

Reports — which one answers which question

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The **Reports** menu holds about twenty reports. Most customers need three or four of them. This page starts from the question someone is asking, says which report answers it, then explains the controls every report shares and each report's own options.

Written for whoever supports customers and sets their reports up. Sending a report every day or week is in [Shifts and notifications](#) (*Reports on a schedule*); what happens live is in [The control room — live eOB, dashboard, unit health, checklists and control](#).

Which report?

The question	Report (Reports menu)
Did the guards patrol this site last night? Which points, when, by whom?	Detailed – Site
Where did this guard (or team) go?	Detailed – Team
Where were these assets or vehicles clocked?	Detailed – Collection
Everything, with every option, across any group	Advanced clocking
A one-page summary of a site or a whole customer	Site brief, Profile brief
At a glance, which points were clocked in each hour (or 15 minutes)?	Overview – Site / Team / Collection / Advanced
How well did each guard patrol, and were their gaps too short or too long?	Guard Evaluation
When were guards on duty, and for how many hours? (for pay)	In Out Timesheet
When was each vehicle or asset out, and for how long?	Service intervals
When were these guards, assets or sites moving?	Movement summary
How did a Stationary Guard site's acknowledgements go?	Stationary guard
What happened in the occurrence book, and who acknowledged it?	eOB
Is this site's equipment healthy? Are points being missed?	Health check
What exactly did this unit send?	Signals (and the graph behind it)

The question	Report (Reports menu)
Which notifications went out, and did they arrive?	Notifications
Who changed what in the system?	Audit trail
What did guards report from GuardSense or Telegram?	eOB (filter by the guard)

Each report is behind its own permission, so a customer's logins see only the ones their role allows. *Viewer*, *Control Room* and above see the everyday ones.

What every report has

- **From / To** — the period. It opens on the last 24 hours (In Out Timesheet: last month). The pickers go back **90 days** (In Out Timesheet: 13 months). Times are in your own timezone.
- **The group** — the site, team, collection, profile... the report is about. Each choice reads *name / type / the group it's in*, so two sites called *Main gate* can be told apart. Only groups in your own tree are offered.
- **Generate** — shows the report on the page.
- **View/Print** — the report alone, without the menu and form, for printing or saving as PDF from the browser.
- **Send** — makes a PDF, sends it to the contact chosen in **User Contacts** (any confirmed contact of a login you manage). If there's no data, a short "no data" message is sent instead, saying when the group was last clocked and whether its unit is working. The PDF is deleted once sent.
- **Automate** — sends this same report, with these options, to the chosen contact every day at the time you type. It becomes a notification you can edit or remove later (see SHIFTS-AND-NOTIFICATIONS.md).
- **Export CSV** — where offered (Advanced/Detailed and Movement): the rows as a spreadsheet. Signals has a JSON download instead.

The Detailed reports remember the options you used last, per report.

The report pages are also what gets emailed, so their layout is made for print and PDF rather than a phone.

The clocking reports

Detailed (Site, Team, Collection) and Advanced clocking

Every clocking in the period, one row each: when, what was clocked, and whatever columns you tick. The Site, Team and Collection versions show only the options that make sense for that kind of group. *Advanced* shows all of them for any group, plus a **Type to filter** (only points, only guards...) and **How many groups down** to go.

Option	Adds
Received	when the server got it (a baton uploads later than it clocks)
Delay	the difference between clocked and received
Time between	minutes since the previous clocking
Last User / Last Location	who clocked it, or where that guard was last
Last Location +1 / +2	the places before that, to follow a route
Type	the kind of group clocked
Device Serial	which unit sent it
Include images	the group pictures
Show patrol separator	lines where one round ends and the next begins (at a <i>Patrol Separator</i> point)
Show patrol summary	each round: start, end, points, time taken
Show simple summary	how often each point was clocked, in total and per guard; the longest, shortest and average gap
Complete details	the full detail block for each point
Shift summary	per shift: patrols completed against patrols started
Point performance pie / Patrol bar / Points clocked line / Point frequency bar	charts
List eOB	the occurrence book for the period, under the clockings
Remove duplicates	the same point clocked twice within moments counts once
Sort by	time, name, received, last user, last location or type

If the group's unit reported faults in the period, a **diagnosis** list is added.

Site brief, Profile brief

The Detailed report with a shorter list of options, aimed at the summaries and charts: for a site, the shift summary, patrol bar, point performance pie and points-clocked line; for a whole customer (profile), the shift summary, points-clocked line and the eOB. Tick the ones wanted. Good for a monthly meeting.

Overview (Site, Team, Collection, Advanced)

A grid: the group's points (or guards, or assets) down the side, the period across the top in steps of **Interval (in minutes)**, and a mark wherever something was clocked. It shows at a glance where a patrol stopped or a point is never visited. Keep the period short, or the interval long: a week in 15-minute steps is 672 columns.

Guard Evaluation

Per guard: every point they clocked, how many times in each part of the period, and whether the gaps between points were inside the limits you set.

Option	
Select the team / Select by User → user	whose clockings
Filter by site	only clockings at this site
Constrain to last shift	only the guard's last shift, whatever the dates say
Minimum / Maximum time to clock (min)	gaps shorter or longer than these count against the guard
Time to split (min), Shift duration (hours)	how the table is divided into columns

In Out Timesheet

For a guard or a team: each shift worked, with the date, day, start (**in**) and end (**out**) time (in another colour when it ends on a later day) and the hours, then totals per guard and for everyone. **Show details** lists every day; **Show summary** only the totals. It opens on last month, for payroll.

Service intervals

For an asset or a collection of them (vehicles, equipment): each time it went **out** and came back **in**, and the time out, with totals. **Use Maximum interval** splits an absence longer than the chosen interval into separate trips. **Show In / Out times** and **Show summary** choose the columns.

Movement summary

For each chosen group, a bar across the period showing when it was moving. A clocking counts as movement for the **Movement grace time** around it (half before, half after), so a tracker that reports every 5 minutes with a 5-minute grace shows as moving the whole time. Choose groups one by one, or *all sites under these profiles, all assets under these collections, all users under these teams*. Up to 31 days and 200 groups.

Stationary guard

For a site with a Stationary Guard unit and a shift: clockings, acknowledgements received and failed, the average time to acknowledge, a list of each acknowledgement, and how often each guard clocked. Choose the **shift**.

The other reports

eOB

The occurrence book for a period, under a group. **Only see system generated** leaves out people's own entries; **Acknowledged** chooses all, acknowledged or not acknowledged; **User filter** shows one person's entries; **View extra info** adds each entry's details (the shift, the lock, ...). This is where to find entries that have dropped off the live eOB screen after 12 hours.

Health check

For a site, team, collection or profile: how many points it has and whether any aren't being clocked, how many alerts fired, how the number of clockings compares with usual, and the state of its units. Reached from the menu, or from the ♥ icon next to a group (the group is then chosen already).

Signals

Everything one unit sent: pick the **unit code**, the period, which **signal types**, which **columns**, **Sort by** / **Reverse sort**, or **Simple List** for one item per line. **Generate last 24 hours** is a shortcut. From a signal's row you can open it alone (*Single signal*: what it contained, where, which groups). The **graph** view plots battery, temperature and other values over time. There's also a JSON download of everything a unit sent, for developers.

Notifications

The notifications sent: when, to whom, what, and the answer from the mail server or Telegram. See SHIFTS-AND-NOTIFICATIONS.md.

Audit trail

Who did what: logins, changes to groups, units, notifications, settings sent, lock commands, and control-room actions. Filter by **user**, by kind of action (**Routes**), and by a word in the details.

Graphs

The **Graphs** menu has live activity charts for the last 24 hours, week or month: clockings per hour for sites, teams and collections; per guard; and per group.

When something doesn't work

1. **The report is empty** — check the dates (the pickers open on the last 24 hours), and that the group chosen is the one clocked. A point in *Unknown* hasn't been added to the site yet, so it's not in the site's report.
2. **A guard's clockings are missing from a Team report** — the unit wasn't linked to the guard when they clocked, so the clockings went to the site but not to them. See SETUP-CUSTOMER.md, *Which unit credits which guard*.
3. **"Please select a valid contact"** on Send — choose a contact in *User Contacts*. Only confirmed contacts are offered; choose an email or Telegram one (a *cell* contact receives nothing).
4. **The emailed report says there's no data** — the report was empty; the email says when the group was last clocked.
5. **The Overview is very slow or huge** — the period is long and the interval short. Lengthen the interval.
6. **A report I want isn't in the menu** — the role doesn't include it. Check the role on the ACL page.