Mobiliis Client Guide

Mobiliis user manual

Edition: November 2026

The latest edition is at https://www.mobiliis.com/guides/client/

Introduction

This guide is for **clients**: you see the guards who work at your premises, their duties, routes and alerts, in the **Mobiliis app** on your Android phone. Unlike the guard's app, which keeps working offline, the client functions need an internet connection; if your phone is offline, the app tells you. This guide is also for owners of a Private account, who use the app as a client (see section 11).

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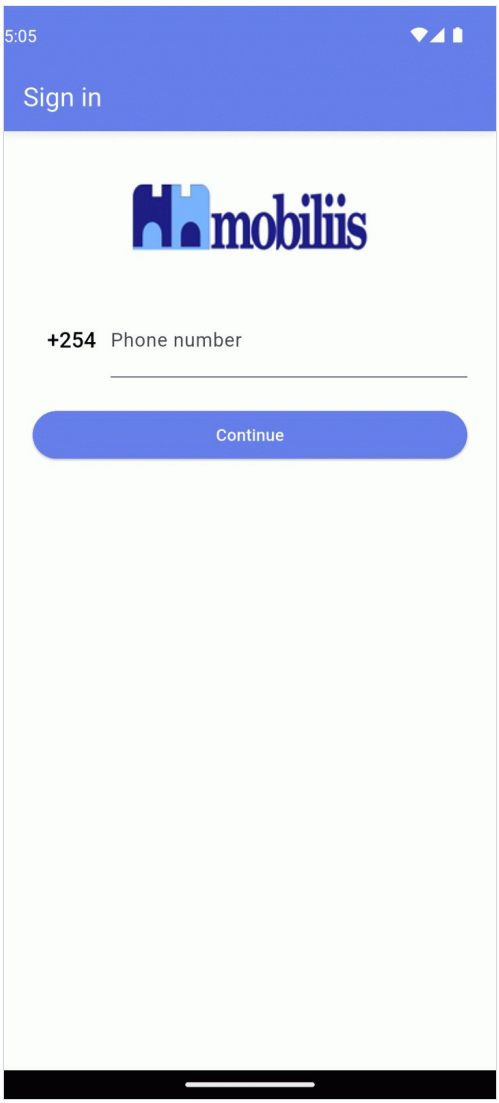
1. Getting the app and signing in

1. Install **Mobiliis** from Google Play. Get the Mobiliis app on Google Play
2. Open it and type your phone number (the one your security provider entered for you, usually your own mobile number).
3. Type the code from the SMS.
4. If your phone is shared with other people in Mobiliis, the app also asks for your **CID**.

There is no sign-up and no password in the app.

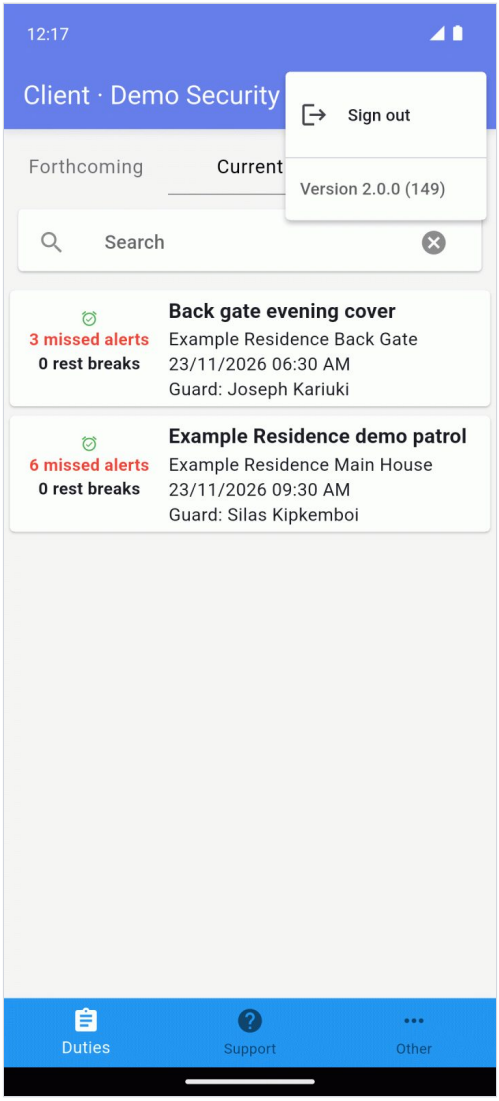


The Sign in page

2. The top bar and the menu

The top bar shows "Client" and the name of your security provider. The ⋮ menu at the top right has **Sign out** and the app's version. If you have more than one role, it also lists each role (tap one to open it) and **Switch role**.

The first time, the app asks to allow notifications. Allow them, so you are told about missed alerts.



The Duties tab with the top bar and the ⋮ menu

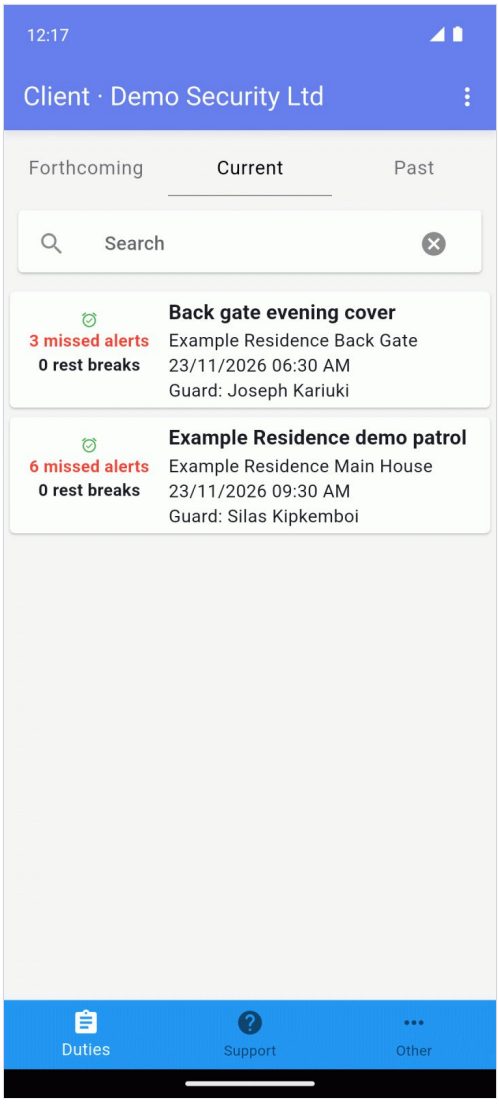
3. Your duties

The **Duties** tab has three lists:

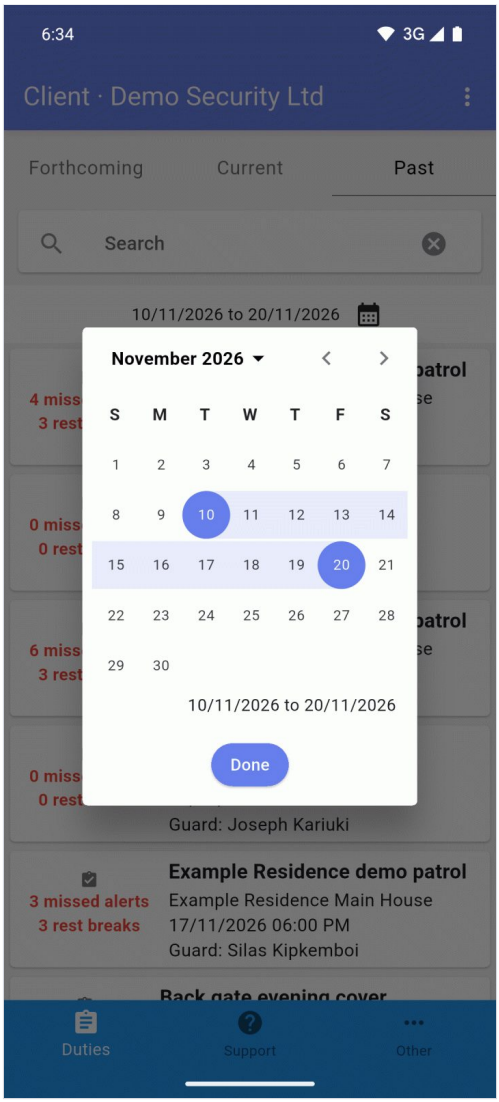
Each of your guards is listed on a separate card.

- **Forthcoming:** each guard's next duty.
- **Current:** duties running now.
- **Past:** finished duties, for the dates you choose (the last 10 days to begin with).

Each duty shows its missed alerts and rest breaks, in red when there are any. Search by duty name, and pull down to refresh. If the list cannot load, it says "Could not load. Please try again." with **Try again**.



The Current tab with running duties



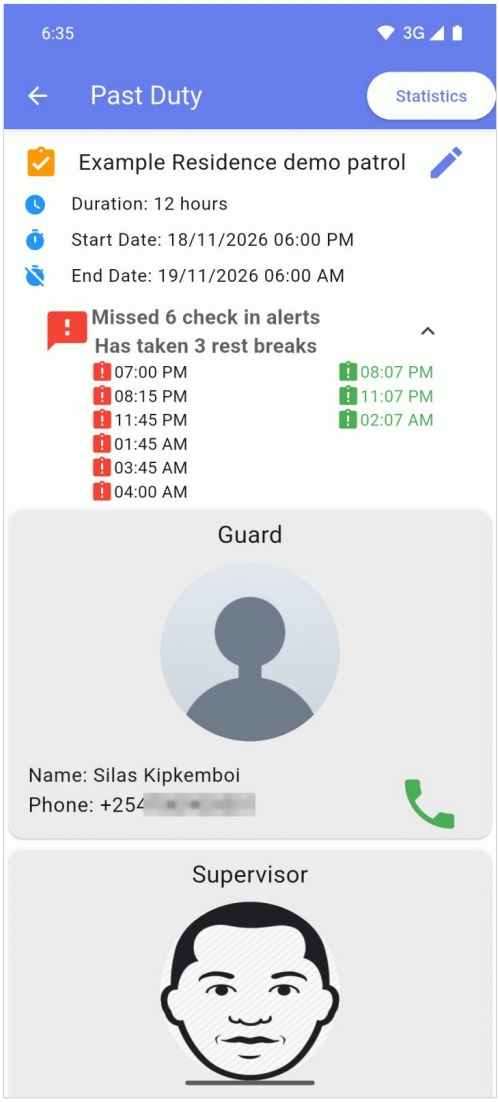
The Past tab with the date range open

4. A duty's details

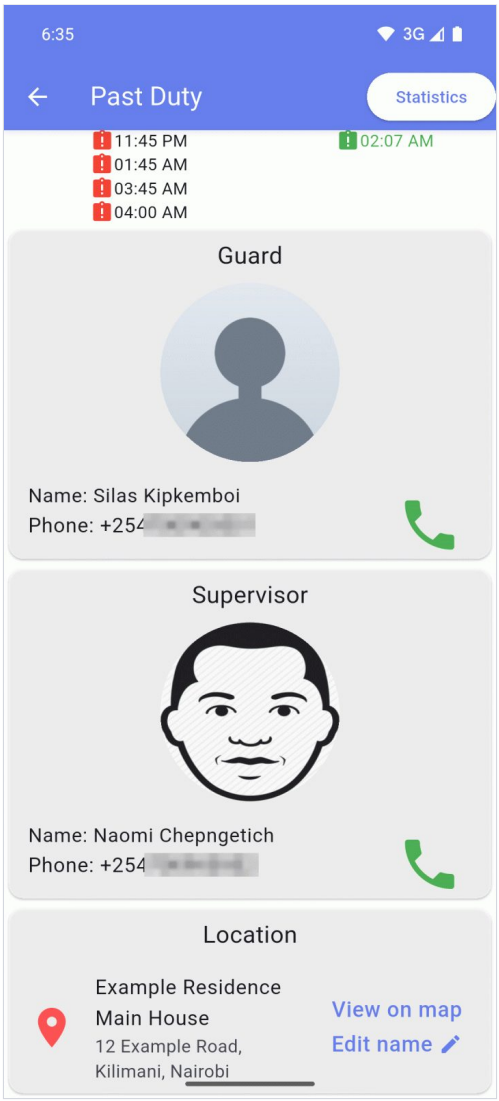
Tap a duty card to see:

- the duration (for example "Duration: 12 hours"), start and end, in the duty location's local time, with dates shown as dd/mm/yyyy;
- the alerts the guard missed, with their times;
- the **Guard** card, with a call button;
- the **Supervisor** card;
- the **Location** card, with **View on map**;
- **Statistics**.

You cannot change times, guards or locations; your security provider does that.



The top of a duty with missed alerts open

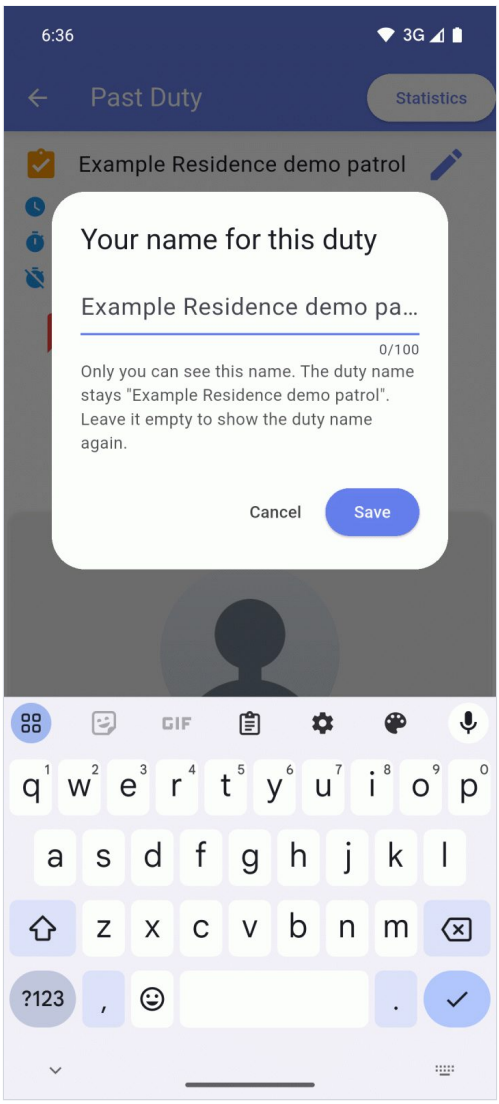


The Guard and Location cards

5. Your own names for duties and locations

Tap the **pencil** next to a duty's or location's name to give it your own name. "Only you can see this name. The duty name stays "". Leave it empty to show the duty name again."

For a location, tap **Edit name** on the Location card.



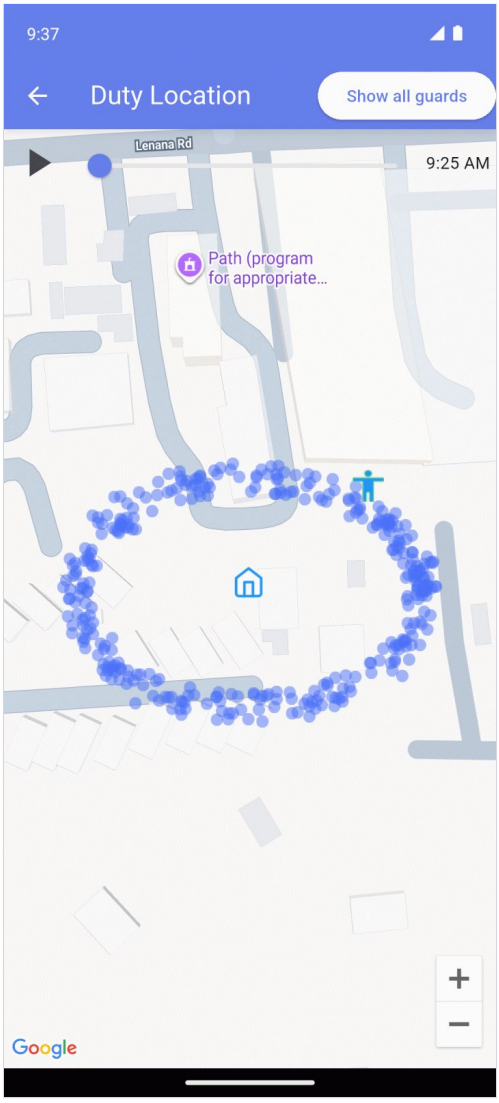
The "Your name for this duty" box

6. Watching the guard's route

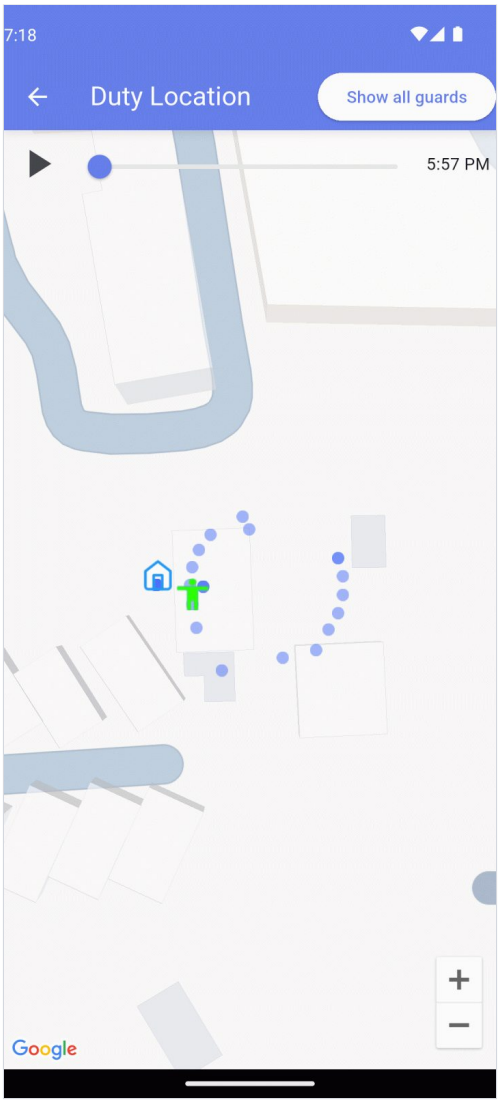
Tap **View on map** to open the **Duty Location** map.

- Each dot is a tracking point, one every 2 minutes. **Blue** means the guard's phone was online, **red** offline.
- The house is the duty location.
- Press **Play**, or drag the slider, to follow the route from start to end. All times are the duty location's local time.
- **Show all guards** shows every guard at your locations; **Show tracking dots** shows or hides the dots. The map can show the tracking dots of only one guard at a time; when you view all your guards, it shows each guard's last known location, updated with 2 more dots every 4 minutes.

If the route cannot load, you see "Could not load the guard's route" with **Try again**.



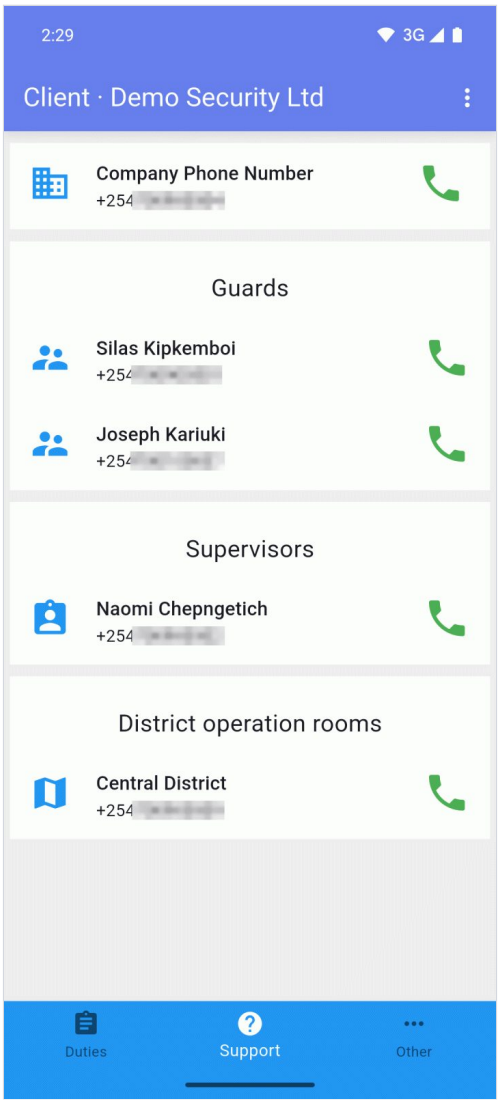
A full route on a past duty



A running duty

7. Contacts (the Support tab)

The **Support** tab lists the phone numbers you may need, with call buttons: your security provider, your guards, your supervisor and the district operations room. Without internet, it shows the usual no-internet message with **Try again**.



The Support tab, demo numbers only

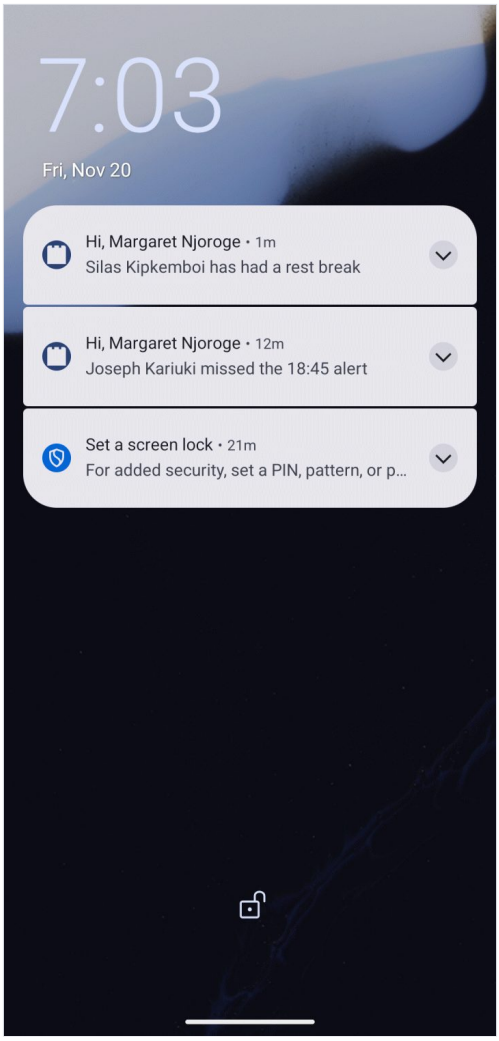
8. Notifications and their settings

Mobiliis notifies you when:

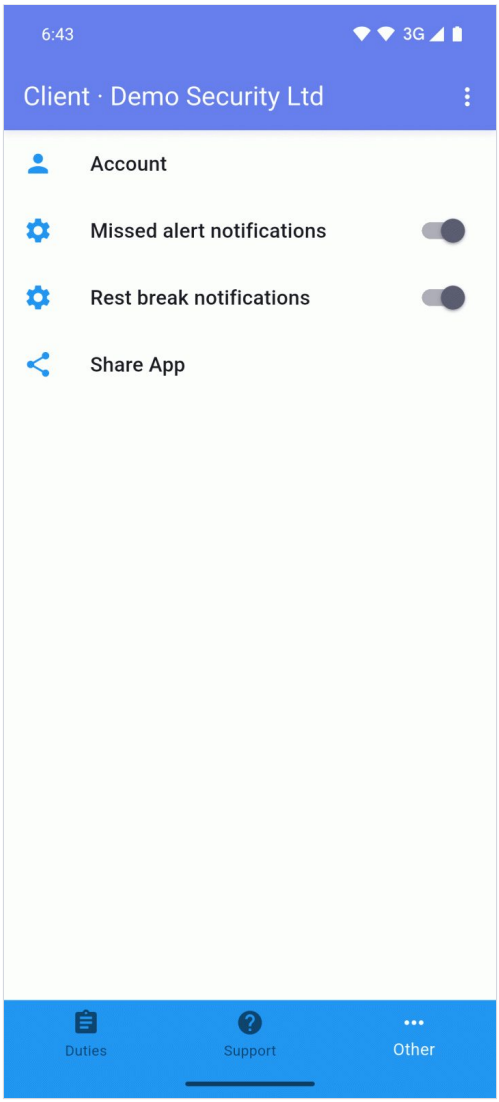
- a guard misses an alert: " missed the HH:MM alert";
- a guard was not at the duty location at the start: the duty page shows "Guard not on Location";
- a guard has stayed still longer than the rest time set for the duty: " has had a rest break".

Each notification is titled "Hi, ". Tap a notification to open the duty.

You can choose which of these notifications to receive by turning them on or off. The **Other** tab has 2 switches: **Missed alert notifications** (a guard not at the duty location at the start counts as a missed alert, so it is included) and **Rest break notifications**. They show your settings as saved, and change only when you flip one.



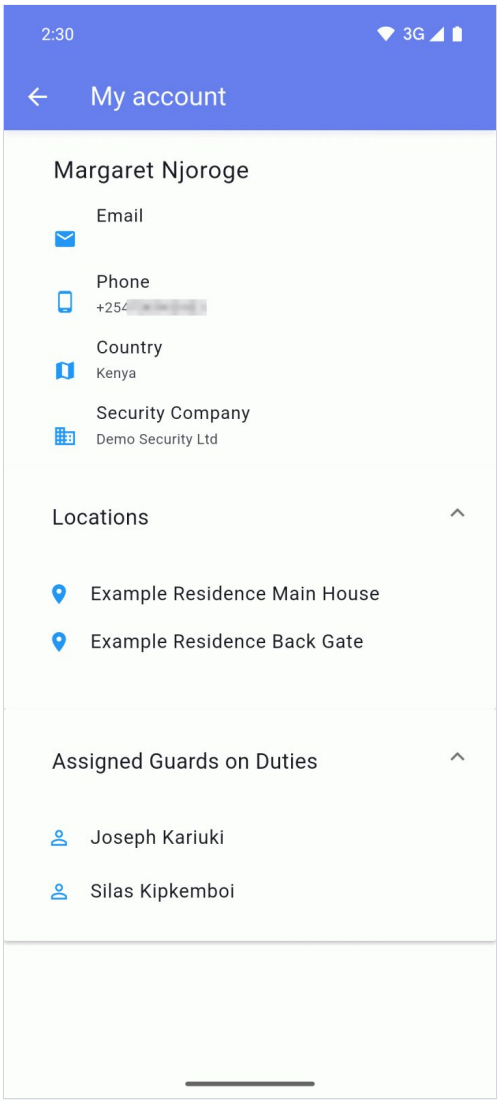
A missed-alert notification



The Other tab

9. Account

Tap **Account** to see your details, your locations and the guards assigned to you. To change your details, contact your security provider.



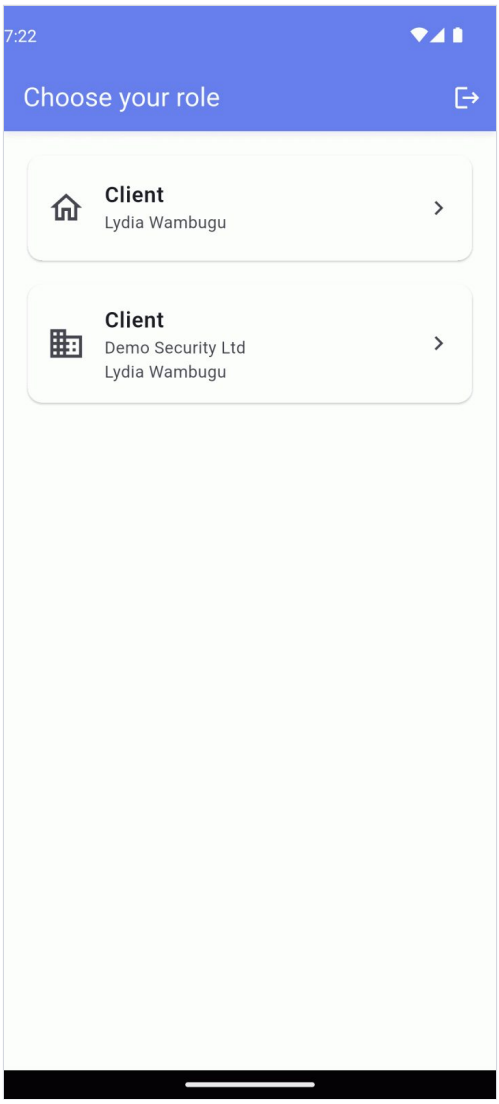
Account with both panels open

10. Sharing the app, updates, signing out

- **Share App** lets you recommend Mobiliis to someone. It sends the message "I saw this security system that helps you monitor your guards and thought you would be interested www.mobiliis.com" through the app you choose.
- When a new version is ready, the app shows **Update available**.
- To sign out, tap the ⋮ menu, then **Sign out**.

11. Private account owners

If you set up a Private account on the Mobiliis website, sign in to the app as a client with your own phone number and the CID that Mobiliis generated for you. You see a house icon for your account, there is no Supervisor card, and your contacts list your guards. Everything else works as described above.



"Choose your role" with the house icon