

Silvertrac Software, Inc.



Complete Device Training Guide

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Part 1 - Android Device

Chapter 1: Logging In

This chapter will teach users how to

- Open the app
- Enter the login credentials
- Clock In/Out (If utilized by company)
- Select a property and begin guard patrol



1.1 Opening the app:

On the home screen of the handheld device select the Silvertrac app to open.



1.2 Login to the Silvertrac App

Step 1. Tap the **User Name** box and enter your

User Name (Be aware of caps lock).

Step 2. Tap the **Password** box and enter your

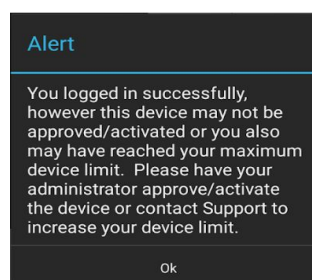
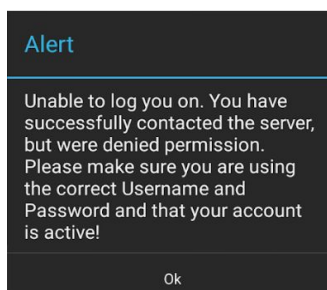
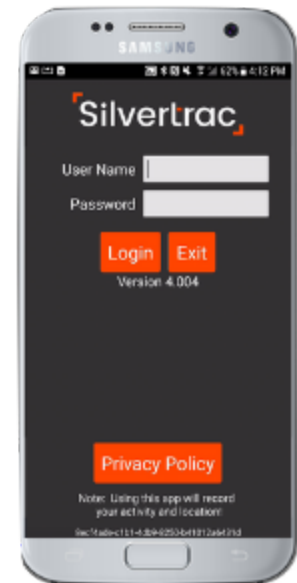
Password. (Be aware of caps lock).

Step 3. Press the orange **Login** button

Step 4. If you get a pop up **Alert** please read

the message in its entirety as it will

explain the next step to take:



1.3 Clocking In/Out

If your company is using the Time Card feature you will see a clock in the top right hand corner.

Step 1. Tap the clock icon

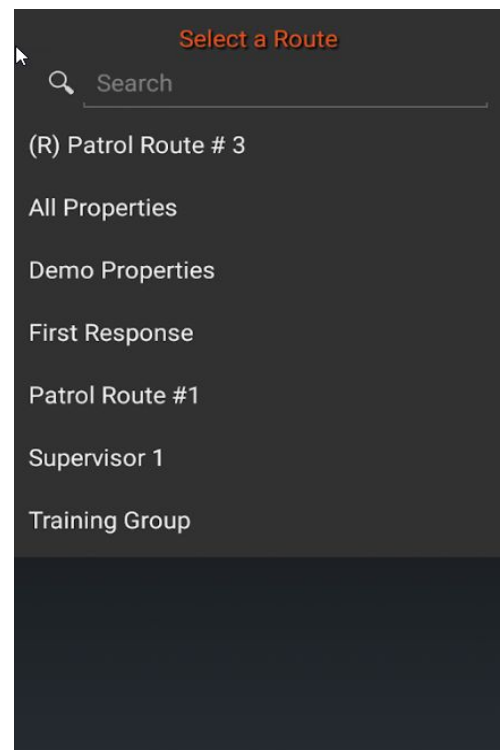
Step 2. You'll be prompted to a screen asking if you'd like to clock in. Select **Clock In**.

Step 3. You'll then notice the clock at the top right hand corner will say "Clocked In."

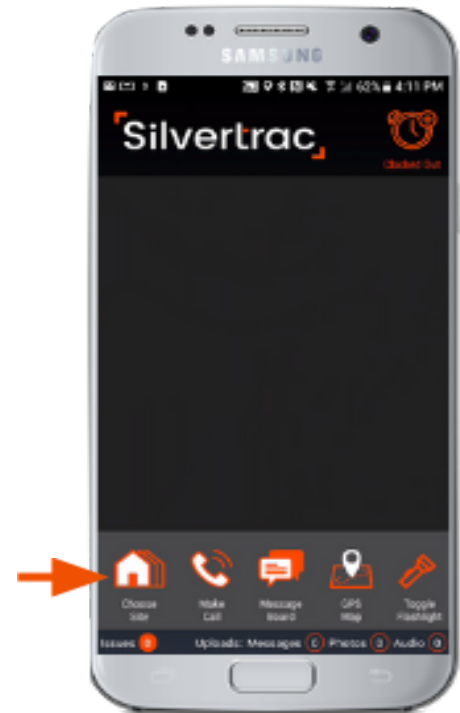


1.4 Select a property and begin guard patrol

To start your patrol you will need to **Select a Route** or Group of properties:



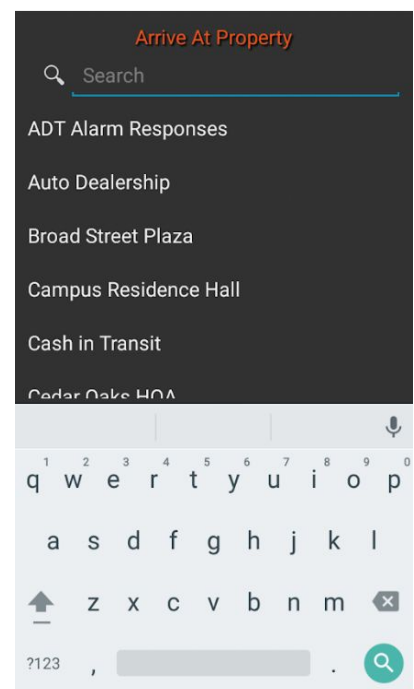
You will need to select a property to report from.
Press the **Choose Site** icon at the bottom of the device screen:



You will be prompted to this screen to select a property:

You can search the property or scroll through the list to find the property you are reporting.

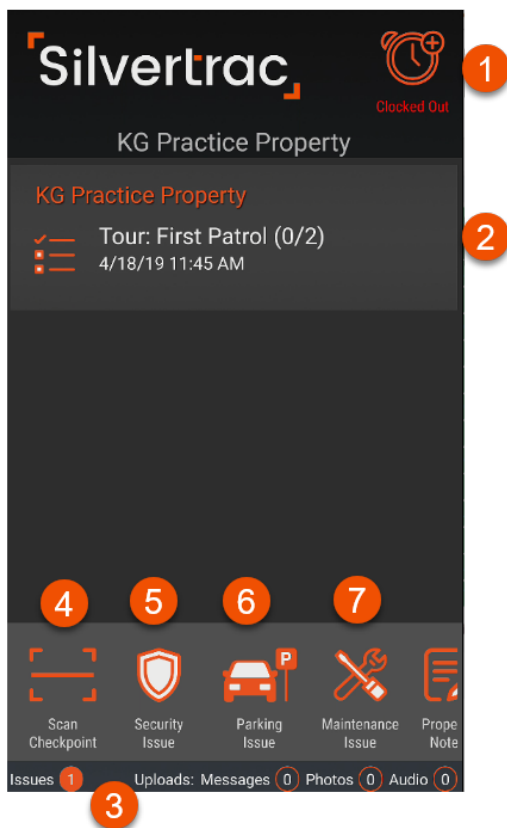
Select the property you wish to report issues.



Chapter 2: The Home Screen

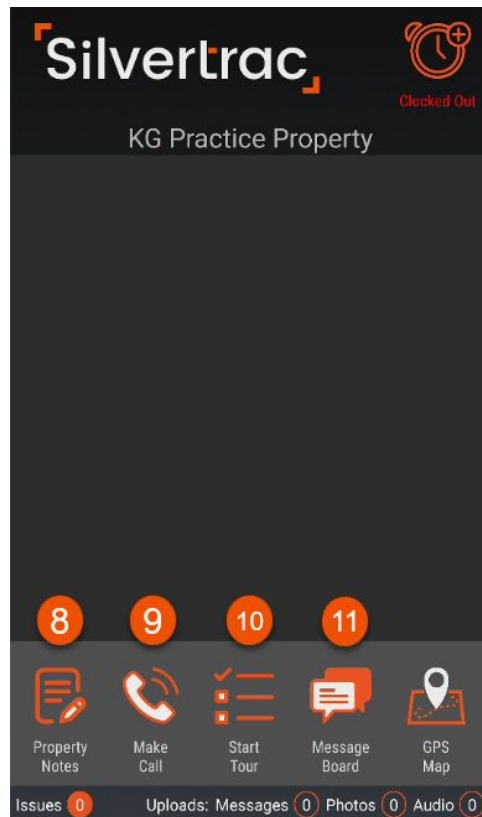
This chapter will teach users how to:

- This chapter will teach users how to navigate the homescreen once they've selected a property.



1. Time Clock
2. If this property has a Checkpoint Tour the details will appear on the home screen. Tap on the banner to see the checkpoints assigned and the time requirements.
3. The Uploads display feature will display any Issues, Messages (notes) Photos or Audio files that are still pending in the queue and have not been uploaded to the Issue Monitor yet. Connect to the internet to upload.
4. Scan Checkpoint. Pressing the Scan Checkpoint Icon will open the device scanner to scan Barcodes/QR codes and NFC tags.
5. Security Issue. Pressing the Security Issue Icon will open a reporting screen.
6. Parking Issue. If your company handles parking you will see this icon.

7. Maintenance Issue. Pressing the Maintenance Issue Icon will open the reporting screen.



8. Property Notes. Pressing the Property Notes Icon will display the Post Orders/Property Notes that have been added to this specific Property.

9. Make Call. Call icon will display phone numbers added for the property.

10. Start Tour. Pressing the Start Tour Icon will open any Checkpoints Tours that have been added to this property.

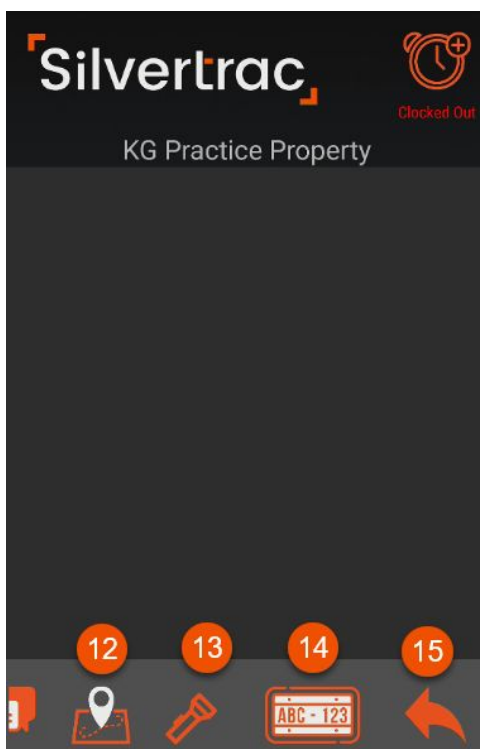
11. Message Board. This is a "chat" feature that allows a company Dispatcher to send out individual or company wide messages.

12. GPS Map. Pressing the GPS Map Icon will enable you to select another property to get turn by turn directions to. This is typically for Patrol Routes.

13. Toggle Flashlight. Use the flashlight feature on the phone without having to leave the app.

14. Plate Scan. Scan Plate Icon to scan a vehicle license plate and open a reporting screen with several specific reporting options.

15. Leave Site. Pressing the Leave Site Icon allows you to log off a specific Property without logging off of the Silvertrac App. This is typically for Patrol Routes.



Chapter 3: Creating a Security Issue

This chapter will teach users how to

- Create a **Security Issue**
- Mark an issue as **Urgent**
- Add **Pictures** to an issue
- Add **Audio** to an issue
- Add a **Note** to an issue
- Save/Close an issue

3.1 Creating a Security Issue:

Step 1. Tap the security Issue Icon.

Step 2. Tap the Issue Type drop down. Select the Issue you are reporting.

Step 3. Tap the address drop down. Select the address you'd like to report.

Step 4. If there is a unit/ location option available, select the correct unit/location.

Step 5. Check the box for Urgent-Flag As Important to mark an issue as urgent.

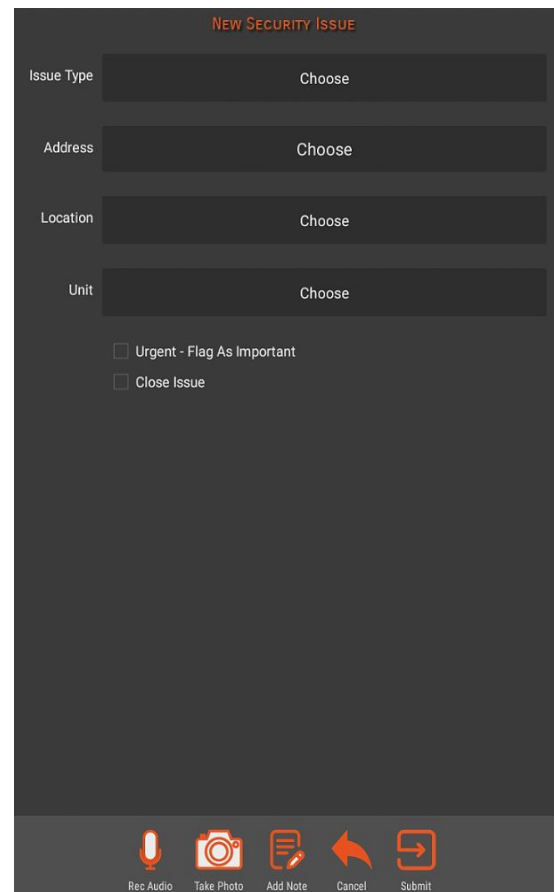
Step 6. Tap the **Record Audio** icon and press the **Start Audio Recording** button to record an audio file up to 60 secs long.

Step 7. Tap the **Take Photo** icon. Must take the photo in landscape mode. Up to 10 photos.

Step 8. Tap the **Add Note** icon. Type any notes acquired during your inspection.

Step 9. Tap the **Cancel** icon to cancel an issue from being reported. You'll be prompted to the property home screen.

Step 10. Tap the **Submit** icon to report your issue with notes, audio and photos.

NEW SECURITY ISSUE

Issue Type Choose

Address Choose

Location Choose

Unit Choose

Urgent - Flag As Important

Close Issue

Rec Audio Take Photo Add Note Cancel Submit

Chapter 4: Creating a Maintenance Issue

This chapter will teach users how to

- Create a **Maintenance Issue**
- Mark an issue as **Urgent**
- Add **Pictures/ Audio/ Notes** to an issue
- Save/Close an issue

4.1 Creating a Maintenance Issue

Step 1. Tap the **Maintenance Issue** icon.

Step 2. Tap the **Issue Type** drop down.

Select the issue type you'd like to report.

Step 3. Tap the **Address** drop down.

Select the address you'd like to report.

Step 4. If there is a location option available, select the correct location.

Step 5. If there is a unit option available, select the correct unit.

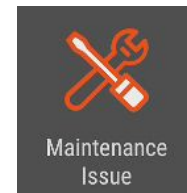
Step 6. Check the box for **Urgent-Flag As Important** to mark a maintenance issue as urgent.

Step 7. Tap the **Record Audio** icon and press the **Start Audio Recording** button to record an audio file up to 60 secs long.

Step 8. Tap the **Take Photo** icon. Must take the photo in landscape mode. Up to 10 photos

Step 9. Tap the **Add Note** icon. Type any notes acquired during your inspection.


Step 10. Tap the **Cancel** icon to cancel an issue from being reported. You'll be prompted to the property home screen.





NEW MAINTENANCE ISSUE


Issue Type	Choose
Address	Choose
Location	Choose
Unit	Choose


Urgent - Flag As Important
 Close Issue


Rec Audio


Take Photo


Add Note


Cancel


Submit

Step 11. Tap the **Submit** icon to report your issue with notes, audio and photos.

Chapter 5: Creating a Parking Issue

This chapter will teach users how to

- Create a **Parking Issue**
- Search vehicle history
- Mark an issue as **Urgent**
- Add **Pictures** to an issue
- Add **Audio** to an issue
- Add a **Note** to an issue
- Save/Close an issue

Tap the **Parking Issue** icon.



Step 1. Vehicle Search. Search vehicles with prior violations

Step 2. Add the license **Plate Number** and **Confirm Plate Number**

Step 3. Add **Permit Number** (Advanced parking feature)

Step 4. Add **Vehicle Model**

Step 5. Add **Vehicle VIN #** (Advanced parking feature)

Step 6. Select **Vehicle Make** from drop down

Step 7. Select **Vehicle Color** from the drop down

Step 8. Select **Plate State** from the drop down

Step 9. Select **Issue Type** from the drop down

Step 10. Select **Address** from the drop down

Step 11. Record an audio file.

Step 12. Take a photo.

Step 13. Add a note to the issue

Step 14. Cancel the issue to go back to the home screen

Step 15. Submit the issue to report the parking issue.

The screenshot shows the 'New Parking Issue' form with the following fields and actions:

- 1** Vehicle Search (top right button)
- Passcode: 2019-0415-2136-1766969
- 2** Plate Number (input field)
- 2** Plate Confirm (input field)
- 3** Permit Number (input field)
- 4** Vehicle Model (input field)
- 5** Vehicle VIN (input field)
- 6** Vehicle Make (dropdown menu)
- 7** Vehicle Color (dropdown menu)
- 8** Plate State (dropdown menu)
- 9** Issue Type (dropdown menu)
- 10** Address (dropdown menu)
- 11** Rec Audio (microphone icon)
- 12** Take Photo (camera icon)
- 13** Add Note (notepad icon)
- 14** Cancel (back arrow icon)
- 15** Submit (submit icon)

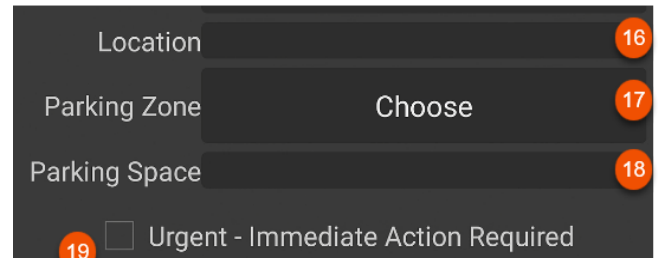
Scroll down for more options:

Step 16. Select the **Location** if an option

Step 17. Select the **Parking Zone** from the drop down

Step 18. Select the **Parking Space** if an option
(Advanced parking feature)

Step 19. Check the box **Urgent- Immediate Action Required**



Location 16

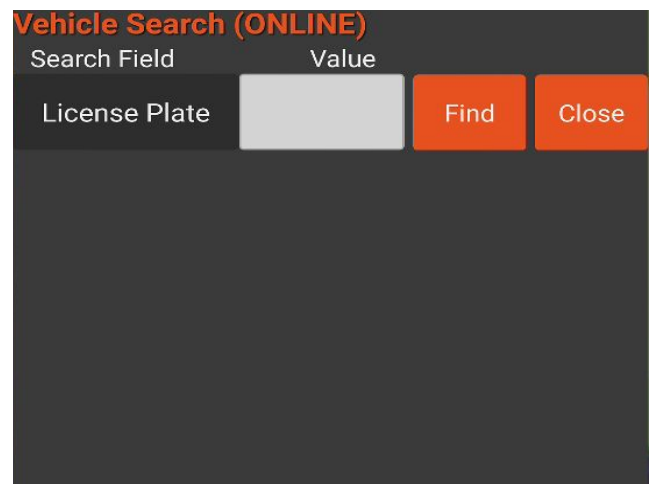
Parking Zone Choose 17

Parking Space 18

Urgent - Immediate Action Required 19

Vehicle Search:

Use this to search vehicles you come across during your patrol. If the vehicle has been reported for a violation, the violation information will appear.



Vehicle Search (ONLINE)

Search Field	Value
License Plate	<input type="text"/>

Find Close

Chapter 6: Responding to a Task

This chapter will teach users how to

- Open Tasks
- Mark a Task as acknowledged
- Mark Arrived on a Task
- How to Close a task

6.1 Creating a Security Issue:

Step 1. Tap on the task banner in the home screen

Step 2. An alert box will appear, **Issue Acknowledged** to view the task, click ok to mark the issue as acknowledged

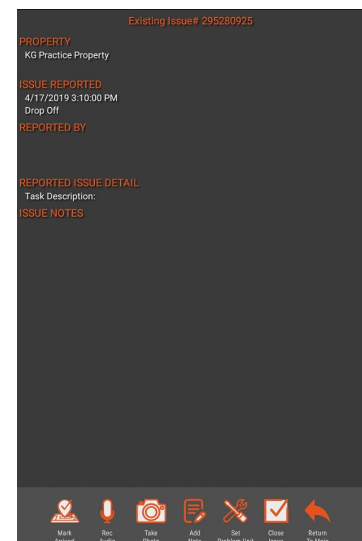
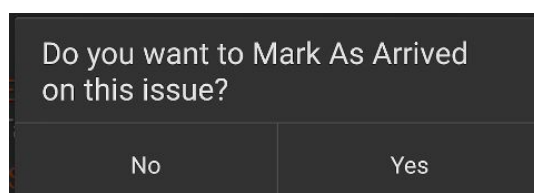
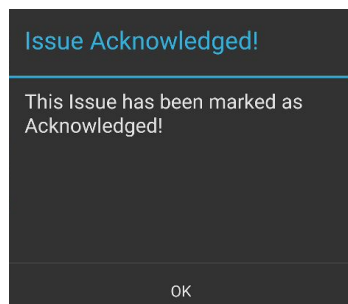
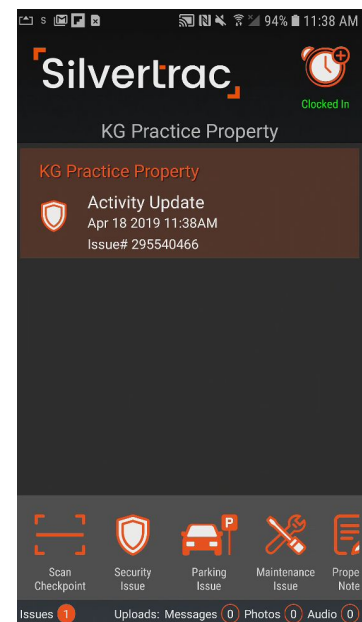
Step 3. Review the Issue details to respond to the task

Step 4. Once arrived at the location of the task, tap on the **Mark Arrived** icon to let dispatch know you've arrived. Select **Yes**.

Step 5. Add an audio file, take a photo, add a note, set a problem unit to the task.

Step 6. Return to the main menu to continue patrol if task cannot be completed immediately.

Step 7. Tap the **Close Issue** icon to let dispatch know the task has been completed.



Chapter 7:

Scanning a Checkpoint

This chapter will teach users how to

- Scan a QR code or NFC tag

7.1 Scanning a QR/Bar Code or NFC Tag

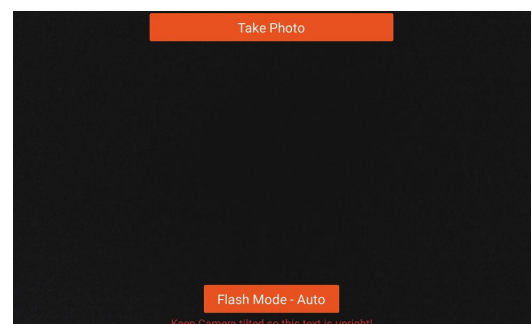
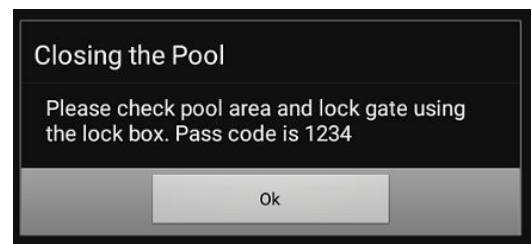
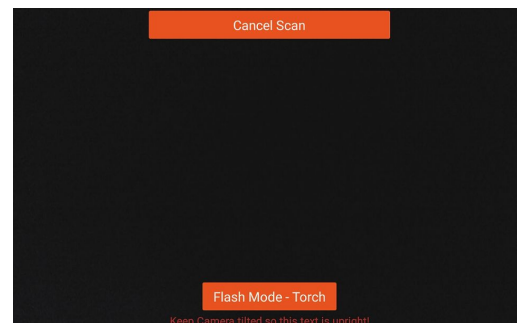
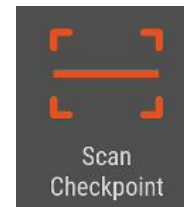
Step 1. Tap the **Scan Checkpoint** icon

Step 2. Screen will prompt you to scan the QR code, barcode or place device near the NFC tag.

Step 3. When the device recognizes the code Instructions on what to do at the checkpoint will appear. Click Ok.

Step 4. A screen will prompt you to take a picture of the checkpoint location.

Step 5. The checkpoint will automatically populate in the issue monitor, photos are GPS and time-stamped.



Chapter 8: Guard Tours

This chapter will teach users how to

- Start a guard tour
- Scan a checkpoint
- Close a tour

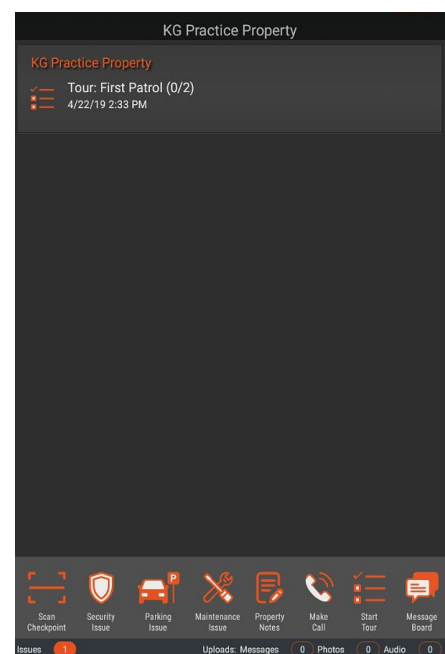
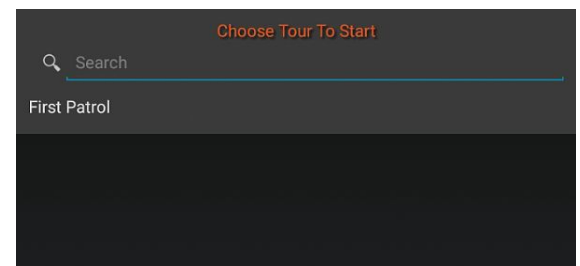
7.1 Starting a Tour

Step 1. Tap the **Start Tour** icon

Step 2. You'll be prompted to a screen to select the tour you'd like to start.

Step 3. The home screen will display the task that is to be completed.

Step 4. Tap on the tour banner listed in the homescreen.



7.2 Tour Screen and Scanning a Checkpoint

Step 1. After clicking on the banner of the Tour, view listed checkpoints for the tour.

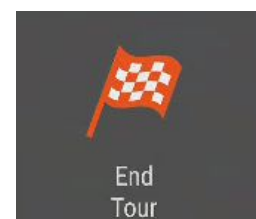
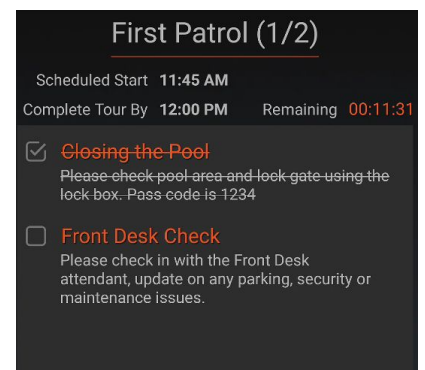
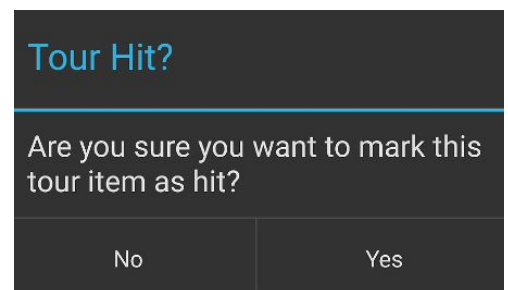
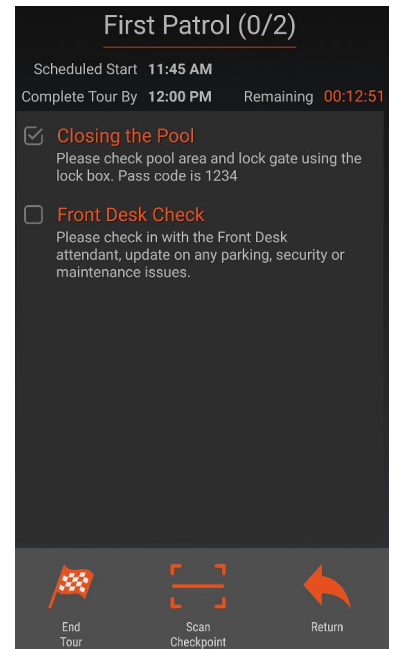
Step 2. View the **Scheduled Start** time and the **Complete Tour Time**

Step 3. View the **Remaining** time countdown

Step 4. Tap the **Scan Checkpoint** icon to scan a QR code or barcode. Or tap on the empty box to mark the tour item as hit. Click **Yes**. The item will be crossed off the list once scanned.

Step 5. Tap on the **Return** icon to return back to the home screen to report another issue during Your shift.

Step 6. Once all items are crossed off on the tour, tap the **End Tour** icon to complete the tour.



Chapter 9: Property Notes & Passdown Notes

This chapter will teach users how to

- Check **Property Notes**
- Send **Passdown Notes** to guards between shifts

9.1 Using the Message Board

Step 1. Tap the **Property Notes Icon**

Step 2. Review any new property notes and post orders provided by your supervisors.

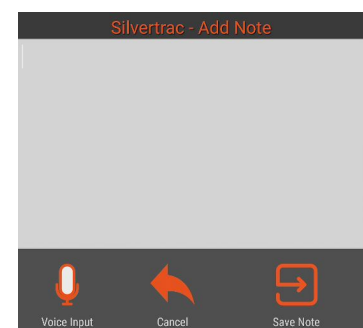
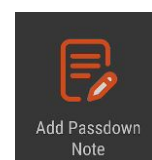
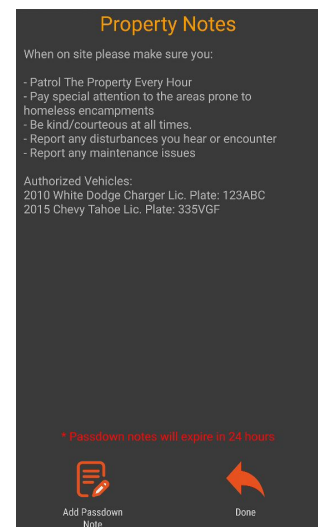
Step 3. Tap on the **Add Passdown Note** icon

Step 4. Add the Passdown note you wish to relay to the next officer on shift.

Step 5. Tap the **Save Note** icon to create the passdown note

Step 6. Log out of your shift. The next Officer to log into that property will have an alert with your previous message explaining the situation.

Example: You're shift is about to end, but there is a suspicious vehicle on the property. If you don't see the Officer for the next couple of shifts, but want them to be aware of the situation, you can leave them a passdown note. The Note will be live for 72 hours.



Chapter 10: Using the Message Board

This chapter will teach users how to

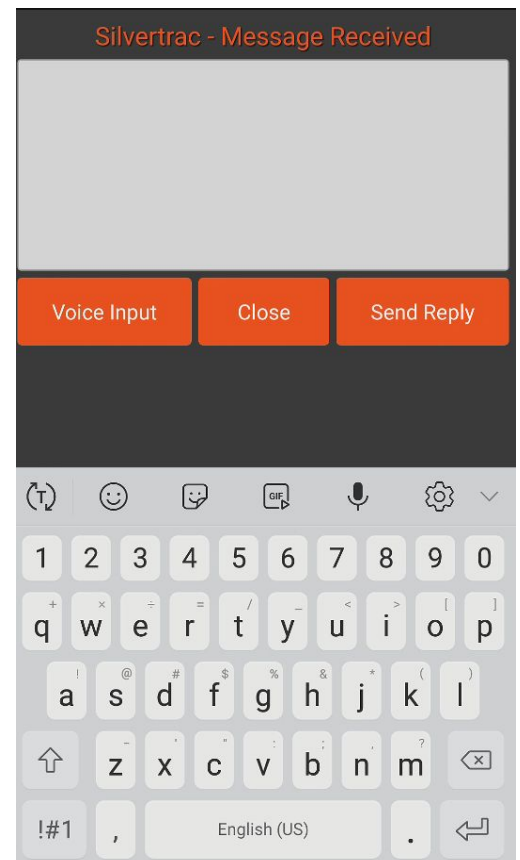
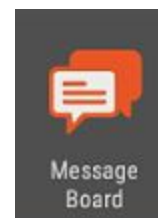
- Utilize the Message Board
- The message board is designed to assist in the communication between officers in the field and dispatchers using the Issue Monitor. None of the information included on the message board will be entered on to the reports.

9.1 Using the Message Board

Step 1. Tap on the Message Board

Step 2. The officer receives the message in the handheld via a pop up box.

Step 3. When the officer receives the message in the handheld they will be able to send a reply.



Chapter 11: GPS Maps

This chapter will teach users how to

- How to use the GPS Map feature on the device

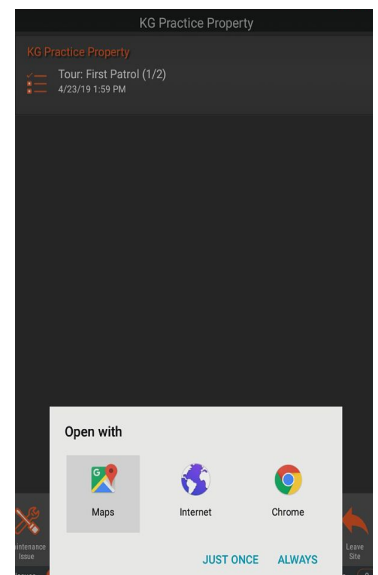
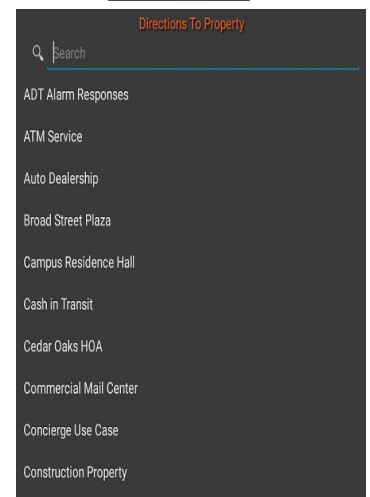
10.1 Using the GPS Map

Step 1. Tap on the **GPS Map** icon

Step 2. Scroll through the list or search for the property you wish to go to. Select the property.

Step 3. You'll see the option to view this property in Google Maps or maps via the internet.

Step 4. Receive turn by turn directions to the property.



Chapter 12: Closing All Issues & Logging Out

This chapter will teach users how to

- Close all open issues and log out.

11.1 Closing Issues

Step 1. View on home screen how many issues

are currently still open. (see orange arrow)

make sure you are connected to internet

Step 2. Select each open issue and press the

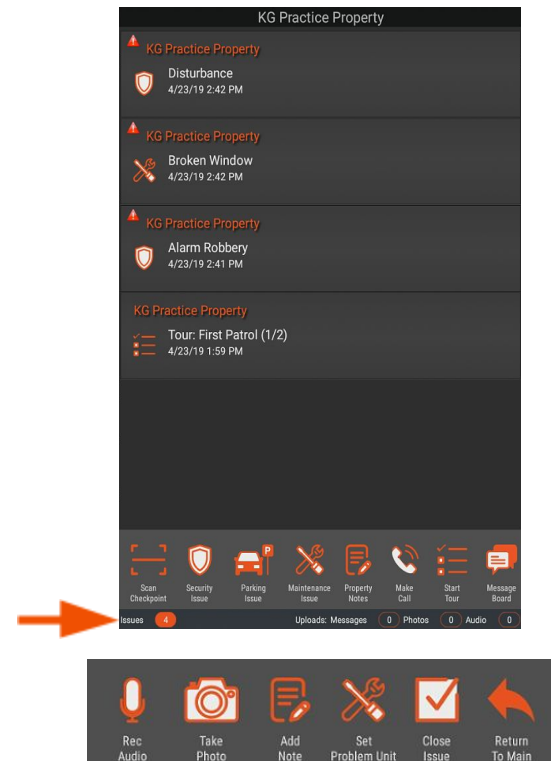
Close Issue icon

Step 3. Once the Issue icon at the bottom reads "0"

click on the **Leave Site** icon

Step 4. Logout of your shift by pressing the **Logout**

icon.



Chapter 13: Understanding Alert & Error Messages

This chapter will teach users how to

- Navigate the meaning behind alert and error messages that may come up while on the app.
 - How to proceed when an alert or error message is received.
-

13.1 Downloading the App

Alert or Error

"Alert you have logged in successfully, however this device is not approved. Please have your administrator approve the device from the website."

Solution

Your administrator must approve the device from the website. Contact your administrator.

13.2 Login Unsuccessful

Alert or Error

"You logged in successfully, however this device is not approved or may be on your inactive list. This device may have been previously registered to phone number xxx-xxx-xxxx please have your administrator approve/activate the device from the website"

Solution

Contact your administrator. They will need to approve the device or they will need to check the inactive list on the Device Maintenance screen and approve the device from there.

Alert or Error

"Unable to log you on. You have successfully contacted the server, but were denied permission. Please make sure you are using the correct Username and Password and that your account is active!"

Solution

Verify that you are using the correct Username and Password. Contact your supervisor if you need to verify or reset your login credentials.

13.3 GPS Related Alerts

Alert or Error

"Device will not function when GPS is turned off."

Solution

Most all system administrators mandate that all activity be GPS date and time stamped. If so, you will need to go to the device settings and turn GPS on.

** If you have a device that has multiple location options (battery save mode, GPS only) be sure to select "High Accuracy" to work on the Silvertrac App.

13.4 Tasks/Dispatch Related Alerts

Alert or Error

"You cannot respond until you arrive at the correct property."

Solution

At the bottom right hand corner of the screen, select Choose Site. The "Arrive at Property" list will display in Alphabetical order. Select the property you have been assigned and respond to task accordingly.

13.5 Arrival Related Alerts

Alert or Error

"Must Arrive at Property."
(Trying to scan an NFC tag with an Android)

Solution

(1) Make sure that Android Beam is enabled on your device.
(2) Go to **Settings** and make sure that the Near Field Communications (NFC) are turned ON.

13.6 Photo Related Alerts

Alert or Error

Error: Camera Keeps Trying to Focus and won't take a picture.

Solution

You will need to contact your system Admin and make sure "Use Autofocus" is turned off in the web Portal under "Device Maintenance".

13.7 QR Code Scanning

Alert or Error

"QR Code Not Found"

Solution

Make sure that you are under the correct property in the handheld device. If you are under the wrong property, the system will not recognize the QR code.

Part 2 - Apple Device

Chapter 14: Logging In

This chapter will teach users how to

- Open the app
- Enter the login credentials
- Select a property and begin guard patrol



14.1 Opening the App:

On the home screen of the handheld device, select the Silvertrac icon to open the app.



14.2 Login to the Silvertrac App:

Step 1. Tap the **User Name** box and enter your

User Name (Be aware of caps lock).

Step 2. Tap the **Password** box and enter your

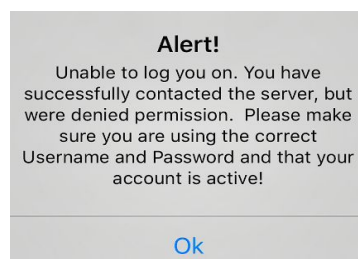
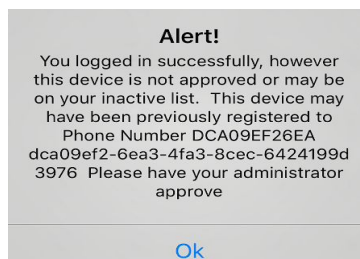
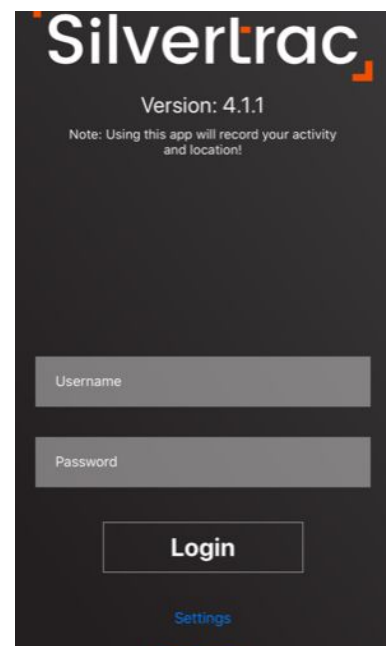
Password. (Be aware of caps lock).

Step 3. Press the **Login** button.

Step 4. If you get a pop up **Alert**, please read

the message in its entirety as it will

explain the next step to take:



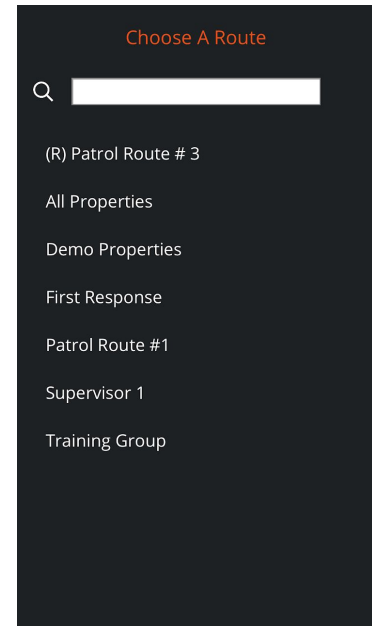
14.3 Selecting a Route

Step 1. After logging in, you'll be prompted to the

Choose a Route screen.

Step 2. Tap the route you wish to patrol.

(Click **All Properties** if only option)



14.4 Select a Property and begin Guard Patrol

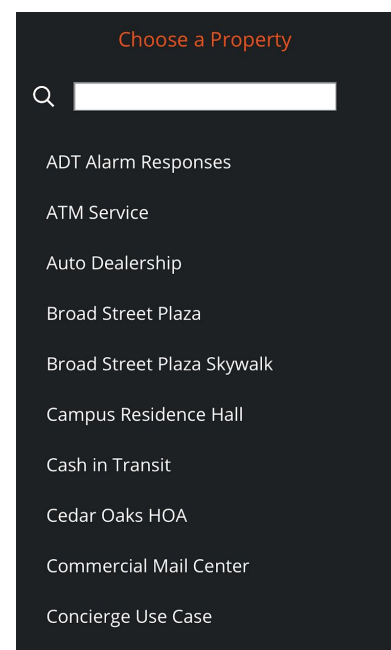
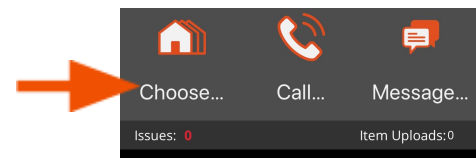
Step 1. To select a property, tap on the **Choose**

Site icon at the bottom left on the screen.

Step 2. You will be prompted to this screen to select a property.

Step 3. You can search the property or scroll through the list to find the property you are reporting.

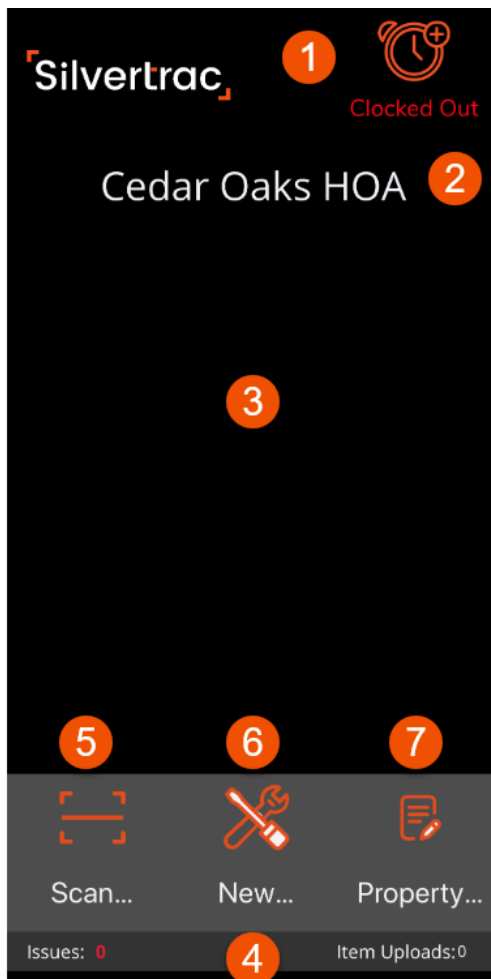
Step 4. Select the property you wish to report issues.



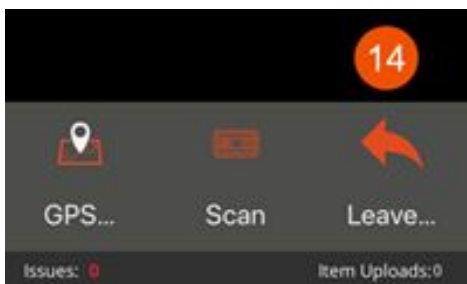
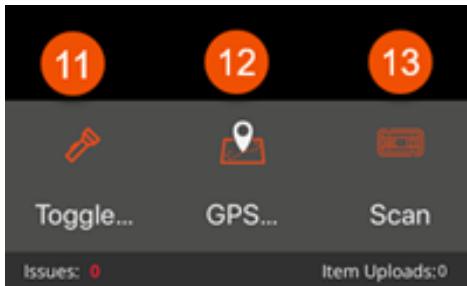
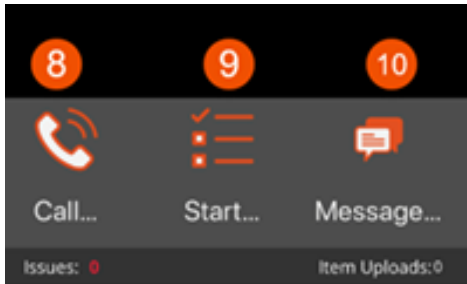
Chapter 15: The Home Screen

This chapter will teach users how to

- Navigate the homescreen once they have selected a property.



1. **Time Clock.** Tap the Alarm Clock Icon to Clock In (Green) or to Clock Out (Red).
2. **Property Name.** Verify you are at the correct property by reading the property name listed at the top of the home screen.
3. **Open Issue / Task.** If an issue is left open, it will appear on the home screen for you to go back in and add additional comments. Any Tasks assigned to you or the Property will appear here.
4. **Issues.** The number of open issues at this property assigned to your specific user credentials. This number should be zero at the end of your shift.
5. **Scan Checkpoint.** Access the Checkpoint Scan options.
6. **New Issue.** Create a new issue by tapping on this icon.
7. **Property Notes.** View property notes and post orders created by your supervisor. Check this at the beginning of your shift for updates.



8. **Call.** Make a call without having to leave the app. Numbers will be pre-programmed by the Supervisor.

9. **Start.** Access and start a Guard Tour.

10. **Message.** Receive and respond to Chats from Dispatch.

11. **Toggle Torch.** Turn the device flashlight On/Off while using the App.

12. **GPS.** Select a property to get Google Maps turn-by-turn directions from the current property to the selected property.

13. **Scan.** License Plate Recognition using the device camera.

14. **Leave.** Log out of the current property.

Chapter 16: Creating a Security Issue

This chapter will teach users how to

- Create a **Security Issue**
- Mark an Issue as **Urgent**
- Add **Pictures** to an Issue
- Add **Audio** to an Issue
- Add a **Note** to an Issue
- Save/Close an Issue

16.1 Creating a Security Issue:

Step 1. Tap the New Issue tool icon.

Step 2. Select Security.

Step 3. Tap the Issue Type drop down. Select the Issue you are reporting.

Step 4. Tap the address drop down. Select the address you'd like to report.

Step 5 Tap the location drop down (if applicable).

Select the location you'd like to report.

Step 6. Tap the unit drop down (if applicable). Select the unit you'd like to report.

Step 7. Toggle Urgent - Flag as important!

to the right mark an issue as urgent.

Step 8. Toggle **Close Issue** to the right to close an issue. Auto close issues will automatically default to the right.

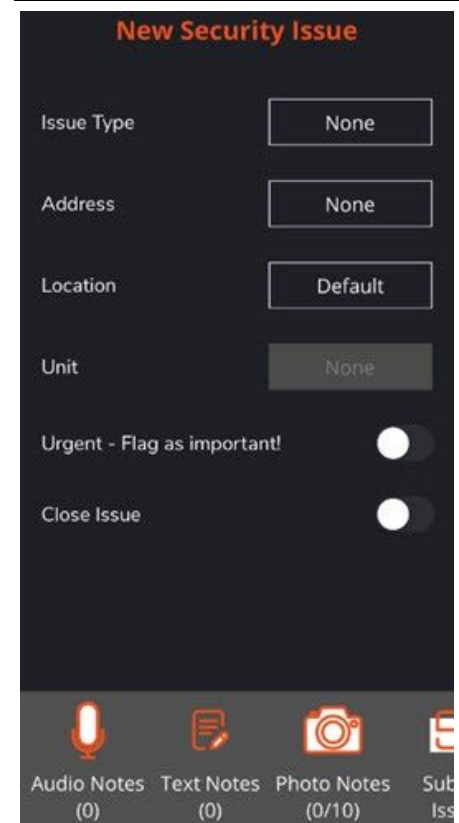
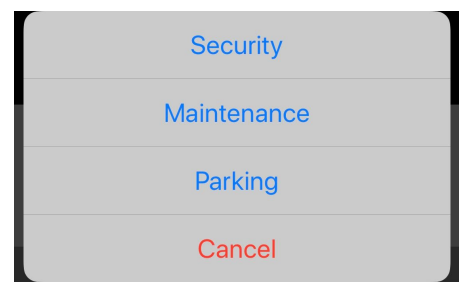
Step 9. Tap the **Text Notes** icon. Type any notes acquired during your inspection.

Step 10. Tap the **Audio Notes** icon and press the **Start Audio Recording** button to record an audio file up to 60 seconds long. (This is for internal purposes only)

Step 11. Tap the **Photo Notes** icon. Must take the photo in landscape mode. Up to 10 photos.

Step 12. Swipe right and tap the Main Menu return arrow icon and tap yes in the warning pop up to cancel an issue from being reported. You'll be prompted to the property home screen.

Step 13. Swipe right and tap the **Submit Issue** icon to report your issue with notes, audio and photos.



Chapter 17: Creating a Maintenance Issue

This chapter will teach users how to

- Create a **Maintenance Issue**
- Mark an Issue as **Urgent**
- Add **Pictures** to an Issue
- Add **Audio** to an Issue
- Add a **Note** to an Issue
- Save/Close an Issue

17.1 Creating a Maintenance Issue

Step 1. Tap the New Issue tool icon.

Step 2. Select Maintenance.

Step 3. Tap the Issue Type drop down. Select the Issue you are reporting.

Step 4. Tap the address drop down. Select the address you'd like to report.

Step 5 Tap the location drop down (if applicable).

Select the location you'd like to report.

Step 6. Tap the unit drop down (if applicable). Select the unit you'd like to report.

Step 7. Toggle Urgent - Flag as important!

to the right mark an issue as urgent.

Step 8. Toggle **Close Issue** to the right to close an issue. Auto close issues will automatically default to the right.

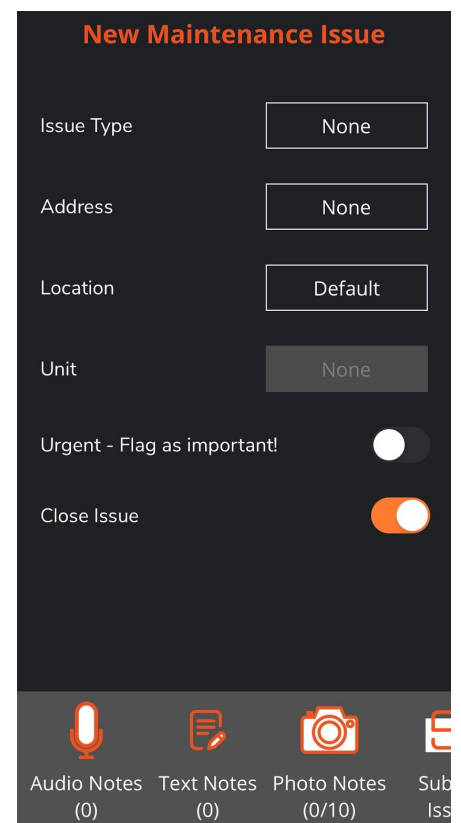
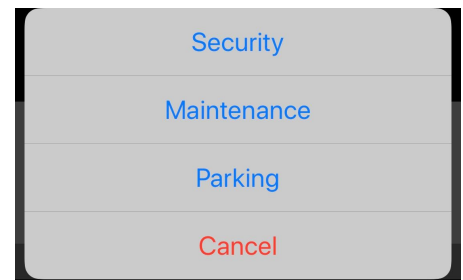
Step 9. Tap the **Text Notes** icon. Type any notes acquired during your inspection.

Step 10. Tap the **Audio Notes** icon and press the **Start Audio Recording** button to record an audio file up to 60 seconds long. (This is for internal purposes only)

Step 11. Tap the **Photo Notes** icon. Must take the photo in landscape mode. Up to 10 photos.

Step 12. Swipe right and tap the Main Menu return arrow icon and tap yes in the warning pop up to cancel an issue from being reported. You'll be prompted to the property home screen.

Step 13. Swipe right and tap the **Submit Issue** icon to report your issue with notes, audio and photos.



Chapter 18: Creating a Parking Issue

This chapter will teach users how to

- Create a **Parking Issue**
- Search Vehicle History
- Mark an Issue as **Urgent**
- Add **Notes/Audio/Pictures** to an Issue
- Save/Close an Issue

18.1 Creating a Parking Issue

Tap the **New Issue Icon** and select **Parking**

Online Vehicle Search

Type in the License Plate to see Search Vehicle Database for vehicles already reported for violations. (Must have an internet connection)

Manual Input Fields: Tap the blank white fields to access the device QWERTY keypad to type in

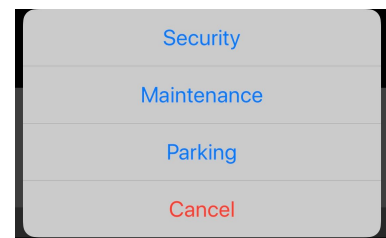
1. **License Plate Number.** Add the license plate number to report the vehicle.
2. **License Plate Confirm.** Confirm the vehicle plate.
3. **Permit Number.** (Advanced Parking) If your company handles permits, record the permit number here. (if applicable)
4. **Vehicle Model.** Add the vehicle model.
5. **Vehicle VIN.** Add the Vehicle Vin #. (if applicable)

Drop Down Menu Options

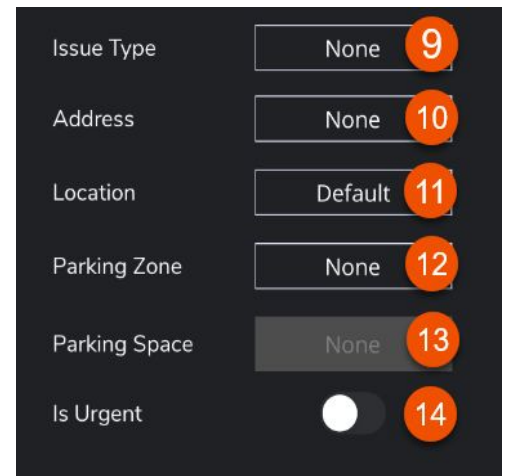
Vehicle Make. Select vehicle make from drop down.

6. **Vehicle Make.** Select the Vehicle make.
7. **Vehicle Color.** Select vehicle color from the drop down.
8. **Plate State.** Select the State in the drop down.

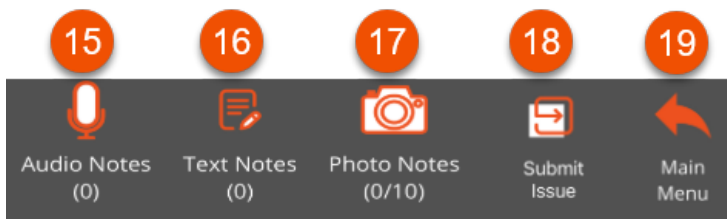
To access the remaining fields swipe down



9. **Issue Type.** Select the issue you want to report from the drop down.
10. **Address.** Select the nearest address the vehicle is located at.
11. **Location.** Select the nearest location the vehicle is located at. (if applicable)
12. **Parking Zone.** Select the parking zone.
13. **Parking Space** (Advanced Parking) If your company tracks assigned parking spaces, select the correct space. (if applicable)
14. **Is Urgent.** Toggle to the right to mark a parking issue as urgent to notify the necessary personnel.



Toolbar Icons



15. **Audio Notes.** Record an Audio file. (This is for internal purposes only)
16. **Text Notes.** Add any notes regarding the vehicle.
17. **Photo Notes.** Add a photo, or up to 10 photos, regarding the vehicle.

To access the remaining Toolbar Icons swipe Right

18. **Submit Issue.** Once all desired vehicle reporting is complete tap the Submit Issue icon
19. **Main Menu.** Tap the main menu icon to cancel the Parking Issue and return to the home screen.

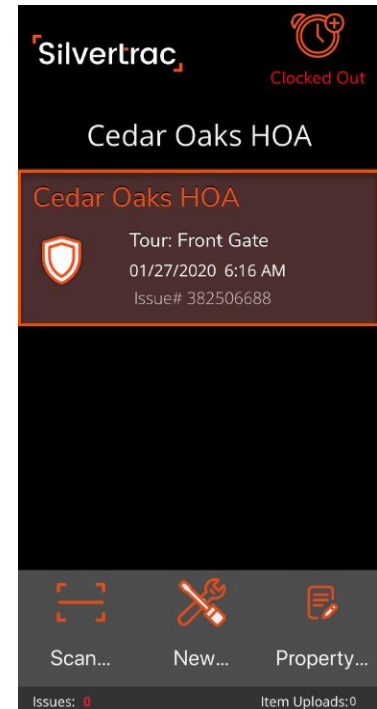
Chapter 19: Responding to a Task

This chapter will teach users how to

- Open Tasks
- Acknowledge Tasks
- Mark Arrived for a Task

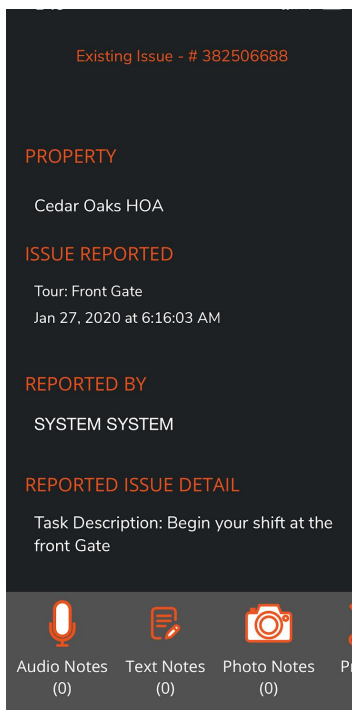
19.1 Receiving a Task

1. When a Task is created from the web portal, it will appear in the middle of the home screen with a badge icon.
2. The Task will display:
 - Name of the Property
 - Issue Type
 - Date and Time
 - Issue ID Number



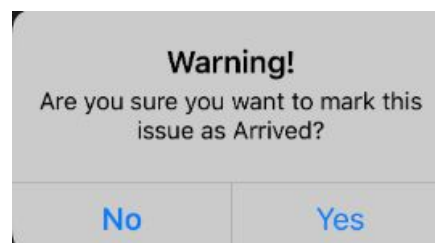
19.2 Opening & Acknowledging the Task

1. Tap on the Task in the homescreen
2. Select OK when prompted to acknowledge the task.



19.3 Marking Yourself as Arrived

1. Once you've acknowledged the Task, you will need to mark yourself as **Arrived** by selecting **Yes**. (Must be done from within Property)



19.4 Task Description

1. The task description will be displayed on the center of the screen.

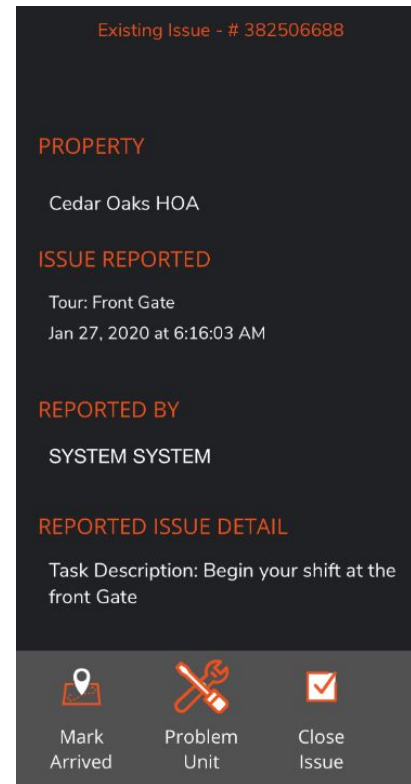
Add and notes, audio or photos to the Task.

19.5 Closing the task

1. Close Issue - pressing this icon will permanently close the task.

19.6 Leaving a Task Open During a Shift

1. Return To Main - keep the issue open throughout your shift, if necessary.



Chapter 20: Scanning a Checkpoint

This chapter will teach users how to

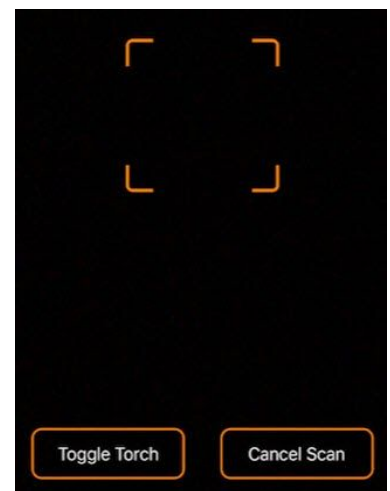
- Scan a QR Code or Barcode

20.1 Scanning a Checkpoint

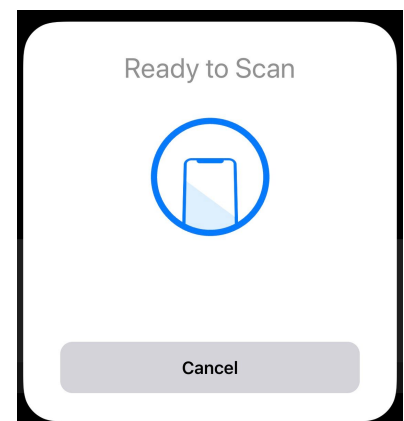
Step 1. Tap the **Scan Checkpoint** icon.

Step 2. Choose the type of **Checkpoint** to be scanned.

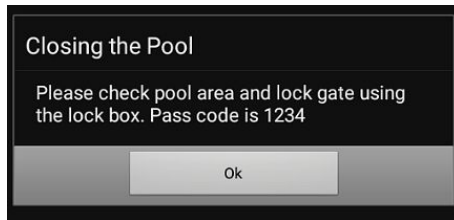
Step 3: If you select the **QRCode/Barcode** option, you'll be prompted to a screen to scan the code. Place the **QR or Barcode** within the rectangle and hold the camera still while the scanner properly scans the code.



If you select the **NFC Tag** option, you'll be prompted to a screen that says **Ready to Scan**. Place the device close to the **NFC Tag** until it is read.

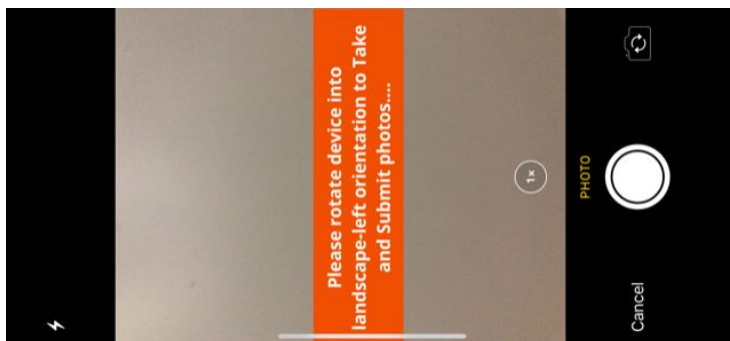


Step 4. Read the **Instructions** on the screen. When finished, select **OK** and the instructions will be closed.



Step 5. If your company requires you to take a photo after scanning the code, you will be required to take a photo of the area immediately after acknowledging instructions. The device camera will automatically open and you will be prompted to take a landscape photo.

NOTE: IOS devices allow you to take upside-down photos, therefore, always rotate the device with the volume buttons facing down.



You will have the option to accept or retake a photo.

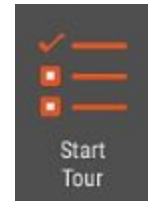
Chapter 21: Guard Tours

This chapter will teach users how to

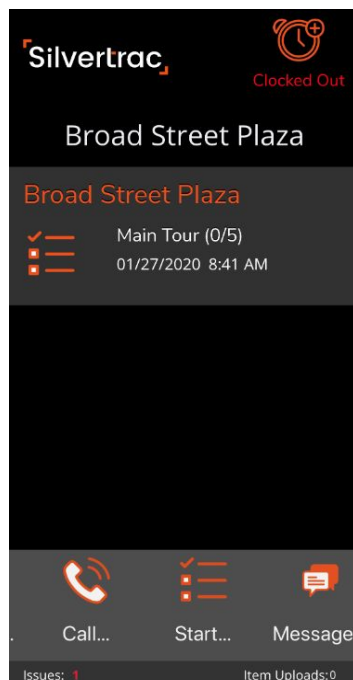
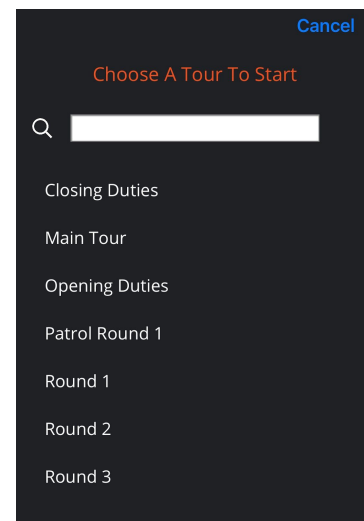
- Start a guard tour
- Scan a checkpoint
- Close a tour

21.1 Starting a Tour

Step 1. Tap the **Start Tour** icon



Step 2. You'll be prompted to a screen to **Choose a Tour To Start**. Tap on the Tour name you wish to Start.



Step 3. The **Tour** banner will appear in the mid-app display. Tap on the Tour banner listed in the homescreen.

21.2 Tour Screen and Scanning a Checkpoint

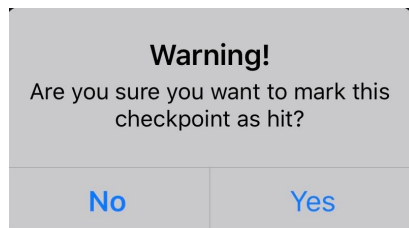
Step 1. After clicking on the banner of the Tour, view listed checkpoints for the tour.

Step 2. View the **Scheduled Start** time and the **Complete Tour Time**

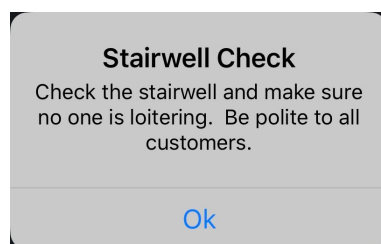
Step 3. View the **Remaining** time countdown

Step 4. Tap the **Scan Checkpoint** icon to scan a QR Code, Barcode or NFC Tag. There is also the option to virtually hit the checkpoint by tapping on the empty box to mark the tour item as hit.

Step 5. A pop up **Warning!** will verify that you want to virtually hit the **Checkpoint**.

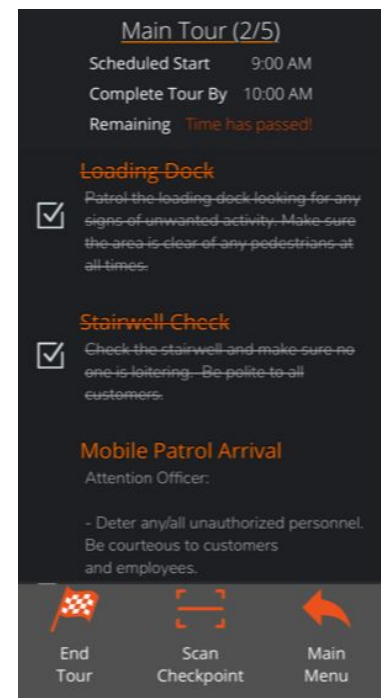
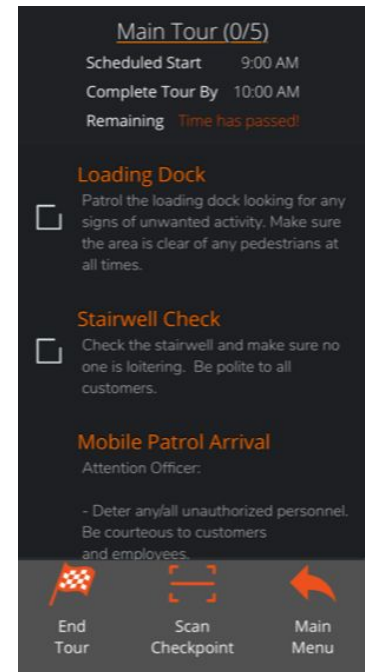


Click **Yes** and the **Checkpoint Note** will pop up:



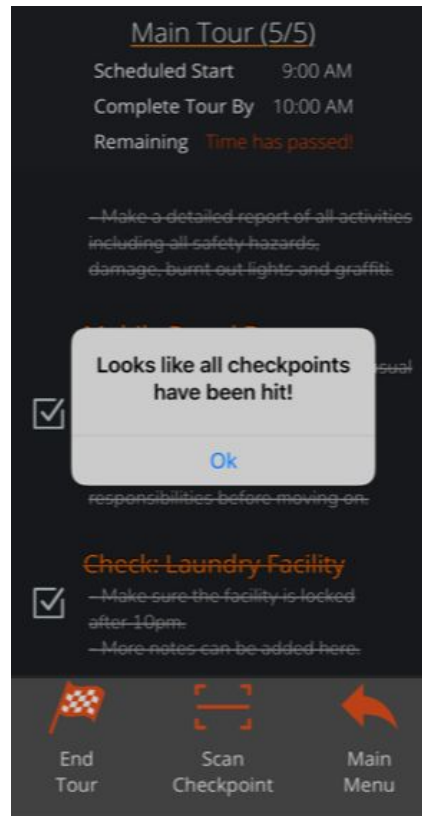
Step 6: If a Photo is required the device camera will automatically launch. If no Photo is required the checkpoint will be marked as completed with a strikethrough.

NOTE: If needed you can tap on the **Main Menu** icon to return back to the home screen to report another issue during your shift.

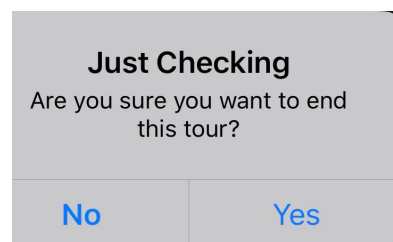
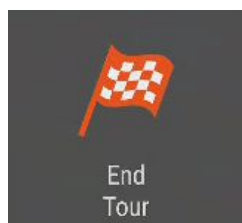


Step 7. Once all the **Checkpoints** of a **Tour** have been completed a pop up box will inform you that it **Looks like all checkpoints have been hit!**

Click **Ok** and the **Tour** will be marked as complete, close and you will be returned to the Home Screen.



NOTE: If you tap the **End Tour** icon before all **Checkpoints** have been hit a pop up box will appear" **Just Checking Are you sure you want to end this Tour?** Tapping **No** will return you to the **Tour** for completion and tapping **Yes** will close the **Tour** as incomplete.

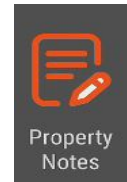


Chapter 22: Property Notes & Passdown Notes

This chapter will teach users how to

- Check **Property Notes**
- Send **Passdown Notes** to guards between shifts

22.1 Using the Message Board



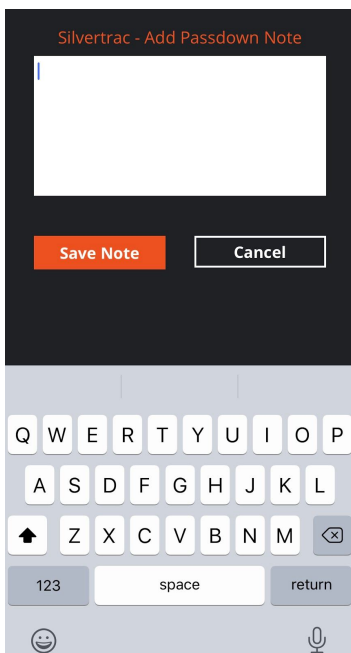
Step 1. Tap the **Property Notes Icon**

Step 2. Review any new property notes and post orders provided by your supervisors.

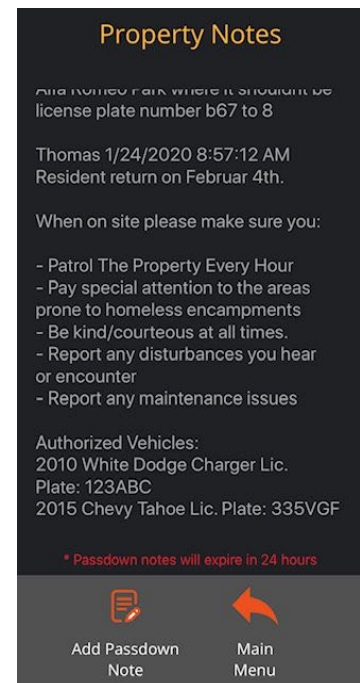
Step 3. Tap on the **Add Passdown Note** icon

Step 4. Add the Passdown note you wish to relay to the next officer on shift.

Step 5. Tap the **Save Note** icon to create the passdown note



Step 6. Log out of your shift. The next Officer to log into that property will have an alert with your previous message explaining the situation.



Example: Your shift is about to end, but there is a suspicious vehicle on the property. If you don't see the Officer for the next couple of shifts, but want them to be aware of the situation, you can leave them a passdown note.

*Passdown notes will expire in 24 hours

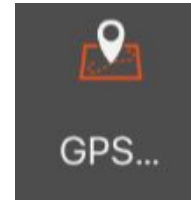
Chapter 23: GPS Maps

This chapter will teach users how to

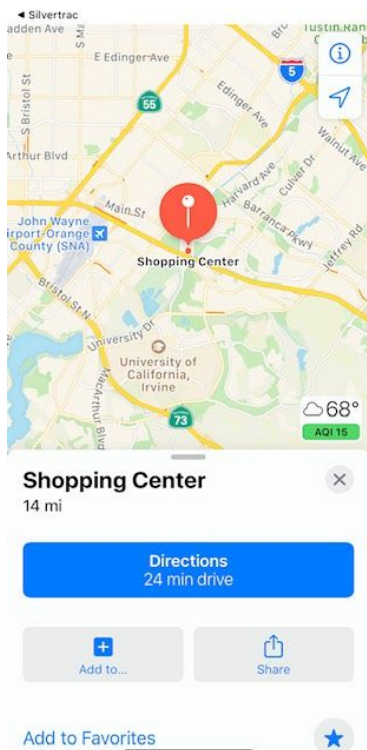
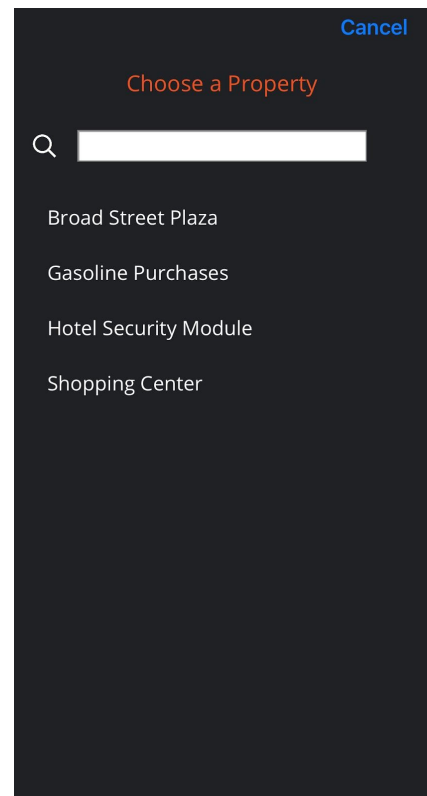
- How to use the GPS Map feature on the device

3.1 Using the GPS Map

Step 1. Tap on the **GPS Map** icon



Step 2. Scroll through the list or search through the properties you have access to that you wish to go to. Select the property by tapping on it



Step 3. You'll see the option to receive turn by turn directions to the property in Google maps..

Chapter 24: Closing All Issues & Logging Out

This chapter will teach users how to

- Close all open issues and logout.

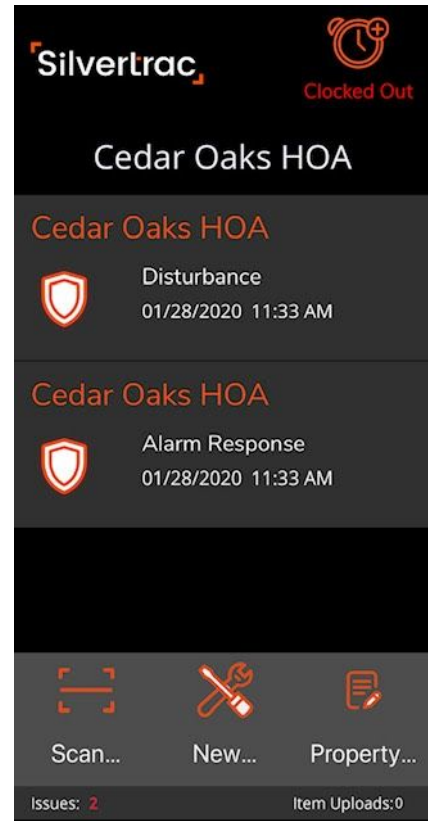
24.1 Closing Issues

Before leaving the Site or logging off the App, make sure there are no open issues or any issues pending Upload in the queue.

Step 1. Any open issues will be in the mid-display of the home screen. If any issues are still open at the end of shift they must be closed.

Step 2. Select each open Issue and press the **Close Issue** icon.

Step 3. Verify that there are no **Issues** or **Item Uploads** pending. Do not leave the site or log off the App if there are any Issues or Item Uploads. If there are, get to an area of good internet connectivity for them to upload from the queue.



Once the Issues and Item Uploads at the bottom reads "0", you can click on the **Leave Site** icon.

Step 4. Logout of your shift by pressing the **Logout** icon.

Chapter 25: Understanding Alert & Error Messages

This chapter will teach users how to

- Navigate the meaning behind alert and error messages that may come up while on the app.
 - How to proceed when an alert or error message is received.
-

22.1 Downloading the App

Alert or Error

"Alert you have logged in successfully, however this device is not approved. Please have your administrator approve the device from the website."

Solution

Your administrator must approve the device from the website.
Contact your administrator.

22.2 Login Unsuccessful

Alert or Error

"You logged in successfully, however this device is not approved or may be on your inactive list. This device may have been previously registered to phone number xxx-xxx-xxxx please have your administrator approve/activate the device from the website"

Solution

Contact your administrator.
They will need to approve the device or they will need to check the inactive list on the Device Maintenance screen and approve the device from there.

Alert or Error

"Unable to log you on. You have successfully contacted the server, but were denied permission. Please make sure you are using the correct Username and Password and that your account is active!"

Solution

Verify that you are using the correct Username and Password. Contact your supervisor if you need to verify or reset your login credentials.

22.3 GPS

Alert or Error

"Device will not function when GPS is turned off."

Solution

Most all system administrators mandate that all activity be GPS date and time stamped. If so, you will need to go to the device settings and turn GPS on.

22.4 Tasks/Dispatch

Alert or Error

"You cannot respond until you arrive at the correct property."

Solution

At the bottom right hand corner of the screen, select Choose Site. The "Arrive at Property" list will display in Alphabetical order. Select the property you have been assigned.

22.5 QR Code Scanning

Alert or Error

"QR Code Not Found"

Solution

Make sure that you are under the right property in the handheld device. If you are under the wrong property, the system will not recognize the QR Code.