

Mobiliis Guard Guide

Mobiliis user manual

Edition: November 2026

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

Introduction

This guide is for **guards**. During your duties, the **Mobiliis app** asks you to answer alerts, so you can show you are present and alert, and sends your location so your company can see you are at your post.

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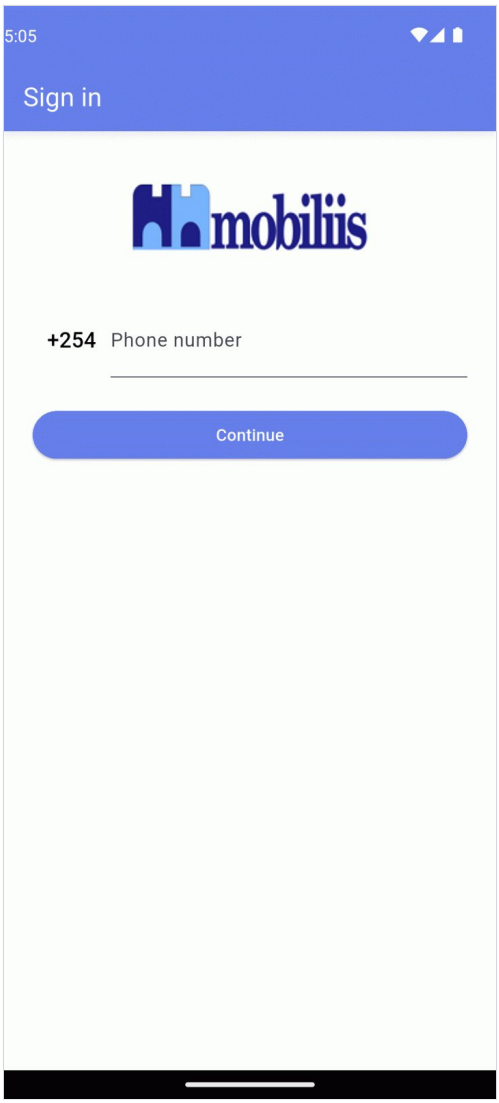
1. Before you start

- Your company adds you to Mobiliis with your phone number.
- Install **Mobiliis** from Google Play. Get the Mobiliis app on Google Play
- You can share a company phone with other guards: each of you signs in with your own CID, so your duties and alerts stay your own.
- You can be signed in on one phone at a time.

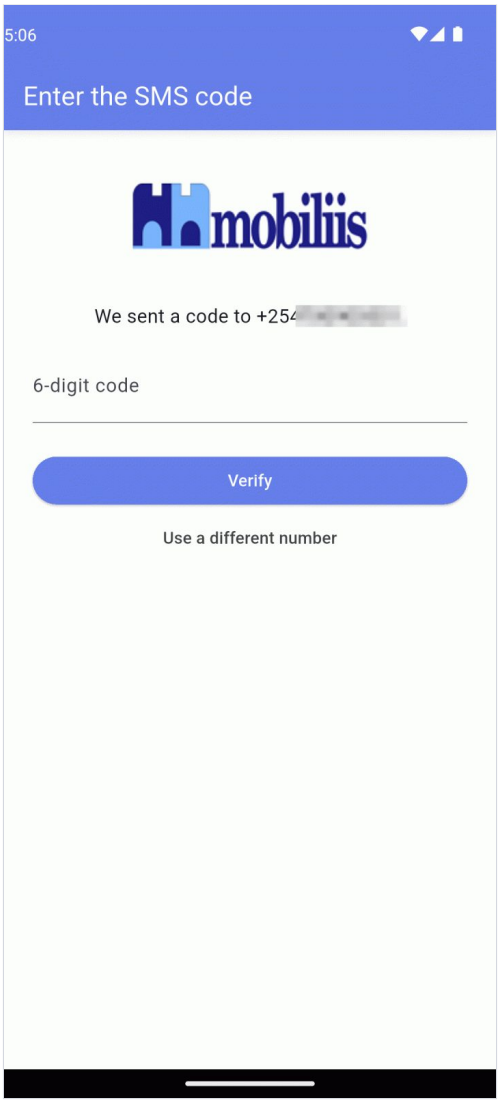
2. Signing in

1. Open Mobiliis and type the number of the phone you are using for the app.
2. Type the code from the SMS.
3. If the phone is shared with other guards, the app asks for your **CID**. Your company can tell you yours.

If you are already signed in on another phone, the app asks whether to sign in here instead; the other phone is then signed out.



The Sign in page



The SMS code page

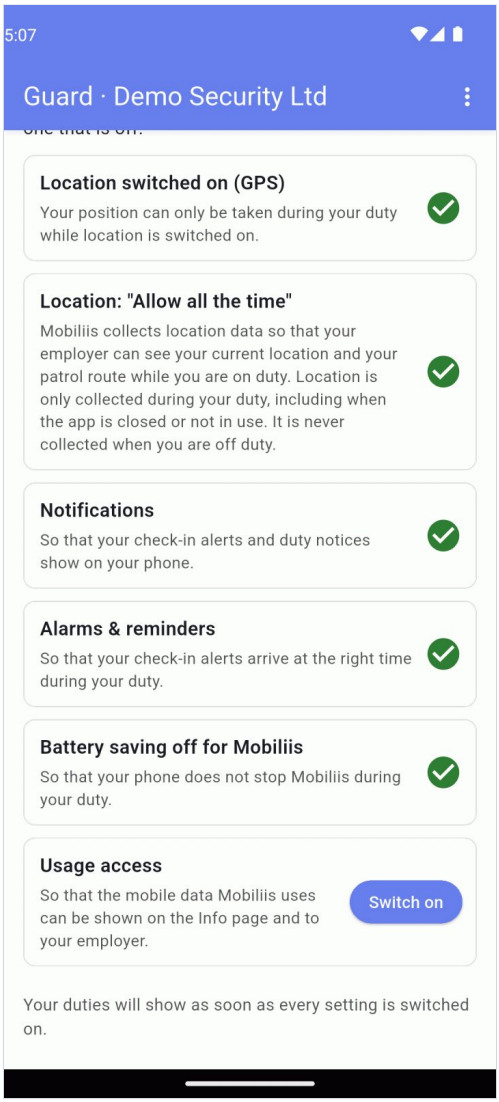
3. The settings page (very important)

Mobiliis only works properly when your phone allows everything it needs. The **Settings** page lists each setting with a green tick when it is on, or a **Switch on** button when it is off:

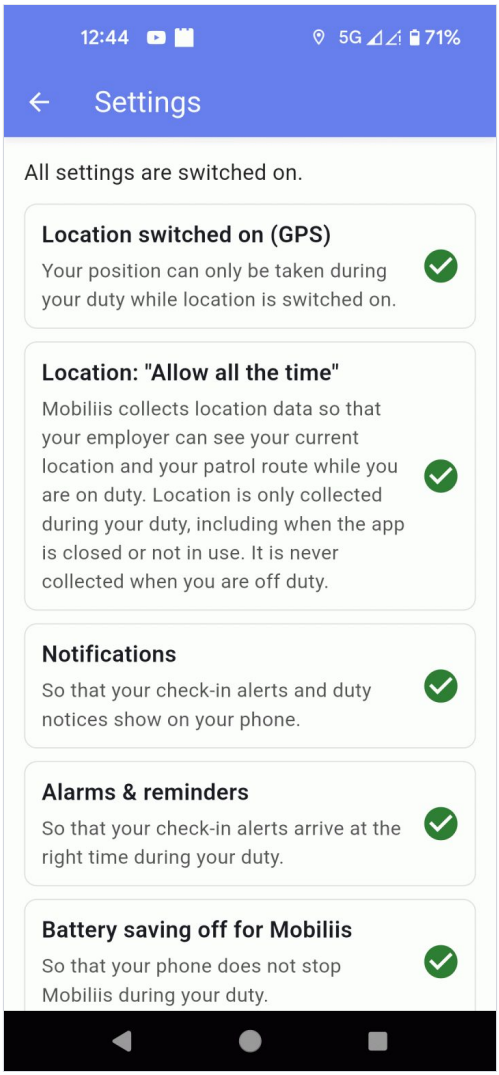
- **Location** switched on (GPS);
- **Location: "Allow all the time"**. Mobiliis collects location data so that your employer can see your current location and your patrol route while you are on duty. Location is only collected during your duty, including when the app is closed or not in use. It is never collected when you are off duty.
- **Notifications** (newer phones), so your alerts ring;
- **Alarms & reminders** (newer phones), so your alerts come on time;
- **Battery saving off** for Mobiliis, so the phone does not stop it;
- **Usage access**, so Mobiliis can show its data use.

Tap **Switch on** next to a setting. The phone's own settings screen opens; switch it on there and come back to Mobiliis. "Your duties will show as soon as every setting is switched on."

If a setting is switched off later, the settings page comes back and your duties are hidden until it is on again. You can check the settings at any time from the settings icon on the **Info** tab.



The Settings page with Usage access still off



The Settings page with every setting ticked

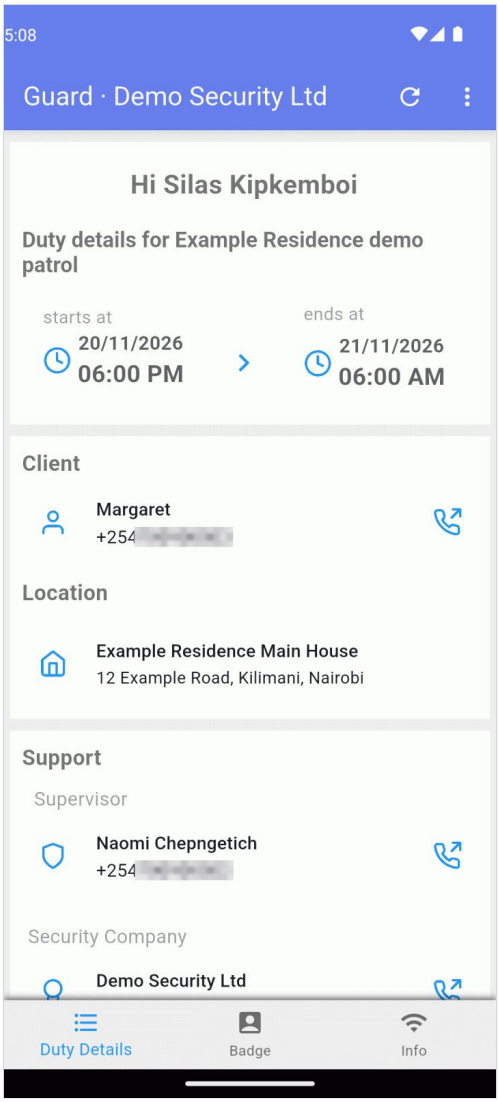
4. Your duty page

The top bar shows your company and duty, a **refresh** button, and the ⋮ menu. The page shows:

- **Time now** (once the duty has started): the time, with the date underneath;
- your next or current duty: start and end times (the duty location's time), the client, the location and the contacts, with call buttons;
- **Scheduled alerts for local notifications** (once the duty has started): the alerts coming up during your duty, which you can see by tapping the down arrow on the right.

Before the duty starts, the page shows the duty times, the client, the location and the Support contacts (Supervisor, Security Company).

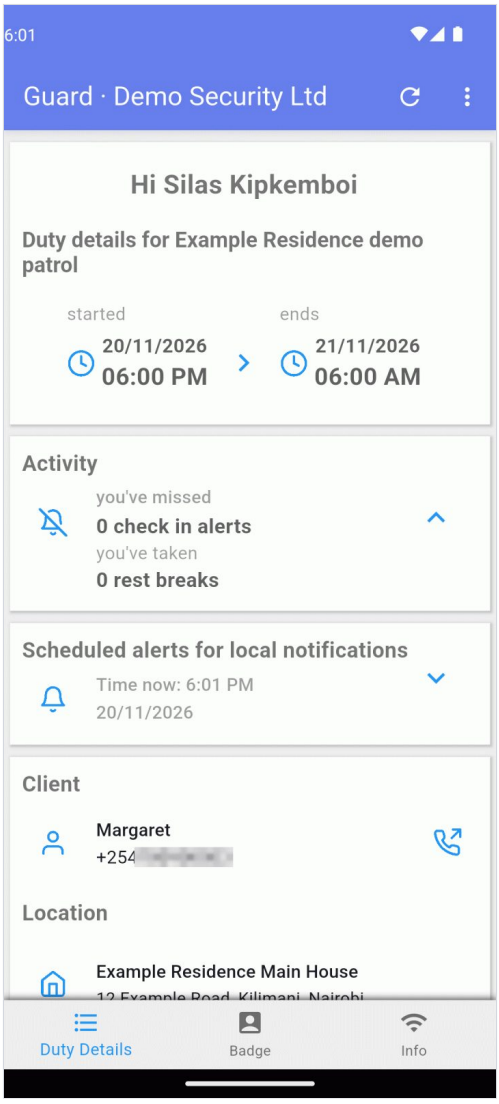
The page changes from your next duty to your current duty by itself at the start time.



The duty page before a duty starts

5. When your duty is running

- **Activity** shows your answered and missed alerts and your rest breaks.
- There is **no start or end button**: the start alert and the end alert are the start and the end of your duty.
- Be at the duty location by the start time. If you are not there, your start is recorded as **not on location** and counts as a missed alert, even if you answer the alert.



A running duty with Activity open

6. Answering alerts (the most important section)

You get these alerts:

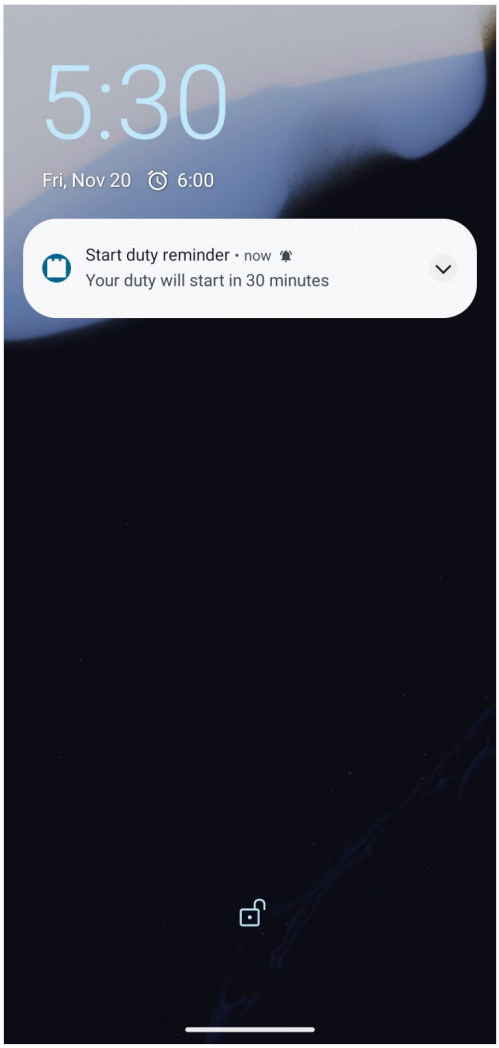
1. **30 minutes before** your duty: "Start duty reminder: Your duty will start in 30 minutes". Tap it to open **Confirm Duty**, then tap **OK**;
2. **the start** of your duty;
3. **check-in alerts** during the duty, at the interval your company chose;
4. **the end** of your duty.

When an alert comes, the phone rings and vibrates (following its silent setting) and the screen becomes active.

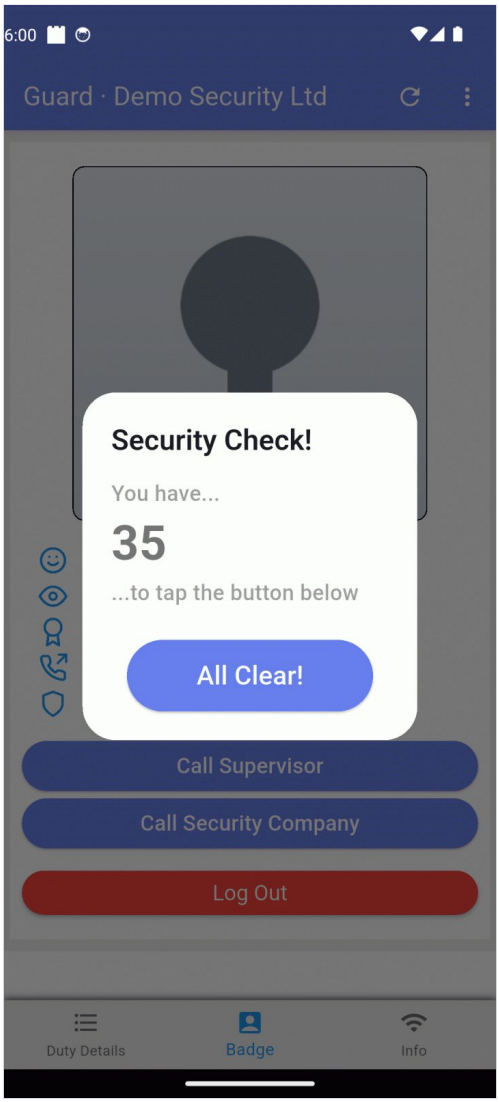
For the start, check-in and end alerts:

1. **Tap the notification.**
2. The app opens "Security Check!" with a 60-second countdown. Press **All Clear!** before it ends.
3. "Well Done!" means your answer counted.

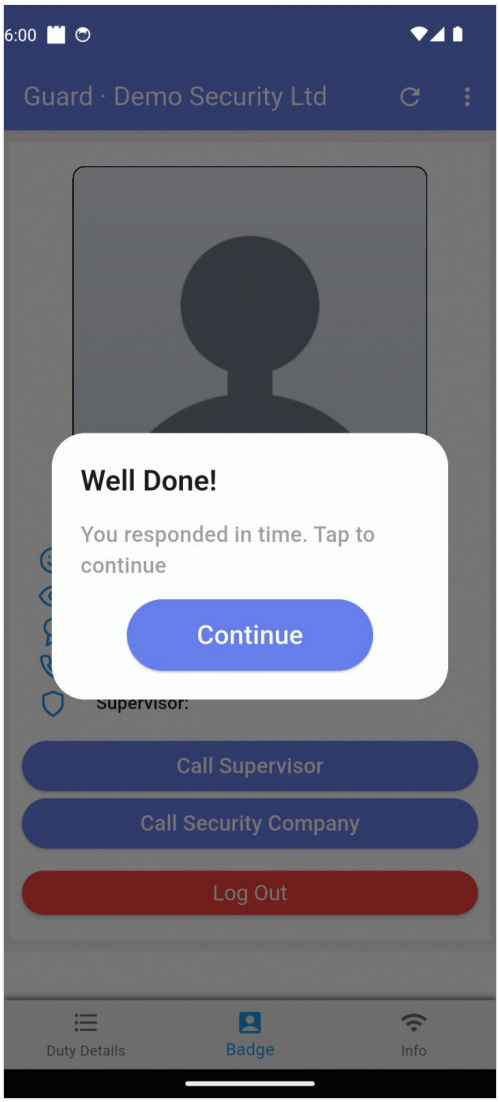
If you answer more than 60 seconds after the alert, you see "You responded too late this time" and the alert counts as missed. An alert you never answer, or swipe away, is missed too.



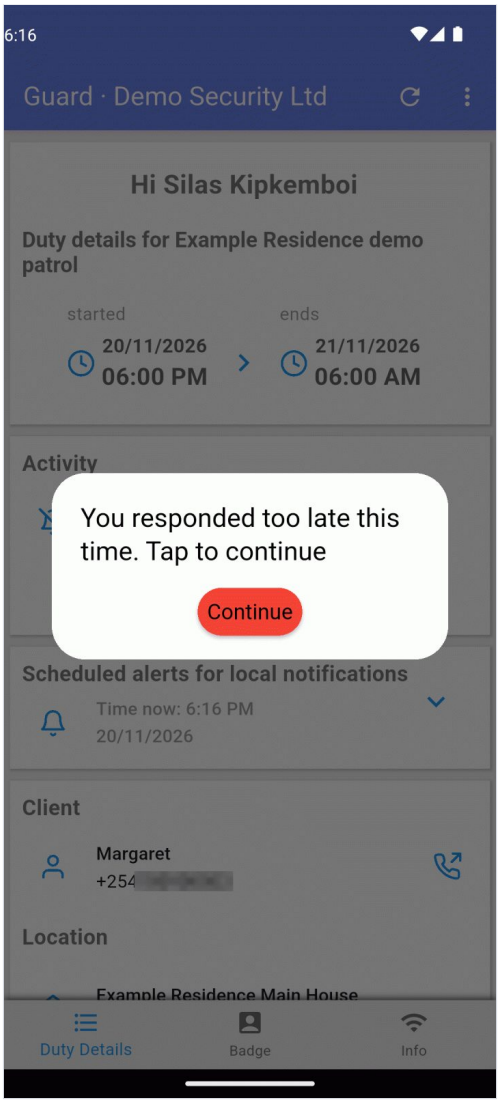
An alert notification on the lock screen



"Security Check!" with the countdown


6:00
Guard · Demo Security Ltd
Well Done!
You responded in time. Tap to continue
Continue
Supervisor:
Call Supervisor
Call Security Company
Log Out
Duty Details
Badge
Info

"Well Done!"

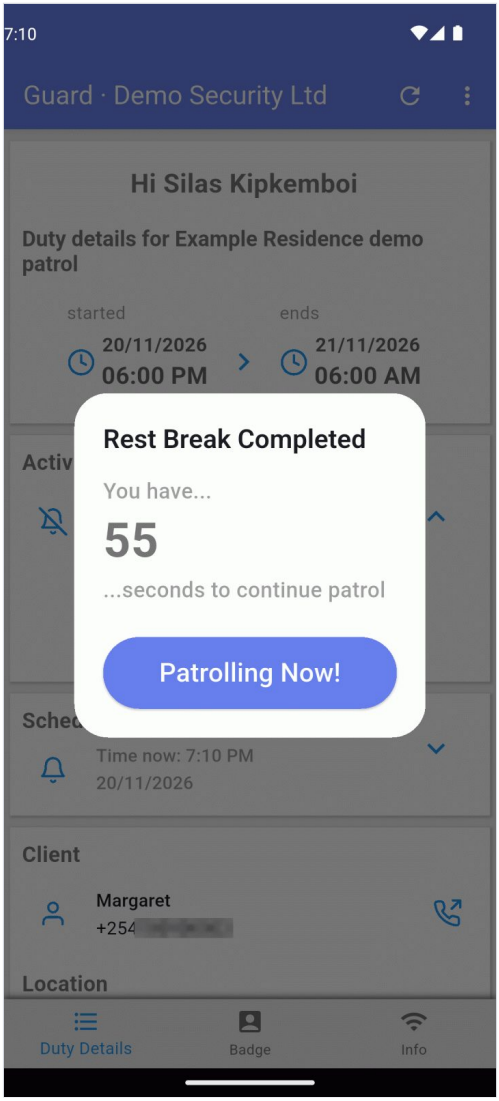


"You responded too late this time"

7. Rest breaks

Your company or district manager sets, on each duty, whether rest breaks apply and how long a break is. You do not ask for a break. When you have stayed in one place for that time, Mobiliis tells you "Your rest break is over. Resume patrol" and shows **Rest Break Completed** with a 60-second countdown. Answer it with **Patrolling Now!** within 60 seconds.

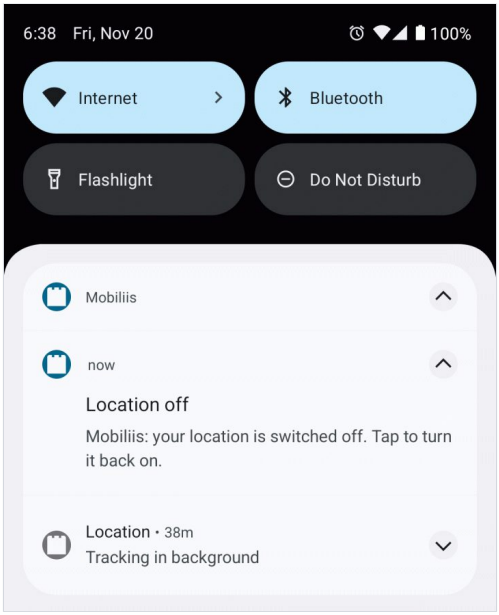
Your rest break answers are recorded, but they are not part of your Hit record (your answered and missed alerts).



"Rest Break Completed"

8. Your location while on duty

- Mobiliis sends your location from 5 minutes before your first alert until the end of your duty, even when the app is closed.
- While it does, a "Tracking in background" notification shows.
- If your phone's location is switched off during a duty, you get a "Location off" notification: "Mobiliis: your location is switched off. Tap to turn it back on." Tap it and switch location on.
- No location is collected when you are off duty.
- Tracking works best if **High accuracy** is NOT switched on in your phone's location settings.
- Tracking uses GPS, so it keeps working when you are offline or have a weak signal. While offline, the app stores your locations and sends them as soon as you are back online. The dots for the time you were offline show in red.
- GPS works best outside or, indoors, near a window or door.



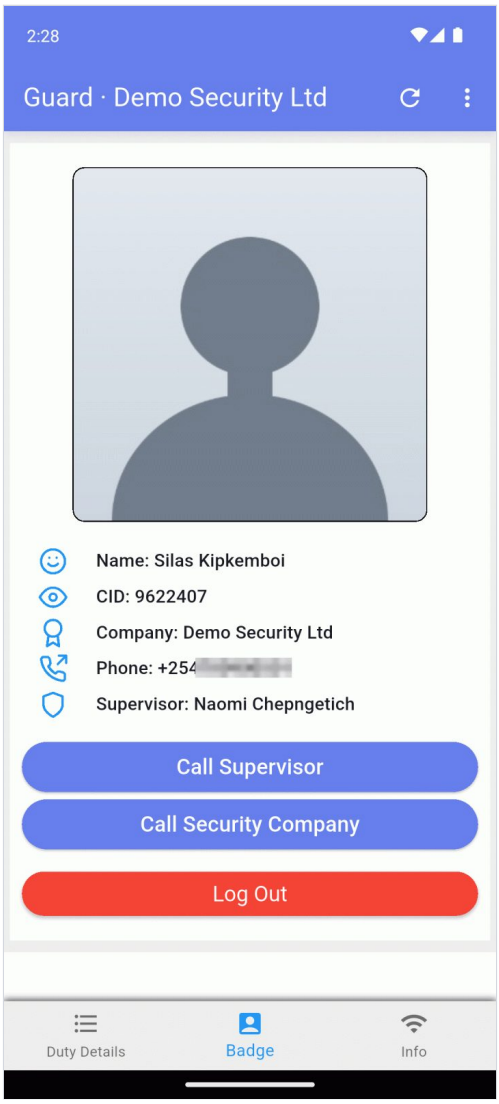
The "Location off" notification

9. No signal

Your duty and its alerts are stored on the phone, so alerts still ring without signal. Your answers and locations are kept and sent when the signal comes back (locations for up to 24 hours).

10. Your badge

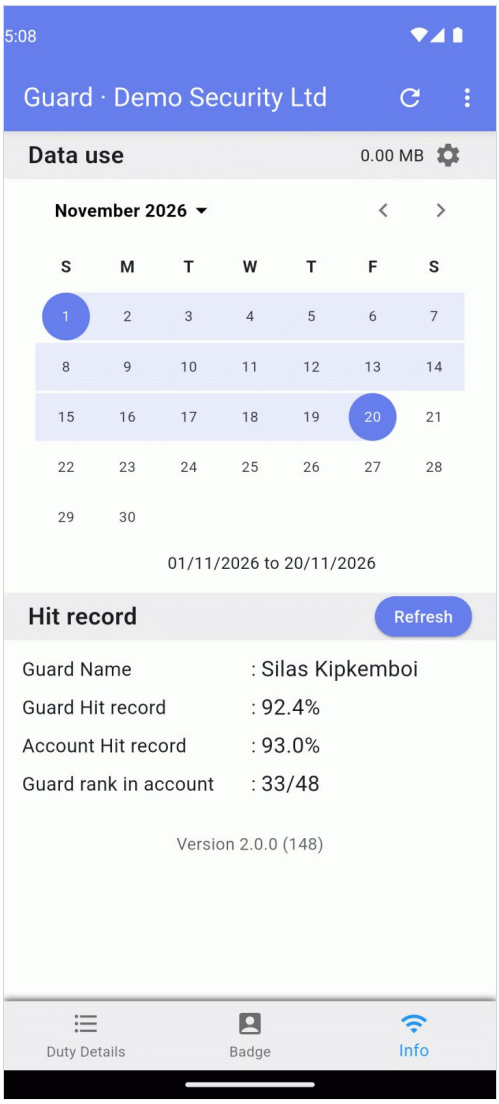
The **Badge** tab shows your photo and details, with **Call Supervisor**, **Call Security Company** and a **Log Out** button, which signs you out (see section 13). To change your name, phone number or photo, ask your company.



The Badge tab

11. Info

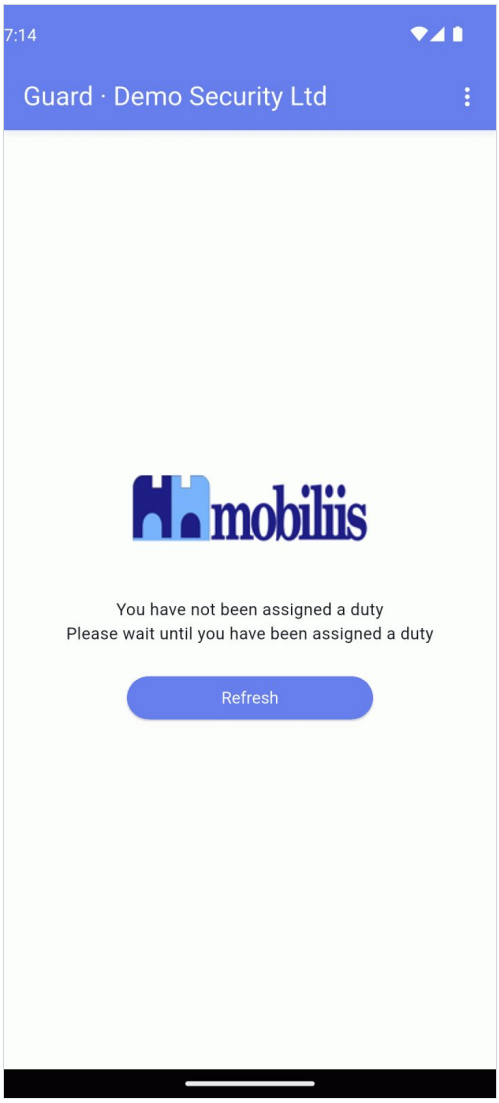
The **Info** tab shows how much mobile data Mobiliis has used on this phone. Android measures this and the app simply reads it; the app does not record it itself. It also shows your **Hit record** (the percentage of your alerts answered in time), the settings icon (section 3) and the app's version.



The Info tab

12. No duty, Off duty, suspended

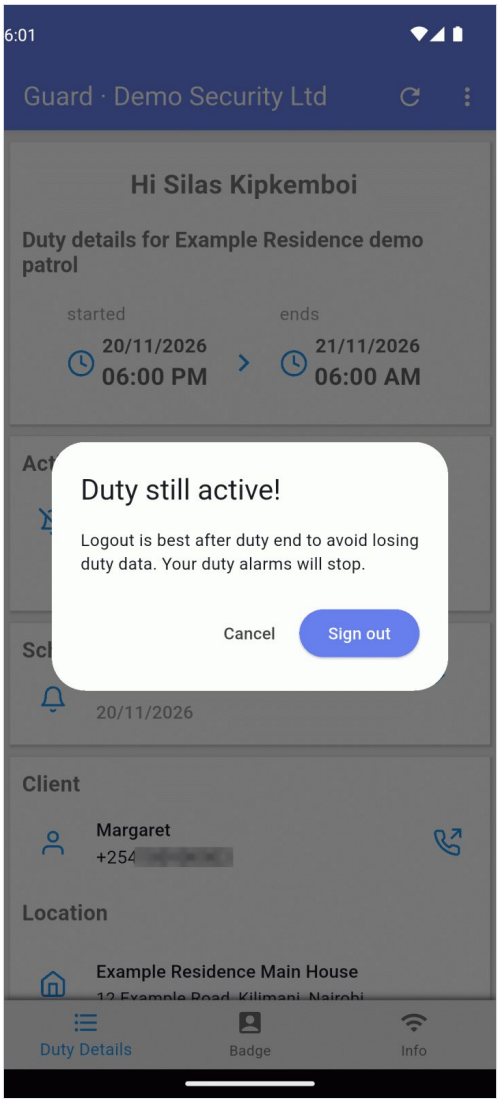
- **No duty:** "You have not been assigned a duty. Please wait until you have been assigned a duty."
- **Off duty:** your company or supervisor has switched you off duty. You get no alerts until you are switched back on.
- **Suspended:** your company's account is suspended; the app shows this until it is reinstated.



The no-duty page

13. Updates and signing out

- When a new version is ready, the app shows **Update available**. Update from Google Play.
- If you share the phone with another guard, answer your end alert, then sign out of the app before you hand it over, or your records will be mixed up.
- To sign out, tap the ⋮ menu, then **Sign out**. If a duty is still running, the app warns you "Duty still active!": signing out stops your alerts, so they will count as missed.



The "Duty still active!" warning