GuardMetrics Patrol
USER MANUAL

(<u>NOTE</u>: Depending on the size of your mobile device, it may be easier to read this User Manual by turning your phone sideways)

Revised 03/29/20

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DOWNLOAD THE GuardMetrics Patrol Mobile APP

ANDROID USERS: Download from the Google Play Store:
https://play.google.com/store/apps/details?id=com.guardmetrics.patrol

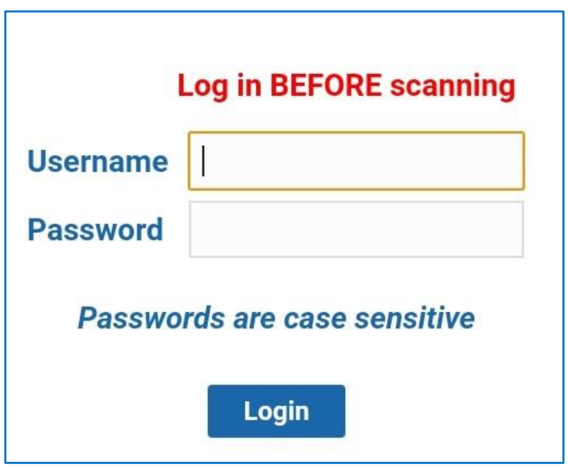
iPHONE USERS: Download from the Apple Store:
https://apps.apple.com/us/app/guardmetrics-patrol/id1469856360

PC/MAC Mobile App: Access mobile app on PC, MAC or tablet (no scanner)
https://www.guardmetrics.com/field_menu

DEVICE SETTINGS:

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

LOG IN: Enter your data into this screen when it appears. If the "Main Menu" appears instead, this means that the last user of the device never clocked/logged out. In that case, please scroll down, and log out at the bottom of the Main Menu, and then enter your data:



Clicking the "Forgot your Password?" link will ask for your username and company email to reset your password. If you do not receive an email it means that your email address is not correct in the system and you should notify your supervisor.

ALWAYS log out, or scan the "Clock Out", "End Shift" or "Off Duty" scan points (if provided) when your shift is over.

Depending on Security Level, you may see a screen asking you to choose where you will be that day. A button on your "Main Menu" will allow you to "Change Site" throughout your shift. **Otherwise**, scan a QR to begin.

SCAN QR CODE/ TAG

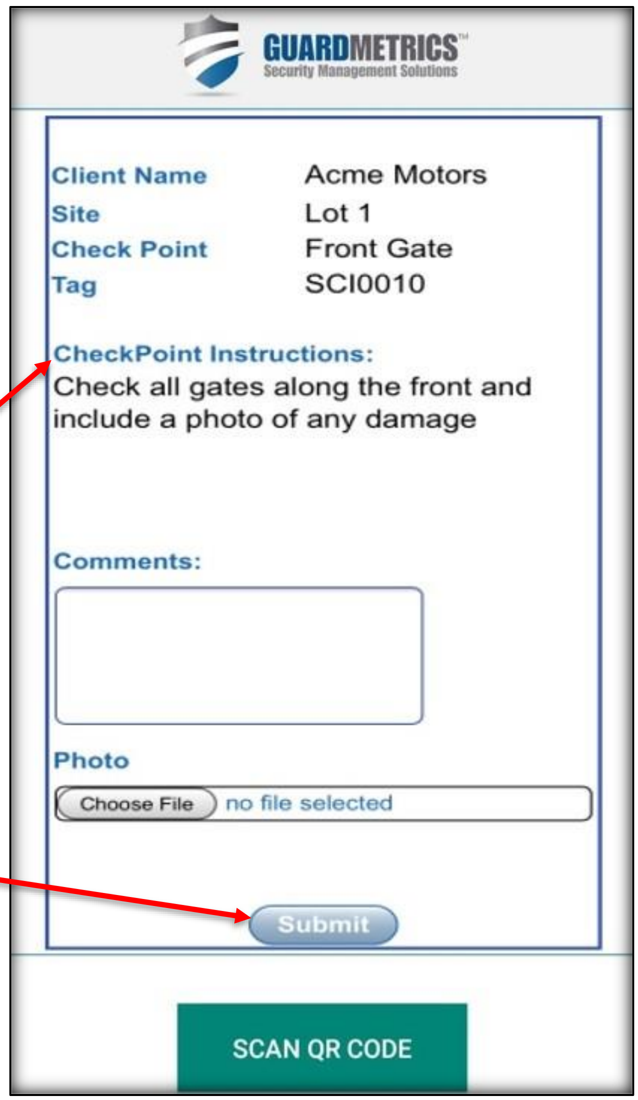
- Touch the "SCAN QR CODE" button at the bottom of the App screen, line up the QR code in the center frame and the scan will occur.

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

If you scan a code labeled "Clock In" and "Clock Out", do not choose the Clock-In and Out *Activity Types* on the drop-down menu on the Activity Form, discussed below.

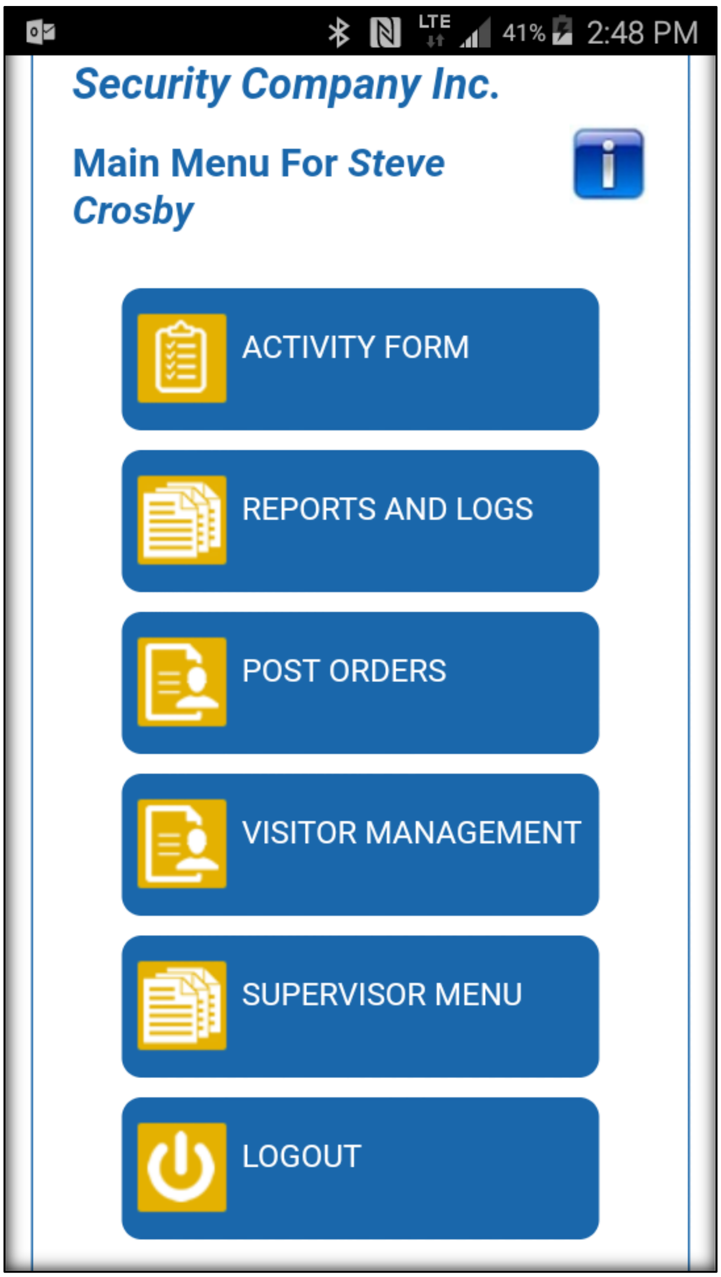
Be sure to check the "CheckPoint Instructions" to see if management has entered any additional instructions for that location.

Dictate any "Comments" by touching in the box, then touching your device mic, include a photo if necessary, and touch the "**Submit**" button. You will then have the option to touch "Main Menu" to do Reports, log Activities, access Post Orders, etc., *or* Scan another QR code; whatever Management dictates.



USING THE MAIN MENU

The Main Menu contains six icons/ buttons when you scroll down, as illustrated here (though this may differ according to what your management has directed). Only Managers and users assigned a Field Supervisor permission level by Management will see the "Supervisor Menu" button, which is discussed in detail on the last page of this manual.

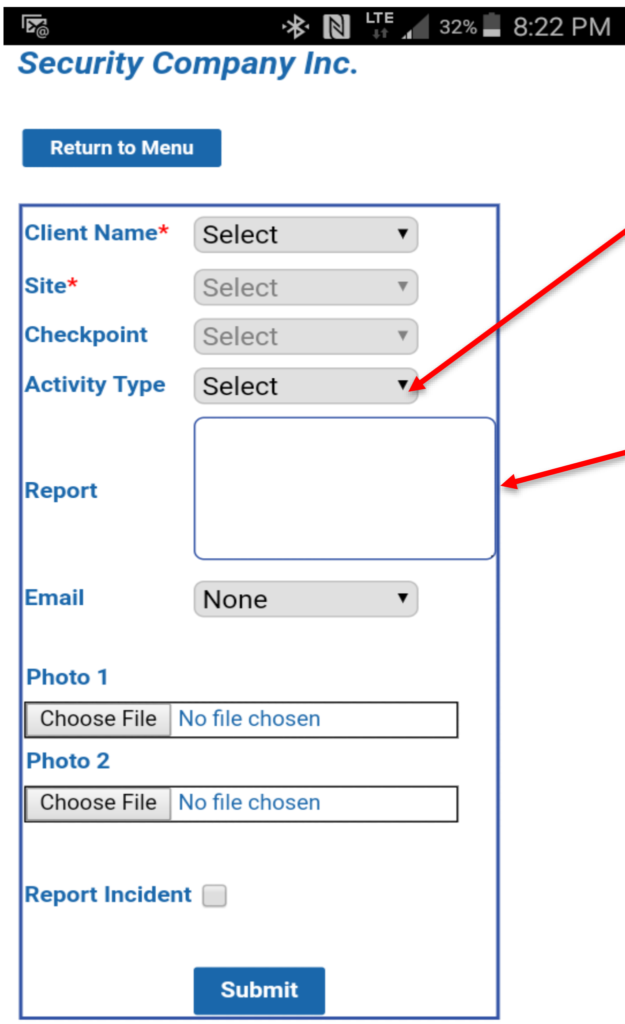


ACTIVITY FORM

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

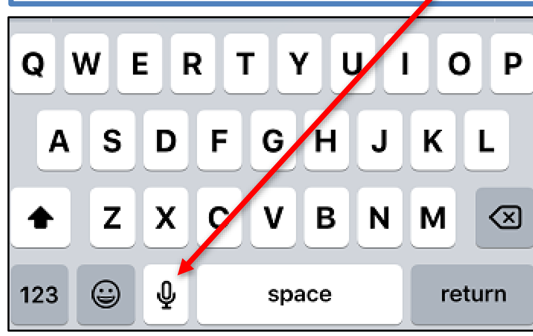
You should record your activity by either scanning a QR code at each checkpoint (as covered on page 4, and which also creates a line item in your Officer Shift Report), or by using the Activity Form, or both.

When you click the "Activity Form" icon at the top of the field menu the following will appear.



1) If you scanned a Clock-in or On-duty QR code to begin your shift, the "Client Name" and "Site" *may* already be filled in. Otherwise, simply touch the down arrows on any of these four sections, including ACTIVITY TYPE, to activate a dropdown menu to choose from.

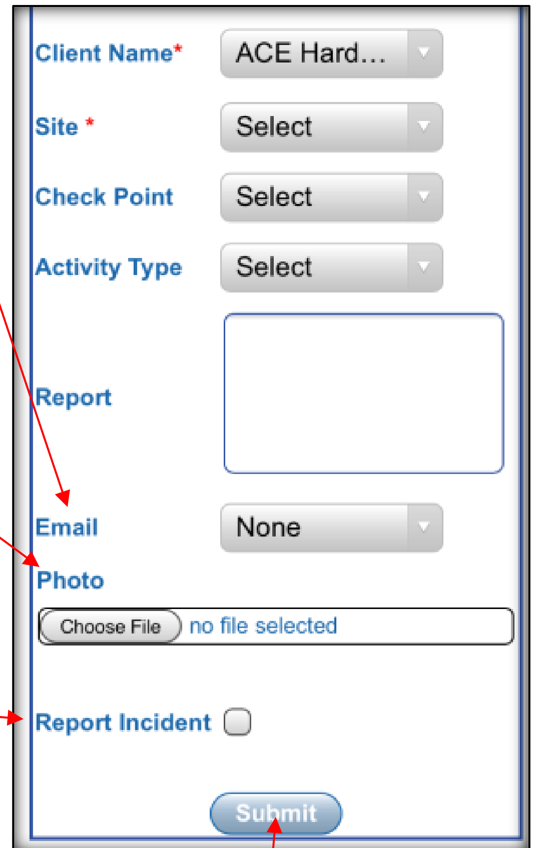
2) Tap somewhere in the "Report" box and a keyboard will appear, like the one below. Tap the microphone button on the keyboard and dictate your report.



If your dictation exceeds the size of the box just keep speaking. A scroll bar will appear on the right side of the box.

Sending an Email Alert (optional)

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



Sending a Photo (optional)

The “Photo”, “choose file” button allows you to take a picture, which is suggested at least 2 or 3 times per shift, to create a nice-looking report. The video option is available, but only suggested when necessary, as it uses a great deal more of your data.

Reporting Incident

If you believe the activity you are about to record rises to the level of a formal Incident Report, click the “Report Incident” checkbox. When you click Submit, it will create the line item in your shift report *and* will also open an Incident Report, already filled in with what you have entered so far.

Recording/ “Submitting” the Activity

When all the sections of the form are completed, click the “Submit” button to transmit the information.

Remember, each time you touch the “Submit” button on the Activity Form, it creates a time-stamped line item for your Daily Activity Report, so do not wait until the end of your shift to summarize your activities in one submission.

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

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

INCIDENT REPORT – File a formal incident report including any responders, witnesses, complainants, etc.

PERSON(S) REPORT – Enter an individual’s data into the system, whether a Person of Interest, suspect, witness, etc.

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

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

PERSONS LOG – Search for reports on a person by D.O.B. or last name.

VISITOR LOG – Search for visitors with additional filters.

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

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

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

INCIDENT REPORT

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

Upon touching the Incident Report icon:

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

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

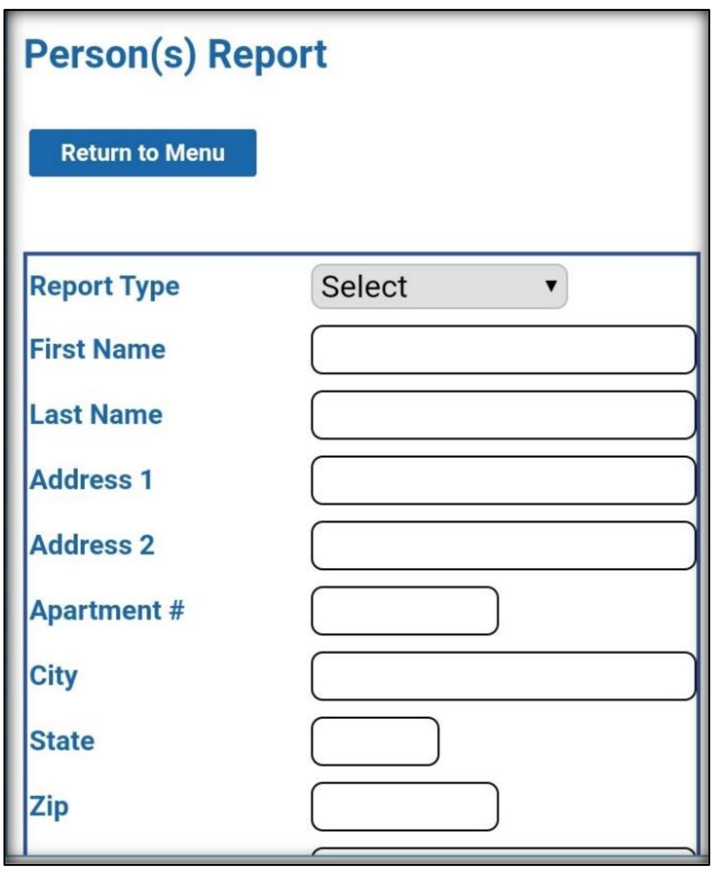
<u>If you have persons to attach</u>, for example, a *Witness* or *Victim* or *Suspect*, touch the "Add a Persons Report" button and collect the appropriate information and photos on that person.

The new form—also functional as a stand-alone **PERSON(S) REPORT**—will then open, where you can enter detailed information for that individual.

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

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

Again, the PERSON(S) REPORT can be done as a stand-alone report, to collect data on persons, or person's vehicle violations, that may not rise to the level of an Incident Report for your company.



TASK REPORT

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

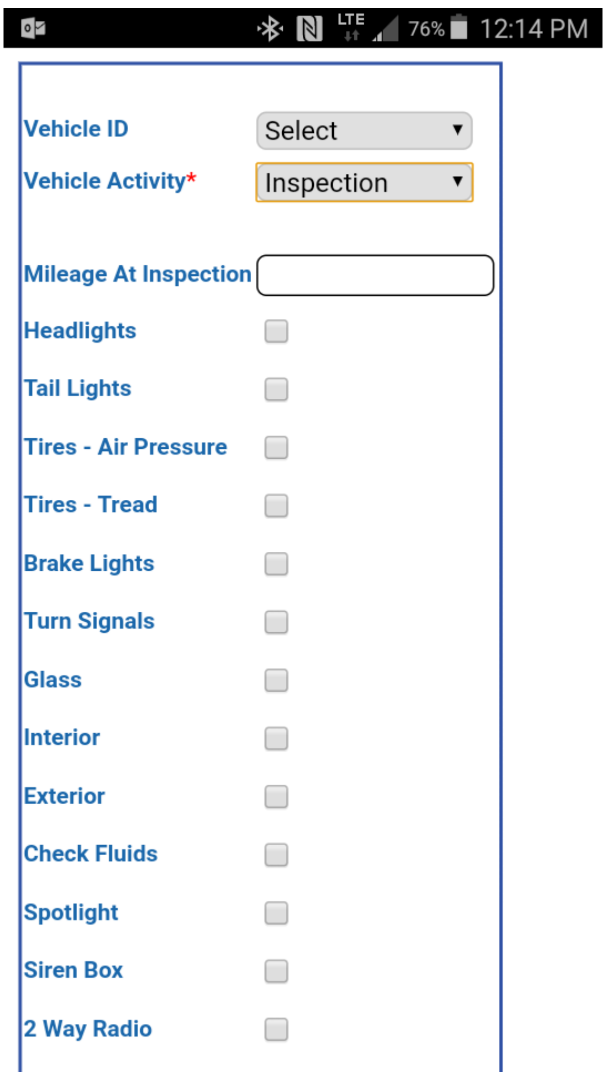
Depending on the Item Type you select in the drop-down menu, additional fields will appear for applicable information.

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

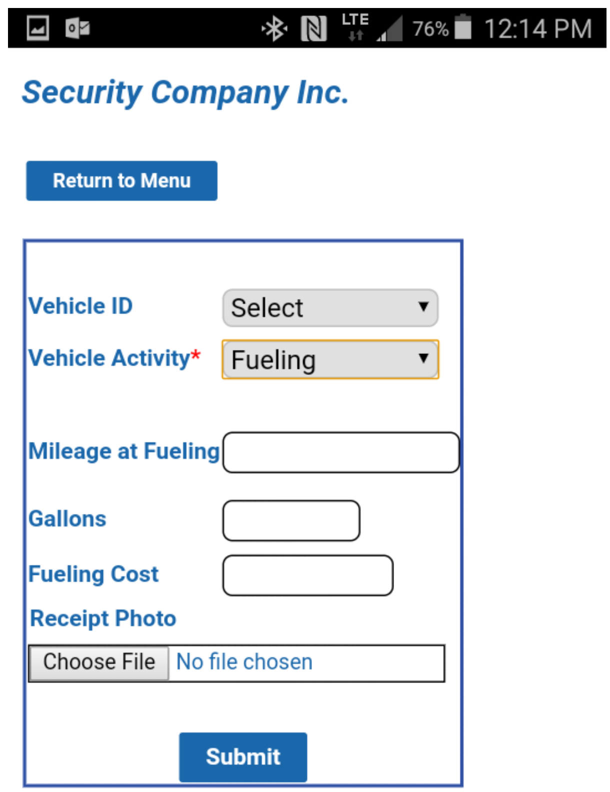
VEHICLE REPORTS

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

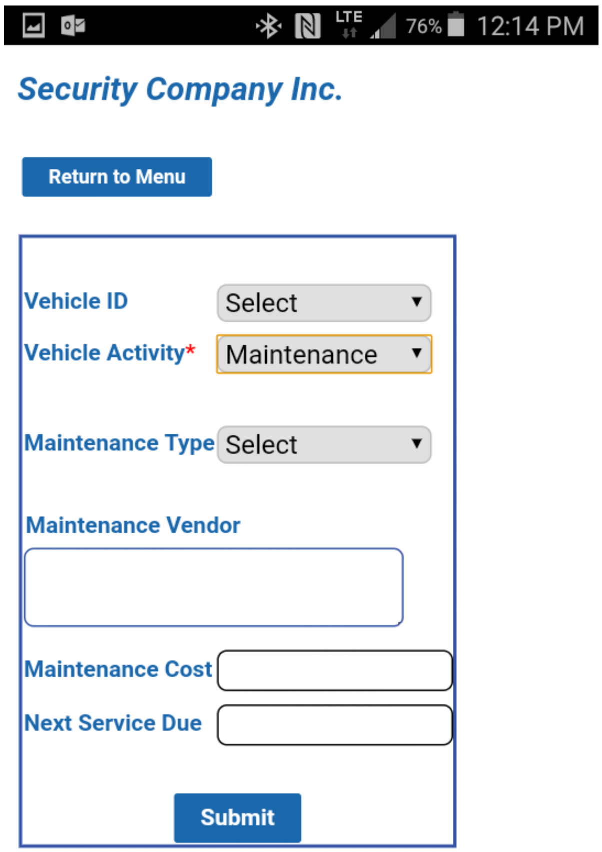
Vehicle Inspection



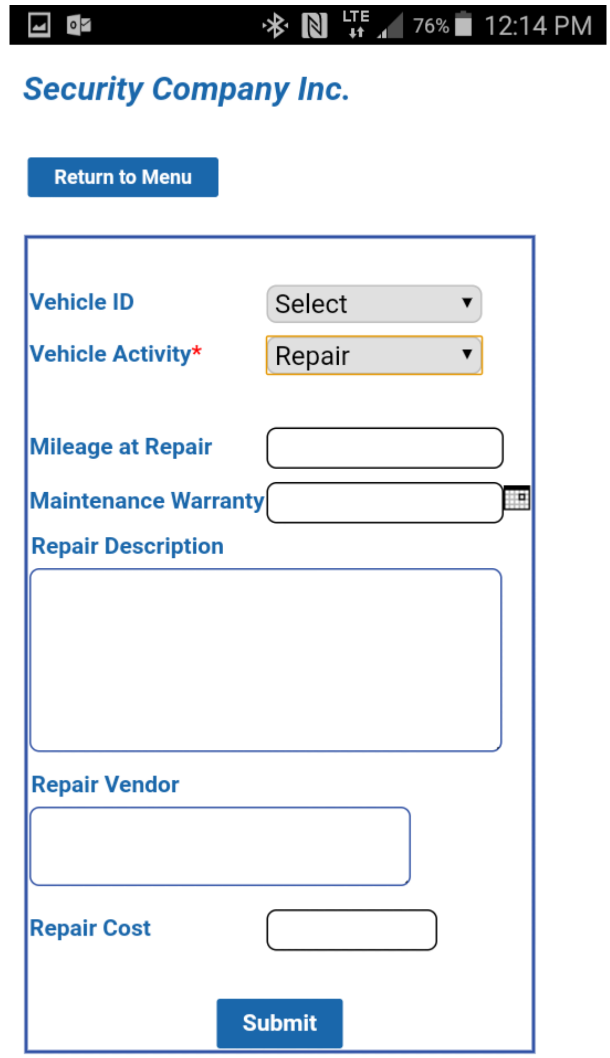
Vehicle Fueling



Vehicle Maintenance



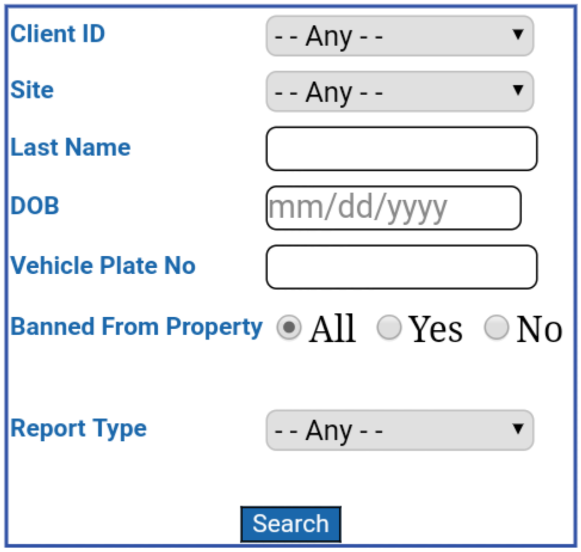
Vehicle Repair



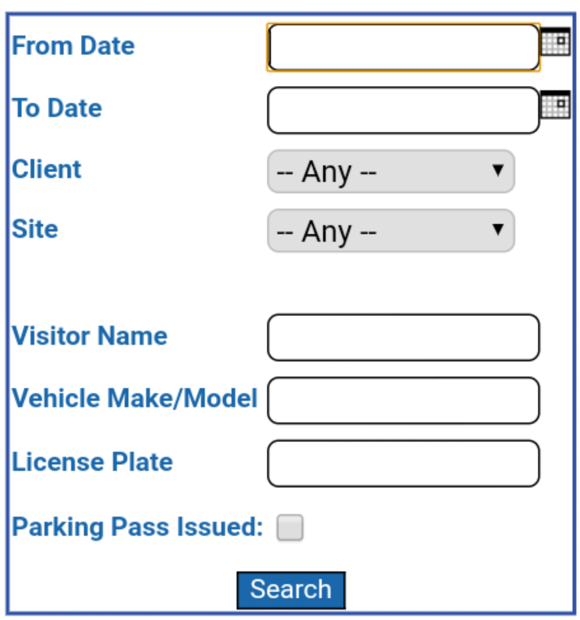
The Vehicle Inspection report requires you to scroll down to collect more data before pressing “Submit”. All **Vehicle Reports** have relevant fields to collect whatever information your management team requires.

PERSONS LOG

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



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



PASS DOWN LOG

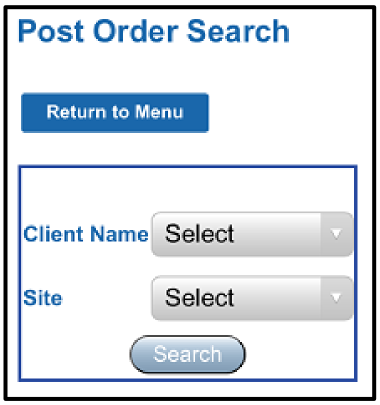
The "Pass Down Log" allows the officer on duty to see the activity and Incidents that have occurred at the site they are working for the last 24 hours.

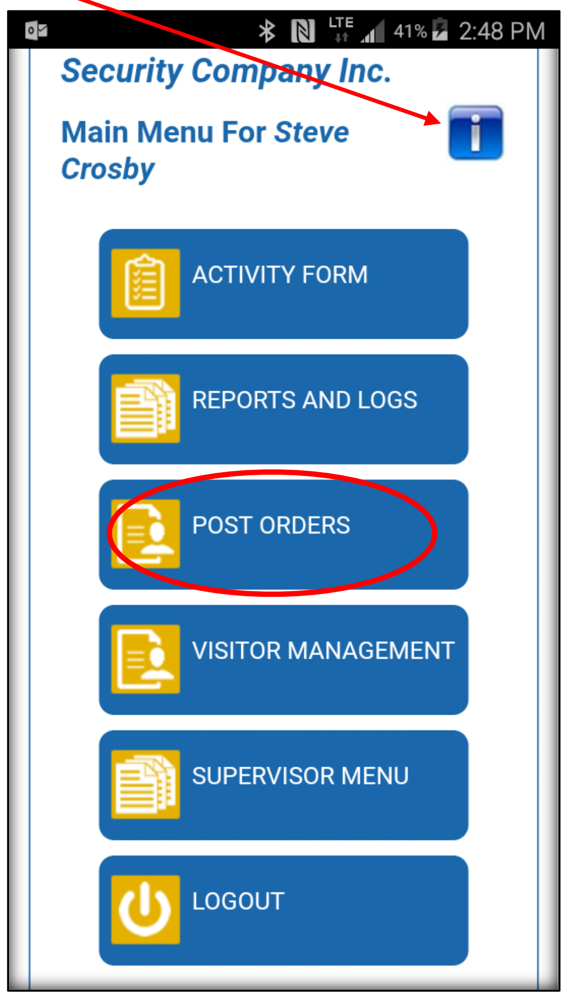
OFFICER ACTIVITY *AND* INCIDENT REPORT EDIT

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

POST ORDERS

Click the “Post Order” icon and enter the Client Name and a Site, or just click the Search button. Touch the Post Order PDF and—depending on your device—the Post Orders will automatically open, the same way you access this **User Manual**, or you will receive a “Downloading File” message towards the bottom of your screen and can access your Post Orders, if entered into the system, from your “Download History” or “Documents” in your device Apps,



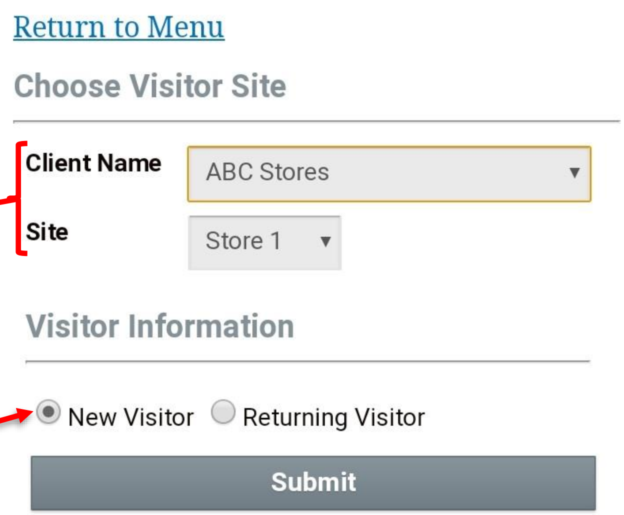


VISITOR MANAGEMENT

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

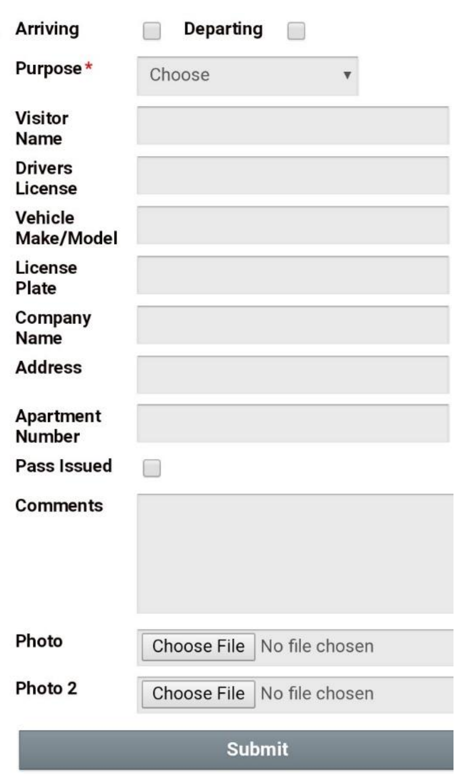
If you scanned a QR code/ Tag to begin your shift, the "Client Name" and "Site" will be filled in. Otherwise, simply go to the **Main Menu,** then "Change Sites", and select the site that you are working, to auto-populate.

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



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

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

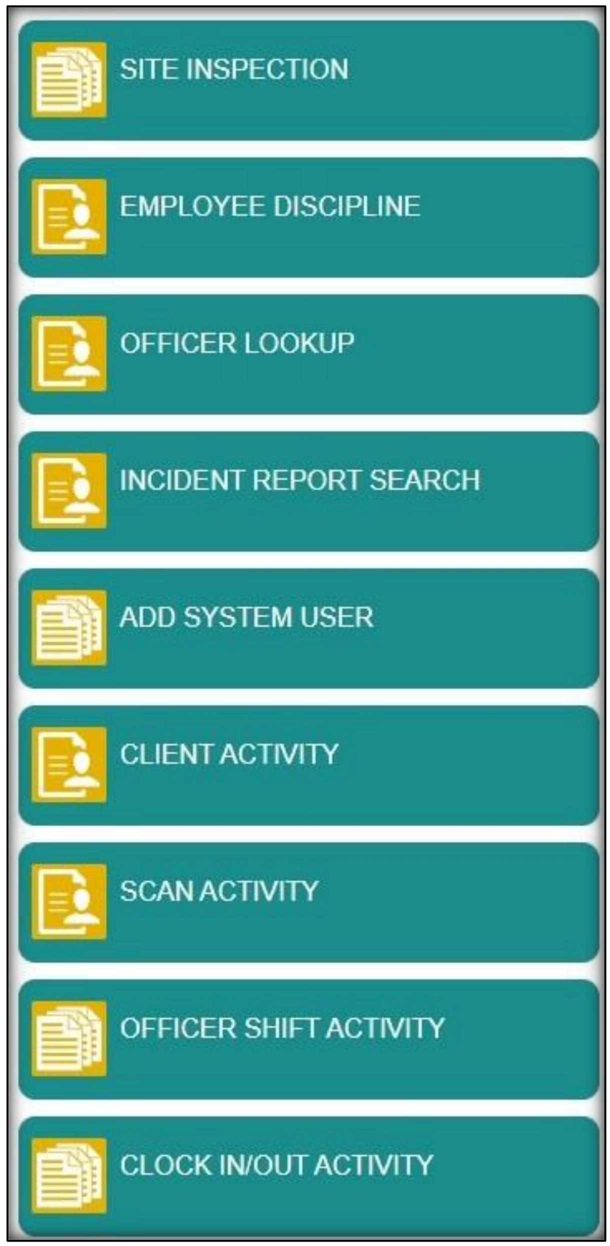


When you touch "Submit", you will be taken to a screen that asks if you wish to go to "Return to Menu", or "Return to Visitor Form", which will direct you to the initial form above to specify "New Visitor" or "Returning Visitor".

SUPERVISOR MENU

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

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



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

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

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

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

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