Checkpoint reports, live incidents and guards on post

Guards scan each checkpoint, write what they saw and attach a photo. You see every checkpoint with its time, proof, description and photo, and can send it as a report. Incidents reach your screen the moment they are sent. Required questions must be answered. If a guard leaves the site, you are told.

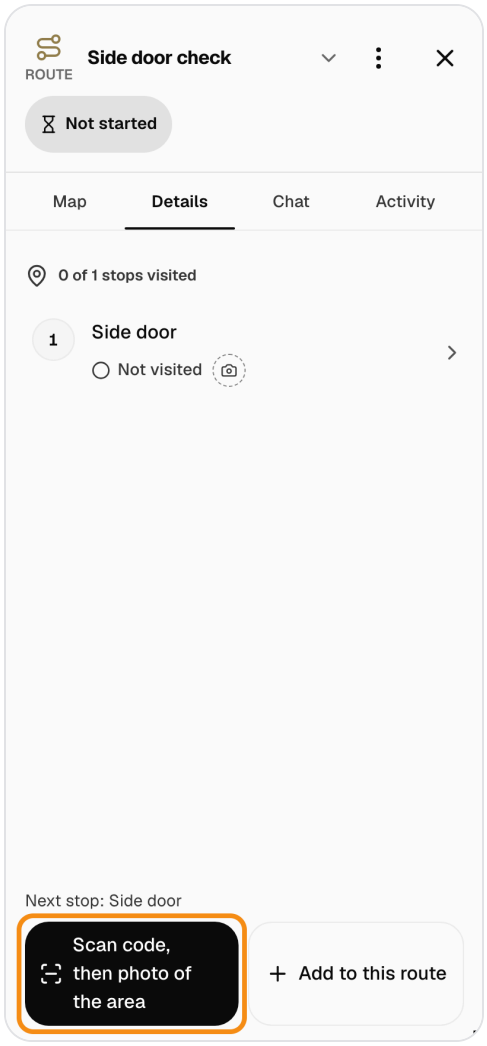
Before you start

- An owner, admin, manager or dispatcher login. Sign in at app.teammap.co on a computer.
- Guards use the TeamMap app on their phone.
- The examples here are a demo site, Riverside Plaza, and one guard's night patrol.

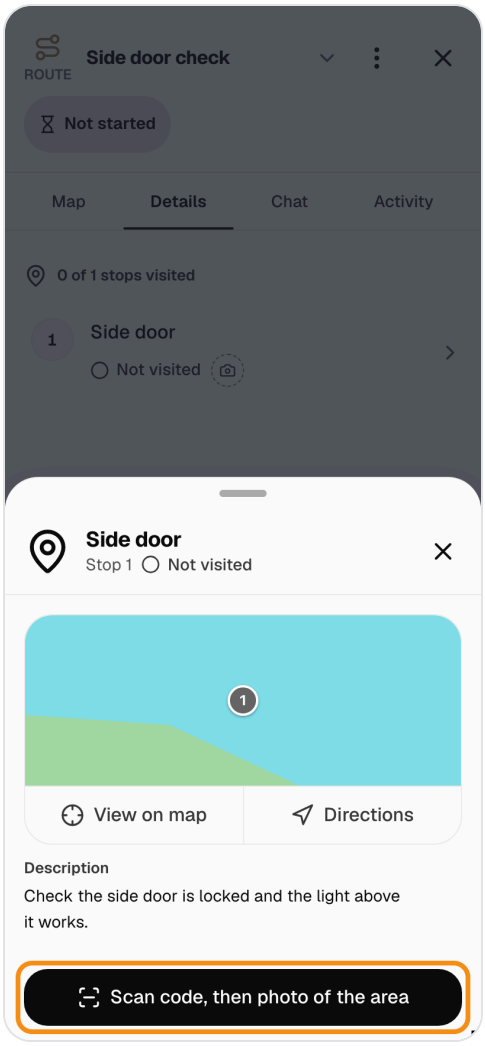
At each checkpoint

1 The guard scans, writes what they saw, takes a photo

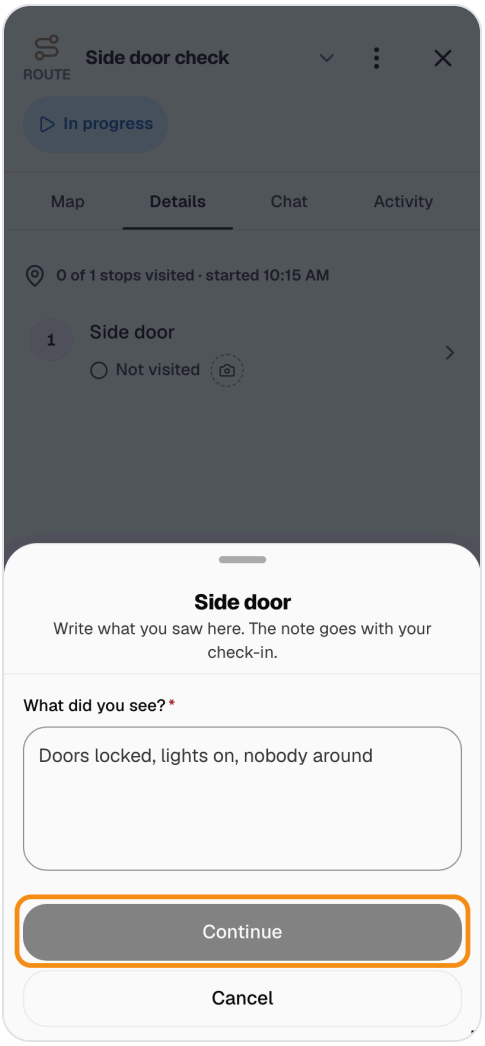
1. At the checkpoint, the guard scans its QR code or taps its NFC tag.
2. The app then asks what they saw. They cannot go on until they write it.
3. Then it asks for the photo. All of it goes with that checkpoint.
4. You choose this per checkpoint when you build the patrol.



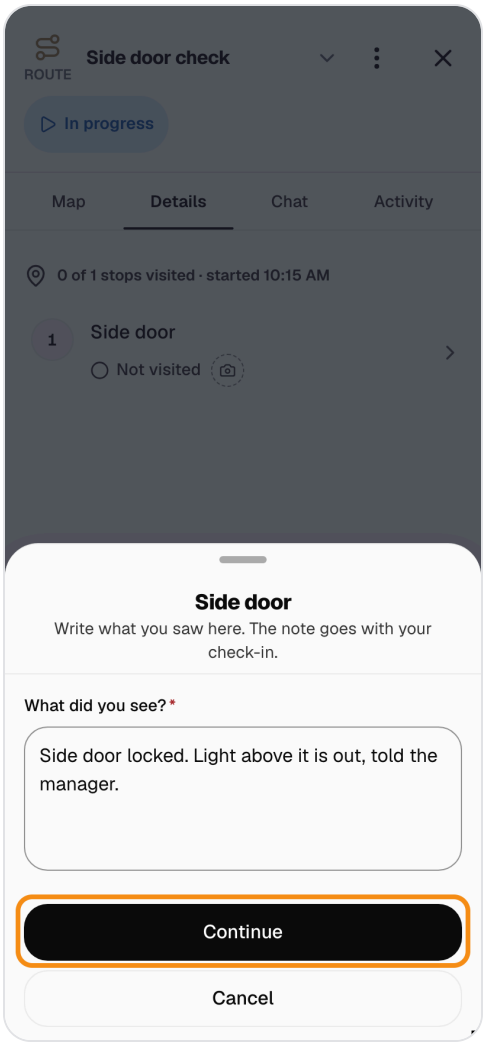
At the checkpoint, tap to scan.



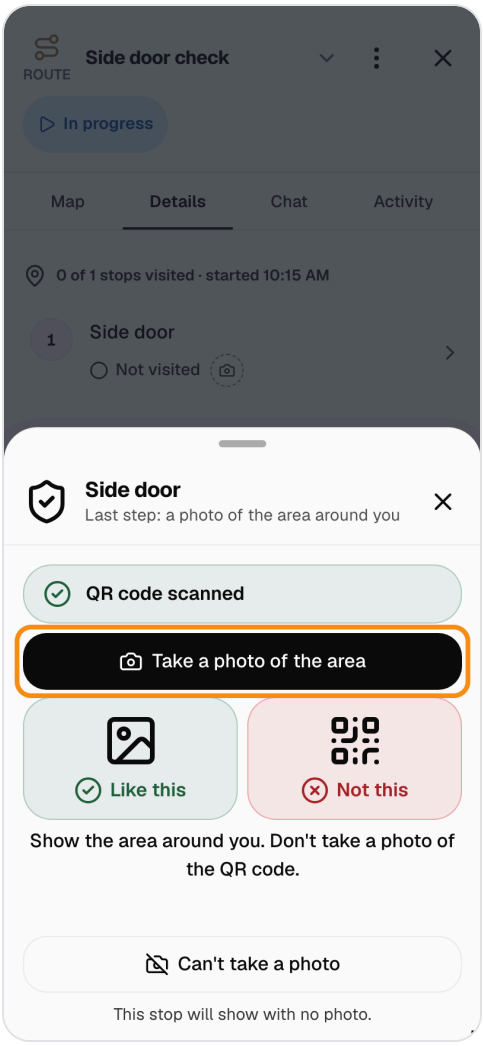
What to check here, then scan.



Continue stays off until the guard writes.



The guard writes what they saw.

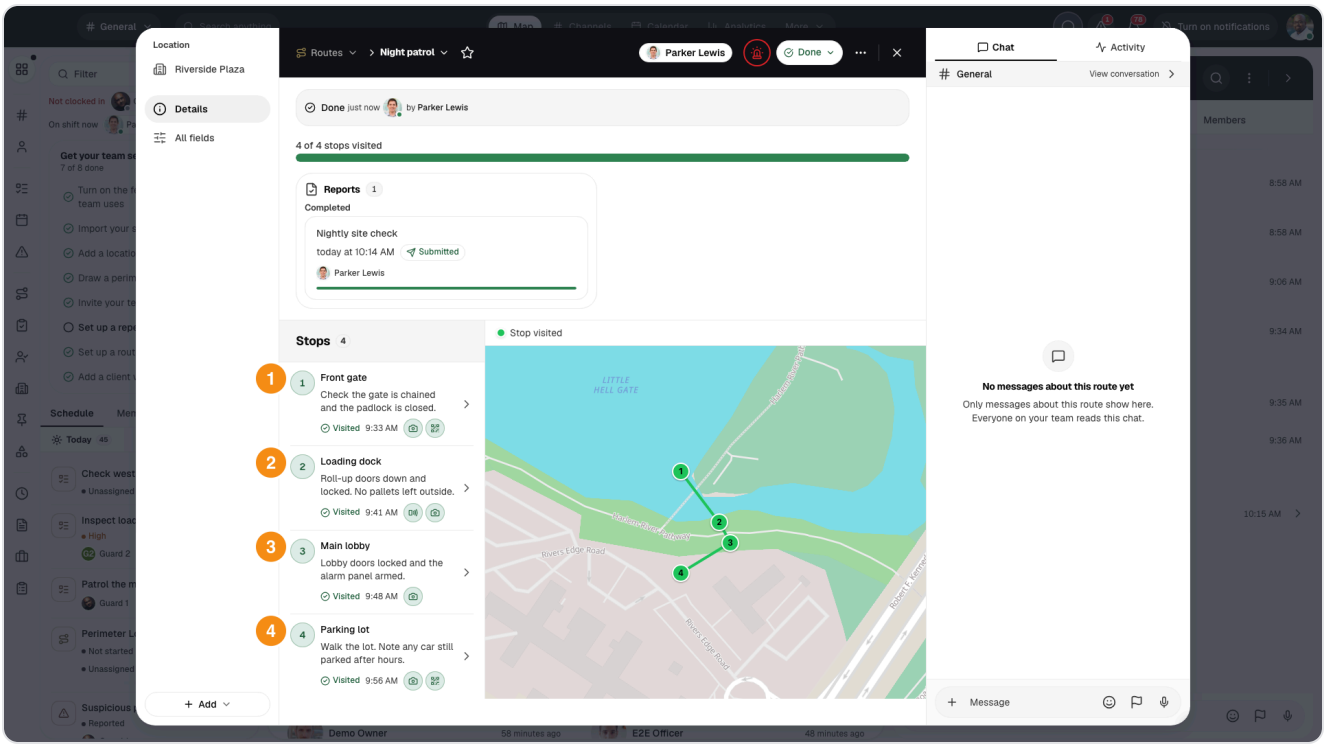


Then the photo.

Checkpoints scanned

2 Every checkpoint on the patrol

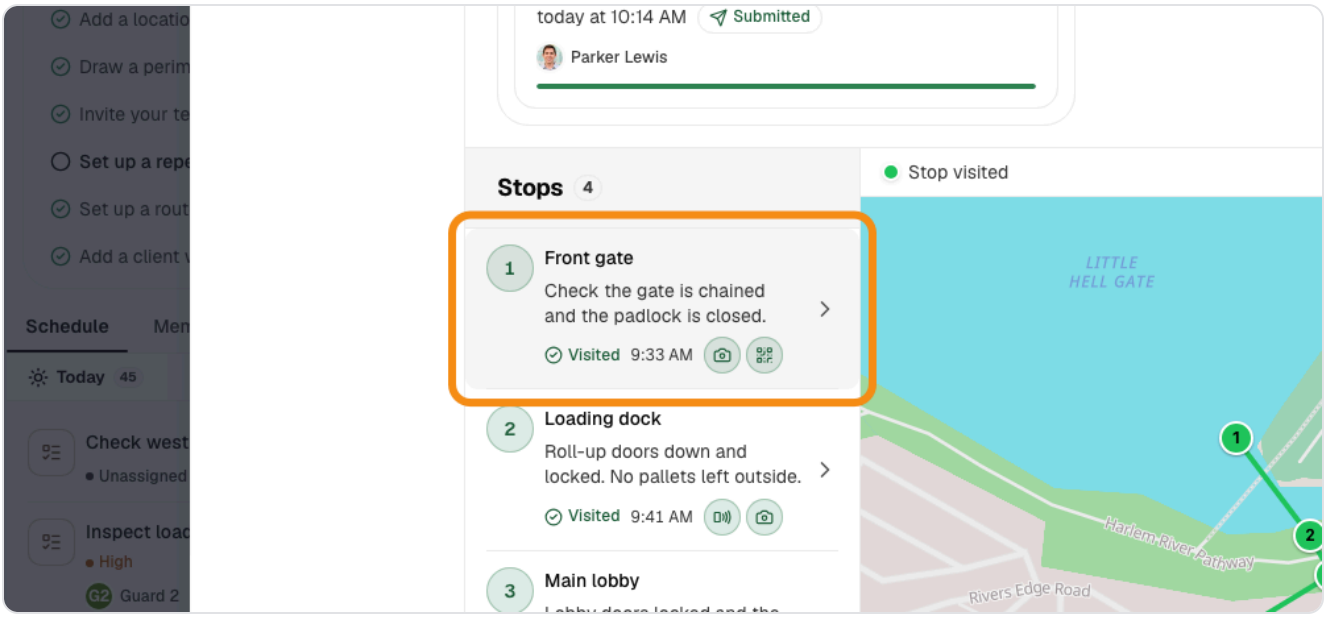
1. Open the patrol: in the bar on the left, click Routes, then the patrol.
2. Each checkpoint has its own row, in the order the guard walks them.
3. Under the name is what the guard is asked to check there.
4. Each row shows how it was proven (QR code, NFC tag or photo) and the time the guard was there.



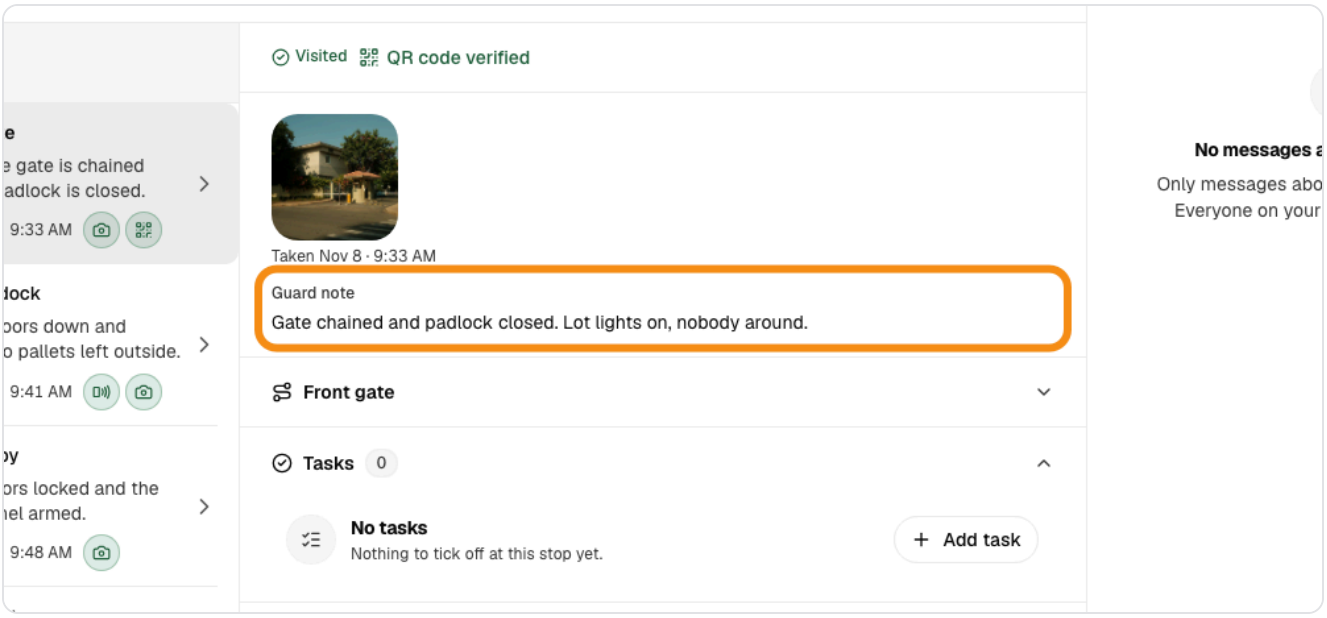
1. **Scanned by QR code**: Front gate: the guard scanned the QR sticker there, wrote what they saw and took a photo. The time is when they scanned it.
2. **Tapped by NFC tag**: Loading dock: the guard held the phone to the NFC tag there, wrote what they saw and took a photo.
3. **Photo only**: Main lobby: this checkpoint asks for a photo and a written description.
4. **Scanned by QR code**: Parking lot: the guard scanned the QR sticker there, wrote what they saw and took a photo.

3 Open a checkpoint

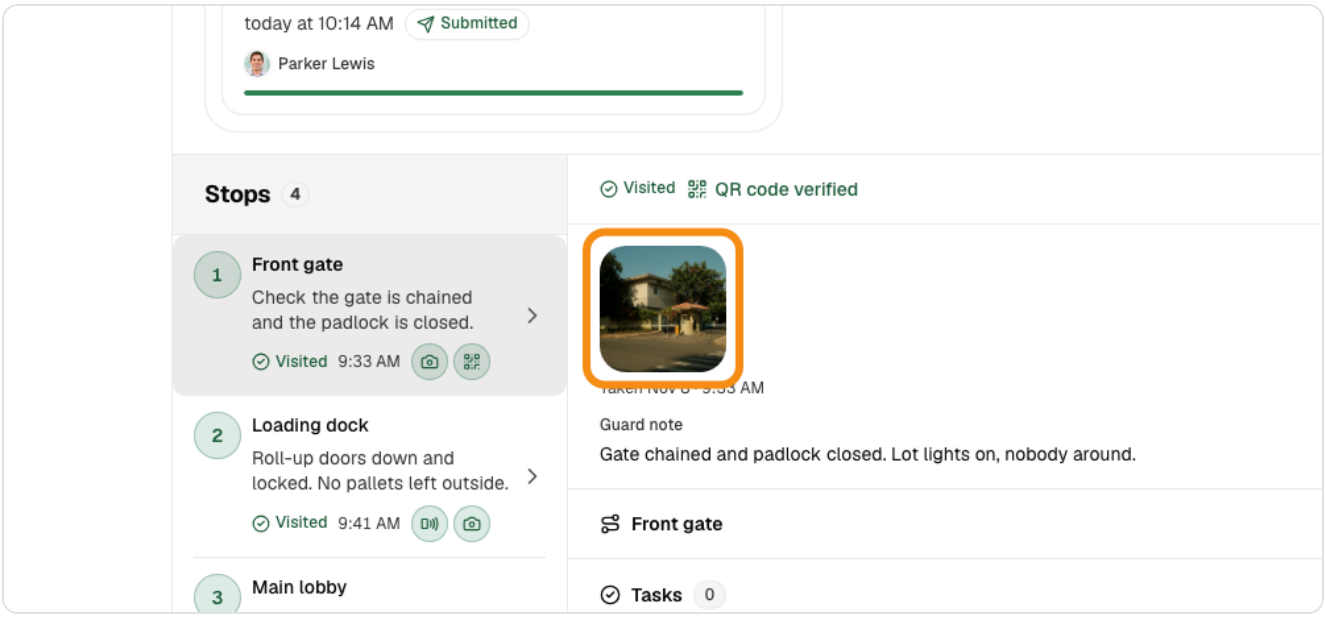
1. Click a checkpoint row.
2. It opens beside the list: how it was proven, the time, what the guard wrote, and the photo they took there.



Click a checkpoint.



What the guard wrote at this checkpoint.



The photo the guard took there.

4 See the photo full size

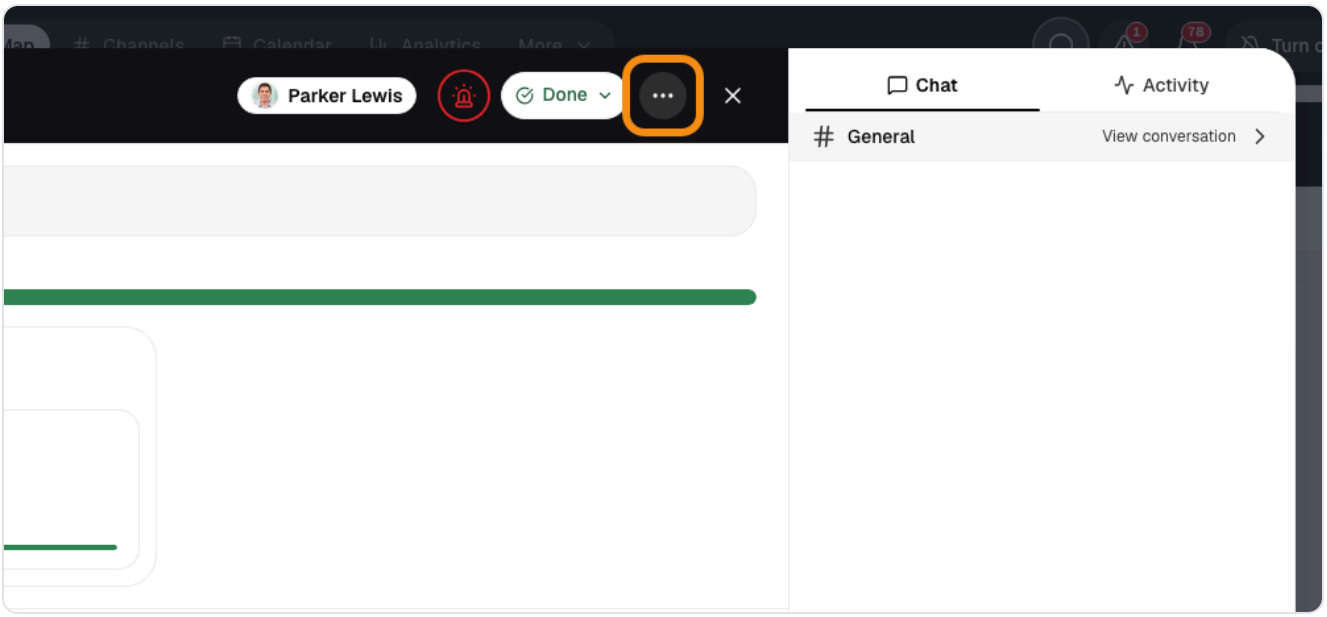
1. Click the photo. It opens full size.
2. Press Esc or click the X to close it.



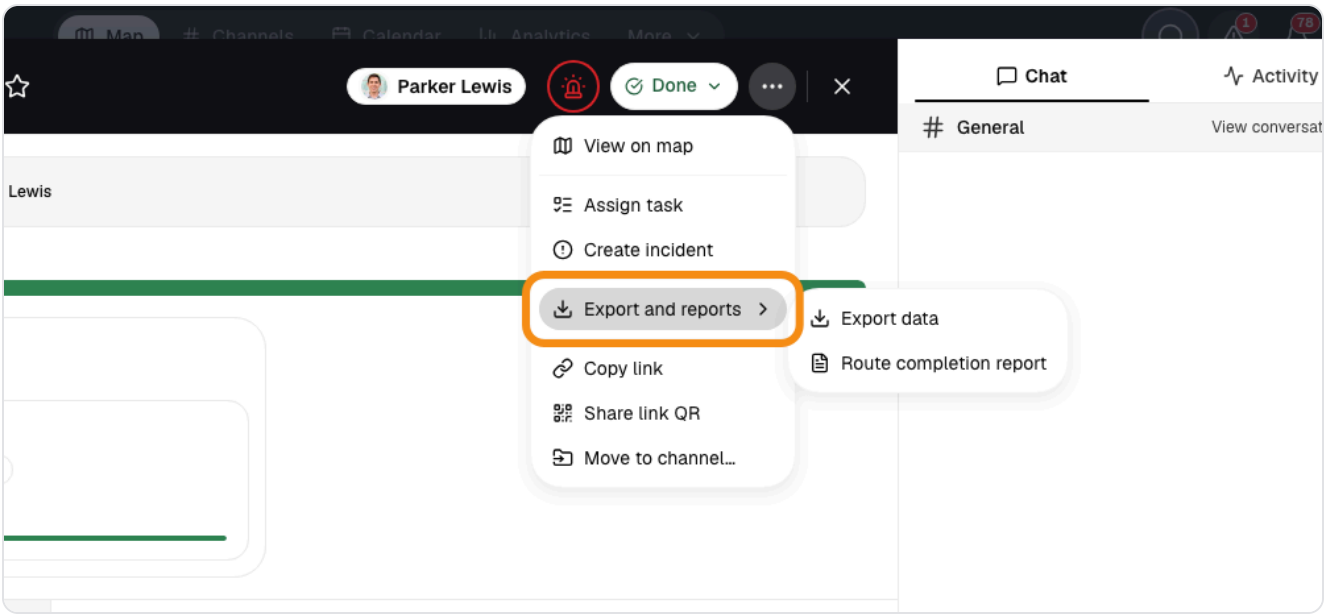
The checkpoint report

5 Download the checkpoint report

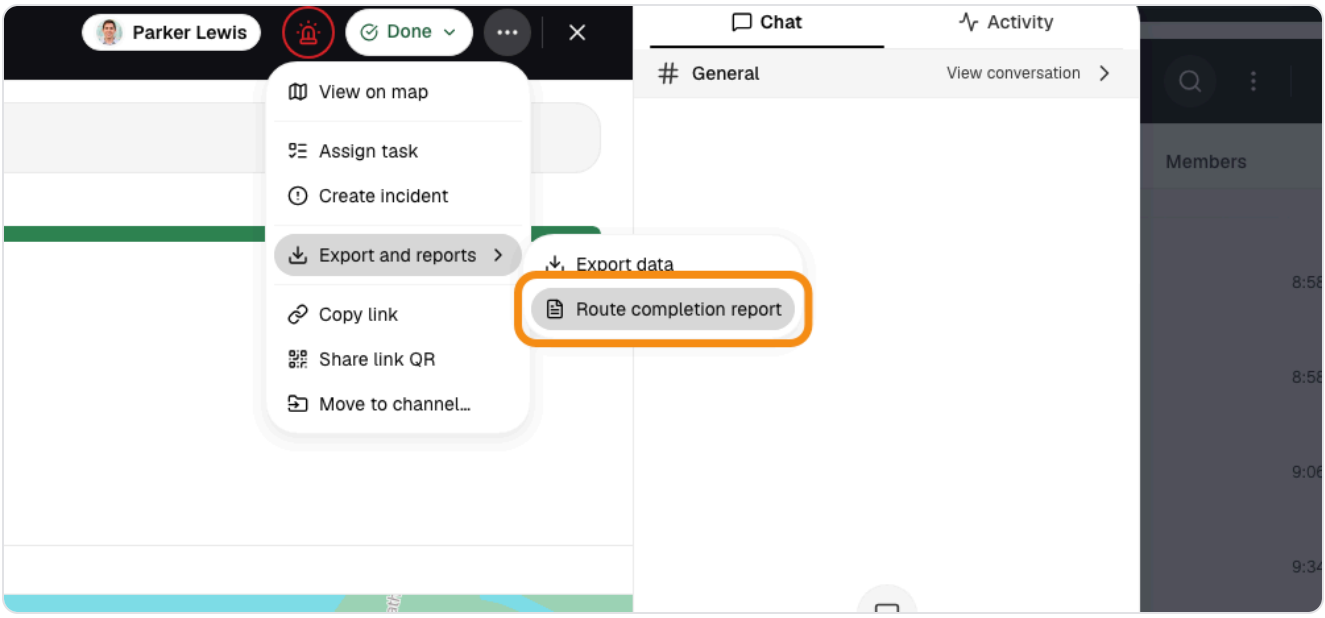
1. Open the patrol's menu, then Export and reports, then the report.
2. The PDF lists every checkpoint in order: how it was proven, the time, what the guard was asked to check, what they wrote, and the photo.



Open the patrol's menu.



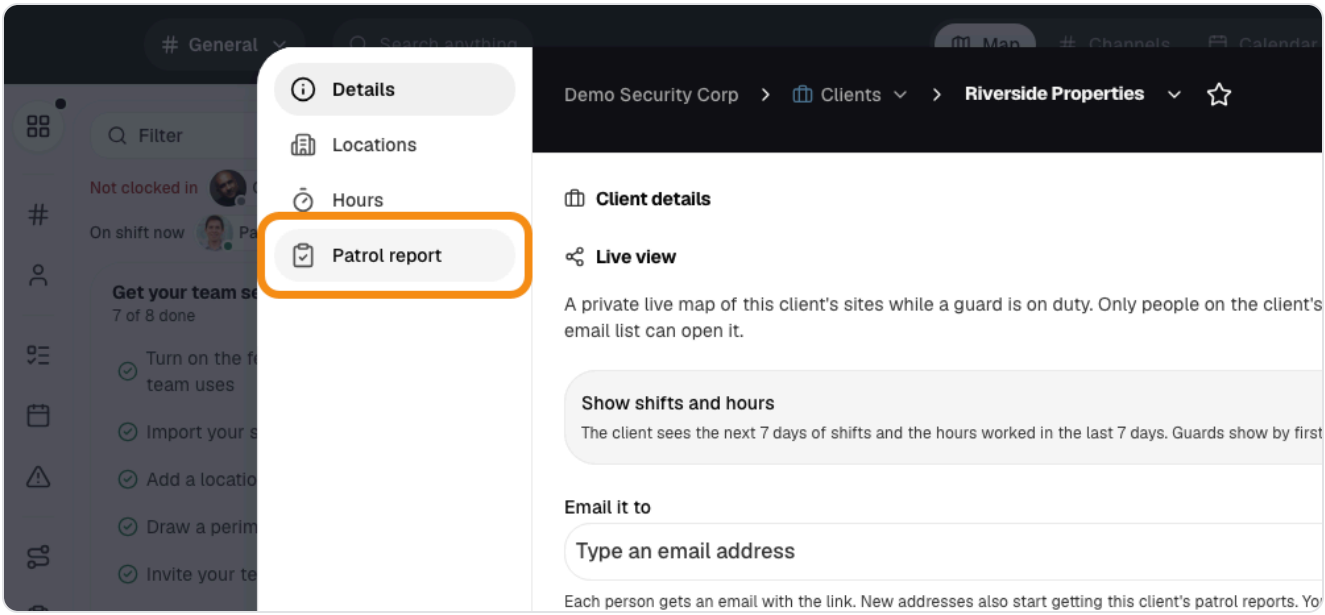
Click Export and reports.



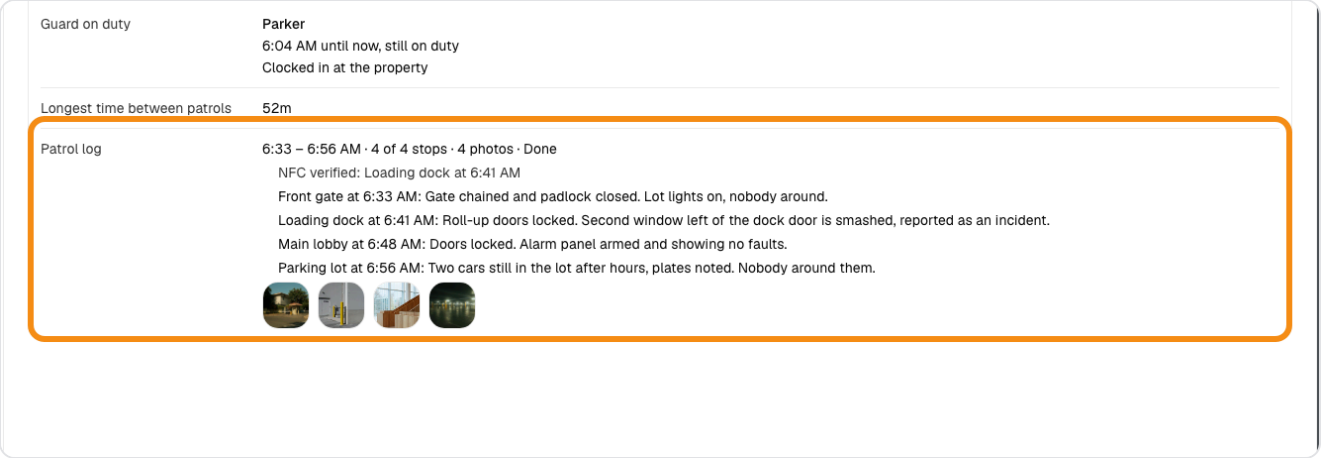
Pick the report.

6 A report for your client

1. Open the client and click its patrol report tab, then pick the day.
2. Each round is listed with the guard, the time and the checkpoints done, with what the guard wrote at each one.
3. The photos the guards took are with each round.



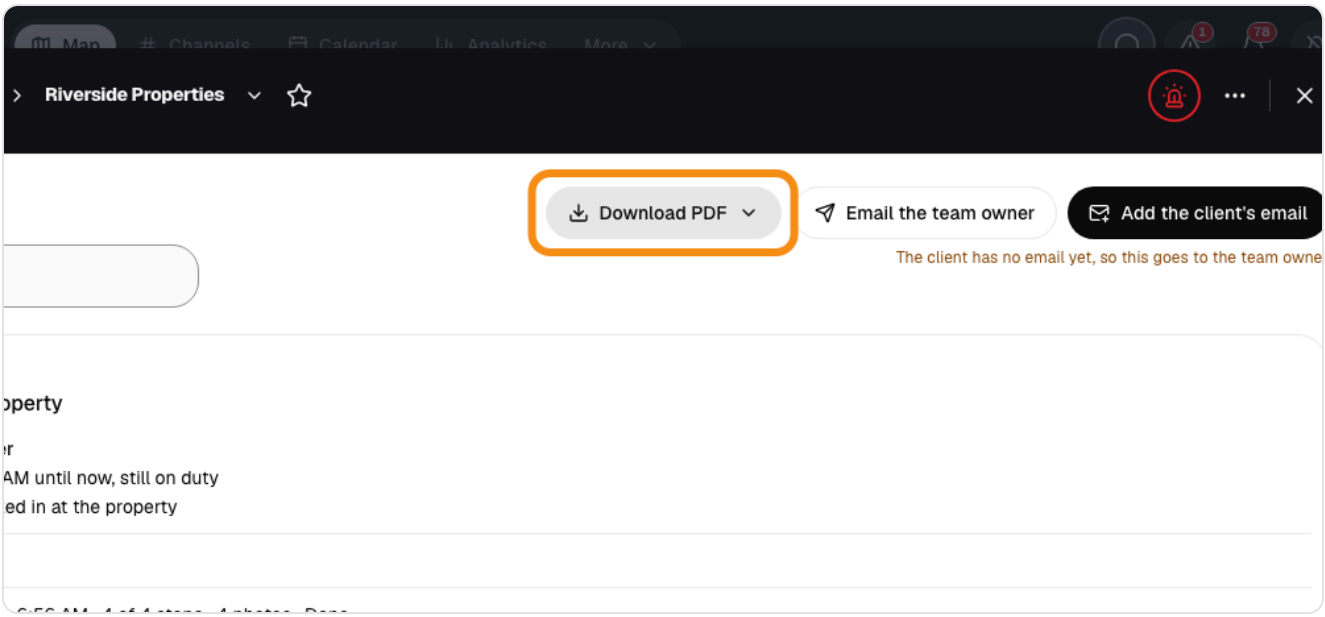
Click the patrol report tab.



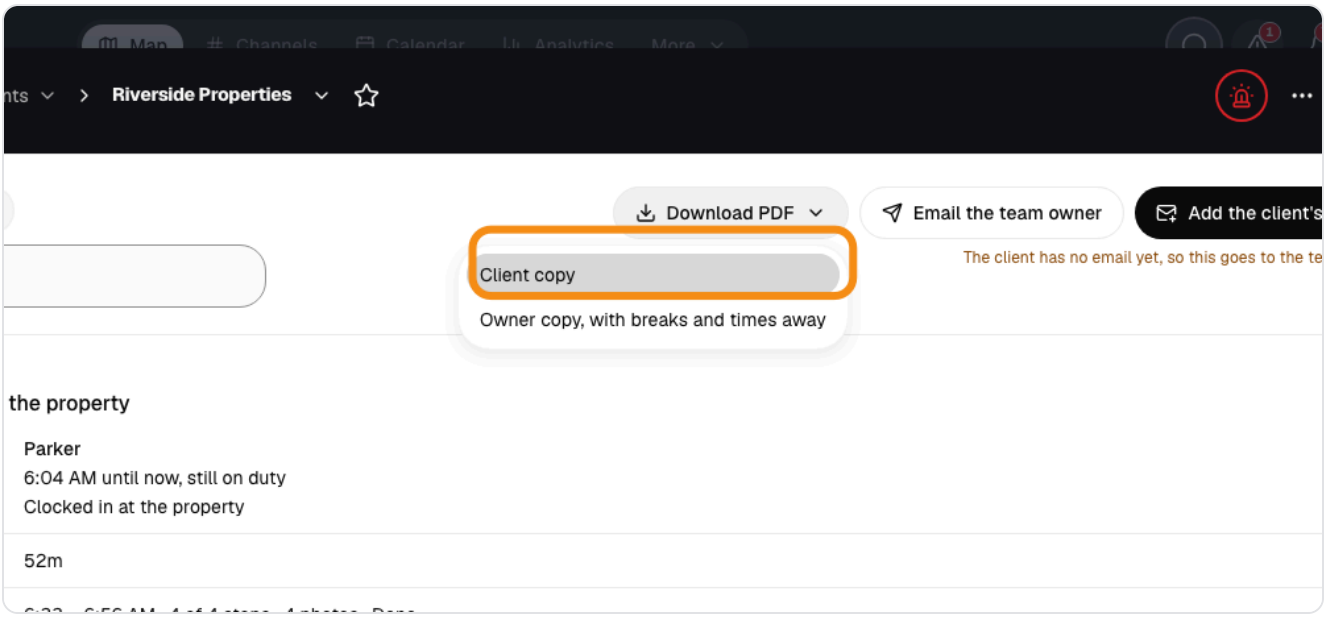
Each round, with what the guard wrote at every checkpoint, and the photos.

7 Download it as a PDF

1. Click Download and pick the client copy.
2. You can also have the report emailed to the client after each shift or every day.



Click Download.

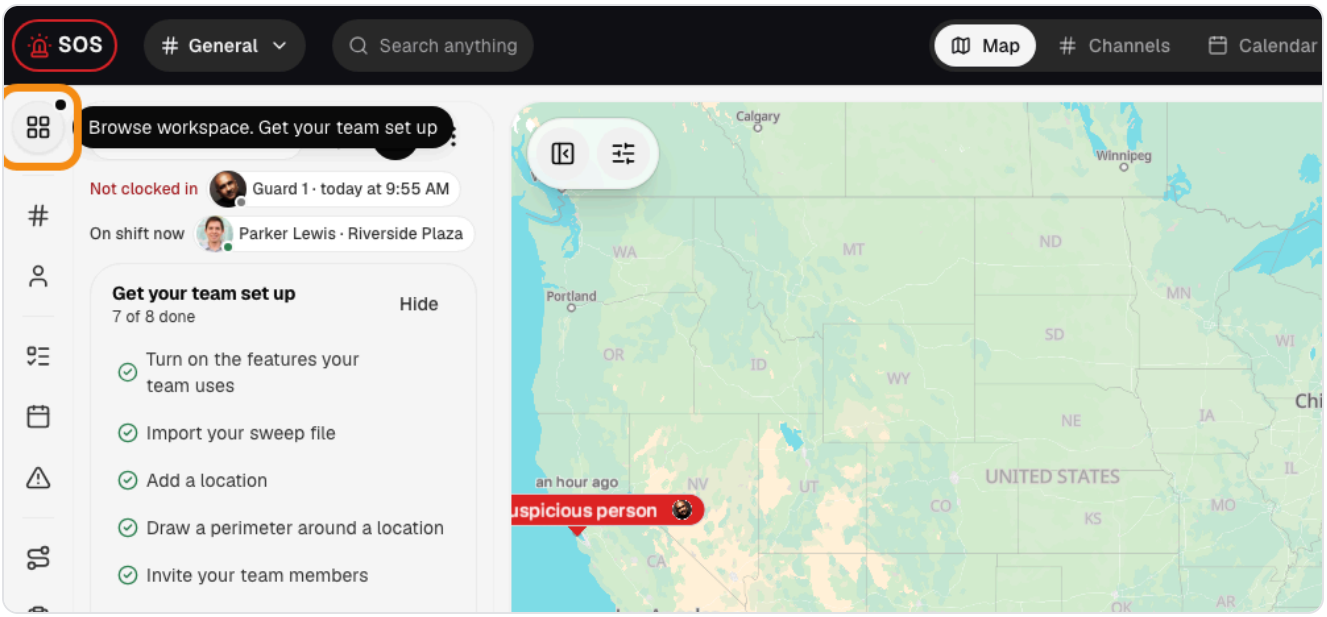


Pick the client copy.

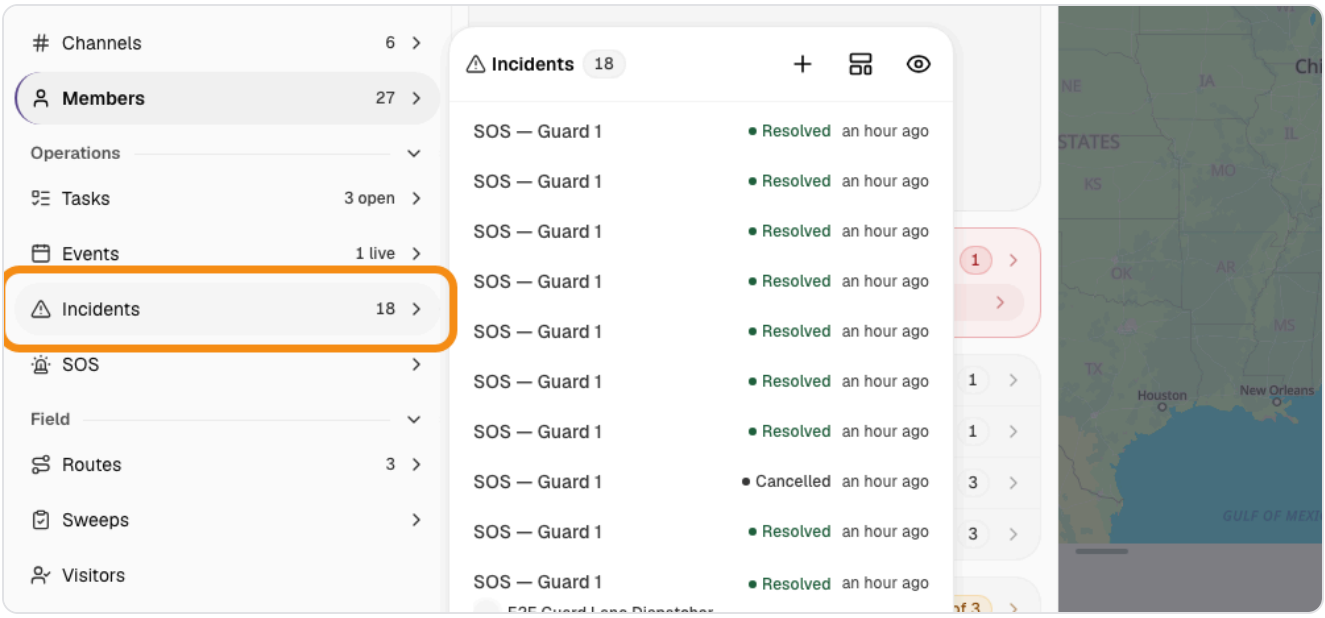
Real-time incident reports

8 Open Incidents

1. Click the grid button at the top left (Browse workspace) and click Incidents.
2. The list of incidents opens. Keep it open: new ones come in on their own.



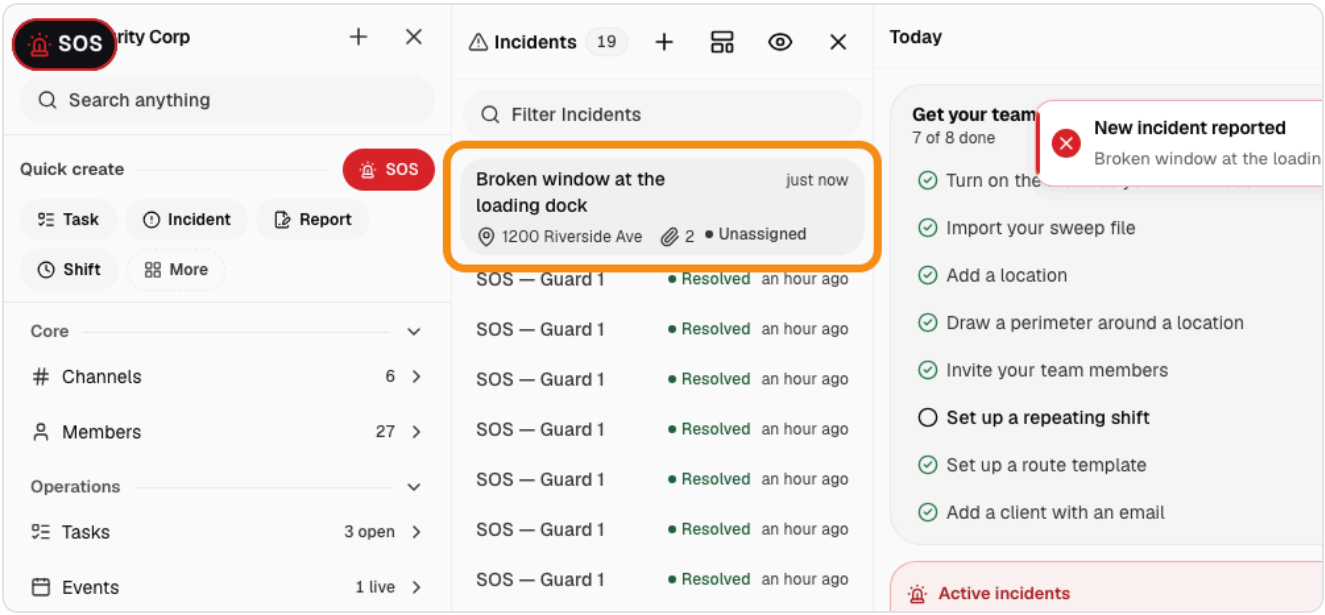
Click the grid button at the top left.



Click Incidents.

9 A guard reports it, you see it at once

1. The guard reports the incident in the TeamMap app: what happened, where, and photos.
2. It shows up in your list the moment it is sent, and a New incident reported note pops up. No need to refresh.
3. Click it to read it.

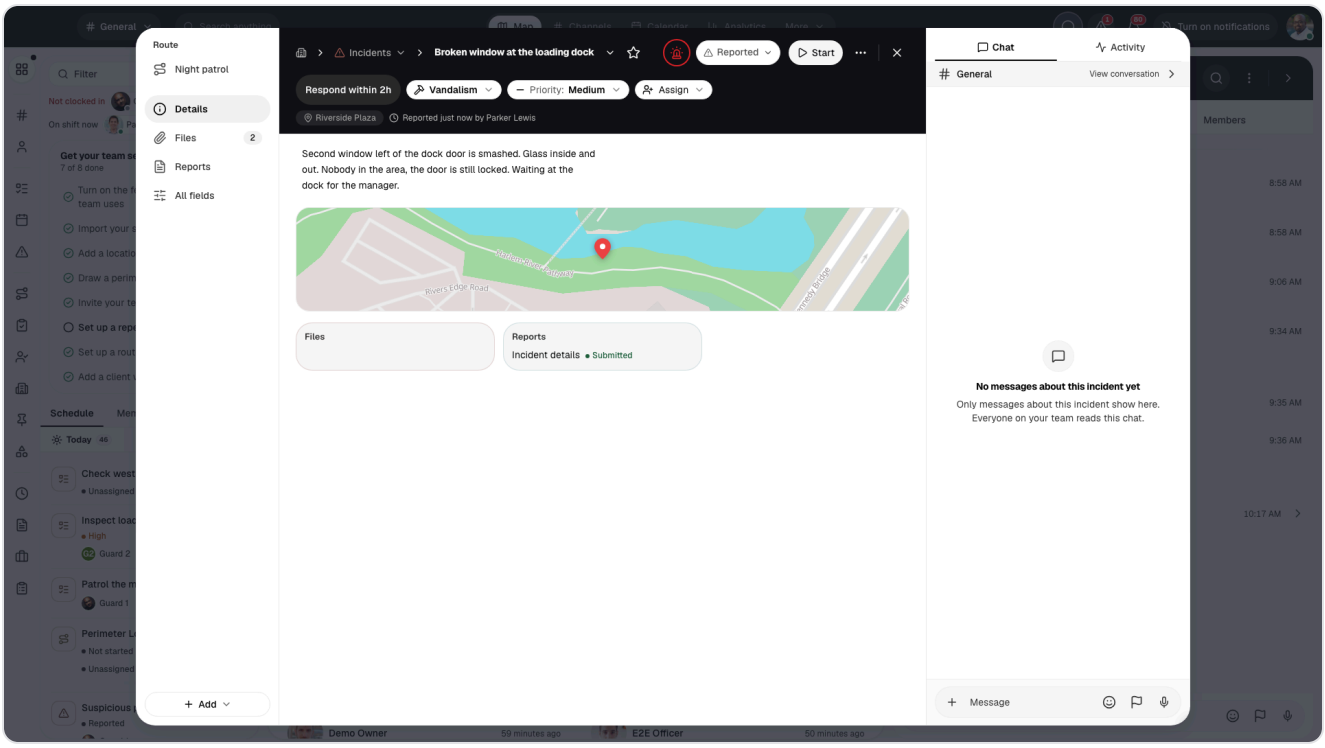


The new incident, a moment after the guard sent it.

10 Read the incident

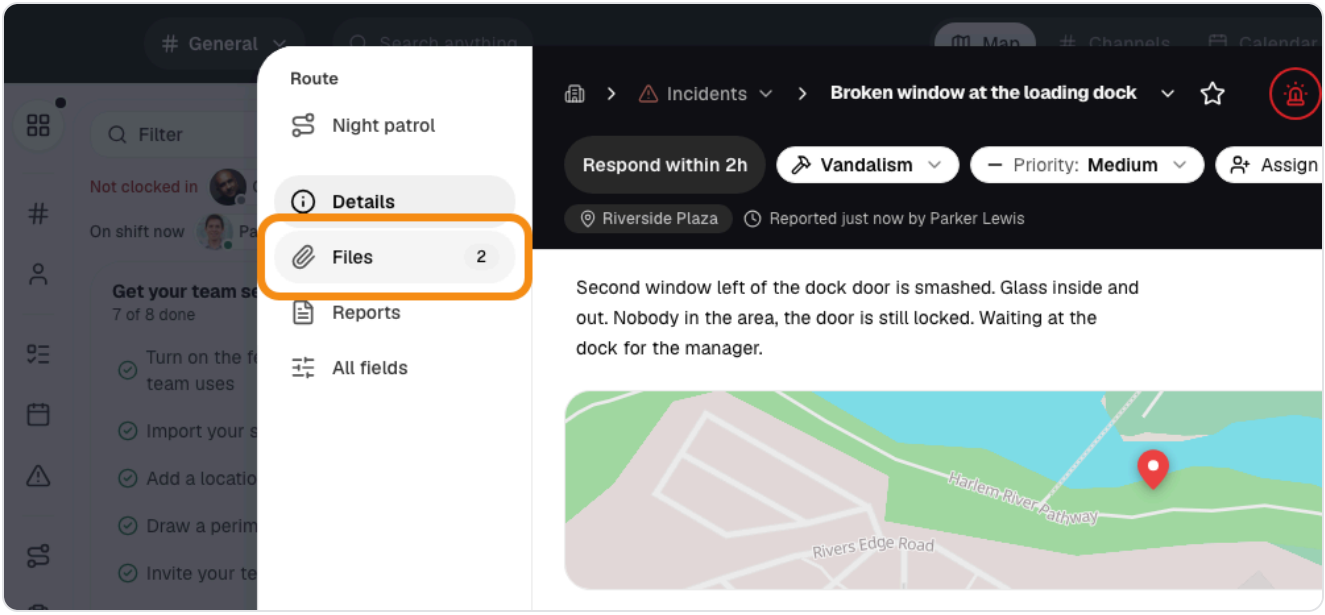
1. The incident shows what the guard wrote, its type and priority, the site, a map, who reported it and when.
2. Respond within shows how long is left to respond.

3. It is tied to the patrol it came from, at the top left.

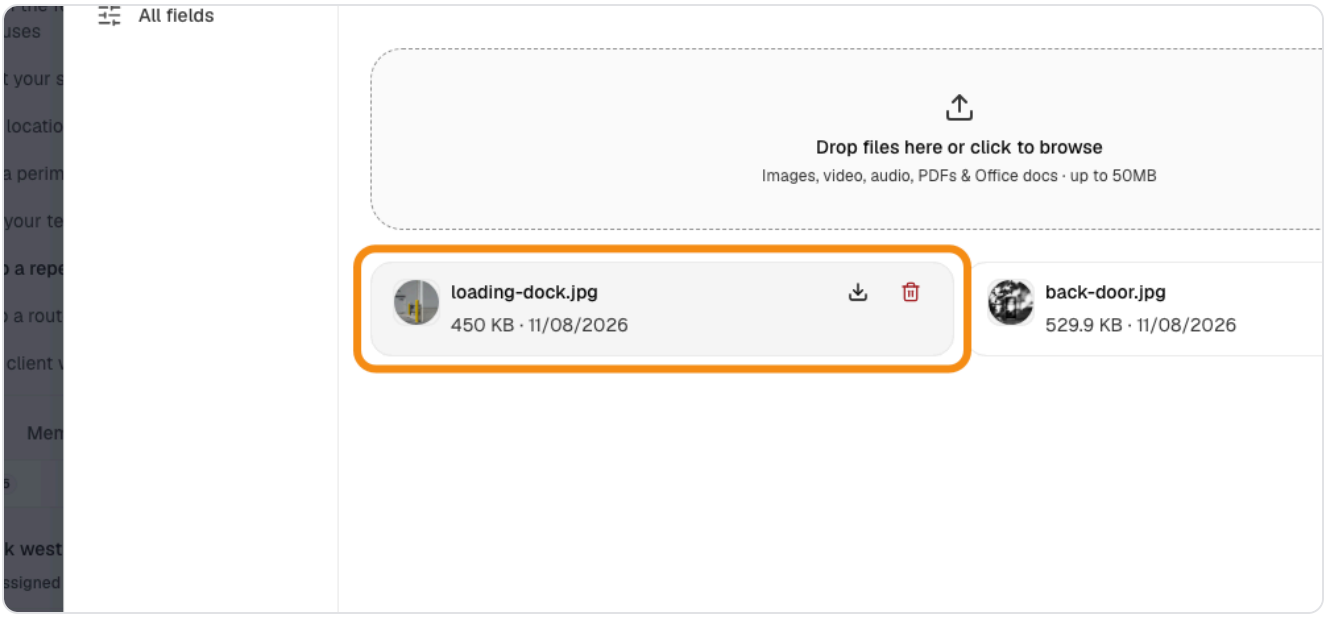


11 See the incident photos

1. Click Files.
2. Every photo the guard added is there.



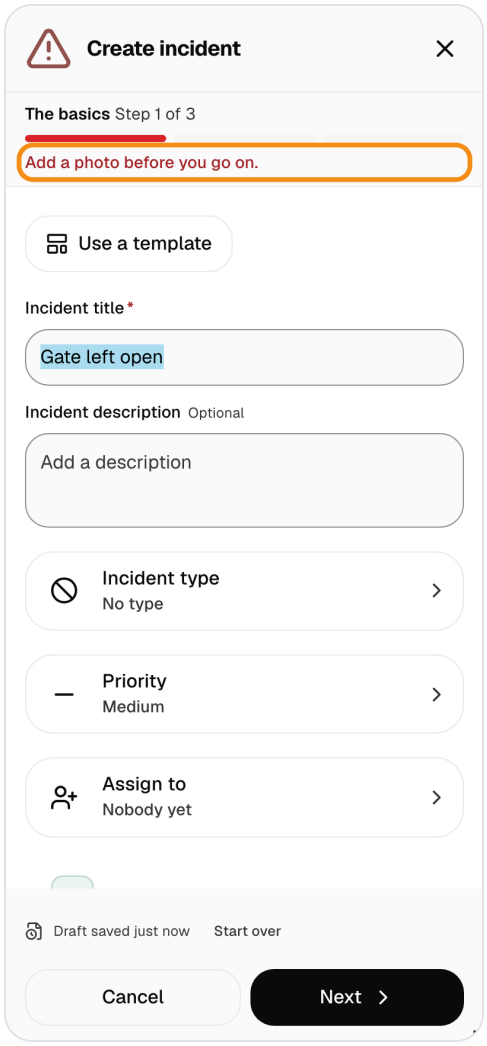
Click Files.



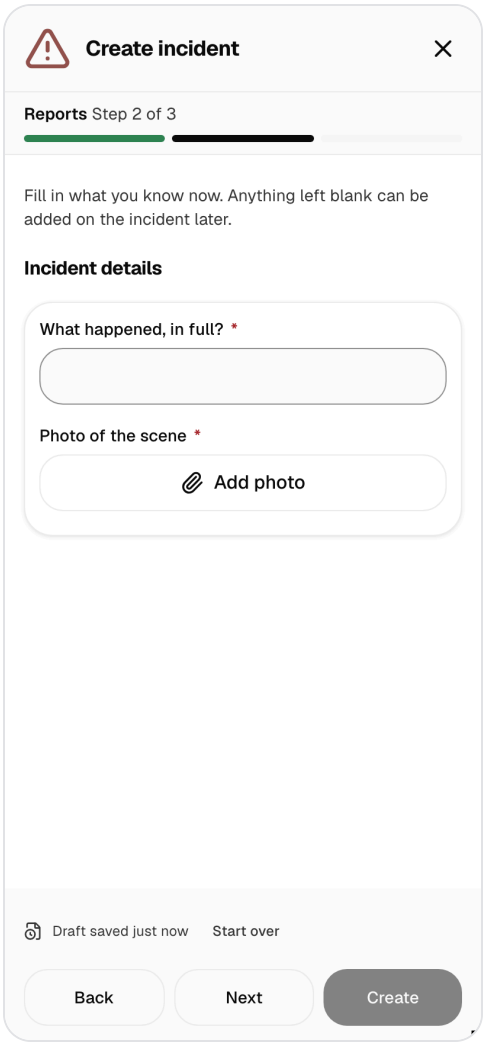
The photos from the guard.

12 A guard cannot send an incomplete incident

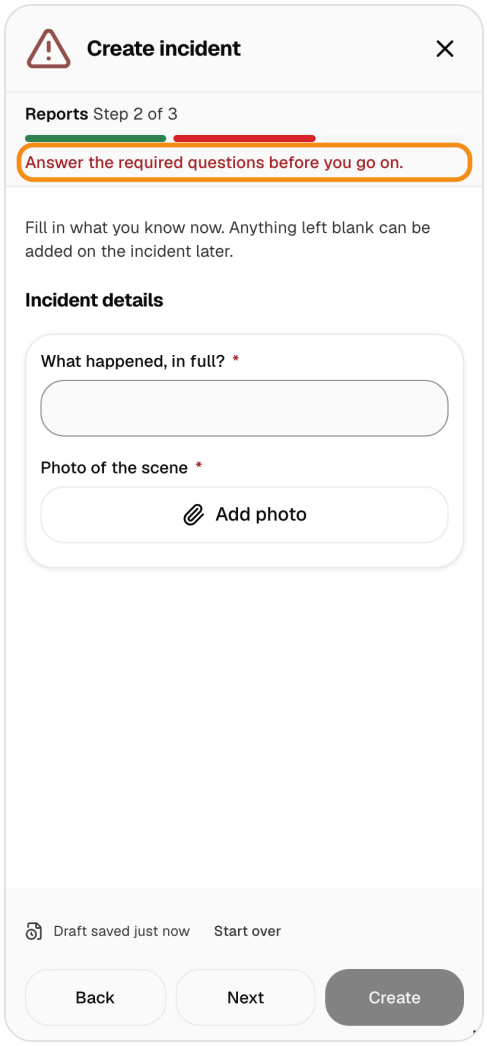
1. Build the report your company requires, and make it required on incidents.
2. With your team's incident rules on, the guard cannot go on without a photo.
3. The report opens inside the incident form. The guard cannot go past it until the required questions are answered.
4. Supervisors and dispatchers logging an incident are not held to it.
5. The answers stay with the incident, under Reports.



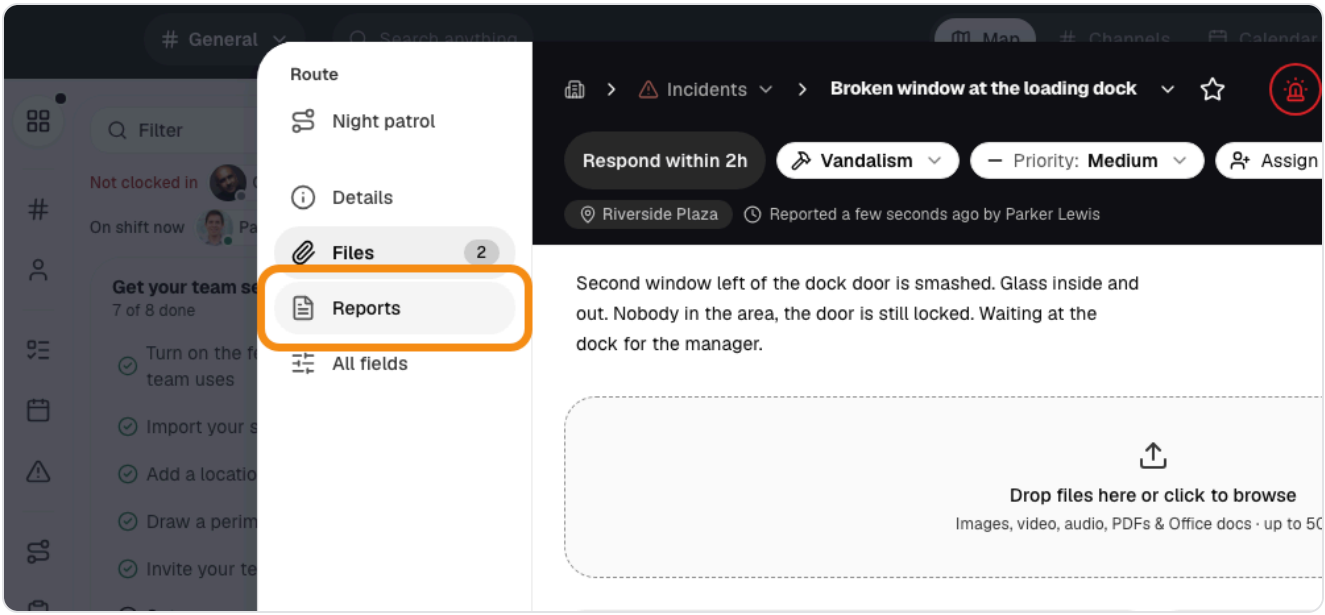
No photo yet: the guard cannot go on.



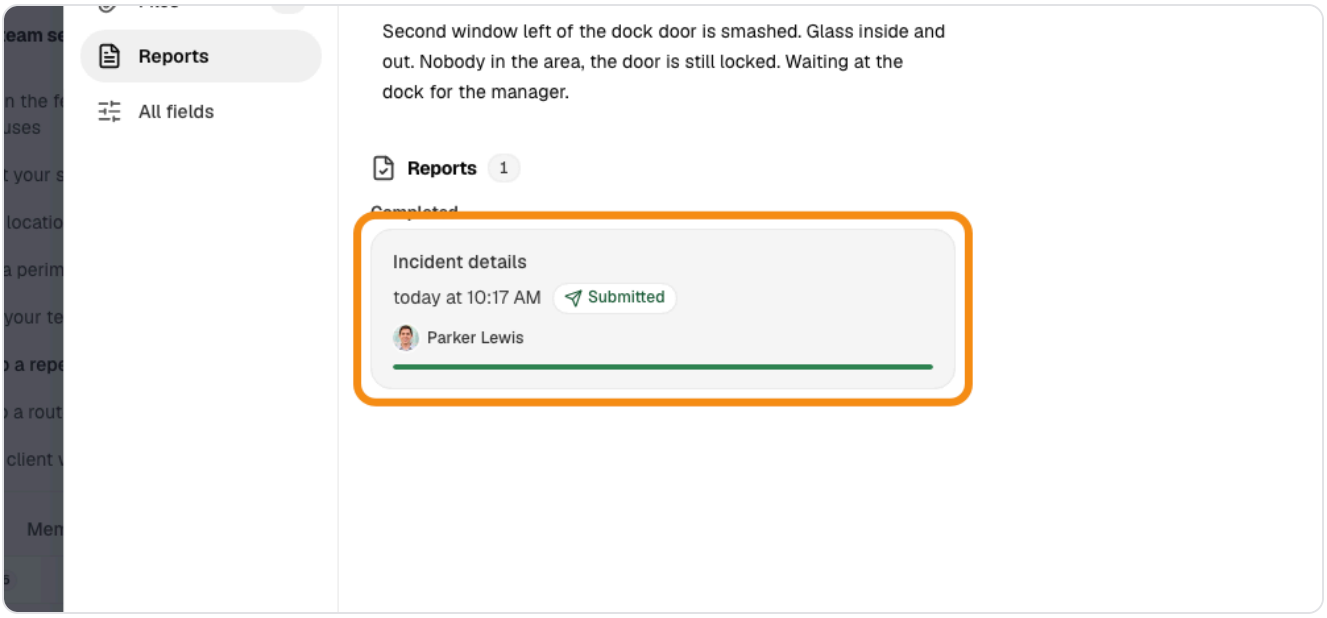
Your questions, inside the incident form.



Required questions empty: still cannot go on.



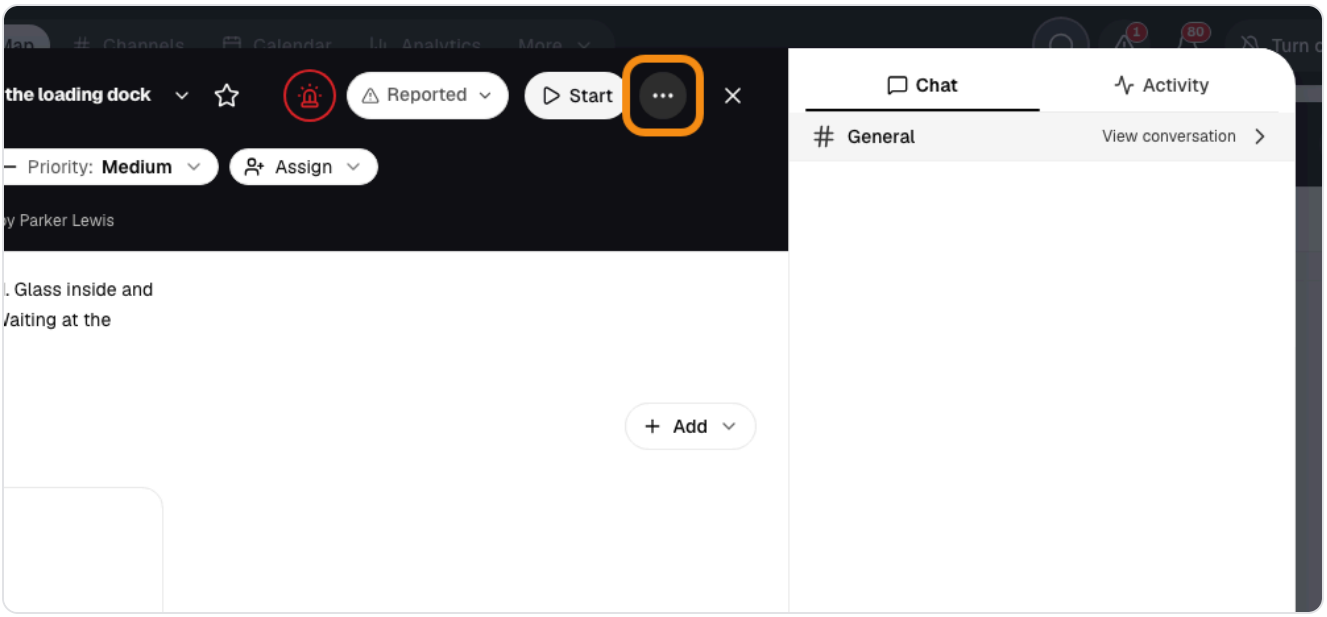
Click Reports on the incident.



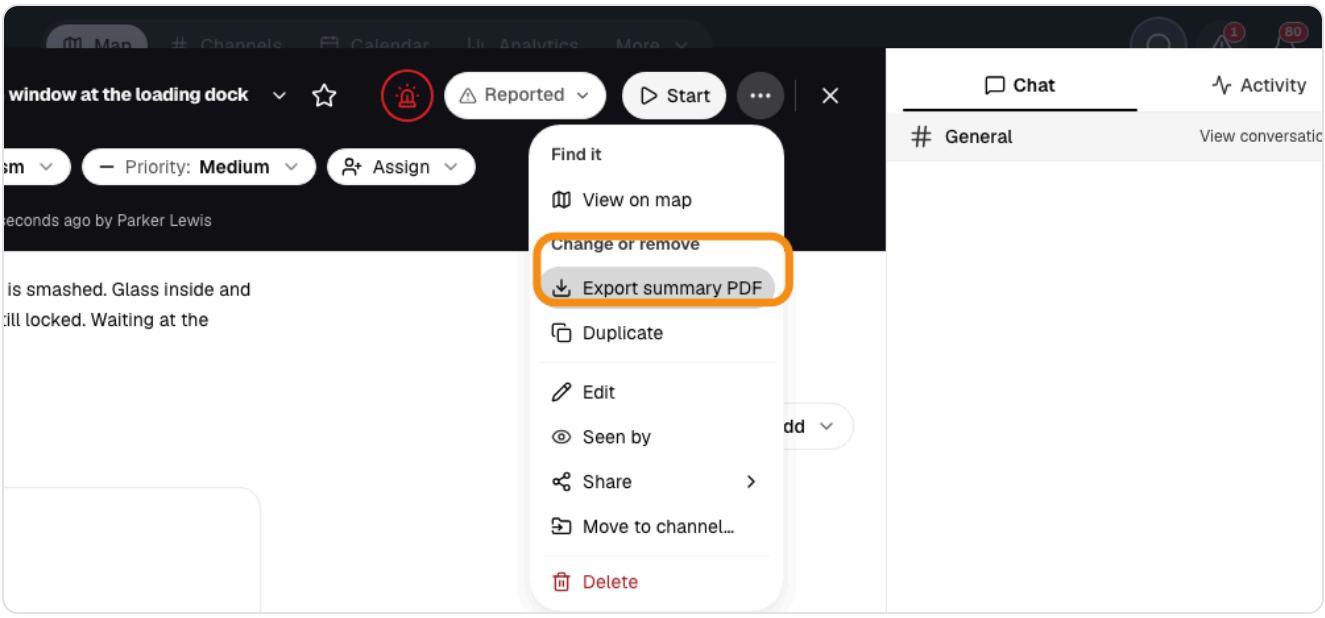
The report the guard filled in.

13 Download the incident report

1. Open the incident's menu and pick the PDF.
2. The PDF has the description, the photos, the location, the timeline and the reports filed on it.



Open the incident's menu.

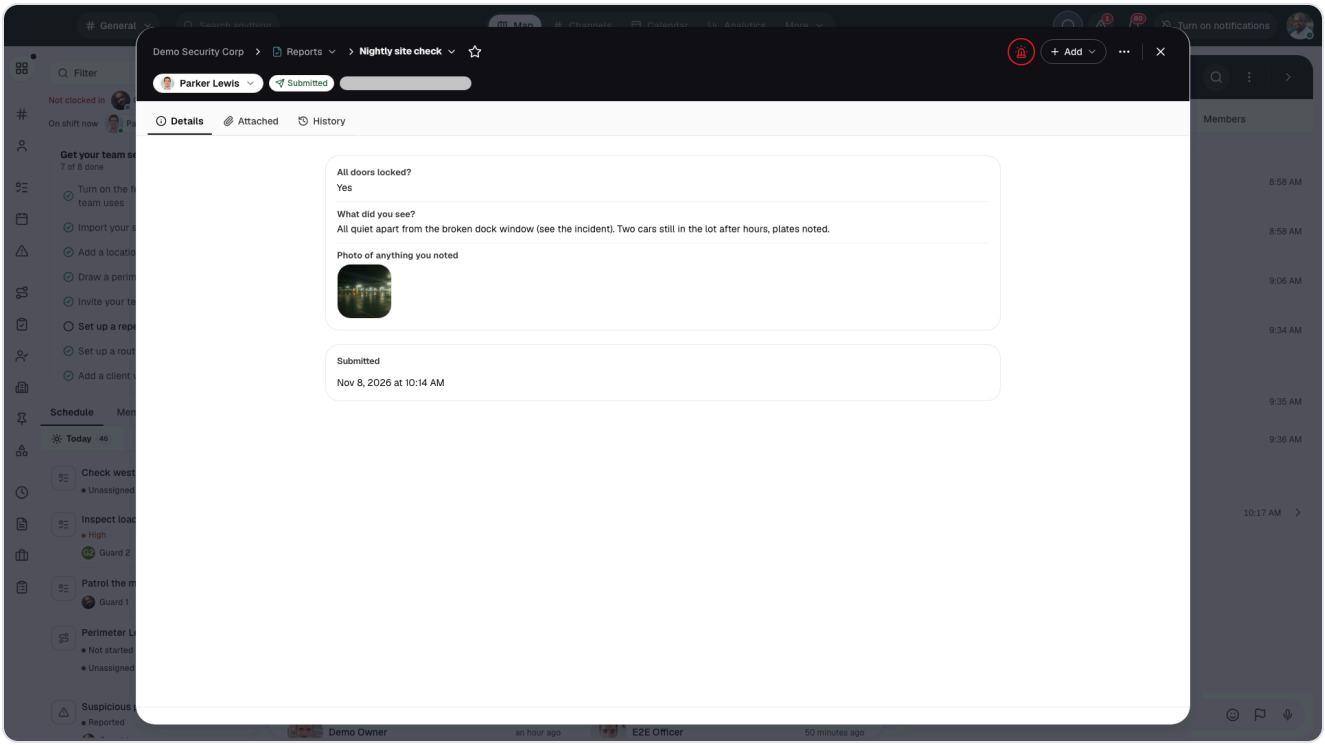


Pick the PDF.

Custom reports

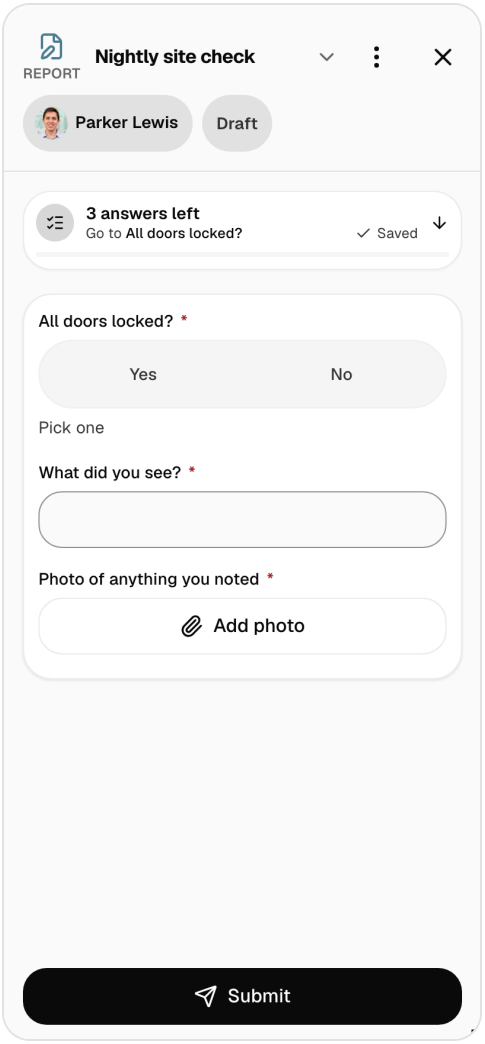
14 A report your team built

1. Build your own report templates with the questions you need: text, yes or no, choices, numbers, dates, ratings, photos, videos, files and signatures.
2. A guard fills it in on their phone. Open it to see each question with the guard's answer and photo, who filed it and when it was sent.
3. This one was filed on the night patrol, so it shows on that patrol too, under Reports.



15 An incomplete report cannot be sent

1. When you build a report, mark any question Required, including a photo question.
2. Until every required question is answered, the guard cannot submit. The app says how many are left.

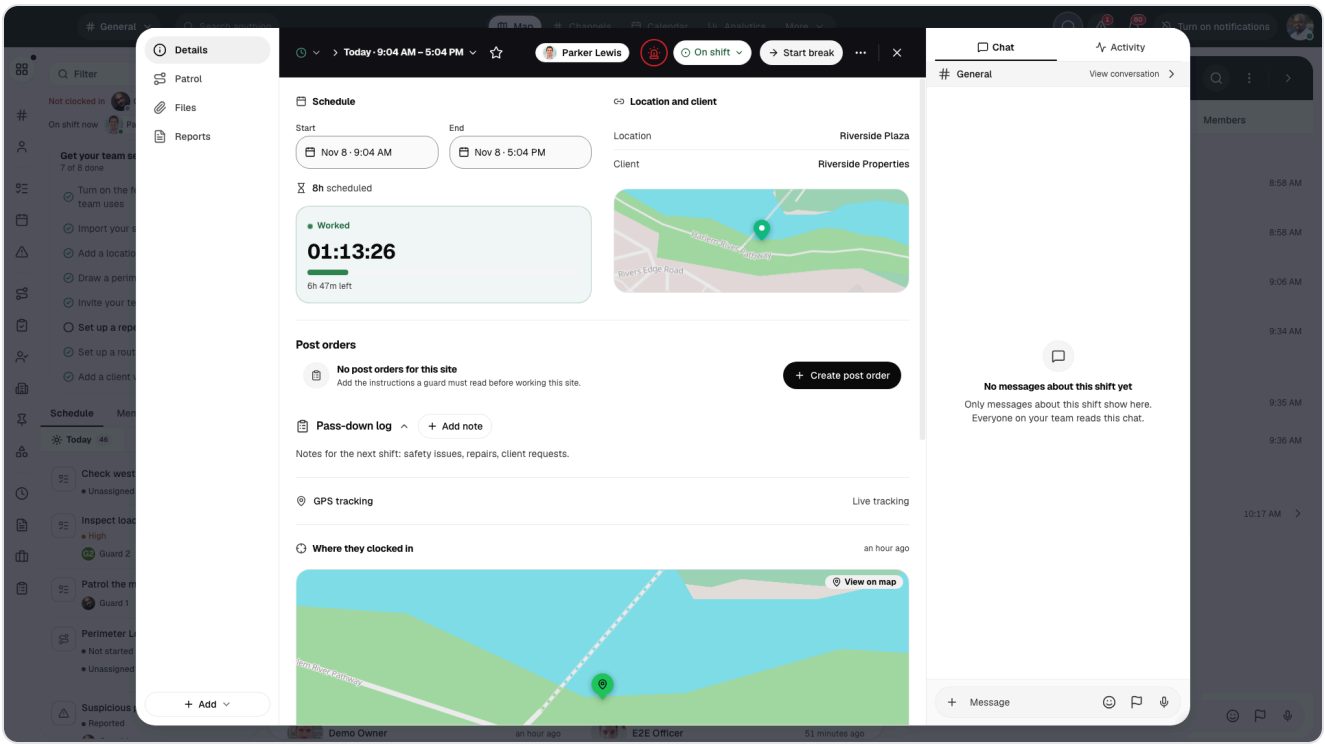


Questions left to answer before it can be sent.

Guards on post

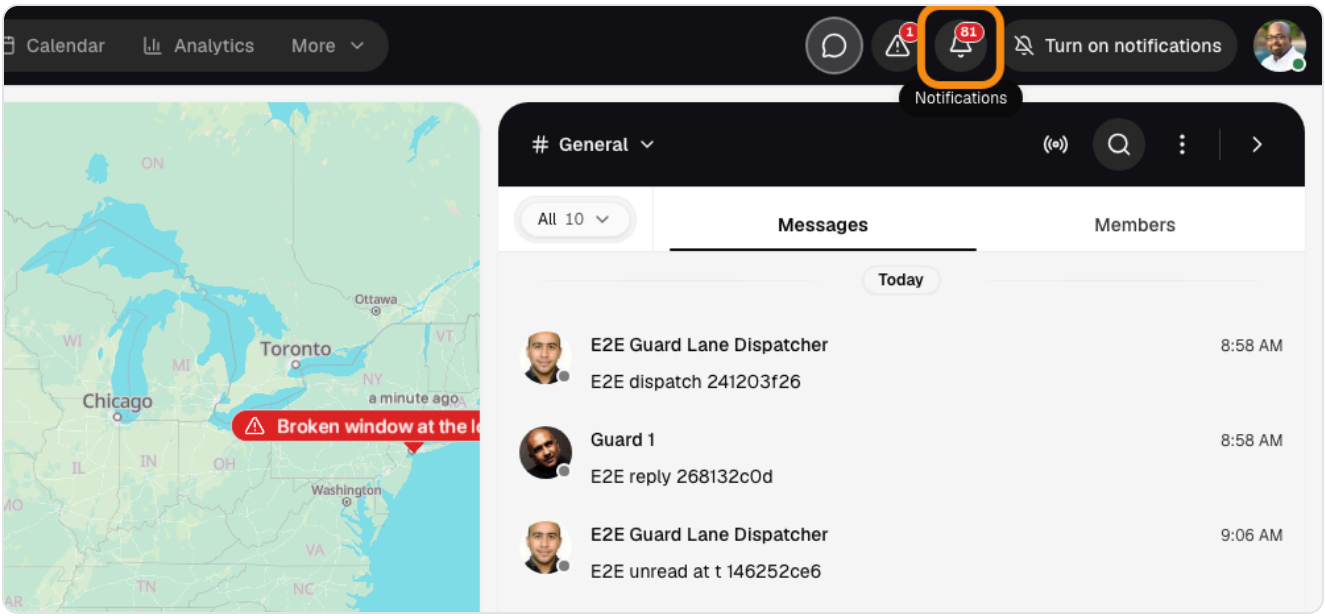
16 See the guard on their shift

1. TeamMap tracks each guard's location while they are on shift.
2. Every site has a circle around it. Open the shift to see the guard and the site.

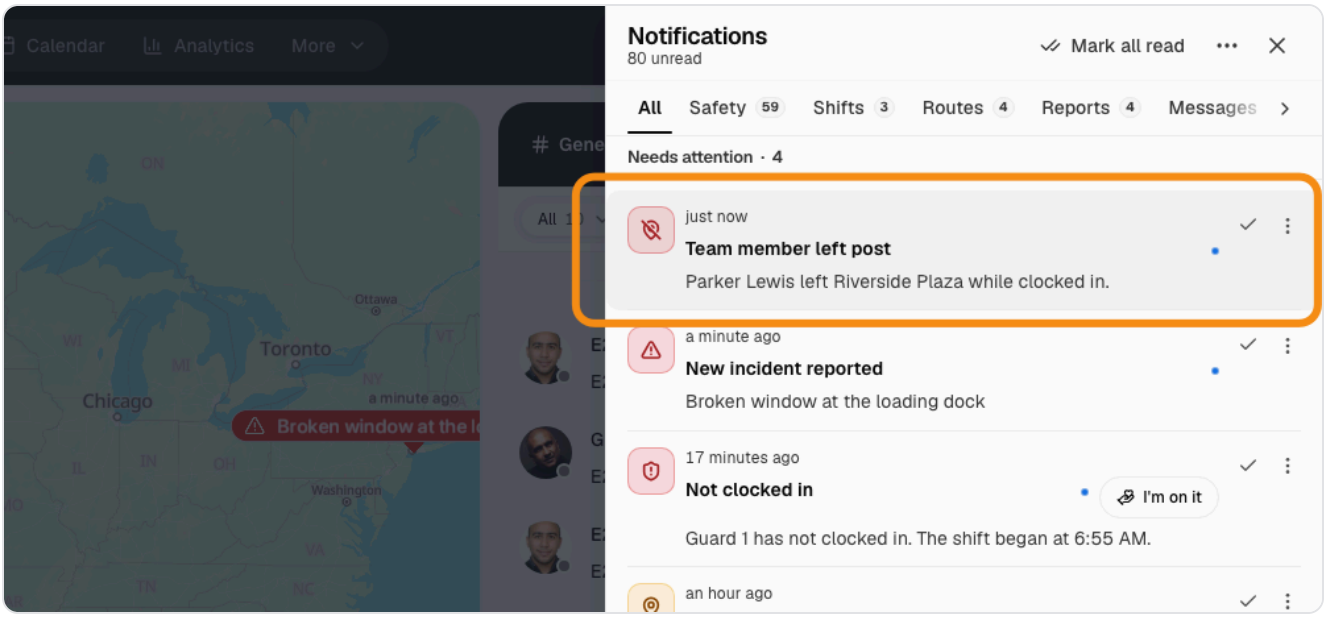


17 If a guard leaves the site, you are told

1. If the guard walks out of the site's circle during a shift, the shift shows it and an alert goes out.
2. You choose how long a guard can be away before the alert goes out.



Click the bell.



The guard left the site.

Good to know

How a checkpoint is proven	You pick it per checkpoint when you build the patrol: scan a QR code, tap an NFC tag, be there by GPS, or take a photo. You can ask for a written note and a photo as well as a scan.
Your company's policies	Put your rules in post orders and team rules, and guards confirm they have read them. Make your own report required on incidents.
Your team's words	Your team can rename things, so your screens may say Patrols for Routes, Checkpoint for Stop, or Site or Property for Location.

Questions, or want TeamMap set up your way? Book a demo or contact us, and we will customize your account.

Book a demo | Contact us