



## Security Patrol App User Guide

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## Revision History

Date	Version	Change
April 15, 2020	1.0	New document created.

## 1.0 Introduction

The Vanguard Patrol App is a proprietary mobile application designed by Vanguard Security to enable its security officers to record and submit patrol reports electronically, as opposed to traditional paper reporting. Completed patrol reports are stored in a cloud-based database where they can be searched, filtered, and reviewed by Security Supervisors and higher levels of management.

### 1.1 Device Support

As a proprietary application, the Vanguard Patrol App is only available on Vanguard-provided tablet computers. The Vanguard Patrol App is installed on the tablet by Information Technology (IT) Services prior to their delivery to the Site Security team. If a provided tablet does not have a copy of the Vanguard Patrol App installed, contact IT Services to resolve.

### 1.2 How It Works

The Vanguard Patrol App connects to a cloud-based database over the internet and delivers data once the user has successfully completed a digital patrol report. To mitigate cybersecurity concerns, the tablet computers that host the Vanguard Patrol App are not configured to access the public internet (Through a 4G or 5G wireless signal, for example) and may only connect to the local wireless network maintained by the facility.

## 2.0 Scope

The contents of this document apply to members of the Vanguard Security team responsible for using the Vanguard Patrol App to create, submit, and review security patrol reports for the pilot program at XYZ facility. This document does not apply to Vanguard Security teams at other properties in the Vanguard Security portfolio, as the pilot program has not yet been deployed on a larger scale.

Action and oversight are required from the following roles:

- Security Supervisor
- Security Officer

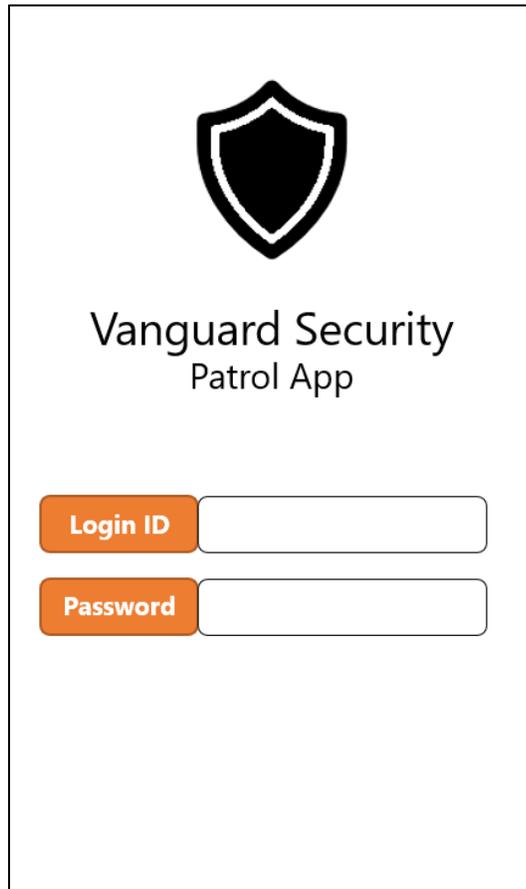
## 3.0 Using the App

These instructions will carry a user from start to finish in completing an electronic patrol report.

### 3.1 Login to the App

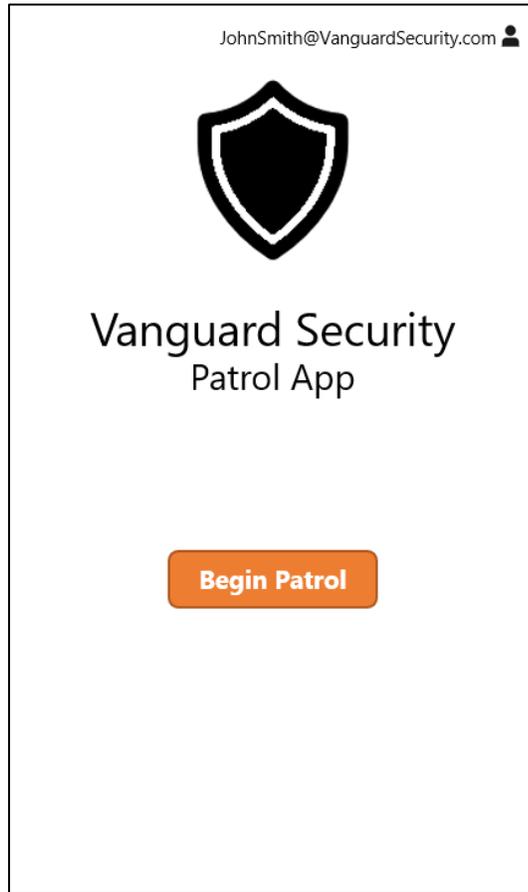
At the beginning of their shift, the Security Officer must always login to the app with their own company Login ID and Password. This is critically important to maintain accurate accountability regarding which employee performed a given patrol. Under no circumstances should a Security Officer ever complete and submit a Patrol Report while logged into another employees account.

1. From the login screen, enter your assigned username and password.



*Figure 1 – Patrol App Login Screen*

2. Select **Begin Patrol**



*Figure 2 – Patrol Start Screen*

3. When prompted, enter the date and time the patrol started.

### 3.2 Fill Out Patrol Report

Completing a digital patrol report is not too different from completing a paper version. The Security Officer is responsible for filling out the same fields with the same information. Management recommends filling out the report while executing the patrol if the situation allows. At a minimum, try to make a note of any unusual events and the time they were encountered so that it's easier to recall the information later.

1. Select the **Perimeter Fence Patrol** section. Since this is the first part of the patrol, the time will be copied from what was entered in section 3.1, step 3.

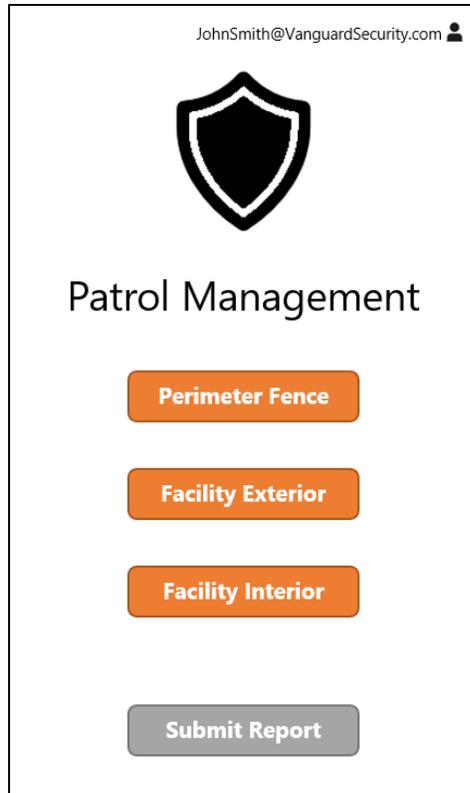


Figure 3 – Patrol Management Screen

2. Answer the pop-up question prompt. If there was nothing unusual to report, select **No** and return to the Patrol Management screen.

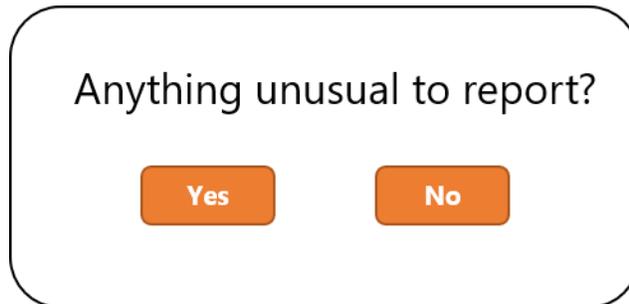


Figure 4 – Patrol Pop-Up Question

3. Otherwise, select **Yes** and fill out the next section with a detailed account of what occurred.

Please provide details of any unusual events.

At approximately 13:48 PDT, observed discarded items on the exterior side of the western perimeter fence. No witnesses were observed. Picture of discarded objects is attached.

[Attachment 1.jpg](#)

Attach a File

Done

4. Select **Attach a File** to include any necessary evidence (such as photos taken with the tablet computer) to support the notes.
5. Select **Done** and return to the main screen.

*Figure 5 – Completed Notes Example*

6. From the main screen, select **Facility Exterior Patrol**.
7. Enter the time you began the Facility Exterior Patrol.
8. Repeat steps 2 – 5.
9. From the main screen, select **Facility Interior Patrol**.
10. Enter the time you began the Facility Interior Patrol.
11. Repeat steps 2 – 5.

### 3.3 Submit Patrol Report

Don't forget to submit the patrol report once you've completed all the previous steps. Otherwise, the patrol will remain in a "In Progress" status and will flag as incomplete.

1. From the main screen, select **Submit Report**. Note that this option will not be available until all required questions and fields have been answered in the report.

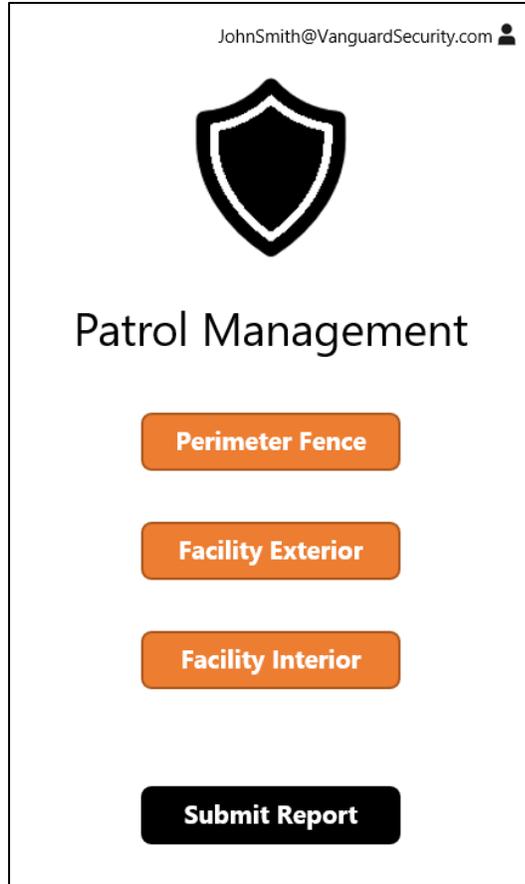


Figure 6 – Report Submission Available

2. You will be prompted to acknowledge the accuracy of the events described in your patrol report. Select **Yes** to begin processing the report.

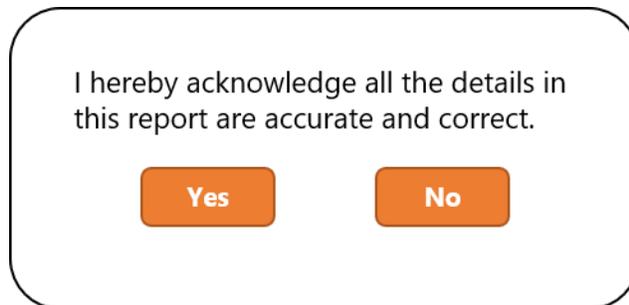


Figure 7 – Acknowledgment Pop-Up

3. The app may take a few moments to submit the report to the server. For best results, ensure you are in an area with a strong wireless signal (anywhere inside the facility) before attempting to submit the report.
4. You will receive a confirmation when the report has been successfully submitted.

## 4.0 Troubleshooting the App

If the app fails to load or has trouble submitting a report, there several solutions to try before escalating the issue to IT services.

1. Close the app and try to submit again from an area with a strong wireless signal.
2. Restart the tablet computer. Data created in the app is saved to your account until it is submitted, so you will not lose anything.
3. If a second tablet computer is available, sign out of the app and try to complete the report on the other tablet (data is synchronized to your account, so anything existing work should be available).

If these methods do not solve the problem, then send an email to [IT\\_Services@vanguardsecurity.com](mailto:IT_Services@vanguardsecurity.com) and notify them of the issue. It may be necessary to transcribe any existing work to a paper format until the issue is resolved.