

Guards on Telegram

27 September 2026

A guard can use the Tagtough **Telegram bot** without any login: register with a QR code, go on and off duty, share their location, message the other guards on duty, report incidents, and see the duty list. It's the Telegram side of [GuardSense — the guard's phone page](#), the web page. Both write to the same eOB and the same duty status, and a guard can use either or both.

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

The production bot is **@tagtough_bot**. Each dev machine has its own bot, so a QR made on dev only works with the dev bot.

How it fits in

A guard who registers through Telegram becomes:

- a **guard identity**: a group, named from their Telegram name until they fill in their profile, then *Name (Callsign)*;
- a **unit** of type 35 (*Telegram*) with its own serial (**T** and 6 hex digits), linked to that guard group and to the profile. It's also a point, so the guard's own group can be clocked.

They don't get a login. A guard who also wants GuardSense or reports in a browser taps **Get Web Login** (below).

Registering a guard

1. **Get the customer's registration QR.** Open the profile (**Quick setup** → **Profiles** → the profile), then its info page (the button at the top). The page shows a **Telegram registration QR** and link, made the first time it's opened. Each profile has one code, and it doesn't change. Print it, or send the link.
2. **The guard scans it** (or opens the link). Telegram opens the bot and sends `/start tr...`. The bot answers *You are registered on the system with serial T...*
3. **The guard answers the profile questions.** The bot asks each question in turn; by default *Name* and *Callsign*. Once both are answered, their group is renamed *Name (Callsign)*. The questions are the profile's `tob_questions` info (a comma-separated list). Change it on the profile's info page to ask something else.
4. **Approve them.** Until then the guard sits in an *Unknown* group under the profile and can't go on duty (*You cannot go on duty until you have been approved*). On the team's page (**Quick setup** → **Teams** →

the team), **Add/approve users (N)** lists everyone waiting. Add the guard to the team.

After approval the guard's keyboard shows **On Duty**, and they're ready.

What the guard sees

The keyboard at the bottom of the chat:

Button	Does
On Duty / Off Duty	Changes their duty status. Going on duty also shows any active BOLO for the profile. Recorded as a signal, so it appears in reports and can trigger the team's duty notifications.
Location	(while on duty) Shares the phone's position once. It's recorded like a tracker's, appears on the maps, and clocks a GPS point they're at (TRACKING.md, <i>GPS points</i>).
Login	(only with a login) Sends a login link and code — see LOGIN.md.
...	More options (below).

A guard in more than one customer gets one On/Off Duty button per customer, with the customer's name.

Under ...:

Option	Does
View Profile	Shows their answers to the profile questions. Off duty, they can tap one to change it, or complete any unanswered.
Duty List	Who in the customer is on duty now, and for how long. On duty only, or with a login.
Report Incident	(on duty) The bot asks for a description, with one photo if wanted. It becomes a red eOB entry, marked as an open incident, that needs acknowledging in the control room.
Incidents (N)	The customer's open incidents, whoever reported them. Opening one shows its whole thread — each entry with its time and who wrote it — with Add update (text and/or a photo) and, for the guard who reported it, Close .
Get Web Login	(no login yet) Makes a login (role <i>Guard</i>) linked to their guard identity, and sends a login link: this is how they open GuardSense in a browser. If the chat already has a login, it links that instead.
List Subscriptions / Unsubscribe from all	(with a login) The notifications sent to this chat. Each has a number; <code>/unsubscribe 1357</code> stops one.

Talking to the other guards

While on duty:

- **Any text** a guard types (that isn't a button or command) is sent to **every other guard on duty** in the same customer, starting with their callsign, e.g. *ALPHA: gate 3 is open*.
- **A photo** (with an optional caption) goes to everyone else on duty the same way.

- **A voice note** is turned into text by the server, and the bot shows the text with **Its ok, send**. The text goes to the others only when the guard taps it. Voice notes, like the rest, need the guard to be approved and on duty.
- Videos and documents aren't supported.

Each message is also **kept on record**: saved as an acknowledged eOB entry on the sender's guard group (a voice note as its text, marked *(voice)*), the same as a GuardSense *New OB*. So it's in the eOB report and in GuardSense's *Recent activity*, and shows in the control room's History without sounding an alarm. No notifications are sent for it.

Incidents are shared by the team

An incident belongs to the customer, not just the guard who reported it. Every approved guard of the same customer sees its open incidents — from Telegram (**Incidents**) or GuardSense (**Incidents**) — and can add to any of them. Each update is saved under the guard who wrote it, so the thread shows who added what, in order; the control room sees the same thread in the eOB detail panel. When someone else adds to an incident, the guard who reported it gets a Telegram message (*BRAVO added to incident #12: ...*). Only the guard who reported it, or the control room, can **close** it.

For the control room and admins

- **Duty status** shows on the team page, and in the Duty List. **Add duty notification** on the team page sends a message when guards go on or off duty.
- **Send message to team** on the team page sends a Telegram message to every guard in the team.
- **Incidents** from Telegram appear on the live eOB with a  while open. They can be closed from the eOB's detail panel or by the guard. See CONTROL-ROOM.md.
- **BOLOs** set on the profile are shown to each guard as they go on duty.

When something doesn't work

1. **"Not sure what you mean with code ..."** — the QR's code isn't a registration code any more, or it was made on a different server (dev and production have different bots and codes).
2. **"You cannot go on duty until you have been approved"** — approve them on the team page (*Add/approve users*).
3. **The guard keeps being asked questions** — they're answering the profile questions. Each answer moves to the next. **Cancel** stops for now.
4. **Their messages don't reach anyone** — only guards on duty receive them, and the sender must be on duty too.
5. **No Login button** — the chat has no login. Use **Get Web Login** under
6. **"no group or contact for ..."** after `/start` — this chat isn't registered. Scan the customer's QR.