1. INTRODUCTION

1.1 About the System

The Online Guarding system offers a live real-time monitoring solution of your personnel. You can view the status of sites from the virtual control room and respond accordingly. Supervisors can see what action has been taken and respond themselves via the phone app. If real time is not what you want but prefer daily reports automatically delivered to your inbox, there are multiple report types to choose from. The system can be set up by your distributor or yourself if you choose.

1.2. System Requirements

- A computer or device which runs a web browser.
- PDF reader (optional) viewing reports

**Note:** Not compatible with Internet Explorer browser.

1.3 Accessing the System

1. To access the system, use a web browser on your computer or device which runs a web browser e.g. Google Chrome/Microsoft Edge/Safari/etc.
2. Enter the following address http://www.onlineguarding.co.za in your browser
3. **Login** with your account credentials register if its first time.
2. INITIAL REGISTRATION

2.1 Initial Profile registration

The initial registration on the system allows a company or organisation to register for the first time. To complete this registration you will need to have bought the starter pack from a distributor. The distributor will give you a Registration Code that will be needed in order to be able to register the company.

2.1.1 Registering for the first time

Click Register HERE > Fill in the form below;
2.2 Adding extra emails for automated reports

There are 2 reports that you subscribe to by specifying email address(es) to receive the reports automatically from the system everyday i.e Detailed Clocking and Overview Clocking reports. The email address used above will automatically get the reports.

All email addresses entered on the initial registration page will automatically receive 2 reports from the system for each site everyday, Detailed Clocking and Overview Report. To get extra email addresses receiving the reports, follow the below instructions. Additional sites added have to be configured to receive the preferred reports as outlined within this manual in sections to follow.

2.2.1 How to add emails to receive reports?

1. Click **Number of additional email addresses** drop down menu
2. Select **number of email addresses** > Enter **Emails** in the blank fields
Please Note: All fields marked with * are required fields.

2.3 Profile Users

2.3.1 Activating your System Account

1. When you register a new email address you will receive an email from the server for activation. In the email click the Finish Registration link or copy the link provided and paste it in your web address bar in your internet browser. 

   **Note:** If you cannot find the email in your email inbox please also check your SPAM folder. If you can’t find the email, login, go to the user profile and, Click resend activation email.

3. If you do not register your email address, the system will not send any emails to you.

2.3.2 Create a User Account

Every person that needs access to the site should be a user on the system. There are various roles that can be assigned to a user on the system and each has a different level of access to the system.

A *User* is assigned to a single profile and ONLY has access to its sites.
An **Email User** is a user account who can ONLY receive automated emails.

A **Report User** is assigned to a single client and can only access reports for the sites. These users can also be limited to only see specific reports by going to the "edit user" page.

A **Virtual Room Control** user has access to the VCR to monitor events happening and handle or notify responsible person to act.

Click [Users > Add a User](#) and fill the form below

Choose the appropriate User Role, Click [for more details](#).

**Note:** All fields marked * are required

### 2.3.3 Making Changes to a User Account

1. Click on **User** tab
2. Look for the user or type in the username into the search field
3. Click [📝](#) to edit the user.
4. Save your changes.

### 2.3.4 How to Recover a Forgotten Password

1. Enter the system address [http://www.onliguarding.co.za](http://www.onliguarding.co.za) in your internet browser address bar and press ENTER.
Click either **Reset password** link or Reset password button and enter your valid email address or username for your account.
Enter the email address that corresponds to your account and follow the instructions.
3. SITES

3.1 Multiple Sites

When you registered, a site was created for you. If you have more than one site follow the below instructions to add them.

3.1.1 How to Add a Site

Select Sites > Add a Site
Fill in the form to create your site.

Take note to Click after entering your Mag-Cell code
If the site is to have more that one magcell, enter the code(s) again & add

It is advisable to use the additional information section to put site physical address address, site specific information especially information like the confirmation password.
Note: No points have been imported i.e. no points added at this point

3.1.2 Modify Site Information

Sites > Search or Select Your Site Name > Click Edit Site

3.2 Clocking Points

Clocking points are the points that need to be clocked with a baton. Generally they are placed along the guards patrol path. Each point has a unique serial number which makes it identifiable. The system allows you to give them custom names to make reports easier to read.

When batons are uploaded, the points they have clocked will automatically be imported into the system.

Points can be sorted by code or name by clicking on the heading, or points can be dragged and dropped into a specific order.

3.2.1 Add Clocking Points to a Site

To get clocking points for your site:
1. Images showing the ID points which will be clocked.

2. Use the Suga Blu baton to clock the ID points:

3. The ID points will automatically be added to the site to which the baton belongs.

3.2.2. Renaming ID points

1. Click **Client profile > Clocking Points**
2. Click the **Point group** to expand it
3. Check/Tick the checkbox against the point you want to rename
4. Next Click the 🖊 pencil to **edit**.
Note: Points are added in the order they are clocked or if one wants to change order you drag’n drop to the position wanted.

3.2.3 Point Groups

To make managing points easier, you may want to divide your points into groups (e.g: Backyard, North West corner, Water tank and the Garage will make up a group called North Group). You can also sort points to be displayed in a certain order.

Points can be grouped differently depending on your site requirements. This helps with setting patrols and information display on reports.

Group points

To make managing points easier, create a new point group and simple drag ’n drop the point into the new group. You can sort points to be displayed in a certain order.

Note: The ‘wall point’ group name cannot be changed, only point groups you created can be renamed.

1. Under Client profile > Clocking Points
2. Select add Point Group & Add your point group name as below

![Add Group](image)

3.2.4 User points

These are points that are assigned to individuals for accountability and administration. For example, guards can have a point assigned to them to account for when they report for work and end a shift or a supervisor, when they make site visits, clocks his point to a baton at site which will show proof or report actual site visits.
**Note:** User points do not belong to a site and will be shown under the client profile tab.

Click **Client profile** tab > **Clocking points**

Open the group to which the point currently belongs

**Example,**

I want to assign a point named guard belonging to Site Points Under MyExampleSite as shown;

![Clocking Points](image)

Drag 'n drop points to groups or to change the order in which they will appear

- **Unassigned** (10)
- **Alert Points** (2)
- **Site Points - MySiteExample** (8)
  - **Wall Points** (6)

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑️ 5203A9</td>
<td>Car park</td>
</tr>
<tr>
<td>☑️ 389A14</td>
<td>Guard Room</td>
</tr>
<tr>
<td>☑️ 012BA6</td>
<td>Generator Area</td>
</tr>
<tr>
<td>☑️ 38A27E</td>
<td>East-Admin block</td>
</tr>
<tr>
<td>☑️ 51741D</td>
<td>Supervisor</td>
</tr>
<tr>
<td>☑️ 5221DE</td>
<td>Guard</td>
</tr>
</tbody>
</table>

- **Example** (1)

Click the **Checkbox** that corresponds to your point to change

Then Click Select Action drop down
Click Assign As User > Click Update

**Note:** Your user point will now only appear under **Clocking points** in your profile and not under a specific site but will now belong to client profile. The resulting changes will be as below, after expanding the User Points group.

- **Clocking Points**
  
  Drag 'n drop points to groups or to change the order in which they will appear on report
  
  - **Unassigned (10)**
  
  - **User Points (1)**
    
    | Code  | Name  |
    |-------|-------|
    | 5221DE | Guard |
    
    Select Action > Update

- **Alert Points (2)**

- **Site Points - MySiteExample (8)**
3.2.5 Alert Points

An alert point is a point on a site that is created on the guard’s patrol route but not clocked under normal patrols. The alert point is only clocked if an event that has been triggered or for a site request, for example, in a panic or duress situation or request a callback. The point should be labelled on the system to depict the action/event that would have happened.

How to create an Alert Point
Click Sites tab > Select Your site > Clocking Points > Point Group > ID/ Point name>Click the checkbox on the point>Click Select Action>Choose Set as Alert and Update.
Example,
Click Sites > MySiteExample > Clocking Points > Wall Points > Select Medical Assistance>Set Alert Point>Update.

Alert Points
Alerts are found under alert point group.

<table>
<thead>
<tr>
<th>Alert Points (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>▼</td>
</tr>
<tr>
<td>5203A9</td>
</tr>
<tr>
<td>51741D</td>
</tr>
</tbody>
</table>

3.3 Automated Emails

There are two types of automated emails, Profile mailers & Site mailers.
The profile mailer is setup/added to receive automated emails for all sites under the profile while the Site mailers are specified for certain sites only. Eg. an operations manager would be setup for all sites and a supervisor to a site(s).

**Note:** On registration you are automatically set up to receive emails but when adding new sites, you need to add what types of email reports you receive.

### 3.3.1 Adding Automated Email Reports

Click **Client Profile > Automated Emails**

Set up Profile mailers Click **Add Automated Report Email**

**Next,** Select **User & Report** type

![Create General Mailer](image)

### 3.3.2 How to Manage Automated Email Alerts for Profile Mailer

Click **Client Profile > Automated Email > Profile mailers**
Go to the User email and Click ⬇ to edit

Or Click on Manage Automated Alert Mail
Click on checkbox to enable/disable receiving email alerts

3.3.3 How to Add Automated Email Reports for Site Mailers

Click Client Profile > Automated Emails
Under Site mailers Click Add Automated Report Email
Next, Select Site, User & Report type

Sites

Create Site Mailer

Site
MySiteExample

Select user
jona_mashoko

Report
Select Report
3.3.4 How to Manage Automated Email Alerts for Site Mailers

Click **Client Profile > Automated Email > Site mailers**

Go to the **User email** and Click 🖌 to edit

Or Click on 🔄 Manage Automated Alert Mail

Click on checkbox to **enable/disable** alerts to include on email

### Alerts

- **Call Button Activation**
- **Tamper**
- **Mains Fall**
- **Mains Restore**
- **Event Message**
- **Armed response required**
- **Fire**

3.3.5 Signal Meanings

**Call Button Activation**

- This is a request by the guard to call him. This alert is triggered when an ID point set as Call Back Button has been clocked from a site.

**Tamper**

- This could be for one or all of the following reasons. - The unit has been opened - The unit has been wet - The unit has been damaged Check if a technician is on
site, if not, a supervisor needs to be sent to site to investigate immediately (depending on the situation). A technician might have to look at the unit to make sure nothing has gone wrong.

*Mains fail*
- The unit is now running on battery power. Has the unit been unplugged, if so why? Has mains power been cut? This can be the precursor to something bigger if nothing is done about it.

*Mains Restore*
- No longer running on battery, same questions should be asked as with the mains fail.

*Armed Response required*
- This could be required when the guard on site requires more manpower and resources to respond to intruders or for assistance to handle a situation at site.

*Fire*
- This is an alert communication in the event of a fire break-out, which can be sent to the central command, site owners and the fire department having clocked an assigned point on site.

*Event Message*
- Events happening at site can be categorised and points assigned when clocked it will be a form of confirmation that the event has taken place and appropriate personnel are notified.

*Medical Emergency*
- This ensures the safety of staff at a site as human life is of top priority. The system allows a point to be set aside on a site as a point to be clocked when there is a need for medical assistance or incapacitation due to illness.

### 3.4 Patrols

Here you can setup multiple patrols for a specific or multiple sites that are monitored automatically by the system. Alerts for an event monitored will be sent through email and/or telegram depending on your preferences. If one patrol setup will not work for your situation you can add more to cover all the different possibilities.
3.4.1 Patrol signals

Failed patrol
- The guard has not come back from patrol in the allotted time, or they have come back but have clocked less than half the points. Is the guard sleeping? Has something happened to the guard on route? Was the guard delayed in some way?

Missed point
- The guard has missed one or more points. Are some of the points damaged? Is the guard not clocking points correctly? Is the guard purposely missing the points furthest away?

Incomplete patrol
- The guard has to come back to the unit with points missing from the patrol. The guard has however been notified of this and might have enough time to correct it. (this might need to be filtered in a big control room). This will be communicated to the guard from the control centre or management to take corrective action.

Patrol OK
- The patrol was done ok. (this might need to be filtered in a big control room).

Patrol too fast
- The patrol was done too fast. Patrols are normally done over a fixed period. If the guard runs the patrol so as to have more time to rest in the guard house you would get this message. Eg 10 points need to be clocked in one hour. Normally you would want the points to be done over the whole hour and not all in the first 5 mins.

Patrol irregular
- The point times were irregular. Most sites require points to be clocked at regular intervals if the guard runs and clocks the first 9 points in the first 5 mins and then waits 50 mins to clock the last one you would get this signal.

Time between points
- The guard needs to clock a different point every X mins. Has something happened to the guard since the last signal?
3.4.2 Setting up a Patrol

Go to Client profile > Patrols > Add Patrol

Next, Select the parameters settings for the patrol

Add Patrol

- Site: All Sites
- Patrol Name: Standard Patrol
- Patrol Round: 1 hrs 0 min
- Start Time: 07:00
- End Time: 18:00

Note: If you do not specify a particular site, the patrol will be applied to ALL sites.

Manual point selection is not recommended as you will have to edit the patrol if you change the points later.
3.4.3 Change Patrol Settings

Go to Client profile > Patrols
Under Patrols go to the Patrol & Click ✍️ to edit

3.5 Telegram & Alerts

Use the Telegram messenger app for instant SMS alerts free of charge. Available from the app store for mobile devices or alternatively use the desktop and/or the web version in your browser for computer use.

3.5.1 Instructions to Set Up Telegram

1. Click Profile (top right corner next to your username)
2. Copy telegram key, see example

3. Open your telegram app on your device
4. Search for Onlineguarding
5. Enter the KEY in point 2 & then send

Next set up Telegram alerts in the system;

1. Click **Client Profile > Telegram Alerts & Reports**.
2. Select **Manage Telegram-Alerts Points** or **Manage Telegram-Site Alerts**.
3. Set your alert preferences

### 3.5.2 How to Set Alert Points in Telegram

1. Select **Client Profile > Telegram & Alerts**
2. Under **Telegram & Alerts** Click **Manage Telegram-Alerts Points**
3. Choose **User**, by **Default** the logged in user account is selected
Select the Alert Points to send alerts through telegram e.g a panic alert point

3.5.3 How to Manage Site Alerts in Telegram

1. Select Client Profile > Telegram & Alerts
2. Under Telegram & Alerts click Manage Telegram-Alerts Points
3. Choose User, by Default the logged in user account is selected

Select the Alerts & Patrol events by clicking the Checkbox to receive telegram alerts
3.6 Virtual Control Room (VCR)

The virtual control room allows you to view the events happening on the system in real time.
Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.
Events that would be taking place while no one is logged to the VCR will be sent as notifications through SMS or email depending with your system setup. Also these events can be viewed in the reports section.

3.6.1 View Events in VCR

Click VCR tab

3.6.2 VCR Dashboard

Control Room
- This is a window which shows all the events that have been triggered from site(s). The events shown are still open though some could have been handled though some have been handled but are waiting final action or feedback

Automatically Handled
- These are events that are setup using filters not to appear on the dashboard and will be handled by the system e.g. a Patrok Ok event.

Filters
- Filters allow viewing events in the Control Room to a particular site and/ or event. The system enables one to filter results using site name or event type.
3.6.3 Handling VCR Events

Click **Handle** for the event

You can see the alert type and any information pertaining to dealing with the event. You can choose to add **Notes** & keep event open, or click handle to close it.
3.6.3.1 Adding Event notes in Virtual Control Room

1. Open Event
2. Add Notes
3. Click Save & keep Event Open

An Event with Notes
3.6.3.2 Close an Event

1. Open the **Event**
2. Add **Notes**
3. Click **Handle**

3.6.4 Using Filters in VCR

1. Open **VCR > Filters**
2. Select **Site(s)**
3. Select **Event type**
4. Click **Add Filter** to apply it.
3.6.5 Virtual Control room activity log

The Activity Log provides an overall overview report about events that would have been triggered in the system, showing the time, and how they have been handled.

You can use filters to show less details for the events by not selecting some of the report parameters.

1. To Open **Activity Log** report
2. Click **VCR tab > Activity Log**
3. Click to **Select/Deselect** to suit your report preferences.
3.6.6 Activity Log

**Session Start**
- It shows when the VCR was initiated or started by a specific user.

**Session End**
- The end time when a user stopped using VCR.

**Lock Event**
- This happens when an event is being edited by another user to prevent access and not allow changes at that time.

**Unlock Event**
- Closing an open event in edit mode for other users to access and make changes.

**Handle Event**
- This is taking ownership of an open event by taking necessary action required or acknowledging to have seen it and respond accordingly. After this one can close or remove the open event from appearing on the dashboard/list of open events.

**Save Event**
- It means submitting or updating changes made to an event.
4. DASHBOARD

4.1 What is Dashboard?

The Dashboard will show you what sites are active or inactive, any events that have occurred in the last 24 hours and what reports have been emailed out. The picture below shows how the dashboard looks.

4.1.1 Dashboard Description

All Sites
- This shows the total number of sites you have.

Inactive Sites
- This shows the total number of inactive

Users
- This is a list of all the users of the system with different roles. It easily shows which users currently have access to the system.

Sites Overview
- It shows a quick overview of current site status

Site Automated Emails
- It shows what type of reports and time last sent for different sites for automated emails

Profile Automated Emails
- It shows what type of reports and time last sent for the profile for automated emails

Last Logged User
- It shows the last user who was logged onto the system.
4.2 Dashboard with an overview of profile details

Click more info or the + sign for more details.
5. REPORTS

Below is a full list of reports that can be generated from the system

Click Reports > Compact View (top right) or Full view

5.1 Site Reports

5.1.1 Detailed Clocking Report

A detailed clocking report gives a detailed list of clockings in chronological order. This report is excellent for detailed clocking information, but not so great for an overall picture.

What information do you get from this report?
This is a detailed report of clockings over a specific period of time and can be filtered to view selective clockings.
This report is best suited for analyzing patrols over a short period of time, like an hour or up to a day.

Open Reports > Under Detailed Clocking Report > Click Generate
Detailed Clocking Report Filters
To use Sort By, the Simple report checkbox should be unchecked.

Sort by: Baton
- The points clocked will be grouped by Baton (Magcell code) between the selected dates.

Upload Date
- The report will show points grouped by date of upload, with the starting date selected on top.

Point
- This will show dates and times of clocking for each site point, an example below;
Detailed Clocking Report for Site: Business park
From 2017-07-09 to 2017-07-10

<table>
<thead>
<tr>
<th>Clocking by Main gate (8C89CA) in Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Clocked</td>
</tr>
<tr>
<td>--------------</td>
</tr>
<tr>
<td>2017-07-09 19:07</td>
</tr>
<tr>
<td>2017-07-09 20:20</td>
</tr>
<tr>
<td>2017-07-09 21:16</td>
</tr>
<tr>
<td>2017-07-09 22:07</td>
</tr>
<tr>
<td>2017-07-09 23:04</td>
</tr>
<tr>
<td>2017-07-09 23:05</td>
</tr>
<tr>
<td>2017-07-10 00:17</td>
</tr>
<tr>
<td>2017-07-10 00:18</td>
</tr>
<tr>
<td>2017-07-10 01:05</td>
</tr>
<tr>
<td>2017-07-10 02:05</td>
</tr>
<tr>
<td>2017-07-10 03:27</td>
</tr>
<tr>
<td>2017-07-10 04:04</td>
</tr>
</tbody>
</table>

Total Times Clocked: 12

<table>
<thead>
<tr>
<th>Clocking by Car ports (116EA6) in Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Clocked</td>
</tr>
<tr>
<td>--------------</td>
</tr>
<tr>
<td>2017-07-09 19:08</td>
</tr>
<tr>
<td>2017-07-09 20:21</td>
</tr>
<tr>
<td>2017-07-09 21:17</td>
</tr>
<tr>
<td>2017-07-09 22:08</td>
</tr>
</tbody>
</table>

Filters

Simple Report

Note: The checkbox on Simple Report should be checked.
- This report simply lists down the points in the order in which they were clocked showing times taken between points and around point.

Un-clocked points
- If the checkbox is selected/ticked, site points which would have not been clocked will be shown on the reports and the opposite is true if unchecked.

Detailed Clocking Report Glossary

Dwell time
is the time a guard has to take around a clocking point when patrolling
An example of Detailed Report Sort by Upload

**Detailed Clocking Report for Site: Business park**
From 2017-07-05 to 2017-07-06

<table>
<thead>
<tr>
<th>Uploaded 2017-07-05 12:12:10 from MAGT0276</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Point Code</strong></td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>8CE9CA</td>
</tr>
<tr>
<td>116EA6</td>
</tr>
<tr>
<td>92F9A2</td>
</tr>
<tr>
<td>8C7C94</td>
</tr>
</tbody>
</table>

Total Points Clocked: 4

<table>
<thead>
<tr>
<th>Uploaded 2017-07-05 13:18:29 from MAGT0276</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Point Code</strong></td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>8CE9CA</td>
</tr>
<tr>
<td>116EA6</td>
</tr>
<tr>
<td>92F9A2</td>
</tr>
<tr>
<td>8C7C94</td>
</tr>
</tbody>
</table>

Total Points Clocked: 4

<table>
<thead>
<tr>
<th>Uploaded 2017-07-05 13:33:45 from MAGT0276</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Point Code</strong></td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>8CE9CA</td>
</tr>
<tr>
<td>116EA6</td>
</tr>
<tr>
<td>92F9A2</td>
</tr>
<tr>
<td>8C7C94</td>
</tr>
</tbody>
</table>

Total Points Clocked: 4
5.1.1.2 Example Detailed Clocking Simple Report

<table>
<thead>
<tr>
<th>Point Code</th>
<th>Point Name</th>
<th>Point Group</th>
<th>Date Clocked</th>
<th>Dwell Time</th>
<th>Two separate points have not been clocked for</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0083 - 394F65</td>
<td>Point 12</td>
<td>Wall Points</td>
<td>2019-11-06 00:07:04</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 24</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 13</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 15</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 14</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 16</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
</tbody>
</table>

Summary

<table>
<thead>
<tr>
<th>Point Code</th>
<th>Point Name</th>
<th>Point Group</th>
<th>Total Times Clocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>394F65</td>
<td>Point 12</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 24</td>
<td>Wall Points</td>
<td>0</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 13</td>
<td>Wall Points</td>
<td>0</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 15</td>
<td>Wall Points</td>
<td>0</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 14</td>
<td>Wall Points</td>
<td>0</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 16</td>
<td>Wall Points</td>
<td>0</td>
</tr>
</tbody>
</table>

5.1.1.3 Example of Detailed Clocking Simple Report for clocked points only

<table>
<thead>
<tr>
<th>Point Code</th>
<th>Point Name</th>
<th>Point Group</th>
<th>Date Clocked</th>
<th>Dwell Time</th>
<th>Two separate points have not been clocked for</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0083 - 394F65</td>
<td>Point 12</td>
<td>Wall Points</td>
<td>2019-11-06 00:07:04</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 24</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 13</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 15</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 14</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
<tr>
<td>A0083 - 394F65</td>
<td>Point 16</td>
<td>Wall Points</td>
<td>2019-11-06 00:06:02</td>
<td>00:00:02</td>
<td>-</td>
</tr>
</tbody>
</table>

Summary

<table>
<thead>
<tr>
<th>Point Code</th>
<th>Point Name</th>
<th>Point Group</th>
<th>Total Times Clocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>394F65</td>
<td>Point 12</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 24</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 13</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 15</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 14</td>
<td>Wall Points</td>
<td>2</td>
</tr>
<tr>
<td>394F65</td>
<td>Point 16</td>
<td>Wall Points</td>
<td>2</td>
</tr>
</tbody>
</table>
5.1.2. The Overview Clocking Report

Open Reports > Under Overview Clocking Report > Click Generate

Overview Clocking

A “bird’s-eye-view” of the clocking data for your sites.

This report is ideal for getting an immediate impression of the clocking information for your site.

1. There are 3 possible options:
   - **All Points**: All points listed.
   - **Active**: Active points only.
   - **Group**: This option will only be available if you have set up point groups.

2. Select the **start date** you want to view the report from.
3. Select the **end date** you want to view this report up to.
4. On the **Shift** option:
   - **Day Shift**: is selected by default and you will get a report for a 24 hour period of the selected date.
   - **Night Shift**: is for a report showing the 12 hour period starts from 12:00pm of the selected date.
   - **Custom**: you can select from what time you want to view.
Report Terms:

*Power-up*
- The Magcell unit has been switched on.

*Call button activation*
- The red button on your Magcell unit has been pressed to indicate danger.

*Upload*
- The baton date has been sent through to the server.

*Tamper*
- The Magcell unit has been opened.

*Mains fail*
- Power to the Magcell unit has been disrupted.

*Mains restore*
- Power to the Magcell unit has been restored.

Explanation:
- This report shows a general view of all clockings for a 24 hour period on one page. At a glance, you will be able to see if the guards have been patrolling correctly. Missed points, failed patrols and double clockings can be viewed here as well.
Report Terms:

*Power-up*
- The Magcell unit has been switched on.

*Call button activation*
- The red button on your Magcell unit has been pressed to indicate danger.

*Upload*
- The baton date has been sent through to the server.

*Tamper*
- The Magcell unit has been opened.

*Mains fail*
- Power to the Magcell unit has been disrupted.

*Mains restore*
- Power to the Magcell unit has been restored.

5.1.3 Alerts Triggered Report

The **Alerts Triggered Report** is a list of all the alerts that have been triggered in the system.

Alerts that can be triggered are:

*Call button*
- The call button below the express unit has been pressed.

*Tamper*
- The Magcell unit has been opened

*Mains fail*
- Power to the Magcell unit has been disrupted

*Mains restore*
- Power to the Magcell unit has been restored

**Patrols**

*Patrol Okay*
- All points correctly clocked

*Patrol Missed Points*
- At least some of the points were clocked, but not all

*Patrol Failed Patrol*
- Less than half or no points clocked
5.1.3.1 View this report:

Open Reports > Under Site Reports

⚠ Alerts Triggered
A list of alerts that have been triggered.

This report contains a list of alerts that have been triggered in the system. This includes Mains fail, tamper and call button activations.

Report: Alerts Triggered

<table>
<thead>
<tr>
<th>Site:</th>
<th>MySiteExample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date:</td>
<td>2019-11-05 09:29</td>
</tr>
<tr>
<td>End Date:</td>
<td>2019-11-06 09:29</td>
</tr>
</tbody>
</table>

def/select all symbols

Alerts
- Call Button Activation
- Tamper
- Mains Fail
- Mains Restore
- Alert P:
- Event Message
- Armed response required
- Fire

Patrols
- Patrol: Okay
- Patrol: Missed Points
- Patrol: Patrol Too Fast
- Patrol: Patrol Irregular
- Patrol: Failed Patrol
- Patrol Exception: Time
- Between Points

SMS
- SMS Credits Low
When you Click Generate this form will show;

5.1.4 Site Equipment Report

Is a report that lists a client's sites and the number of site codes, batons and points are being used within a date range. It is an overview of equipment associated with a specific client.

View Site Equipment report

Reports > Site Equipment Report

Site Equipment Report

Overview of equipment associated with a specific client.

Report that lists a client's sites and the number of site codes, batons and points are being used within a date range.
5.2 Profile reports

5.2.1 Virtual Control Room Report

The virtual control room allows you to view the events happening on the system in real time.

Please note that events will only show up while a user is logged into a VCR. Events that have come through to a VCR but were not handled will remain in the VCR until they are handled by a user.

**Terms**

**Control Room**
- This is a window which shows all the events that have been triggered from site(s). The events shown are still open though some could have been handled or attended but still to be closed when appropriate action has been completed.

**Automatically Handled**
- These are events that are setup using filters not to appear on the dashboard and will be handled by the system e.g. a Patrok Ok event.

**Filters**
• Filters allow to view events in the Control Room to a particular site and/ or event. The system allows to filter results using site name or event type.

Virtual Control Room Detail Report
Detailed view of control room events
Get a detailed list of handled, filtered or unhandled events that have occurred in the control room.

5.2.1.1 Report Generation
1. Select the Client name
2. Choose a Start date.
3. Choose an End date.
4. Select events that are either Handled, Filtered or Unhandled or select them all.
5. If you select the Advanced options, you can select Specific Event Types that you would like to see. (You can tick only one or a selection of what you would like to see)
6. Click on the Generate tab.
### 5.2.1.2 Output

**Handled**

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Site</th>
<th>Event Type</th>
<th>User</th>
<th>Handled Date</th>
<th>Notes</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-01-05 21:14</td>
<td>Falcon View</td>
<td>Call Button Activation</td>
<td>Controller</td>
<td>2017-01-05 21:22</td>
<td></td>
<td>00:07:17</td>
</tr>
<tr>
<td>2017-01-05 21:14</td>
<td>Falcon View</td>
<td>Call Button Activation</td>
<td>Controller</td>
<td>2017-01-05 21:21</td>
<td></td>
<td>00:07:12</td>
</tr>
<tr>
<td>2017-01-05 21:14</td>
<td>Falcon View</td>
<td>Call Button Activation</td>
<td>Controller</td>
<td>2017-01-05 21:21</td>
<td></td>
<td>00:07:08</td>
</tr>
<tr>
<td>2017-01-05 21:15</td>
<td>RTB 2</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:21</td>
<td></td>
<td>00:06:48</td>
</tr>
<tr>
<td>2017-01-05 21:15</td>
<td>Snyman</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:21</td>
<td></td>
<td>00:06:41</td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Woods Cleveland</td>
<td>Patrol: Okay</td>
<td>Controller</td>
<td>2017-01-05 21:02</td>
<td>2 days 01:51</td>
<td></td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Transfield</td>
<td>Patrol: Missed Points</td>
<td>Controller</td>
<td>2017-01-05 21:02</td>
<td>2 days 01:47</td>
<td></td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Woods Norton</td>
<td>Patrol: Missed Points</td>
<td>Controller</td>
<td>2017-01-05 21:02</td>
<td>2 days 01:45</td>
<td></td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Tario Altoa</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>2 days 01:41</td>
<td></td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Langstroth</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>2 days 01:37</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Transfield</td>
<td>Patrol: Missed Points</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:45</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Woods Cleveland</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:43</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Premier Valves</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:40</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Langstroth</td>
<td>Patrol: Patrol Irregular</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:33</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Woods Norton</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:31</td>
<td></td>
</tr>
<tr>
<td>2016-12-31 19:30</td>
<td>Tario Altoa</td>
<td>Patrol: Missed Points</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>5 days 01:28</td>
<td></td>
</tr>
<tr>
<td>2017-01-03 20:00</td>
<td>Premier Valves</td>
<td>Patrol: Failed Patrol</td>
<td>Controller</td>
<td>2017-01-05 21:01</td>
<td>2 days 01:10</td>
<td></td>
</tr>
</tbody>
</table>

**Explanations:**

1. Here you can see the **Event Date** (the date the event took place).
2. The **Site** the event took place at.
3. The **Event Type** that took place.
4. The **User** who did whatever action.
5. The **Handled date** (the date the event was handled).
6. The **resolution time** (the amount of time it took before the event was handled).

This is what the **Summary** will look like that you will see at the bottom of the report:

**Summary**

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Button Activation</td>
<td>3</td>
</tr>
<tr>
<td>Patrol: Failed Patrol</td>
<td>9</td>
</tr>
<tr>
<td>Patrol: Missed Points</td>
<td>4</td>
</tr>
<tr>
<td>Patrol: Okay</td>
<td>1</td>
</tr>
<tr>
<td>Patrol: Patrol Irregular</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>15</td>
</tr>
</tbody>
</table>
5.2.4 How to View the Quick Summary Report

Shows a summary of points clocked per per shift.

View a summary report

**Reports > Clocking Summary report**

---

### 2020-01-05

<table>
<thead>
<tr>
<th>Site - Patrol</th>
<th>Total Points</th>
<th>07:00</th>
<th>08:00</th>
<th>09:00</th>
<th>10:00</th>
<th>11:00</th>
<th>12:00</th>
<th>13:00</th>
<th>14:00</th>
<th>15:00</th>
<th>Total Points Clocked</th>
<th>Total Failed Patrols</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Garden Estates - Standard Patrol</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>The Garden Estates - Sunnest</td>
<td>0</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

---

### 2020-01-06

<table>
<thead>
<tr>
<th>Site - Patrol</th>
<th>Total Points</th>
<th>08:00</th>
<th>09:00</th>
<th>10:00</th>
<th>11:00</th>
<th>12:00</th>
<th>13:00</th>
<th>14:00</th>
<th>15:00</th>
<th>Total Points Clocked</th>
<th>Total Failed Patrols</th>
</tr>
</thead>
<tbody>
<tr>
<td>MondaySite - Standard Patrol</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>MySiteExample - Standard Patrol</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
</tbody>
</table>

---

5.3 Diagnostic Reports

These reports are used to find faults on the magcell unit or in troubleshooting when a unit is not functioning as expected. Below are the different reports used when performing units diagnosis.

Note: Should you not be able to find a solution, please call support.

---

5.3.1 Magcell Signals Report

A list of all signals sent to the server which can be filtered to show specific signal types for a specified time frame.

**Reports > Under Diagnostics reports**
To filter the report to show only selected signals, Click **Advanced options** and select signals as required:

### 5.3.1.1 Signal report terms and meanings

**Inactivity**
- Sent every 51 minutes if nothing has happened. This signal indicates unit is still working correctly.

**Mains Restore**
- Mains power has been restored.

**Tamper Restore**
- The unit has been reassembled or moisture has been removed.

**Baton information saved**
- Magcell unit read the baton but was not able to set date and time. Batons data saved on magcell unit memory. Data was saved successfully but, the baton was not cleared.

**Power up**
- Unit powered up from being offline or asleep.

**Configuration SMS Processed**
- The unit found an SMS which configured the device.

**LCD re-initialised of mains restore**
- Older units use this to show the LCD is working correctly.

**Battery Low**
- The battery is low and the unit should be plugged in soon.

**Call button pressed**
- Follows the call button pressed.
Mains Fail
- Mains power has been removed from the unit.

Touch port short
- The touch port has been shorted.

Baton date and time set
- A baton on the unit has its date and time set.

Baton cleared
- This signal indicates that a baton has been downloaded on an online unit and was cleared, it also carries with it the points clocked data.

ID Point
- Single clock point clocked, contains the clock point data.

Call button released
- Follows the call button pressed.

Tamper
- Unit has been tampered with.

Touch port activity
- Something not discernable has occurred on the touchport.

Battery OK
- Follows a battery low if the unit was plugged in to mains.

GPS coordinates
- Coordinates from a unit showing live location.

5.3.1.2 Generating a Report

EXAMPLE

This is an example showing only selected signals:
### Site Codes
- The code for the site.

### Symbols
- Each symbol has its description in the Name field. For example, an X shows Inactivity.

### Name
- The description of the symbol.

### Signal Strength
- The signal strength of the baton.

### Date Clocked
- The date the signal was clocked.

### Date Uploaded
- The date that the information was uploaded to the server.

**Note:** For refined report details click the Advanced options & Display settings.
5.3.2 Health Check Report

The **health check report** shows statistics based on various metrics to give you a view on the health of your sites. A quick way to see if the site is communicating correctly or experiencing any problems. It is an overview of the health of your sites.

**Reports > Under Diagnostics reports**

Rent your site functioning at optimal levels? This report shows statistic based on various metrics to give you a view on the health of your sites. A quick way to see if the site is communicating correctly or experiencing any problems.

5.3.2.1 Generating a Report

**Report: Health Check Report**

<table>
<thead>
<tr>
<th>Site:</th>
<th>MySiteExample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date:</td>
<td>2019-11-05 10:11</td>
</tr>
<tr>
<td>End Date:</td>
<td>2019-11-06 10:11</td>
</tr>
</tbody>
</table>

5.3.2.2 Output

The report will have the following descriptions;

**Battery level**
- This battery level is the amount of power in the battery expressed as a percentage.

**Battery average**
- It shows the battery power average over a given or selected period of time.

**Average Signal Check**
- It gives an indication of the network connectivity in a given selected period.
Status
- This shows the state of a site and its connectivity to server for communication purposes.

Last received
- This is the last signal communication that has occurred between baton and server.

Total Signal Received
- This is the total number of signals received by server from site over a given period

Alerts
- This is the total number of alerts generated from the site over a given period.

Points Clocked
- Total number of times all the points have been clocked over a period

Average Signal delay
- Average delay time of signal transfer between server and baton over a period

Average Signal Strength
- Average signal strength of the site baton in a given period

Lowest Signal Strength
- This is the lowest signal strength experienced in the given period.

Highest Signal strength
- This is the highest signal strength experienced in the given period.

Last Signal strength
- This is the latest signal level received from a site magcell.

### Health Check

<table>
<thead>
<tr>
<th>Suga Blu: A00883</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Battery Level:</strong></td>
</tr>
<tr>
<td><strong>Battery Average:</strong></td>
</tr>
<tr>
<td><strong>Average Signal Check:</strong></td>
</tr>
<tr>
<td><strong>Status:</strong></td>
</tr>
<tr>
<td><strong>Last Received:</strong></td>
</tr>
<tr>
<td><strong>Total Signals Received:</strong></td>
</tr>
<tr>
<td><strong>Alerts:</strong></td>
</tr>
<tr>
<td><strong>Points Clocked:</strong></td>
</tr>
<tr>
<td><strong>Average Signal Delay:</strong></td>
</tr>
<tr>
<td><strong>Average Signal Strength:</strong></td>
</tr>
<tr>
<td><strong>Lowest Signal Strength:</strong></td>
</tr>
<tr>
<td><strong>Highest Signal Strength:</strong></td>
</tr>
<tr>
<td><strong>Last Signal Strength:</strong></td>
</tr>
</tbody>
</table>
5.4 Telegram Messages Sent Report

Reports > Telegram Messages sent

Telegram Messages Sent
A list telegram messages sent.

Report showing a list of telegram messages sent within a selected time span.
6. SUPPORT

6.1 How to Get Help Within the System?

- Make use of the quick help by clicking on the task you want to perform
- Watch our how-to-videos on some of the pages

- Visit the Support page

---

Support

Need help with your Magcell system or the online guarding system?

**Magtouch Electronics**

<table>
<thead>
<tr>
<th>Telephone:</th>
<th>011 524 0255</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax number:</td>
<td>011 524 0277</td>
</tr>
<tr>
<td>Email Address:</td>
<td><a href="mailto:info@magtouch.co.za">info@magtouch.co.za</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.magtouch.co.za/">http://www.magtouch.co.za/</a></td>
</tr>
<tr>
<td>Physical Address:</td>
<td>83 5th Avenue Northmead Benoni</td>
</tr>
</tbody>
</table>

For more help and support information click here