

Guard Sense — the guard's guide

27 September 2026

This guide is for you, the guard. It shows how to use your phone on patrol: going on duty, scanning points, reporting what happens, and getting help fast.

You'll use one or both of these on your phone:

- **GuardSense** — a web page that works like an app. You scan points with it, and it has the panic button.
- **Telegram** — the Tagtough bot, for going on duty, messages and incidents.

Your supervisor tells you which to use.

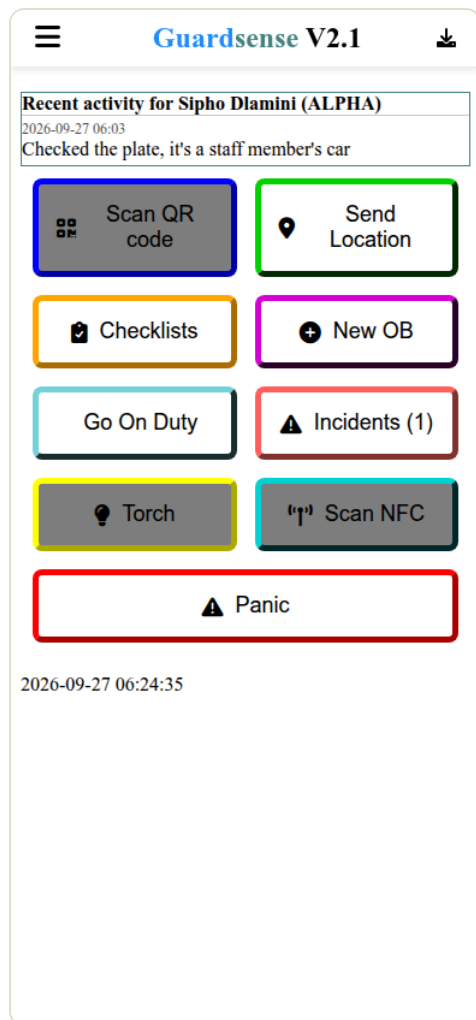
1. Getting started

With Telegram

1. Scan the **registration QR code** your supervisor gives you. Telegram opens the Tagtough bot.
2. The bot asks for your **name** and **callsign**. Answer each one.
3. Wait for your supervisor to approve you. Until then you can't go on duty.

With GuardSense

1. You get a **login link** by email or Telegram. Open it on your phone.
 - No login yet? In Telegram, tap ... then **Get Web Login**.
2. The GuardSense page opens.
3. Put it on your home screen so it opens like an app:
 - **Android (Chrome)**: tap the ↓ at the top, then **Install**.
 - **iPhone (Safari)**: tap **Share**, then **Add to Home Screen**.
4. **iPhone only**: the home screen app needs its own login. Ask for a login again, then type the **8-digit code** from the message into **Or type your login code**.



2. Going on and off duty

- **Telegram:** tap **On Duty** at the bottom of the chat. Tap **Off Duty** at the end of your shift.
- **GuardSense:** tap **Go On Duty** or **Go Off Duty**.

When you go on duty you may see a **BOLO** (be on the lookout) notice. Read it.

3. Patrolling

At each point on your route:

- **QR sticker:** tap **Scan QR code** in GuardSense and point the camera at the sticker.
- **NFC tag:** tap **Scan NFC** (Android only), then hold your phone against the tag.
- **Baton:** touch the baton to the button on the wall, as you were trained.

After a scan, GuardSense shows your progress on the patrol. If a **checklist** pops up, tick each item as you check it.

Send Location (GuardSense) or **Location** (Telegram) shares where you are.

4. Talking to the other guards

While you're on duty, anything you send in the Telegram chat goes to every other guard on duty: a message, a photo, or a voice note. For a voice note, the bot shows what it heard, then tap **Its ok, send**.

In GuardSense, use **New OB** to write something down.

Everything you send is kept on record.

5. Reporting an incident

Something happened that needs following up — a broken gate, a suspicious car, an injury:

- **Telegram:** tap ... then **Report Incident**. Describe it, and add a photo if you can.
- **GuardSense:** tap **Incidents**, then **Report a new incident**.

The control room sees it straight away.

Your team can add to any open incident. Open **Incidents**, choose one, and tap **Add update**. Everyone can see who added what. Only the guard who reported an incident can close it (or the control room).

The screenshot shows the GuardSense V2.1 mobile app interface. At the top, there is a hamburger menu icon, the text "Guardsense V2.1", and a download icon. Below this is a section titled "Recent activity for Sipho Dlamini (ALPHA)" with a timestamp "2026-09-27 06:03" and a message "Checked the plate, it's a staff member's car". Underneath is a section titled "Open incidents (anyone on the team can add to them)" containing an incident entry for "#1846079" with details about a white sedan parked at the back gate. Below the incident entry is a red-outlined button labeled "Add update". Further down is a section titled "Report a new incident" with a large purple-outlined text input field. Below the input field is a "Choose file" button and the text "No file chosen". Below that is a red-outlined button labeled "Send". At the bottom of the screen are four colored buttons: "Scan QR code" (blue), "Send Location" (green), "Checklists" (orange), and "New OB" (purple).

6. In an emergency: Panic

In GuardSense, **press and hold Panic for 4 seconds**. Your phone buzzes each second, then the button turns red and the alarm goes to the control room, with your position.

Let go before the 4 seconds to cancel.

7. Other buttons

Button	What it's for
Torch	Turns the phone's flashlight on and off
Checklists	The checks you're given, e.g. <i>gate locked</i>
Incidents	Open incidents for your team
Duty List (Telegram, under ...)	Who is on duty now
View Profile (Telegram, under ...)	Your name and callsign; change them when you're off duty

8. If something isn't working

What you see	What to do
<i>You cannot go on duty until you have been approved</i>	Ask your supervisor to approve you.
No scan buttons in GuardSense	Your phone isn't set up to scan. Tell your supervisor.
A scan doesn't show on your patrol	Tell your supervisor which point. It may not be set up yet.
<i>Your account can only be logged in from one place at a time</i>	You logged in on another phone or browser. Use only one.
The iPhone app keeps asking you to log in	Type the 8-digit login code into the app, not the link (step 1).
The camera or location doesn't work	Allow camera and location for the page in your phone's settings.