

TTOOnline — the customer's manual

27 September 2026

For a customer's own people: managers, supervisors, and the control room. It covers what you'll do with the system day to day. Setting the system up is normally done by your distributor.

Each chapter gives the essentials. The full detail is in the guide it links to.

What you can do depends on your role:

Role	Usually for
Administrator	The manager: everything in this manual, plus adding people and changing your setup
Editor	A supervisor: like Administrator, without managing other people's logins
Control Room	An operator: the live screens and the reports
Viewer	Someone who only looks: reports and the live overview

If something in this manual isn't in your menu, your role doesn't include it. Ask your distributor.

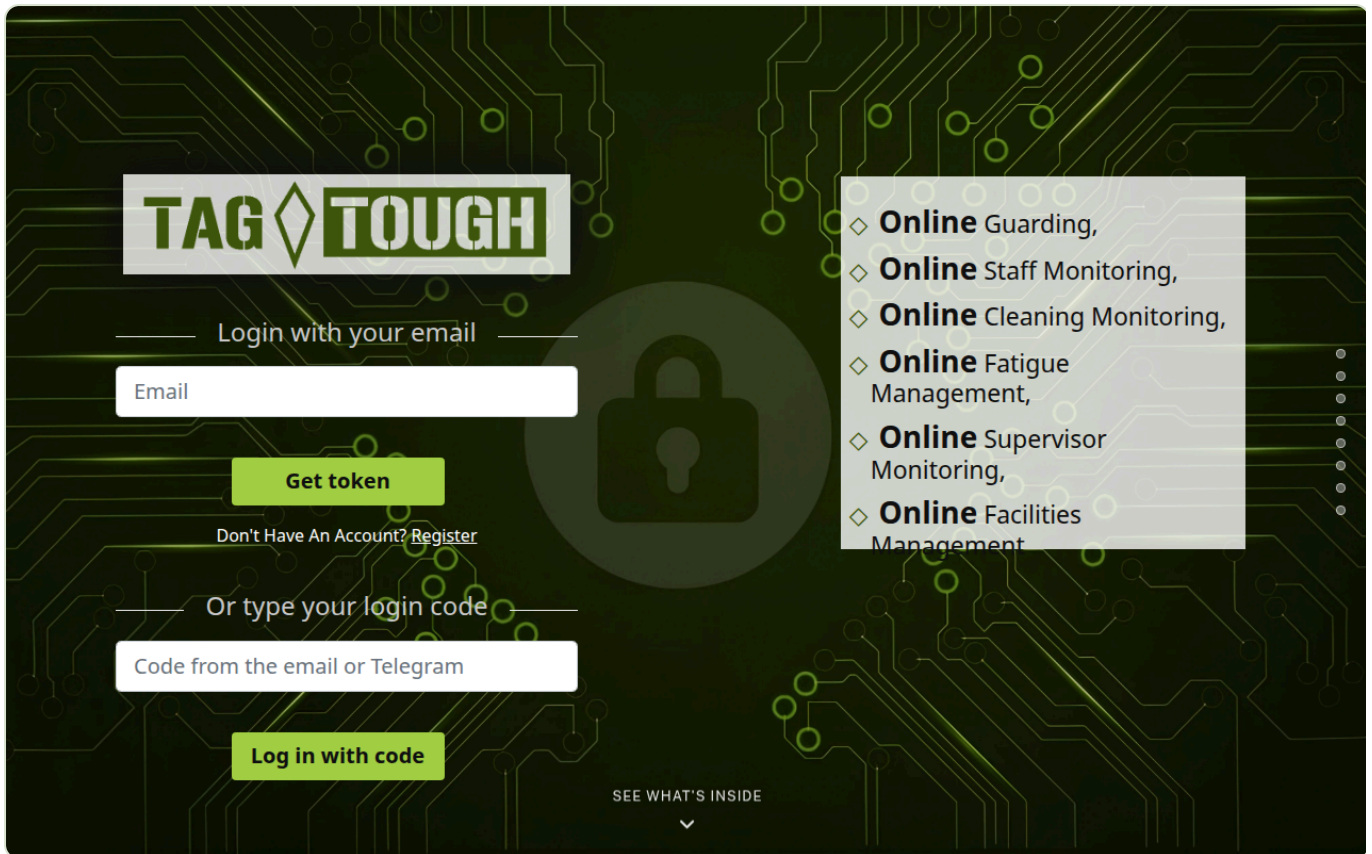
1. Logging in

There are no passwords. On the login page, type your email address and press **Get token**. You're sent a **link** and an **8-digit code**. Open the link, or type the code on the login page.

If you use Telegram instead of email, send the Tagtough bot `/start` and tap **Login**.

A login lasts until you log out. Most roles can only be logged in in one place at a time, so logging in somewhere new logs out the old place.

→ [How to log in — by email or by Telegram](#)



2. Your setup at a glance

Your company is set up as a **profile**. Inside it:

Part	What it is
Sites	The places patrolled
Points	The things clocked at each site: QR stickers, Dallas iButtons, NFC tags
Teams	Your guards
Collections	Your vehicles or equipment, if you track them
Units	The devices: batons, trackers, gate units, and guards' phones

Quick setup → **Profiles** shows it all.

→ **How-to guides** has the words used across the guides.

3. The control room

Live → **eOB** is the live occurrence book: alerts, events, incidents and notes as they happen. It sounds an alarm for anything that needs attention.

To deal with an alert:

1. Click it under **Needs attention**. Its details open beside the list: the site or guard, the thread of updates, contact details.
2. Under **What was done**, write what you did.
3. Press **Acknowledge**. It moves to **History**, marked with your name. (**Add note** keeps it open.)

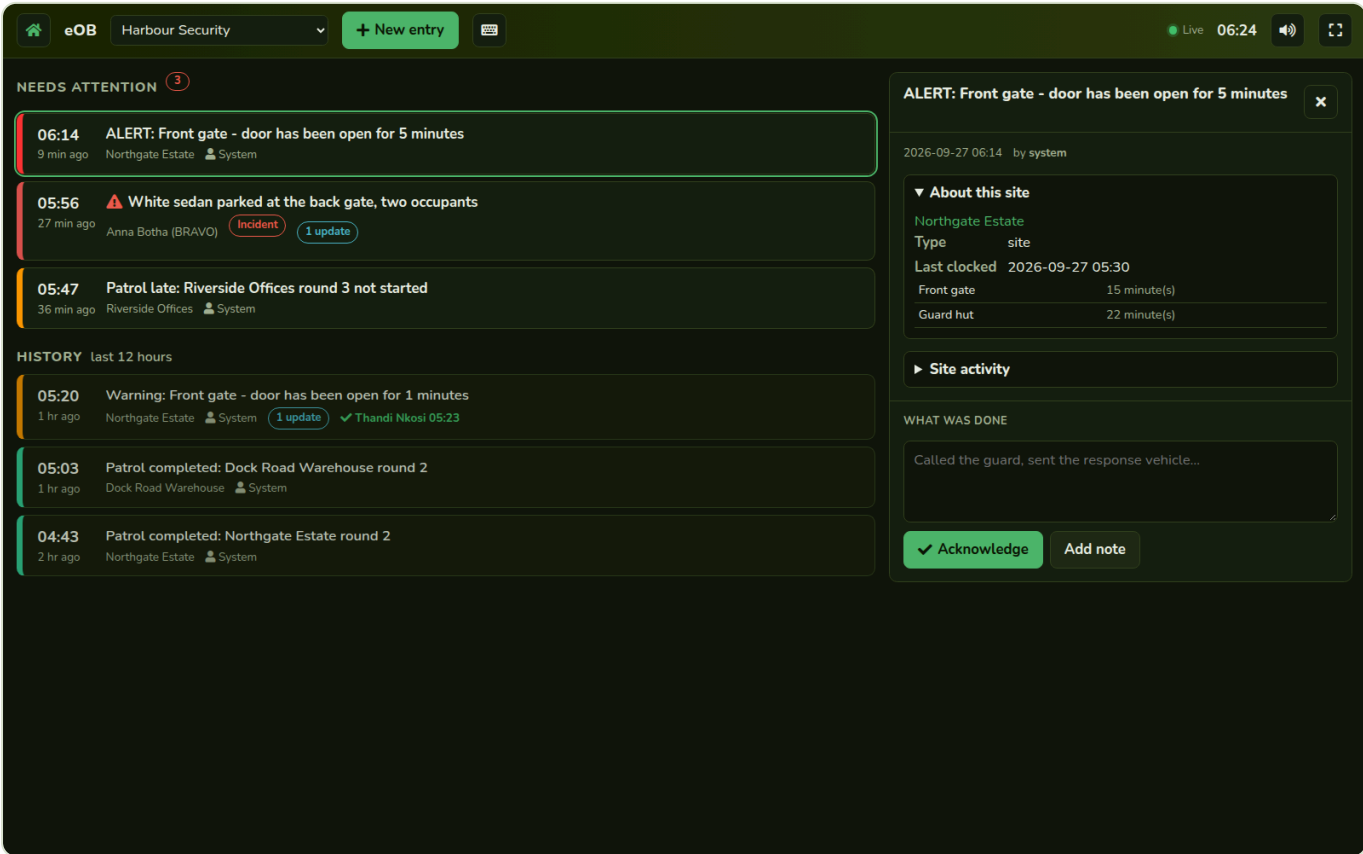
It works on a phone too: the list becomes cards, and an entry opens full screen.

Before you start on a new PC: click the page once, or allow sound for the site, so the alarm can play. The header shows **Live** when updates arrive as they happen.

The other live screens:

Screen	Shows
Dashboard	Every site: patrolling, late, or no patrols
Unit Health	Units that have gone quiet, with low battery or weak signal
Check list	Every site's checks and when they're due
Control	Clock a guard by hand; open gates and other outputs

→ The control room — live eOB, dashboard, unit health, checklists and control



4. Reports

Reports has a report for most questions:

You want to know	Report
Did the guards patrol this site?	Detailed – Site
Where did this guard go?	Detailed – Team
Hours worked, for pay	In Out Timesheet
How well each guard patrolled	Guard Evaluation
What happened overnight	eOB
When vehicles were moving	Movement summary

Every report has:

- **Generate** — shows it on the page.
- **View/Print** — the report alone, for printing.
- **Send** — emails it as a PDF.
- **Automate** — sends it to you every day at the time you choose.

→ [Reports](#) — which one answers which question

5. Guards

Your guards use their phones (GuardSense and/or Telegram) to go on duty, scan points, report incidents and press panic. The [guard's guide](#) is what to give them.

Adding a guard (Telegram):

1. Give them your registration QR. It's on the profile's info page.
2. They scan it and answer the questions.
3. Approve them on the team's page: **Add/approve users**.

Incidents reported by guards show on the eOB with a [△](#). Your team can add to them, and you can close them from the eOB.

→ [GuardSense](#) — the guard's phone page, [Guards on Telegram](#)

6. Alerts to your phone or email

The system can tell you when something happens:

- a patrol is missed or late;
- a panic is pressed;
- a unit goes quiet or its battery is low;
- a door is left open.

It can also send reports on a schedule.

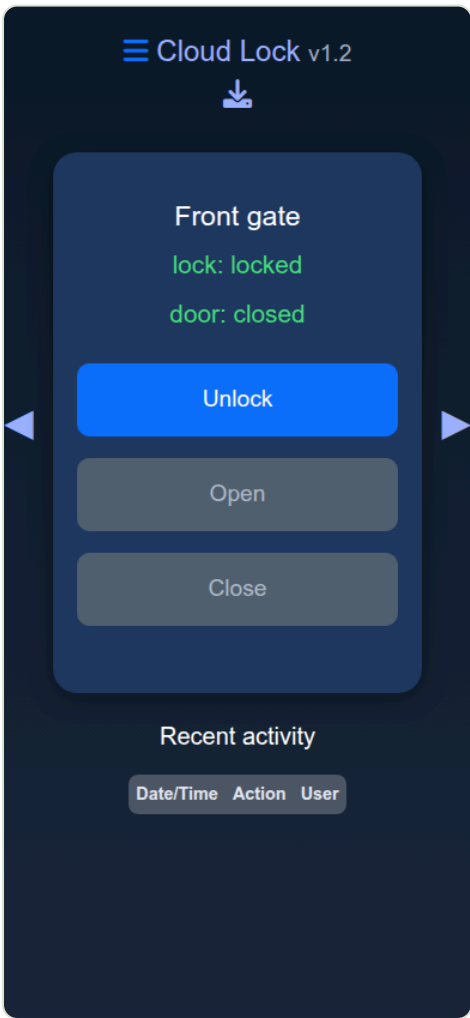
Quick setup → **Device Notifications** and **Shift Notifications** cover the common ones. The **Notifications** menu has the rest (missed clockings, reminders, reports). Choose who gets them: an email address, a Telegram chat, or your own system (a webhook).

→ [Shifts and notifications](#)

7. Locks and gates (Cloud Lock)

If your doors or gates are on the system, people you give access to can open them from their phone with the **Cloud Lock** app. It shows each door's state (locked, open), with buttons to unlock, open and close. Access can be for one door or a whole site, always or only during set hours.

→ [Cloud Lock — opening doors from a phone](#)



8. Vehicles and equipment

If you track vehicles, **Live** → **Map** shows where they are, with trails and a heatmap.

To let someone outside your company follow one vehicle for a while, make a **view link** on the vehicle's row in its collection.

→ [Tracking vehicles and assets](#)

9. Your people's logins (Administrators)

Admin → **Users** adds a login: a name, an email address, and a role. The login link is sent straight away.

Give each person the role for what they do (the table at the top of this manual).

→ [Distributors, roles and permissions](#)

10. Getting help

Support in the menu shows your distributor's contact details and lets you open a support ticket.