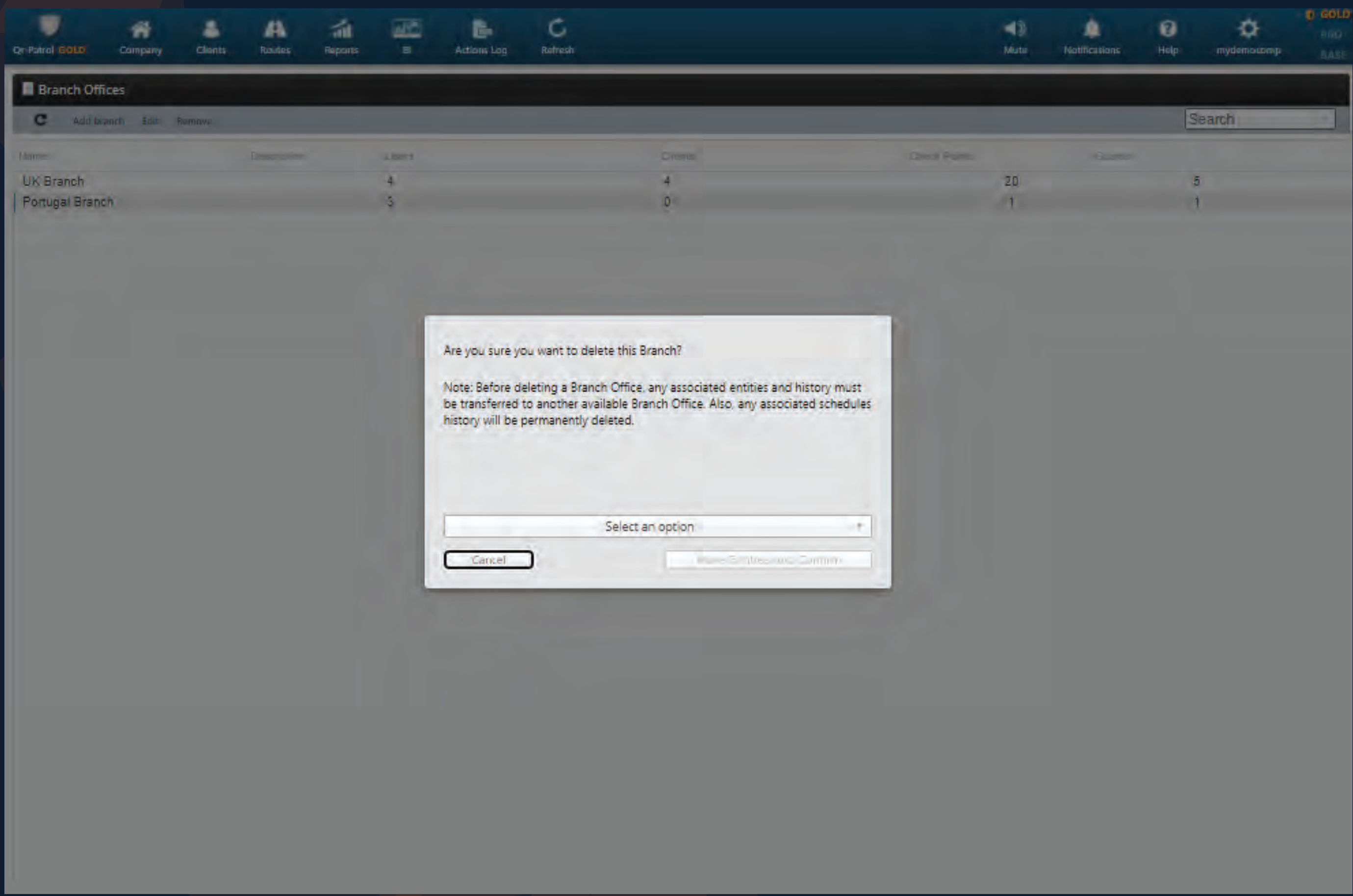
In the same way, you can manage the list of associated Users/ Checkpoints/Guards.

> Clients can login with their own credentials and monitor (only) the actions of the Guards that have taken place to their own sites!
>
> ****NOTE**

Remove Branches

To remove a branch you must first select one from the list of branches of your Company.

After selecting one from the list, you can click "Remove" - a pop-up window will appear which will prompt you to transfer all relevant entities (users, clients, etc.) of that branch to another one. Press "Confirm" to delete it from the Branches list.



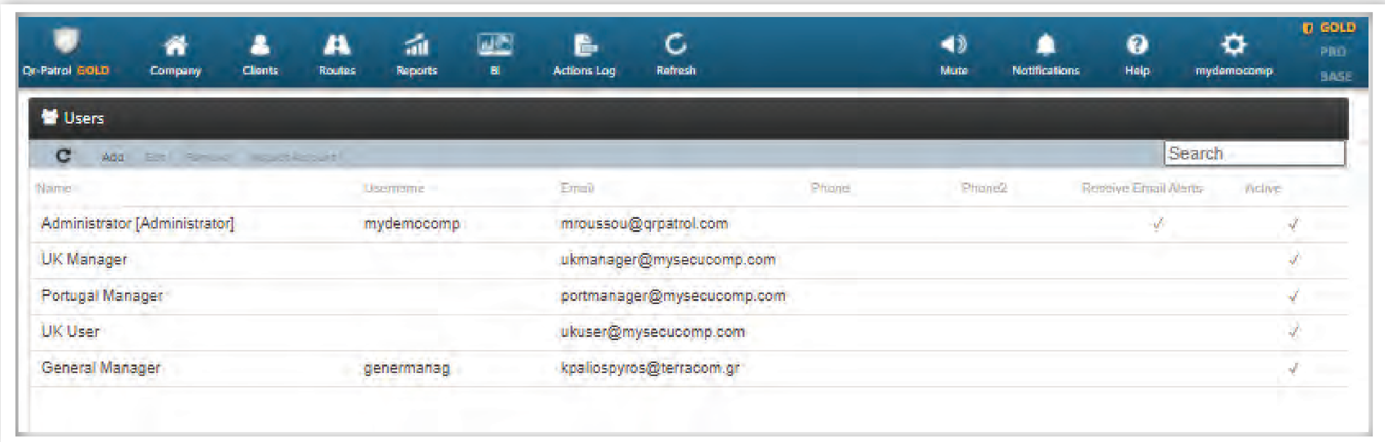
QR-Patrol
Guard Tour System

Users

Users are the people assinged to receive guards' SOS alerts and Route report e-mails from the system. You can access the Users panel by clicking on the top left "Company" tab and select "Users", as shown on the right screen.

Login to QR-Patrol web application

followmystaff.com

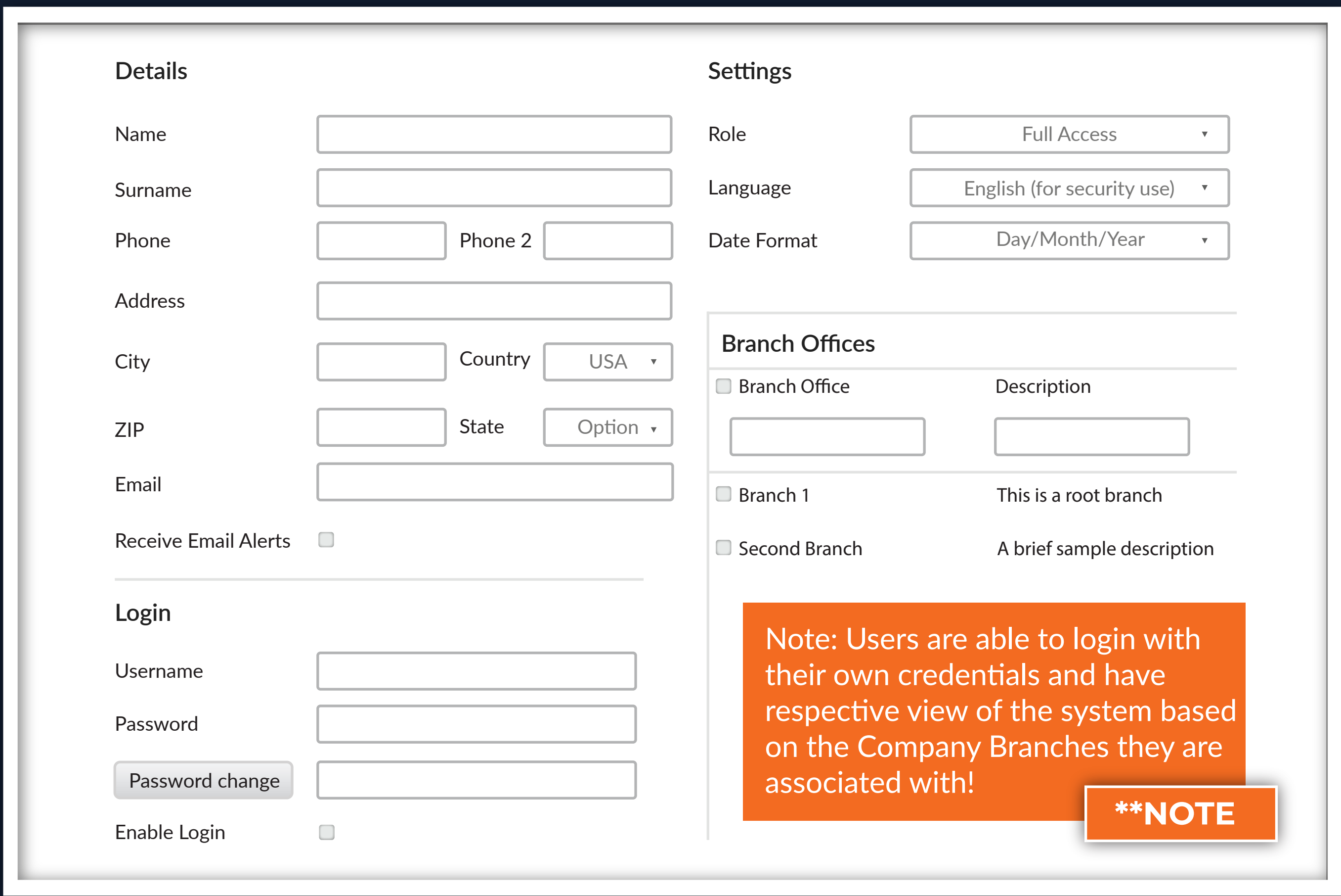


You can see the list of the users in your web application and all the data available for each user. You can now add a new user, edit an existing user or remove one. For quick data access, you can search for a user from the search bar on the top right of the actions bar.

Add a new user

By clicking “Add new user” a new page (as shown on the right screen) will come up, with the following sections:

- Details (General Information)
- Login (Manage Login for this user)
- Settings (Personalize the User Login)
- Branch Offices (list of available/associated Branches to this User)



Edit User

To edit a User, you shall select one from the list of your company’s Users. Click on “Edit”, which in turn will bring up a new page as displayed on the left screen. You can now edit any of the fields displayed. By confirming the changes, they shall be reflected in the list of Users.

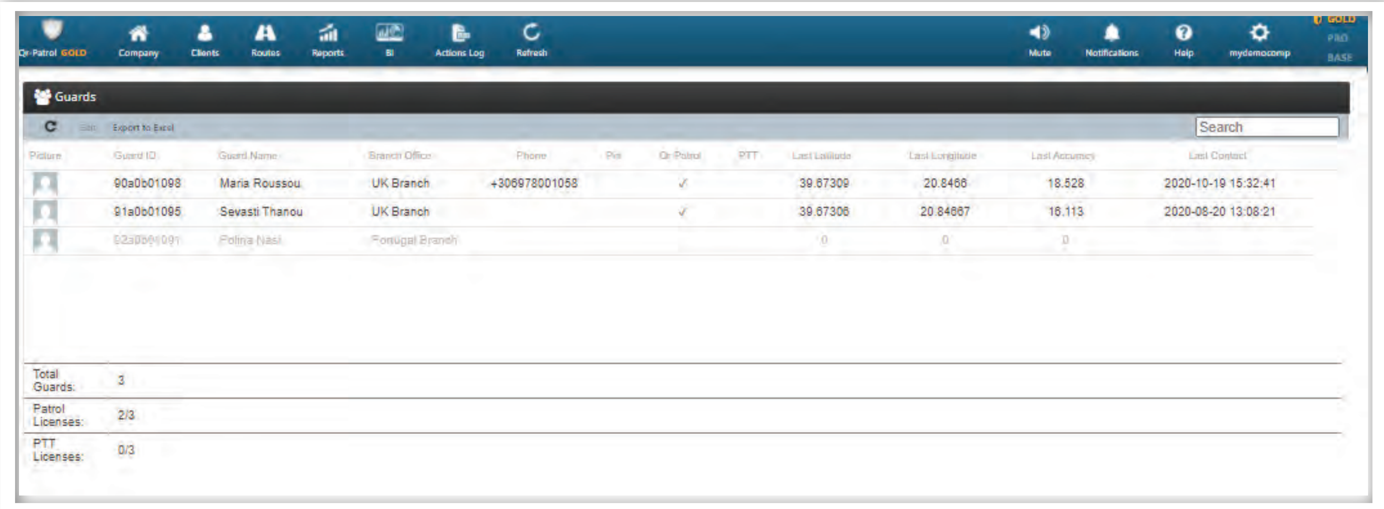
Remove User

To remove a User you shall select one from the list of your Users.

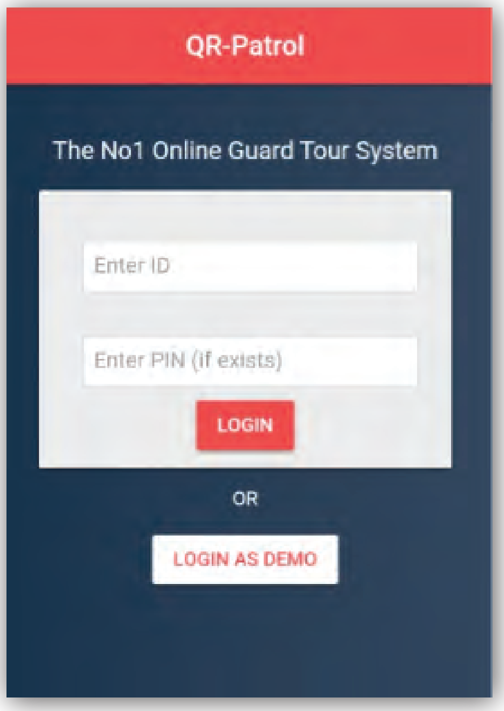
After selecting from the list, you can click on “Remove”, which in turn will bring up a confirmation popup. By clicking on Confirm button, the User will disappear from the list of Users.

Guards

Guards are the people assigned to accomplishguard tours and patrols. You can access the Guards panel by clicking on the top left “Company” tab and select “Guards” as shown on the right.



You can see the list of the guards assigned to the system and all the necessary data about them. You can click on Edit in order to edit the info of a guard. On the bottom, you can be informed of your account details and the active licenses of your QR-Patrol subscription plan. (You can also see about PTT Licenses. For more information about QR-PTT push to talk over IP application, click here).



Note: Guards can connect to the mobile app by inserting their Guard ID and PIN found under the respective columns.

** NOTE

Guard’s settings

Guard’s mobile login, using NFC tags

An alternative, simpler way for the Guards to login to the mobile application, other that the Guard IDs, is using NFC tag.

With this feature, the Managers can associate an NFC tag with a specific Guard/Worker that will allow them to quickly login to the mobile app by scanning it!

To set it up, follow the steps below:

- ✔ Navigate to Company -> Checkpoints
- ✔ Select the target NFC checkpoint from the list of available checkpoints, and press the "Edit" button
- ✔ On the pop-up window, select the target Guard from the drop-down list next to the "Guard Login" field
- ✔ Finally, press "Confirm"

Just open the QR-Patrol mobile app and at the Login page just approach the NFC Tag at the back of the device in order to read the Guard ID and press LOGIN.

Important Note: If a PIN exists for this Guard/Worker, they need to manually enter it before logging in.

Edit Guard

To edit a Guard, you shall select one from the list of your company's Guards. Click on "Edit", which in turn will bring up a popup dialog displaying on the right.

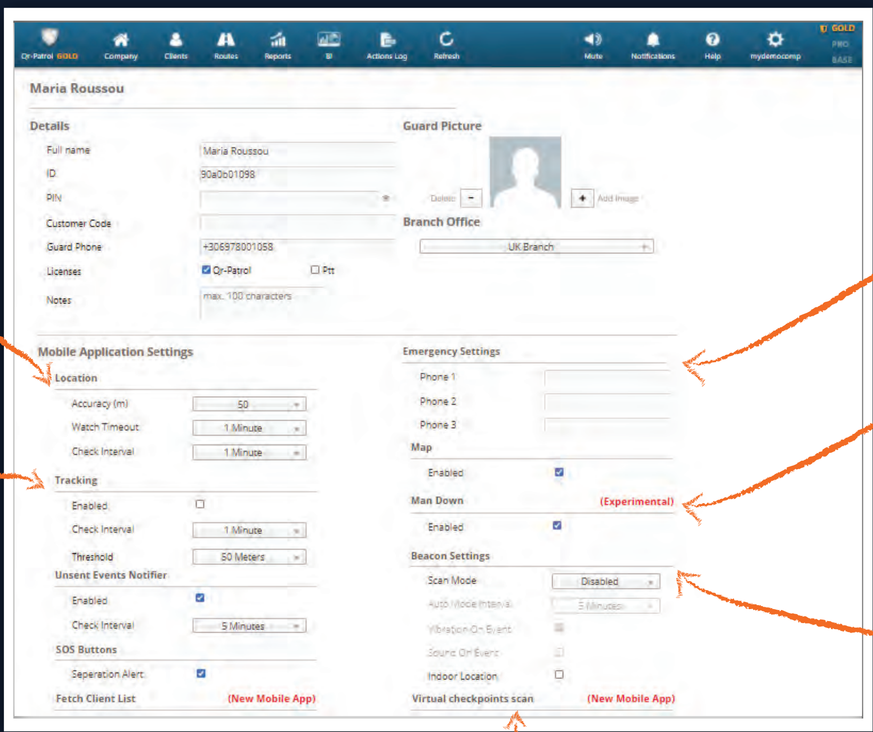
You can now edit:

- ✓ The Guard's details
- ✓ The Mobile App settings
- ✓ The Guard's details, The Branch where they belong, Their Mobile App Settings

By confirming the changes, they shall reflect in the list of Guards.

Location: define the ideal location (accuracy) and how frequently the system will try to retrieve the Guard's location via the GPS of his mobile device

Tracking: track the last location of the last sent event of the guard on the map of the Events Browser



Emergency Settings: define up to 3 phone numbers that will receive an SMS notification in case this guard has pressed the SOS button and he is in danger

Man Down: enable the Man Down functionality for the guard

Beacon settings: enable Beacons functionality and its settings for the guard

Virtual checkpoints scan: enable Virtual checkpoints functionality and its settings for the guard

Guard Groups

Through the web app, you can create Guard Groups with specific guard members and separate your staff into different teams.

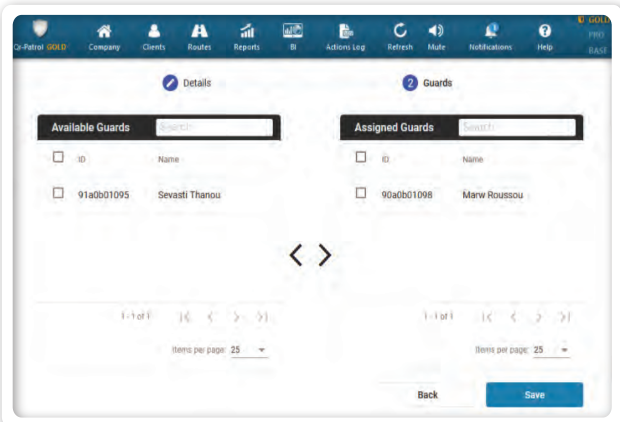
The **Guard Groups functionality** is a great choice for faster schedule management, as it allows you to quickly assign specific Guards to your Schedules. In addition, you can use them for quick filtering in case you only need to monitor and manage activity for a particular Group of Guards (e.g., only for those working the night shift).

Additional details

- ✔ Guards can be assigned to more than one Guard Group at the same time (e.g. “Client xx Group”, “Armed Guards Group”).
- ✔ You can only Group Guards together when they belong to the same Branch.
- ✔ Any changes to a Guard Group will also update the related schedules (e.g. if you add/remove a Guard from a Guard Group, the Schedules that contain this Guard Group will also be updated accordingly).

Create/edit a Guard Group

1. Navigate to Company >> Guards >> Guard Groups
2. Press “Add” and enter the name for your Guard Group
Tip: Use a short but descriptive name that will help you recognize the purpose of that Guard Group.
3. Select the Branch you want it created for and press “Next”.
Note: In the “Available Guards” list, you can see all of the Guards that belong to the Branch you have selected (and they are not currently assigned to this Guard Group), whereas in the “Assigned Guards” list, you can see the ones that are already assigned to this Security Group.



Select the Guards that you want to assign or unassign to this Guard Group from the respective list and use the arrows in the middle of the screen to move them between lists.

Once you are happy with your changes, press “Save”.

To edit or delete a Guard Group, simply use the respective buttons located at the main Guard

Use a Guard Group for filtering

While on the Events Browser and Schedules Page you can filter by a specific Guard Group, to easily find details and view particular actions.

Events Browser – Guard Group filtering

- ✓ Navigate to Company >> Events Browser
- ✓ On the Guards panel, press the “Guard Group” field to view the available Guard Groups
- ✓ Select the Guard Group you are interested in

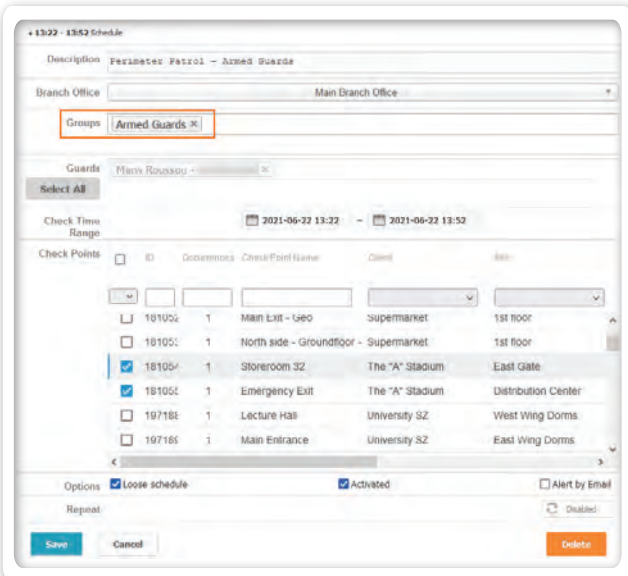
Schedules – Guard Group filtering

- ✓ Navigate to Routes >> Schedules
- ✓ Press the Filter icon from the top left of your screen
- ✓ Select the Guard Group you are interested in

Use a Guard Group for Schedules creation

Guard Groups are very helpful when it comes to Schedules, as they reduce schedule creation times.

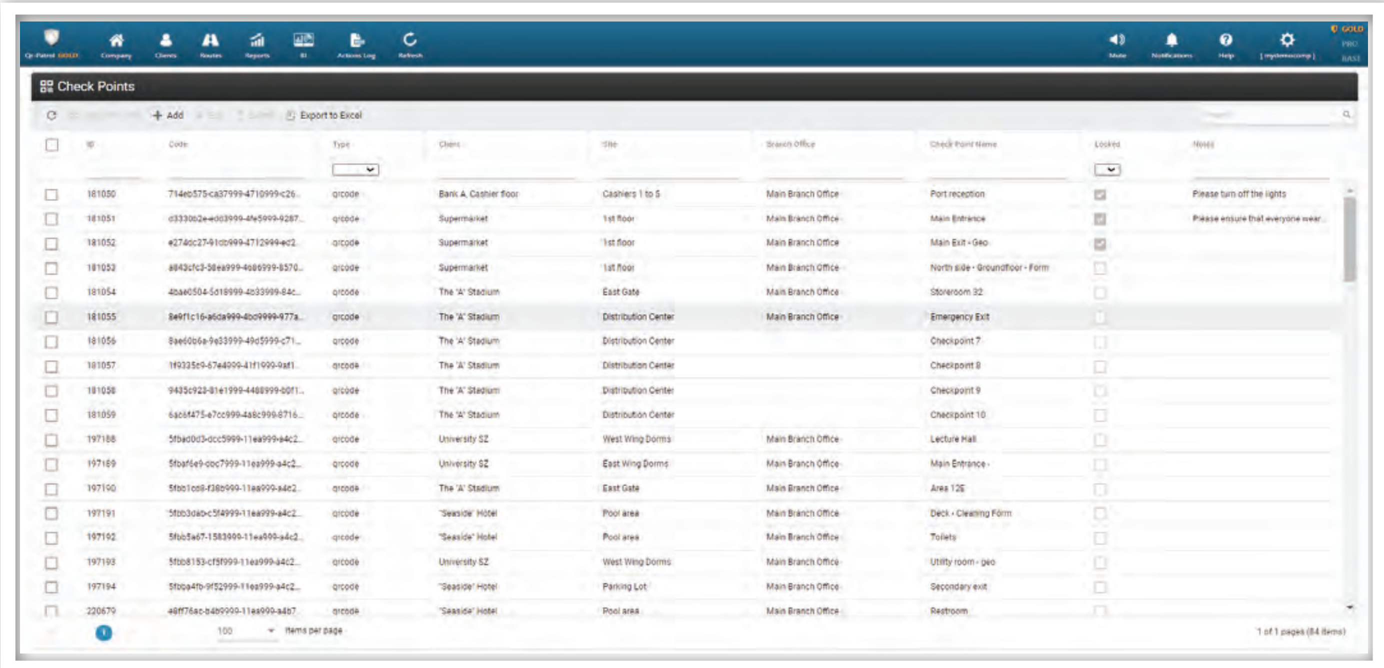
- ✓ Navigate to Routes >> Schedules
- ✓ Press “Add” to create a new Schedule
- ✓ From the “Groups” field, select the Guard Group of your interest, like in the below picture:
- ✓ Complete your Schedule creation by following the steps in the Schedules tab.



Checkpoints

QR-Patrol supports 4 different checkpoint types: QR-Codes, NFC tags, Beacons and Virtual (location-based checkpoints). Checkpoints are physically (or virtually) placed in specific locations (buildings / assets), in order to allow for flexible management and monitoring. You can access the Checkpoints panel by clicking on the top left “Company” tab and select “Checkpoints

Checkpoints



By clicking on Chekpoints, the above screen appears. You can now view the ID of each checkpoint, the Check Point Code, the site on which it has been assigned to and a name/description of the Check Point (e.g. Back door) as well as some notes regarding the specific checkpoint, which will appear on
the mobile application at the time a guard scans this checkpoint.

The attribute “locked” means that the checkpoint cannot be assigned to another site via the mobile

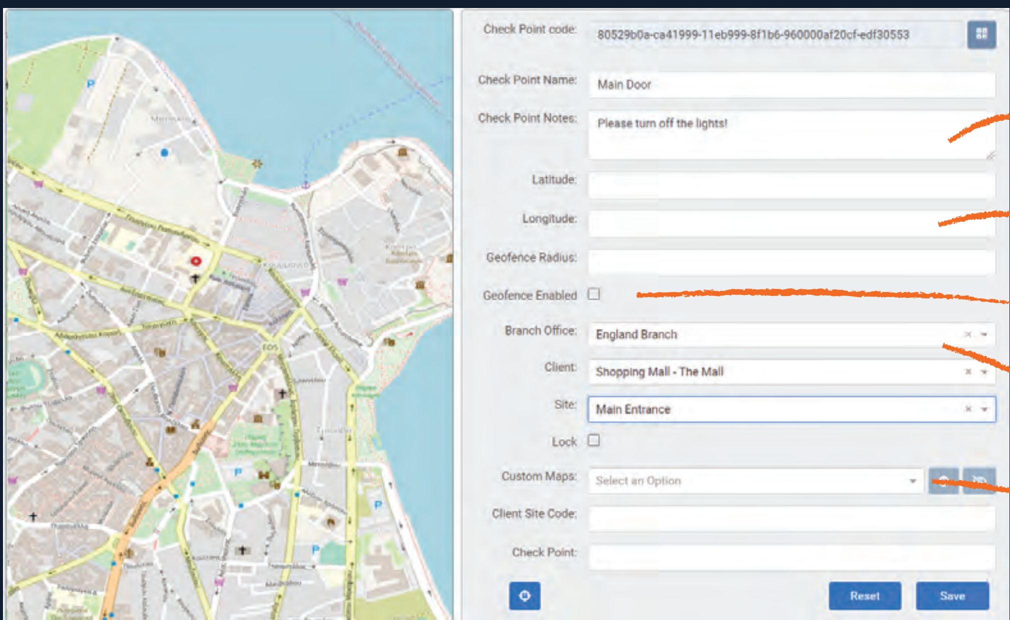
View QR-code

By clicking on “View QR-code” a new popup dialog (as shown on the right) shall come up. You can now check the QR-code and all the information about it.

You can also scan the QR-code if you run QR-Patrol mobile application, save the QR-code as a PNG image file on your computer or print it.

Don’t print frequently,
think of the environment!

Edit a checkpoint



Notes to the guard when he scans the check point.

Insert latitude and longtitude parameters

Enable geofence functionality

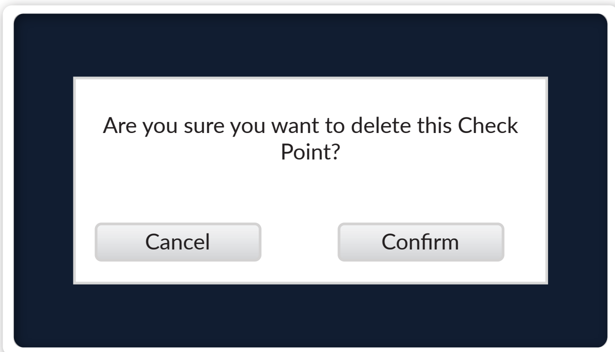
Select a Branch Office

Assign a Custom Map to a checkpoint - this way you can specify its location easily on top of your own map

Remove Checkpoint

To remove a Checkpoint select one from the list and click on the “Delete” button.

If the Check Point cannot be removed, then it is assigned on a schedule route and you should firstly remove it from the schedule”.

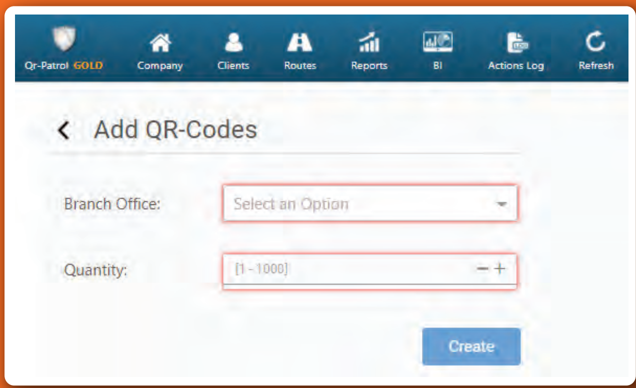


Add QR-Codes

To get started, one of the first tasks is to create and to assign checkpoints to your sites.

Create QR-Codes

- On the navigation menu, click on "Company" and from the drop-down menu choose "Checkpoints",
- At the top navigation bar of "Checkpoints" screen click "Add" and then the “QR-Code” option,
- Define the related Branch Office and then enter the quantity of checkpoints you wish to be generated,
- Finally press the "Create" button.

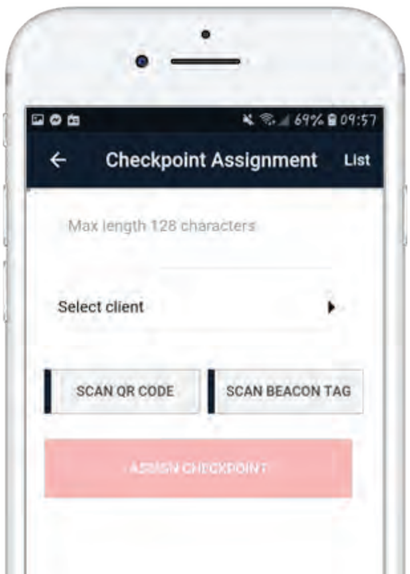


Import NFC checkpoints

You can import NFC checkpoints in two ways, just by following the steps below:

Through the Mobile app

- On the main screen of QR-Patrol mobile application, press the “Checkpoint Assignment” button.
- Drag the NFC tag on the back of your device (make sure that the NFC feature of your phone is enabled).
- Select the Client and Site (in order for the Client list to be available for the Guard, you need to enable “Fetch Client List” option from the Guard’s settings in the web app) you want to assign the checkpoint at and press “Assign”.



Through the Web app

- Login to your web app account and navigate to Company >> Checkpoints
- Press "Add NFCs"
- Choose one of the following options to import your NFCs*:
  - a The "File" option allows you to upload a text file (.txt) that includes your NFCs
  - b With the "Clipboard" option, you simply paste the serial numbers of your NFCs on the available text area
- Select the "Branch" you want to assign them to by using the respective button on the right
- Press "Upload" to complete your import!

** The format you need to use, whether you chose the "File" or "Clipboard" option is the following:*

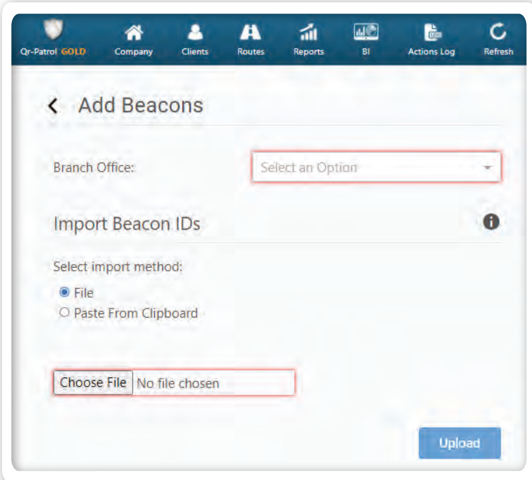
For multiple NFCs import, you simply add their serial numbers divided by commas (,). For example: 041D1F9A8E6581, 04D94F9A8E6580. In this example, 2 NFCs will be added to the account.

If you want to also name your NFCs upon import, simply add the serial number followed by a semicolon (;) and the name you want to add. For example: 041D1F9A8E6581; Warehouse Side Door, 04D94F9A8E6580. In this example, 2 NFCs will be added to the account – the first one will be named "Warehouse Side Door" and the second one will be added without a predefined name.

Import Beacon checkpoints

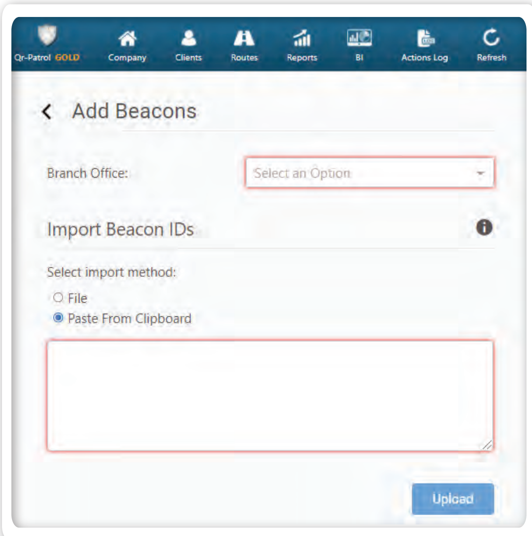
Through the Mobile app

- Click on the "Company" button on the left of your navigation bar, and choose "Checkpoints".
- At the top navigation bar of "Checkpoints" screen, click on the "Add" button and then select the “Beacon” option.
- You have 2 options for uploading beacon ID(s):
  - Choose the "File" radio button, to upload them via a txt file.
  - Click on the "+" icon displayed, and upload a .txt file containing the beacon ID(s) (note that the various beacons IDs must be comma separated).
  - Click on the "Upload" button to complete your import!



or:

- Choose the "Clipboard" radio button, to upload them via a text-box area.
- On the text-box area displayed, enter the beacon ID(s) (note that the various beacons IDs must be comma separated).
- Click on the "Upload" button to complete your import!



Technical Info

Make sure that your beacon ID(s) have correct format:

- For an iBeacon, you should use the UUID, Major and Minor values with an underscore between them (i.e. **UUID_Major_Minor**). For example, a valid iBeacon ID could be: e2c56db5-dffb-48d2-b060-d0f5a71096e0_6_6.

- For an Eddystone beacon, you should use the NamespaceID and InstanceID values with an underscore between them (i.e. **NamespaceID_InstanceID**). For example, a valid Eddystone ID could be: d3ex1918sde157cl1102_1cl1567drs27.

To retrieve/program these values you can use the Application provided by your Beacon supplier. Please note that the combination of those values (**UUID_Major_Minor** in case of iBeacons and **NamespaceID_InstanceID** in case of Eddystone beacons) has to be **unique**.

Through the Web app

If you are using **Eddystone** beacon checkpoints, you also have the option to import them from your mobile application as follows:

- Firstly, make sure that on your mobile application under Settings, the "Eddystone" Beacon Type is selected.
- On your mobile application, click on ‘Checkpoint Assignment’.
- Click on ‘Scan Beacon Tag’ and then press ‘Scan Beacons’. A list of all the Beacons in range (sorted by proximity) will appear on the top of your screen.
- Note that the Beacons that already belong to your Company (have been added to your Checkpoints list) are displaying in green colour.
- Click on ‘Stop Scanning Beacons’ and select (at least) one Beacon.
- Insert a Description and/or a Site Code (optionally).
- Click on ‘Assign’

The Beacon will be added to your Checkpoint list and you will be then able to view it on your web-application by going to Company -> Checkpoints.

Add Virtual checkpoints

A **Virtual Checkpoint** essentially is a defined area (focal point with a range) where a guard can go through, perform a Scan and possibly some other task (just like with QR-Codes, beacons and NFC tags).

If the guards' device location is within the area defined by a Virtual Checkpoint, then the system automatically sends a Scan event for that Virtual checkpoint.

There is even a Manual Scanning mode for Virtual Checkpoints, for full system flexibility!

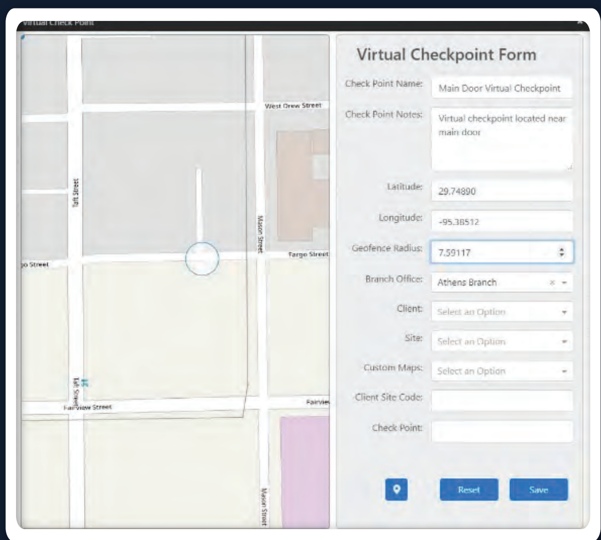
Setting up the System – Defining Virtual Checkpoints

- Navigate to Company -> Checkpoints
- Press on the "Add VR Point" link located on the Checkpoints panel - the system opens a new page to define the Virtual Checkpoint - most of the fields are common as with the rest of the checkpoint types (QR-Codes, NFC tags and beacons)
- You need to define the coordinates and radius of the Virtual Checkpoint - you can do so either by using the text fields or by using the map area:

a. **Text fields:** Insert the "Latitude", "Longitude" and "Geofence Radius" (in meters) to define where your Virtual Checkpoint will be located.

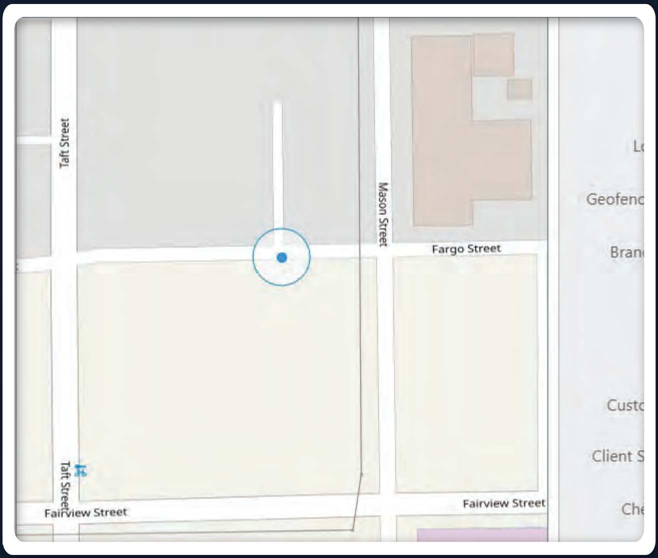
b. **Map:** Alternatively, you can make use of the map:

- Navigate (by right/left clicking on the map with the mouse and keeping it pressed) and zoom-in/out the map until you find the location of interest.
- Click on the centre of the area of interest (to define the Centre of the Virtual Checkpoint Area)
- Move the mouse from the Centre of the Virtual Checkpoint Area towards outside, until you reach the radius of your choice (see image below)



- Adjust the Virtual Checkpoint defined area, by moving the Circle on the map: you can do so by clicking on the centre of the circle (the system will show the centre - see image below) and while-clicked moving the circle with the mouse

- Fill-in the rest of the fields -just like you handle QR-Codes, NFC tags and beacons and finally press "Save".



Setting up the System - Defining Guards Rights

The system allows you to select which of your guards can make use of the Virtual checkpoints feature, as well as how they can use them (automatic/manual mode):

- ✔ Navigate to Company -> Guards
- ✔ On "Virtual Checkpoints Scan" section, select the "Scan Mode" you wish to
- ✔ For automatic "Scan Mode", you need to also define the Auto Mode Interval value, i.e. the period of time that the system should re-send the same Virtual Checkpoint scan automatically (if the guard is on the same area)
- ✔ Define the "Outdated Threshold", i.e. the period of time after which the mobile application will not allow Virtual Checkpoint scan events to be performed due to outdated location
- ✔ Finally press on "Save"

Assign Checkpoints

You can assign the checkpoints from your web app in two ways, just by following the steps below:

- Click on the "Company" button on the left of your navigation bar and choose "Checkpoints".
- Select one of the checkpoints from your list and click on "Edit".
- Choose the Client and the Site to which you want the checkpoint to be assigned from the two drop-down lists on the pop-up window (Assign row). Save the changes by pressing the "Confirm" button.

or:

- Press the "Clients" button so the list of your clients will appear and then click on the client you wish to assign the checkpoints to, and choose "Edit".
- A window will pop-up, at the bottom of which there will be a list with your client sites. Press "Add" to add sites for this client and for each site; you can assign checkpoints by pressing "Manage Check Points".
- After choosing "Manage Check Points", a window will pop-up. At the bottom of this window, there is a list with all your checkpoints. To add one or more of them to the specific site, check the one(s) you want and press the plus sign. Finally, to complete the assignment, press the "Confirm" button.

Geofence

Using Geo-fencing, the Monitoring Center can be informed of whether a Checkpoint is scanned by the Guard within its pre-defined area or not!

You can manage Geo-fencing for some checkpoint by following the steps below:

- Navigate to Company -> Checkpoints
- Select the target checkpoint from the list of available checkpoints, and press the "Edit" link
- Define the coordinates and radius of your checkpoint; you can do that by using the text fields or the map area.

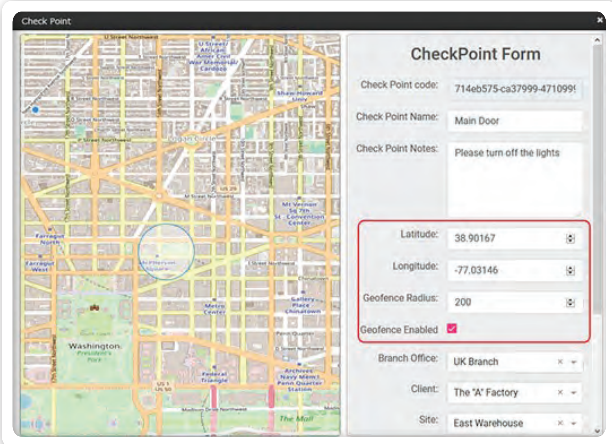
Various factors should be considered when setting the radius: the Guards device location accuracy, the checkpoints' physical location (surroundings, buildings, terrain..) etc - so you may have to tune this value accordingly!

**** NOTE**

Text fields: Insert the "Latitude", "Longitude" and "Geofence Radius" (in meters) to define where your checkpoint will be located.

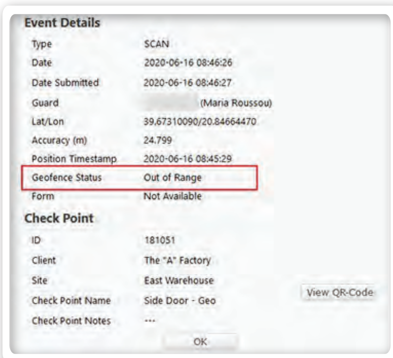
Map: Alternatively, you can make use of the map by following the steps mentioned below:

- Navigate (by right/left clicking on the map with the mouse and keeping it pressed) and zoom-in/out the map until you find the location of interest.
- Click on the centre of the area of interest (to define the Centre of the checkpoint Area)
- Move the mouse from the Centre of the checkpoint Area towards outside, until you reach the radius of your choice
- ✔ Check the "Geofence Enabled" checkbox
- ✔ Finally, press on "Save" button



Geo-fencing on the target checkpoint has been set-up! Now, every time a Guard scans it, you can check whether the Guard was within or out of the defined area! This can be easily distinguished through the Events Browser, as it is highlighted in **red**.

- ✔ Select the target Scan Event highlighted in red from the Events Browser panel
- ✔ Press on "View Details" button, to open a pop-up screen with details about the target Event
- ✔ Field "Geofence Status" will display one of the following values:
  - Within Range (if the Guard location was within the set radius of the checkpoint scanned)
  - Out of Range (if the Guard location was out of the radius of the checkpoint scanned)
  - Disabled (if Geo-fencing for the checkpoint scanned is disabled)



You can limit the Checkpoint Scan results on the Events Browser to check only the ones that are out of range; in order to achieve this, select both the "CHECKPOINT SCAN" and the "GEOFENCE - OUT OF RANGE" event type from the filter section (panel on the left).

**** NOTE**

Checkpoint bulk edit

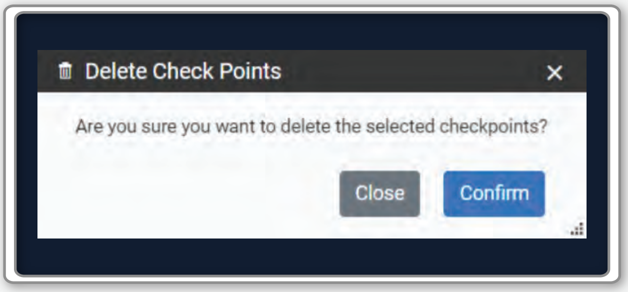
You can also bulk add, delete and edit multiple checkpoints at once, updating easily your data.

Checkpoint bulk add

By pressing Company -> Checkpoints and then the “Add” button, you will be able to choose between the 4 checkpoint types (QR-Code, NFC, Beacon, VR Point) that we offer in order to create at least one or more. Once the creation is successful, then you will be navigated to the grid page that will also contain the new checkpoints.

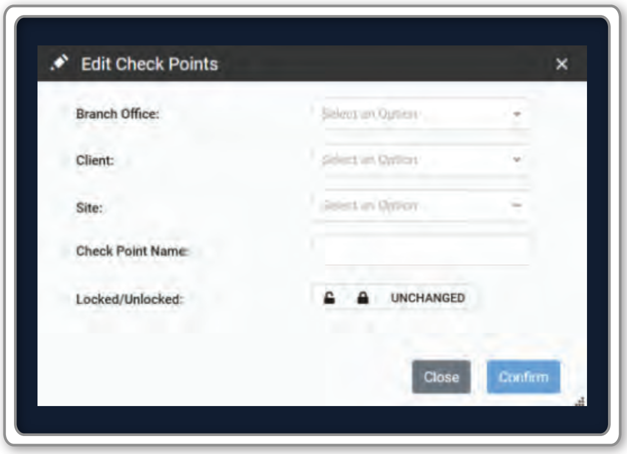
Checkpoint bulk deletion

You can easily delete one or multiple pre-existed checkpoints of the account by going Company -> Checkpoints, selecting them and pressing the “Delete” button.



Checkpoint bulk edit

In case that you have selected more than one checkpoint and press the “Edit“ button, the following pop-up window appears in order to bulk edit them. You can re-assign them to a specific Branch Office/Client/Site, re-name them and lock/unlock them. More specifically, "LOCK": locks the checkpoints in order not to be editable from the mobile app by the staff, “UNLOCK”: unlocks the checkpoints and the “UNCHANGED”: the lock/unlock pre-existed setup for the selected checkpoints will not change.



Incidents

Incidents are specific facts that bear a high level of importance and are the cornerstone of every guard tour. You can access your company's Incidents panel by clicking on the top left "Company" tab and select "Incidents" as shown on the right image.

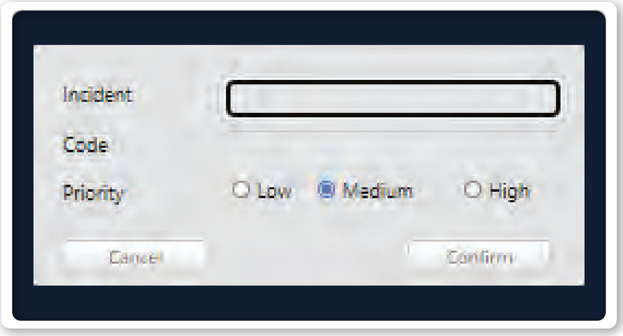
Incidents panel

Depending on your company's needs and the assets you have to manage, you can add new incidents and edit or remove the existing ones.

The panel is composed by a toolbar of actions and a list of your security company's Incidents. This list is being sent to each mobile device connected with a guard ID of your company account. Any changes to this list are also sent to each of your guard IDs.

Add an Incident

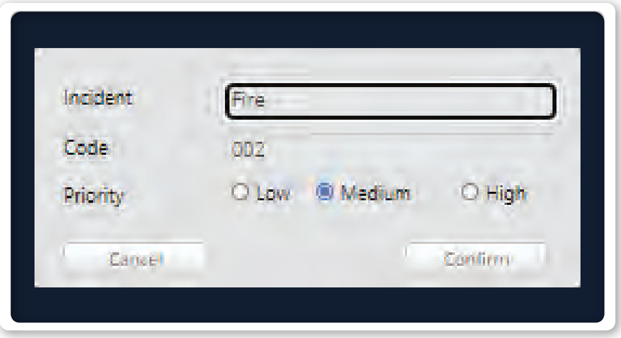
By clicking “Add Incident” a new popup dialog (as shown on the right) shall come up.



You have to provide:
- A unique name for the new Incident
- A unique code for the new Incident
- Its priority

After filling in the fields, the newly created Incident shall appear in the list of Incidents.

Edit an Incident



To edit an Incident you have to first select one from the list of your company’s Incidents.

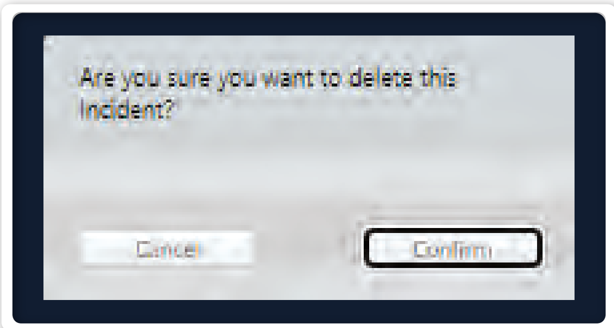
After selecting from the list, you can click on “Edit” and a popup dialog similar to the one of adding an Incident shall come up:

Likewise adding an Incident you can edit:
- The name of an existing Incident
- The code of an existing Incident

Delete an incident

To remove an Incident you have to select one from the list of your company’s Incidents.

After selecting from the list, you can click on “Remove” , which in turn will bring up a confirmation popup dialog. By clicking on Confirm button, the Incident shall disappear from the list of Incidents.



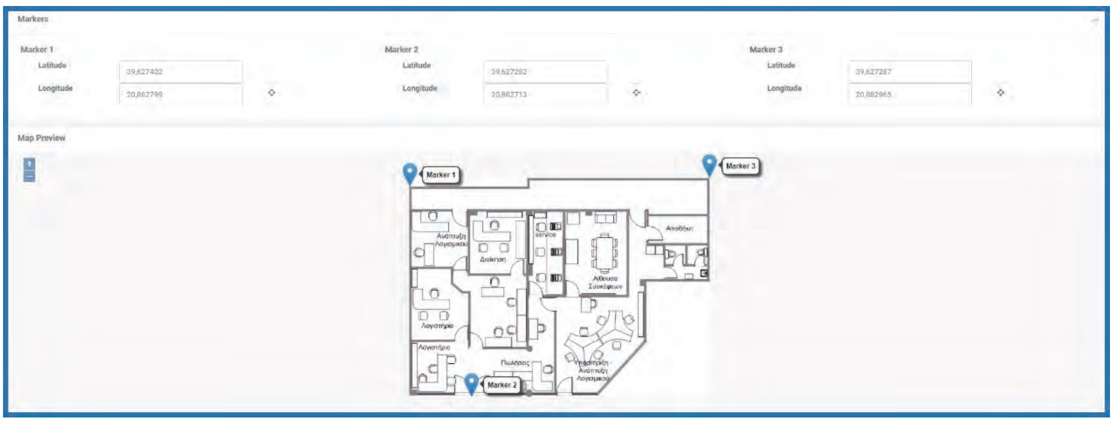
Custom Maps

Through the Custom maps feature, you have the ability to upload your own custom maps to QR-Patrol! Using this function, you are able to view your Guards actions on the Events Browser on top of your personal maps layers, thus having a much more personalized view!

You can upload a map by following the steps below:

- ✔ Click on "Company" menu and on the drop-down menu click "Custom Maps"
- ✔ At the top left of the new screen, click "Add"
- ✔ Click on "Upload new image" button and select an image (the map file) from your computer
- ✔ (Optional) After the image is uploaded, type the Name/Description of your choice under the respective fields

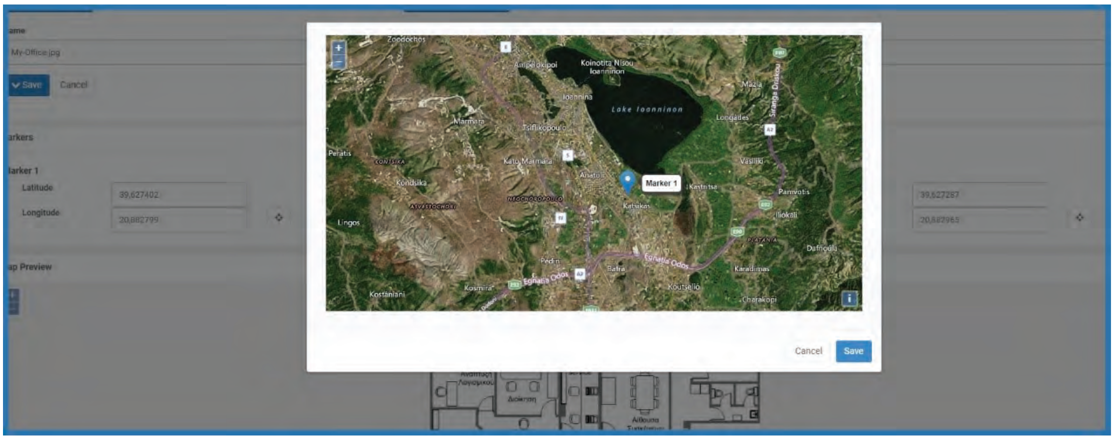
- ✔ Once your map has been uploaded, you need to place the three Markers (1,2,3) on the image (e.g. see screenshot below)



For optimal results, the Markers should be placed on the 3 corners of the map image; if not possible, then it is essential that they are at least not aligned, and are as far as possible from each other.

**** IMPORTANT NOTE**

- For each Marker, define the respective Latitude and Longitude values or
- Alternatively, press on the target icon, displayed next to each Marker; the system opens a pop-up page with a map in order to place the marker to the point fon interest!



- (Optional) If you wish to, you can assign one or more checkpoints to the map file; Click on the "Assigned Checkpoints" button and select the target checkpoint(s) from the checkpoints list (see image below)

	Check Point	Check Point Name	Client	Site	Custom Map
☐	67185				
☐	67186				
☐	67187				
☐	67188				
☐	67189				
☐	68262				
☐	6560	Front Door - Building sector A	My demo client	Demo client's House	27059b3c-4a43-43d4-95f5-f7fd62ac00ba21.png
☑	6567	Warehouse	My demo client	Demo client's warehouse	
☐	6568	Alex house	My demo client	Demo client's House	
☐	70935		My demo client	third site test	
☐	70936		My demo client	Demo client's House	

Cancel Save

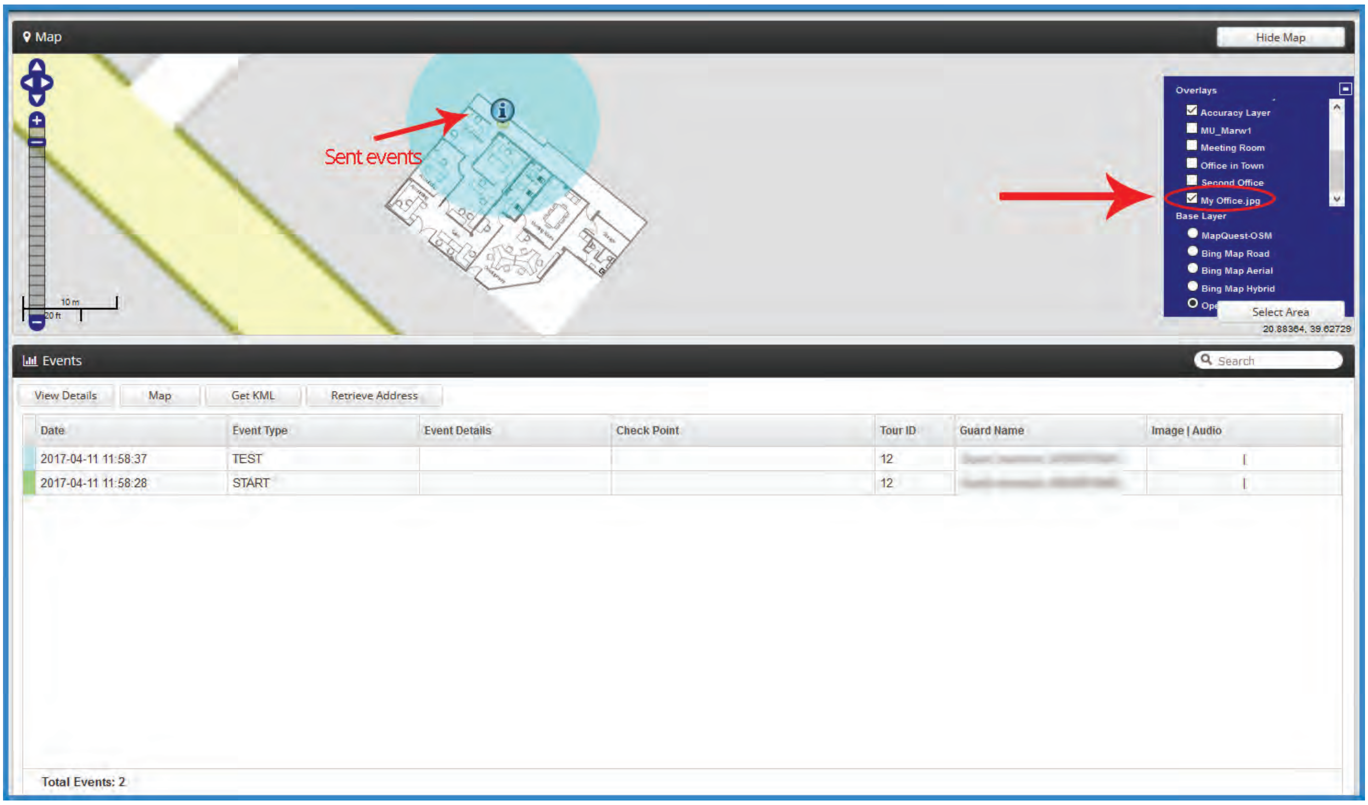
This is helpful for buildings with more than one floors, since it enables you to view that particular floor (for the Scan/MME/Incident events of the respective checkpoints) on the Events Browser!

**** NOTE**

- Finally, press on "Save" button

Your map has been set-up! Now, every time a Guard sends some event within the defined by the map location, or scans some checkpoint assigned to that map file, you can check his actions on the Events Browser above (or around) the uploaded map! This can be defined via the Events Browser:

- Click on the "+" icon on top right of your Events Browser
- On the Overlays list, the system displays among others the map image(s) you have inserted; ensure that it is checked and any event sent within that area will be displayed on the map image!



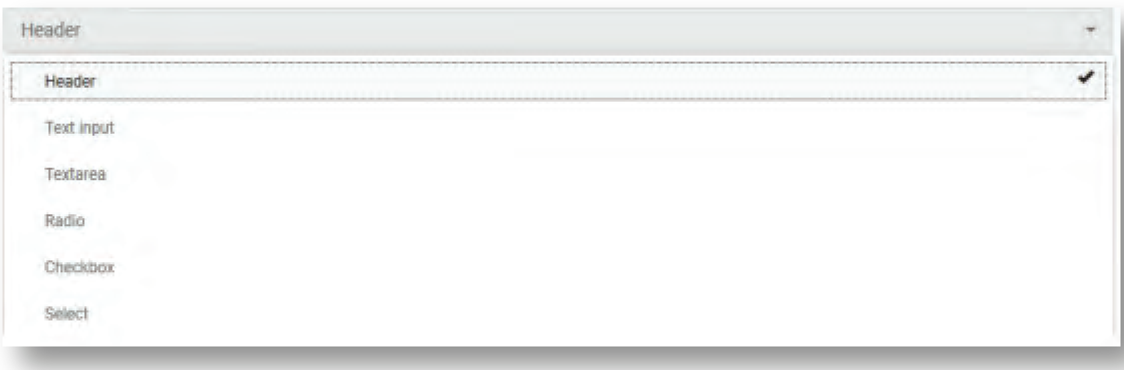
Mobile Forms Management

Mobile Forms can be used to send instructions/questionnaires to your employees, ask them questions, or even let them freely fill in any comments or information related to specific Checkpoints/Sites, they want to share with the monitoring center!

You have total control over Mobile Forms creation, as they are fully customizable.

A Mobile Form can consist of 6 Element types:

1. Header (Read only - can be used to name the form for instructions/tasks addressed to the guard, or other information the manager would like to add)
2. Text Input (Single-line input - can be used for short comments/information the employee would like to share with the Monitoring center)
3. Image (Read only - can be used to add an image for display purposes)
4. TextArea (Multi-line input - can be used by the employee for more detailed reporting)
5. Radio (Can be used for single choice selections)
6. Checkbox (Can be used for multiple choice selections)
Select (Dropdown list - can be used for single choice selections)



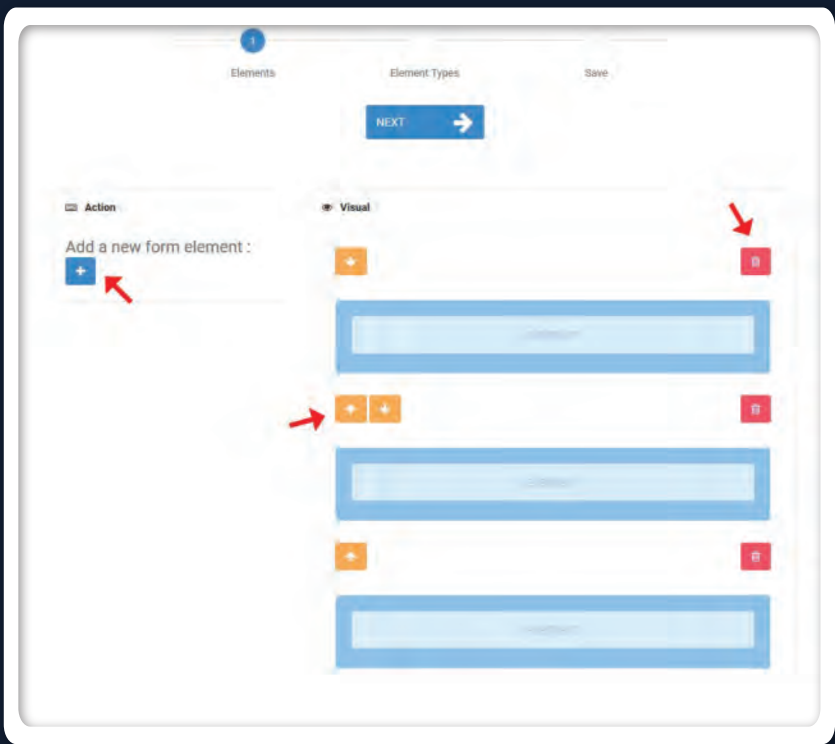
Adding a new form

Once you decide which Mobile Form Element Types you will include in your form, you can start setting it up by following the steps below:

- ✔ Press Company -> Mobile Forms
- ✔ Press on “+Add” button displayed on top left of the Mobile Forms list; the system opens a new page to add a new Mobile Form

STEP 1

Define number of Mobile Form Elements: On the first screen, you can add/delete Form Elements (i.e. lines) as per your requirement for the new form (under this step, you only define the number of Mobile Form elements you would like to add – not their types); once ready, press “Next”



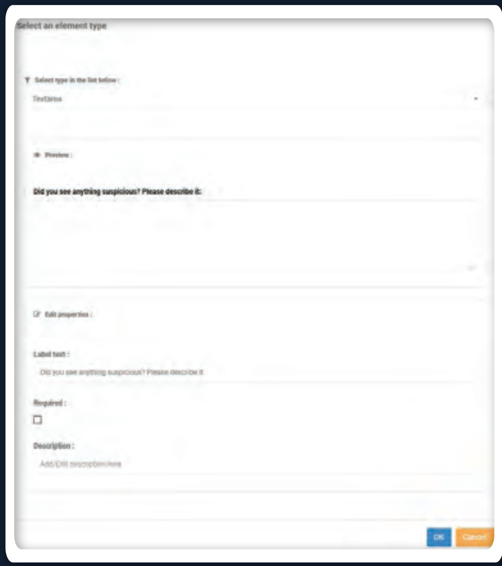
In order to Add a Line, press the blue add button on the left. In order to Delete a Line, press on the red delete button on the right of each line. In order to change Line Order, press on the orange up/down button on the left of each line.

**** NOTE**

QR-Patrol
Guard Tour System

STEP 2

Define Form Elements Types: On the second screen, by clicking on a previously added Form Element (line), a pop-up window will appear where you can select the Element's type (see "First Things First!" section); after you select a type, more settings will appear under "Edit Properties" section, for you to edit and fully customize it!



The following list presents the **available Properties per Element Type**:

- **Header**: "Header Text", "Description"
- **Image**: "Choose file"
- **Text Input**: "Label text", "Placeholder", "Required", "Description"
- **TextArea**: "Label text", "Required", "Description"
- **Radio**: "Add new radio", "Edit/Remove radio", "Label text" "Required ", "Description"
- **Checkbox**: "Label text", "Required", "Description"
- **Select**: "Add new options", "Edit/Remove options", "Label text", "Required", "Description"

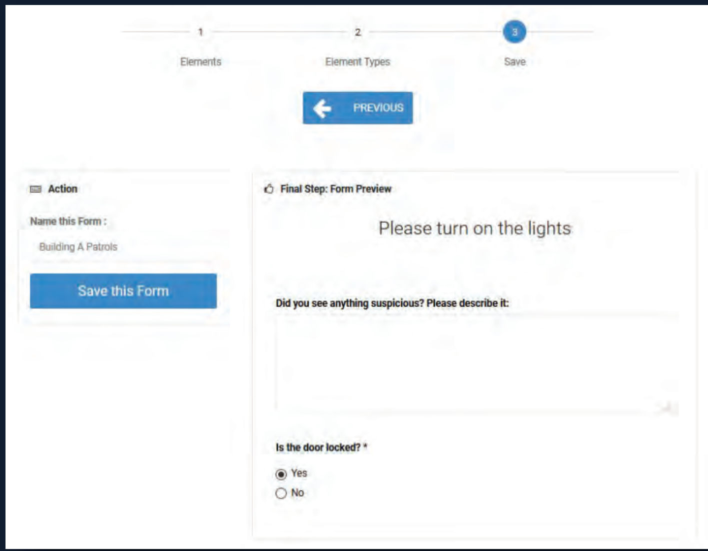
Header Text/ Label Text	The title of the header/ label; can be used for short instructions/comments
Description	The description of the element; can be used for longer instructions/comments/information the manager would like the employee to know
Placeholder	Indicative temporal text on the input area; can be used to give instructions/notes to the Guard on how to substitute it with the actual input
Required	Should be checked if the field is mandatory
Add new radio/ options	Click to add a new radio (in case of Radio type)/ option (in case of a Select type)
Edit/Remove radio/ options	Click to remove a radio (in case of Radio type)/ option (in case of a Select type)
Choose File	Click to add an image from your computer

Almost done! Press "Next"

Refer to the list if you require further instructions for each Property

STEP 3

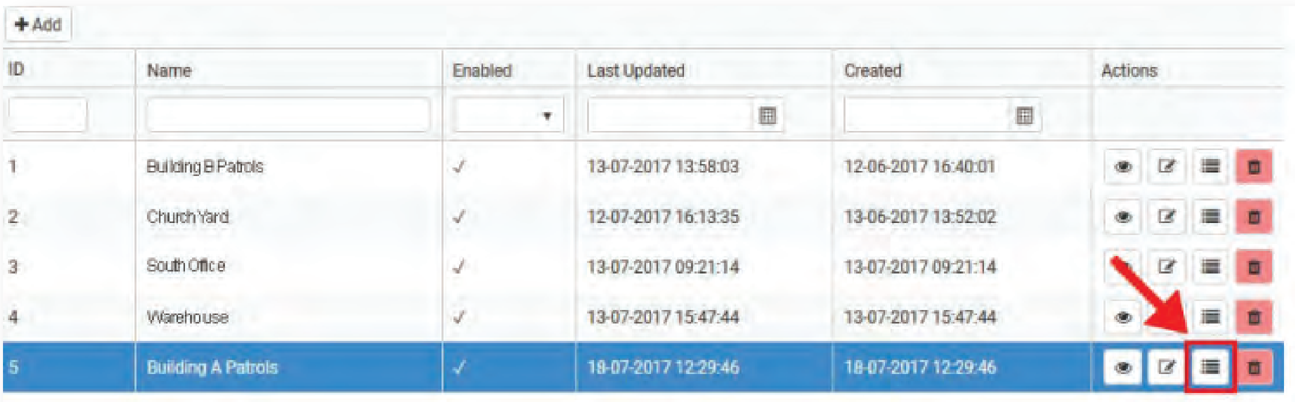
- Preview and Save the Form: On the final screen, you can see a preview of your new Mobile Form
  Note: Don't worry, if you don't like something you can always go back and change it!
- Add a Name for your Mobile Form, by filling the respective field on the left and- Finally, press "Save this Form"



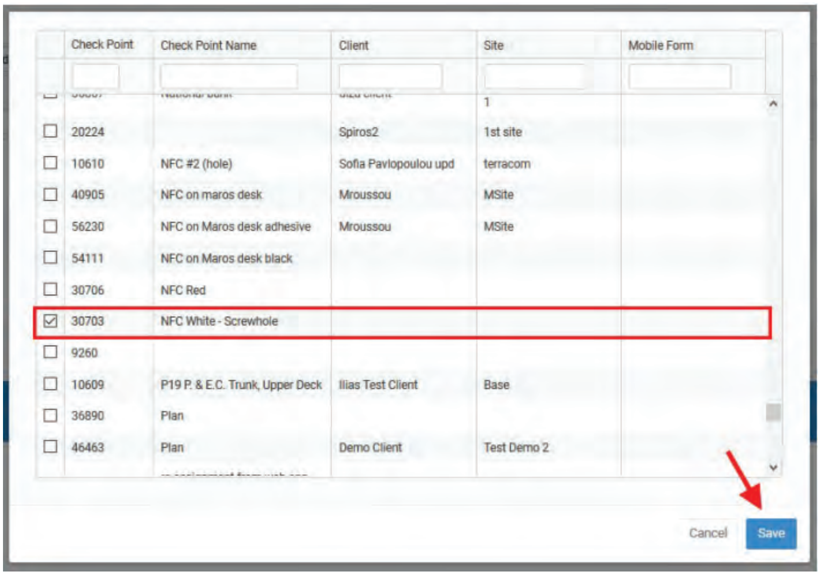
Once you have created your form, you have to assign checkpoint(s) to it: this way the Mobile Form will appear to the Guards when scanning it, in order to fill-it!

You can assign checkpoints to a Mobile Form by following the steps below:

While on the Mobile Forms page, press on the "**Assigned Checkpoints**" button Under Actions column; the system opens a pop-up page with the Company's checkpoints.



Select the checkpoint(s) of your choice by clicking on the target checkbox.



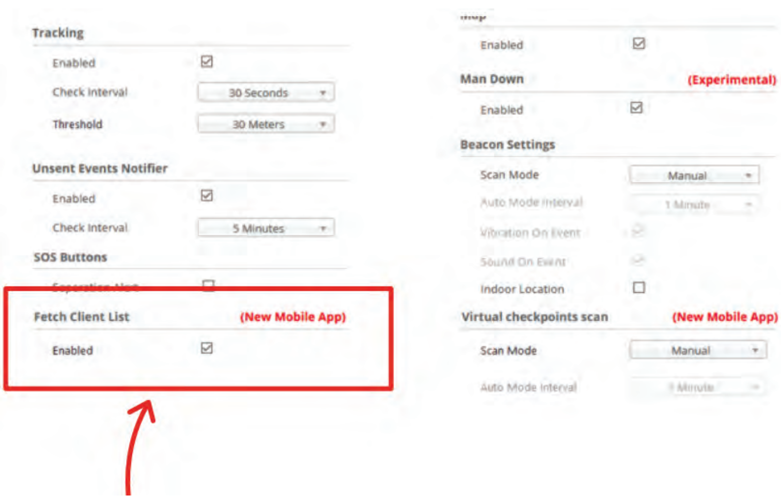
Press on “Save” button. Your Form has been fully set-up! Now, every time a Guard scans some checkpoint assigned to a Mobile Form, the related Mobile Form will appear for them to fill-it!

Allow the Guard to send a Mobile Form without physically scanning a checkpoint

If you want your Guards to send a Mobile Form without physically scanning a checkpoint, you can do so by following the steps mentioned below:

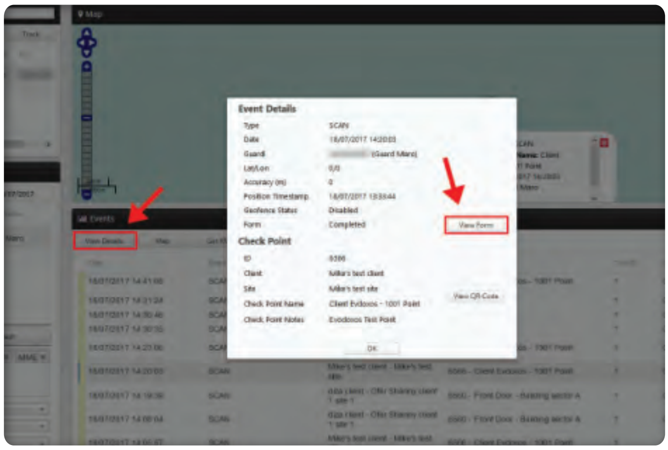
- ✔ Access your Guard’s settings by navigating to menu “Company” >> “Guards”
- ✔ Select and edit the Guard of your interest
- ✔ Enable the “Fetch Client List” option

Your Guards will now be able to find and fill-in a Mobile Form without physically scanning a checkpoint, by pressing the “Scan” button in their mobile application and choosing “Mobile Forms”.



View Mobile Forms Answers (Filled-out Forms)

You can check the answered Forms on the Events Browser:



- ✔ Select the target Checkpoint Scan Event from the Events Browser panel
- ✔ Press on "View Details" button, to open a pop-up screen with details about the target Scan Event
- ✔ Field "Form" will display one of the following values:

1. Completed (in such case, you can see the Guard's filled-in details by pressing on the "View Form" button)
2. Not Completed (if the Guard performed the checkpoint scan but skipped filling the Form)
3. Not Available (if the checkpoint is not associated to any Form)

You can now check the guard's reply in a pop-up window and proceed with your work.

Trail Guards

Through this feature, the system automatically draws detailed graphics on the map, which indicate the entire path it was followed by the guard, during his shift. The results can appear either on a static form, or as an animation!

To trace your Guards' trail on the map, you first need to enable the **“Tracking”** option on their settings; to do that, please follow the steps mentioned below:

- ✔ Navigate to Company>>Guards, select the Guard of your interest and press "Edit"
- ✔ Under the "Tracking" section on the new screen that will appear, enable the Tracking feature by checking the "Enabled" checkbox and adjust the "Check Interval" (i.e. Time interval between position updates) as per your preference.

Setting up the system

Once the Tracking settings are enabled:

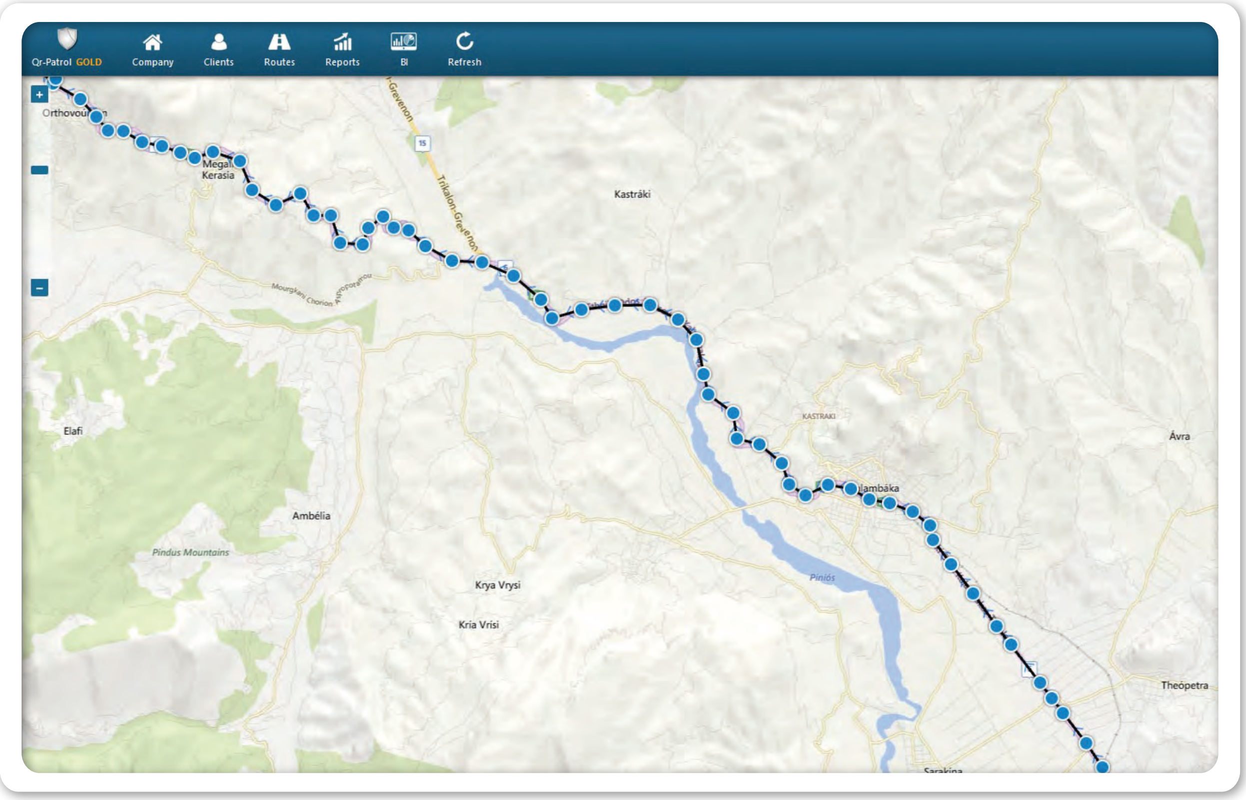
- ✔ Navigate to Company>>Trail Guards
- ✔ Under "Mode Selection", you have the option to view your Guards' completed routes by selecting "Completed Routes", or a live view of their current ones with "Live View".

Completed Routes

Once the Tracking settings are enabled:

- ✔ Under "Trail Guards Filters" select the Guard of your interest
- ✔ Define a date using the filters "From" and "To"
- ✔ Select the "Route" of your interest
- ✔ Press "Show"
- ✔ Under "Map Options", you can either select the "Static" or the "Animation" option for the Trail depiction; the latter one depicts the Trail in an animated way – to start the animation, adjust the speed to your preference and press on "Start Animation".

- Select the map layer you prefer and Enable/Disable the "Show Lines" option according to your preference
- Under "Extra Options", you have the option to export a KML file by pressing on "Get KML".



Live View

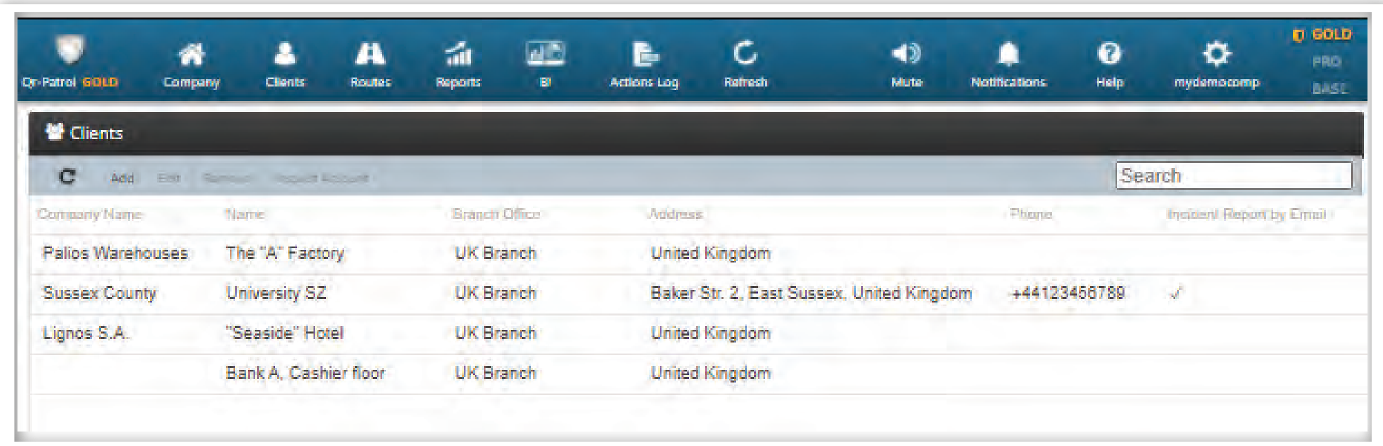
- Under "Trail Guards Filters" select the Guard of your interest (if the "Tracking" option on the Guard's settings and the Location settings on the Guard's device are enabled, the system will automatically zoom-in to the last recorded location and update accordingly every time a new location is sent)
- Select the map layer you prefer and Enable/Disable the "Show Lines" and "Follow Last Position" options according to your preferences.

Guard Trail feature is available on GOLD version

**** NOTE**

Clients

Clients are all the customers of a company which own the specific buildings and assets in which the checkpoints are placed and the guard tours are executed. You can access the Clients' List panel by clicking on the top Navigation Bar on "Clients" tab and select "Clients List" , as shown on the right.



Company Name	Name	Branch Office	Address	Phone	Incident Report by Email
Palios Warehouses	The "A" Factory	UK Branch	United Kingdom		
Sussex County	University SZ	UK Branch	Baker Str. 2, East Sussex, United Kingdom	+44123456789	✓
Lignos S.A.	"Seaside" Hotel	UK Branch	United Kingdom		
	Bank A, Cashier floor	UK Branch	United Kingdom		

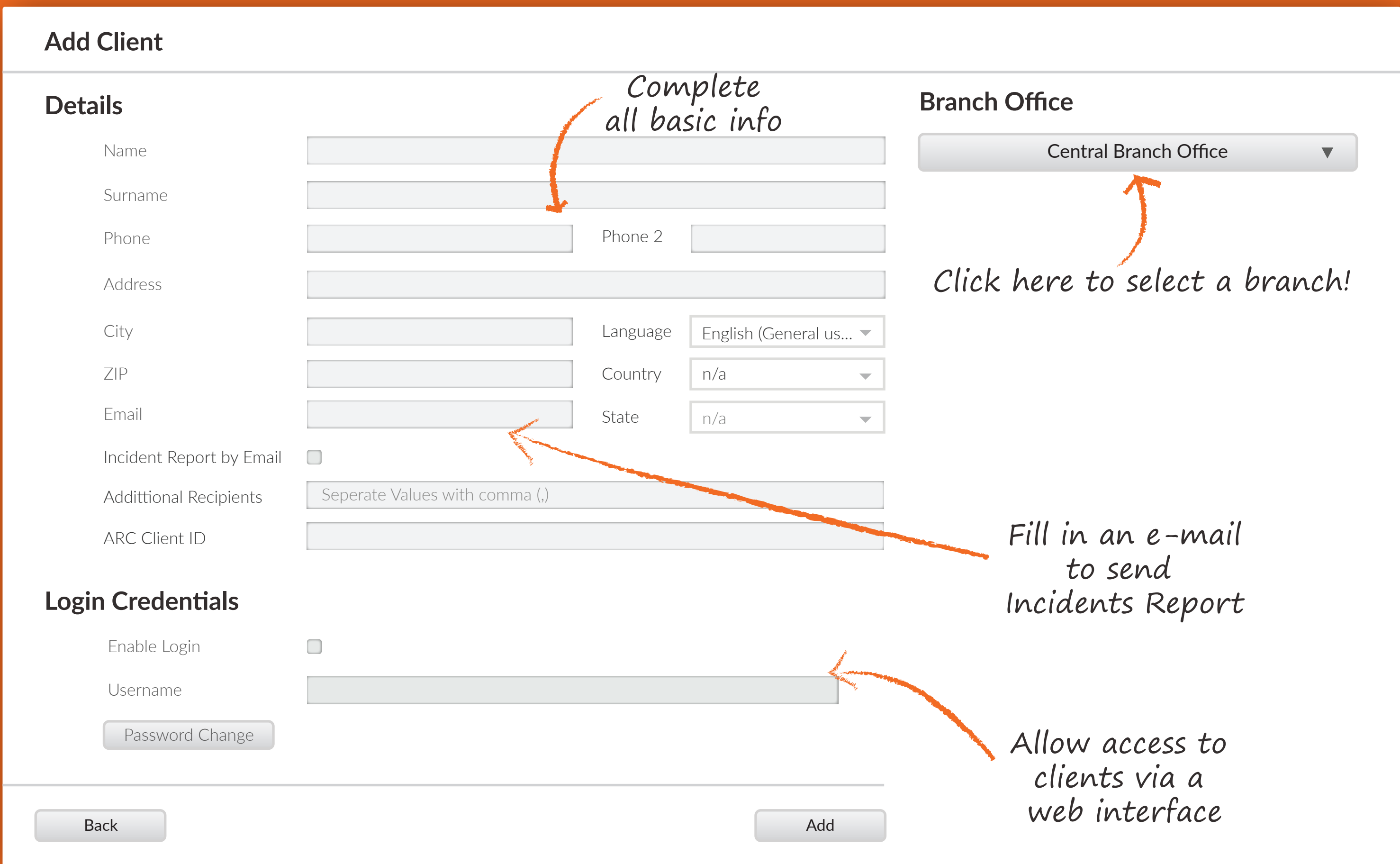
You can see a list of all of your clients' details and whether they receive Incident reports via e-mail. You can add a new client, edit, remove or search existing clients and see a full list of detalis about each client by clicking on Details.

Add a client

By clicking “Add client” a new dialog (as shown below) will come up. You can add information like:

- All basic contact information (Name, Phone, Address, ZIP, Country, Language, etc.)
- An e-mail to receive Incident Reports
- Credentials in order to gain access to QR-Patrol client interface and monitor guard events on your sites.
- Manage client sites. (Add, Edit, Remove sites and manage Checkpoints).
- Export Sites to an excel file.

By clicking on the “Confirm” button, the new Client shall appear in the list of Clients.



By clicking “Add”, a new client will be added. Click on the New client and then click on Edit button or just double click on the client. A new dialogue box will come up with all the necessary edit options and a new Sites tab.

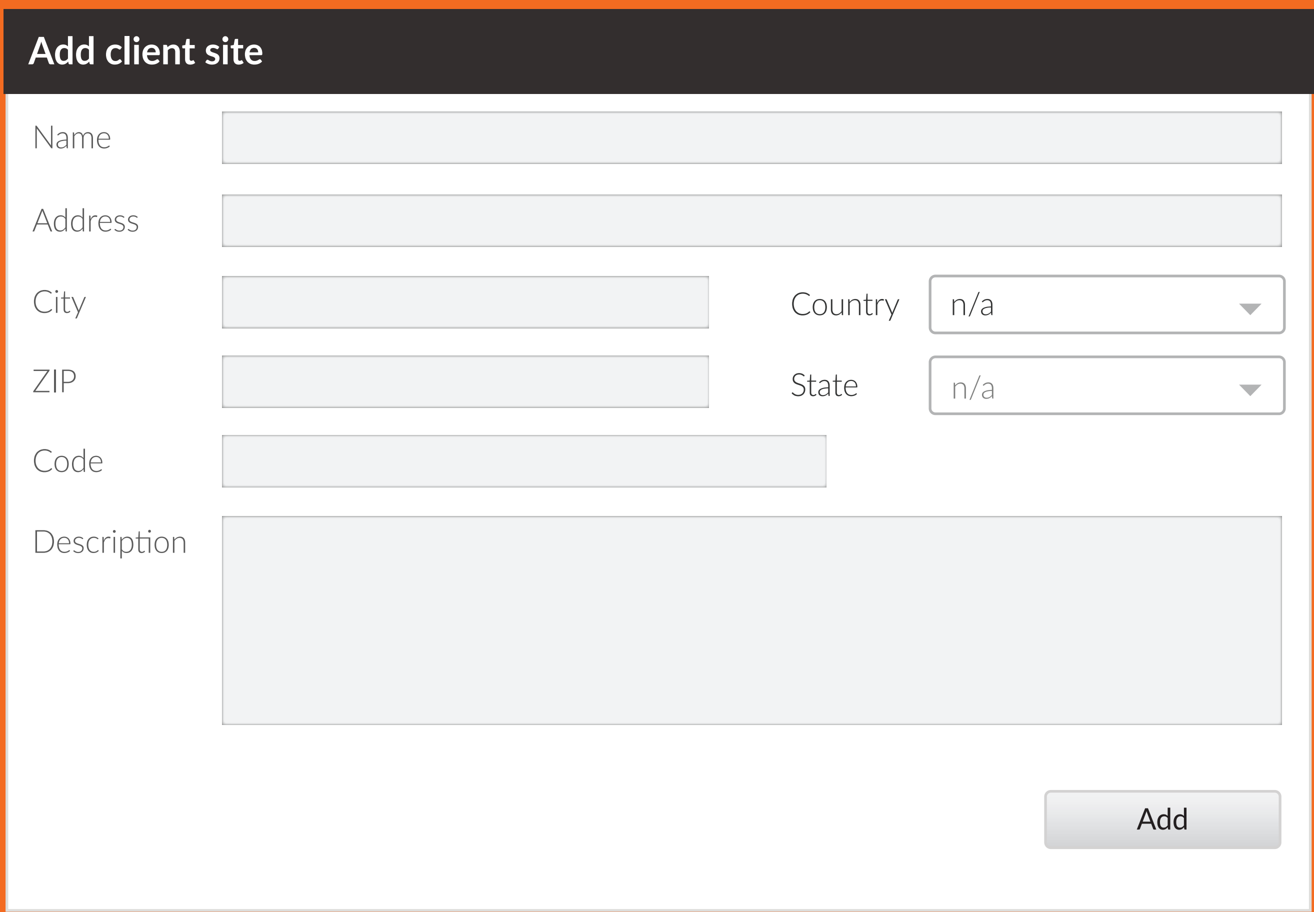
You can now add your first site for the selected client by simply clicking on “Add” button on the sites tab.

Add a client site

In the “Add Client Site” Panel, you can:

- ✓ Add a client site
- ✓ Edit a client site
- ✓ Manage Check Points
- ✓ Remove a client site
- ✓ Export client sites to an excel sheet

On the Client sites panel, click on “Add”. A pop up window appears with all the basic information to add for the new site.



Having added a client site, it will appear in the list. You can then select the site and edit it, remove it from the list or Manage the Check Points of the specific site.

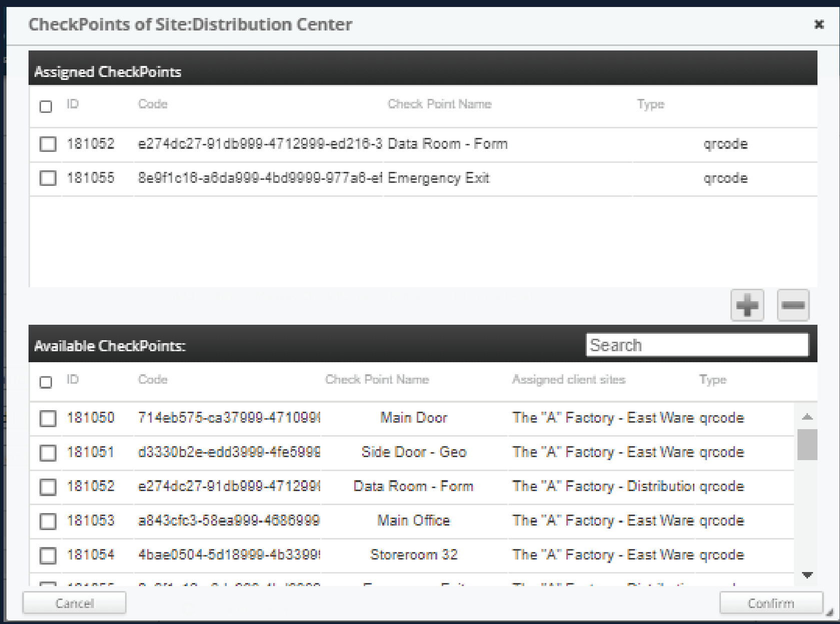
QR-Patrol
Guard Tour System

Manage Checkpoints

You can manage the checkpoints of the site you choose, by selecting Manage Check Points on the Add / Edit Client section. A new screen appears consisting of two seperate fields:

Assigned checkpoints, meaning the checkpoints that have been already assigned to the current site.

Available checkpoints, meaning all the checkpoints that are available in order to be assinged to a specific site.



Assign a checkpoint to the site by simply clicking on it (in the list of the available checkpoints.)

Immediately it turns yellow. By pressing the plus button the checkpoint appears in the list of the assigned checkpoints. In the same way, you can remove checkpoints from the list of assigned chekpoints by simply clicking on the checkpoint and clicking on the minus button.

In any case,click on the Confirm button to confirm your action or Cancel if you do not wish to change the assigned checkpoints.

You can search for specific checkpoints by using the search field.

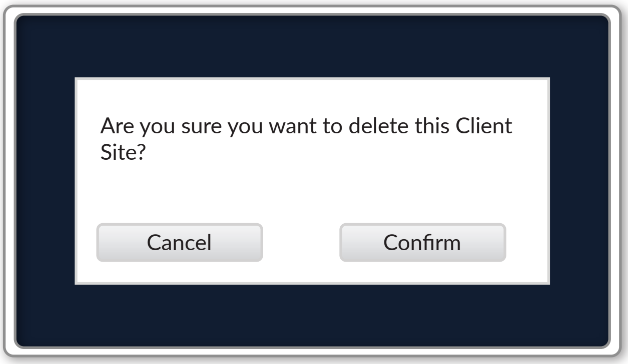
Edit Client Site

To edit one of your clients sites you have to select one from the list of the sites you have added.

Clicking on “Edit” will bring up a popup similar to the one of adding a new client site.

You can now edit all basic information like Name, Phone, Address,

Remove Client Site



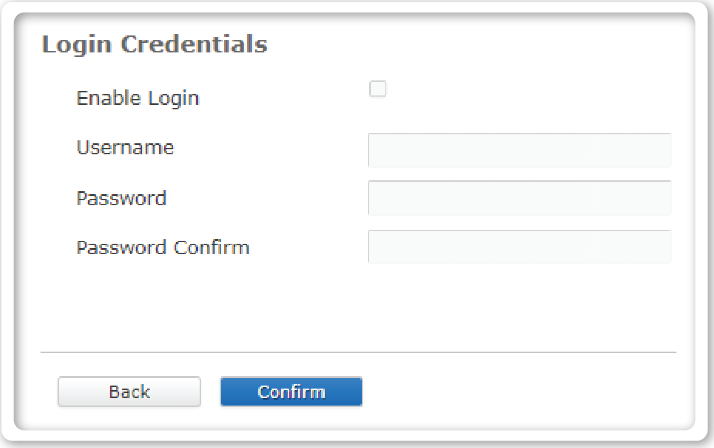
To remove one of your client sites you have to select one from the list of your client sites.

After selecting from the list, you can click on “Remove” , which in turn will bring up a confirmation popup window. By confirming the action, the selected client site shall disappear from the list of your client’s sites.

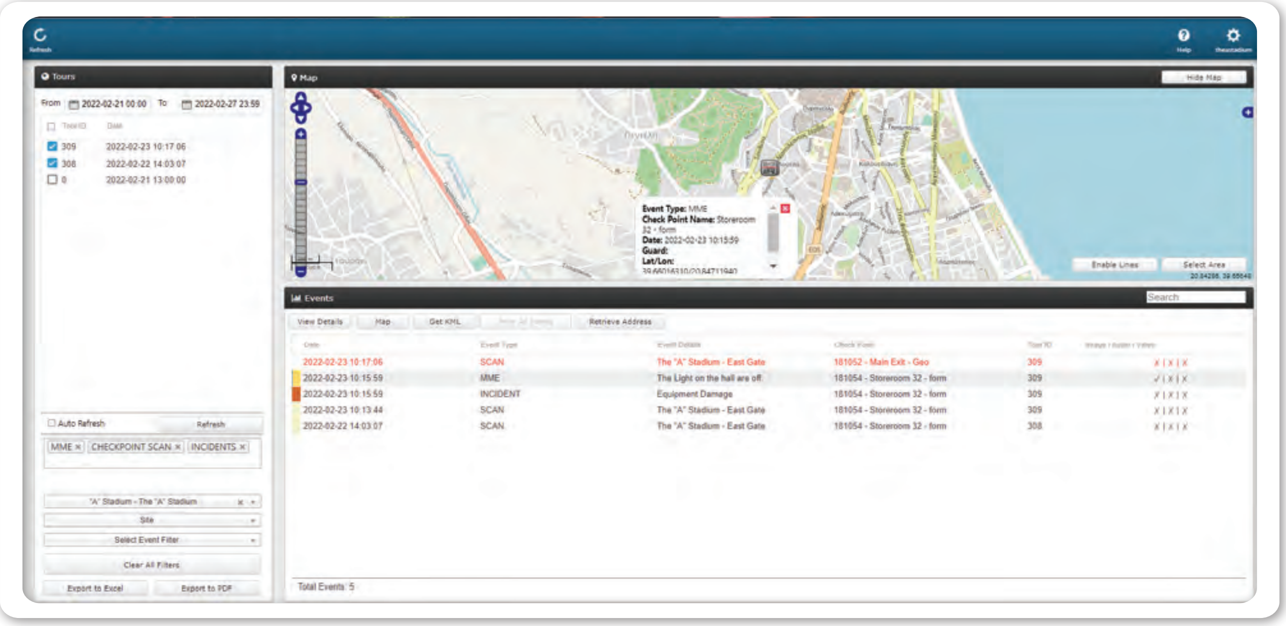
Client log in

Your clients can monitor all the relevant to their assets events that have been sent by the Guards!

At the bottom-left, there is a "Login Credentials" field. Fill in the blank fields with the client's Username and Password and check "Enable Login" box.



Using them, the client is able to login at followmystaff.com page and monitor their sites.



Note: Which event types can Clients see on their login?

- ✓ **Scan events** for checkpoints that are assigned to the particular client's sites
- ✓ **MME** events associated with checkpoints that are assigned to the particular client's sites
- ✓ **Incident events** associated with checkpoints that are assigned to the particular client's sites

Real-time Incident reporting

Every Incident that the guard reports through his mobile app, can be sent via email to the client (one or more recipients) to be informed about any incident (attached images, description, etc.) that has taken place to his assets.

By having enabled the “Incident Report by Email” field, inside the “Clients” tab, in the web app, the related email addresses will receive **real-time** the Incident report.

Scheduled e-mail Reports

For each client, you can schedule automatic sending (via email) of reports on a daily, weekly or monthly basis.

You can schedule (for automatic email sending):

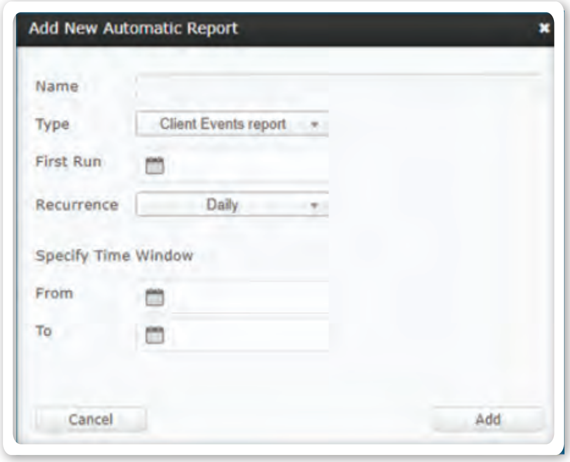
1. Client Events Reports, and
2. Incidents Reports

The system generates and sends the defined reports according to the recurrence you have set, to the email addresses available for the target Client (i.e. including the “Additional Recipients” emails).

Adding a new Scheduled email Report

You can add a new scheduled email report by following the steps below:

1. Press “Clients”, on the main top panel
2. Select the target client and press on the “Edit” link on the top panel
3. Press on “Add” link displayed on “Scheduled e-mail Reports” panel; the system opens a pop-up page to add the details of the automatic report:



Name: add a description for the automatic report

NOTE: This will be used for distinguishing the reports for this client – the Client will not be able to see this kind of information

Type: define the automatic report type (Client Events report or Incident report)

First Run: define when the automatic report should be first run (when this automatic report should be sent for the first time)

Recurrence: define whether the automatic report should be sent on a Daily, Weekly or Monthly basis (i.e. every day, once per week or once per month)

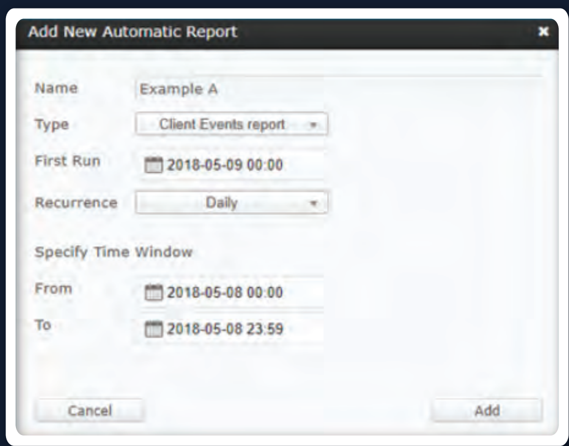
Specify Time Window (From: To:): define the time period that the generated report should include

Some Examples

Example A

Daily Client Events report to be sent every day at 00:00am, starting the next day (first run Day2 00:00am), with a time window of the past 24hours (From Day1 00:00am To Day1 23:59pm):

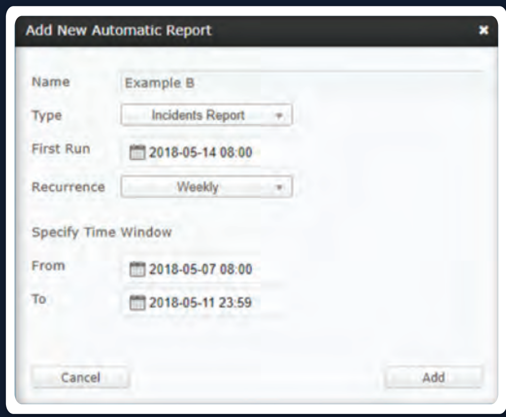
For example, let's say that today is May 08, 2018; for the client to receive the first automatic report tomorrow, then you need to set the "First Run" at May 09, 2018. Since every day your client would like to receive a report for the previous day, then the Time Window you need to set is: From: May 08, 2018 00:00am, To: May 08, 2018 23:59pm.



This way you can have daily Client Events reports containing all Events sent the previous day.

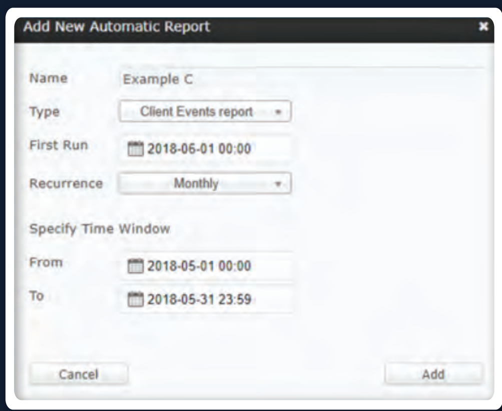
Example B

Weekly Incidents report to be sent every Monday at 08:00am, starting from next Monday (first run next Monday 08:00am), with a time window of the past week’s working days (Previous Monday 00:00am to previous Friday 23:59pm):



Example C

Monthly Client Events report to be sent every month 1st at 00:00am, starting from next month (first run next month 1st 00:00am) with a time window of the past month (Previous month 1st 00:00am to previous month last day 23:59pm):

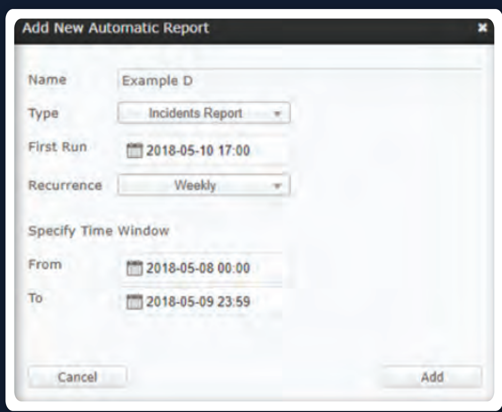


Example D

Weekly Incidents report to be sent every Thursday at 17:00pm, starting from next Thursday (first run next Thursday 17:00pm) with a time window of the past 2 days (next Tuesday 00:00am, next Wednesday 23:59pm):

As you can see you have total control of the automatic report you create, so as to match each Client's unique specifications!

- Press on “Add” button to save your new scheduled email report, or “Cancel” otherwise.



You’re all set! Starting from “First Run” defined date & time, the client will receive reports via email automatically as per the time window specified!

Removal of a Scheduled email Report

You can remove an existing scheduled email report anytime, by following the steps below:

1. While on the Web Application, press on Clients on the main top panel
2. Select the target client and press on the “Edit link” on the top panel
3. On “Schedules e-mail Reports” panel, select the target scheduled automatic report and press on “Remove” link; the system displays a confirmation message for the deletion of the automatic report
4. Press on “Confirm” button; the system removes the target automatic report.

Safepass Clients

With the Safepass (GOLD) feature, companies are able to safeguard VIPs & individuals ("Safepass Clients") by giving them access to a Mobile Application.

How it works:

- ✔ Your Safepass Clients are given access to the system and they use a simple interface to "request" the security company to start safeguarding them for a specific period of time (customized by the Safepass Client).
- ✔ The system automatically sends an event informing the security managers that a specific Safepass Client has requested to be safeguarded.
- ✔ The Safepass Client can end the safeguarding procedure once they feel safe; in this case, the security managers will be notified accordingly that the Safepass Client is no longer in need of safeguarding them.
- ✔ In the case the Safepass Client hasn't ended the procedure prior to the end of the specified time period, the system will automatically produce and send a SOS alert to the security managers via the following means:
    1. Visual and sound notification on the web app
    2. Email alerts to unlimited recipients
    3. Push notification on MARS app allowing managers to be informed even if out of the office
    4. SMS to ensure the alert will be sent even in case of internet loss

When should I use Safepass?

Safepass is very useful in situations where an individual wants to be monitored for a specific time period.

This could be a walk in a dangerous neighborhood, a visit to a hazardous area or finding themselves in a threatening situation.

Enable Safepass Client IDs

QR-Patrol licences (IDs) can be used either for **Guards or Safepass Clients** or a mix of them; If you wish to have more available (IDs) (either for Guards or Safepass Clients) in your account, please contact our sales team at sales@qrpatrol.com to help you further on that.

This means that you have the option to toggle between IDs based on your business needs at the time, allowing you to enable access to the respective individuals (Guards, Safepass Clients or a combination of both)!

Set up settings

1. Locate your available Safepass Client IDs under "Clients" >> "Safepass Clients" setting on the Web Application; by editing them you can change their names and some basic settings, such as add up to 3 phone numbers to which the SMS will be sent in case of an emergency (optional).
   Need more Safepass Client IDs? Add them by upgrading your plan through our eshop.

2. Instruct your Safepass Client to download and install QR-Patrol Mobile Application from their respective marketplace and use their credentials* to login and use Safepass feature.
   *Safepass Client credentials can be found in the Web application, under "Clients" >> "Safepass Clients".

3. After they login to the mobile application, they can setup a countdown during which they want to be safeguarded for by pressing "Start Safepass".

4. Once they securely arrive at their destination, they can end the countdown by pressing on "End Safepass".

   If the "End Safepass" is not pressed, the mobile application will automatically send an SOS alert to the managers, informing them about a possible emergency.

Schedules

Schedules are the scheduled patrols (guard tours) assigned to each guard. A schedule is a predefined guard tour, which includes specific checkpoints that should be scanned between a specific time interval.

You can access the Schedules panel by clicking on the top Navigation Bar on “Routes” tab, and selecting “Schedules (New)” as shown on the right image.

Schedules

Day	Week	Month	List

On the upper left Schedules panel (Day, Week, Month), you have the option to choose the respective View for your Schedules. The default View is the Month view. You can also see a daily list of your Schedules, by pressing the List button.

*Draft/Past Schedules appear in grey color, whereas Activated Future Schedules appear in blue.

Monday	Tuesday
27 • **07:45** mainwarehouse check • **10:25** guard2 check • **12:40** guard3 check • **16:20** yard space check • **19:30** secondary check • **22:00** final verification • **01:30** midnight check • **04:50** final mainwarehouse check	28 • **07:50** guard1 check • **10:30** guard2 check • **12:40** guard3 check • **16:40** yard space check • **19:50** secondary check • **22:00** mainwarehouse check • **01:30** midnight check • **04:50** final factory check

Add a schedule

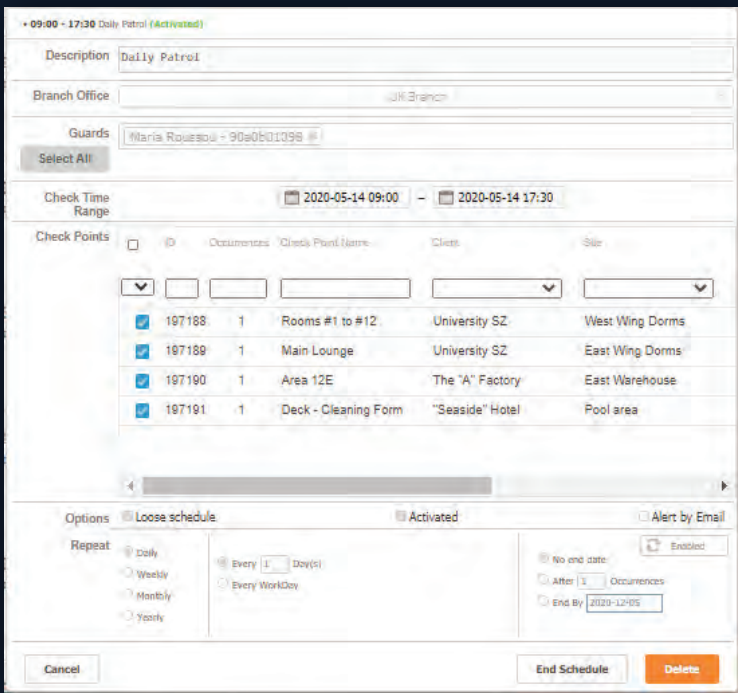
To add a Schedule, press on the Add button available on the upper right Schedules panel.

You can now define a description (name) for this Schedule, one or more guards to accomplish it, as well as all the necessary checkpoints, time intervals and options regarding the route.

Loose Schedule

On a Loose Schedule, you don't specify the Scanning Time per Checkpoint, rather you define the Scanning Time Range for the whole Schedule.

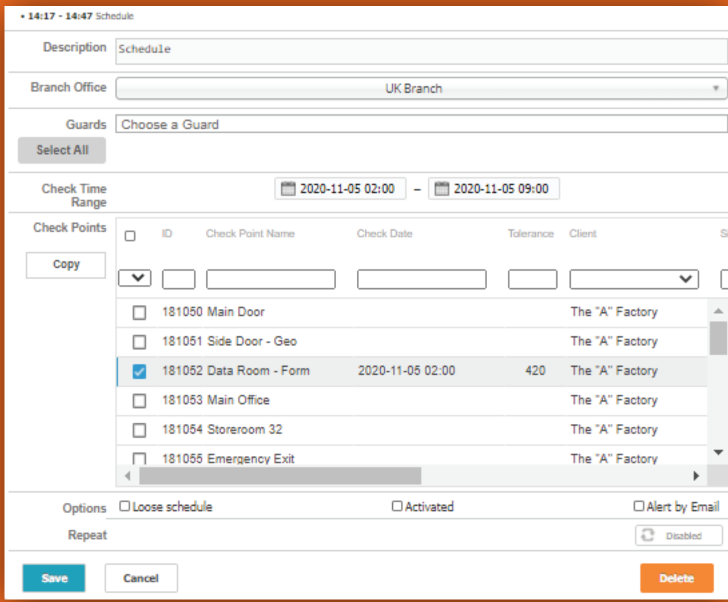
- ✓ Check the Loose Sched-
- ✓ Select the Checkpoints that you wish to include, by clicking on the respective checkboxes
- ✓ If you wish to add the same checkpoint multiple times, double click on the "Occurrences" column and insert the value of your choice
- ✓ Finally, select the Time Range that you wish your schedule to last

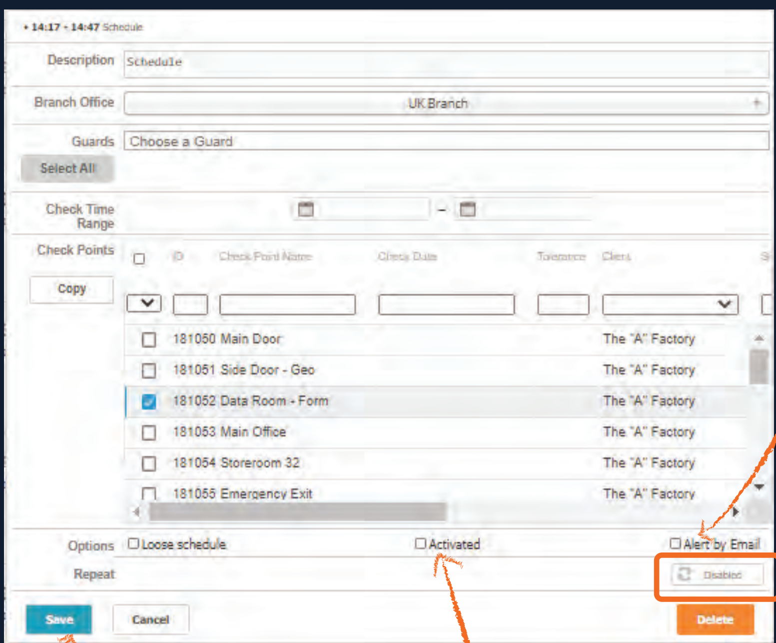


Strict Schedule

On a Strict Schedule, each Checkpoint has a specific Scanning Time Range.

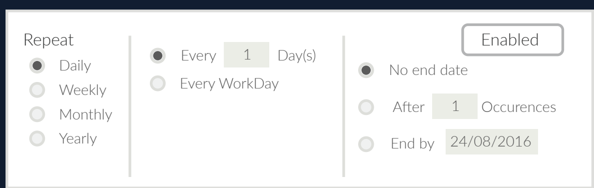
- ✓ Select a Checkpoint that you wish to include,
- ✓ Select the scanning Time Range that you wish for, for the target checkpoint
- ✓ If you wish to add the same checkpoint multiple times, you can do this by selecting
- ✓ Repeat this process until you've added all





Fill in the rest information so as to complete your Schedule

Select how often you wish your Schedule to be repeated and when you wish those recurrences to stop!

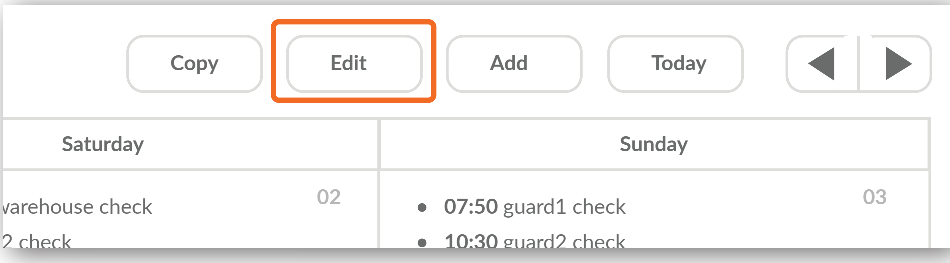


Finally press on Save button!

To save your Schedule as draft, leave Activated checkbox un-checked.
To activate your Schedule, check the Activated checkbox.
Activated Schedules cannot be altered afterwards!

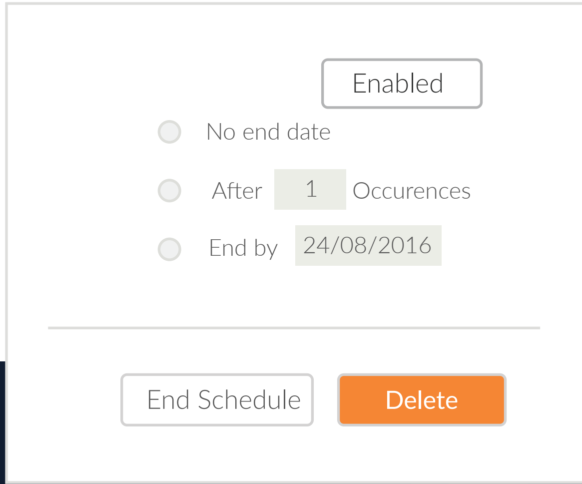
Edit schedule

To Edit a Schedule, click on it and press on the Edit button, available on the upper right Schedules panel.



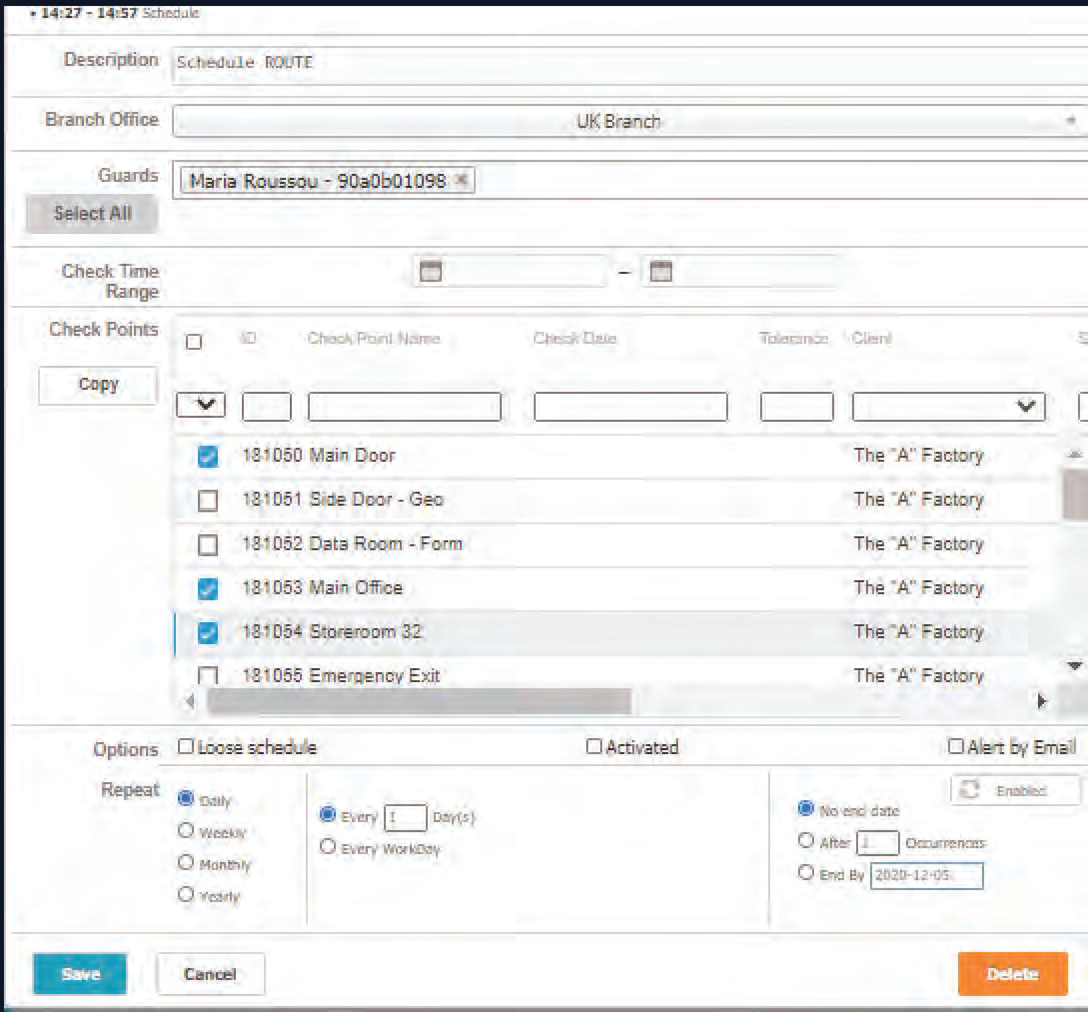
For Non-Activated Schedules, you can make any amendment you wish. For Activated Schedules, you have 2 options:

- End Schedule: The Schedule won't occur again
- Delete Schedule: The Schedule won't occur again,
 and all past occurrences will be removed



Copy schedule

To Copy a Schedule, click on it and press on the Copy button, available on the upper right Schedules panel. The pop-up page displays a copy of the target schedule, in order to edit it as you wish.



The Activated checkbox is always un-checked to Copied Schedules, so make sure you check it if you wish to activate your new (copied) Schedule!

*Copy function is especially useful for making changes to Activated Schedules: Copy the target Schedule, perform any desired updates (make sure you press on Activated checkbox after you are done with all the changes!) and Save it! Don’t forget to also End the Old Schedule!

Timeline tab

Timeline tab offers you a view of all the "actions" recently performed/ to be performed according to your schedules, enabling you in that way to get the overview of what has been done and what needs to be checked!

A **Pending Actions** tab is also available, that gathers all items that are pending some action (i.e. a missed scan of a checkpoint will be displayed on that page) to allow you to control them and take action!

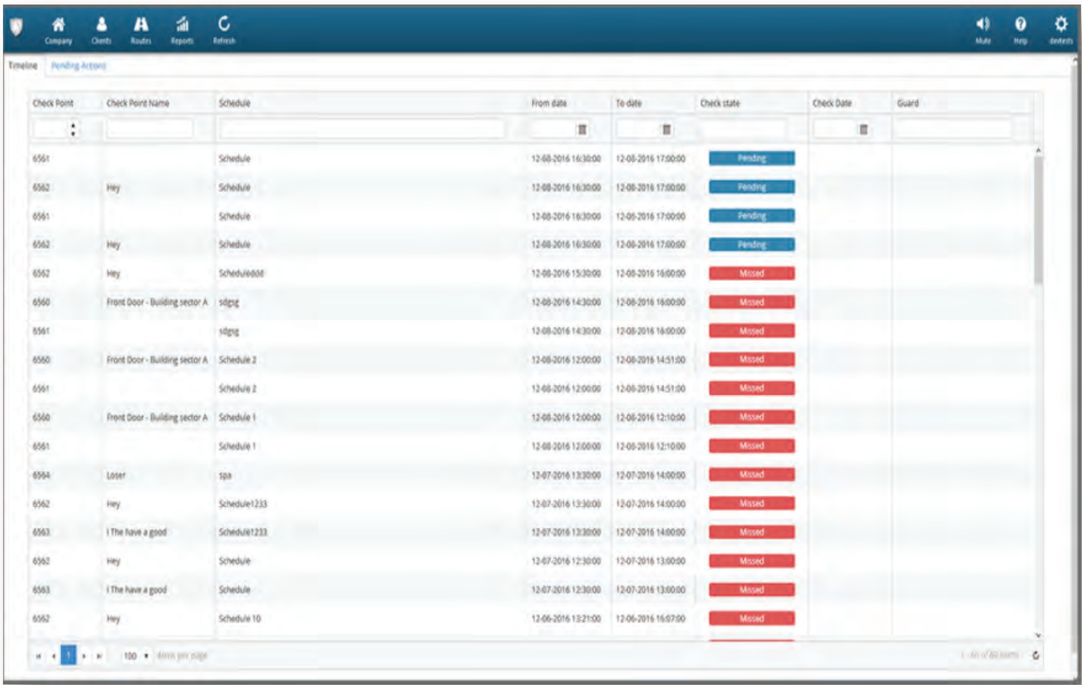
You can find the Timeline by following the steps below:

1. Click on "Routes"
2. Select "Timeline" from the drop-down menu

You will notice that there exist two tabs; a **"Timeline"** and a "**Pending Actions**" one.

In the **"Timeline"** tab, you can see the most recent actions (scan events) of your schedules, including **Upcoming**, **Missed** and **On Schedule** ones.

You also have the option to filter them by Checkpoint, Schedule, From/To date, Status and more!



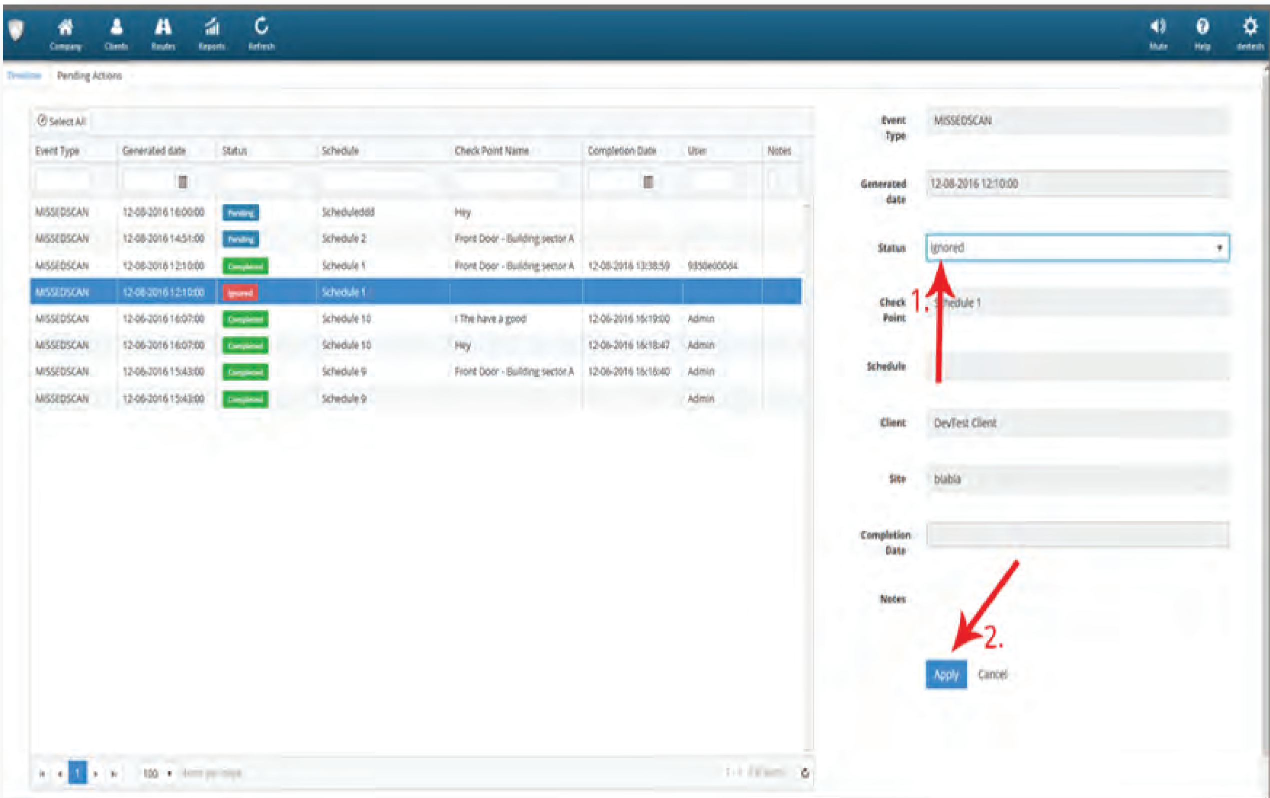
In the "**Pending Actions**" tab, you can see all the items (scan events) whose end date was exceeded and that are pending some action.

Such events can be managed either automatically or by the administrator:

a. If an action gets completed the status will automatically change to **"Completed"**;

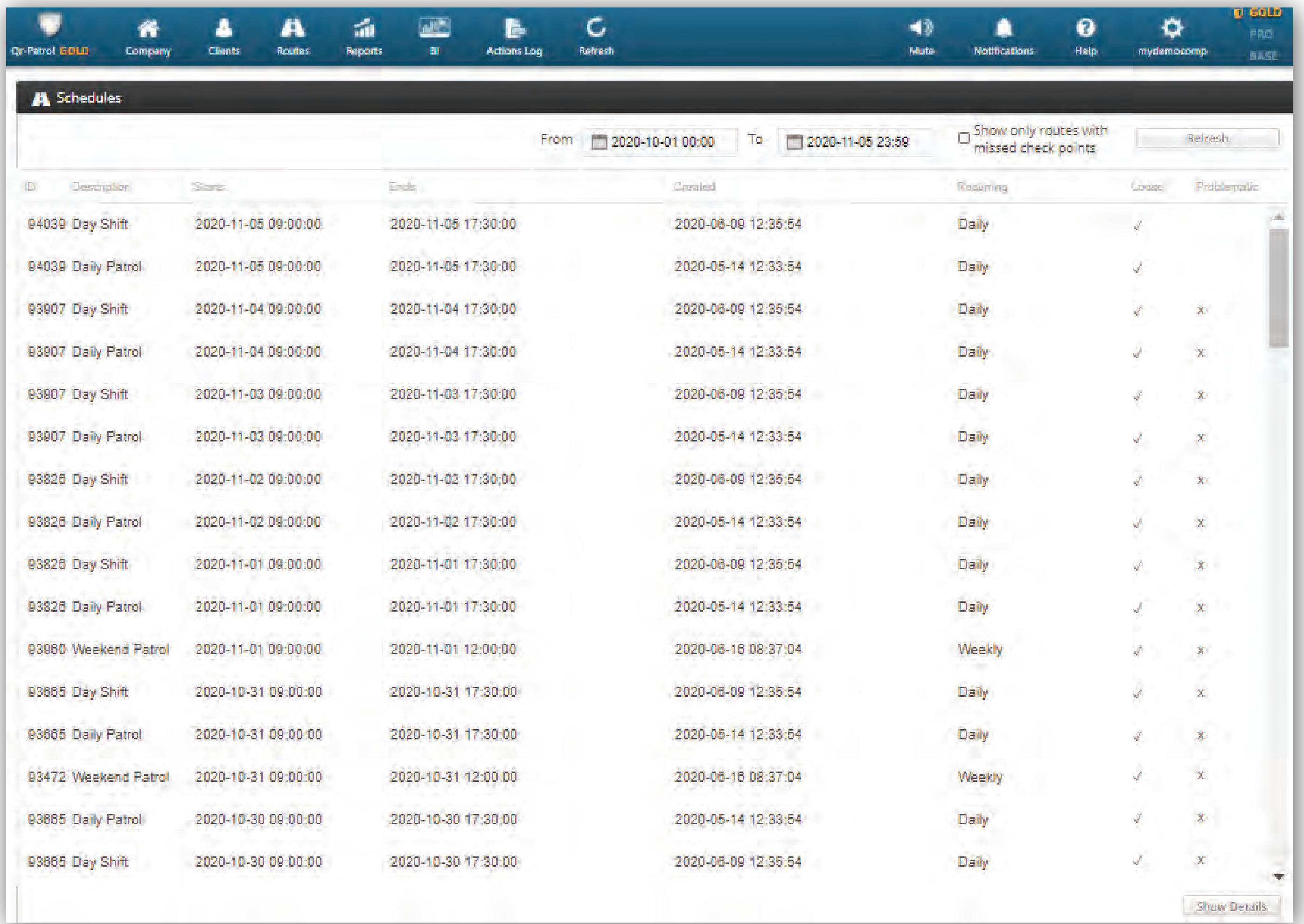
b. As an administrator you can also alter the status of those actions (i.e. for example because you contacted the Guard and deem that the issue can be considered **completed** or **ignored**), by following the steps below:

- ✔ Select the action whose status you wish to alter
  (Note: You can select multiple actions by holding down the ctrl/shift key and clicking on the action, or by clicking on the "Select All" button in the top left)
- ✔ In the right, change the Status field to "Completed" or "Ignored" as per your request
- ✔ Finally, click "Apply"



Schedules Report

You can access the Schedules Report panel by clicking on the top toolbar “Reports” and select “Schedule Report” as shown on the image.



You can check all schedules by selecting the appropriate time range and click on Refresh button. You can also see routes with missed checkpoints by selecting the specific box. To generate schedules report, you have to firstly select the date range.

For each schedule, click on the “Show Details” button, which will display a panel containing details of the selected schedule.

QR-Patrol
Guard Tour System

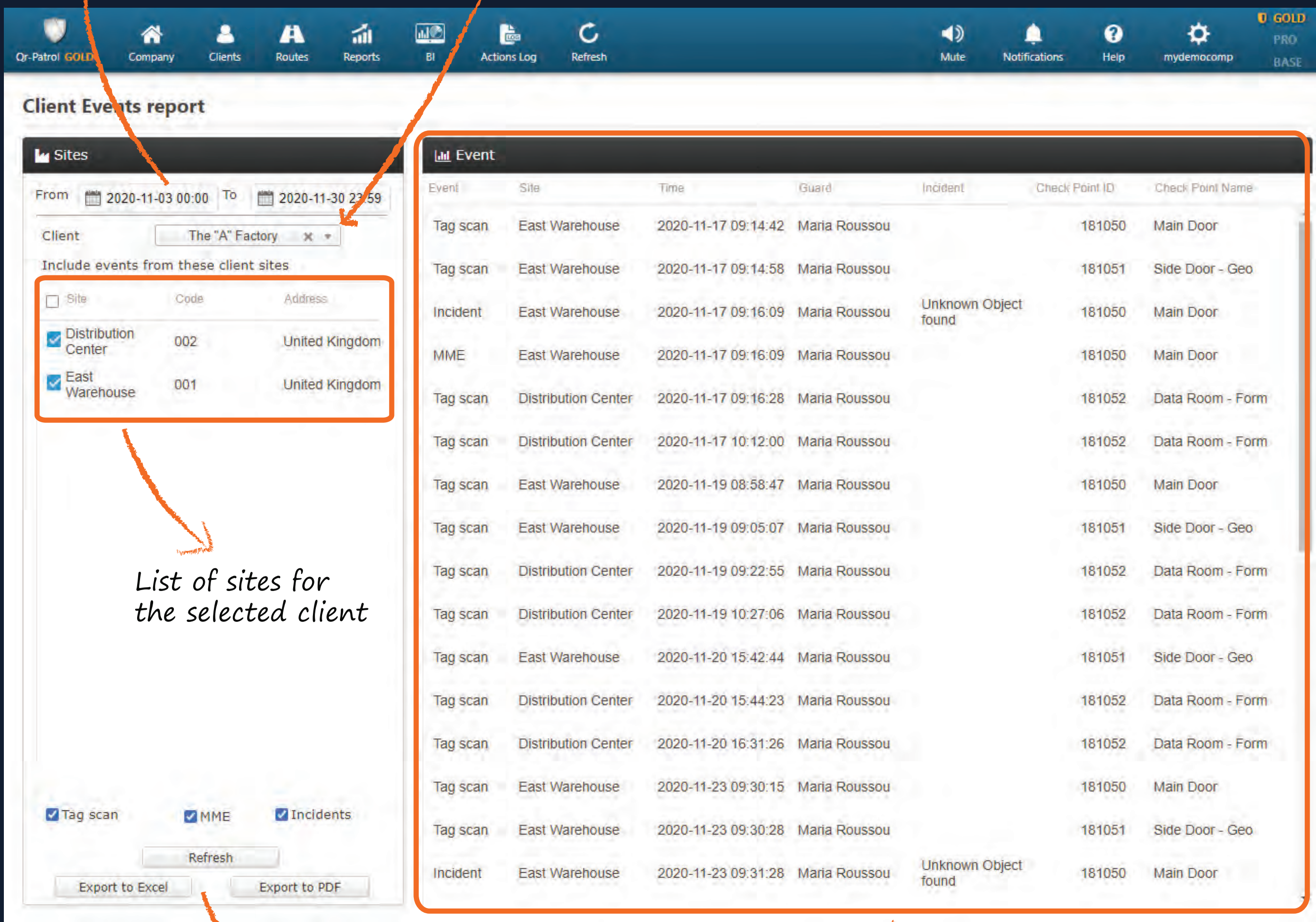
Client Events Report

It is a report containing all the events regarding a specific client for a given date range. (MME, incidents, checkpoint scans)

You can access the Clients Events Report panel by clicking on the top toolbar “Reports” and “Client Events Report” as shown below:

Specify the date range of the report

Select the client for whom the report is generated



List of sites for the selected client

Export functionality

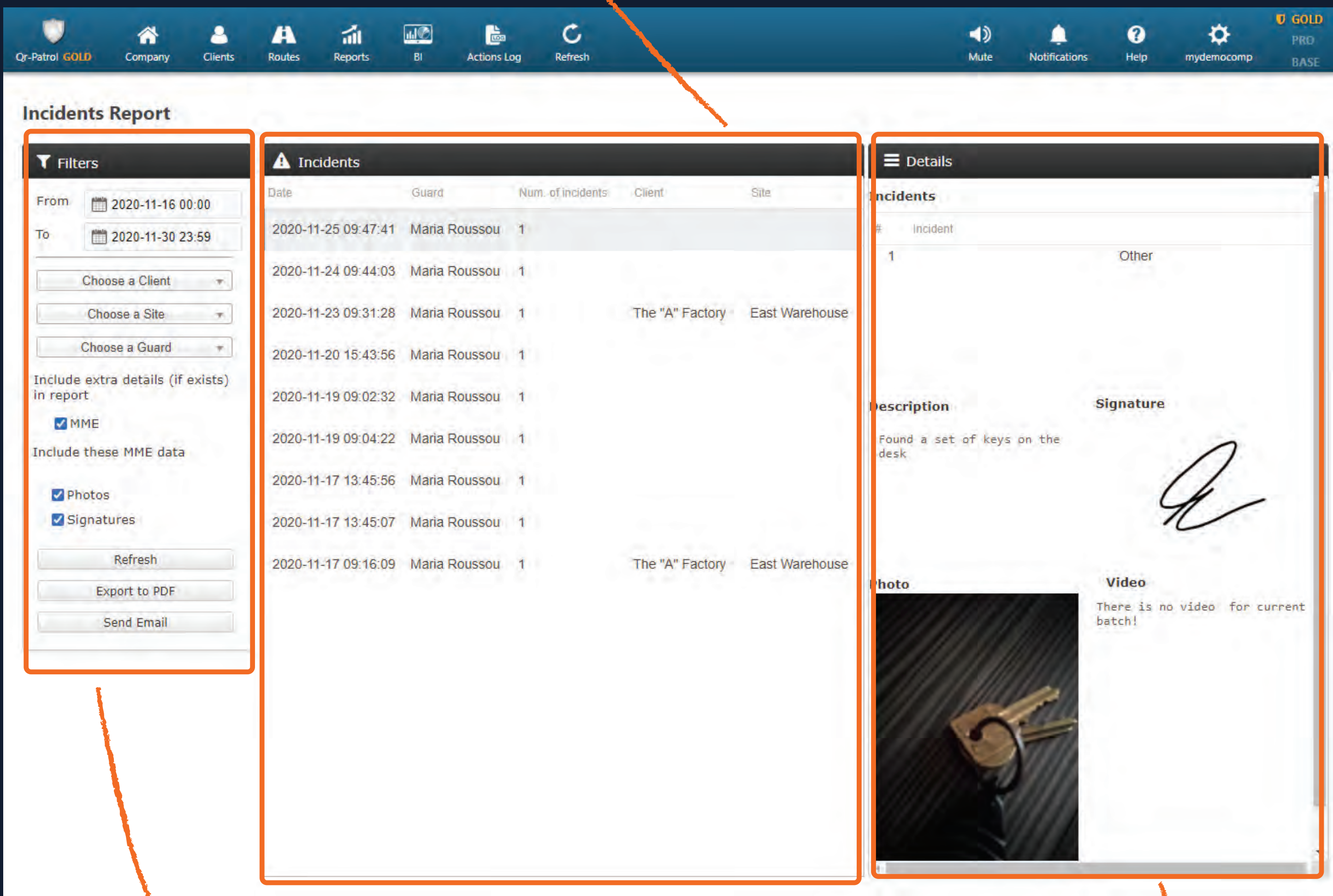
List of events for the selected client and date

Incidents Report

It is a report containing all the incident events info of the security company for a given date range, which may or may not be assigned to a client.

You can access the incidents report panel by clicking on the top toolbar “Reports” and “Incidents Report” as shown on the right.

List of incidents in the specified date range



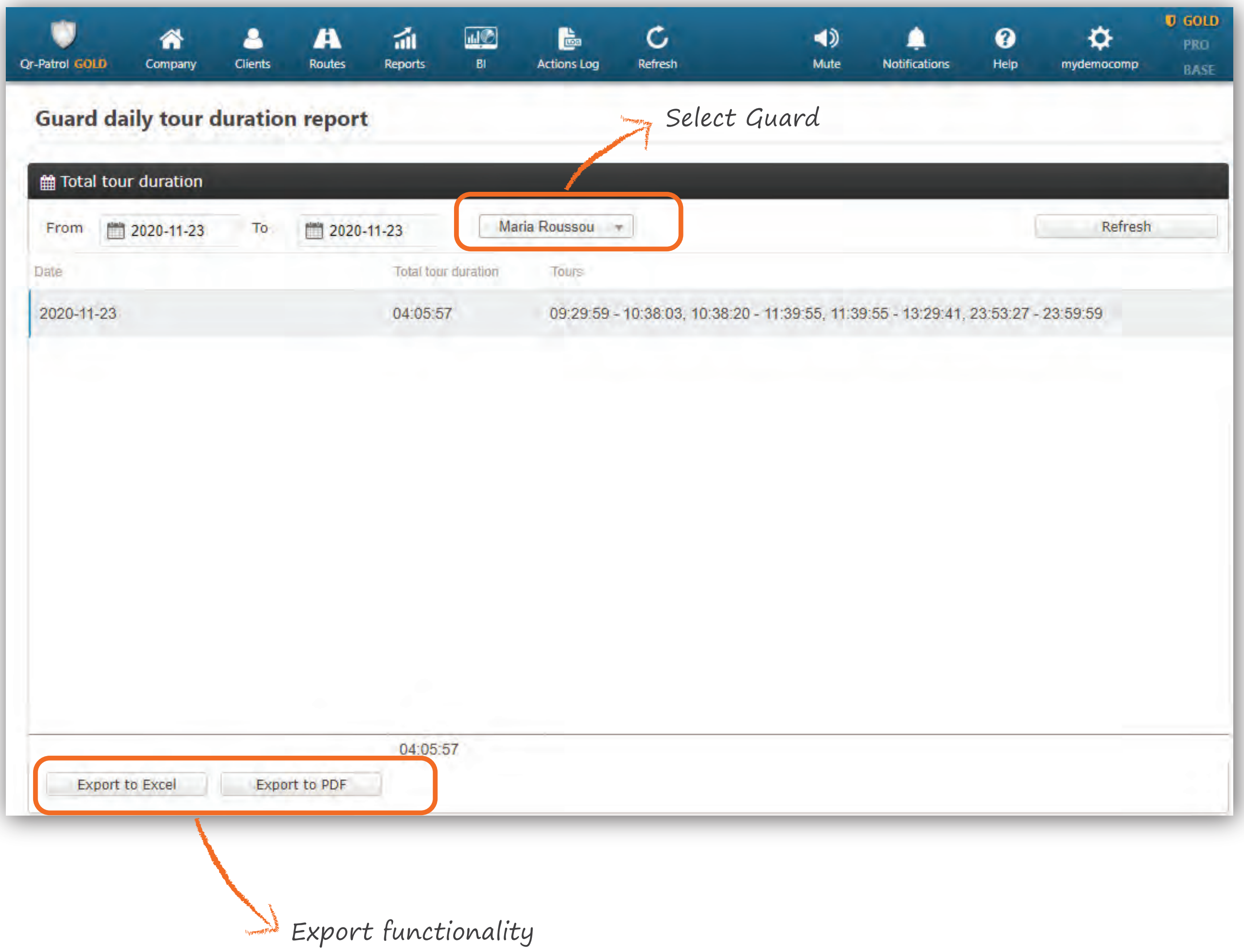
Filtering options and export functionality

Details of a selected incident

Guard daily tour duration report

Guard daily tour duration report informs about the daily duration of patrols for a specific date range.

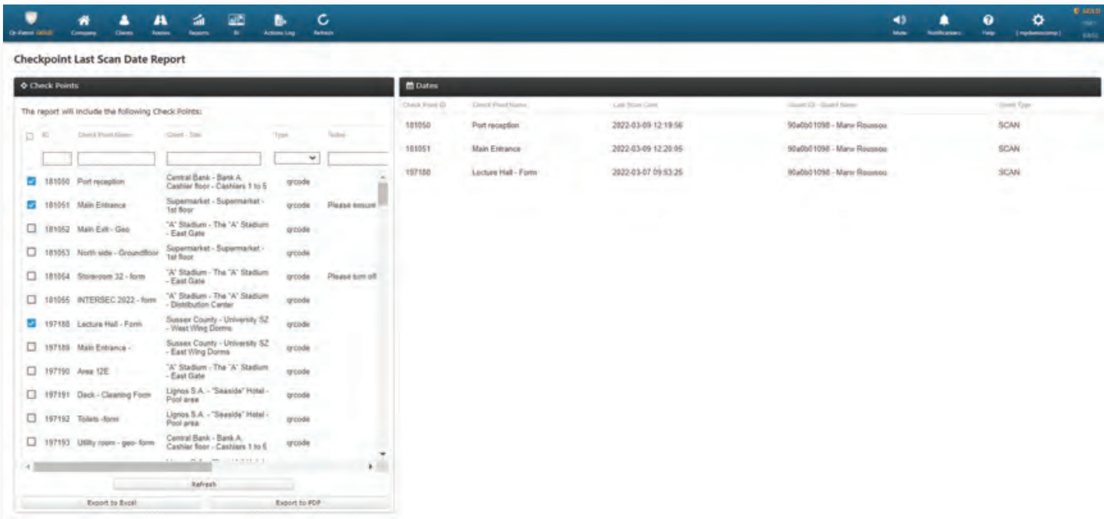
You can access the guard daily patrol duration report panel by clicking on the top toolbar “Reports” and “Guard daily tour duration report” as shown on the right.



Checkpoint Last Scan Date Report

Checkpoint Last Scan Date Report informs about the last time (date/time) that the selected check-points were scanned and by whom.

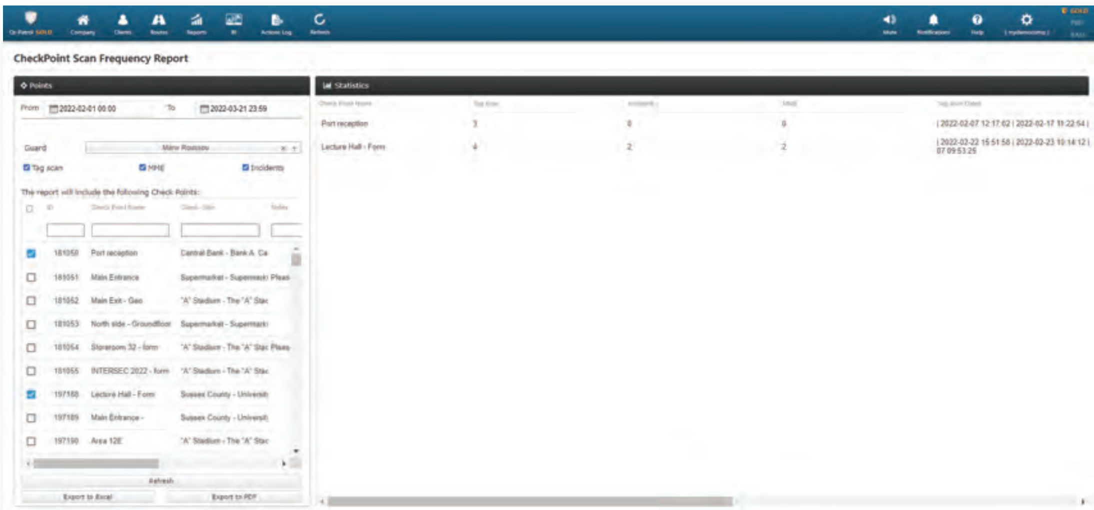
You can access the Checkpoint Last Scan Date report panel by clicking on the top toolbar “Reports” and “Checkpoint Last Scan Date Report” as shown below.



CheckPoint Scan Frequency Report

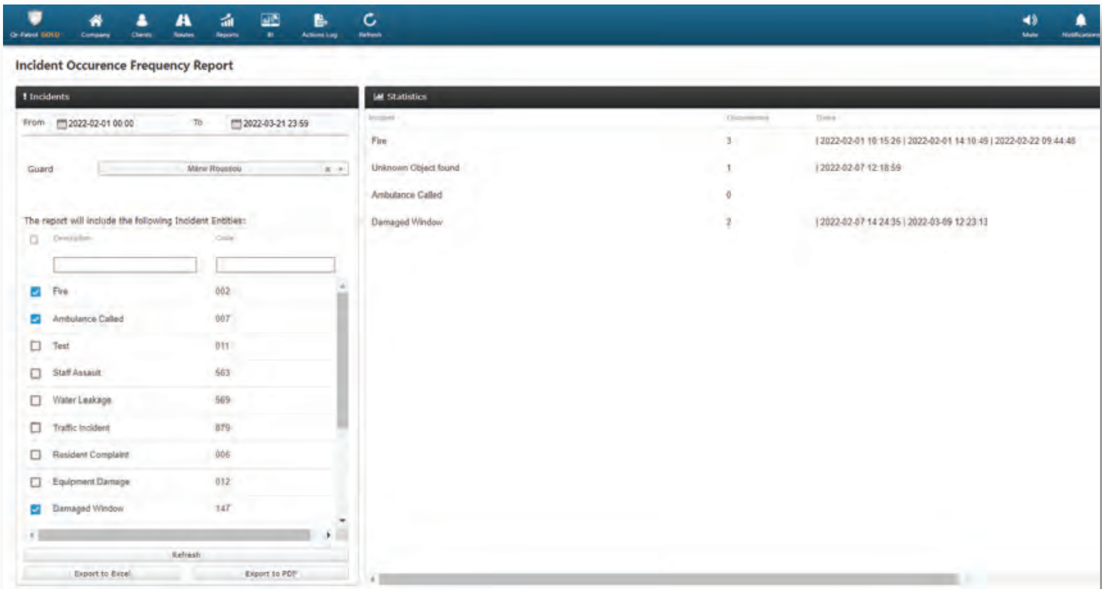
It is a report containing the number/date/time of the following events (Scan/Incidents/MME), that are related to the selected checkpoints, for a given date range.

You can access the **CheckPoint Scan Frequency Report** panel by clicking on the top toolbar “Re-ports” and “CheckPoint Scan Frequency Report” as shown below.



Incident Occurence Frequency Report

Incident Occurrence Frequency Report informs about how many times and when (date/time), the selected incidents were been reported by the staff, the duration of their patrols, for a specific date range.
You can access the Incident Occurrence Frequency report panel by clicking on the top toolbar "Reports" and "Incident Occurrence Frequency Report" as shown below.

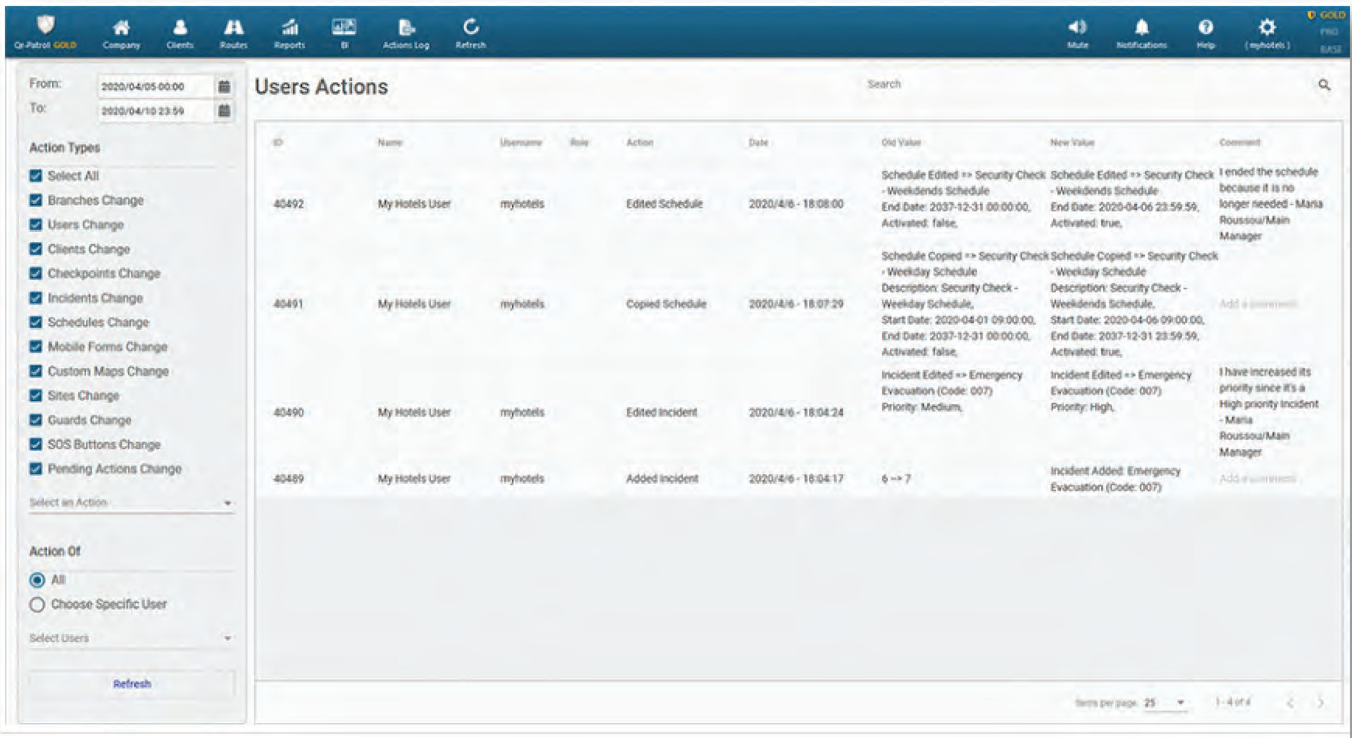


Actions Log

The Actions Log (GOLD) feature is essentially a tool to monitor all the actions made by the Users of the web application.

Essentially, through this tab, you can monitor anything related to adding, assigning, editing or removing entities in the web application. A few examples are:

- ✔ Changing Guard's details
- ✔ Adding, editing or removing a Schedule
- ✔ Changing User's details
- ✔ Changing Checkpoint's details
- ✔ Adding, editing or removing a Mobile Form
- ✔ Changing Branch details



You can access the Actions Log section by navigating to the respective icon at the top left menu in your web application.

Specify your filters from the list available on the left panel:

- ✓ Date – Select the date and time you want to display actions for
- ✓ Action Types – Select all or some of the basic actions you are interested in
- ✓ Select an Action - Select a sub-action
- ✓ Action of – Select one or more users to display actions performed by them

... and press the "Refresh" button to apply them!

You can also add comments to each action, which can later be accessible by other users.

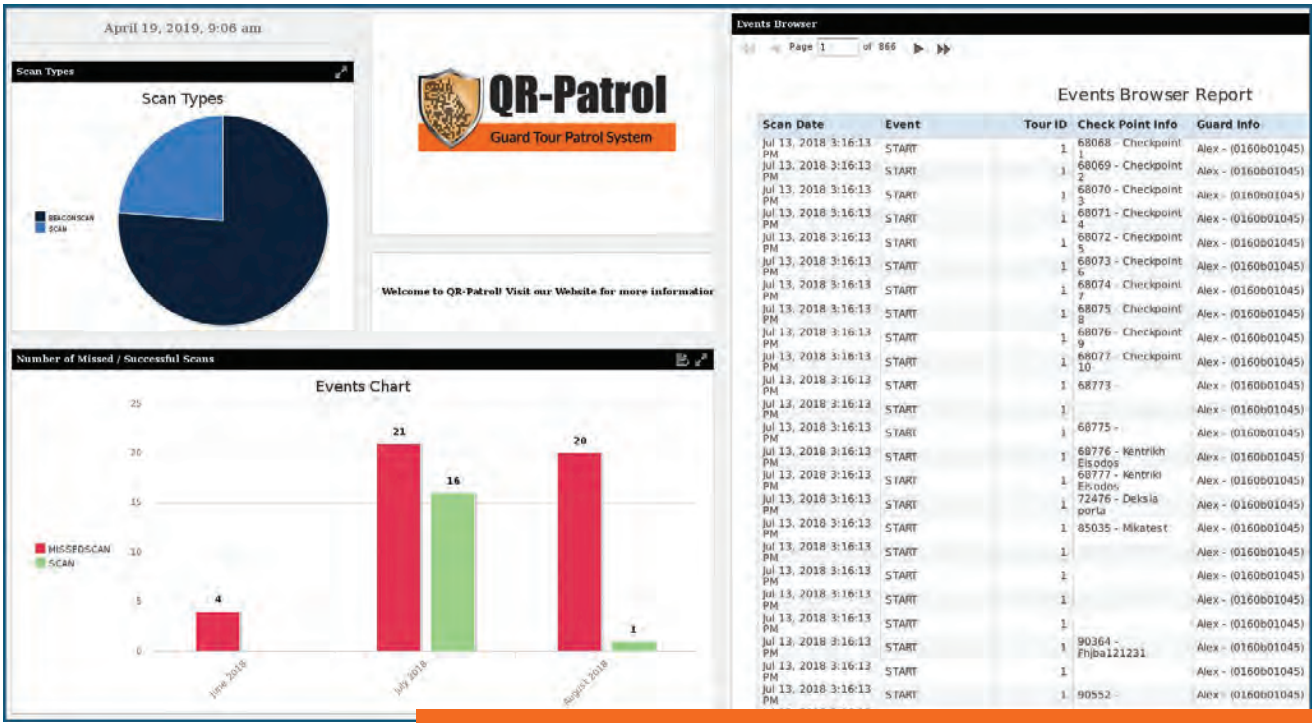
Use the "Search" filter on the top right of the Actions Log screen if you want to find a specific action.

** NOTE

Business Intelligence - Personalized reporting tool

The personalized reporting tool - "BI", allows you to create your own reports, tailored to your company's needs. You can also schedule your reports to be sent to as many recipients as you wish or export them in one of the available formats.

More info



Our experts can create custom reports for you in case you do not have the time to create them yourself.
Contact our team for more information at sales@qrpatrol.com

** NOTE

Settings

You can change your account settings by pressing the gear icon at the top right of your screen.

From there you can:

- ✓ Change the web application language by selecting one from the over 20 available languages (Greek, English, Spanish, German etc.)
- ✓ Change your username
- ✓ Change your password
- ✓ Change the date format
- ✓ Upgrade your plan
- ✓ Log out of the web application

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Guard Tour System

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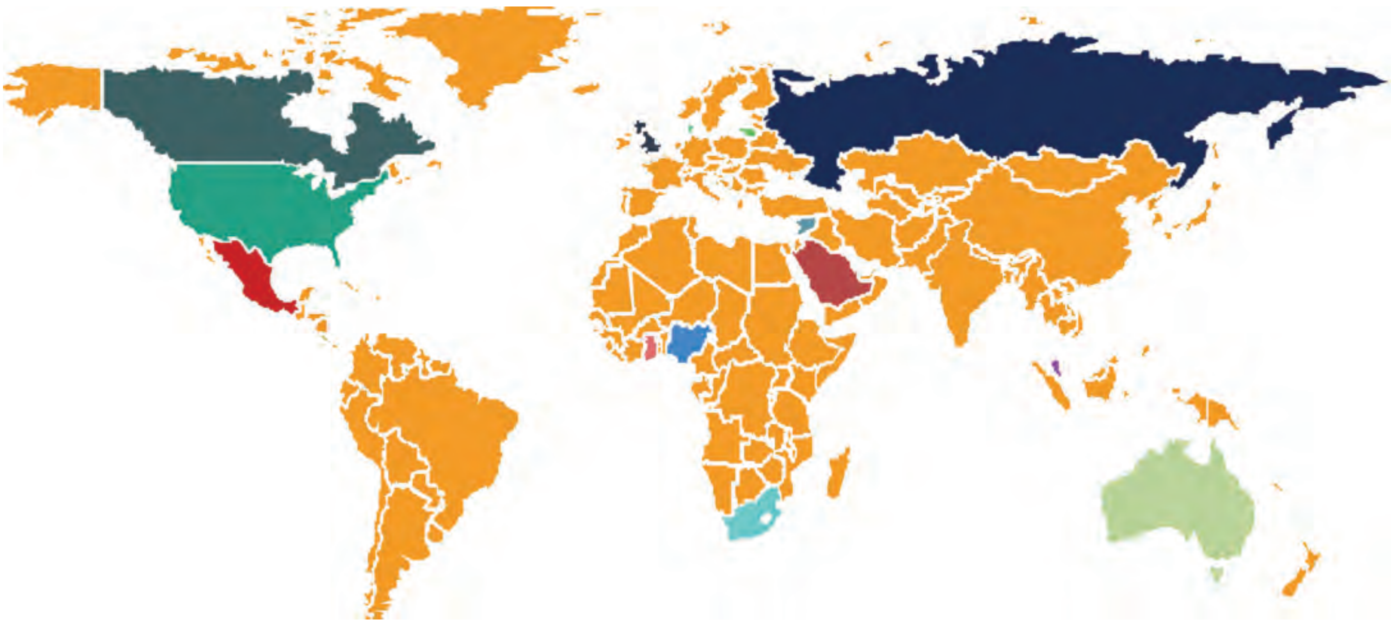
OR CLICK ON THE MAP TO FIND A PARTNER IN YOUR REGION



QR-Patrol
Guard Tour System

Resources

Video presentation

Brochures

QR-Patrol | Your Guards online	View
QR-Patrol | A guard tour system	View
User Guide | Mobile application	View

Other resources

Useful links

QR-Patrol	FAQ
Free test	Blog

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