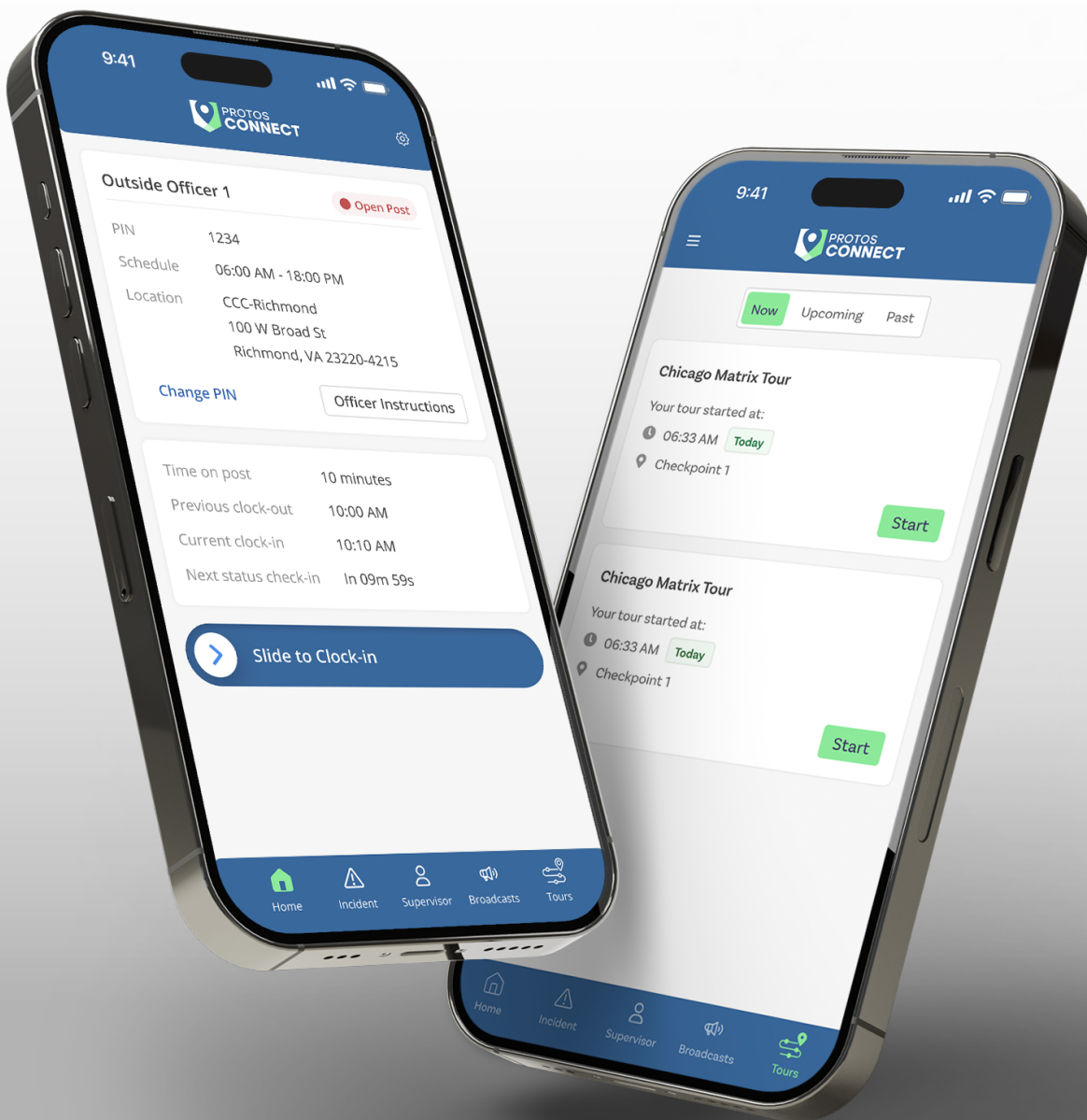




PROTOS CONNECT

USER GUIDE



Protos Connect Mobile App User Guide

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Installing the Protos Connect Mobile App

Download the Protos Connect mobile app from the Google Play Store or Apple App Store based on your device.



Logging In

1. Open the mobile application
2. A popup will prompt you to *allow location services*. Tap on **Allow While Using App**
3. Enter the following credentials:
 - Provisioning Code: Please contact your Account Manager or Service Agent.
 - PIN: Please reference your Operations Summary
4. Another popup will appear to allow notifications. Select **Allow** or **Don't Allow**
 - Protos recommends **Allow** so that guards can receive alerts of upcoming Guard Tours, missed clock outs, etc.
5. If mandatory broadcast(s) appear, (i.e. bolo, site updates, important notifications etc.) read it and tap **Acknowledge**
6. A confirmation message will appear stating, *"Well done! You've completed all items on your list."* Tap **Ok**

**For all users that are logging in with a provisioning code ending in 'E,' please refer to page 6 for instructions.*

Home Page

Clocking In/Out

1. Use the **slider** on the home page to clock in/out or check-in.
 - **Blue Slider:** For clocking in
 - **Red Slider:** For clocking out
 - **Orange Slider:** For checking in
2. To clock in, **slide** the **blue slider**. When successfully clocked in, it will change to **red**
3. If you need to use a different PIN for the same site/location, tap the **Change** button at the top of the page
 - A popup will appear asking, *"Are you sure you want to change your PIN? You'll be signed out and will need to sign in again with a PIN."*
 - To proceed, tap **Continue**
 - To cancel, tap **Cancel**

Reporting Incidents

Incident Form

1. Tap the **Incident** tab in the bottom menu
2. Enter the following details to complete the incident report:
 - Officer's Name
 - Callback Number
 - Incident Category (optional)
 - Incident Type (optional)
 - Who was Involved and Notified
 - Location of the Incident
 - Description of the Incident
 - Resolution of the Incident
 - Other Details
 - Date/Time of Occurrence
 - Cost Recovery
 - Photos (optional)
3. To upload a photo, click on the **Upload** option and choose from:
 - Photo Library
 - Take Photo
 - Choose Files
4. You can upload multiple photos at one time.
5. To remove or replace a photo, tap the **x** next to the photo file name
6. After filling in all required fields, tap the **Report Incident** button
7. To cancel the report, tap **Cancel** and the fields will reset

Supervisor Visits

Visit Form

1. Tap on the **Visit** tab
2. Fill out the following fields:
 - **Your Name**
 - **Callback Number**
 - **Manager Name**
 - **Issues Discussed with Store Manager**
 - **Officer's Appearance:**
 - Unsatisfactory

- Needs Improvement
 - Acceptable
 - Excellent
 - **Officer's Knowledge of Post Orders:**
 - Unfamiliar
 - Basic Knowledge
 - Proficient Knowledge
 - **Officer's Knowledge of Reporting an Incident:**
 - Unfamiliar
 - Basic Knowledge
 - Proficient Knowledge
 - **Summary of the Visit**
3. To submit the report, tap **Report Visit**
 4. To cancel, tap **Cancel**

Broadcasts

Broadcast Tab

1. Tap on **Broadcasts** at the bottom of the app menu
2. The page has two tabs. Select the **Broadcasts** tab
3. All broadcasts that were previously acknowledged from the **Home** page will be visible in this tab
 - a. The unacknowledged broadcasts are not mandatory but informational
 - b. Read through the unacknowledged informational broadcasts and tap **Acknowledge**

Training Tab

1. View important training content by selected the **Training** tab
2. The **Training** tab contains all training that was previously completed from the Home page
 - a. Any training material that has not been started is not mandatory, only informational
 - b. Watch any remaining trainings and your progress will *automatically be saved*
3. A confirmation message will appear stating, "Well done! You've completed all items on your list." Tap **Ok**

Tours - Note: This will not appear in the Protos Connect mobile app unless the client has requested this feature.

Tours Page

Note: Not all Checkpoints will have tasks

1. To start or view a tour, tap on **Tours** at the bottom of the menu
2. Under the "Now" tab, tap the **Start** button to begin the tour
3. A list of checkpoints will appear
4. Tap the blue **Scan NFC Token** or **Scan QR Code** button
5. **Scan** the **NFC Token** by holding your device about 0.5" - 1.0" away from the NFC tag or hold your phone 6"-12" to scan the **QR Code** in your phone's camera view
 - At each scan the guards will feel the mobile device vibrate indicating that the scan was successful
 - If an **NFC Token** or **QR Code** is scanned twice, the app will notify the user that the tour point has already been completed
 - When a user scans an **NFC Token** or **QR Code** that is not part of the tour, the app will alert the user that the **NFC Token** or **QR code** isn't recognized.
6. If a specific **NFC Token** or **QR Code** repeatedly malfunctions or is inaccessible, select the **Skip** option and explain the issue the required notes field
7. A popup of tasks to be completed will be listed for each checkpoint
 - Tap the **circle** next to each task to mark it as complete or tap "Skip" to skip a task
 - If skipping, enter the reason in the provided text field
 - If a Checkpoint has individual Tasks that need to be completed, users will be **forced** to provide photo(s) and a brief description before completing each task
8. Tap the **Complete** button once all tasks are done
9. Repeat steps 1-7 until all checkpoints are completed
10. A popup will appear stating, "All checkpoints completed! You can now complete this Tour."
11. Tap on **Complete Tour**

Security personnel have the flexibility to halt a tour at their discretion by simply switching away from the Tour tab. They can seamlessly utilize other features such as the incident report and visitor report tabs as needed. Subsequently, they can easily navigate back to the Tours tab and recommence the tour whenever necessary.

Incident Reporting

1. If an incident occurs during a tour, tap **Tour Options** in the bottom left corner of the Tours page
2. Select **Report Incident** to fill out the report and upload any necessary photos

Additional Tour Features

- **Past Tours tab:** View past tours by tapping on the **Past** tab
- **Upcoming Tours tab:** View upcoming by tapping on the **Upcoming** tab

*Users Logging-In with Provisioning Codes Ending in E

1. Open the mobile application
2. A popup will prompt you to *allow location services*. Tap on **Allow While Using App**
3. Enter the following credentials:
 - a. Provisioning Code: Enter the code **PRO-E**
 - b. PIN: Please refer to your Operations Summary
4. Shift Takeover (If Applicable)
 - a. If a shift takeover option appears, you are replacing another security guard
 - Enter the **Position PIN** of the guard you are replacing to proceed
 - b. If you are **not** taking over a shift, simply tap **Continue** to move forward with log in
5. Upon login, a popup will appear to allow notifications. Select **Allow** or **Don't Allow**
6. If mandatory broadcast(s) appear, (i.e. bolo, site updates, important notifications, etc.) review them and tap **Acknowledge**
7. A confirmation message will appear stating, *"Well done! You've completed all items on your list."* Tap **Ok**

Final Step: Continue with Protos Connect Guide

1. Once you have logged in, navigate to **Page 2** of the **Protos Connect User Guide**, starting from the **Home Page**, for further instructions on using the application

Troubleshooting

Connectivity

1. If you have a poor signal at the gatehouse or inside a facility where you are posted, FIRST- step outside and wait a minute or two to see if signal strength improves.
 - a. You do **not** need to be connected to **Protos Connect** to complete **Guard Tours**. Please refer to *Tour Points Not Scanning* below for more information.
 - b. You **do** need connectivity to clock-in.
2. If you still have no cell service, call our Protos Dispatch team (866-403-9630) from the client's landline phone to be manually clocked-in.

Important Connectivity Information

- 3G phones may no longer be supported, even for phone calls or texting.
- 4G phones, soon to lose support, experience tremendous lag times even in areas where cell service is strong. They are not recommended, and most do not have NFC or quality GPS locators to perform guard patrol functions.

Error Messages

- If you encounter any error messages, **screenshot** the message and **forward** it to your immediate supervisor or company manager. Additionally, include a brief description of the actions that led to the error, for example: "While on patrol, I attempted to submit an incident report for 'Found Property,' but the system rejected the report."

Tour Points Not Scanning

If, during your tours, an NFC or QR code fails to register the scan (You'll see a green dot by the tag location name), **do not** immediately **Skip** the tag scan. Instead, follow these steps:

1. **Enable Airplane Mode** on your mobile device.
2. Continue scanning tags. Even if they don't show as green, they should register as **Scan Successful**.
3. Once your patrol is complete, move to an area with good cell service or reliable Wi-Fi.
4. **Disable Airplane Mode** and allow your phone to reconnect to the network.
5. After a minute or two, attempt to **submit** the report.

Guard Tour Submission Failures Due to Service Issues

1. Take a **screenshot** of the error message.
2. **Send** a summary of the error, the process you completed (e.g., submitting an incident report, clocking in, or scanning tour checkpoints), and all screenshots of the errors to your **immediate supervisor** or **company manager**.
3. Your **company manager** will then contact **PROTOS SSA** to work with the **Protos Connect** team to resolve the issue.

Where to Send Service Requests

When emailing support, please be clear and concise in describing the issue. Ensure that you attach **screenshots** from your phone showing that you have followed the troubleshooting steps outlined above. Include Mark Westman on all Protos Connect related help emails.

- **Help:** help@protossecurity.com
- **Mark Westman:** mwestman@protossecurity.com

For more information, please contact us at product@protossecurity.com.