



Guard Tour

Mobile Application

User Guide

Connecting Field Personnel to Management in Real Time

About This Guide

This guide provides step-by-step instructions for using the TrackTik Guard Tour mobile application. It covers everything from installation and login through performing tours, completing reports, and using advanced features. Keep this guide handy during your first few shifts.

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1. Overview

TrackTik Guard Tour is a mobile and web-based security management platform designed to connect field security personnel to management and clients in real time. The app runs on iOS and Android devices and provides a comprehensive set of tools to support your daily operations as a security officer.

With the TrackTik Guard Tour app you can:

- Clock in and out of your scheduled shifts
- Perform checkpoint tours using NFC, barcode, QR code, GPS, or manual scanning
- Complete site tasks and dispatch jobs
- File incident reports and access log forms
- Communicate with your team via the Message Board
- Activate the Lone Worker check-in feature when working alone
- Manage visitors through the Visitor Log
- Access post and escalation orders
- View your shift schedule

Tip

You will need a TrackTik account and a Server URL to use this app. Contact your supervisor if you do not have your login credentials.

2. Getting Started

2.1 Downloading & Installing the App

The TrackTik Guard Tour app is available for both Android and iOS devices.

| Android | iOS (iPhone / iPad) |
|---|--|
| Open the Google Play Store Search for "TrackTik Guard Tour" Tap Install Accept all requested permissions Open the app once installed | Open the App Store Search for "TrackTik Guard Tour" Tap Get / Download Accept all requested permissions Open the app once installed |

Important

Accept all permissions when installing — including location, camera, and notifications. These are required for full app functionality.

2.2 First-Time Setup (Installation Code)

Before you can log in for the first time, the device must be linked to your organization's TrackTik portal:

- 1 Open the TrackTik Guard Tour app on your device.
- 2 In the Server URL field, type the URL of your organization's TrackTik portal (e.g., <https://yourcompany.tracktik.com>). Make sure it starts with `https://` — do not use `www`.
- 3 Enter the Installation Code provided by your administrator or supervisor in the Installation Code field.
- 4 Tap Install to connect the device to the portal.
- 5 Once successfully linked, the app will prompt you to enter your username and password.

Note

If you see an 'Unrecognized server response' error, double-check that your Server URL starts with `https://` and not `www`.

2.3 Signing In

After the device has been set up, follow these steps to sign in:

















- 1 Open the TrackTik Guard Tour app.
- 2 Enter your Username (or email address) in the Username or Email field.
- 3 Enter your case-sensitive Password in the Password field.
- 4 Tap Sign In to access the application.
- 5 The app will load the Home screen with icons for your available features.

Tip: If you cannot log in, ensure you have a stable internet connection (4G/5G or Wi-Fi). Contact your supervisor if your credentials are not working.

3. Home Screen Overview

Once signed in, the Home screen displays icons for each feature available to your account. The icons shown will depend on the features enabled by your organization.



| Icon | Feature | Description |
|---|--------------------------|--|
|  | Time Clock | Clock in and out of your shift. Must clock in to generate shift reports. |
|  | Checkpoints | Begin a new tour or resume your current checkpoint tour. Admins can also create checkpoints. |
|  | Site Tasks | Perform individual tasks at your site that are not part of a scheduled tour. |
|  | Reports & Logs | Access and complete report forms for your site. |
|  | Dispatch Tasks | View and perform jobs that have been dispatched to you. |
|  | Message Board | Post and read messages at your site for employees to view and acknowledge. |
|  | Lone Worker | Check in at scheduled intervals when working alone for safety monitoring. |
|  | Post & Escalation Orders | View post orders and escalation procedures for the site where you work. |
|  | Visitor Log | Search for and log visitors at your site for Visitor Management. |
|  | Asset Tracking | Manage the inventory of necessary items and equipment. |
|  | Emergency Contacts | Access the emergency contacts for the site where you work. |
|  | Change Position | Change your assigned position during your shift. |
|  | Team | View and contact team members working at the same site or zone. |
|  | Flashlight | Activates your mobile device's camera flash to use as a flashlight. |
|  | Schedules | View your upcoming and current scheduled shifts. |
|  | Tasks | Access your assigned task list and update tasks to show progress. |

4. Clocking In and Out



Clocking in is essential for generating shift reports. Activities performed on the device are only recorded in a shift report when you are clocked in.

4.1 How to Clock In

- 1 From the Home screen, tap the Time Clock icon.
- 2 Tap Clock In to begin your shift.
- 3 The app will record your clock-in time and GPS location if enabled.
- 4 You will be returned to the Home screen with your shift now active.

4.2 How to Take a Break

- 1 Tap the Time Clock icon from the Home screen.
- 2 Tap Start Break to begin your break period.
- 3 When your break is over, tap End Break to resume your shift.

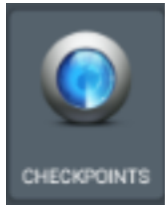
4.3 How to Clock Out

- 1 Tap the Time Clock icon from the Home screen.
- 2 Tap Clock Out to end your shift.
- 3 Confirm your clock-out when prompted.
- 4 Your shift report will be generated and submitted to the portal.

Troubleshooting Clock-In Issues

If you are having difficulty clocking in: (1) Ensure you have a stable 4G/5G or Wi-Fi connection. (2) Try clearing the app cache or reinstalling the app. (3) Ensure you are clocking in within the configured time window for your shift. Early clock-ins outside the window will not register.

5. Performing Checkpoint Tours



Checkpoint tours are collections of designated scan points at your site that you patrol in sequence. Tours can be scheduled and tracked, and all your scans are reported back to management in real time. The app supports multiple checkpoint types: NFC tags, barcodes, QR codes, GPS coordinates, and manual check-ins.

5.1 Starting a Tour

| | |
|---|--|
| 1 | From the Home screen, tap the Checkpoints icon. |
| 2 | Tap Tour Schedules to view all available tours for your site. |
| 3 | Select the tour you want to perform. Color coding indicates tour status: Green = On Time, Yellow = Can Still Be Completed (Late), Red = Overdue. |
| 4 | Tap the tour to begin. Information about the tour (last completed time, assigned user) is displayed below its name. |
| 5 | Follow the route and scan each checkpoint as you arrive. |

5.2 Scanning Checkpoints

Depending on the checkpoint type, follow the appropriate scanning method:

| Checkpoint Type | How to Scan |
|--------------------------|--|
| NFC Tag | Hold the back of your NFC-enabled phone close to the NFC tag attached to the checkpoint location. The app will automatically register the scan. |
| Barcode / QR Code | Tap the checkpoint in the app to activate the camera scanner. Point your camera at the barcode or QR code label placed at the checkpoint. The app will scan and record the check-in. |
| GPS | Walk to the GPS checkpoint location. The app will detect your presence using your device's GPS. Tap the checkpoint to confirm your scan. Ensure Location Services are enabled for best accuracy. |
| Manual | Tap the checkpoint in the app to manually check in. Manual checkpoints without NFC association require you to start the tour first. |

5.3 Completing Exception Verifications

Some checkpoints may require you to answer questions or take specific actions when scanning. These are called Exception Verifications and may include yes/no questions, range confirmations, multiple-choice questions, or a required photo.

- Answer all prompted questions honestly and accurately.
- If a photo is required, tap the camera icon and take a clear photo of the area.
- If a checkpoint is required but you cannot complete all tasks within it, the status will appear yellow (scanned but incomplete).

5.4 Closing a Tour

- 1 Complete all required checkpoint scans on the tour.
- 2 When all checkpoints have been addressed, tap Close Tour or Finish Tour.
- 3 The completed tour data is automatically synced to the TrackTik portal for management review.

Note

You can scan a checkpoint randomly even if it is not part of an active tour — except for manual checkpoints without NFC, which require a tour to be started first.

6. Reports & Incident Logging



Reports allow you to document activities, incidents, and observations at your site. Report forms are configured by your organization and may include text fields, photos, location data, and signature capture.

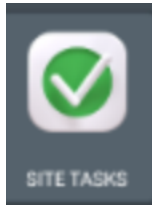
6.1 Completing a Report

- 1 From the Home screen, tap Reports & Logs.
- 2 Select the appropriate report form from the list (e.g., Incident Report, Vehicle Inspection, Activity Log).
- 3 Fill in all required fields. Fields marked with an asterisk (*) are mandatory.
- 4 Attach any photos by tapping the camera icon within the form.
- 5 Select your location from the site location list if prompted.
- 6 Tap Submit to send the completed report to the portal.

Best Practices for Reports

Report incidents as soon as they occur for maximum accuracy. Include photos and detailed descriptions whenever possible.

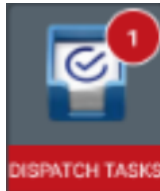
7. Site Tasks



Site tasks are individual tasks at your site that are not part of a scheduled checkpoint tour. You may be assigned tasks by your supervisor, or tasks may be pre-configured for your site.

- 1 From the Home screen, tap Site Tasks.
- 2 Review the list of tasks assigned to your site.
- 3 Tap a task to view its details and instructions.
- 4 Complete the task as directed, filling in any required fields or attaching photos.
- 5 Tap Complete or Submit to mark the task as done.
- 6 Your progress is updated in real time on the management portal.

8. Dispatch Tasks & Jobs



Dispatch tasks are jobs that have been assigned to you directly by a dispatcher or supervisor. When a new dispatch task is sent to you, you will receive a notification.

- 1 Tap Dispatch Tasks from the Home screen, or respond to the push notification.
- 2 Review the job details including location, instructions, and any attached notes.
- 3 Tap Accept to acknowledge and start the job.
- 4 Travel to the dispatch location and carry out the required tasks.
- 5 Update the job status as you progress: En Route → On Site → Complete.
- 6 Tap Submit when the job is fully completed.

9. Lone Worker Safety



The Lone Worker feature is designed to protect officers who are working alone. It requires you to check in at scheduled intervals to confirm you are safe. If you miss a check-in, an alert is sent to your supervisors.

- 1 Tap the Lone Worker icon from the Home screen.
- 2 Activate Lone Worker mode at the start of your solo shift.
- 3 Respond to check-in prompts as they appear on your device.
- 4 If you are in danger, use the Panic Button (if enabled) to immediately alert supervisors.
- 5 Deactivate Lone Worker mode when your solo period ends or another officer arrives.

Safety

Always enable Lone Worker when working alone. If you miss a check-in, your supervisors will be notified, and emergency contacts may be alerted.

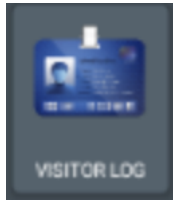
10. Message Board



The Message Board allows you to post and read messages for your site or zone. Important notices from supervisors will appear here and may require acknowledgment.

- 1 Tap Message Board from the Home screen.
- 2 Read any posted messages or notices.
- 3 To post a new message, tap New Message, type your message, and tap Post.
- 4 If a message requires acknowledgment, tap Acknowledge to confirm you have read it.

11. Visitor Management



The Visitor Log allows you to record and manage visitors entering and leaving your site. You can search for existing visitor records or create new ones.

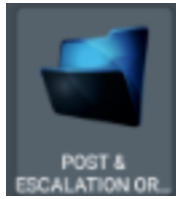
11.1 Logging a Visitor In

- 1 Tap Visitor Log from the Home screen.
- 2 Search for the visitor by name to check if they have an existing record.
- 3 If found, select their profile and tap Check In.
- 4 If new, tap Add Visitor and complete their details (name, company, purpose of visit, host employee).
- 5 Optionally scan their ID if your organization uses the License Scan feature.
- 6 Tap Save or Check In to register the visitor's arrival.

11.2 Checking a Visitor Out

- 1 Search for the visitor in the Visitor Log.
- 2 Select their active check-in record.
- 3 Tap Check Out to record their departure time.

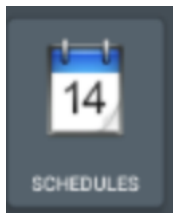
12. Post & Escalation Orders



Post orders contain the instructions, rules, and procedures for your assigned site or position. Always review post orders at the start of your shift to ensure you are following the correct protocols.

- 1 Tap Post & Escalation Orders from the Home screen.
- 2 Review the available post orders for your site.
- 3 Read each order carefully.
- 4 If acknowledgment is required, tap Acknowledge to confirm you have read the order.
- 5 Escalation orders show the chain of contacts to notify in the event of an emergency.

13. Schedules



The Schedules feature lets you view your upcoming and current shifts so you always know where and when you need to be.

- 1 Tap Schedules from the Home screen.
- 2 View your upcoming shifts, including date, time, and site assignment.
- 3 Tap any shift to see more details, including any notes from your supervisor.

14. Troubleshooting & Tips

Refer to the table below if you encounter common issues with the TrackTik Guard Tour app:

| Issue | Solution |
|---------------------------------------|--|
| Can't log in | Check your username and password. Ensure the Server URL starts with https://. Confirm you have internet access. |
| Clock-in not registering | Verify a stable 4G/5G or Wi-Fi connection. Ensure you are within the configured clock-in time window. |
| App freezing or slow | Update the app. Try clearing the app cache. Uninstall and reinstall if the problem persists. |
| Cannot scan a checkpoint | Check that the checkpoint is enabled. Ensure the barcode/NFC tag is accessible and undamaged. Confirm your permissions with your supervisor. |
| GPS scan inaccurate | Move to an area with better GPS reception. Ask your admin to increase the GPS accuracy range in checkpoint settings. |
| Restricted access to features | Your role may have limited permissions. Contact your supervisor to review your user role and permissions. |
| 'Unrecognized server response' | Your Server URL is likely incorrect. Double-check it starts with https:// not www. |
| Report lost after crash | Reopen the app and recreate the report as soon as possible. Report the incident to your supervisor. |

15. Quick Reference & Support

Best Practices

- Always clock in before starting your shift to ensure all activity is recorded.
- Review post orders at the beginning of every shift.
- Report incidents as soon as they occur with as much detail as possible.
- Use secure Wi-Fi or cellular networks when submitting sensitive data.
- Log out at the end of your shift to protect access to site information.
- Ensure GPS and location permissions are always enabled for the TrackTik app.
- Accept all app permissions during installation for full functionality.

Contact & Support

| Channel | Details |
|---------------|--|
| Phone Support | +1 (888) 454-5606 |
| Email Support | support@tracktik.com |
| Help Center | support.tracktik.com |
| Supervisor | Contact your site supervisor for login credentials, server URL issues, or site-specific questions. |

By familiarizing yourself with the TrackTik Guard Tour mobile application, you enhance your efficiency and contribute to the highest standards of security and safety.

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