

Guard Sense

A guide for guards. Guard Sense is the page on your phone for scanning points, going on and off duty, reporting incidents, and calling for help.

In an emergency: press and **hold** the **Panic** button for **4 seconds**, until it turns red. The control room is alerted and, if your phone can find it, your position is sent. Letting go early cancels it.

1. Open Guard Sense and log in

There is no password. You get a login link and a code by email or Telegram.

1. On your phone, open **online.tagtough.co.za/guardsense**.
2. **By email:** type your email address and press **Get token**. Open the email and tap the link, or type the code from the email into *Or type your login code*.
3. **By Telegram:** in the Tag Tough bot, open the menu and tap **Get Web Login**, then tap the link it sends you.

You can be logged in on one phone at a time. Logging in on another phone logs the first one out.

2. Put it on your home screen

Android (Chrome)	Open the page in Chrome and log in. Tap the download arrow at the top of the page, then Install . If there is no arrow: Chrome menu (three dots), then Install app or Add to Home screen .
iPhone (Safari)	Open the page in Safari and log in. Tap Share , then Add to Home Screen , then Add . Open the new icon, ask for a login again, and type the code (the link would open in Safari, not in the app).

When the phone asks to use the **camera** or your **location**, choose **Allow**. Without them, scanning and sending your position do not work.

3. Start of your shift

1. If you see **Acting as** at the top, choose the customer you are working for today. Everything you do is recorded for that customer.
2. Press **Go On Duty**. The button turns green and now reads *Go Off Duty*.
3. If a red notice appears (something to look out for), read it, then press **Dismiss**.

At the end of your shift press **Go Off Duty**.

4. On patrol

Scan QR code	The camera opens. Point it at the QR code at the point. It is recorded as soon as it is read, and the screen shows how far you are through the round. Press Back to carry on.
Scan NFC	Android only. Press the button (it changes colour), then hold the back of the phone against the tag. Press it again to stop.

Send Location	Sends where you are now. Use it when asked to, or at a point that has no tag.
Checklists	Tasks given to you or your team. Tick each one when done; you can add a note. Some appear by themselves after you scan their point.
Torch	Switches the phone's light on and off (not on every phone).

5. Write in the occurrence book (New OB)

Use this for anything that should be on record but is not an emergency: a visitor, a broken light, a delivery.

1. Press **New OB**.
2. Type what happened.
3. Under the text, check that the right customer or site is chosen. If the list is long, type part of the name in the box above it.
4. Tick **Notify** if the control room must see it and respond.
5. Add a photo if it helps, then press **Process**.

Pressed it by mistake? Press **Back**.

6. Incidents

An incident is something still going on that the team needs to follow: a break-in, a fire, a fight. Everyone on the team sees it and can add to it until it is closed. The number on the **Incidents** button is how many are open.

Report a new incident	Press Incidents , type what is happening under <i>Report a new incident</i> , add a photo if you can, and press Send .
Add to an incident	Press Incidents , find it in the list, press Add an update , type the news and press Send . Do this instead of reporting the same thing twice.
Close an incident	When it is over, press Close incident on it. Only the guard who reported it, or the control room, can close it. It then disappears from everyone's list.

Incidents and updates from other guards appear on your phone by themselves within about 20 seconds.

7. Recent activity

The list near the top shows what has happened at your customer in the last two days: panics, incidents and occurrence book entries, with who wrote each one. Yours are marked (*you*). When you have read them, press **Clear**; new ones will still appear.

8. Panic

Hold **Panic** for 4 seconds. An Android phone vibrates once a second while you hold; an iPhone does not vibrate, so watch the button. When it turns red the alarm has been sent. Only use it when you need help now.

If something does not work

What you see	What to do
The camera does not open, or the screen stays empty	The page is not allowed to use the camera. In the phone's settings for the browser, allow the camera for this site, then open Guard Sense again.
A button is grey	Scan QR code, Scan NFC and Send Location are grey when scanning is not switched on for your phone: ask your supervisor. Otherwise your phone cannot do it (NFC on an iPhone, torch on some phones), or the permission was refused.
A button in this guide is missing	It has been switched off for you. Ask your supervisor.
"You do not have permission to change duty status", or no duty and incident buttons	Your login is not set up as a guard yet. Ask your supervisor.
It keeps asking you to log in	You are logged in somewhere else. Use one phone, and on an iPhone use only the home screen icon.
Nothing happens when you scan	Check the time at the bottom of the page: it updates every few seconds when you are connected. If it has stopped, you have no signal.

Your supervisor: _____

Control room number: _____