

GuardSense — the guard's phone page

27 September 2026

GuardSense is a web page (<https://online.tagtough.co.za/guardsense>) that a guard opens on their phone and can install so it behaves like an app. With it a guard scans QR and NFC points, sends their location, goes on and off duty, reports incidents, writes to the occurrence book (eOB), and presses panic.

Written for whoever sets guards up and supports them. Setting up the customer and the guard's place in it is in [How to set up a new customer](#); logins are in [How to log in — by email or by Telegram](#).

How it fits in

To the system, the guard's phone is a **unit**, like a baton. Its serial is `USER0x...` (the login's number in hexadecimal), unit type 24. A scan from GuardSense is a clocking by that unit, and is credited to whichever guard the unit is linked to — so the unit must be linked to the **guard** and to the **profile** the guard is in. The ways of giving someone GuardSense below do that for you; see [SETUP-CUSTOMER.md](#), [The guard's phone](#), if a guard's scans don't show under their name.

Who has GuardSense

Every login. Opening GuardSense makes the login's phone unit if it doesn't have one yet — *Mid tier*, linked to its guard (and the guard's profile) when the login belongs to a guard, otherwise to its own group. Someone whose role has no admin pages (*Guard*, *No Access*) lands on GuardSense when they log in.

For a guard, the usual ways in are:

- **From Telegram** — the guard taps **Get Web Login** in the bot's ... menu. A login (role *Guard*) is created, linked to their guard, and a login link is sent.
- **From the Users page** — **Admin** → **Users**, add a user with role **Guard**, **Group** set to **the guard** (not the profile), and an email or Telegram contact.

What the phone may do is its unit's capability — the login's **Account** page, *Scan app access* (for roles with `menu_scanapp` ; also on the Users page when adding, where it defaults to *mid tier*):

Level	Scan QR / NFC, Send Location	Counts for missed-clocking notifications
mid tier (the default)	yes	no
top tier	yes	yes — use when Missed Clockings / Time Between should count this guard's scans

Level	Scan QR / NFC, Send Location	Counts for missed-clocking notifications
disabled	no — the buttons are hidden and the page says why	–

Everything else — duty, incidents, New OB, checklists, panic, torch — works at any level. Behind the scenes: QR, NFC and Send Location need the unit's status to allow both *clocking* and *viewing* (Mid tier and Top tier do; so do the rental and demo tiers). **Equipment** → **Bulk units** can change it for many phones at once.

On and off duty, incidents and messages need the login to be linked to a guard identity (both ways in above do this). A login whose Group is the profile can scan, but those buttons don't appear.

Installing it as an app

The page can be put on the phone's home screen, where it opens full-screen with its own icon ("Guard Sense") and starts on GuardSense.

Android (Chrome):

1. Open <https://online.tagtough.co.za/guardsense> in Chrome and log in.
2. Tap the **download icon** (↓) at the top of the page, then **Install**. If there's no icon, use Chrome's menu (:) → **Install app** or **Add to Home screen**.

The icon appears only when Chrome offers to install and the *Show install button* setting is on; once installed it doesn't show again.

iPhone (Safari):

1. Open the page in **Safari** (not another browser) and log in.
2. Tap **Share** → **Add to Home Screen** → **Add**.

The download icon never appears on an iPhone — Safari doesn't offer it; use Share.

iPhone: log in with the code. An app added to an iPhone's Home Screen keeps its own login, separate from Safari, and a login link opens in Safari. So in the Home Screen app, ask for a login, then type the **code** from the email or Telegram message into **Or type your login code** — see LOGIN.md. Afterwards use only the app on that phone (Safari and the app count as two places).

What works where: QR scanning, location, panic and the torch need the camera or location permission — allow them when asked. **NFC scanning works only in Chrome on Android** (it uses Web NFC); on an iPhone the NFC button is greyed out. The torch needs a phone whose browser allows controlling the flash (Chrome on Android); otherwise it is greyed out.

The screen

From top to bottom:

Item	What it does
☰ (top left)	Goes to the main dashboard. Only for roles other than <i>No Access</i> , and only if <i>Show home button</i> is on.
⚙ (top right)	GuardSense settings (below). Only shown to someone who may edit other users — an admin checking a phone, never the guard.
↓	Install as an app (above).
Acting as	Only when the login is linked to more than one guard: which guard the duty, incident and message buttons are for.
BOLO banner	A "be on the lookout" notice set on the profile (profile page → BOLO). Dismiss hides it.
Report panel	After a scan at a site with a shift: the shift's name, its last events, progress through the round, its state and when it is next checked. After a point with <i>prompt report</i> switched on: the site's eOB for the last 6 hours. Back closes it.
Recent activity	The last 10 entries for this guard — messages from other guards on duty, incidents — refreshed every 20 seconds.
Buttons	Below.
Server time	At the bottom, refreshed every 15 seconds, so the guard can see the page is live.

The buttons

Each can be switched on or off per login in the settings.

Button	What it does
Scan QR code	Opens the back camera. Point it at a QR point or guard badge; it is clocked straight away for this guard, and the report panel shows the shift's progress.
Send Location	Sends the phone's GPS position, recorded for the maps. At a GPS point it clocks the point for this guard and says <i>clocked ...</i> (TRACKING.md, <i>GPS points</i>).
Checklists	The checklist items assigned to this guard or their team (Quick setup → Checklist ; an admin also sees any in their reach): tick one, add a note, optionally <i>Alert eOB</i> . Due items also pop up after scanning their point. Guards tick them; changing them is on the Quick setup page, which guards can't open.
New OB	Writes an entry in the occurrence book: For which group (defaults to where the guard last clocked), up to 999 characters, an optional photo, and Notify to make it an alert that needs acknowledging in the control room; Process saves it. If it's for the guard's own identity while on duty, it is also sent to the other guards on duty (Telegram).
Go On Duty / Go Off Duty	Changes the guard's duty status (green when on duty). This affects notifications and what others see; it does not change who clockings are credited to.

Button	What it does
Incidents	The team's open incidents (count in brackets), each with its thread — who added what, when: Report a new incident (text and optional photo), Add update to any open one, Close one the guard reported. Incidents are threads in the eOB, shared with Telegram; see TELEGRAM-GUARDS.md, <i>Incidents are shared by the team</i> .
Torch	Switches the phone's flashlight on and off, for patrols at night.
Scan NFC	Turns NFC listening on (the button turns teal); hold the phone to an NFC tag and it is clocked for this guard. Tap again to stop. Android Chrome only.
Panic	Hold for 4 seconds — the phone vibrates each second, then the button turns red and the panic is sent: a red eOB alert that needs acknowledging, with the phone's position if <i>Send gps with panic</i> is on and the phone could find one. Letting go early cancels.

Settings (⚙️)

/guardsensesettings/<login id> — reached from the ⚙️ on GuardSense, or the cog on the login's Account page. **For admins:** it needs `edit_other_users`, and the login must be in your own tree with a role no stronger than yours. A guard can't change their own. Every item is a tick box:

Setting	Controls
View Debug Info	A box of technical messages at the bottom (for support)
Enable QR scan button	Scan QR code
Enable send location button	Send Location
Enable send panic button	Panic
Send gps with panic	Whether a panic includes the position
Enable scan NFC button	Scan NFC
Enable checklist button	Checklists
Enable add to eOB button	New OB
Enable torch button	Torch
Show Settings button	The ⚙️ on GuardSense
Show home button	The ☰ on GuardSense
Show install button	The ↓ on GuardSense
Enable on/off duty button	Go On / Off Duty
Enable incidents button	Incidents
Enable message-photo-to-peers on New OB	Recent activity, and New OB also going to other guards on duty

Settings are stored on the login's phone unit (`USER0x...`). Until they are first saved, everything except View Debug Info is on — the same as the form's own defaults, so a first save changes nothing by itself.

When something doesn't work

1. **No scan buttons, "This phone can't scan points..."** — the login's *Scan app access* is *disabled*. Set it to *mid tier* on the Account page.
2. **A scan doesn't show under the guard's name** — the phone unit isn't linked to the guard and the profile. **Groups** → **Device to group link**, find `USER0x...`, add the guard (keep the profile link).
3. **The scan lands in "Unknown"** — the QR code isn't a point of that customer yet; add it to a site (SETUP-CUSTOMER.md, step 4).
4. **No duty / incident / message buttons** — the login isn't linked to a guard identity.
5. **A button is greyed out** — the phone or browser can't do it (NFC, torch), or the camera or location permission was refused; allow it in the phone's site settings.
6. **Keeps asking to log in, or "only one place at a time"** — the Guard role allows one session at a time; logging in on another device (or in Safari and the iPhone Home Screen app) logs the other out.