Your live view: a guide for clients

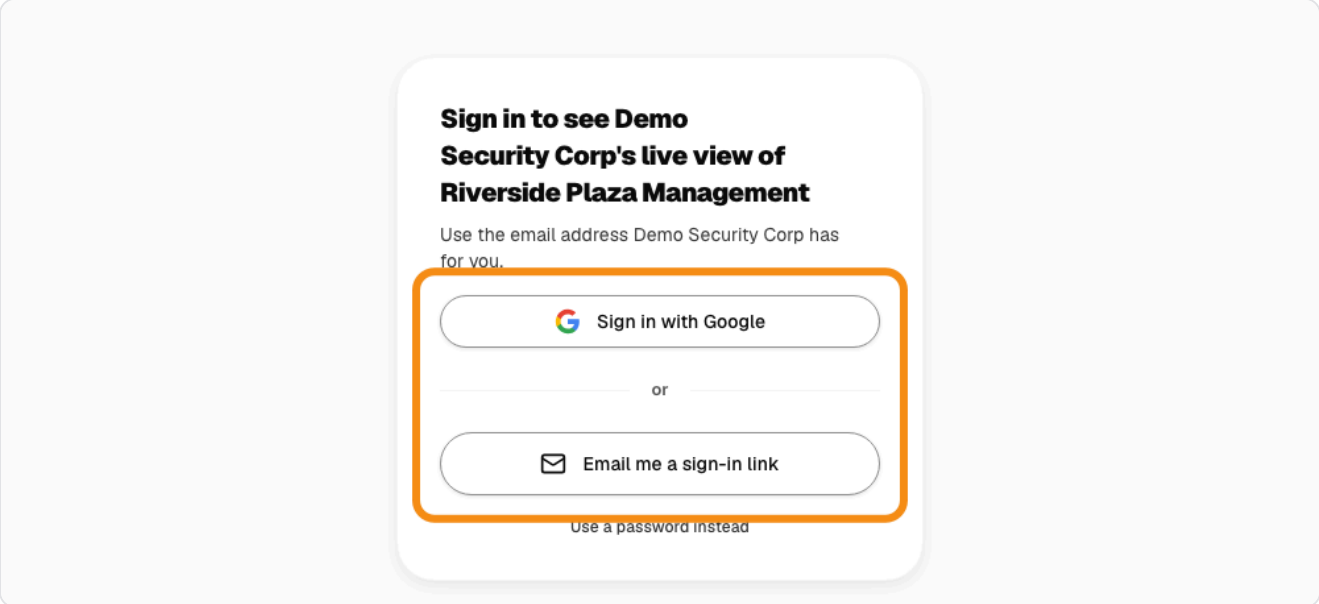
See the guard on duty at your property, live, and the proof the work was done.

Before you start

- Your security company emails you a link to your live view.
- Open it on any phone or computer. Sign in with that email.

1 Open your live view

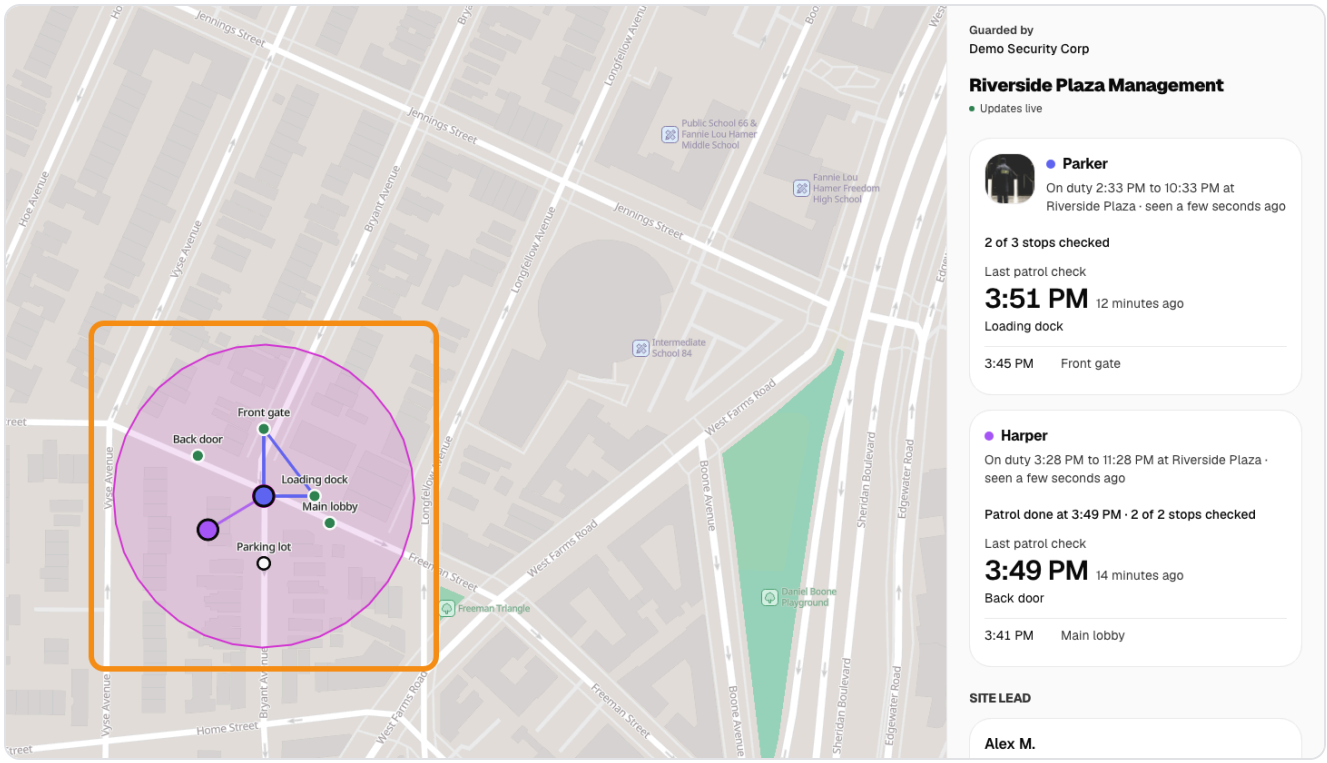
1. Click the link in the email.
2. Sign in with Google, or click Email me a sign-in link.



Two ways in. No password needed.

2 See your property, live

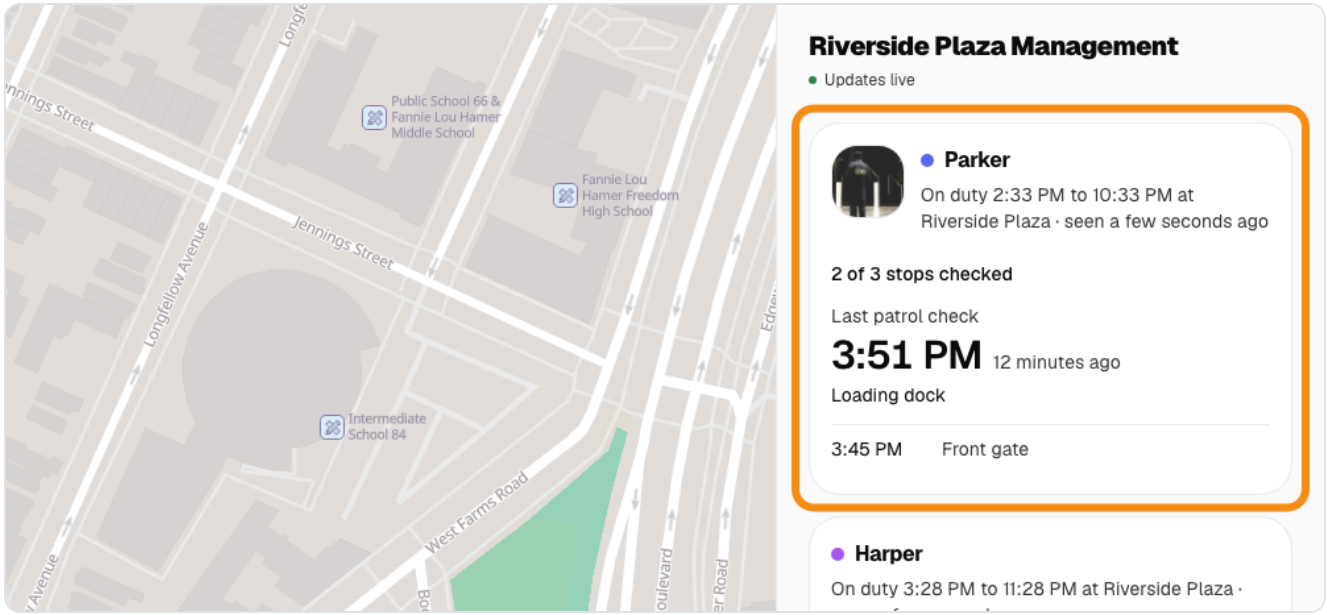
1. The shaded circle is your property's boundary.
2. Each dot is a guard on duty. Their card is on the right.



Your property's boundary, the guards inside it, and who they are.

3 Who is on duty

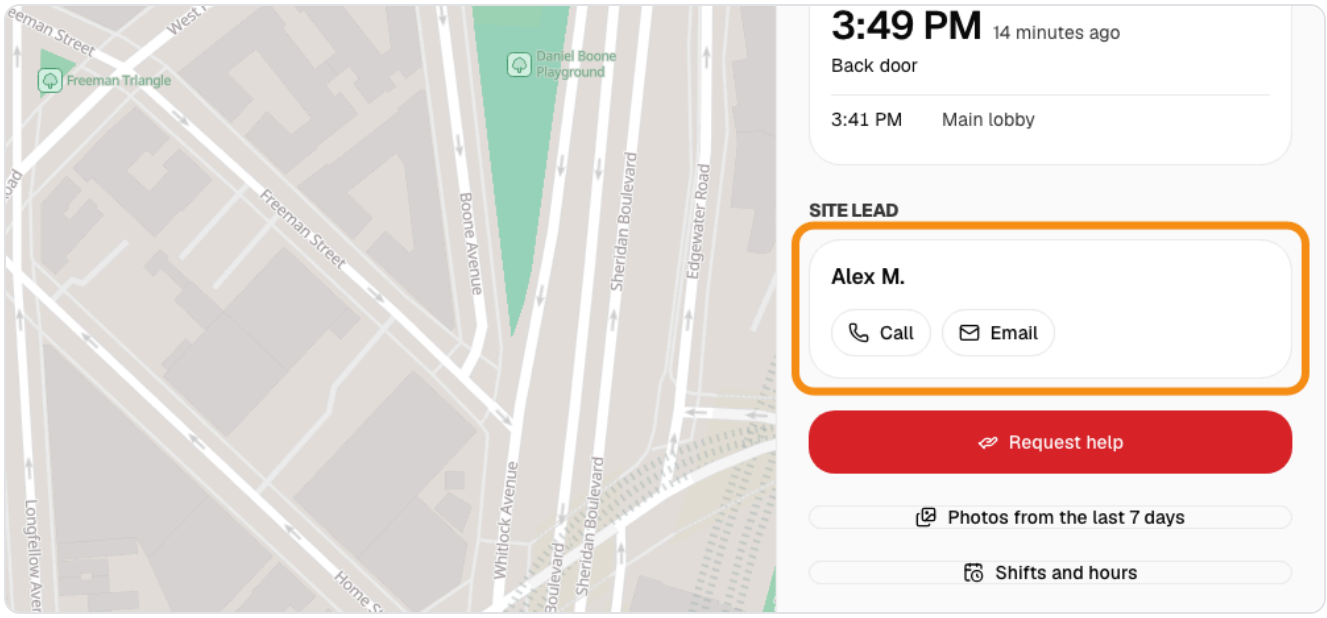
1. Their shift times, and "seen": when their phone last sent its location.



Only first names are shown.

4 Call the person in charge of your site

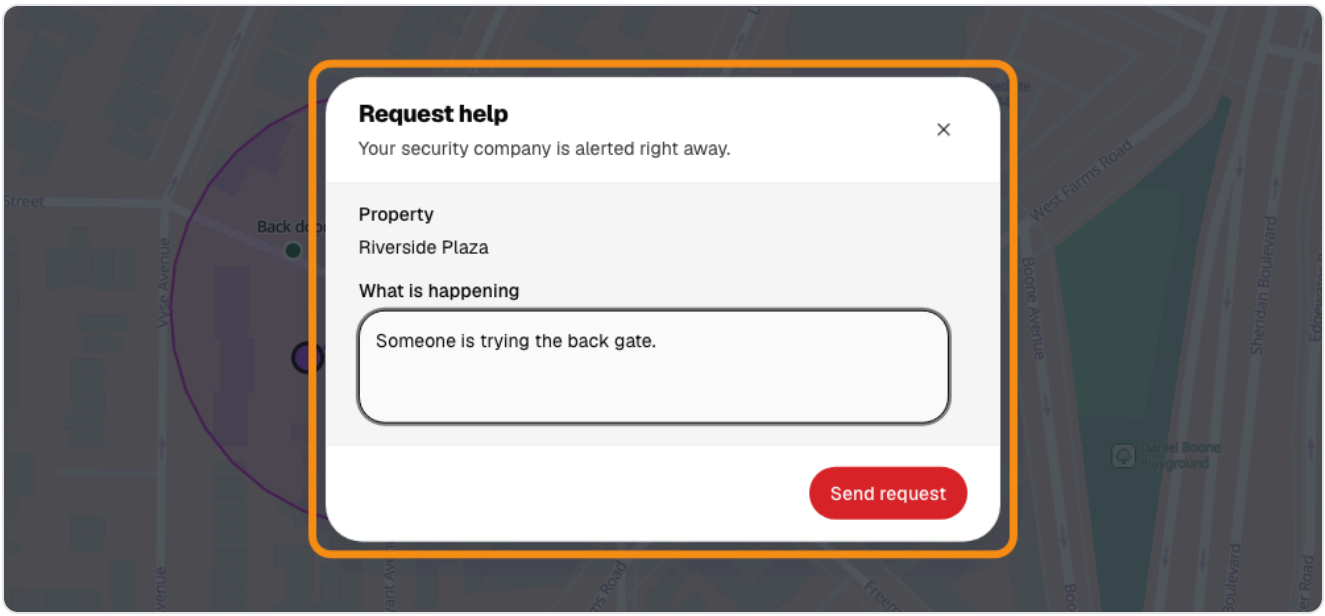
1. Call or email the person your security company put in charge of your property.



Shows when your security company names this person.

5 Ask for help

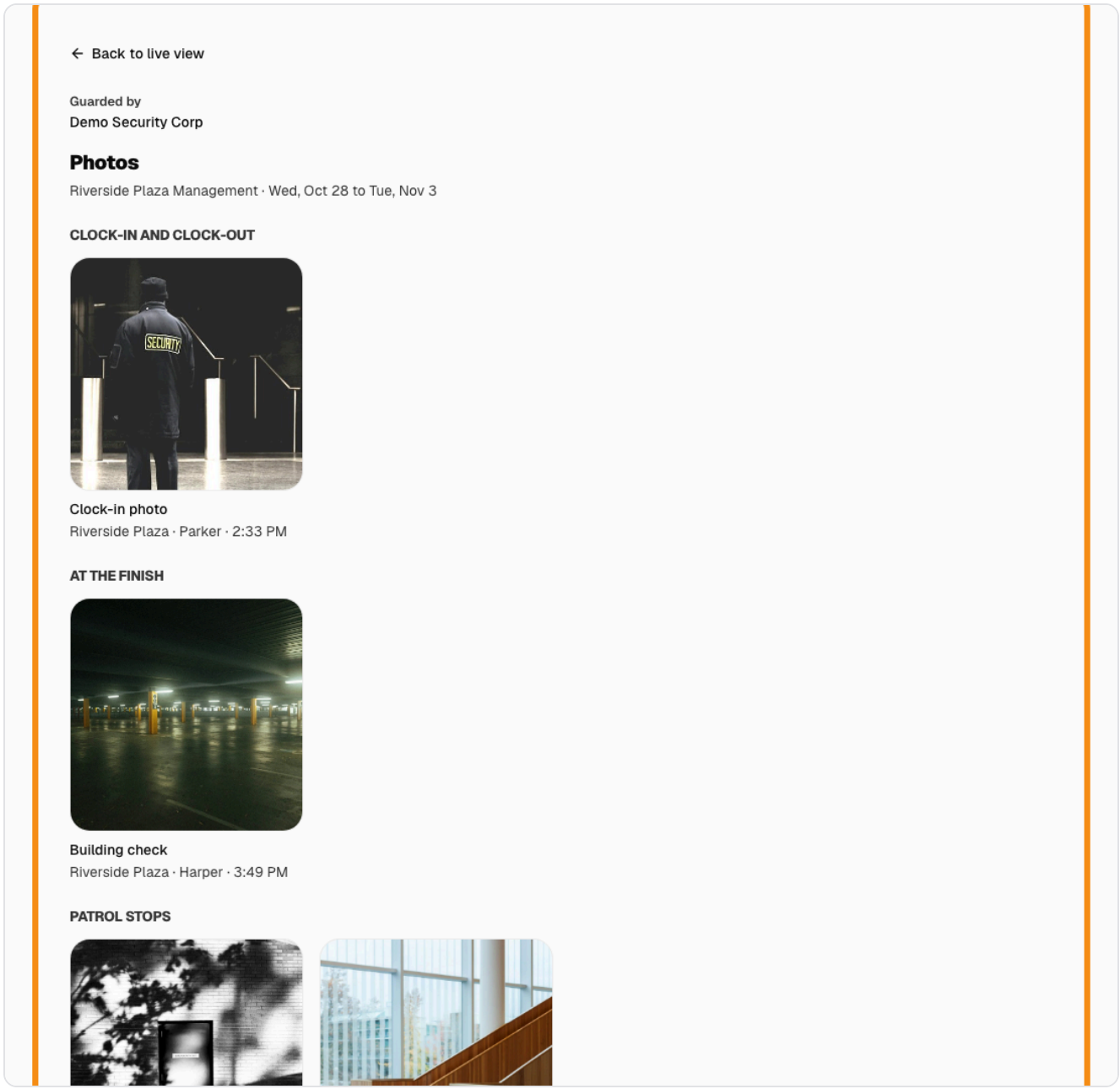
1. Click Request help, say what is happening, then Send request.
2. In an emergency, call 911 first.



The guards on duty for you get an urgent alert. If none are on duty, the managers do.

6 Photos, last 7 days

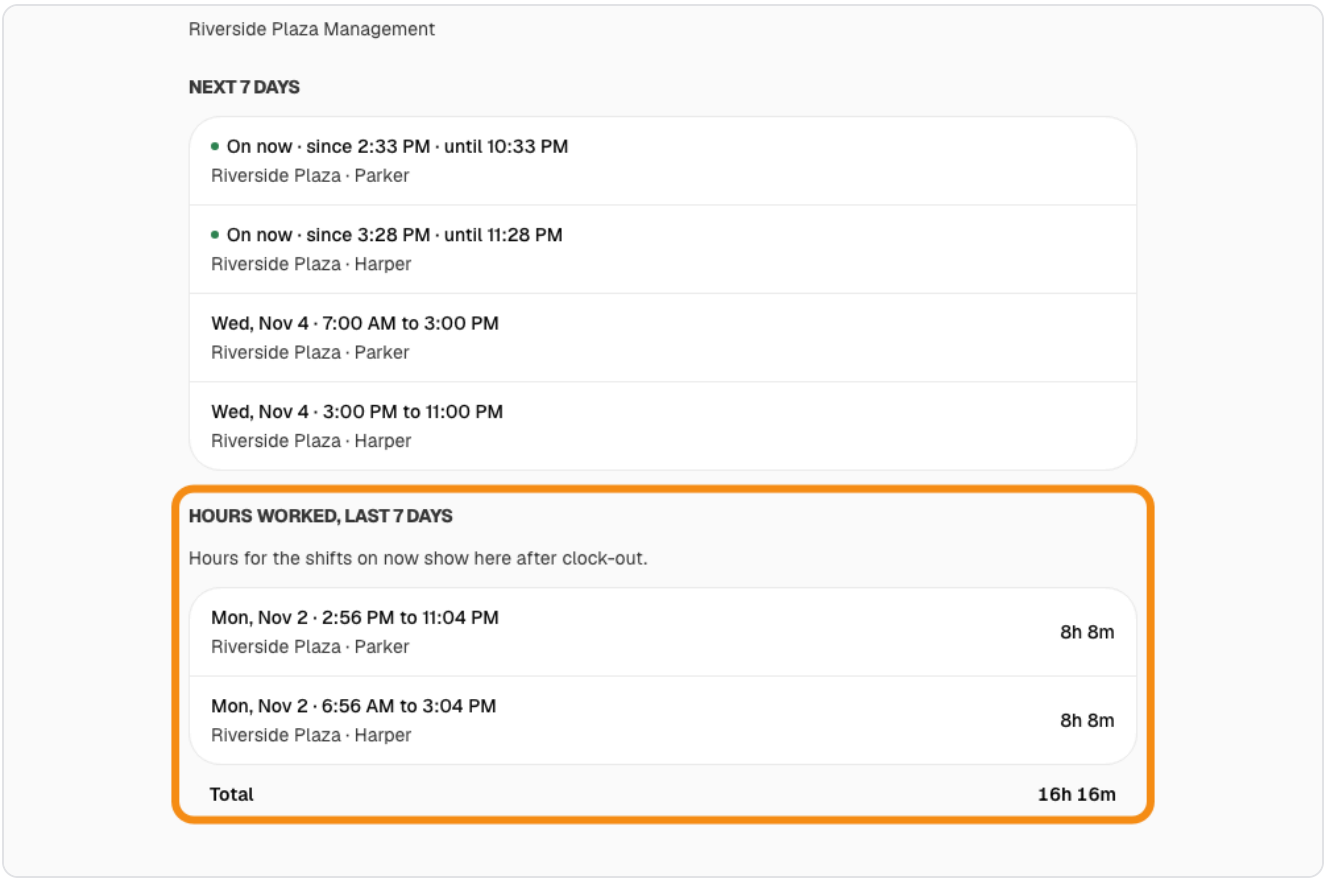
1. Click Photos from the last 7 days to see what the guards saw.



Each photo with the place, the guard's first name and the time.

7 Shifts and hours

1. Click Shifts and hours: who is coming, and when each guard really clocked in and out.

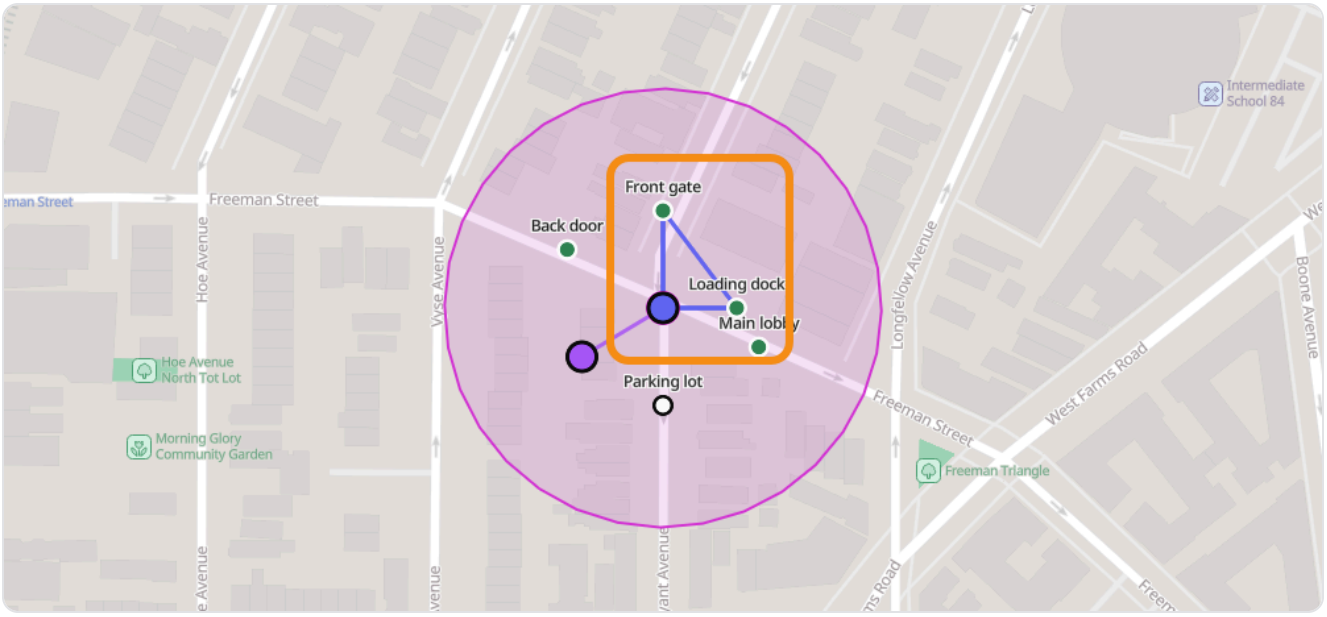


Next 7 days of shifts, and each finished shift's hours.

How you know the work was done

8 The path your guard walked

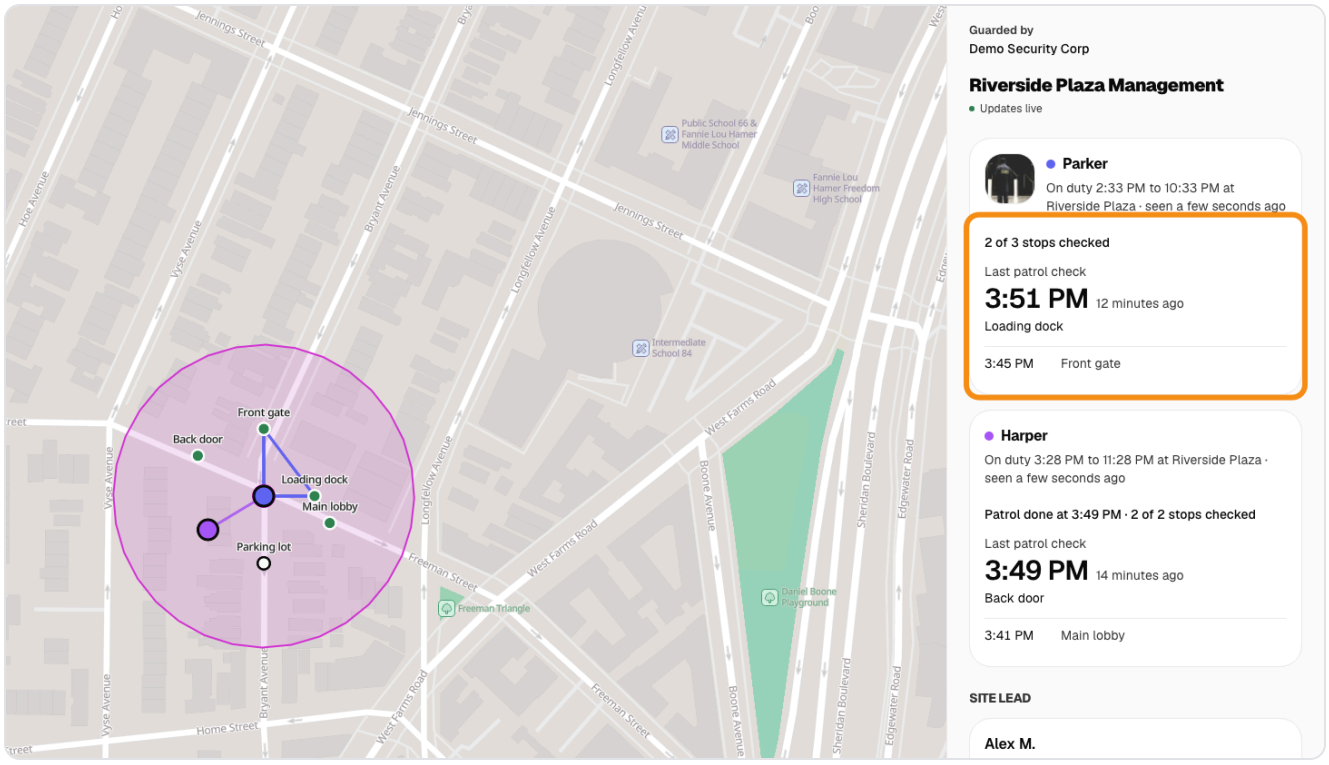
1. The line is where the guard walked this shift, from their phone's GPS.



Out to the front gate and the loading dock, and back.

9 Every stop checked, with the time

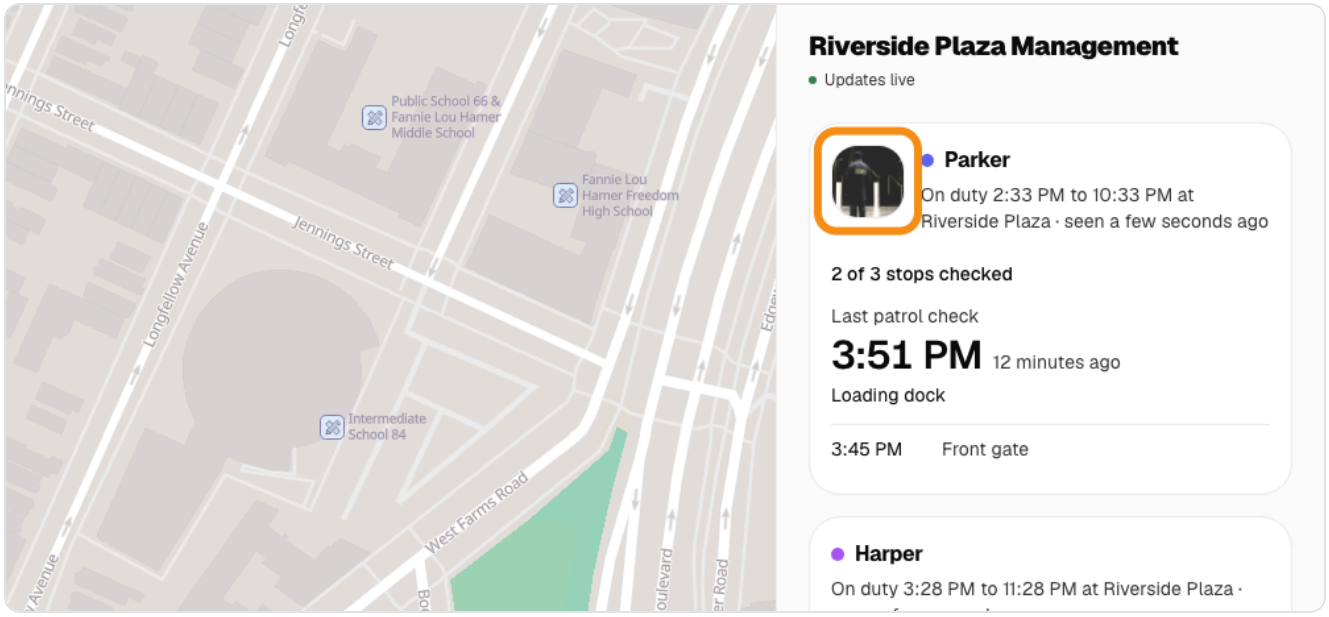
1. Each stop the guard checks shows with its time. Green on the map means checked.



2 of 3 stops checked; the last at the loading dock.

10 A photo at clock-in

1. If your security company asks, each guard takes a photo of themselves at their post to clock in.



Who clocked in: the guard in uniform, at their post.

Also checked for you

A guard leaves your property	Your security company is alerted (after 5 minutes away, unless they change it).
Clock stops when away	If turned on, a guard's worked time stops while they are off your property.
Site QR code	If turned on, a guard must scan your property's own code to clock in or out.
Clock-in place	Where the phone was at clock-in is saved. A clock-in away from your property is flagged to your security company.
"I'm OK" checks	Guards tap I'm OK on a timer (on by default). A missed tap alerts the managers.
Not moving	If turned on, a guard who stops moving is asked sooner if they are OK.
SOS button	Holding it alerts the whole team. If nobody answers, it alerts them again.
Team rules	If your security company writes rules, each guard must agree in the app first.
Times	Clock and patrol times are set by our server, so a wrong phone clock can't change them.

Emails you can get

Live view link	When your live view is shared with you.
Guard arrived	When a guard clocks in at your property.
After each round	Stops checked and any missed.
After each shift	Hours, patrols and misses.
Daily or weekly report	Hours on duty, patrols, photos and anything missed. It can also show if a guard left.
Incident reported	What happened, how urgent it is, and who reported it.
Turning them on	Your security company picks yours. Each report has an Unsubscribe link.

If something looks wrong

No guard showing	Nobody is clocked in at your property, or the guard is more than 1 km away.
"No live location right now"	The guard's phone has no signal.
"Not updating"	Check your internet, then reload the page.
"isn't on the list"	Click Use a different account, and use the email your security company has.
"This live view has ended"	Ask your security company to share it again.
When does it end?	The date is at the bottom of the live view.

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