Mobiliis Company Admin Guide

Mobiliis user manual

Edition: November 2026

The latest edition is at https://www.mobiliis.com/guides/company-admin/

Introduction

This guide is for the person who runs a Mobiliis account on the admin website: the **Company Admin**. If you are a district manager, see the District Manager Guide. If you have a Private account (you signed up as a private individual), see the Personal Account Guide.

Contents

1. What Mobiliis does and who does what 4
2. Starting your free trial 6
3. Confirming your email address 9
4. Signing in 11
5. The SMS code at sign-in 12
6. Confirming your phone number (first time only) 13
7. Finding your way around 14
8. Your first steps: the Getting started list 17
9. Your company details 19
10. Districts 21
11. District managers 23
12. Supervisors 27
13. Clients and their locations 29
14. Guards 31
15. Duties 35
16. Checking a duty: alerts, rest breaks and the route 39
17. The dashboard 41
18. Reports 43
19. Billing, invoices and paying 45
20. Login accounts, My details and password 47
21. The location email (optional) 49
22. Getting help: How to Guides, Common Questions and support tickets 50

23. Signing out 53

24. Private accounts: what is different 54

25. Mobiliis Managers 57

1. What Mobiliis does and who does what

Mobiliis checks that your guards are present and alert during their duties, and shows you where they are.

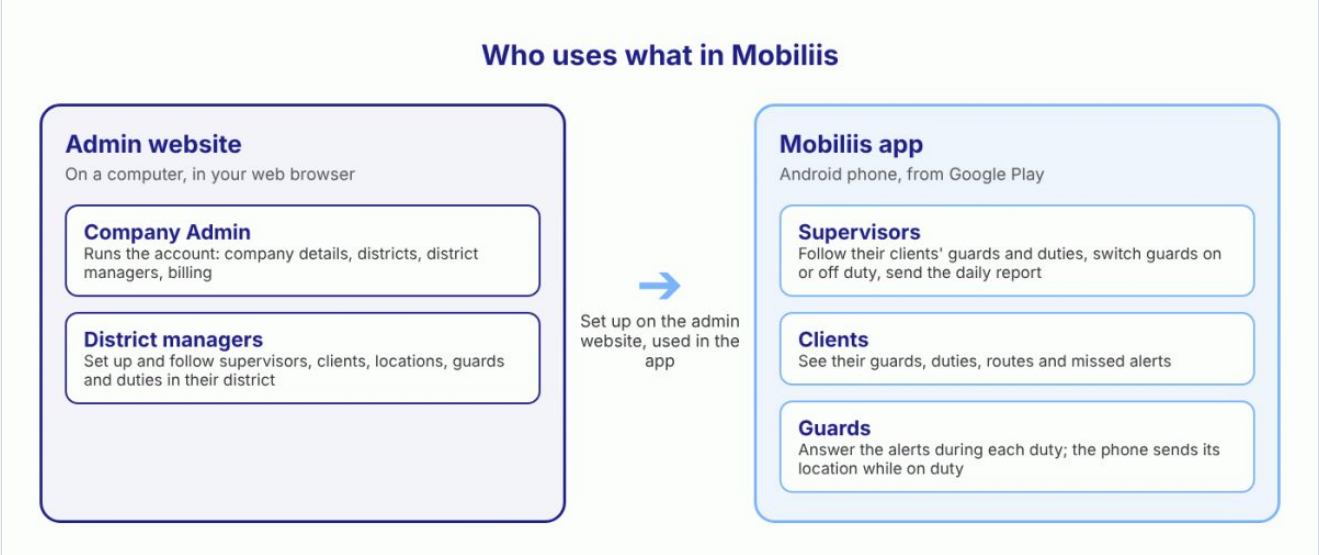
There are two parts:

- **The admin website**, where the Company Admin and district managers set everything up and follow the work.
- **The Mobiliis app** (Android, from Google Play), used by supervisors, clients and guards. Get the Mobiliis app on Google Play

The people in Mobiliis:

Who	Uses	What they do
Company Admin	admin website	Runs the account: company details, districts, district managers, billing, and everything a district manager can do. There is one Company Admin login per company.
District manager	admin website	Manages the supervisors, clients, locations, guards and duties of their own district.
Supervisor	app only	Follows their clients' guards and duties, switches guards on or off duty, gets copies of their clients' notifications and sends the daily report. **Supervisors never sign in to the admin website.**
Client	app only	Sees their guards, duties, routes and missed alerts, and gets notifications.
Guard	app only	Answers the alerts during each duty. Their phone sends its location while they are on duty.

Some things only Mobiliis can change for you: alert templates (the alert intervals you choose from), your price, your billing start date, and changing a Private account into a company account. Contact Mobiliis through a support ticket (section 22) for any of these.



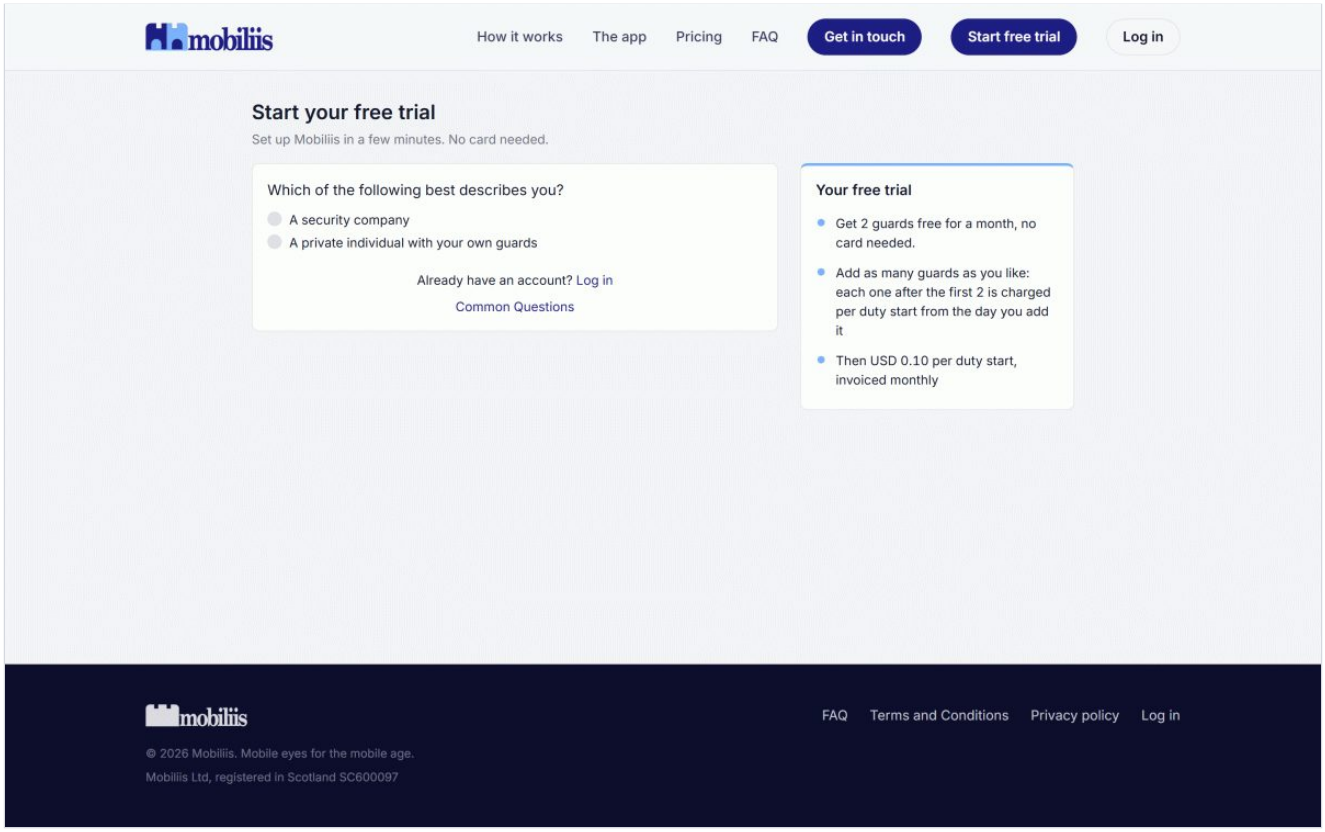
Simple diagram of the roles, admin website on the left, app on the right

2. Starting your free trial

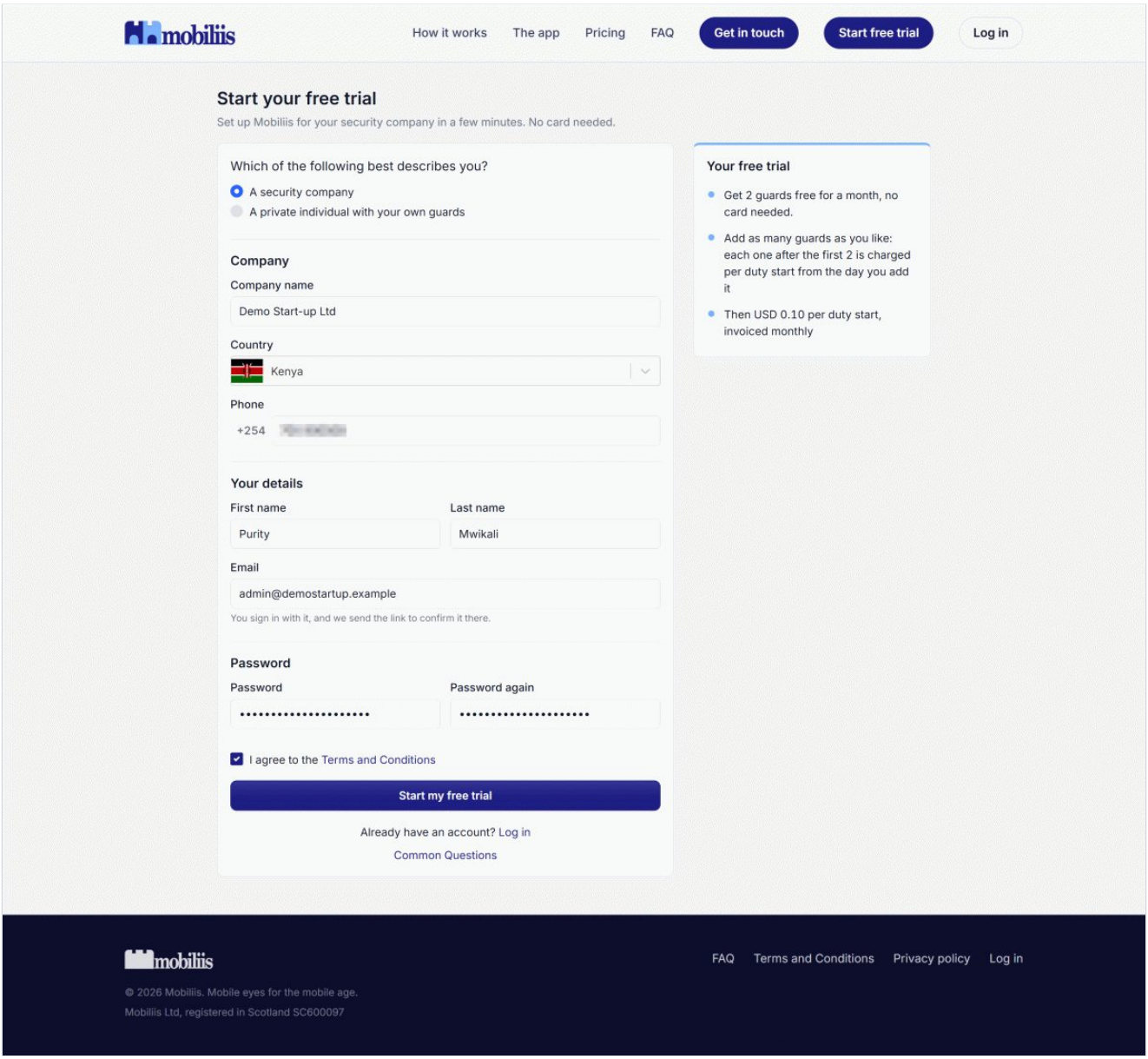
1. On www.mobiliis.com, press **Start free trial**.
2. Choose **A security company** (or **A private individual**, see section 24).
3. Fill in your company name, country, your first and last name, email, mobile number and a password, and tick the box to accept the Terms and Conditions.
4. Press the sign-up button. You see "Thank you for signing up…" and Mobiliis sends you an email to confirm your address.

Your free trial lasts one month. Your first 2 guards are free for the whole trial. You can add more guards during the trial if you want to: those extra guards are charged in the usual way, at your price per duty start. Nothing stops at the end of the trial; charging for every guard starts the day after it ends. No card is asked for when you sign up.

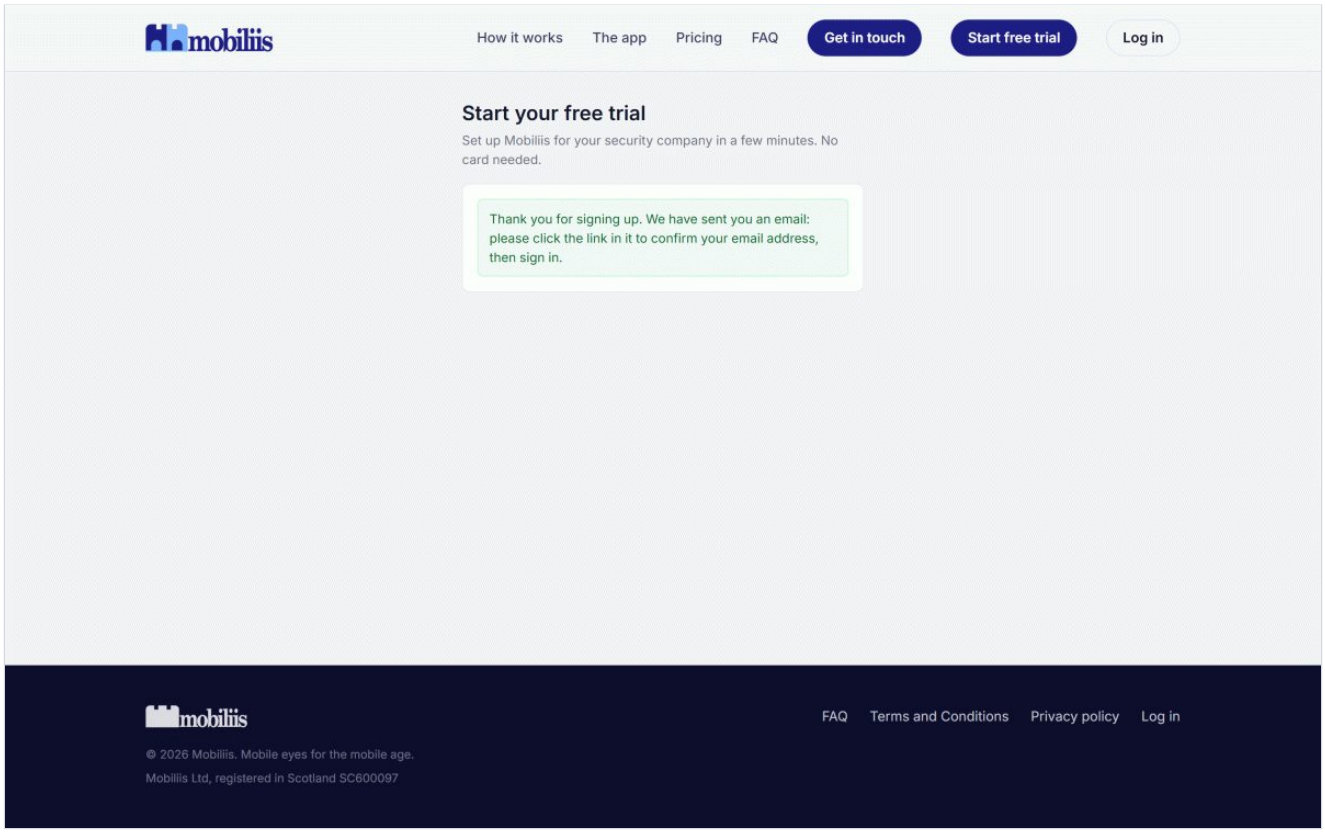
There are no plans to choose from: you pay only for duty starts (see section 19).



Sign-up page with "A security company / A private individual"



The filled company form with the "Your free trial" panel



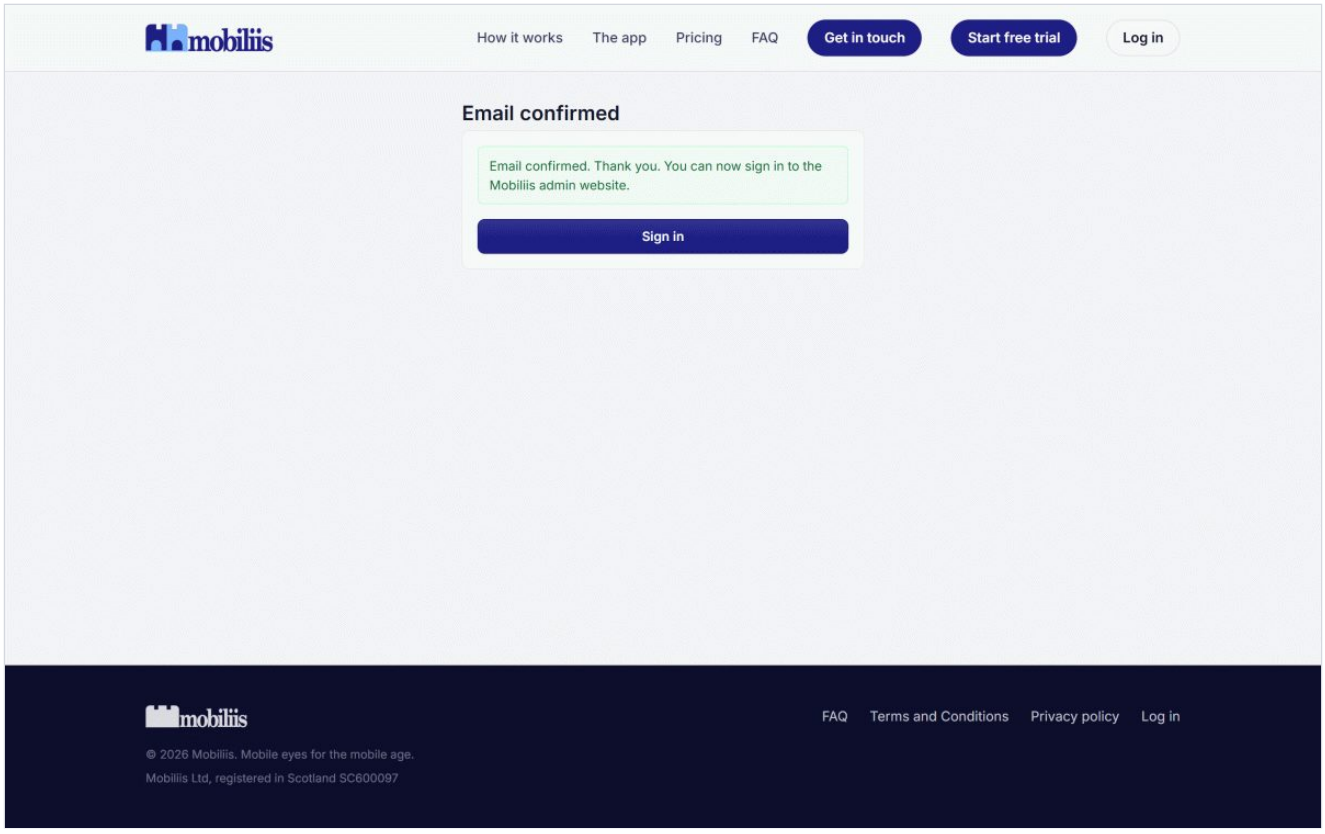
The "Thank you for signing up..." message

3. Confirming your email address

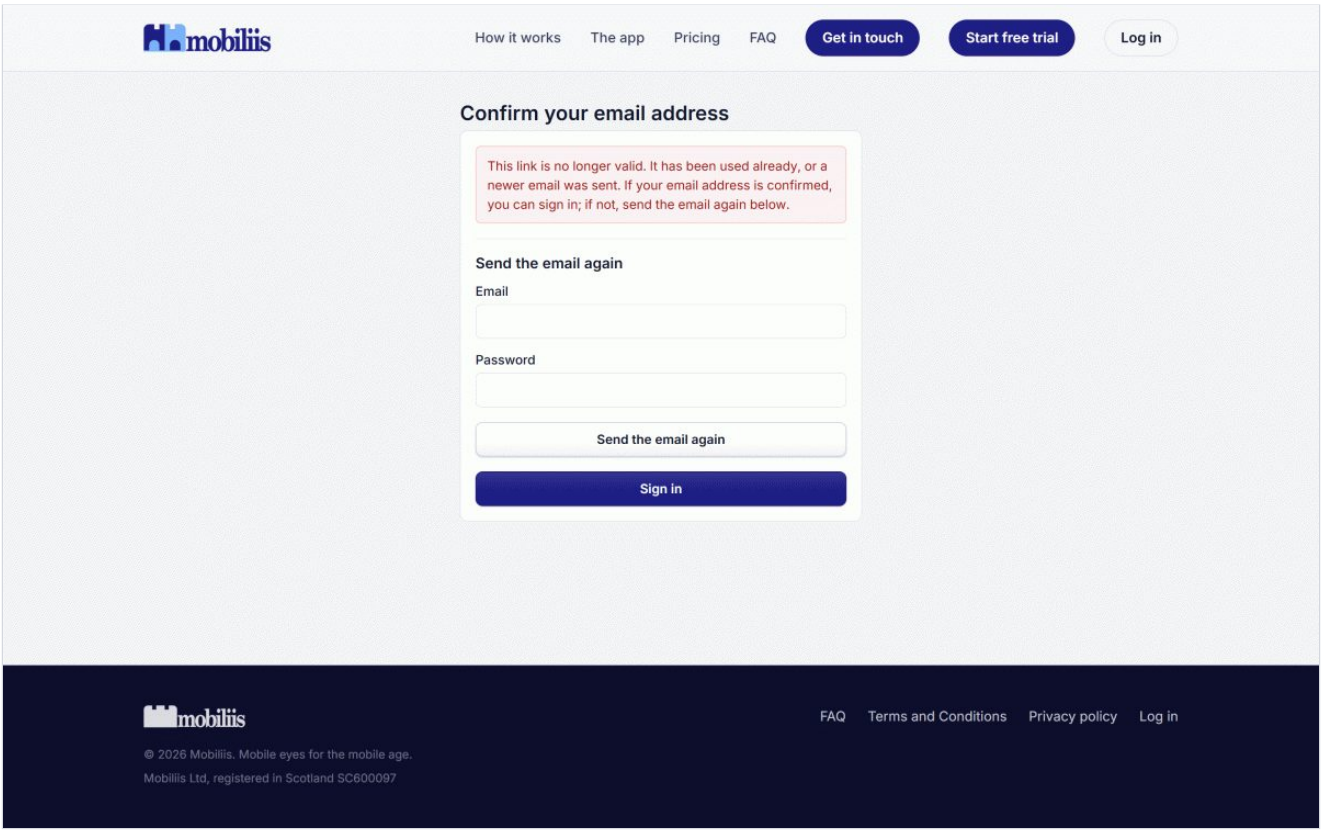
Open the email from Mobiliis and click the link. The page "Email confirmed" opens and you can sign in. You also get a welcome email.

If the link has expired, the page says "This link is no longer valid...". Type your email address and password there and press **Send the email again**.

You cannot sign in until your email address is confirmed. If you try, you see "Your email address is not confirmed yet...".



The "Email confirmed" page



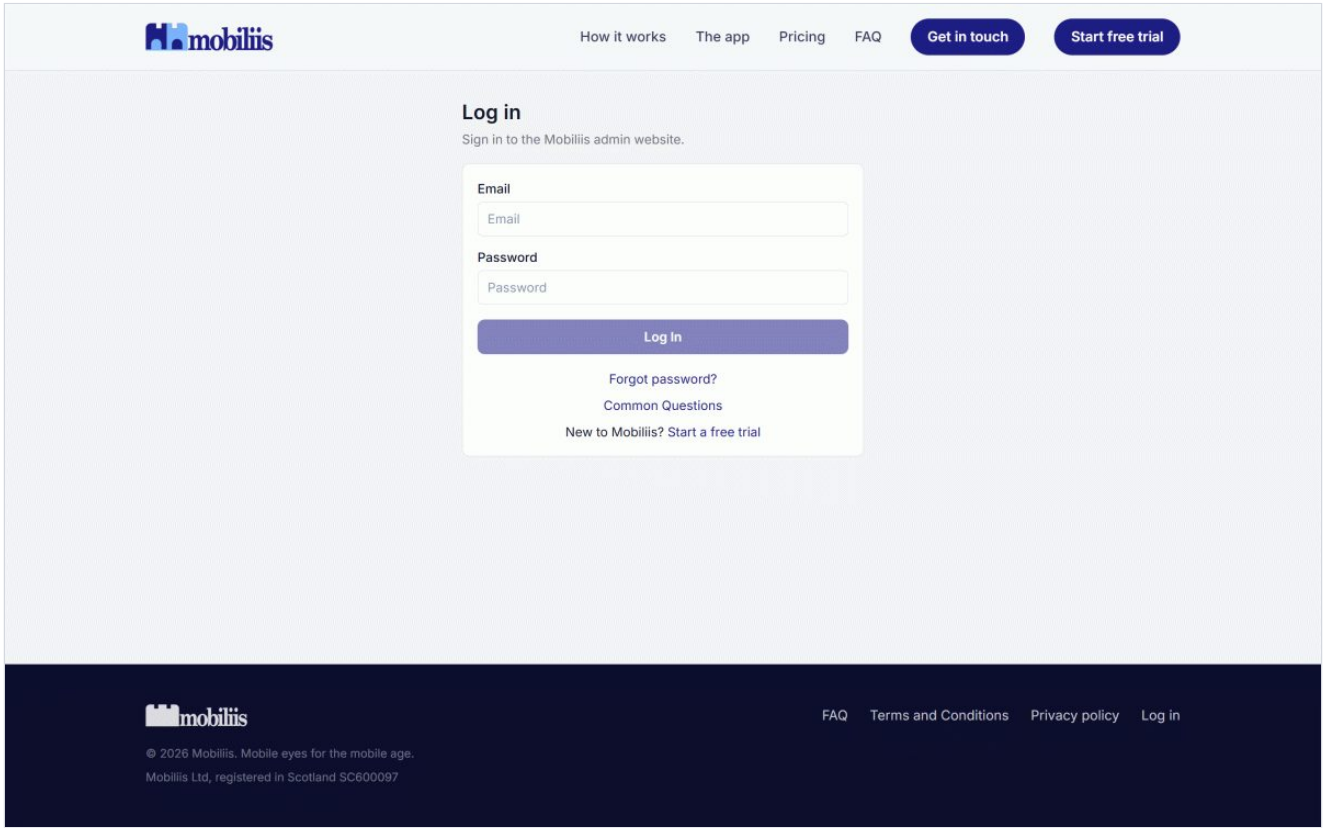
The "This link is no longer valid..." page with the resend form

4. Signing in

1. Go to the admin website and type your email and password.
2. Press **Log in**.
3. Enter the 6-digit code Mobiliis sends to your mobile by SMS (section 5).

You stay signed in on that browser for up to 7 days without using it, and for 90 days at most. After that you see "Your session has expired" and sign in again.

Forgot your password? Press **Forgot password?** on the sign-in page, type your email and press **Send me a link**. Open the email, click the link and choose a new password. The link works once, within 12 hours.



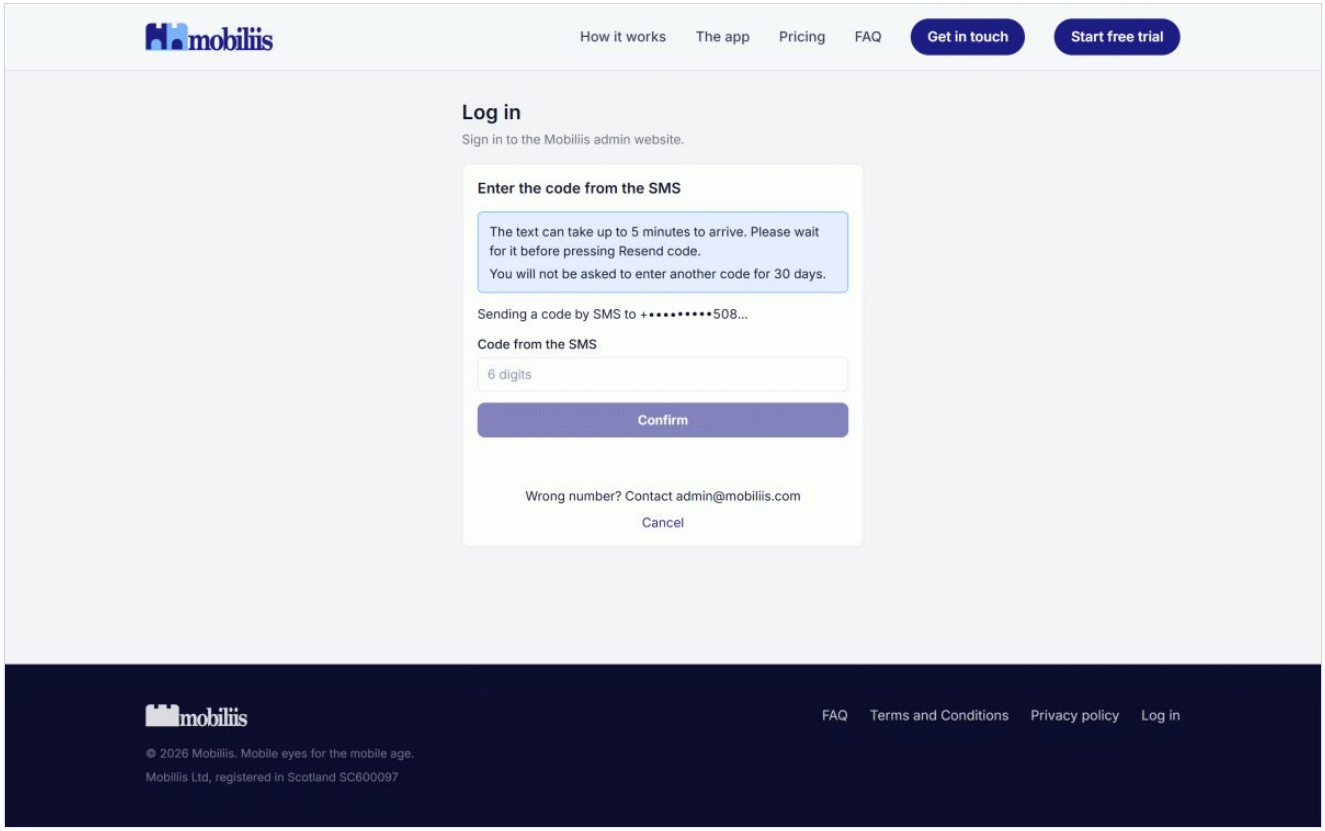
The "Log in" page with "Forgot password?", "Common Questions" and "Start a free trial"

5. The SMS code at sign-in

Each time you sign in, Mobiliis sends a 6-digit code by SMS to your mobile. Type it in and press the button to continue.

- If the code does not arrive, you can ask for a new one after 5 minutes.
- Once you have entered a code, you are not asked for another one on that browser for 30 days.
- If the code goes to the wrong number, contact admin@mobiliis.com.

You cannot get the code by email, and you cannot change your phone number on this page (change it on My details, section 20).



"Enter the code from the SMS" with the number partly hidden

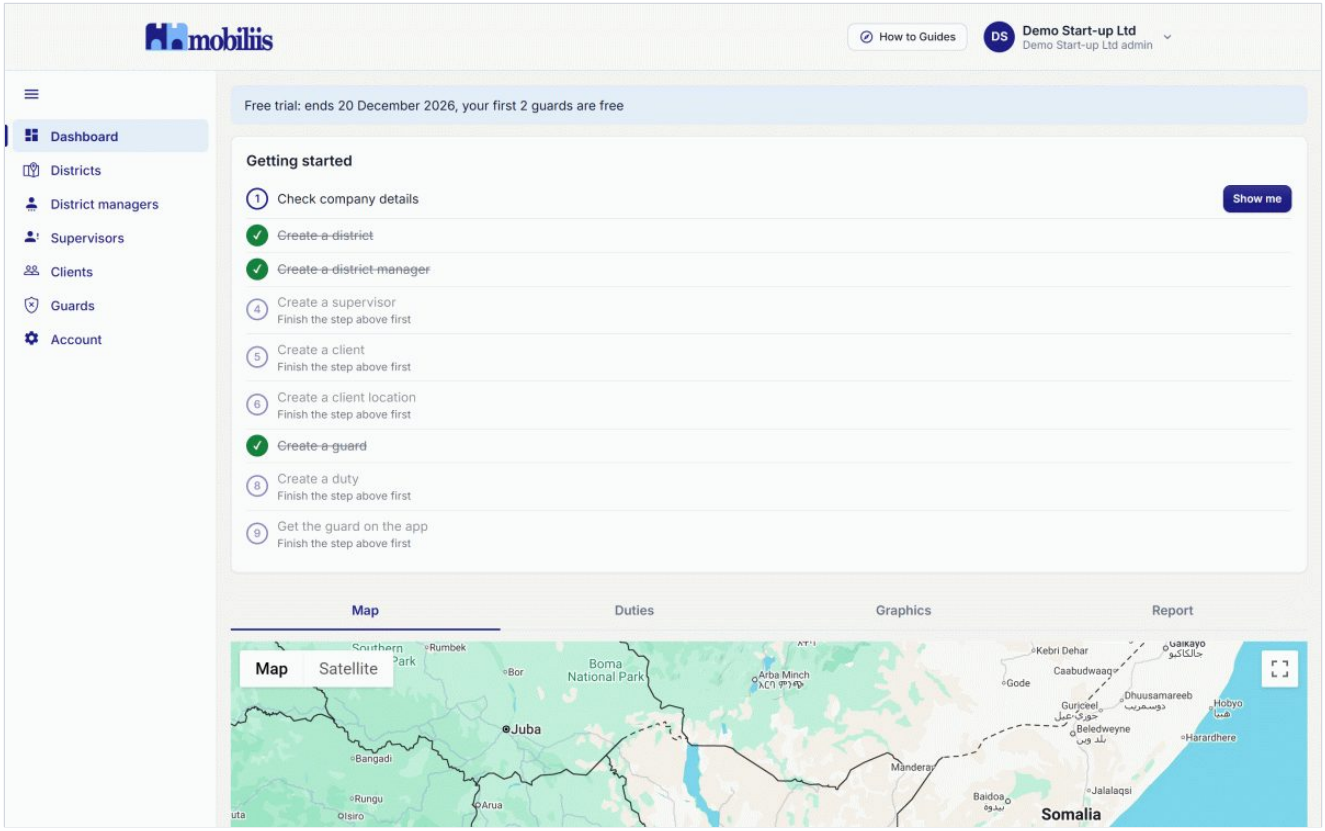
6. Confirming your phone number (first time only)

The first time you sign in, the SMS code also confirms your mobile number. You don't need to do anything else.

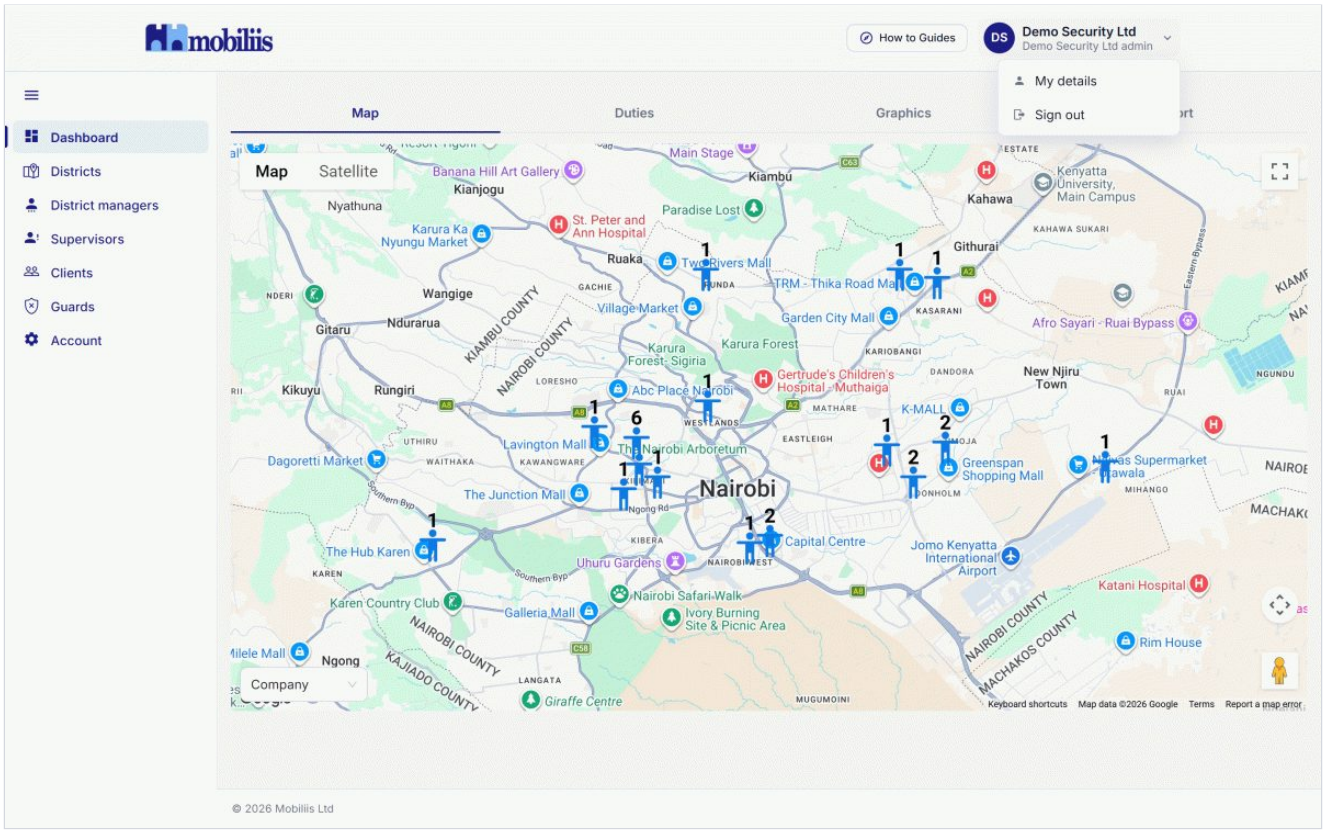
7. Finding your way around

- **Top bar:** the Mobiliis logo, **How to Guides**, and your initials or name. Click your name for **My details** and **Sign out**.
- **Side menu:** Dashboard, Districts, District managers, Supervisors, Clients, Guards, Account.
- **Banners** across the top when something needs your attention:
  - **Free trial**, with the date it ends;
  - **Overdue invoice**, with **Pay now**;
  - **Suspended**: while your account is suspended, only the Account page (Billing, Support and Common Questions) works.
- **How to Guides:** step-by-step walk-throughs on the real pages. Choose one and press **Show me**; a box moves to each thing to click.

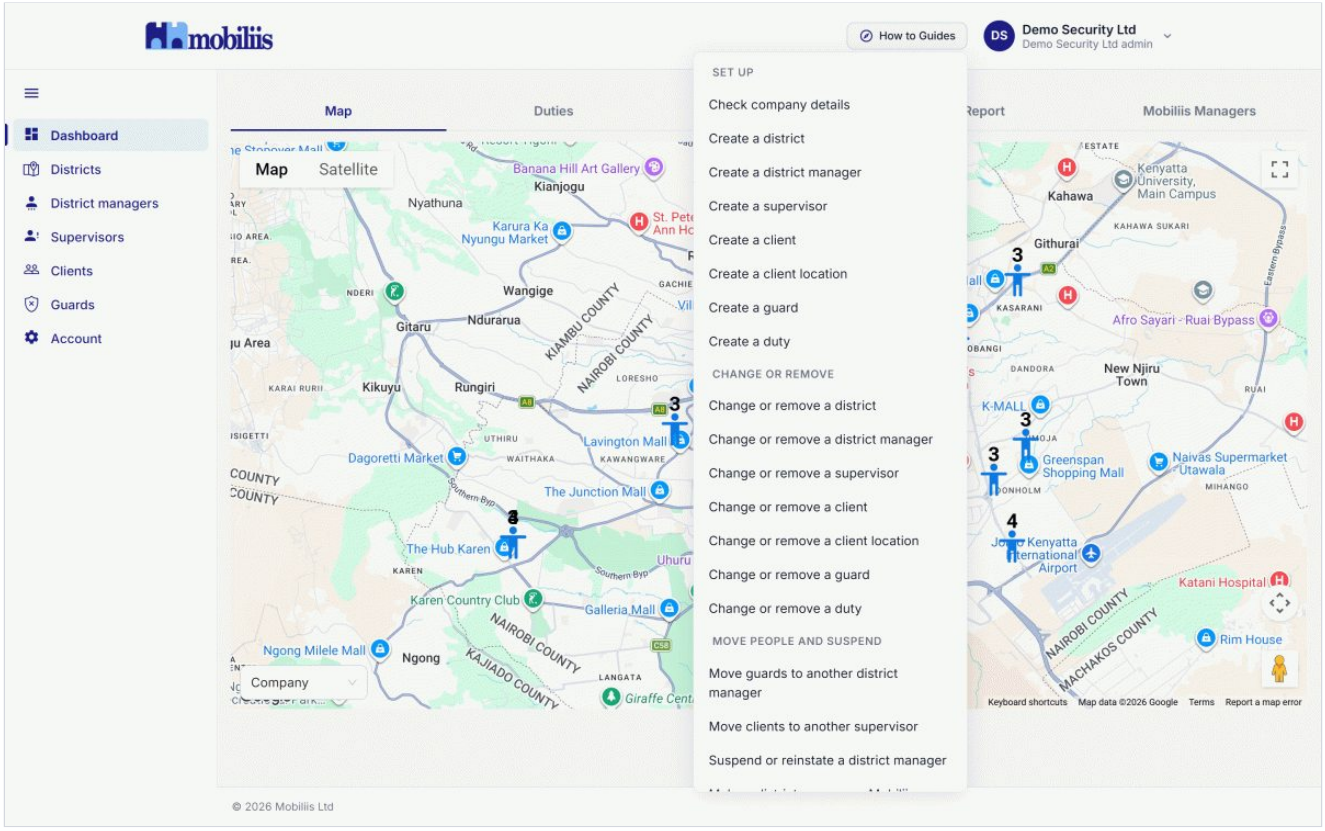
Support is a tab on the Account page, not an item in the side menu.



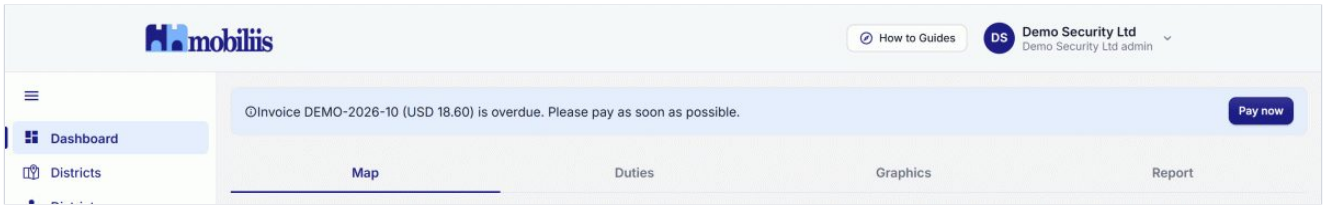
The full screen with the side menu and the trial banner



The account menu open



The How to Guides menu



The overdue banner

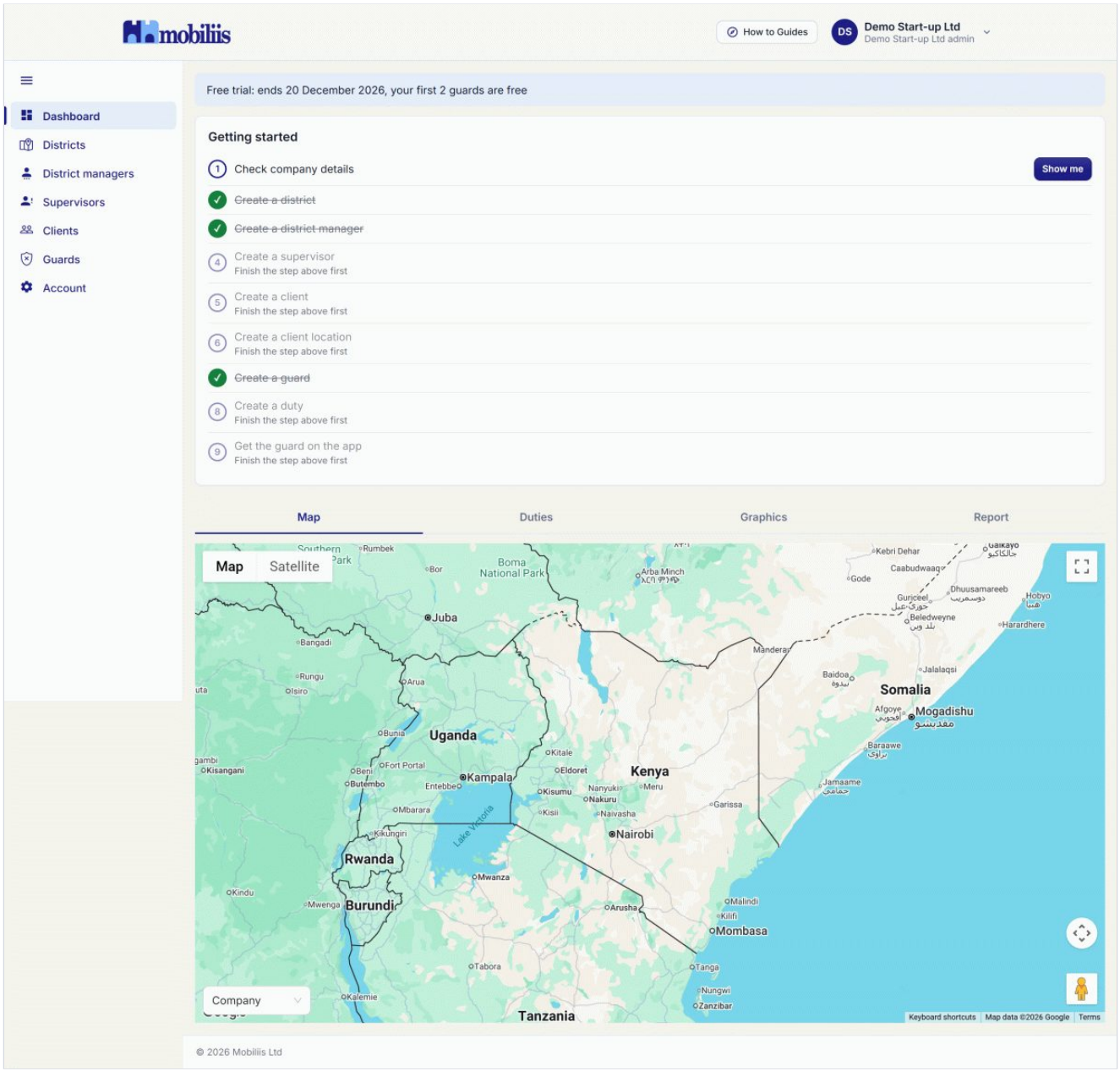
8. Your first steps: the Getting started list

When you first sign in, the dashboard shows a **Getting started** card with 9 steps. Each step has **Show me**, which walks you through it on the real page.

1. Check company details
2. Create a district
3. Create a district manager
4. Create a supervisor
5. Create a client
6. Create a client location
7. Create a guard
8. Create a duty
9. Get the guard on the app

The steps open in this order only ("Finish the step above first"), because each one needs the one before. For example, a guard must be placed in a district with a district manager, so those come first.

A step you have already done another way (for example a guard added before the steps above it) is ticked even if the steps above it are still open.



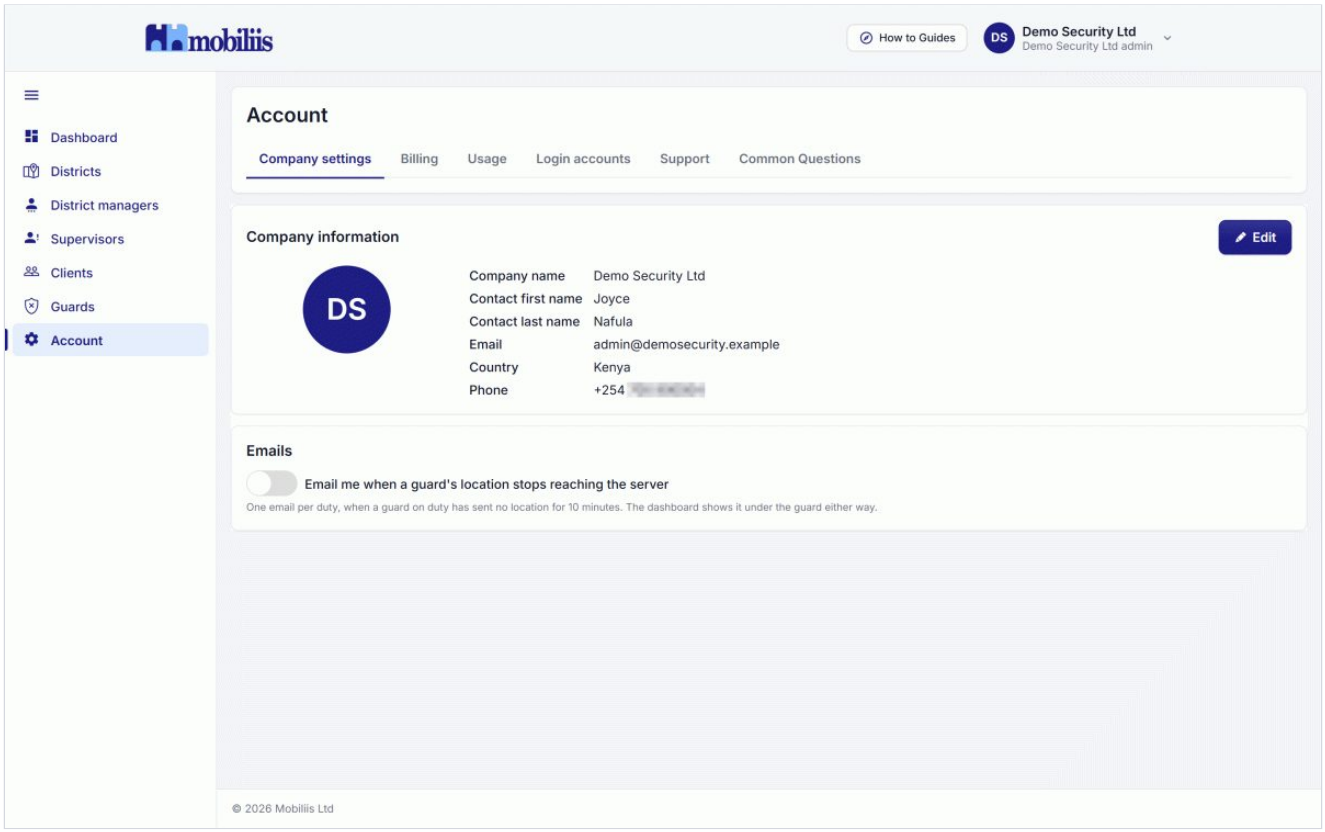
The Getting started card: step 1 open, 3 steps done, the rest locked

9. Your company details

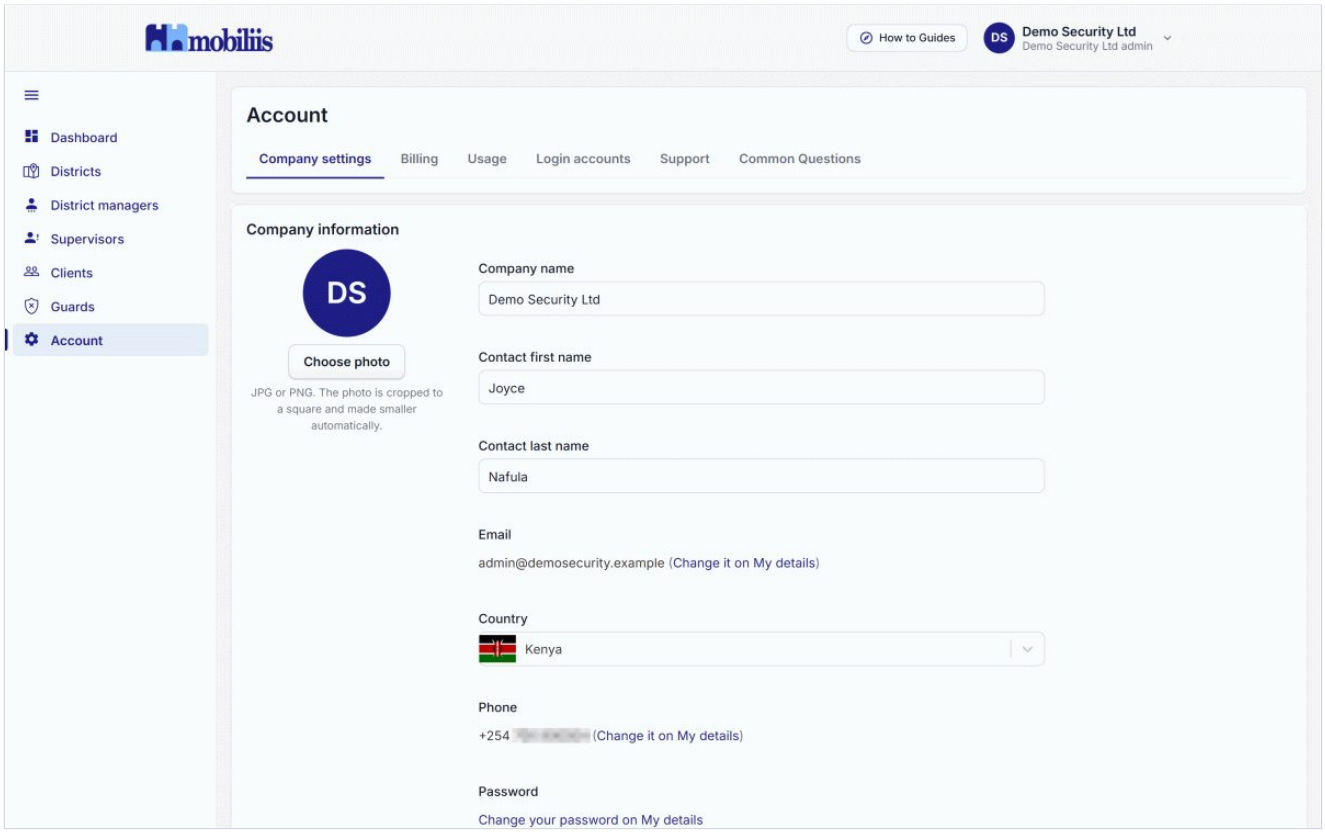
Go to **Account**, then the **Company settings** tab. Press **Edit** to change:

- your company name;
- the first and last name of the person invoices are addressed to;
- your country (phone numbers you type on the website get its dialling code);
- your company photo or logo.

Your email, phone and password are changed on **My details** (section 20), not here.



The "Company information" card

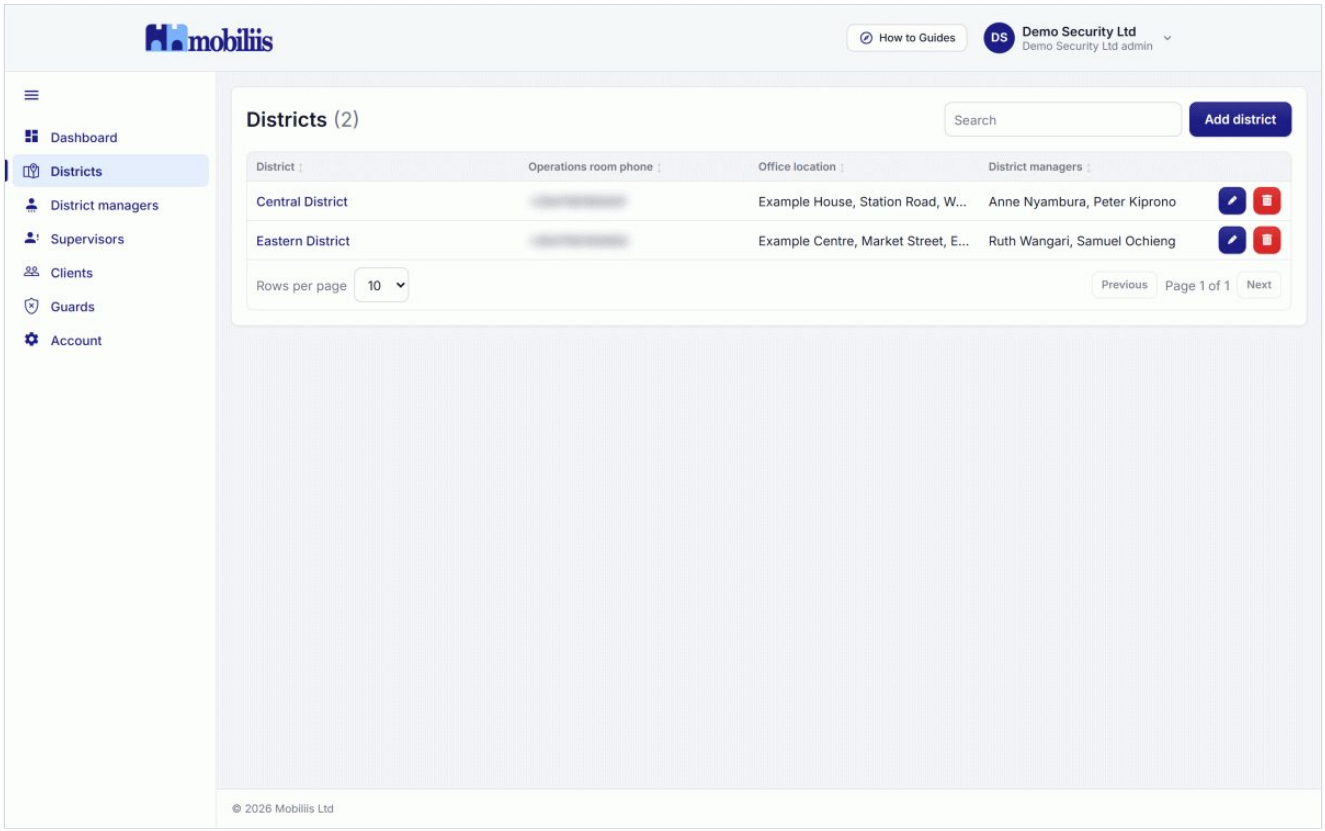


The same card in Edit

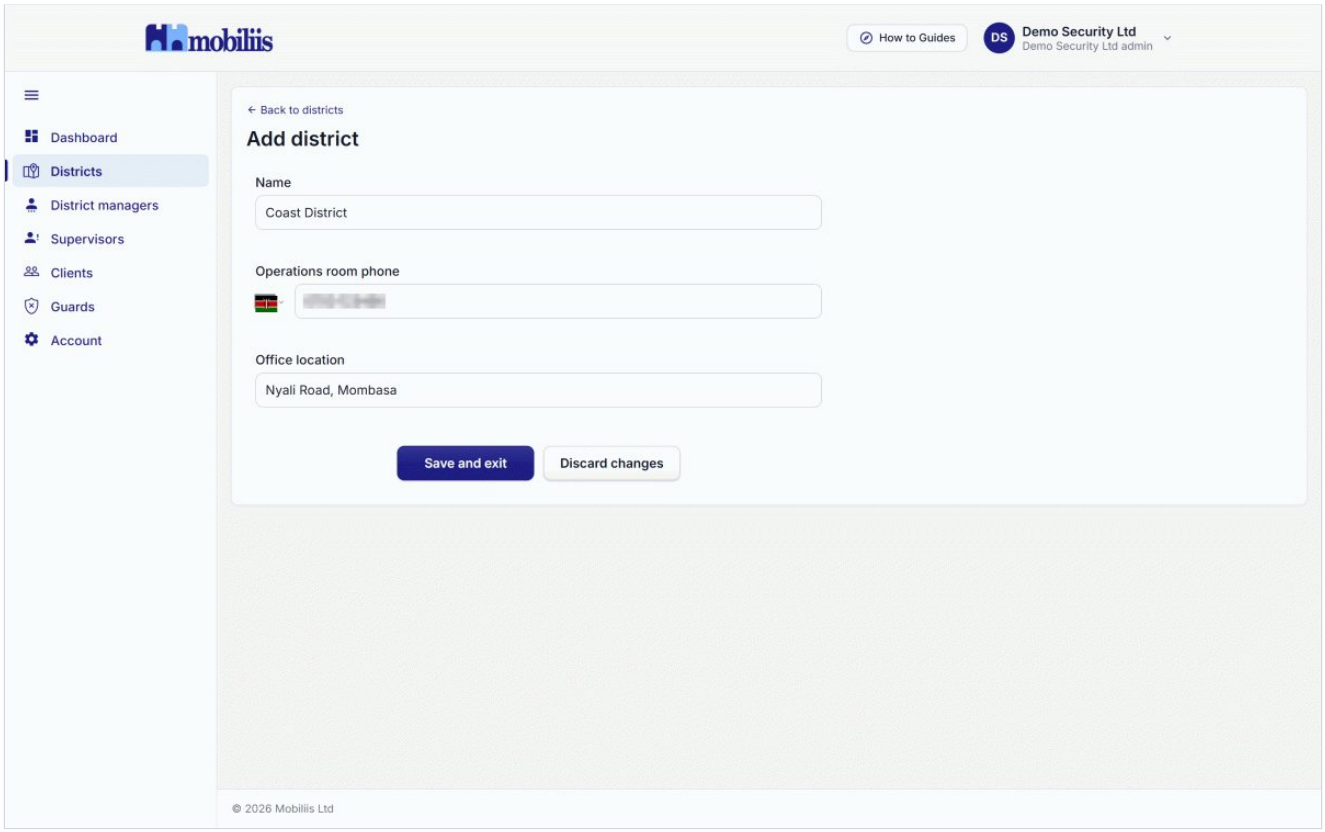
10. Districts

A district is a part of your company's Mobiliis account with its own name, operations room phone number and office location. It does not have to be a real geographical district: it is a way of organising your account. If your company is already organised in districts, matching them helps to organise and share your staff's responsibilities. Supervisors, clients and guards are each placed in a district according to their area of responsibility.

- **Add:** in the side menu, click **Districts**, then **Add district**. Fill in the name, the operations room phone and the office location, then **Save and exit**.
- **Change:** open the district, press **Edit**.
- **Delete:** a district can only be deleted once it has no guards or clients.



The Districts list with 2 districts



The Add district form

11. District managers

A district manager looks after the supervisors, clients and guards in **one** district. A district can have more than one district manager. They sign in to the admin website with their own email and password and see only their own district. They cannot open Districts, District managers, the Account page or billing.

You can make a district manager a **Mobiliis Manager**: they then work across your Mobiliis account as you do, except billing, admin logins and changing the company information. On the District managers list, Mobiliis Managers are always at the top, with a small blue **Mobiliis Manager** label under their name; their page shows "Role: Mobiliis Manager". See section 25.

Adding a district manager

1. In the side menu, click **District managers**, then **Add district manager**.
2. Fill in their name, email, mobile number and district, and choose a first password. The password shows as dots; press the eye to see what you typed.
3. Press **Save and exit**.
4. Tell them their password. They get an email and must click its link before they can sign in.

An email address can only be used for one Mobiliis login.

Changing their password

Open the district manager, press **Edit** and type a new password. They are signed out everywhere and must sign in with the new one.

Suspending and reinstating

On the district manager's page, next to **Edit** at the top right, press **Suspend**. If they still have guards, clients or supervisors, Mobiliis first asks who takes them over: choose another district manager of the same district and press **Hand over and suspend**. If there is no other district manager in that district, you are asked to add one first. The suspended manager cannot sign in, and is signed out at once, until you reinstate them. While suspended, their page shows a **Suspended** badge. Press **Reinstate** to give them access again.

Their people stay with the new manager after you reinstate them. To give people back, use **Change district manager** (below).

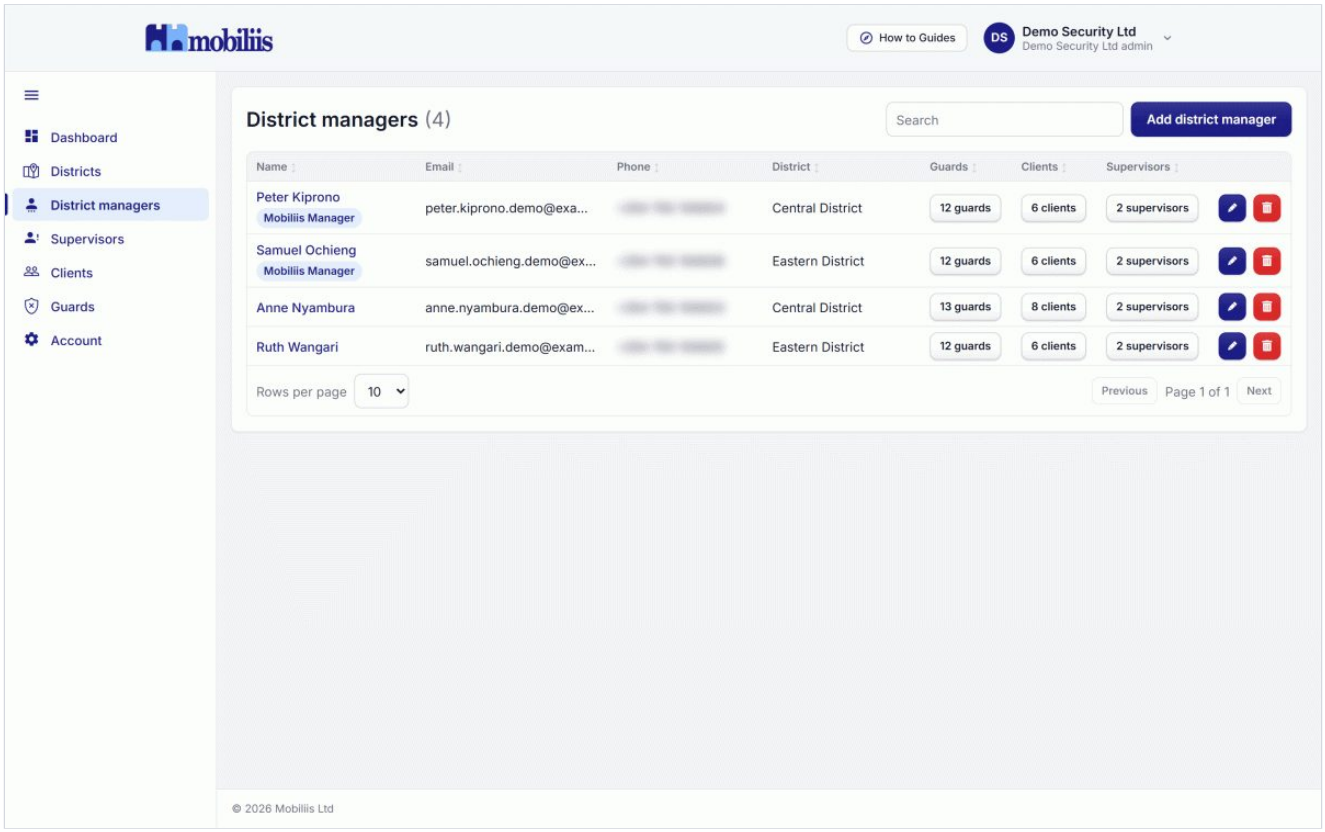
Moving their people to another district manager

The district manager's page shows how many guards, clients and supervisors they have, for example "120 guards". Click a number to open that list, already filtered to this district manager. Tick the people you want to move (or **Tick all on this page**), press **Change district manager**, choose who takes

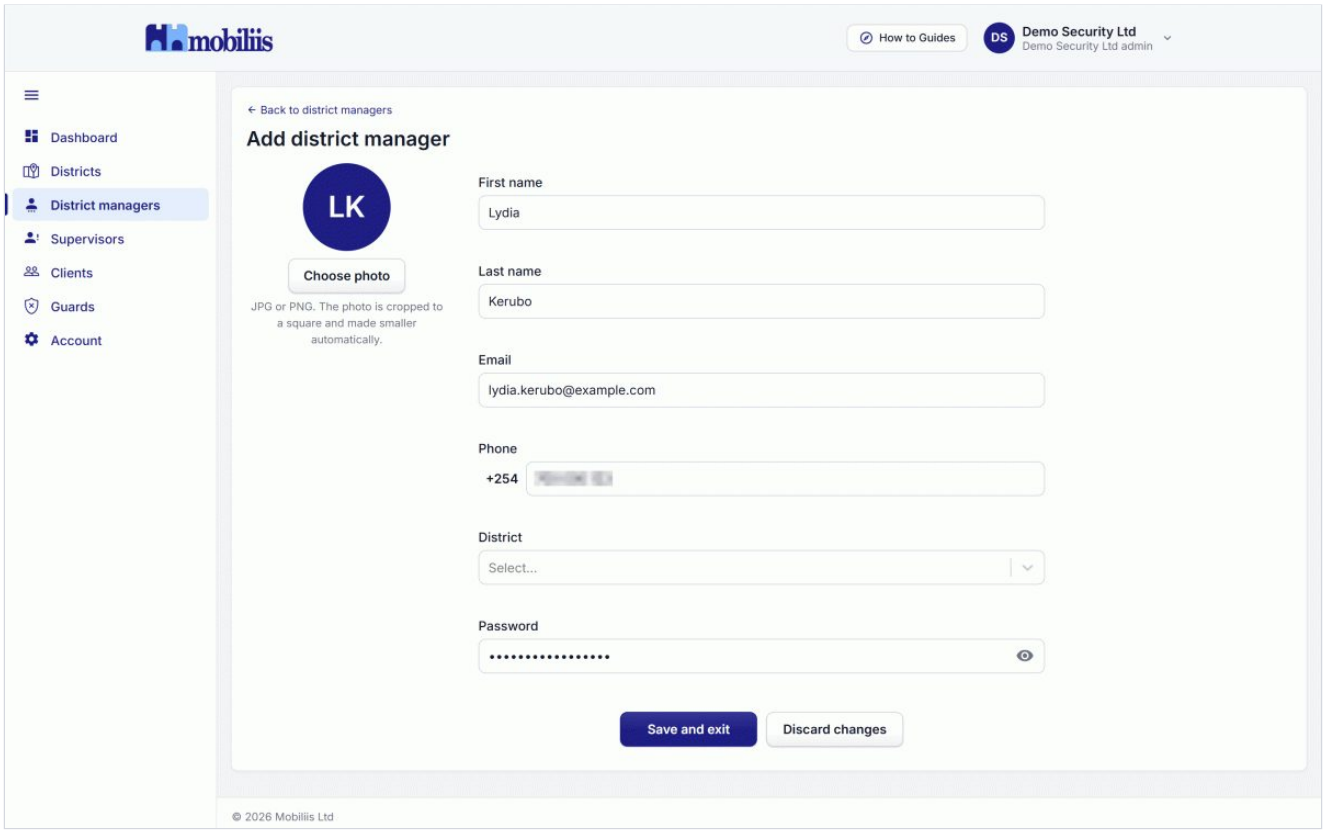
them and press **Move**. You can spread people across several managers this way. Only managers of the same district are offered.

Deleting a district manager

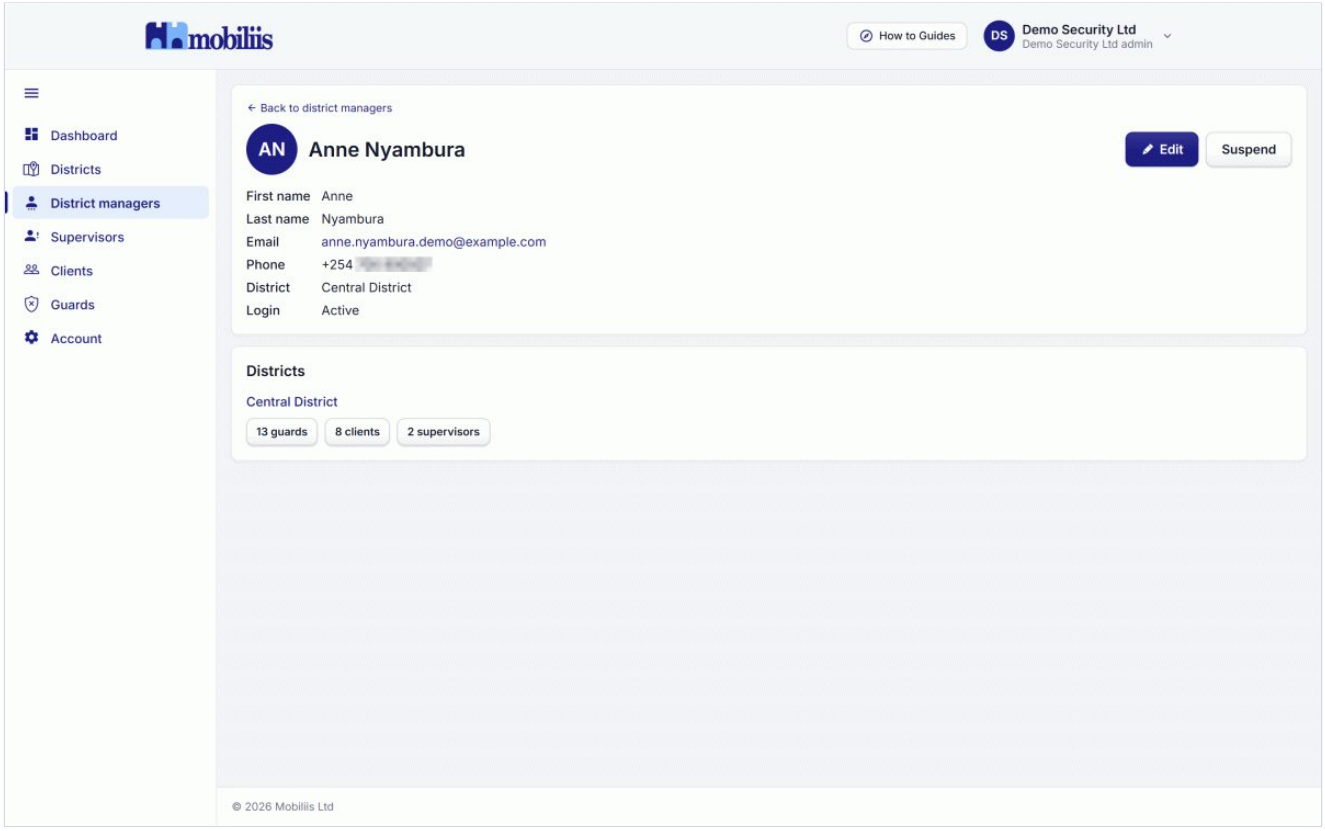
If the district manager still has guards, clients or supervisors, pressing **Delete** asks who takes them over: choose another district manager of the same district and press **Hand over and delete**. Everyone left moves to that person, then the district manager is deleted. If there is no other district manager in that district, you are asked to add one first. Nobody is ever left without a district manager.



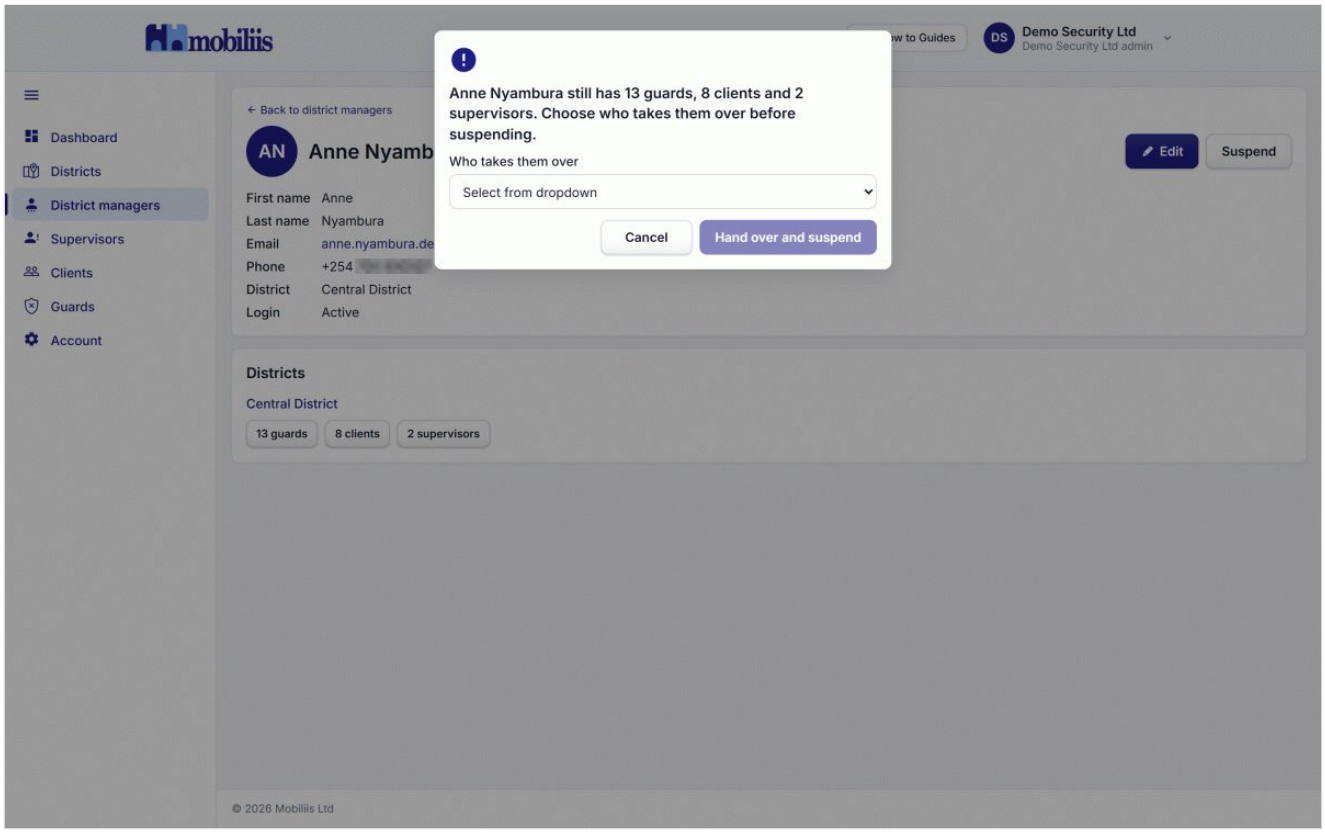
The District managers list



The Add district manager form, password as dots



A district manager's page with Edit, Suspend and the counts

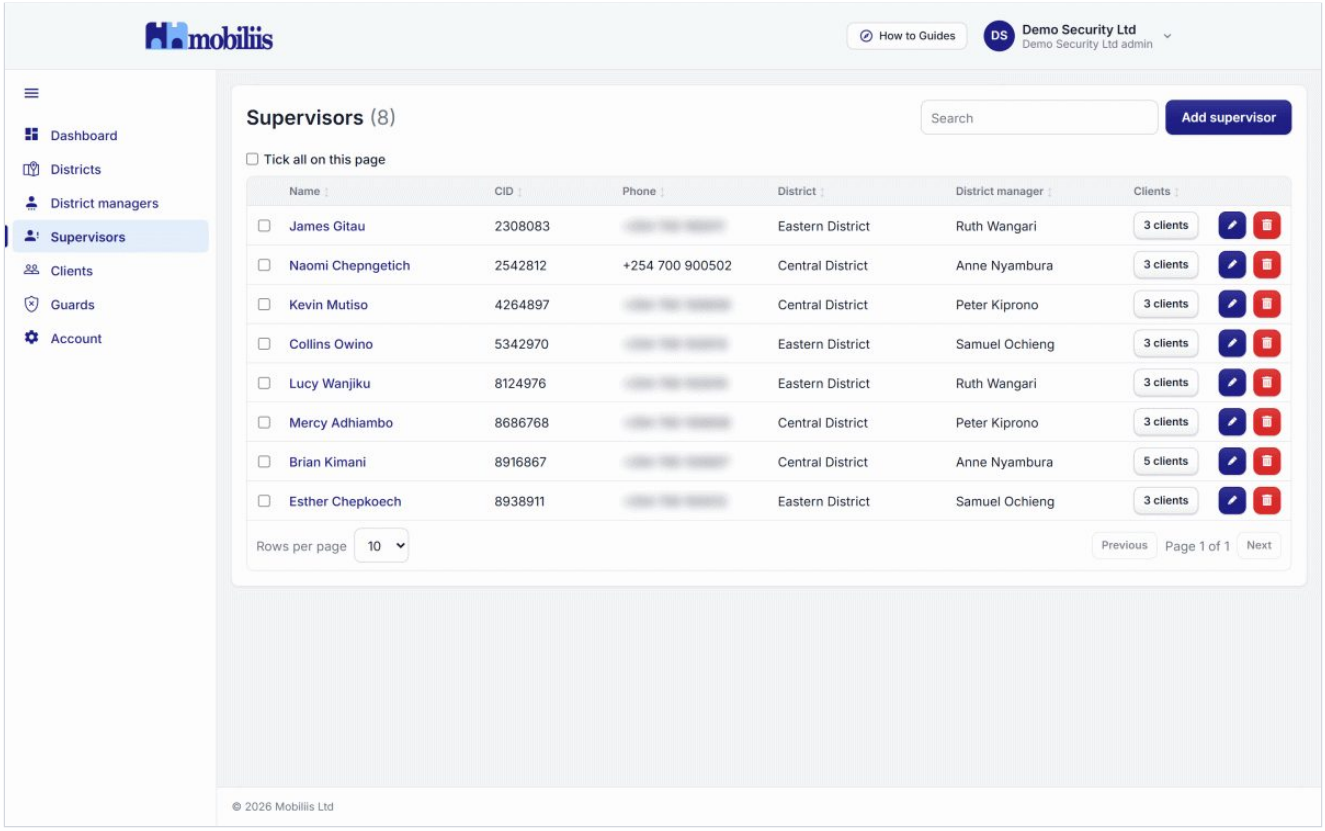


The hand-over pop-up

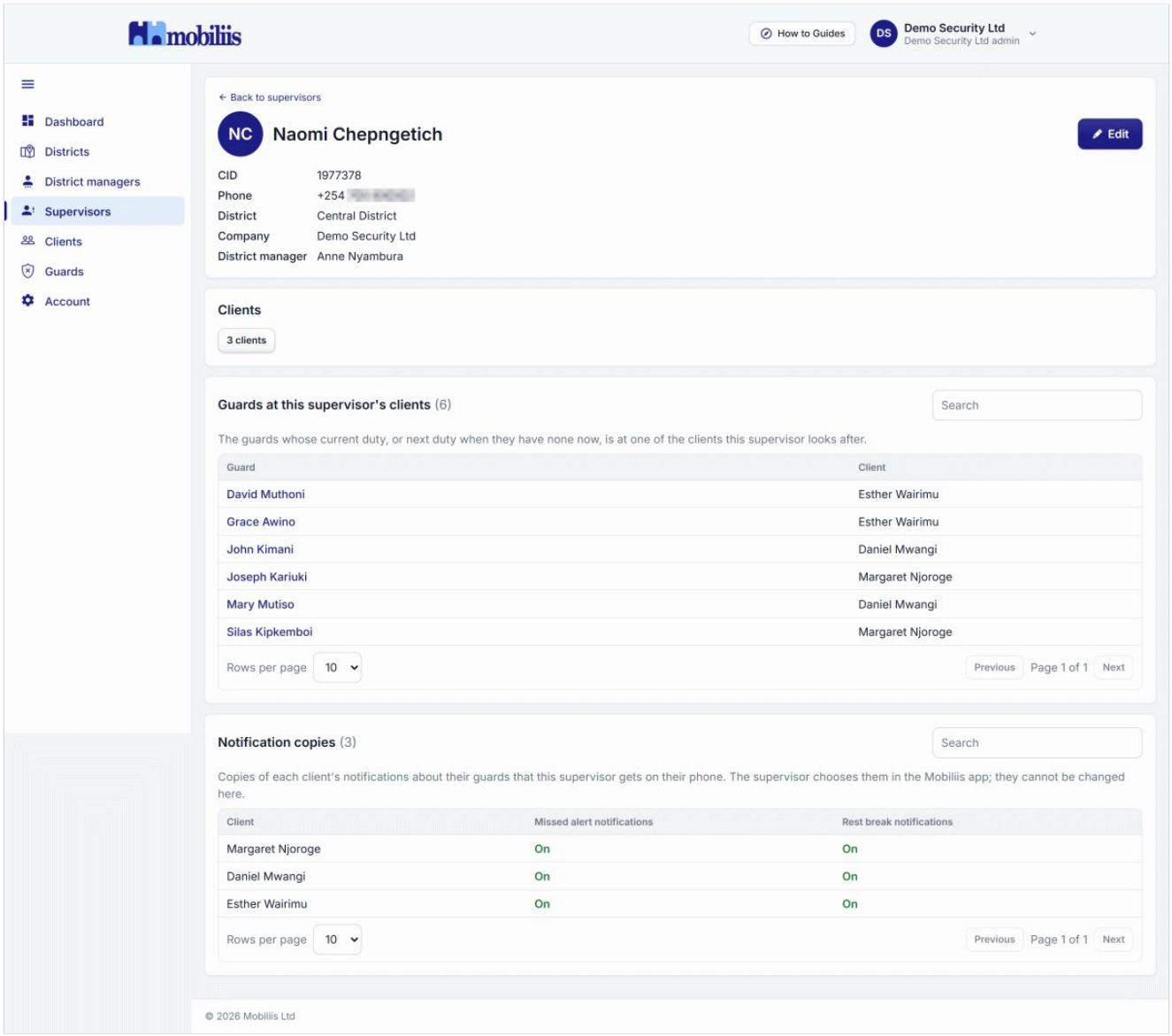
12. Supervisors

Supervisors use the Mobiliis app only; they never sign in to the admin website.

- **Add:** in the side menu, click **Supervisors**, then **Add supervisor**. Fill in their name, phone number, district and district manager. Mobiliis gives them their CID. A supervisor can have more than one phone number (**+ Add another number**).
- **Notification copies:** the supervisor's page shows which copies of their clients' notifications they get. The supervisor chooses these in the app.
- **Their clients:** the supervisor's page shows the number of clients (for example "3 clients"). Click it to see those clients, tick some and press **Change supervisor** to move them.
- **Delete:** if the supervisor still has clients, Delete asks who takes them over, then deletes.



The Supervisors list



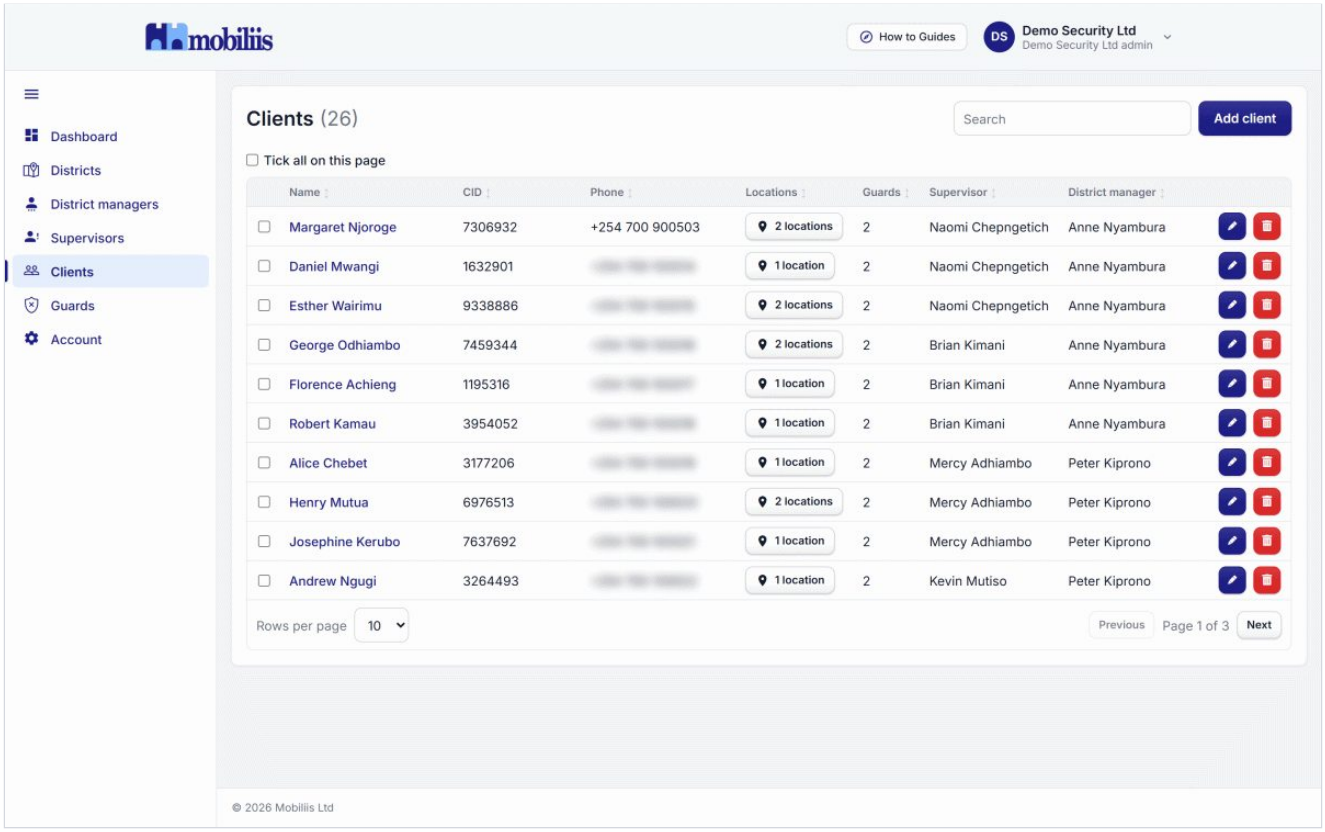
A supervisor's page with Notification copies

13. Clients and their locations

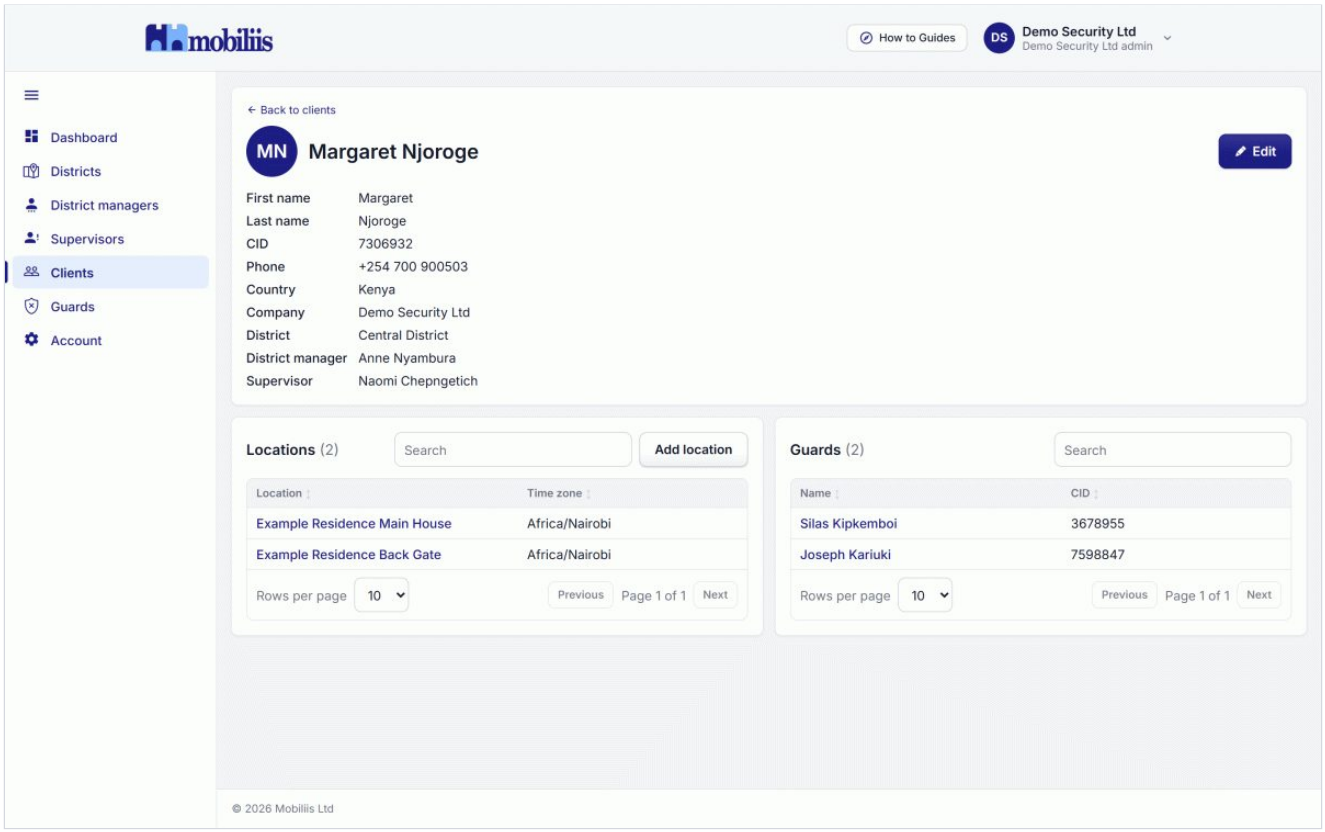
A client is a customer whose premises your company guards.

- **Add a client:** in the side menu, click **Clients**, then **Add client**. Fill in their name, phone number, district, district manager and supervisor (and a photo if you like).
- **Add a location:** on the client's page, add a location: its name, country, address (type it and press **Find**) and the pin on the map. Drag the pin to the exact spot. A client can have several locations. Mobiliis checks the guard is at this pin at the start of the duty.
- **Location names** must be different from every other location in Mobiliis.
- **Delete a location:** only once it has no current or future duties.

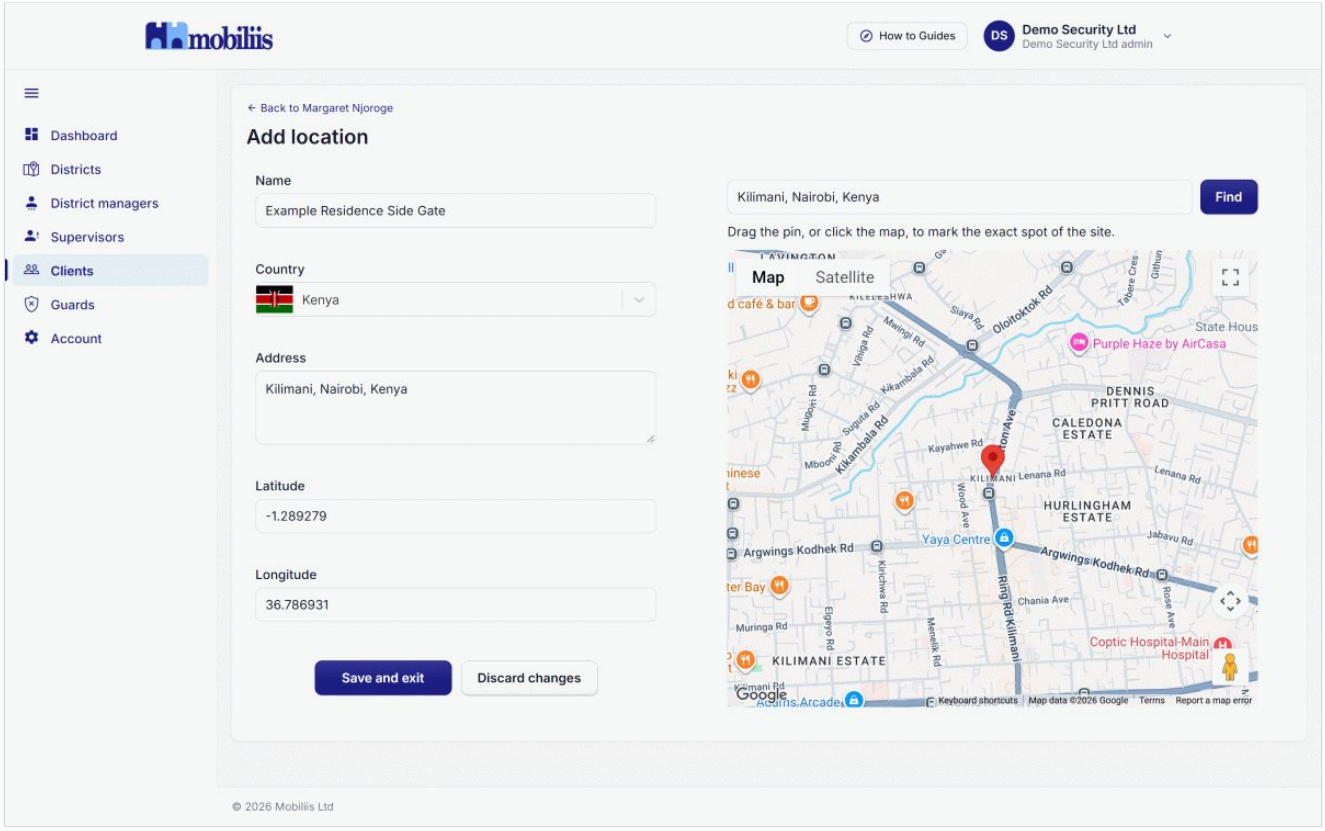
Deleting a client also deletes all its locations and all their duties. Before deleting, Mobiliis tells you how many locations and guards' duties will go. The guards on those duties then show as **Off duty** until you give them a new duty.



The Clients list



A client's page with locations and guards



The Add location form with the map pin

14. Guards

Guards sign in to the Mobiliis app with the phone number you enter. During a duty the app gives them alerts to answer.

Adding a guard

1. In the side menu, click **Guards**, then **Add guard**.
2. Fill in their name, phone number, district and district manager (and a photo if you like). Mobiliis gives them their CID.
3. Press **Save and exit**.

If there is no district or district manager yet, the form tells you to add one first.

During your free trial, once you have 2 guards, pressing **Add guard** first tells you that the new guard is charged per duty start from today.

Several phone numbers, or one shared phone

- **One guard, several numbers:** on the guard's form, press **+ Add another number**. The guard can sign in with any of them and keeps the same CID. Press **Remove** next to a number to take it off; if they were signed in with it, they are signed out.
- **Several guards sharing one phone:** give each guard their own record, with the shared phone's number on each. When someone signs in on that phone, the app asks for their CID, so each guard's duties, alerts and tracking stay under their own name.
- As you type a number, the form shows numbers already used in your company, which helps you spot a shared phone or a mistake.

On duty and Off duty

Each guard has an **On duty** switch. Switch it off to take a guard off duty without deleting them: their alerts stop counting and they do not appear in reports. A guard counts as **Off duty** when they are switched off or have no duty running. On the Guards list you can sort or filter by On duty / Off duty, to find a guard who is free.

The guard's page

Shows their details, **Hit record**, the account's Hit record and their rank, their data use, and their On/Off duty history.

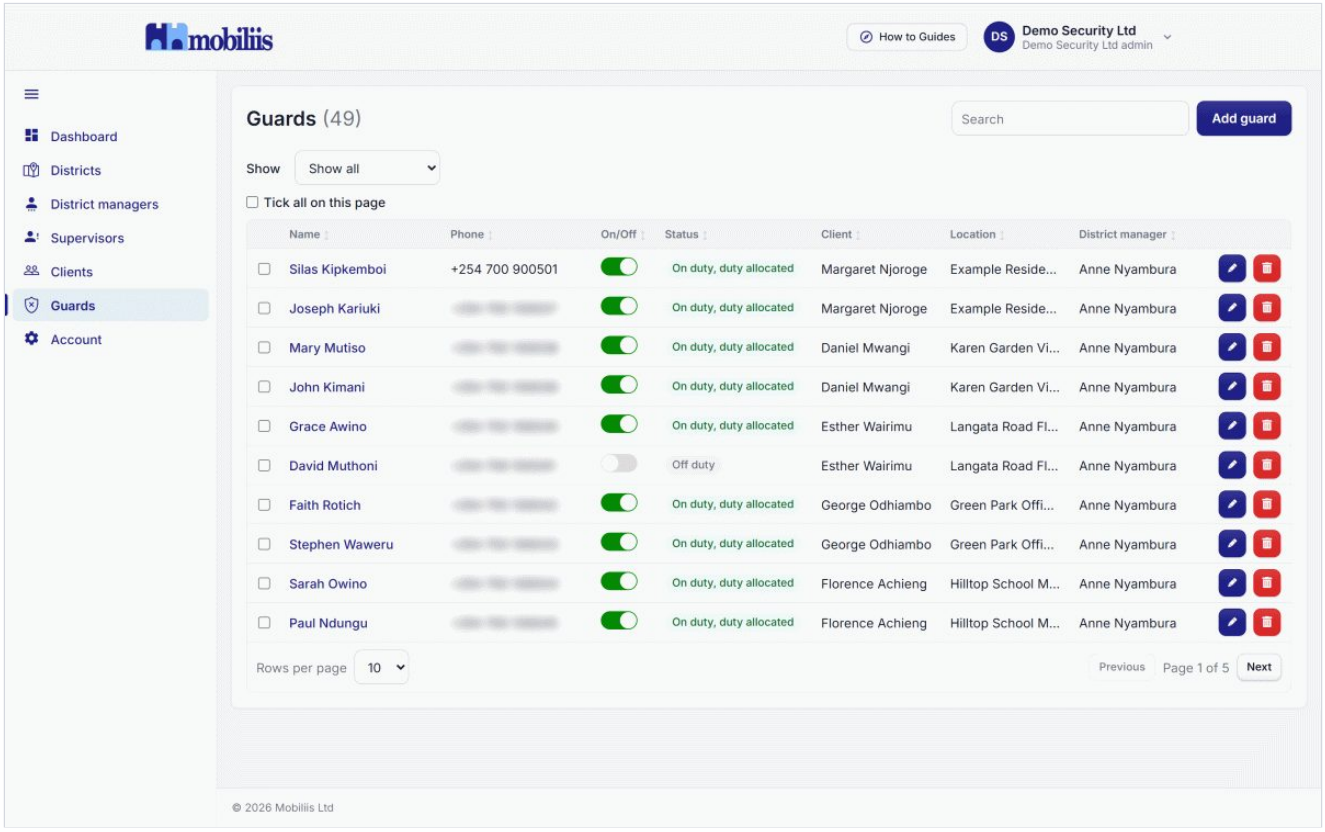
How the Hit record is worked out: the alerts the guard answered within 60 seconds, as a percentage of all the alerts of their duties. A duty start where the guard was not at the duty location counts as a missed alert. The reminder 30 minutes before the duty, rest breaks, and alerts while the guard was switched off duty are not counted.

Getting the guard onto the app

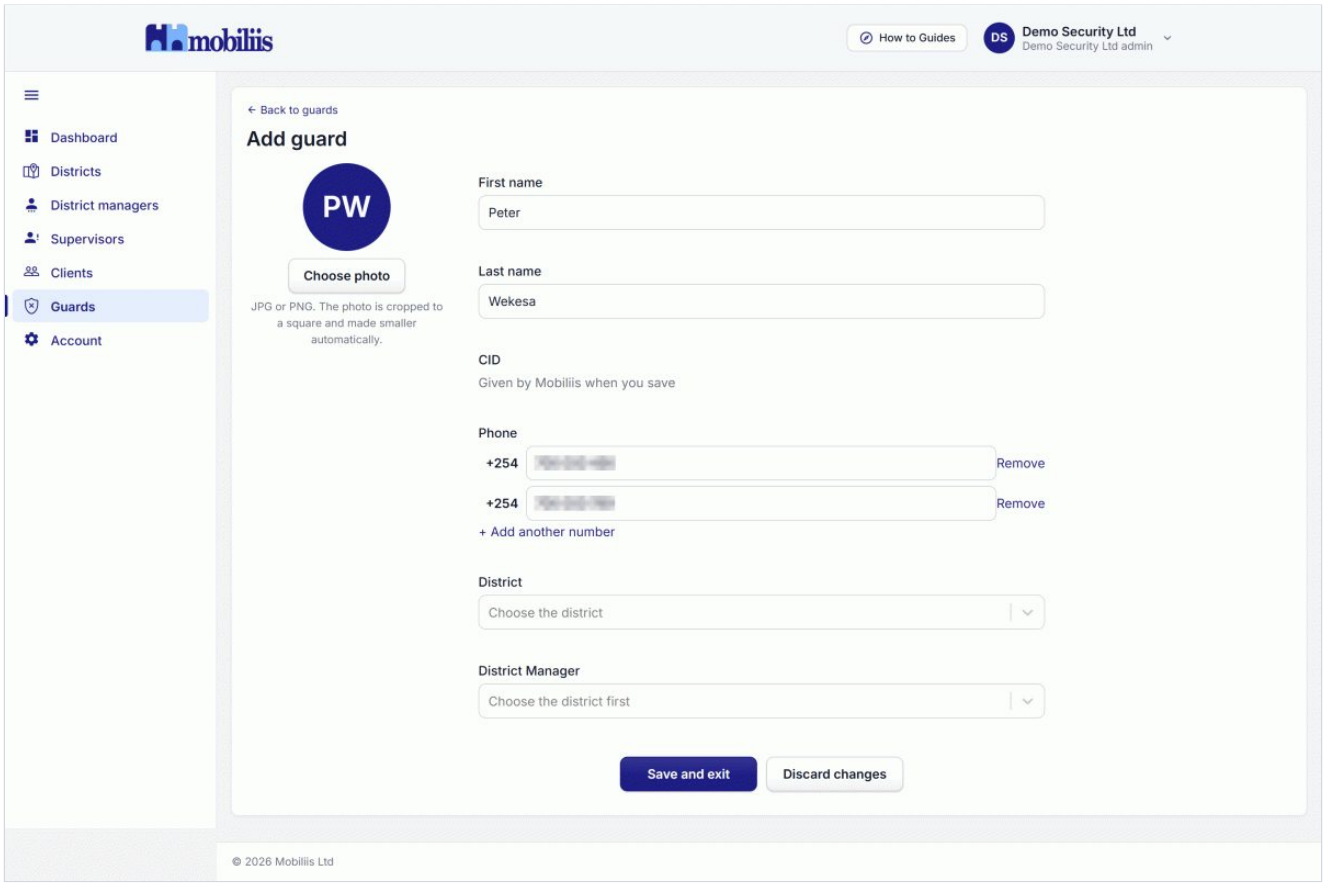
Tell the guard to install **Mobiliis** from Google Play Get the Mobiliis app on Google Play and sign in with the phone number you entered. They get an SMS code. The Getting started step "Get the guard on the app" is ticked once they have signed in.

Deleting a guard

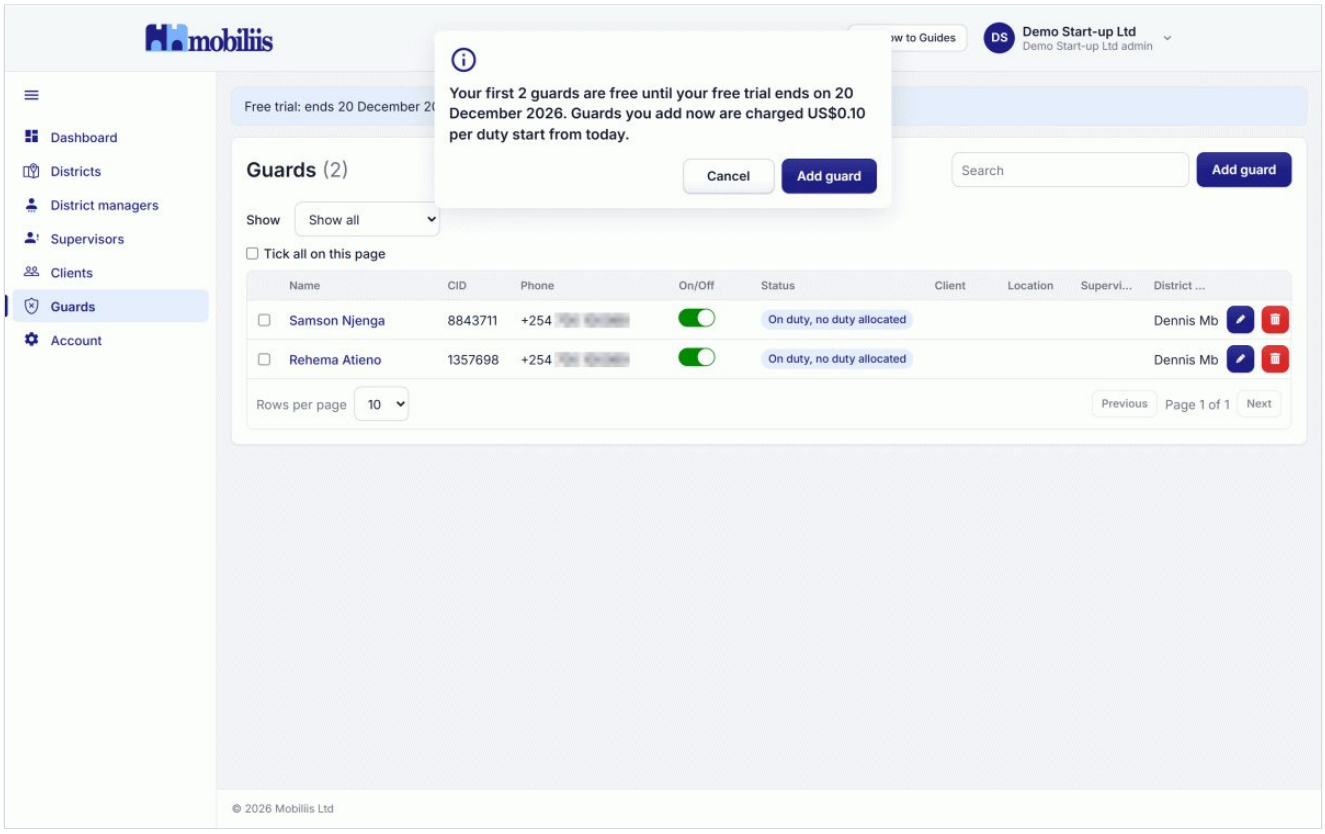
Deletes the guard and all their duties.



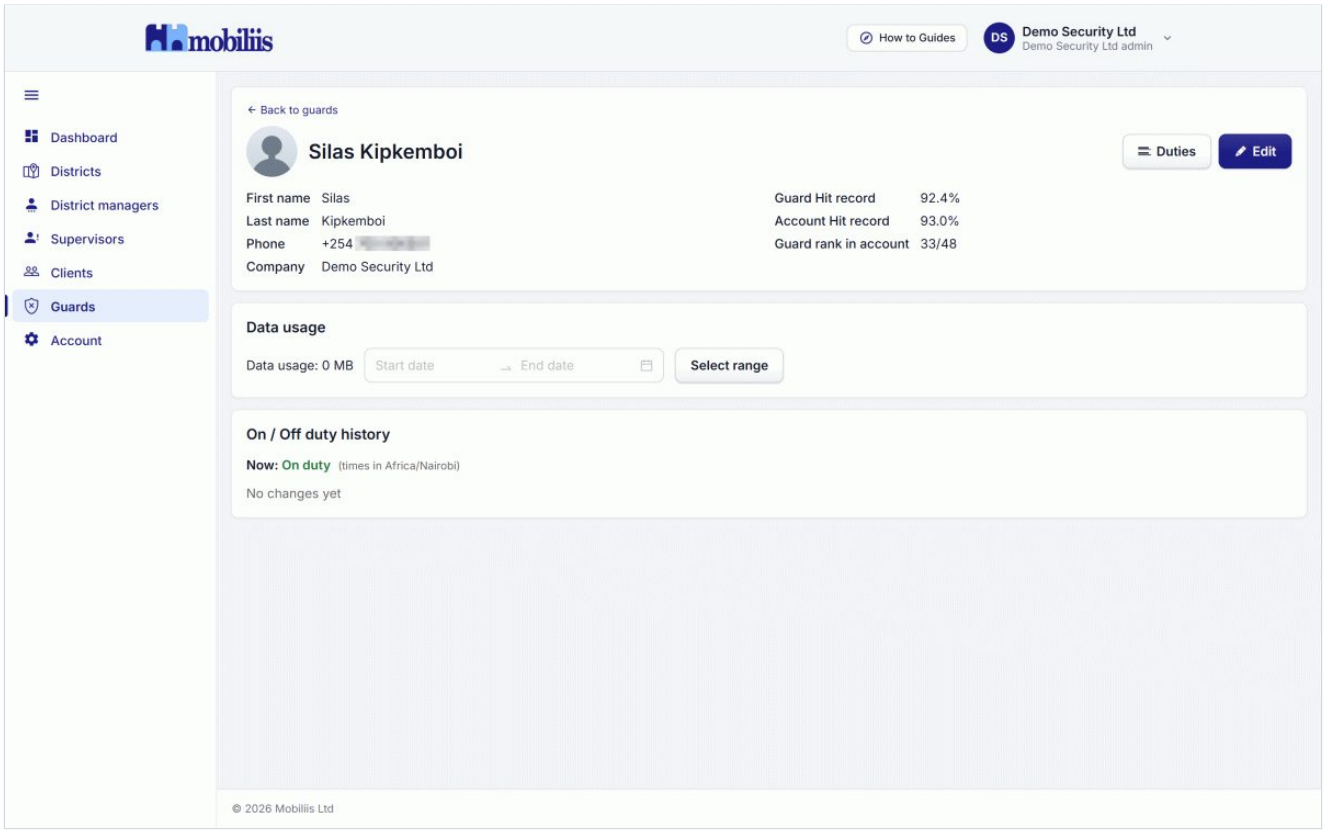
The Guards list with On duty switches



The Add guard form with two phone numbers



The trial notice when adding a 3rd guard



A guard's page

15. Duties

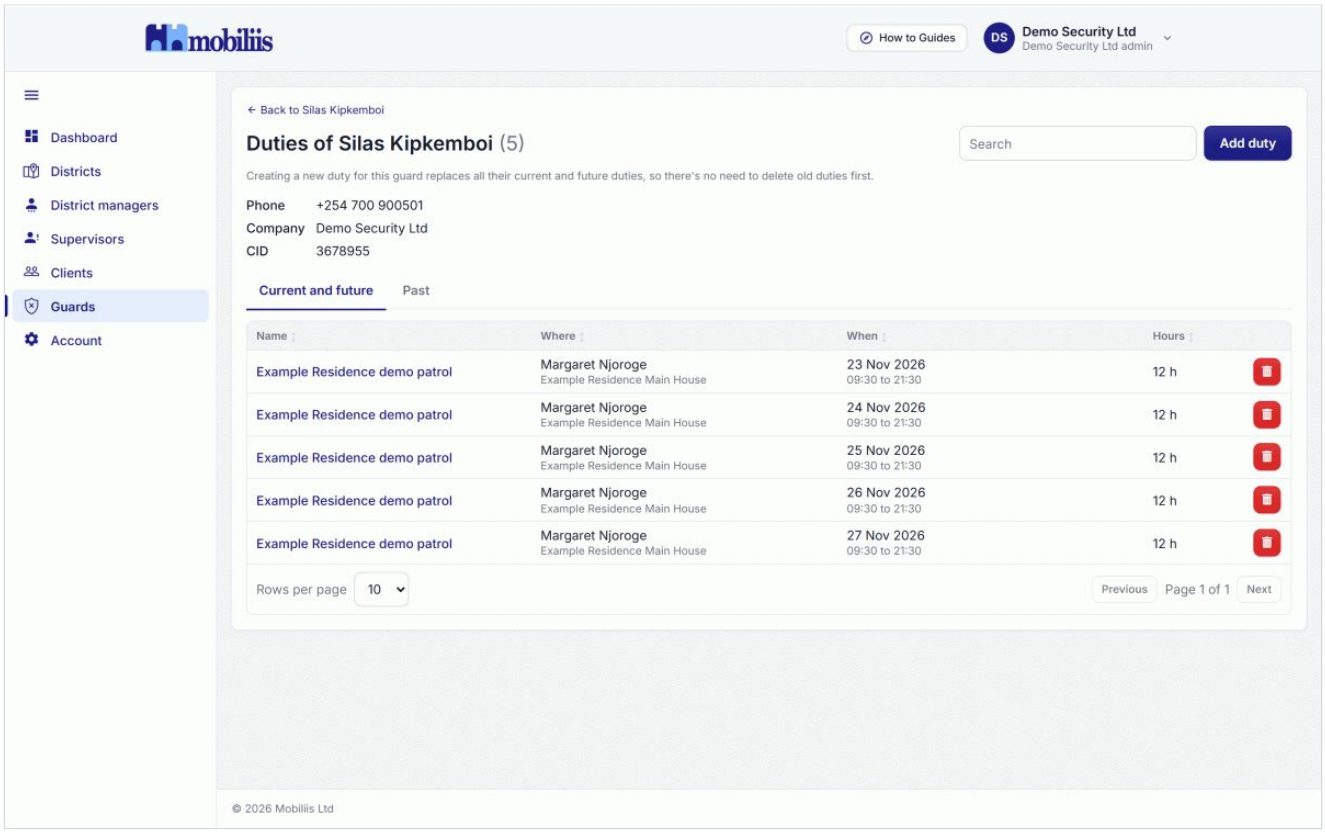
A duty is a shift a guard works at one of your clients' locations.

1. Open the guard, press **Duties**, then **Add duty**.
2. Give it a name, choose the client, the location, the start date, the start time (an hour and minutes, on the quarter hour: 00, 15, 30 or 45; it starts filled in with the guard's previous start time), how long it lasts, and the alert interval (how often the guard's app asks them to answer).
3. If you want, switch on **Rest break** and choose the rest time: the client is told when the guard has not moved for longer than that.
4. Press **Save and exit**. If Mobiliis asks you to confirm, press **Save**.

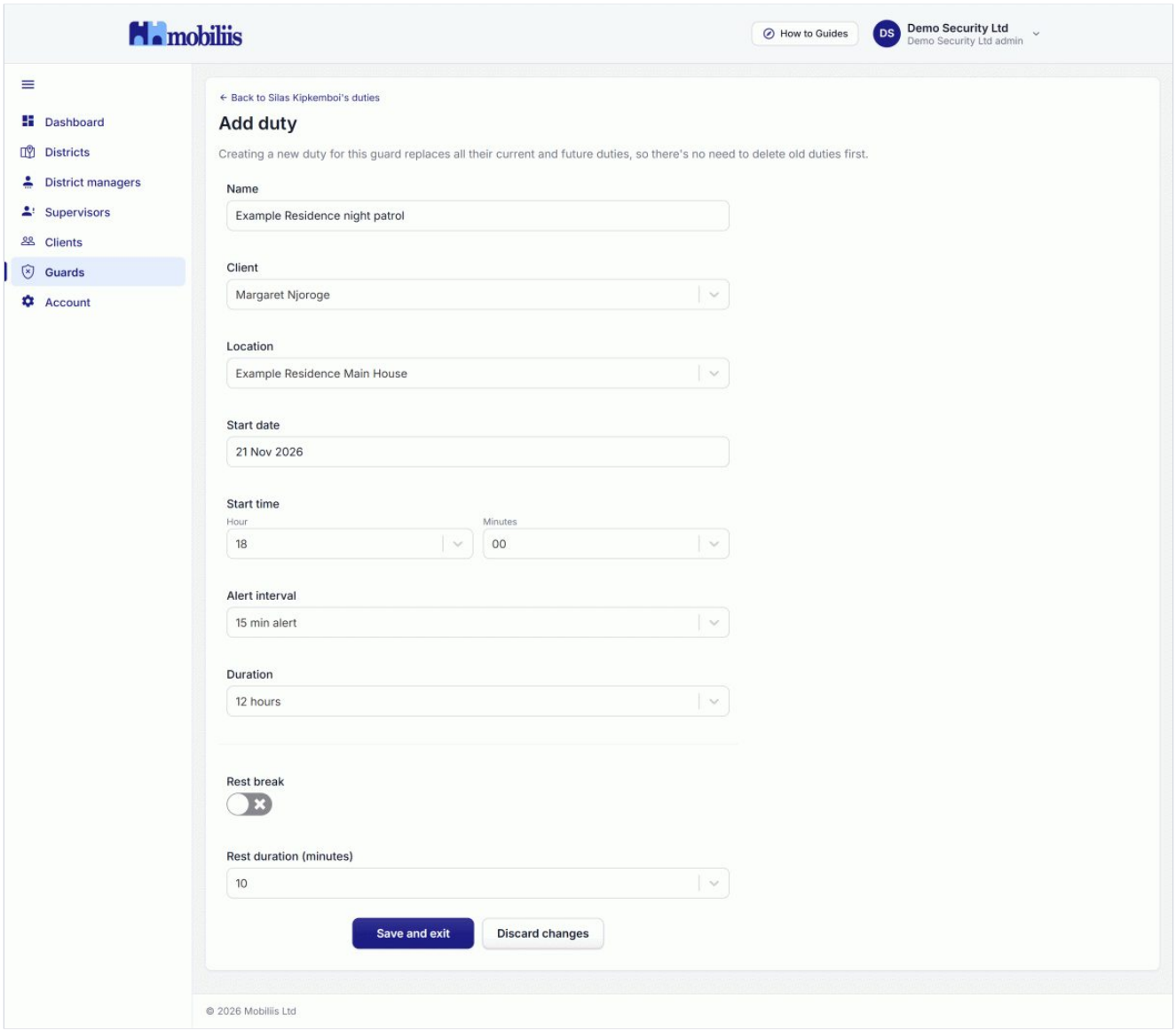
Good to know:

- **A duty automatically repeats every day** at the same local time. Mobiliis keeps the next few days ready.
- **A new duty replaces all the guard's current and future duties.** Mobiliis asks you to confirm before saving. There is no need to delete old duties first.
- During the duty, the guard's phone takes a GPS reading about every 10 seconds and puts one averaged point on the map every 2 minutes, starting 5 minutes before the first alert.
- The guard gets a reminder 30 minutes before the start of their duty.
- The guard must be at the duty location by the start time. If they are not, the start is recorded as **not on location** and counts as a missed alert, even if they answer the first alert in time.
- **Guards sharing a phone:** only one guard can be signed in at a time. Start the next guard's duty 15 minutes after the previous guard's duty ends (for example 18:00 and 18:15), so the first guard can answer their end alert and sign out, and the next guard can sign in before their start alert.
- A start time in the past means the alerts before now are recorded as missed.
- You cannot change a running or finished duty's details, but during or after the duty you can still change the result of an individual alert. You cannot create alert templates (Mobiliis sets those; you pick an alert interval).

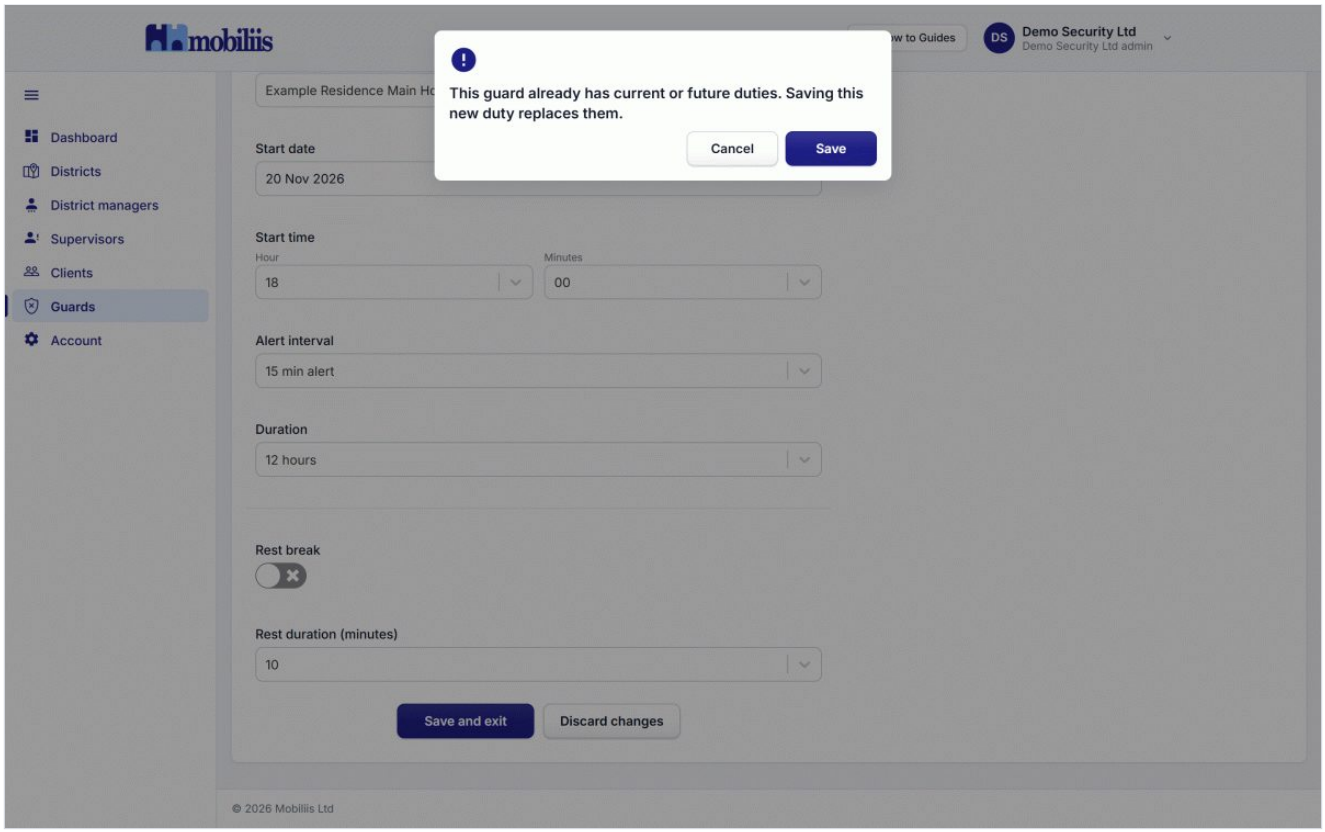
The guard's duties page has two tabs: **Current and future**, and **Past**. Each past duty shows its missed alerts and its **Tracking record**: the tracking points received, out of the points possible over the whole duty, as a percentage.



"Duties of <guard>" with Current and future



The duty form

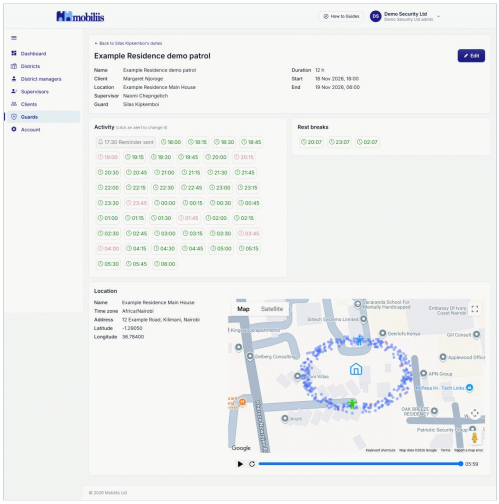


The confirmation "This guard already has current or future duties. Saving this new duty replaces them."

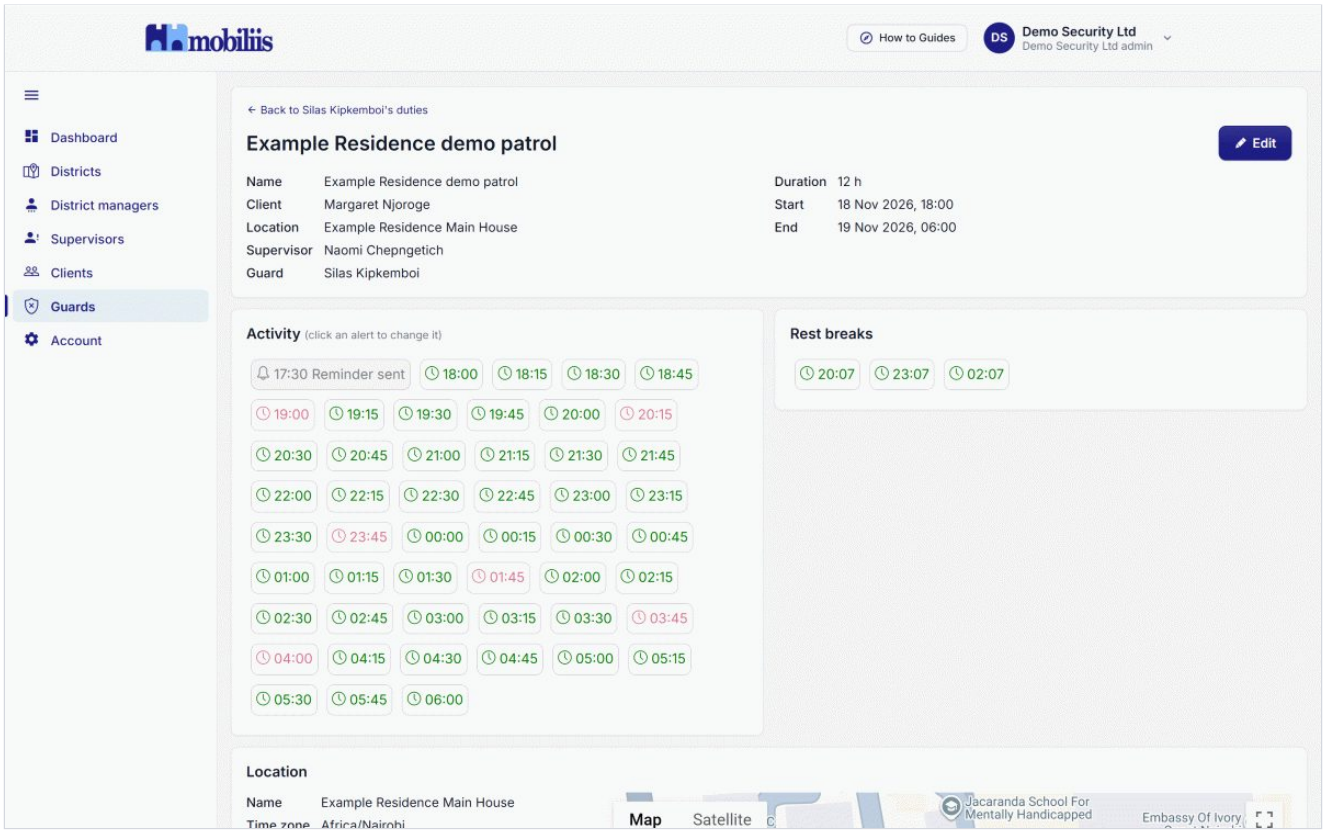
16. Checking a duty: alerts, rest breaks and the route

Open a duty from the guard's duties, or from the dashboard's Duties tab.

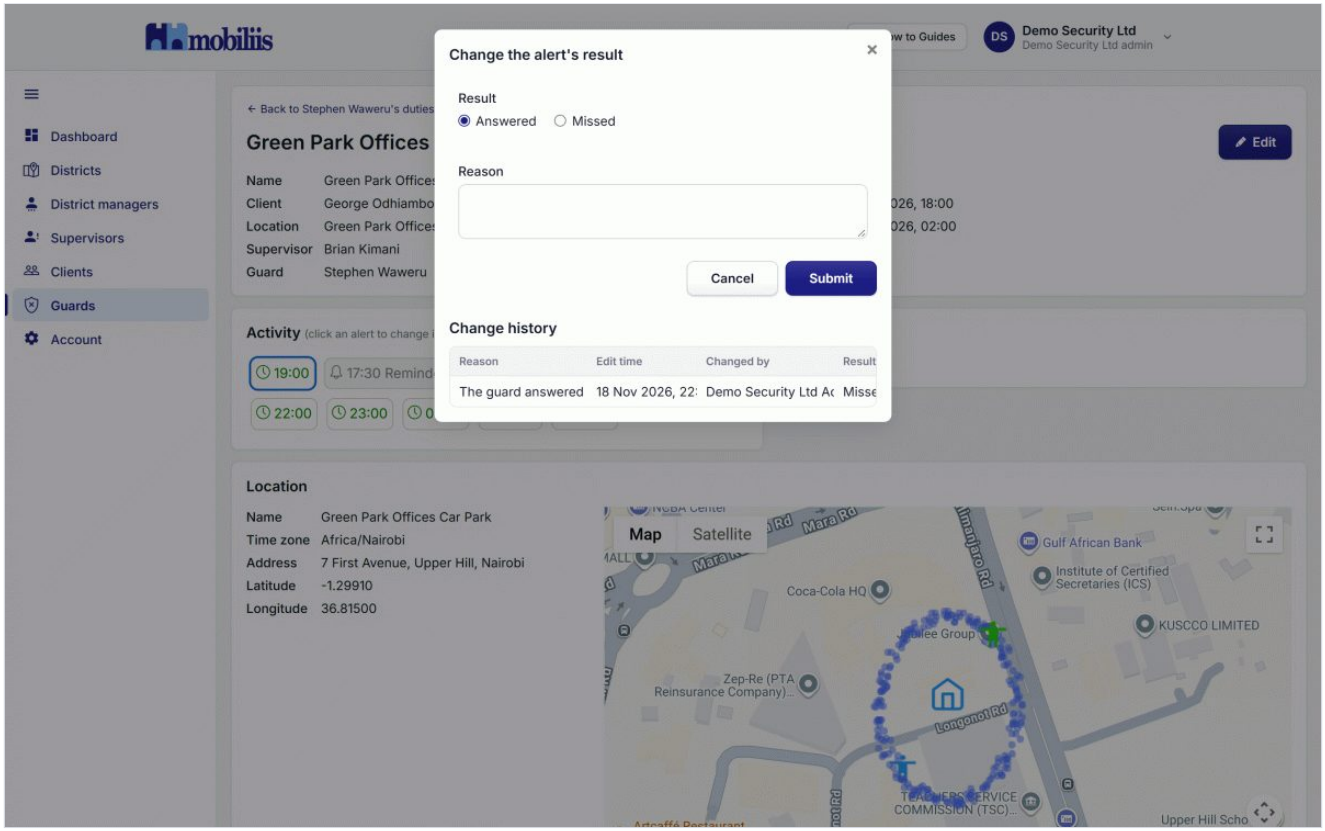
- **Activity:** each alert in colour: green answered, red missed, grey reminder. A start where the guard was not at the location is marked "not on location".
- **Changing an alert's result:** press the alert, choose the new result and give a reason. Every change is kept in the alert's history, which records the date, the reason and who made the change. A change made by a Mobiliis Manager shows as, for example, "Demo Security Mobiliis Manager Otieno".
- **Rest breaks** are listed with their times.
- **The route map:** the guard's points through the duty. Press **Play** or drag the slider to follow the route. All times are the duty location's local time.



A past duty page with the full route



The Activity panel with missed alerts in red

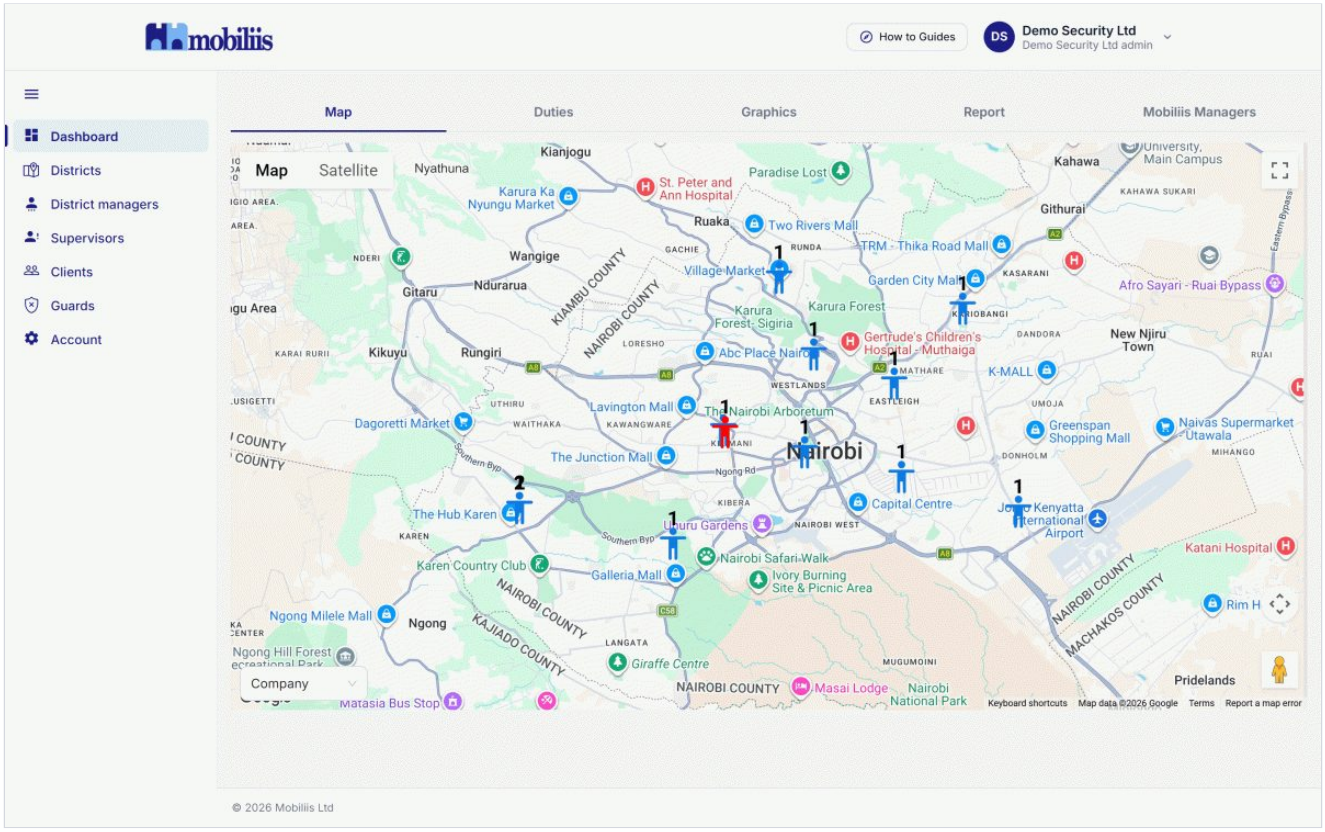


"Change the alert's result" with its history

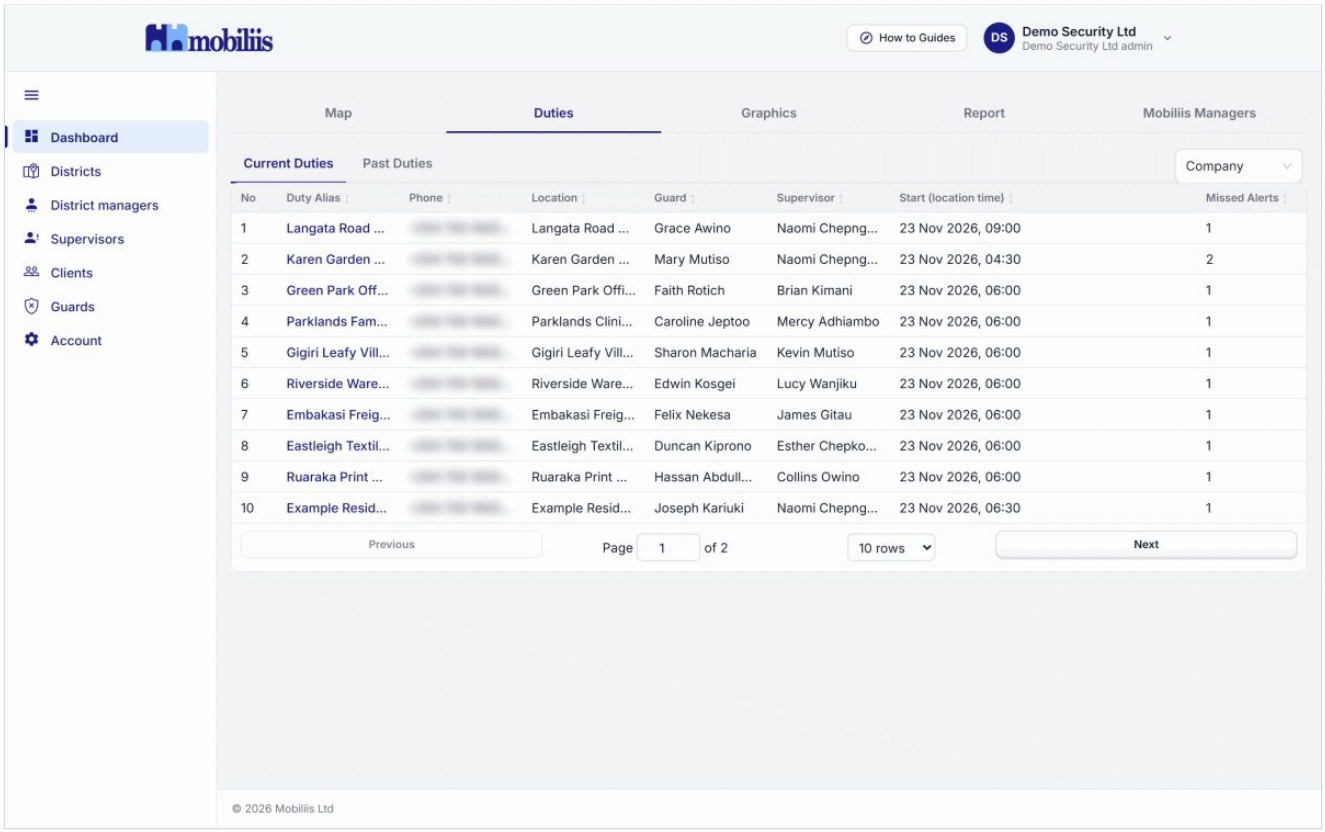
17. The dashboard

The dashboard has four tabs, and a fifth, **Mobiliis Managers**, while your Mobiliis account has at least one Mobiliis Manager. Each of the first four tabs has its own selector ("Company" for your whole Mobiliis account, a district, a district manager, a supervisor or a client) and remembers its own last choice on this browser.

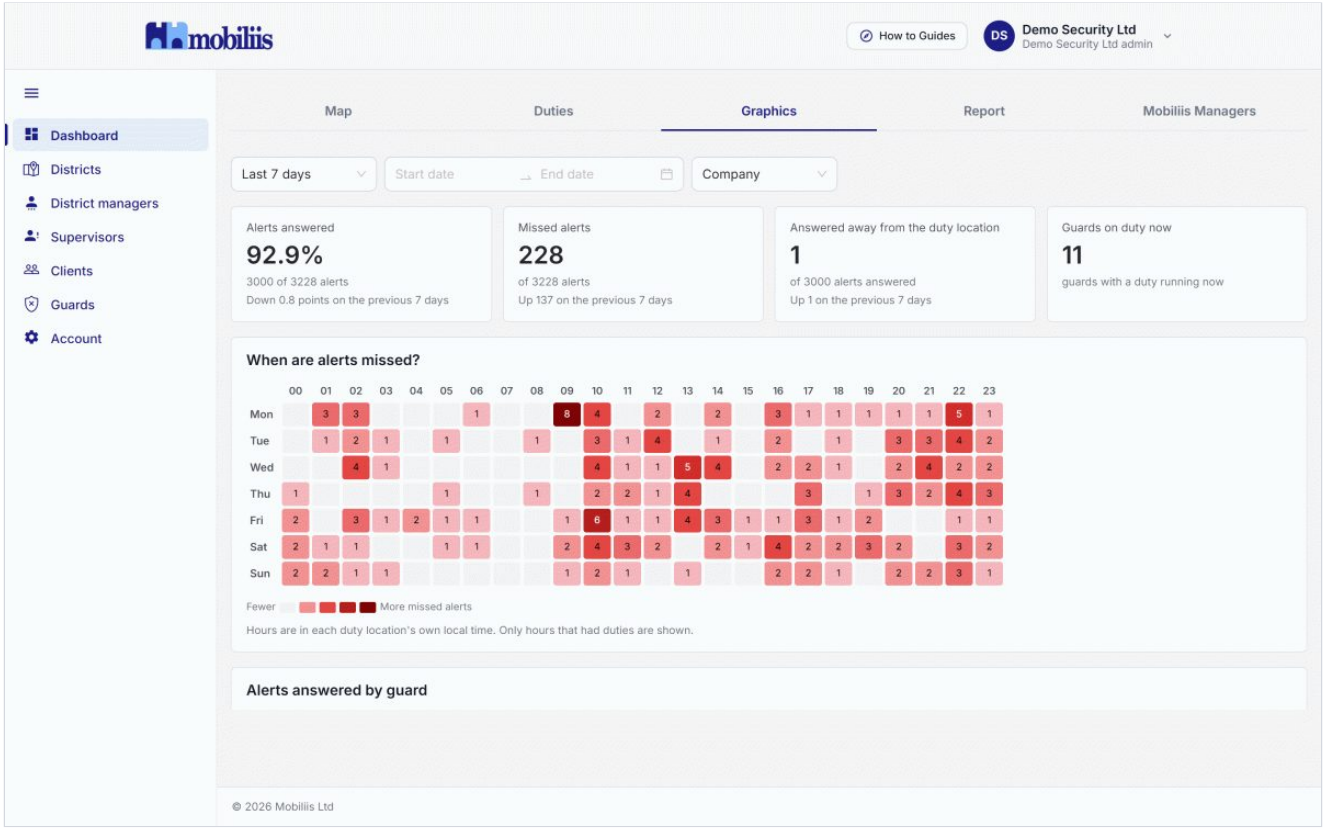
- **Map:** guards on duty now. A **blue** guard is online; a **red** guard is offline (no location for 4 minutes) and is shown at their last known position. The map refreshes every minute.
- **Duties:** Current and Past duties. Click a duty to open it. A running duty whose guard's location has stopped reaching Mobiliis shows "Location not reaching the server since HH:MM".
- **Graphics:** charts of Hit record and missed alerts.
- **Report:** see section 18.
- **Mobiliis Managers:** your Mobiliis Managers, their Messages and the Activity trail of the changes they make. A red number on the tab is the count of unread messages. See section 25.



The Map tab with guards on duty, one red



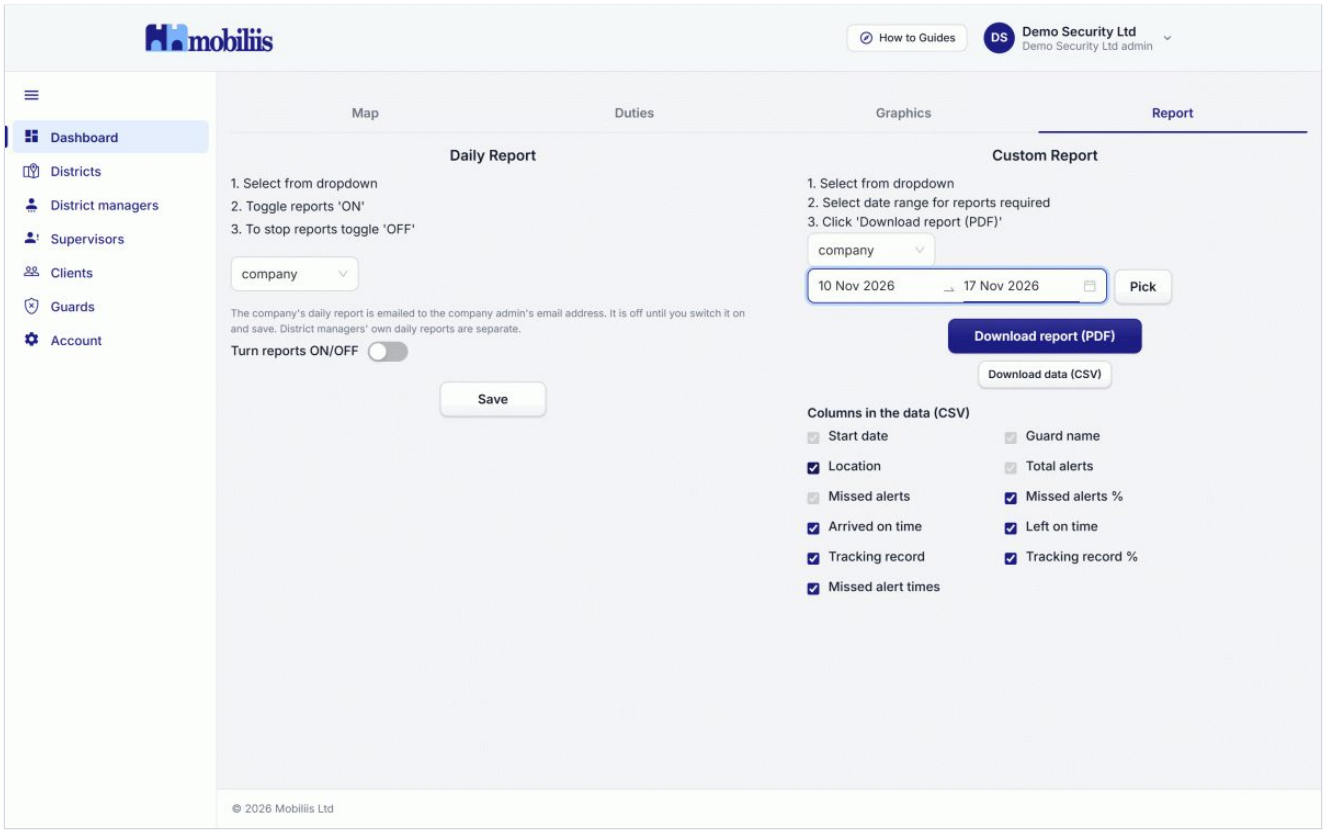
Current Duties



The Graphics tab

18. Reports

- **Daily report email:** each district manager can switch on their own daily report, emailed to their own email address and covering only their district. This keeps each report short, and you don't receive every guard's record. If you also want one yourself, switch it on in the Report tab, choose who it covers and press **Save**; it is off unless you switch it on. Each report is emailed in the morning and covers the duties that ended in the last 24 hours. A Mobiliis Manager can switch on their own daily report too, about any part of your Mobiliis account, emailed to their own email address. A report about a Mobiliis Manager's people says "Mobiliis Manager:" and their name.
- **Your own report:** choose the dates, select from the dropdown who it covers, and download it as **PDF** or **CSV**. The report shows each guard's Hit record and Tracking record.



The Report tab with dates picked



mobiliis

Guard report

Date **Tue 10 Nov 2026 to Tue 17 Nov 2026**
Company Demo Security Ltd
Showing Whole company

48	93.2%	237	1
Guards on duty	Hit record (3229 of 3466 alerts answered)	Missed alerts	Answered not at location

Guard	CID	Alerts answered	Missed	Hit record	Tracking record
Erick Hussein	3176029	56 of 72	16	77.8%	100.0%
Charles Akoth	4573487	52 of 63	11	82.5%	100.0%
Beatrice Auma	1463948	60 of 72	12	83.3%	100.0%
Dennis Korir	7029253	53 of 63	10	84.1%	100.0%
Patrick Anyango	4134617	55 of 63	8	87.3%	100.0%
Catherine Nyambura	9212738	56 of 63	7	88.9%	100.0%
David Muthoni	7859556	51 of 56	5	91.1%	88.8%
Duncan Kiprono	3922880	66 of 72	6	91.7%	100.0%
Faith Rotich	1268820	66 of 72	6	91.7%	100.0%
John Kimani	6643713	66 of 72	6	91.7%	100.0%
Silas Kipkemboi	9622407	319 of 343	24	93.0%	100.0%
Abdi Korir	3728596	67 of 72	5	93.1%	100.0%
Edwin Kosgei	4373303	67 of 72	5	93.1%	100.0%
Isaac Nduta	9679145	67 of 72	5	93.1%	100.0%
Kennedy Wanjiku	5474603	67 of 72	5	93.1%	100.0%
Mary Mutiso	8713105	67 of 72	5	93.1%	100.0%
Sarah Owino	9568506	67 of 72	5	93.1%	100.0%
Amina Hussein	8964252	59 of 63	4	93.7%	100.0%
Brenda Kimani	7450178	59 of 63	4	93.7%	100.0%
Eunice Chepkoech	4463167	59 of 63	4	93.7%	100.0%
Gladys Barasa	7622594	59 of 63	4	93.7%	100.0%
Michael Onyango	5655932	59 of 63	4	93.7%	100.0%
Nancy Wambui	8514194	59 of 63	4	93.7%	100.0%

Mobiliis · Guard report · made Fri 20 Nov 2026 19:01

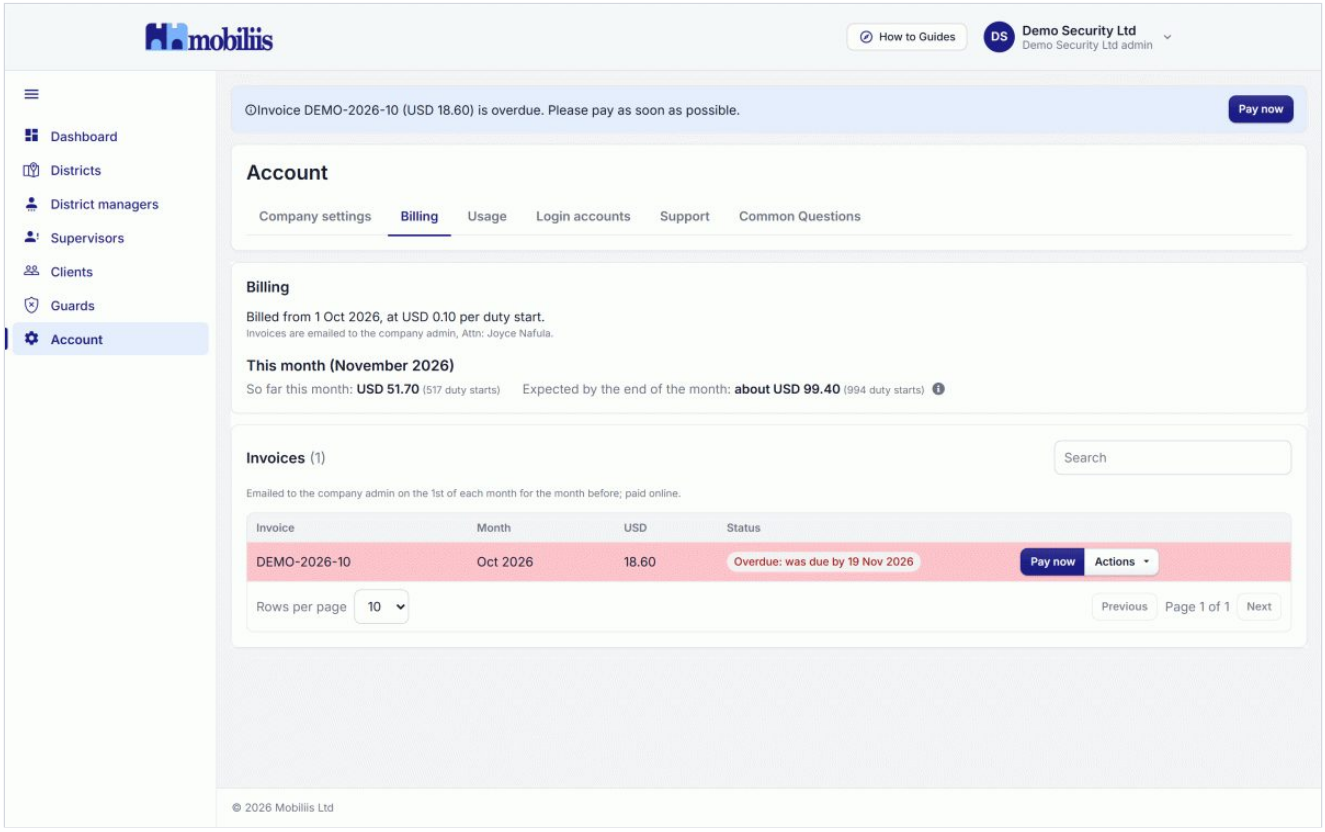
The first page of a report PDF

19. Billing, invoices and paying

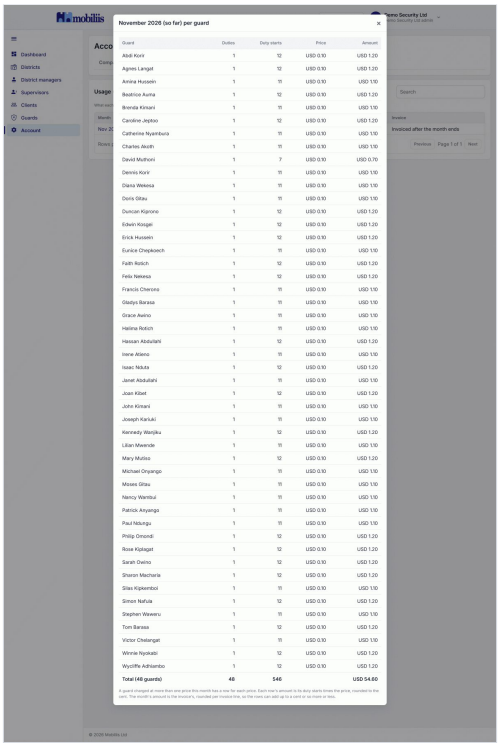
Go to **Account**, then **Billing**.

- You pay per **duty start**: each time a guard's duty starts, at your price per duty start. The tab shows "Billed from..., at USD x per duty start" and this month so far.
- An invoice is made on the 1st of each month for the month before and emailed to you.
- Each invoice is paid using Stripe's (https://stripe.com) secure payment page: press **Pay now**. Mobiliis does not store any card details.
- From each invoice you can download the PDF and, once paid, the receipt, or have it sent again.
- **If an invoice is not paid:** a reminder on day 8 and day 14 after the invoice date; on day 21 the account is suspended until the invoice is paid. Once paid, it is reinstated. While your account is suspended, no alerts are sent to your guards. You can still sign in, but you can only open the Billing page.
- **Usage** tab: duties and duty starts per guard, month by month.

You cannot change your price or billing start date yourself; ask Mobiliis.



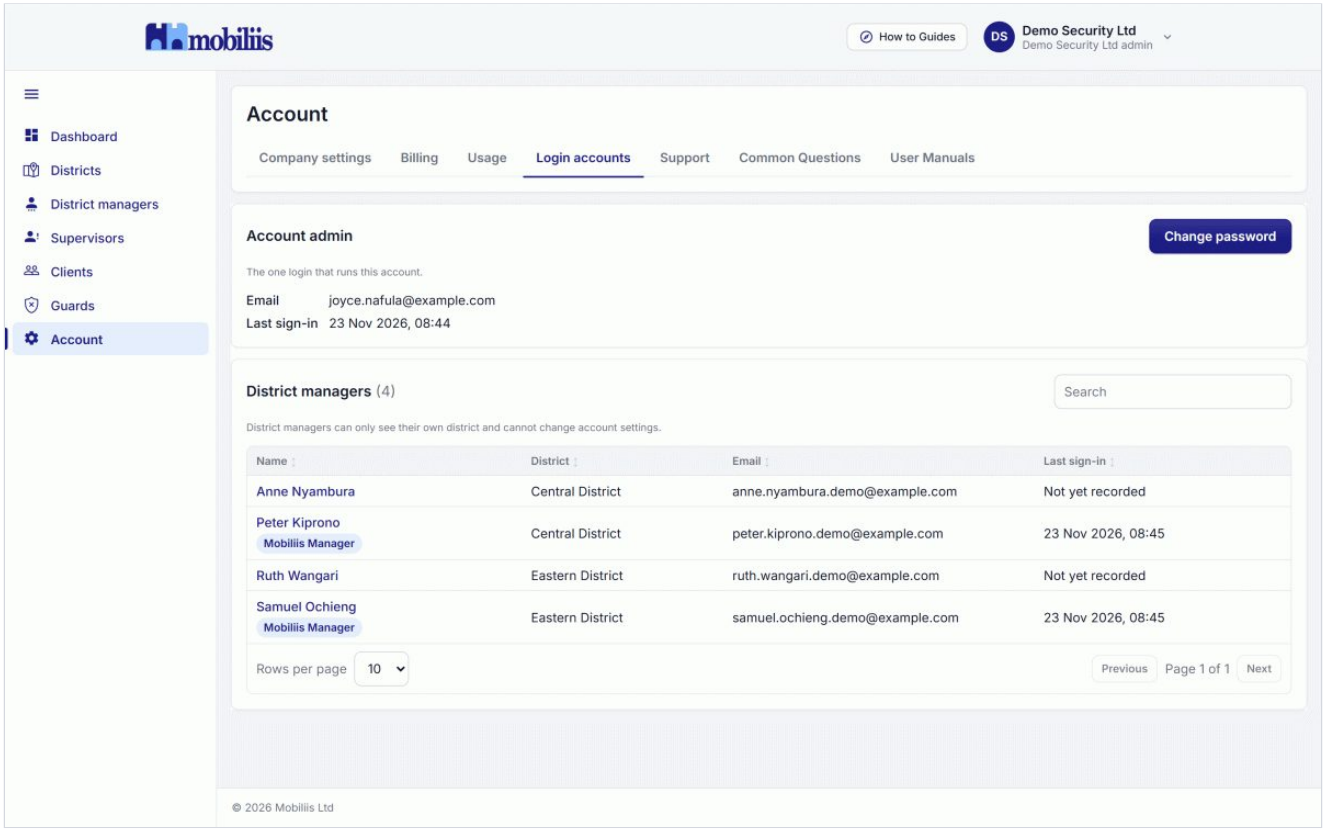
The Billing tab with an overdue invoice



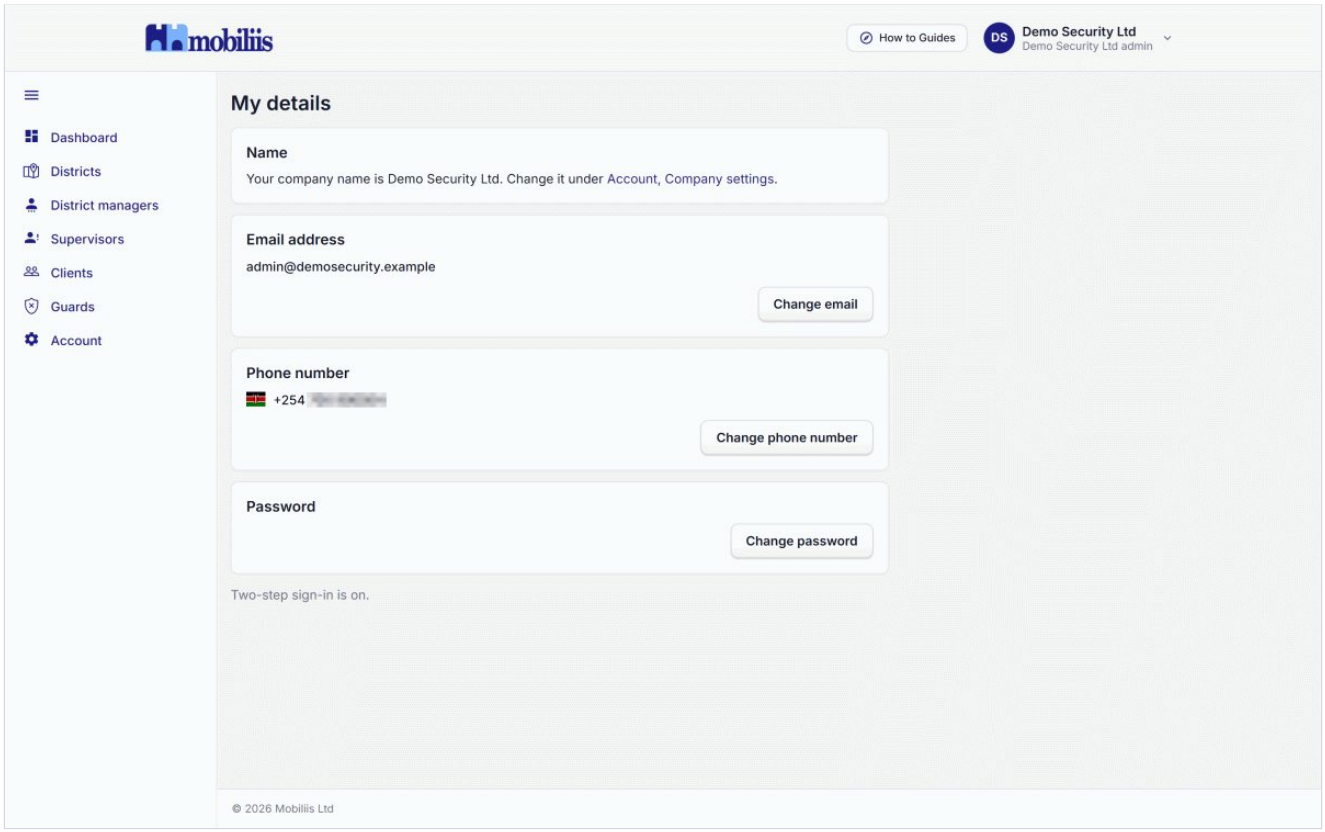
The Usage tab with a month open

20. Login accounts, My details and password

- **Login accounts** (Account page): your own login and your district managers, with when each last signed in.
- **My details** (click your name at the top right): change your email (Mobiliis sends a link to the new address), your phone number (confirmed with an SMS code) and your password.



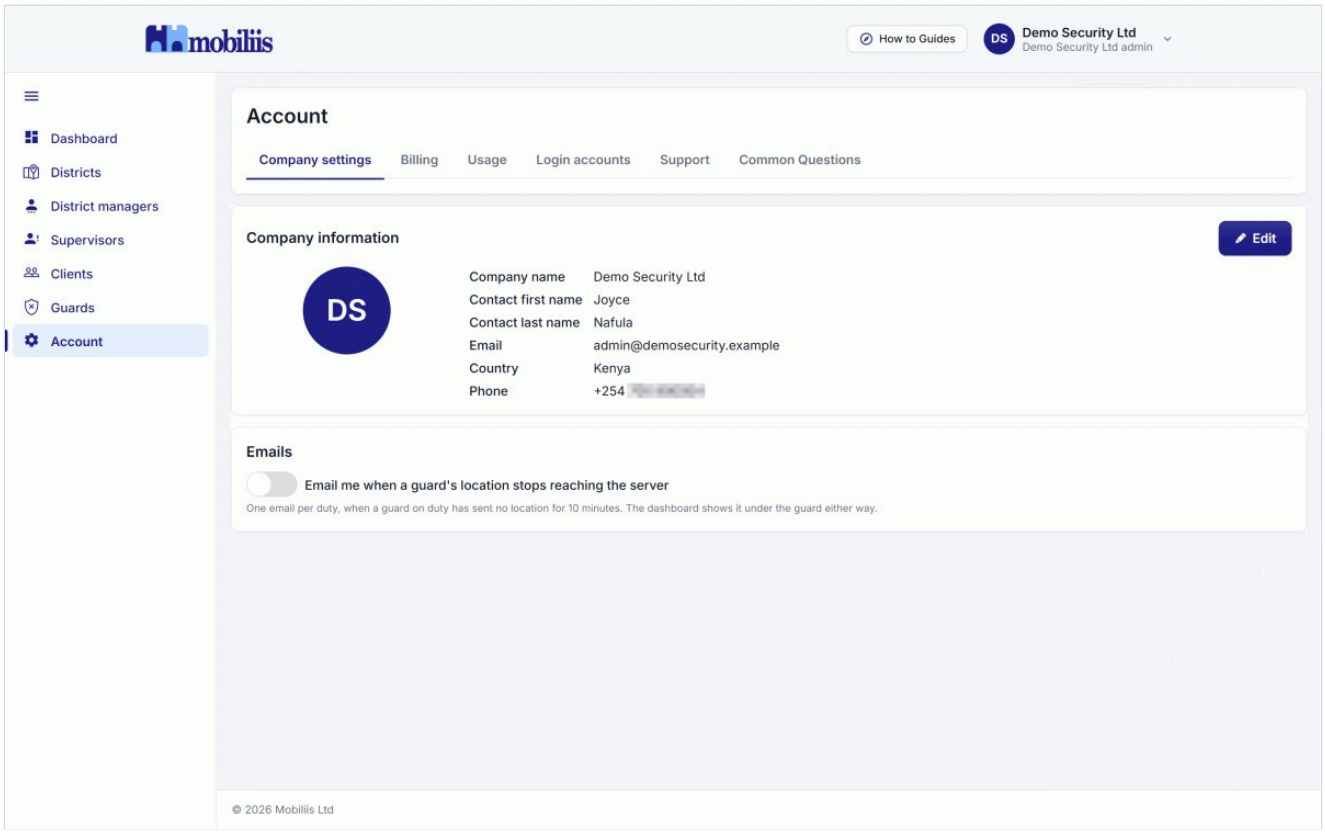
The Login accounts tab


mobiliis
How to Guides
DS
Demo Security Ltd
Demo Security Ltd admin
Dashboard
Districts
District managers
Supervisors
Clients
Guards
Account
My details
Name
Your company name is Demo Security Ltd. Change it under Account, Company settings.
Email address
admin@demosecurity.example
Change email
Phone number
+254
Change phone number
Password
Change password
Two-step sign-in is on.
© 2026 Mobiliis Ltd

My details

21. The location email (optional)

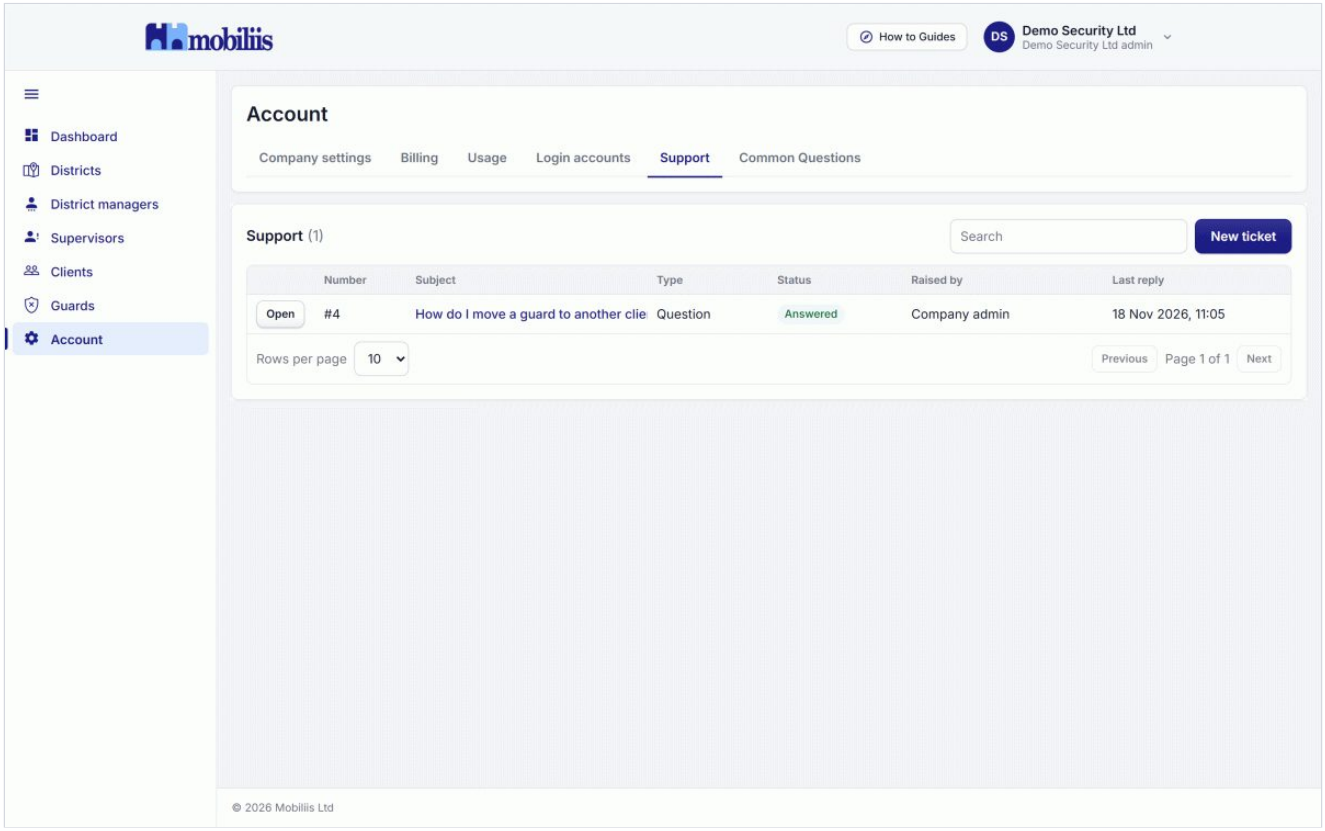
On **Account**, **Company settings**, switch on "Email me when a guard's location stops reaching the server". When a running duty's guard sends no location for 10 minutes, one email goes to your company email for that duty. It is off unless you switch it on.



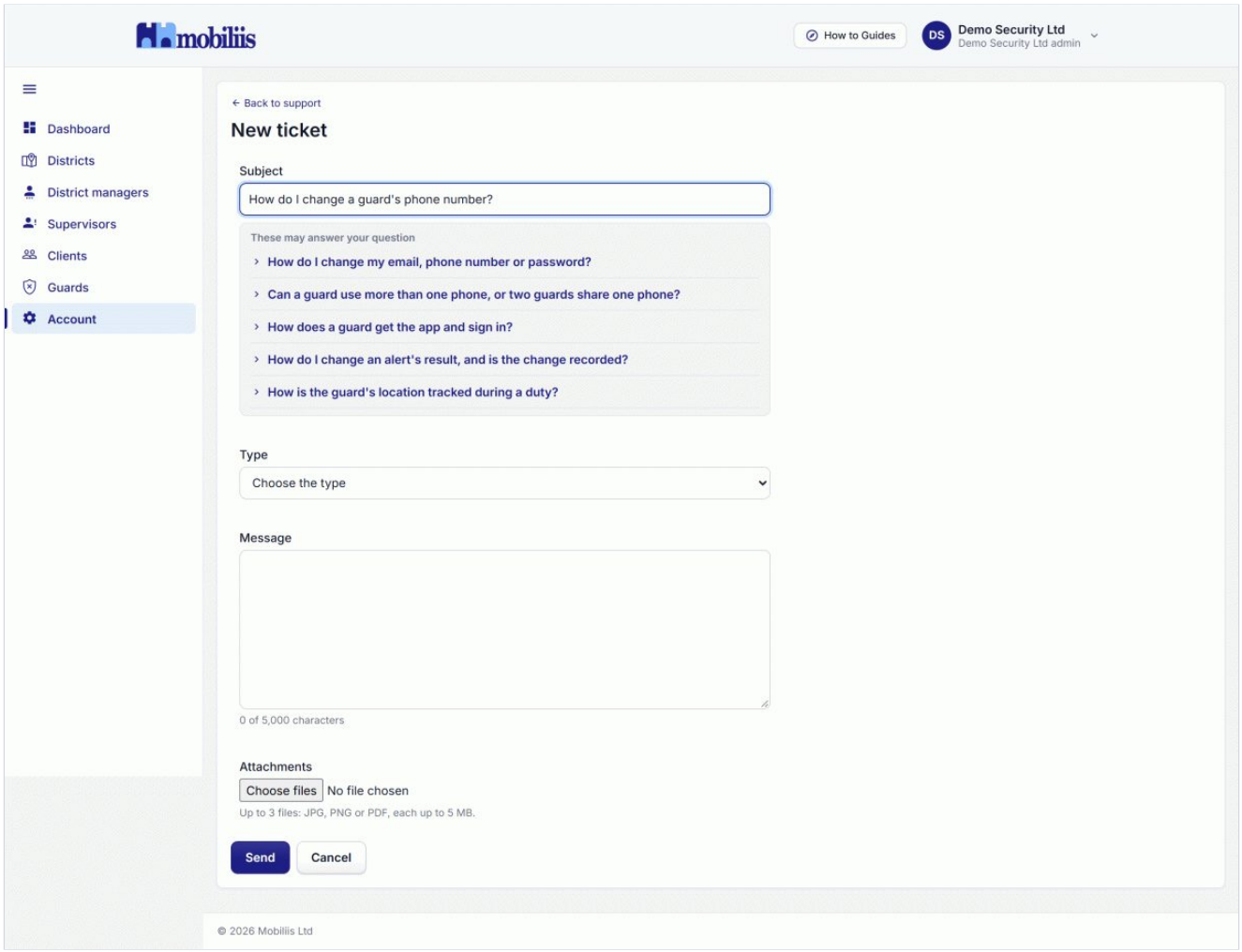
The email switch

22. Getting help: How to Guides, Common Questions and support tickets

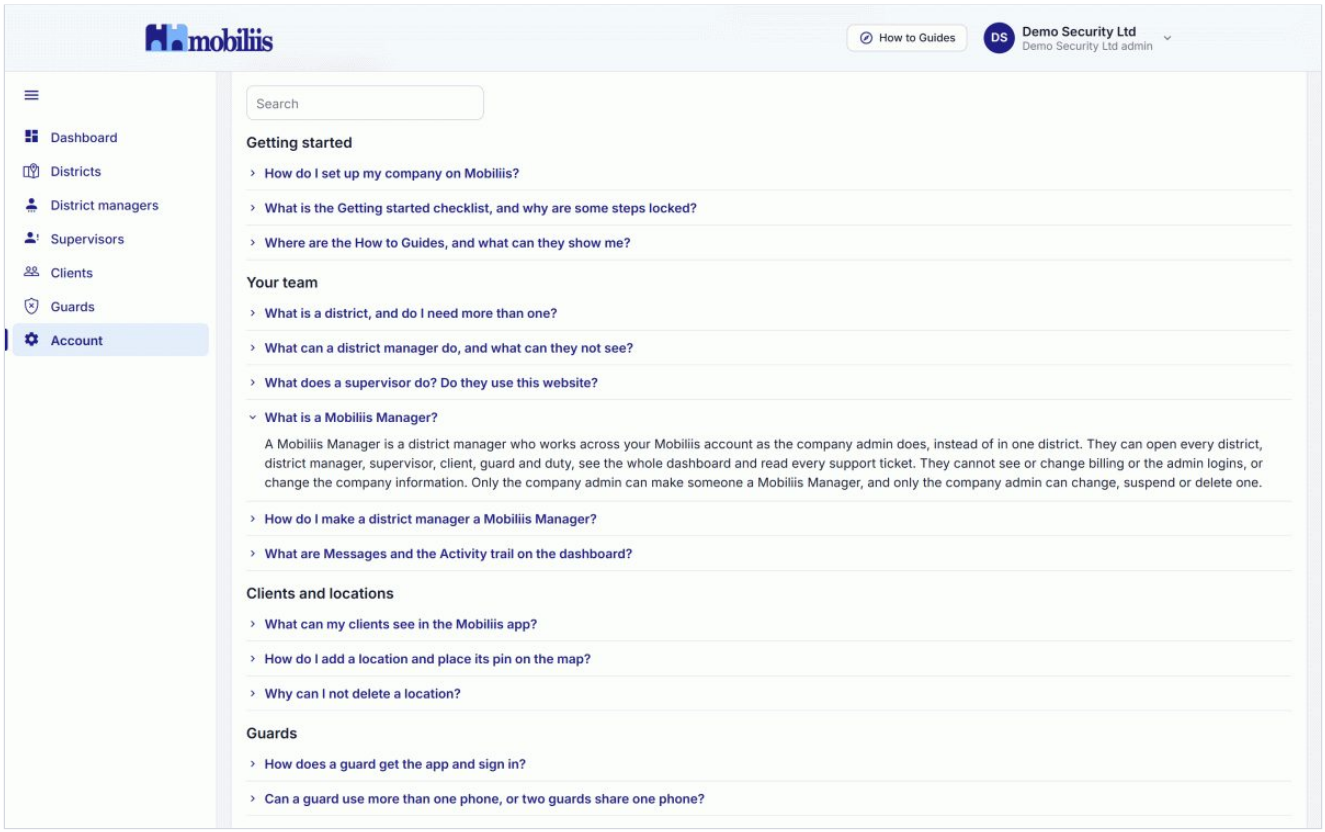
- **How to Guides** (top bar): walk-throughs on the real pages.
- **Common Questions** (Account, Support): search the answers to common questions.
- **Support tickets** (Account, Support): press **New ticket**, choose the type and write your question. Up to 3 screenshots or PDFs (5 MB each). As you type the subject, Mobiliis suggests Common Questions, How to Guides and sections of these guides that may answer it.
- You get an email when Mobiliis answers. Reply on the ticket page, or close it when you are done. A ticket with no reply from you is reminded after 7 days and closed after 14.
- As Company Admin you see every ticket in your company, including your district managers'. Your Mobiliis Managers see every ticket too; a ticket they raised shows "Mobiliis Manager" and their name.



The Support tab list



A new ticket with suggestions



Common Questions with one answer open

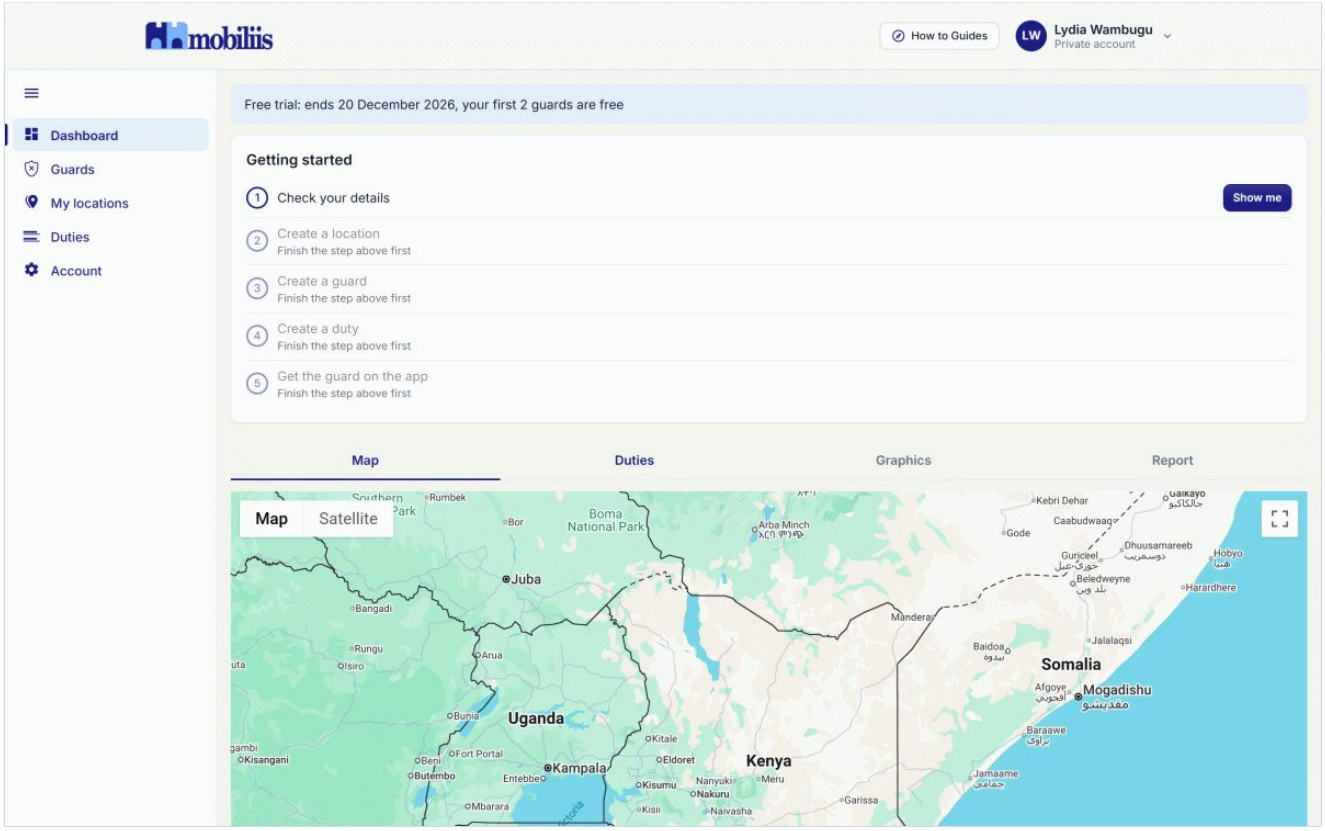
23. Signing out

Click your name at the top right, then **Sign out**.

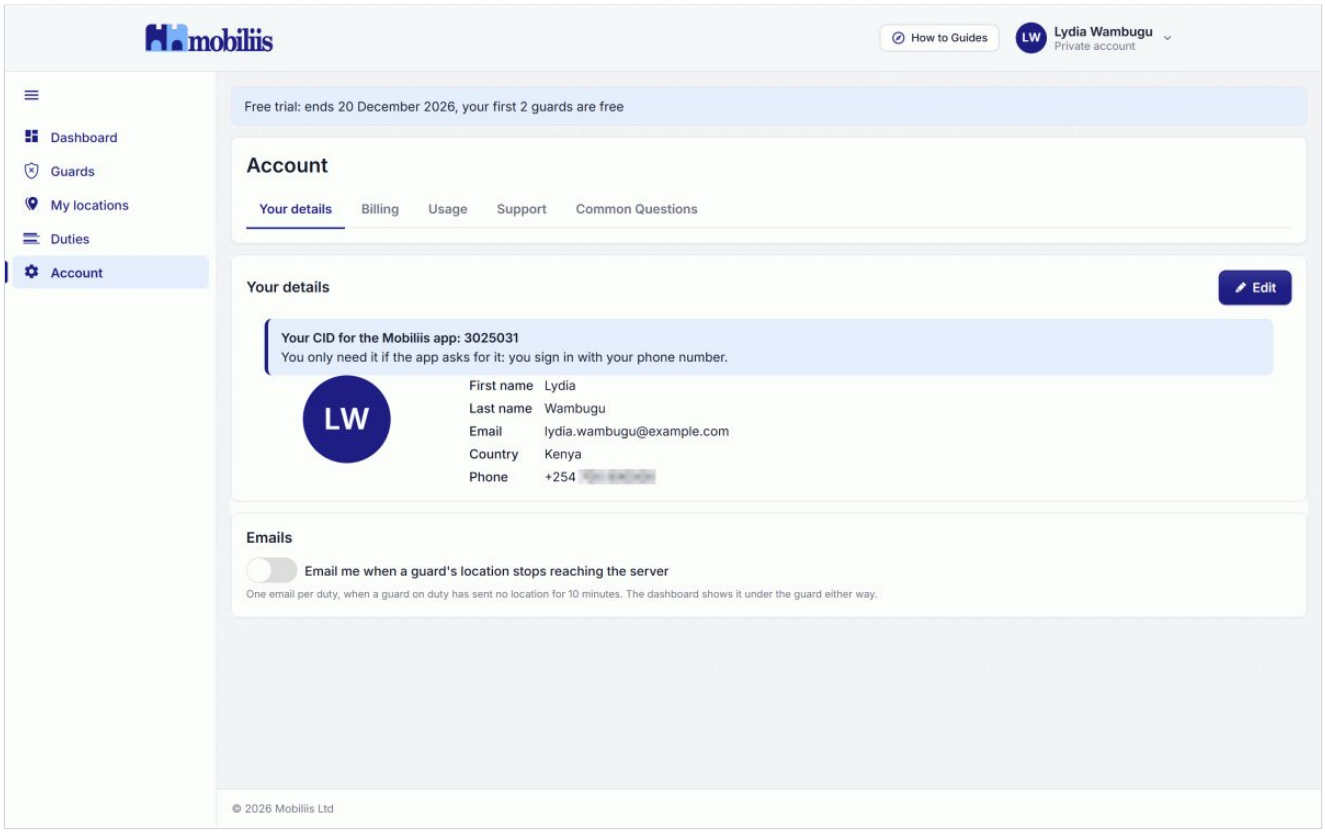
24. Private accounts: what is different

A Private account is for a person who employs their own guards, without a company structure.

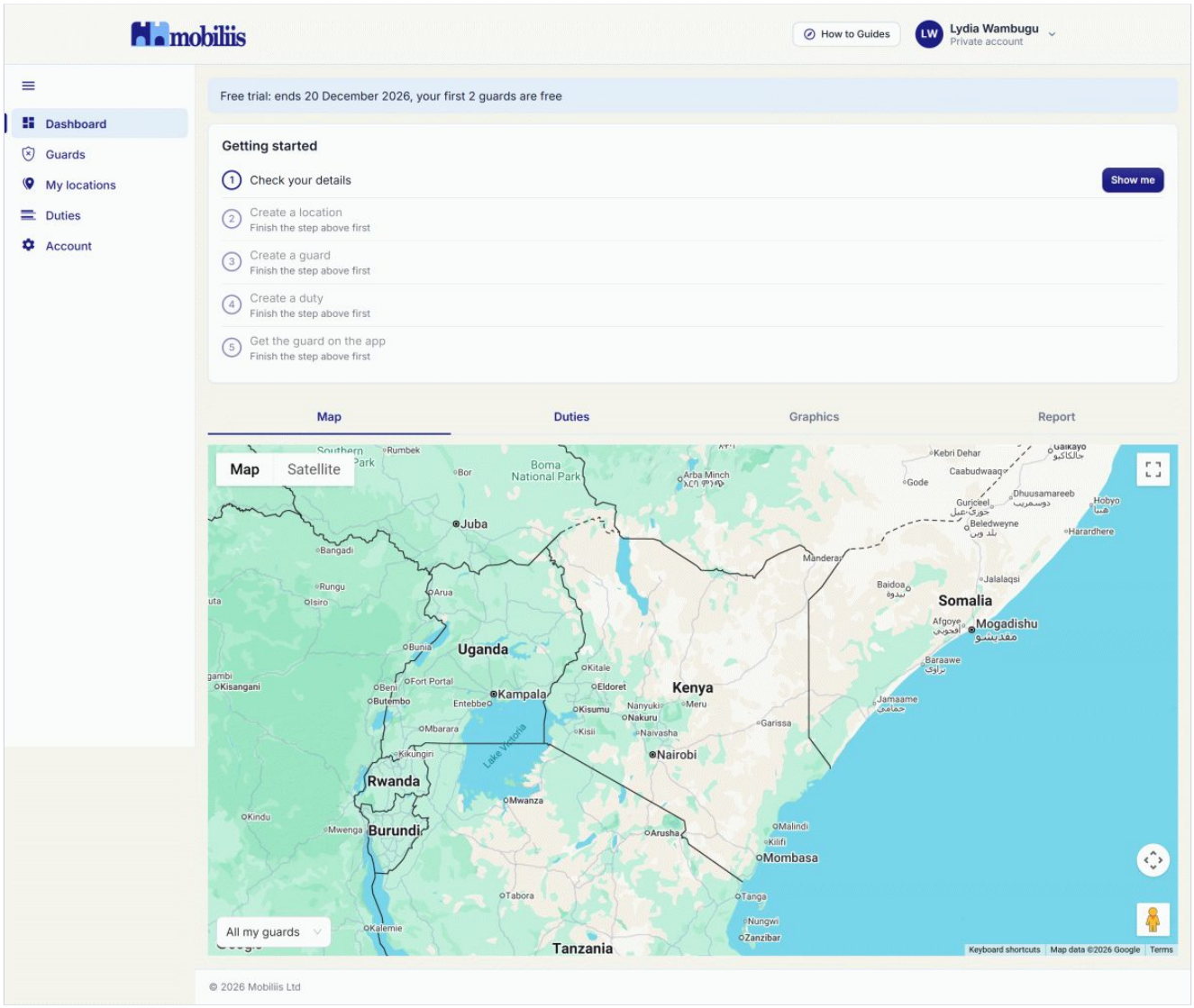
- The menu is shorter: Dashboard, Guards, My locations, Duties, Account.
- There are no districts, district managers, supervisors or clients.
- **Your details** replaces Company settings, and there is no Login accounts tab.
- Duties are set at **My location**.
- The Getting started list has 5 steps: Check your details, Create a location, Create a guard, Create a duty, Get the guard on the app.
- You have your own CID. Sign in to the **Mobiliis app as a client** with your phone number to follow your guards and get missed-alert notifications.
- To change to a company account, contact Mobiliis.



The Private side menu



"Your details" with the CID



The Private Getting started list

25. Mobiliis Managers

A **Mobiliis Manager** is a district manager you trust to help you run your Mobiliis account. A Mobiliis Manager can do everything the company admin can across your whole Mobiliis account, except billing, admin logins and changing the company information.

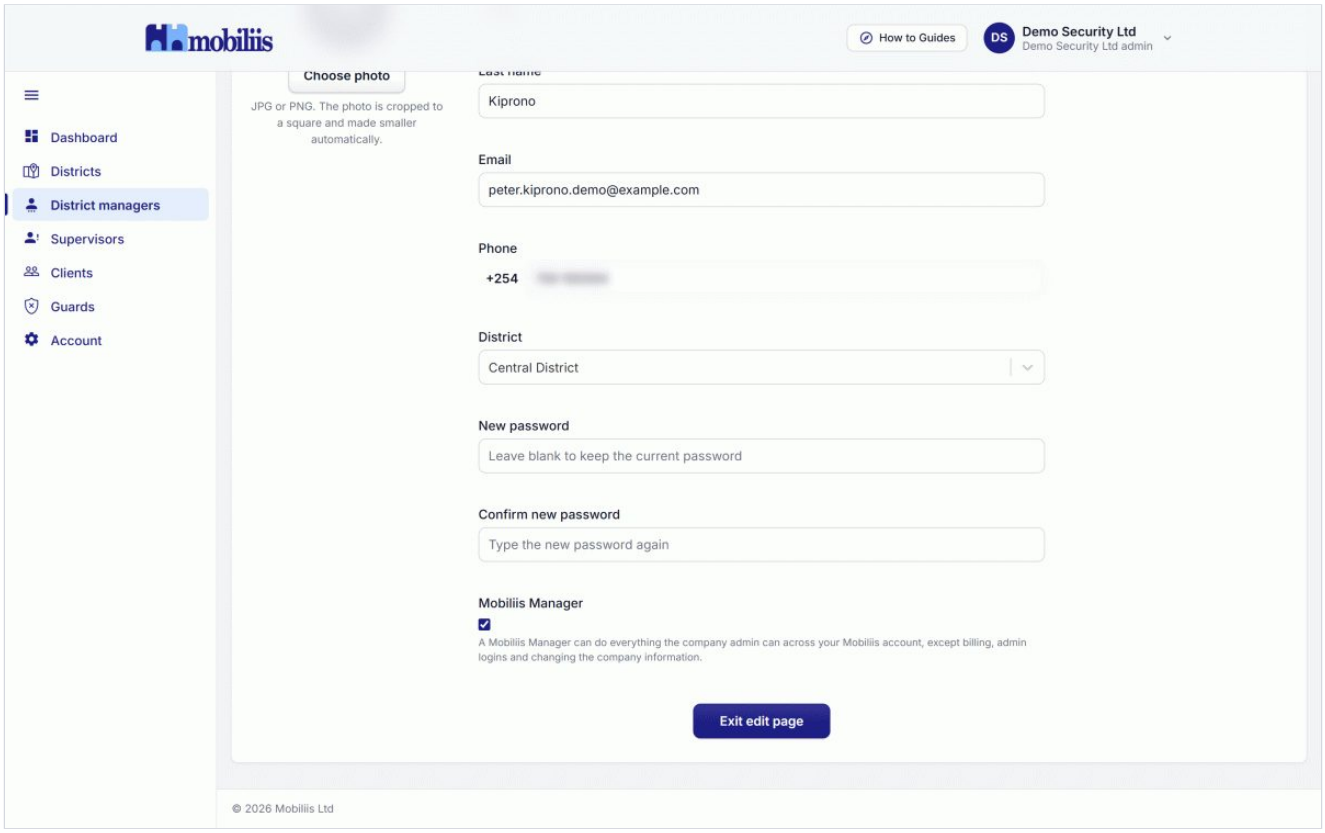
A Private account cannot have Mobiliis Managers.

Making a district manager a Mobiliis Manager

1. Add the person as a district manager first (section 11).
2. Open their page and press **Edit**.
3. Tick **Mobiliis Manager**.
4. Press **Save and exit**.

Only you, as company admin, or Mobiliis can set this tick. Your reseller cannot. If the tick cannot be saved, you see "The Mobiliis Manager tick could not be saved."

To stop: untick **Mobiliis Manager** and save. They become an ordinary district manager the next time they click anything. Everything they made stays in your Mobiliis account.



The district manager's Edit form with the "Mobiliis Manager" tick and its explanation

What a Mobiliis Manager can and cannot do

A Mobiliis Manager works across your whole Mobiliis account, not only in one district. Their side menu has **Dashboard**, **Districts**, **District managers**, **Supervisors**, **Clients**, **Guards**, **Account** and **Support**. They see all the support tickets of your Mobiliis account.

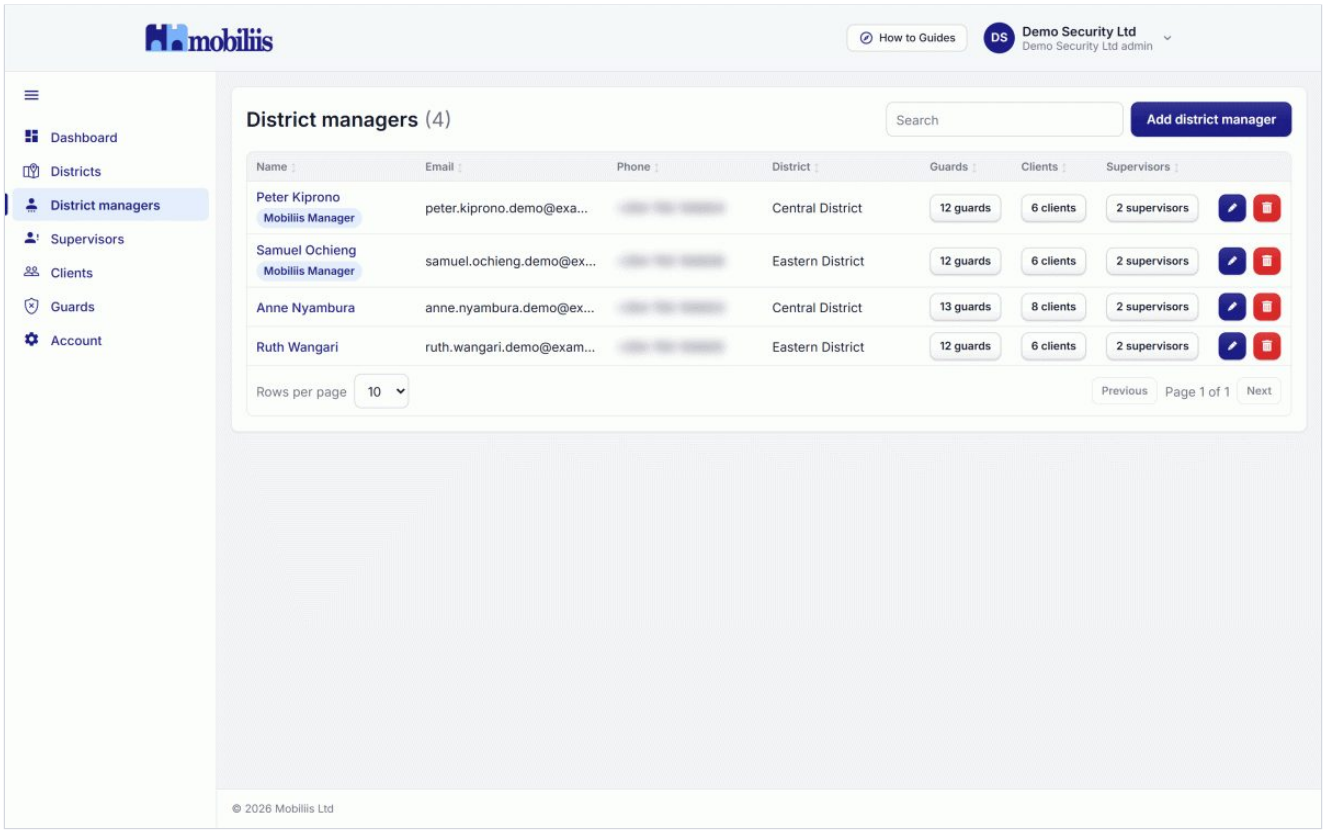
They **cannot**:

- see or change the company's billing;
- see or change the company's admin logins;
- change the company information (they can see it on the Account page);
- make someone a Mobiliis Manager;
- change, suspend or delete a Mobiliis Manager, themselves included. The **Edit**, **Delete** and **Suspend** buttons are not shown to them for those people;
- add any login other than a district manager.

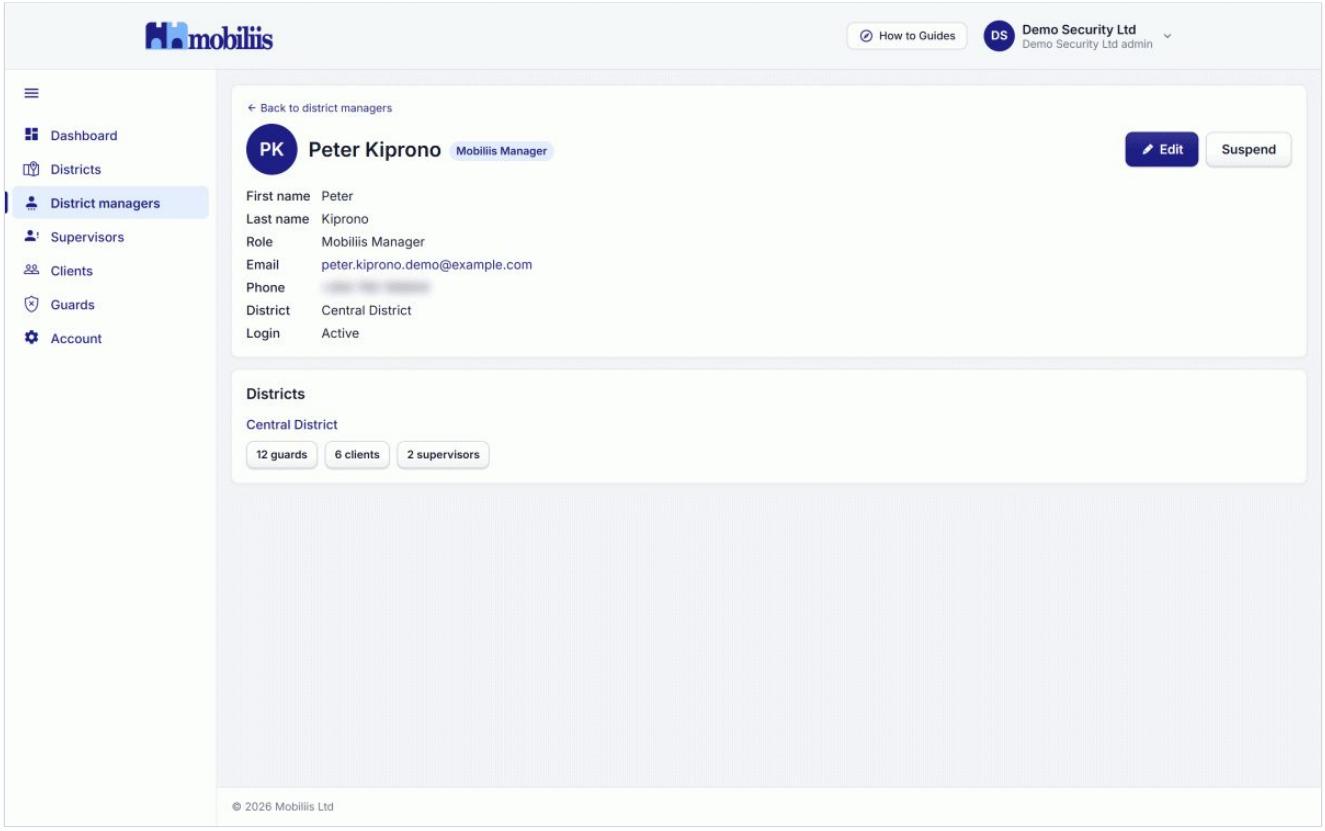
If they try, Mobiliis tells them to ask you, for example "Mobiliis Managers cannot see or change the company's billing. Please ask your company admin."

How you recognise a Mobiliis Manager

- **District managers list:** Mobiliis Managers are always at the top, with a small blue "Mobiliis Manager" label under their name. Each group follows the column sort you choose.
- **Their page:** the label beside their name, and the line "Role: Mobiliis Manager".
- **Login accounts tab:** the same label under their name.
- **Who made a change** (On/Off duty history, alert result history): for example "Acme Security Mobiliis Manager Otieno".
- **Support tickets:** "Mobiliis Manager ", or "Former Mobiliis Manager " once they are no longer one.
- **Their daily report email:** the subject names them as "Mobiliis Manager: ". On the Report tab they are listed as " (Mobiliis Manager)".



The District managers list with Mobiliis Managers at the top and their label



A Mobiliis Manager's page with the label and "Role: Mobiliis Manager"

The dashboard's "Mobiliis Managers" tab

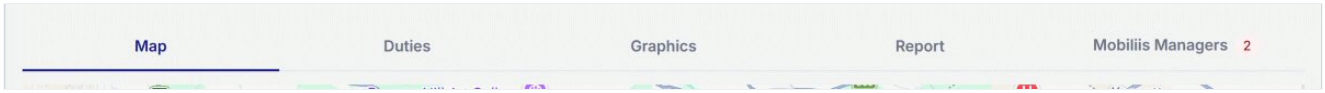
While your Mobiliis account has at least one Mobiliis Manager, the dashboard has a fifth tab, **Mobiliis Managers**, after **Report**. You, your Mobiliis Managers and Mobiliis support can see it.

A red number on the tab shows how many messages you have not read yet. It is checked when the dashboard opens and every minute.

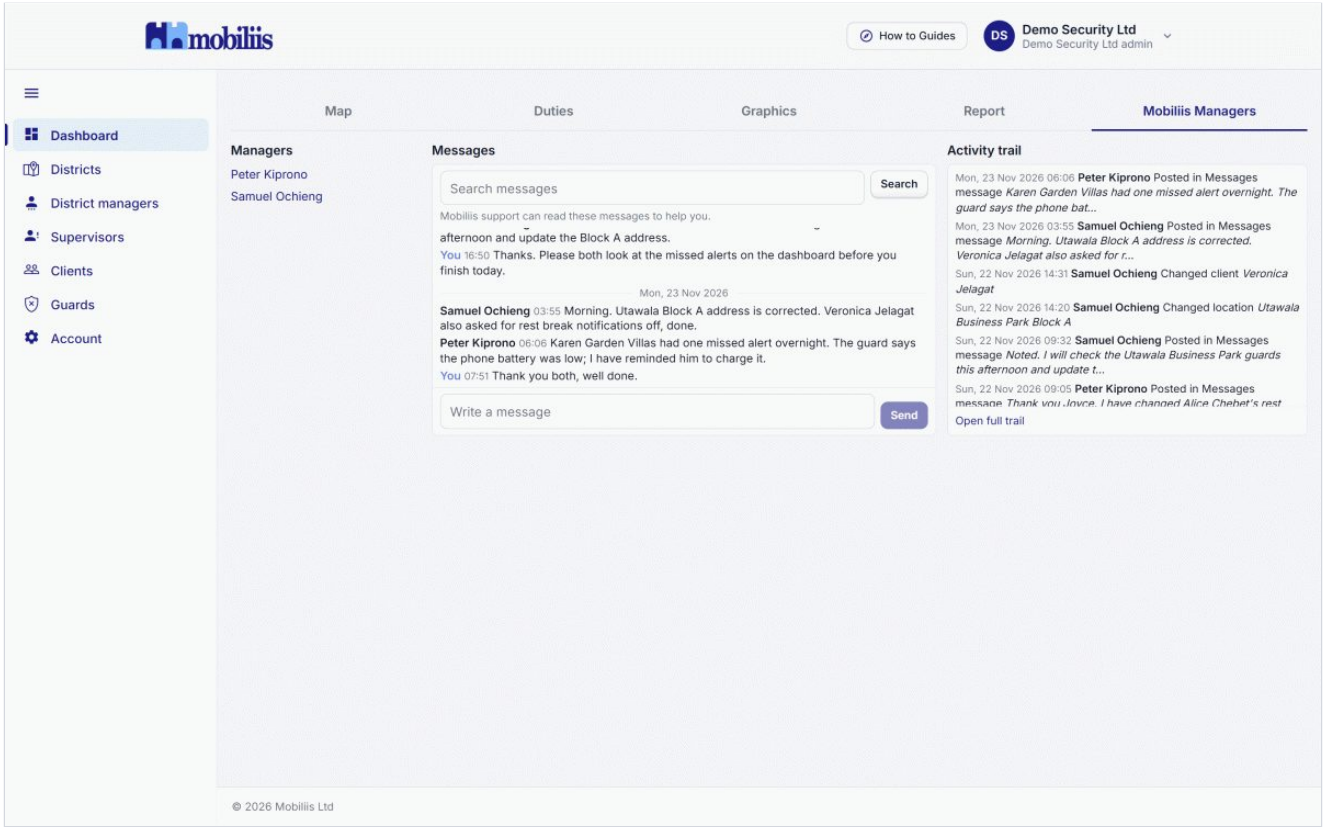
The tab has three parts, side by side on a computer and one under the other on a phone:

- **Managers:** your Mobiliis Managers. Click a name to open their page. A suspended one shows "(suspended)".
- **Messages:** the shared conversation (see below).
- **Activity trail:** the latest 20 changes made by your Mobiliis Managers, one short line each: when, who, what, and which record. Press **Open full trail** for all of them. If there are none yet, it says "No changes yet."

Messages and the Activity trail are only on this tab. They are not in the side menu.



The dashboard's tab row with "Mobiliis Managers" and its red count



The Mobiliis Managers tab with Managers, Messages and Activity trail

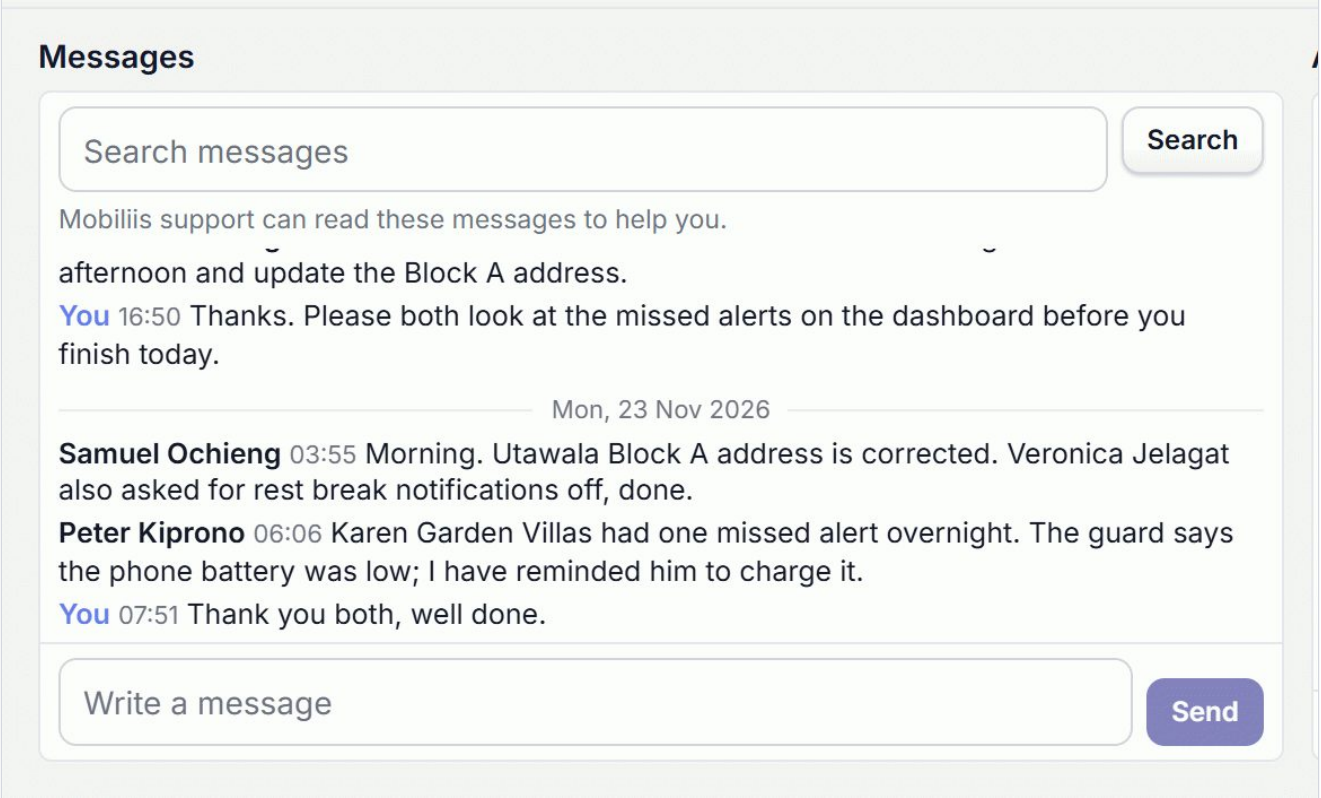
Messages

Messages is one shared conversation for your Mobiliis account, between you, your Mobiliis Managers and Mobiliis support. Resellers and ordinary district managers never see it.

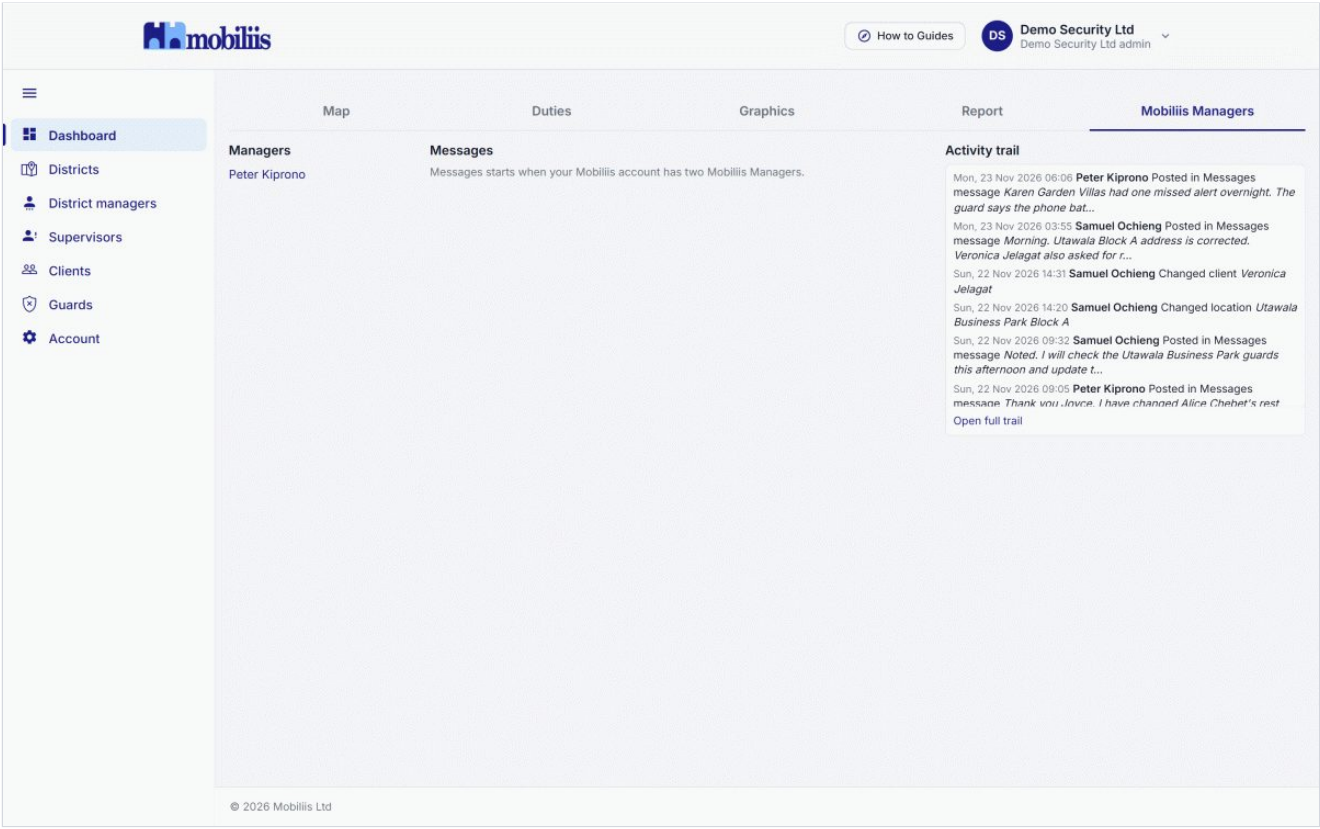
It only starts once your Mobiliis account has **two or more** Mobiliis Managers who are not suspended. Until then the tab says "Messages starts when your Mobiliis account has two Mobiliis Managers." If the number drops below two later, Messages is hidden, but the messages are kept and come back when there are two again.

At the top of the box: "Mobiliis support can read these messages to help you."

- **Writing:** type in **Write a message** and press **Send**, or press Enter. Shift+Enter starts a new line. Text only, up to 2,000 characters.
- **Reading:** each message shows the name in bold ("You" for your own), the time and the text. A small date line separates the days. Hover over a name to see the role: "Company admin", "Mobiliis Manager" or "Mobiliis support". New messages come in every 30 seconds.
- **Older messages:** the box opens at the newest 50. Scroll up to load older ones, back to "The first message." All messages are kept.
- **Search:** type in **Search messages** and press **Search**. It finds messages by their text or by who wrote them. Press **Back to all messages** to return.
- **The red count** clears once you have seen the newest messages. Searching or scrolling back does not clear it.
- Mobiliis sends no emails or phone notifications for messages, so check the tab.
- If you send too many messages too fast, you see "You are sending messages too quickly. Please wait a minute and try again."



The Messages box with a day divider and the search



The tab with one Mobiliis Manager: "Messages starts when your Mobiliis account has two Mobiliis Managers."

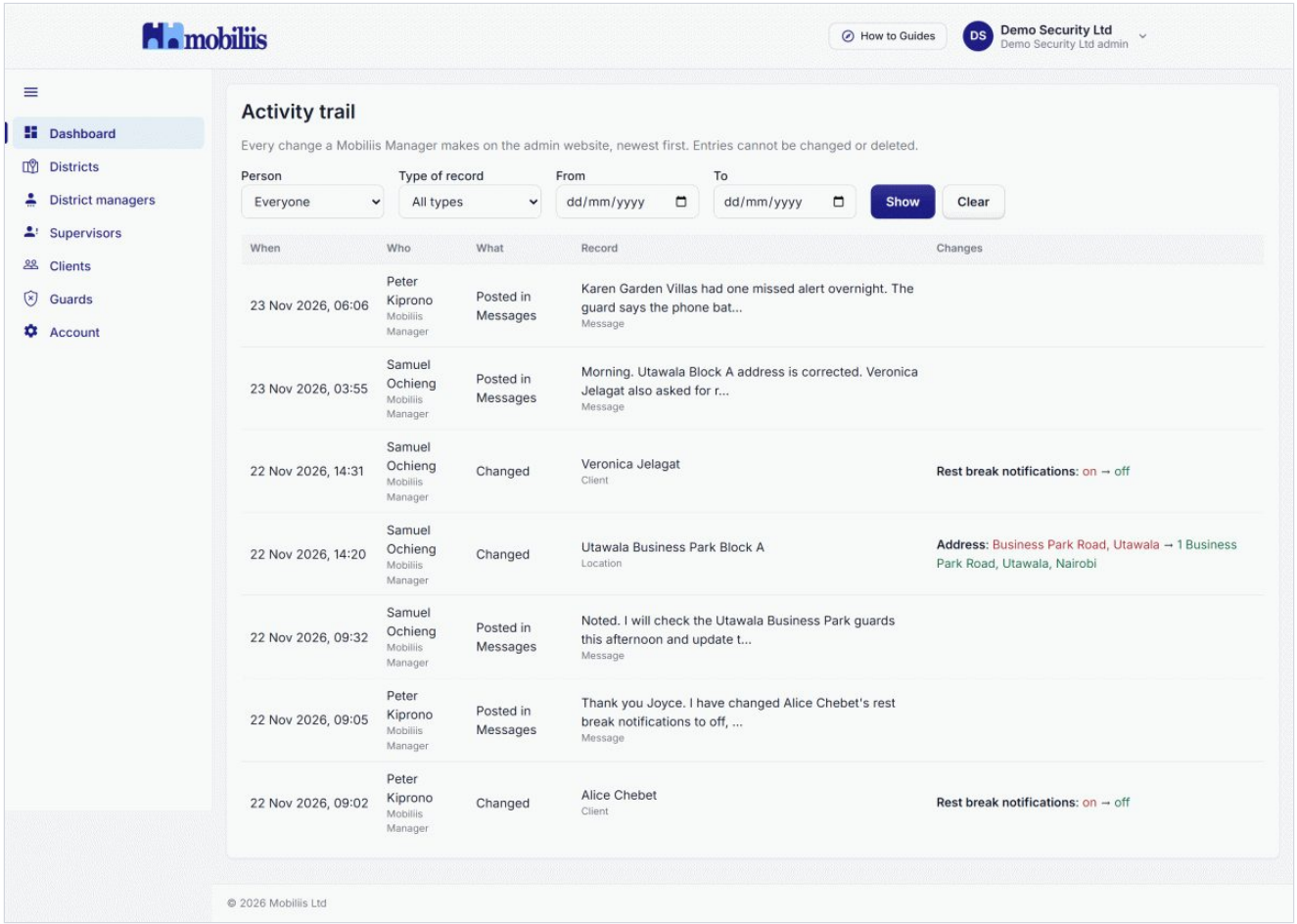
The full Activity trail

Press **Open full trail** on the tab. The page **Activity trail** lists every change a Mobiliis Manager makes on the admin website, newest first. Entries cannot be changed or deleted.

- **Filters: Person** ("Everyone" or a name), **Type of record** ("All types" or a type), **From** and **To** (dates in your own time zone). Press **Show**, or **Clear** to start again.
- **Columns: When**, **Who**, **What**, **Record** and **Changes**. A change shows the field before and after, as ": → ", with "(empty)" where there was nothing.
- 50 entries a page, with **Previous** and **Next**.

Good to know:

- Only changes made by Mobiliis Managers are recorded. Changes you make, or ordinary district managers make, are not, and neither is simply looking at a page.
- Passwords and codes are never kept in the trail.
- Entries stay after a Mobiliis Manager is unticked or deleted. They go only if the Mobiliis account is deleted by Mobiliis.



The full Activity trail page with the filters and a "before → after" change