Mobiliis District Manager Guide

Mobiliis user manual

Edition: November 2026

The latest edition is at https://www.mobiliis.com/guides/district-manager/

Introduction

This guide is for **district managers**: the people who manage the supervisors, clients, locations, guards and duties of one district on the Mobiliis admin website.

Contents

1. What a district manager can do 3
2. Getting your login 4
3. Signing in and the SMS code 5
4. Finding your way around 6
5. The dashboard for your district 8
6. Reports 10
7. Supervisors in your district 11
8. Clients and locations 12
9. Guards and the On duty switch 13
10. Duties and checking alerts 15
11. Support and Common Questions 16
12. My details and password 18
13. Signing out 19
14. If you are a Mobiliis Manager 20

1. What a district manager can do

You look after **one district**. A district can have more than one district manager, so you may share yours with colleagues.

You can:

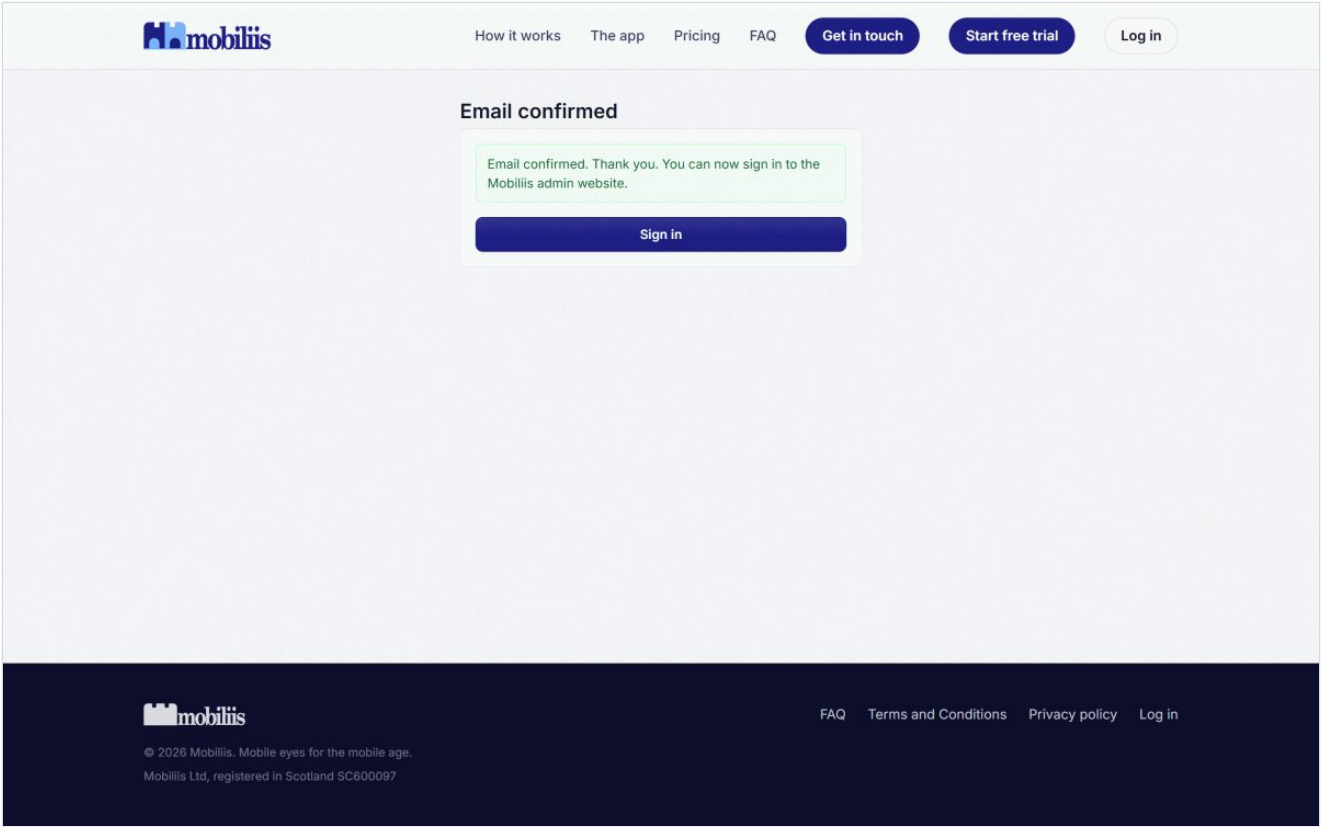
- add and change supervisors, clients, locations, guards and duties in your district;
- switch guards on or off duty;
- follow duties, alerts and routes on the dashboard;
- download reports and set up the daily report email for your district;
- raise support tickets.

You cannot see other districts, and you cannot open Districts, District managers, the Account page or billing. Those belong to your company admin.

If your company admin makes you a **Mobiliis Manager**, you work across your Mobiliis account instead of one district. See section 14.

2. Getting your login

Your company admin adds you and tells you your first password. As soon as you are added, Mobiliis sends you an email: click its link to confirm your address. This checks that your company admin typed your email address correctly. The page "Email confirmed" opens. You cannot sign in before clicking the link.



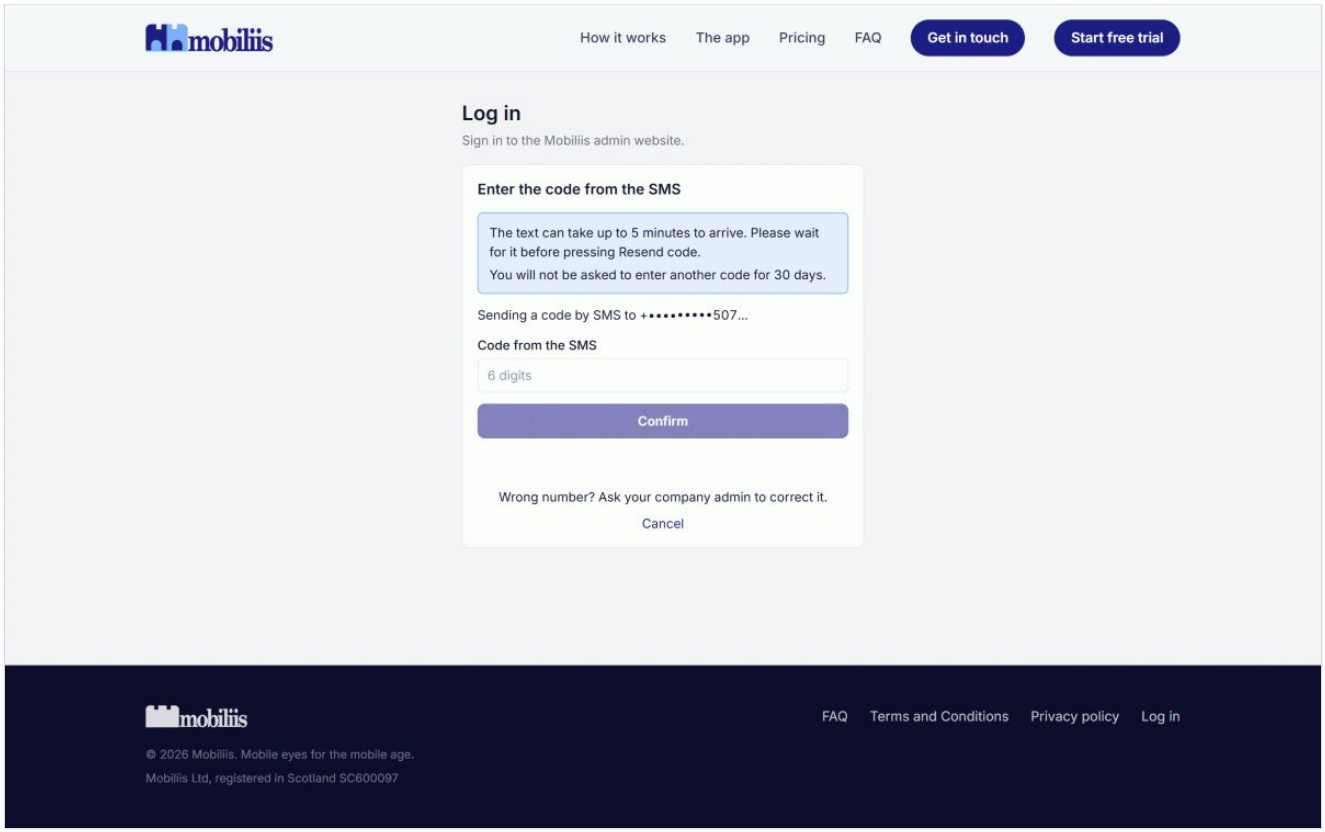
The "Email confirmed" page

3. Signing in and the SMS code

1. On the admin website, type your email and the password your company admin gave you, and press **Log in**.
2. Type the 6-digit code Mobiliis sends to your mobile by SMS. 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, ask your company admin to correct it.

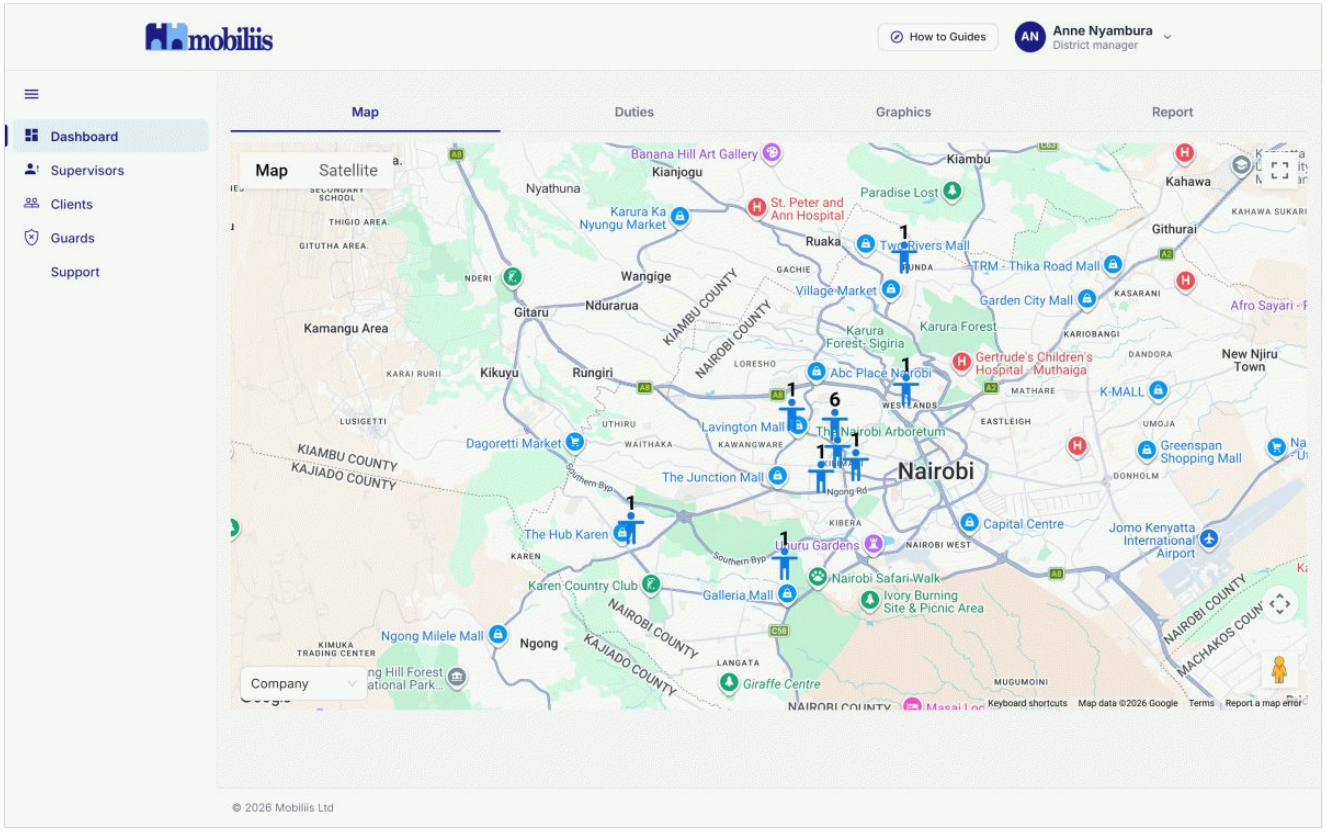
You cannot sign in while your company account is suspended, or while your company admin has suspended your own login.



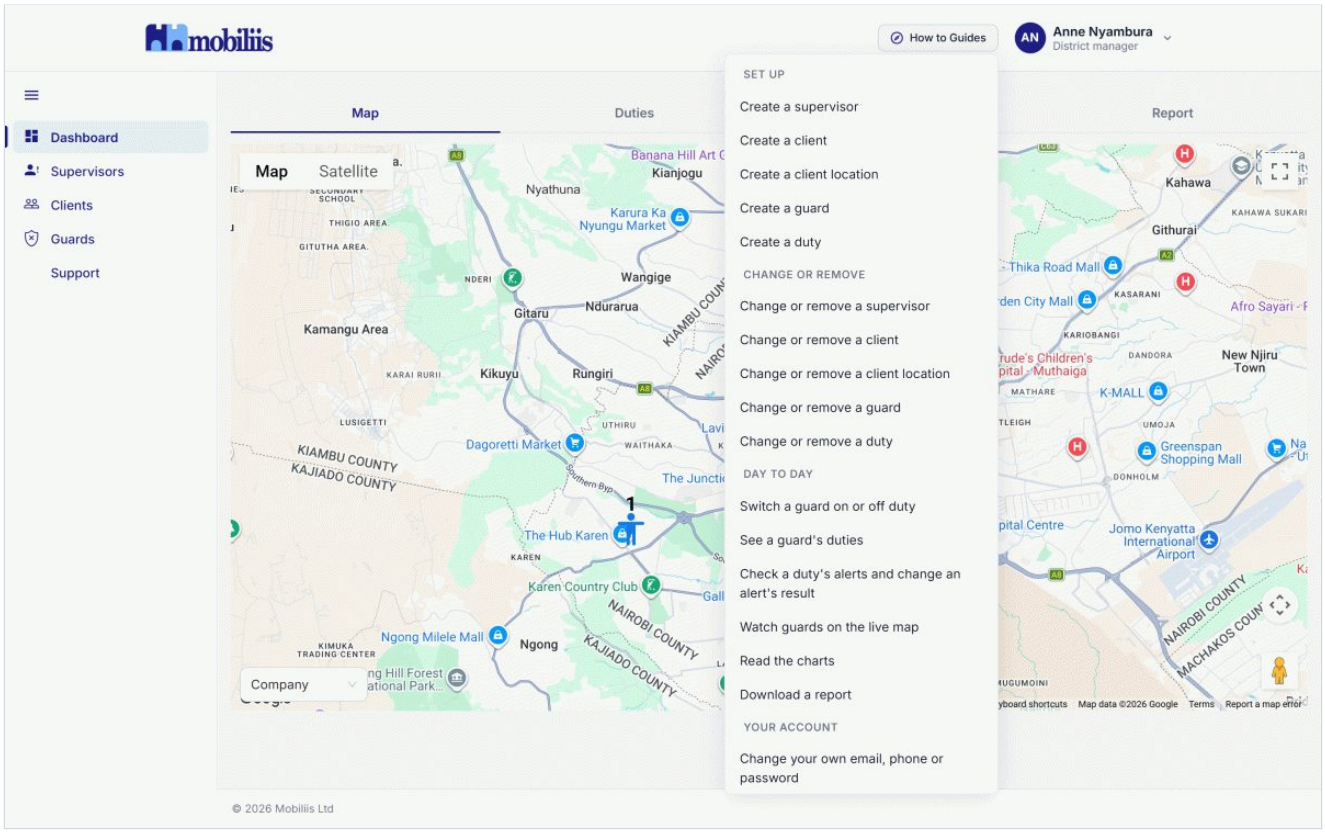
The SMS code page with "Wrong number? Ask your company admin to correct it."

4. Finding your way around

- **Side menu:** Dashboard, Supervisors, Clients, Guards, Support.
- **Top bar:** the Mobiliis logo, **How to Guides**, and your name, with **My details** and **Sign out**.
- **How to Guides:** step-by-step walk-throughs on the real pages for everything you can do. Choose one and press **Show me**.
- **Banners:**
  - the free trial banner, while your company is in its trial;
  - if a company invoice is overdue: "Please ask your company admin to settle";
  - "You have not been assigned a district yet. Please ask your company admin."



The full screen with the district manager's menu

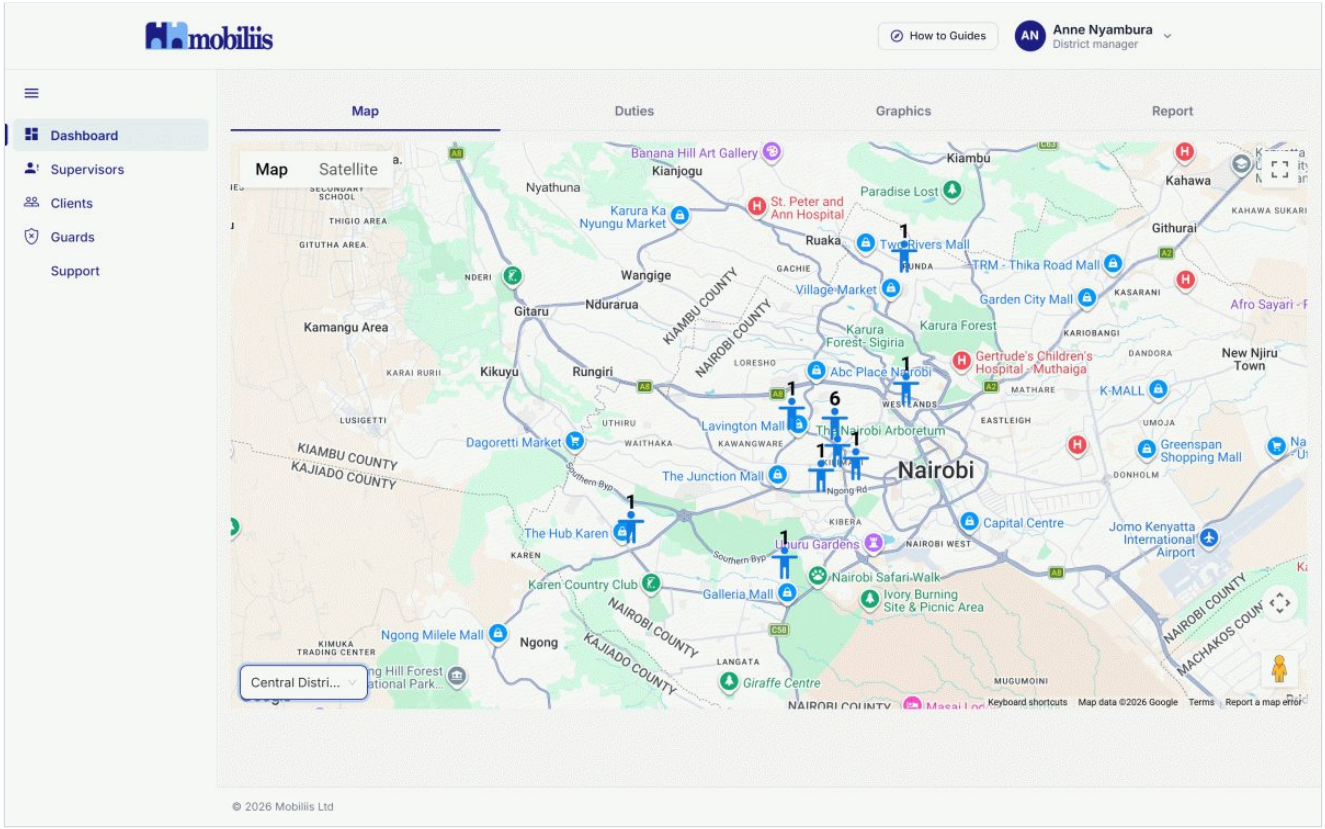


The How to Guides menu

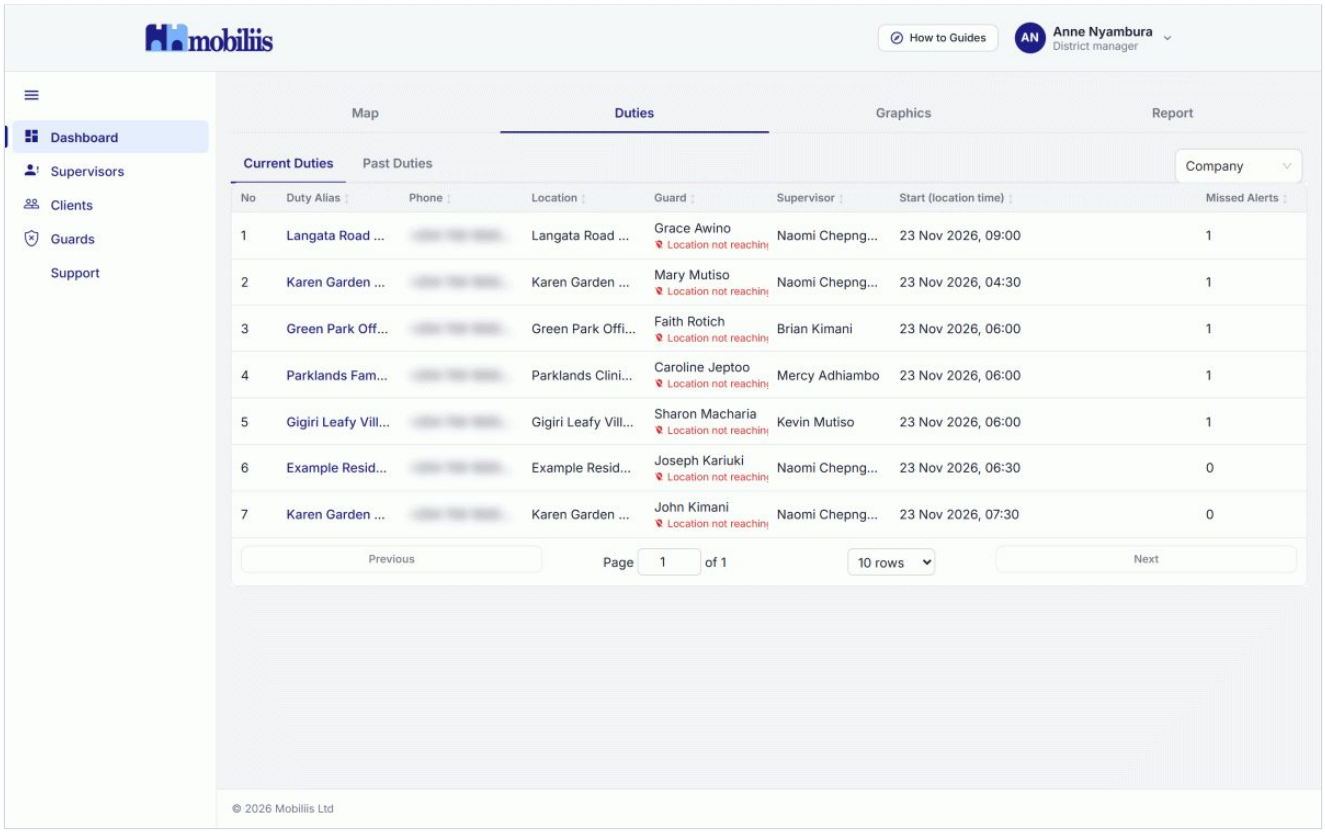
5. The dashboard for your district

Everything on the dashboard is limited to your district. Each tab has its own selector and remembers its own last choice on this browser.

- **Map:** your guards on duty now. **Blue** is online; **red** is offline (no location for 4 minutes), shown at the last known position. The number above a guard is their missed alert count.
- **Duties:** Current and Past duties. Click a duty to open it. "Location not reaching the server since HH:MM" shows when a running duty's guard has stopped sending their location.
- **Graphics:** charts of Hit record and missed alerts.
- **Report:** see section 6.



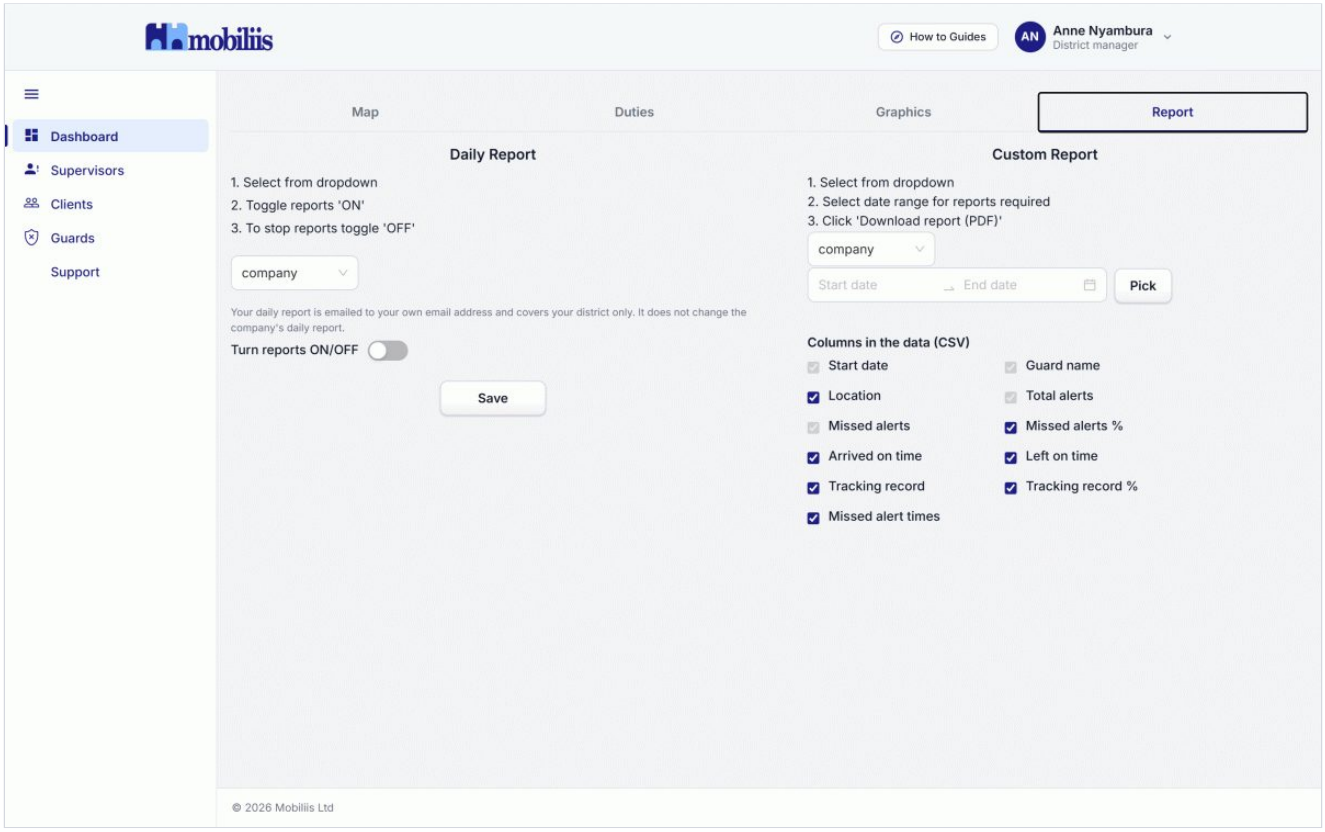
The Map tab for one district



Current Duties for one district

6. Reports

- **Your own report:** choose the dates, select from the dropdown who it covers, and download it as **PDF** or **CSV**.
- **Daily report email:** switch it on and press **Save**. It is emailed to your own email address each morning, covers only your district, and includes the duties that ended in the last 24 hours.

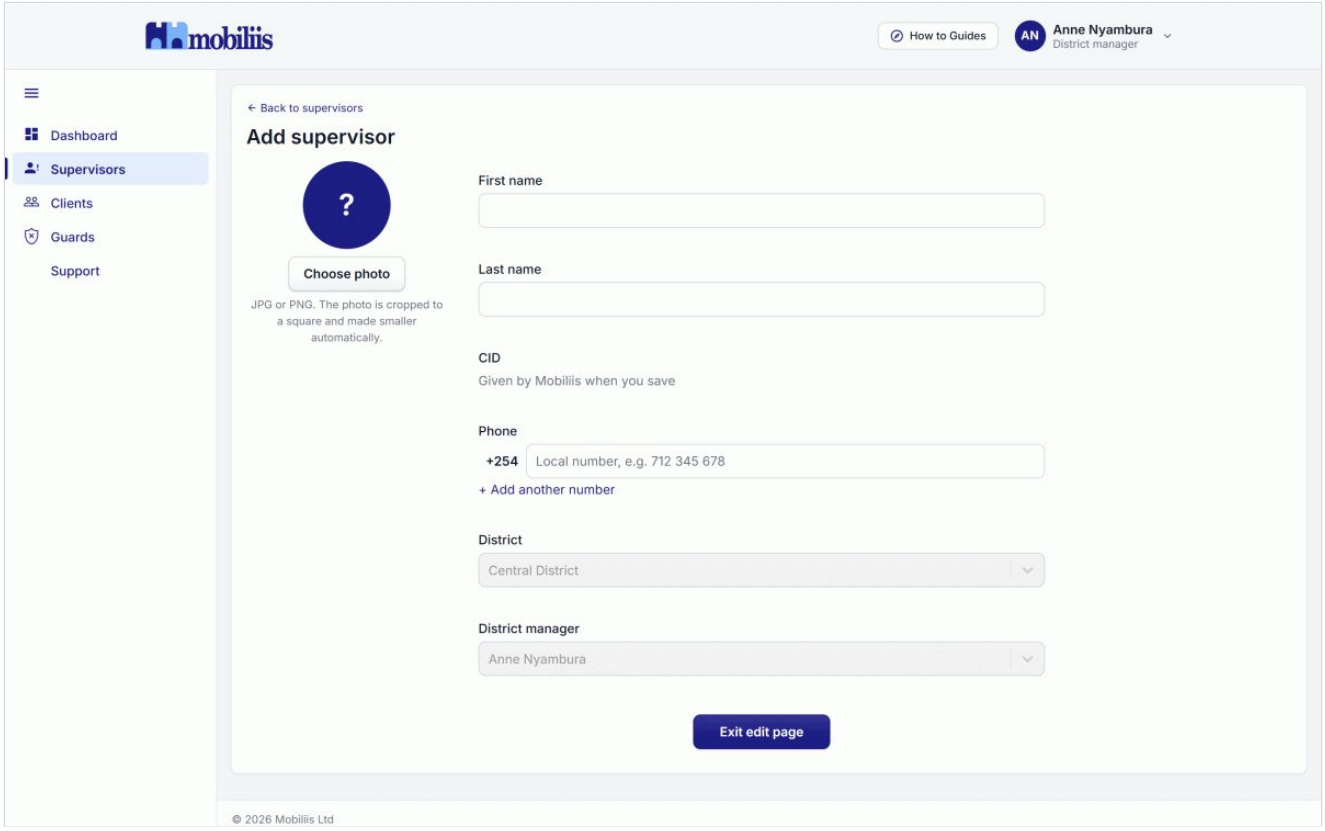


The Report tab

7. Supervisors in your district

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

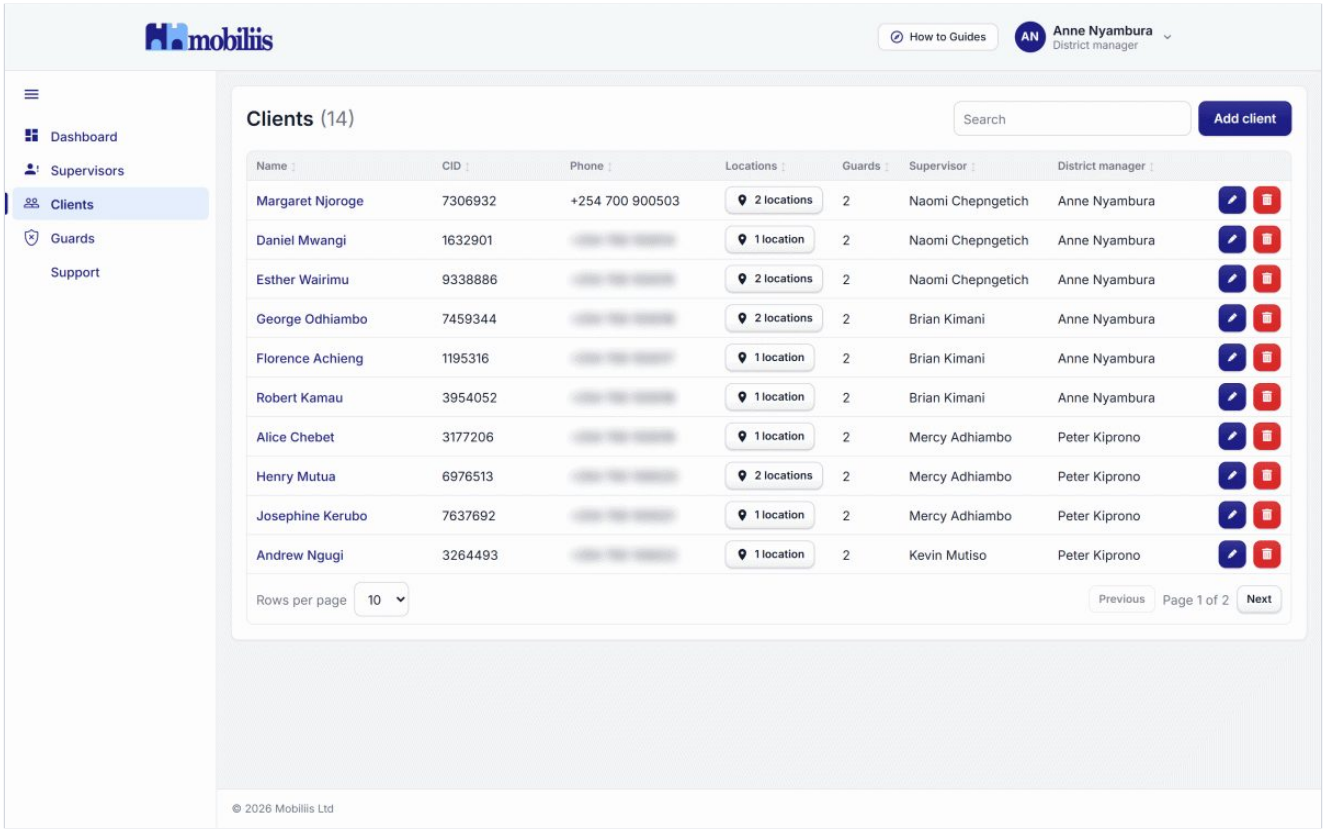
- **Add:** in the side menu, click **Supervisors**, then **Add supervisor**. The district and district manager are filled in for you. Mobiliis gives the supervisor their CID.
- A supervisor can have more than one phone number (**+ Add another number**).
- The supervisor chooses their notification copies in the app.



The Add supervisor form

8. Clients and locations

- **Add a client:** in the side menu, click **Clients**, then **Add client**: their name, phone number and supervisor.
- **Add a location:** on the client's page: name, country, address (search for it) and the pin on the map. Drag the pin to the exact spot.
- Location names must be different from every other location in Mobiliis.
- **Deleting a client** also deletes all its locations and all their duties. Mobiliis tells you how many before you confirm. The guards on those duties then show as **Off duty** until they are given a new duty.



The Clients list

9. Guards and the On duty switch

- **Add:** in the side menu, click **Guards**, then **Add guard**: their name and phone number. Mobiliis gives them their CID.
- **On duty / Off duty:** switch a guard off to take them off duty without deleting them. A guard counts as **Off duty** when switched off or with no duty running. Sort or filter the Guards list by On duty / Off duty to find a guard who is free.

One guard with several phone numbers

On the guard's form, press **+ Add another number** and add each number they use. The first is their main number. The guard can sign in to the app 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.

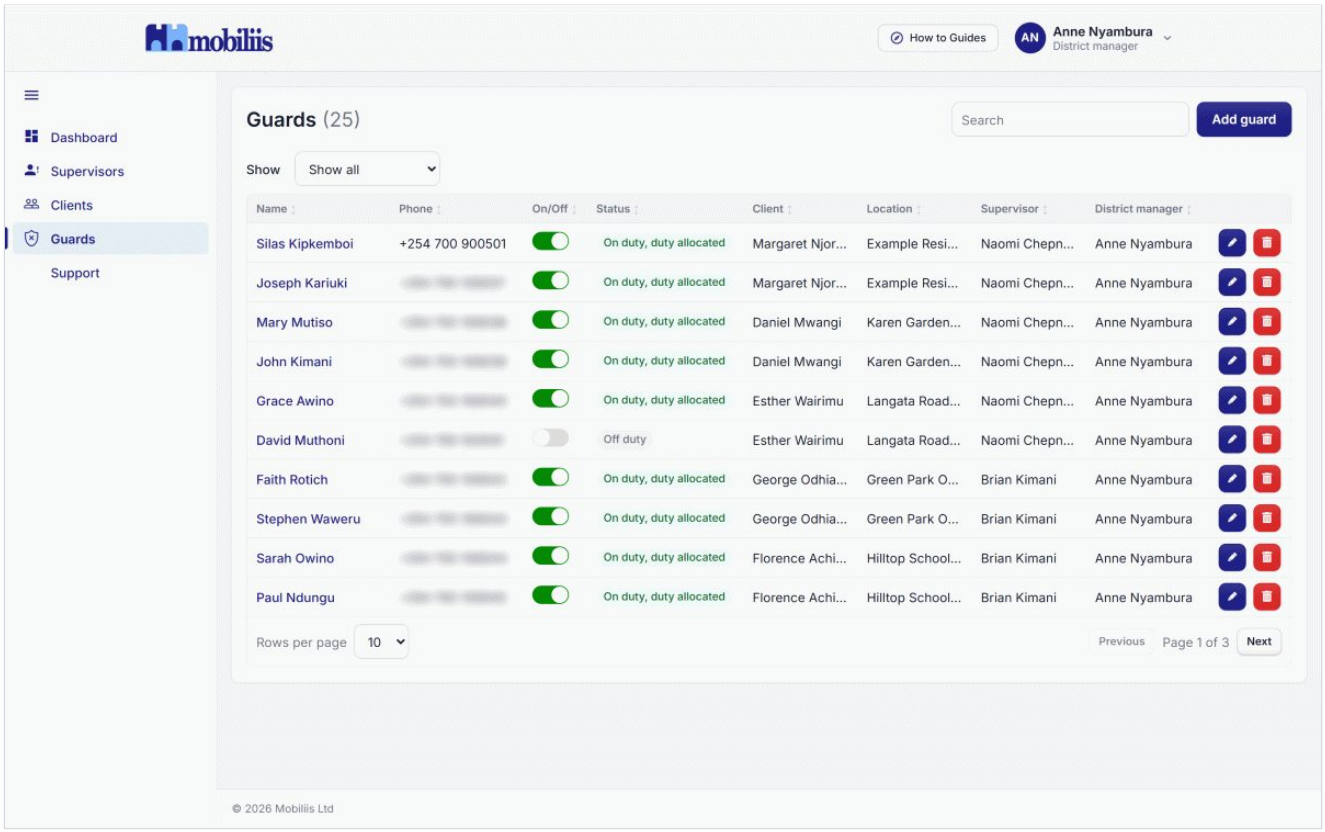
Several guards sharing one phone

Guards often share a company phone. Give each guard their own record and enter the shared phone's number for each of them. When someone signs in on that phone, the app sees that more than one person uses the number and asks for their CID. Each guard enters their own CID, so their duties, alerts and tracking stay under their own name. A guard who has a phone to themselves is never asked for a CID.

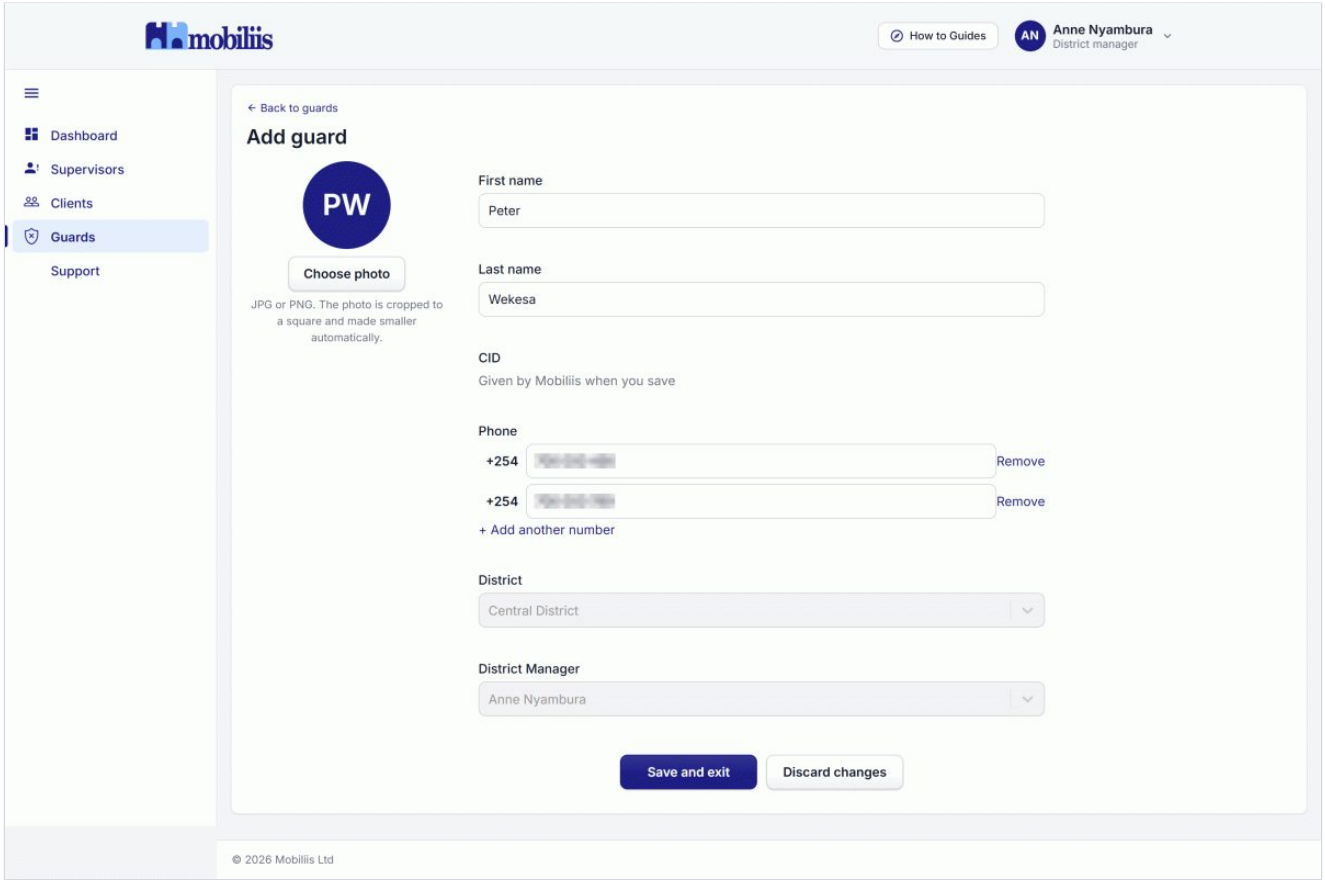
As you type a number, the form shows numbers already used in your company. This helps you spot a shared phone, or a number typed twice by mistake.

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.



The Guards list with the On/Off duty filter



The guard form with two phone numbers

10. Duties and checking alerts

Duties work as in the Company Admin Guide, sections 15 and 16:

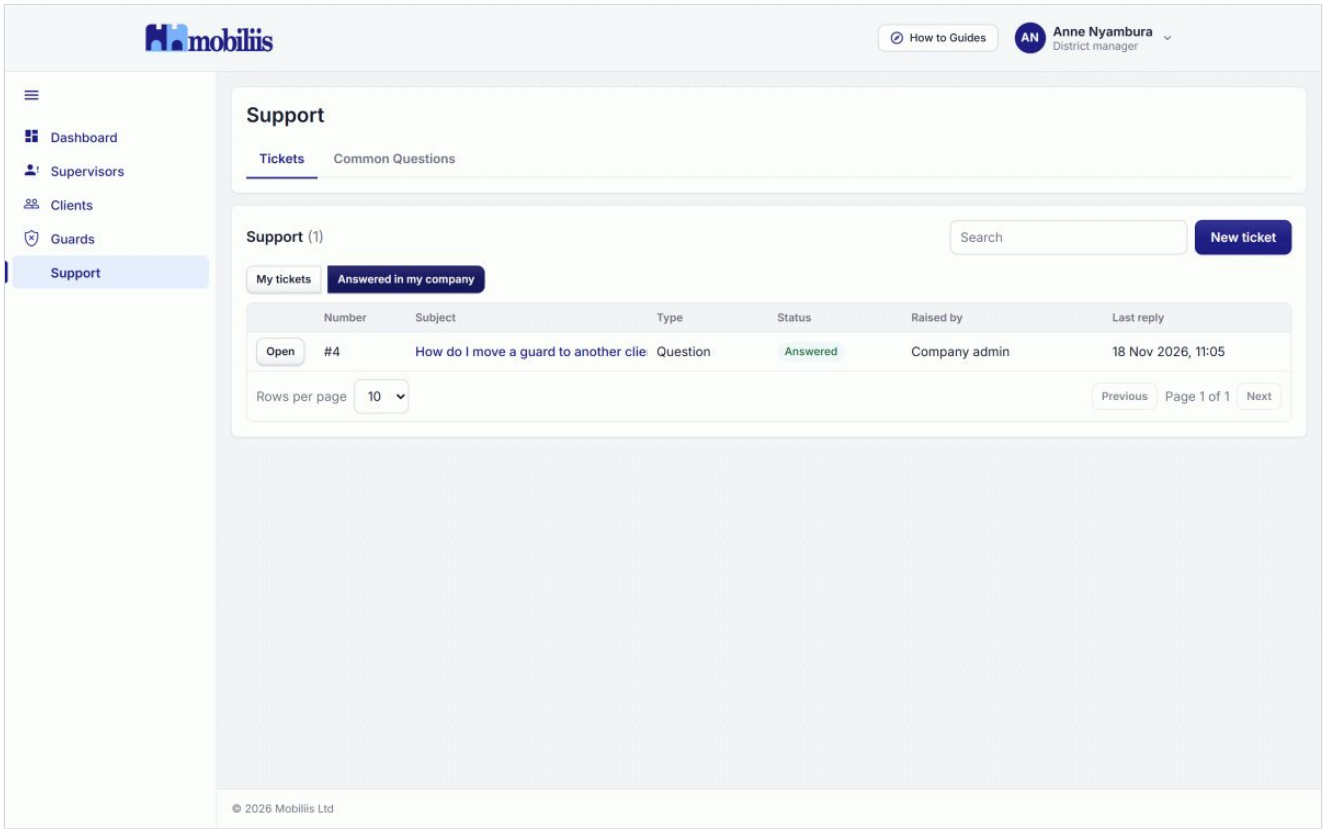
- a duty repeats every day at the same local time;
- the start time is an hour and minutes, on the quarter hour (00, 15, 30 or 45) and filled in with the guard's previous start time;
- if guards share a phone, start the next guard's duty 15 minutes after the previous guard's duty ends (for example 18:00 and 18:15), so one can answer their end alert and sign out and the other can sign in before their start alert;
- **a new duty replaces all the guard's current and future duties** (you are asked to confirm);
- the guard must be at the duty location by the start time, or the start is recorded as **not on location**;
- open a duty to see its alerts (green answered, red missed), rest breaks and the route map;
- you can change an alert's result, giving a reason; every change is kept in its history, with who made it (a Mobiliis Manager shows as, for example, "Demo Security Mobiliis Manager Otieno").

A duty can only join a guard, client and location in your own district.

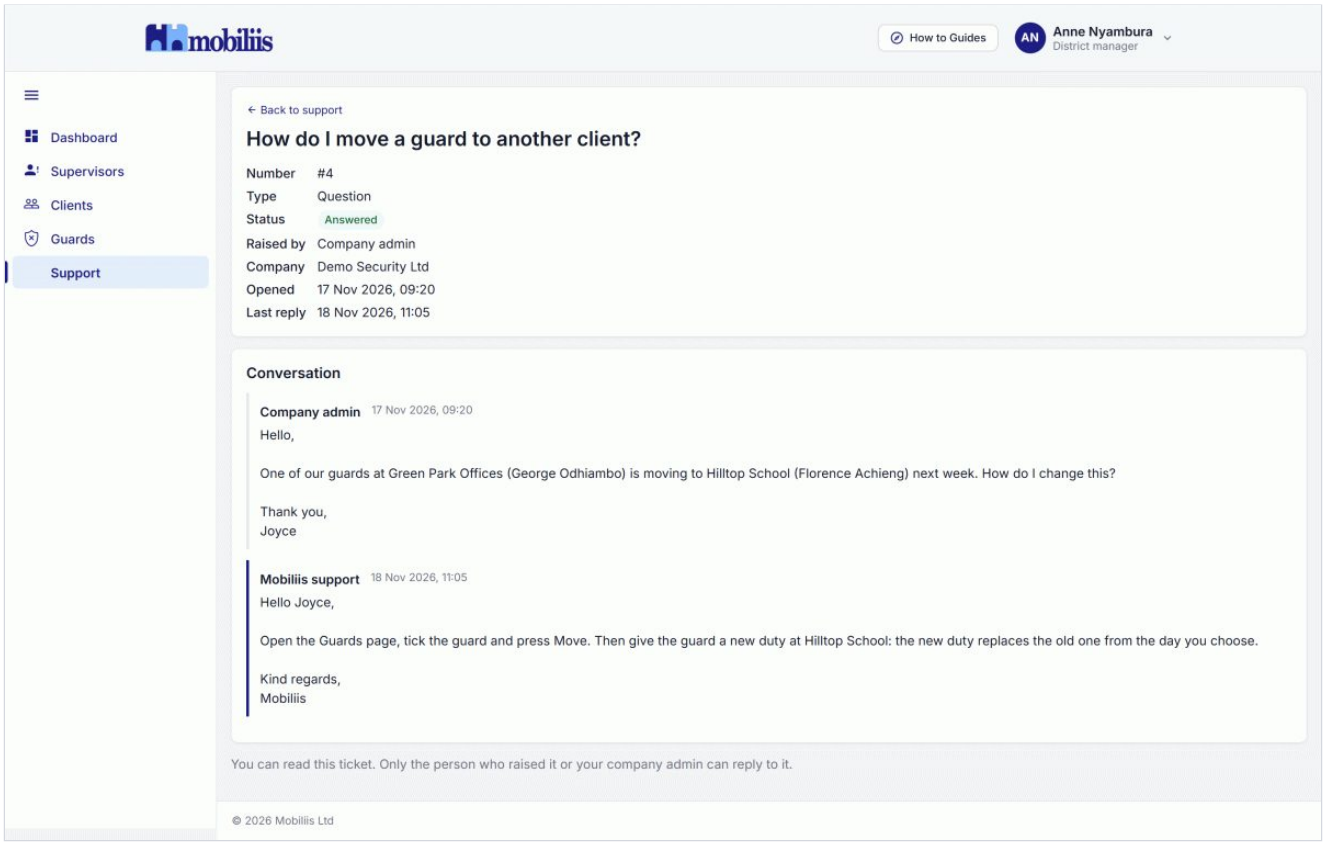
11. Support and Common Questions

Support in the side menu has:

- **Common Questions:** search the answers to common questions.
- **Tickets:** press **New ticket** to ask Mobiliis something. As you type the subject, Mobiliis suggests Common Questions, How to Guides and sections of these guides that may answer it.
- The filters **My tickets** and **Answered in my company**. You can read your colleagues' answered tickets, so you may find your answer there first. Only the person who raised a ticket, or your company admin, can reply to it. A Mobiliis Manager sees all the support tickets of your Mobiliis account.



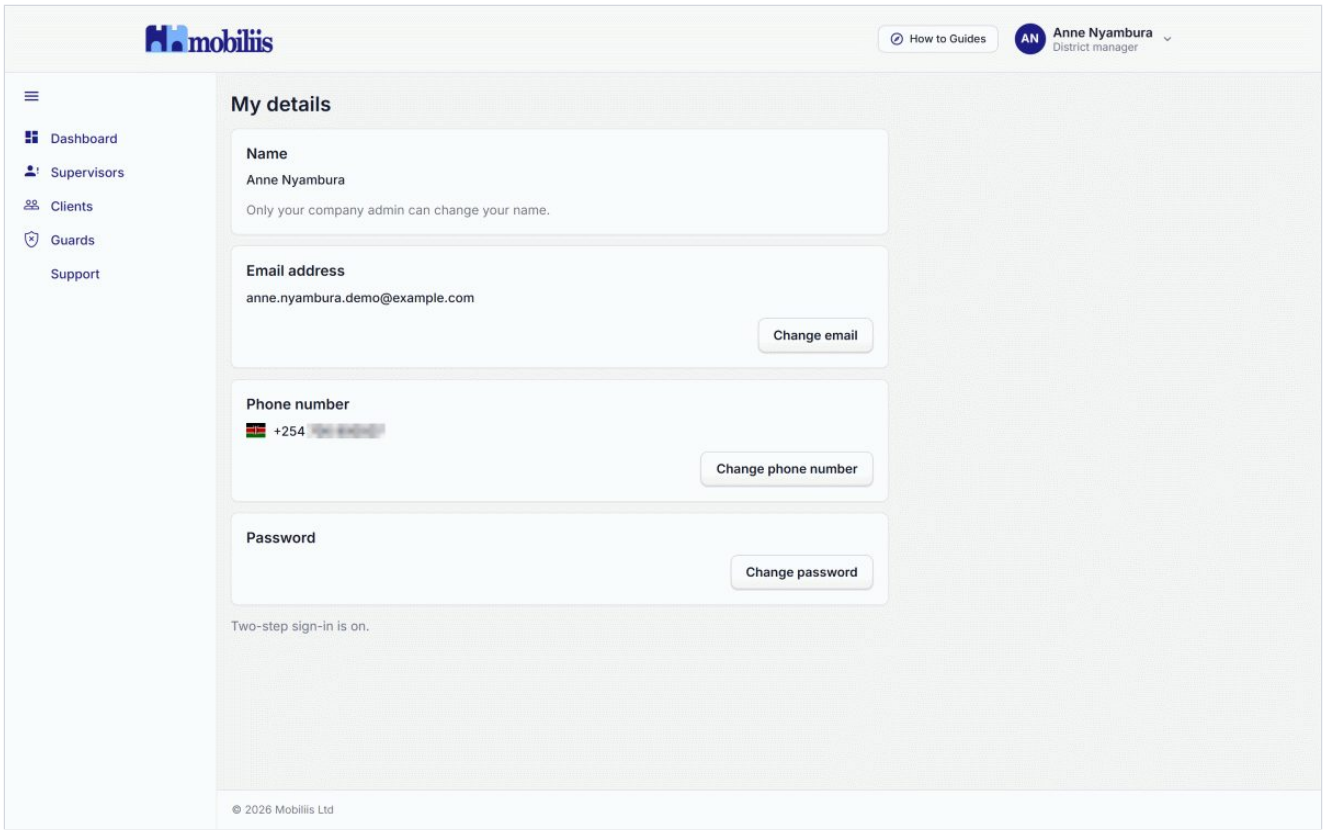
The Tickets list with the filters



A read-only ticket

12. My details and password

Click your name at the top right, then **My details**. You can change your email (Mobiliis sends a link to the new address), your phone number (confirmed by SMS code) and your password. Your name and district are changed by your company admin.



My details

13. Signing out

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

14. If you are a Mobiliis Manager

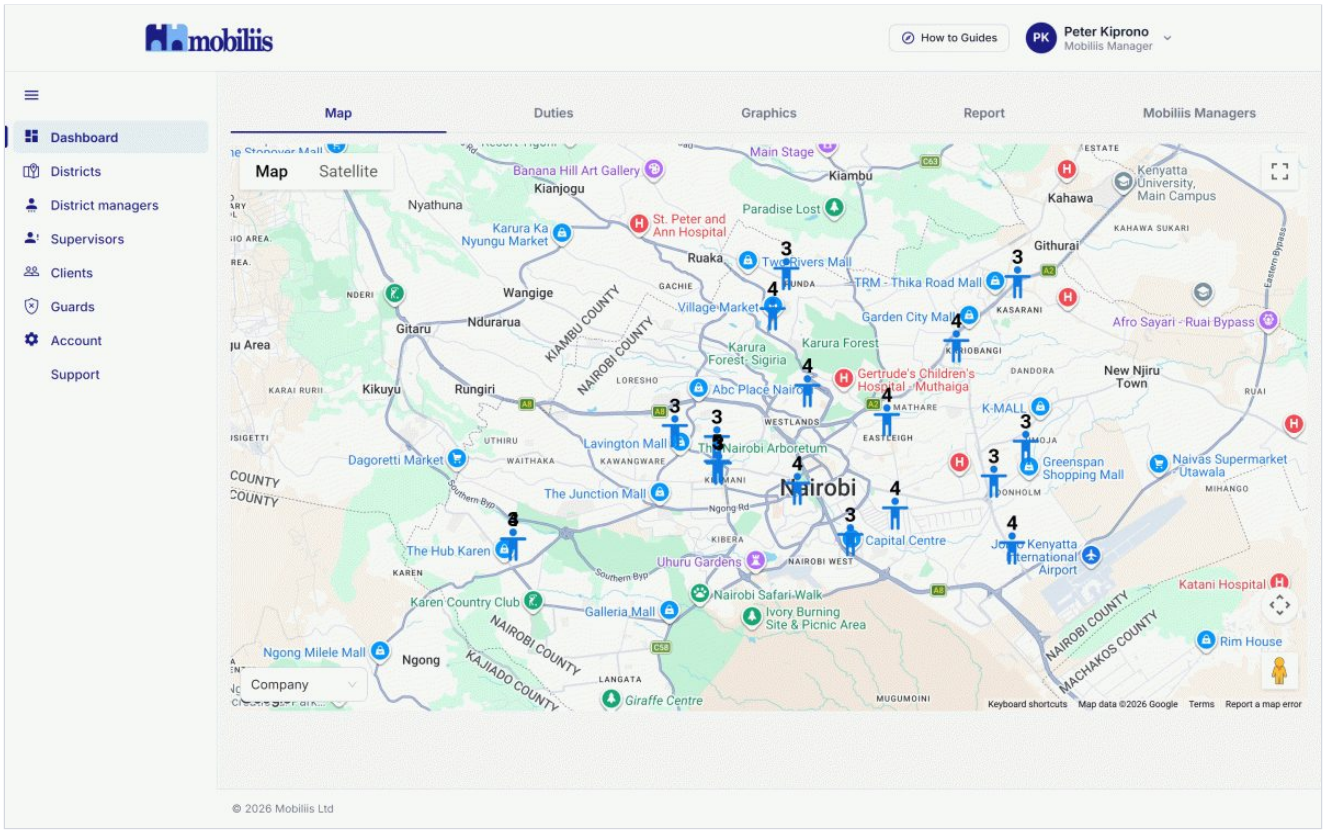
Your company admin can make you a **Mobiliis Manager**. You then help to run your company's Mobiliis account: you can do everything the company admin can across the whole Mobiliis account, except billing, admin logins and changing the company information.

Your label shows as "Mobiliis Manager" in place of "District Manager", for example on your page ("Role: Mobiliis Manager") and next to changes you make.

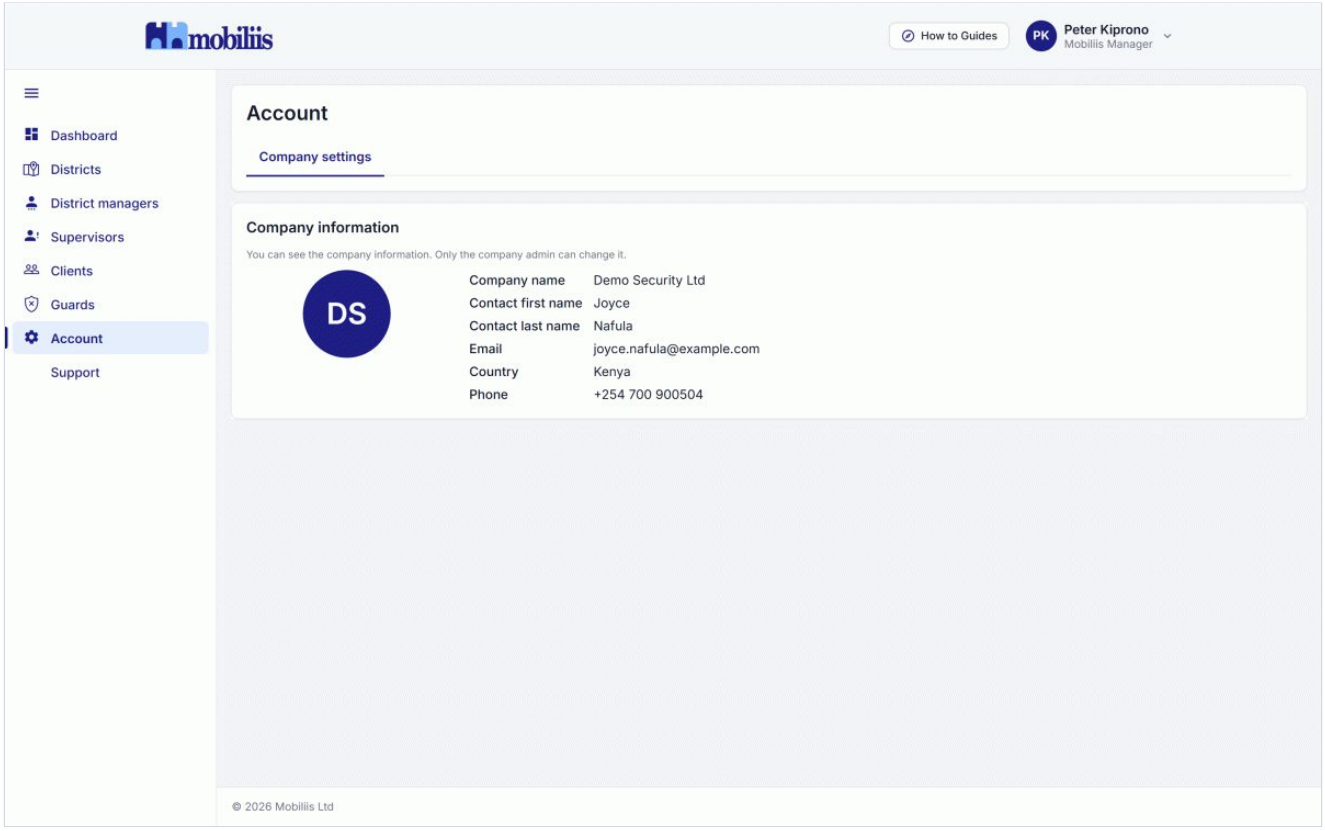
You sign in just as before (section 3).

What changes for you

- **The whole Mobiliis account:** you are no longer limited to your own district, so what section 1 says you cannot see no longer applies to you, apart from the points below.
- **Side menu:** Dashboard, Districts, District managers, Supervisors, Clients, Guards, Account and Support.
- **District managers:** you can add district managers, and change, suspend or delete ordinary district managers. You cannot change, suspend or delete a Mobiliis Manager, yourself included: only the company admin can.
- **Account:** only the **Company settings** tab, with the company information to read. The page says "You can see the company information. Only the company admin can change it."
- **Support:** you see all the support tickets of your Mobiliis account, not only your own.
- **Dashboard:** a fifth tab, **Mobiliis Managers** (below).
- **Your own daily report:** on the Report tab you can choose any part of your Mobiliis account, not only your district. It is emailed to your own email address.



A Mobiliis Manager's side menu with Districts, District managers, Account and Support



The Account page for a Mobiliis Manager, company information read-only with its note

What stays with your company admin

The company's billing is for your company admin only, so you don't see a Billing tab.

These also stay with your company admin. If you try one of them, Mobiliis tells you to ask your company admin:

- the company's admin logins;
- changing the company information;
- making someone a Mobiliis Manager.

Every change you make is recorded

Every change you make on the admin website is kept in your Mobiliis account's **Activity trail**: who, when, what, and the record's details before and after. Your company admin and the other Mobiliis Managers can see it. Entries cannot be changed or deleted. Simply looking at a page is not recorded.

The Mobiliis Managers tab

On the dashboard, the tab **Mobiliis Managers** shows:

- **Managers:** the Mobiliis Managers of your account; click a name to open their page;
- **Messages:** one shared conversation with your company admin, the other Mobiliis Managers and Mobiliis support;
- **Activity trail:** the latest 20 changes; press **Open full trail** for all of them.

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

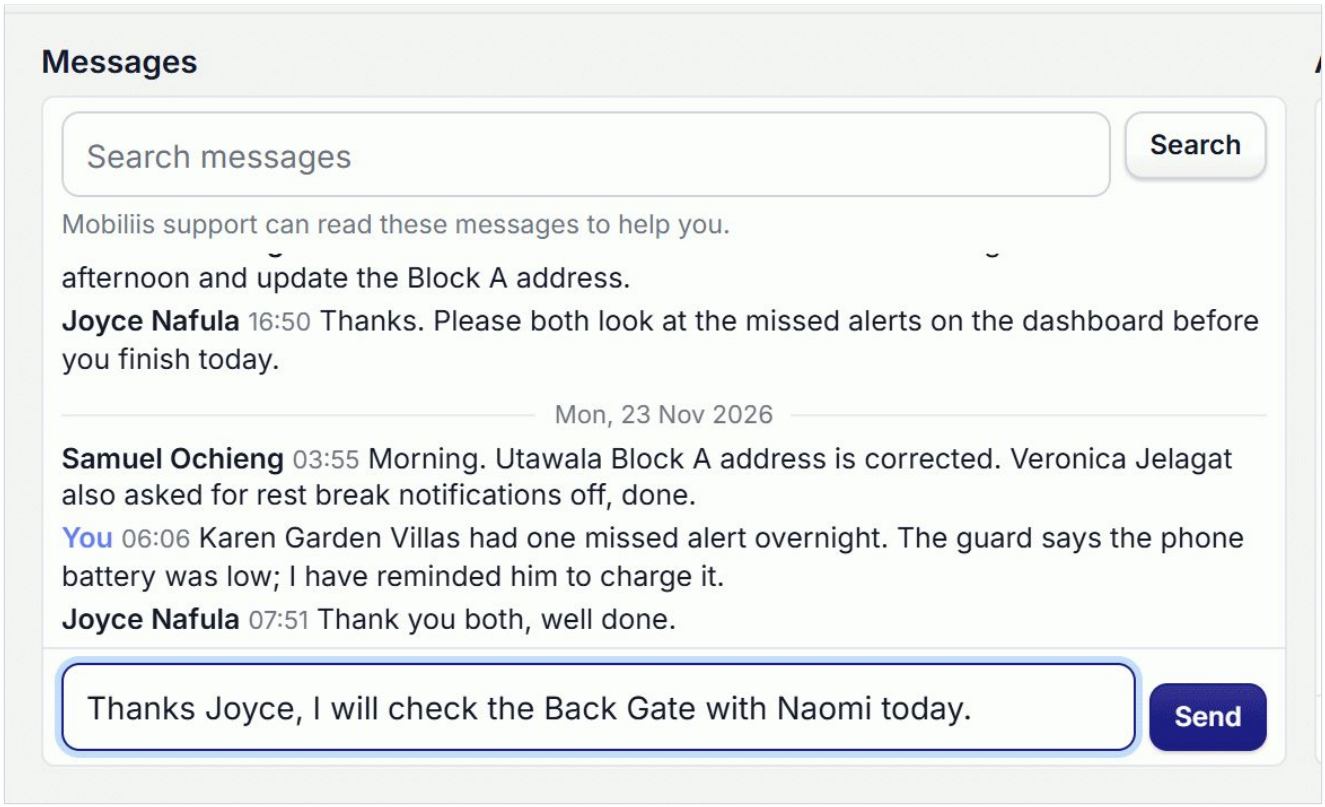
A red number on the tab shows your unread messages.

Messages

Messages starts once your Mobiliis account has two or more Mobiliis Managers. "Mobiliis support can read these messages to help you."

1. Type in **Write a message** (text only, up to 2,000 characters).
2. Press **Send**, or Enter. Shift+Enter starts a new line.

Scroll up for older messages, or use **Search messages**. Mobiliis sends no emails or phone notifications for messages, so check the tab.



Writing a message in the Mobiliis Managers tab, with the write box at the bottom