Mobiliis Personal Account Guide

Mobiliis user manual

Edition: November 2026

The latest edition is at https://www.mobiliis.com/guides/personal-account/

Introduction

This guide is for **private individuals** who employ their own guards and use Mobiliis for themselves, without a security company. On the screens and in emails this kind of account is called a **Private account**.

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1. What a Personal account is

A Personal account is a Mobiliis account for one person: you. You set up your own locations, guards and duties on the admin website, and you follow your guards in the Mobiliis app on your phone.

It is simpler than a company account. There are no districts, district managers, supervisors or clients: you are the owner, and everything is yours.

There are two parts:

- **The admin website**, where you set everything up and follow the work.
- **The Mobiliis app** (Android, from Google Play), used by your guards, and by you to see your guards' duties and be told when a guard misses an alert. Get the Mobiliis app on Google Play

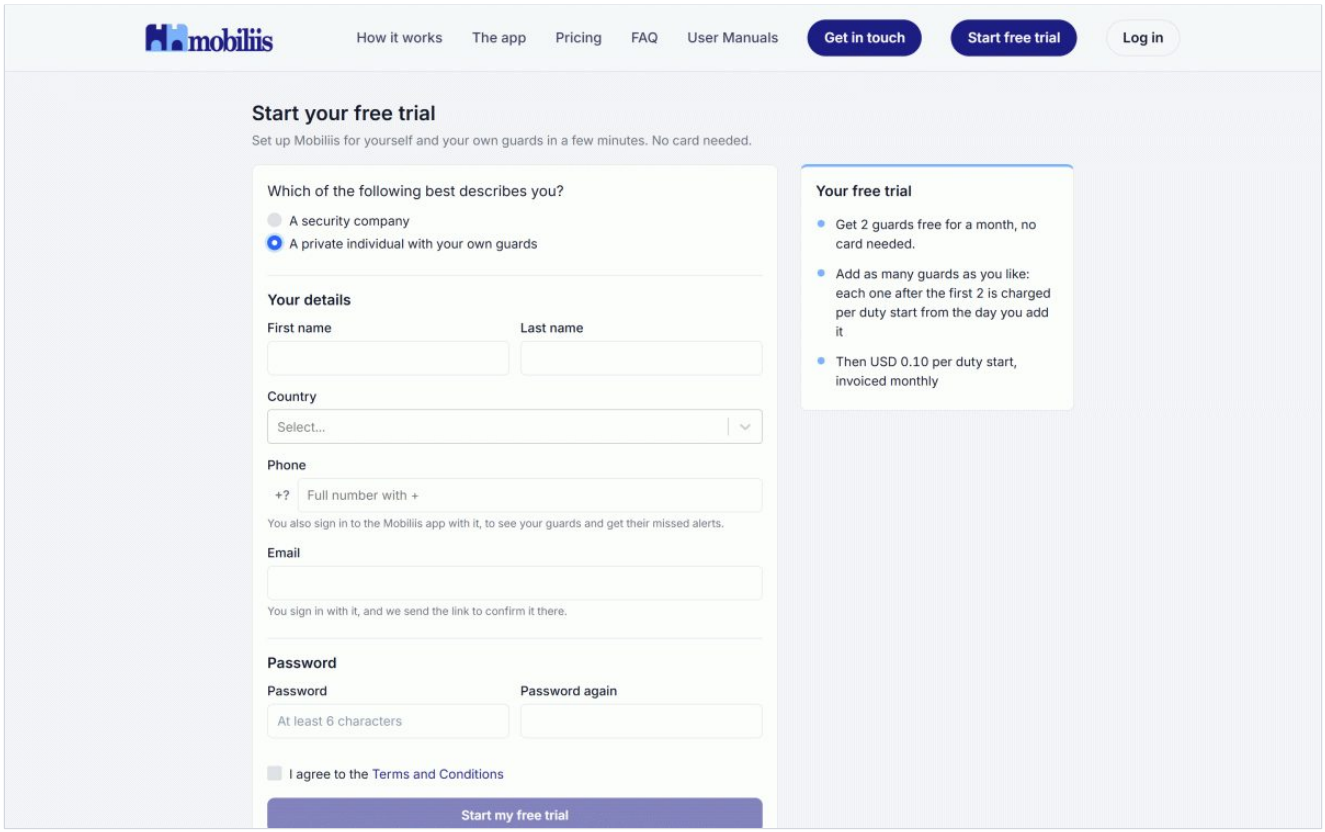
2. Signing up

1. On www.mobiliis.com, press **Start free trial** (or **Start a free trial** on the admin website's **Log in** page). The sign-up page opens. Its heading is "Start your free trial".
2. Under "Which of the following best describes you?", choose **A private individual with your own guards**.
3. Fill in the form:
   - **Your details:** your first name and last name;
   - **Country** (if your country has several time zones, you also choose yours);
   - **Phone:** your mobile number. You also sign in to the Mobiliis app with it, to see your guards and get their missed alerts;
   - **Email:** you sign in to the admin website with it, and Mobiliis sends the link to confirm it there;
   - **Password** and **Password again:** at least 6 characters. "123456" is refused as too weak.
4. Tick **I agree to the Terms and Conditions**. Click the words to read them in a new tab. The button stays greyed out until the box is ticked.
5. Press **Start my free trial**.

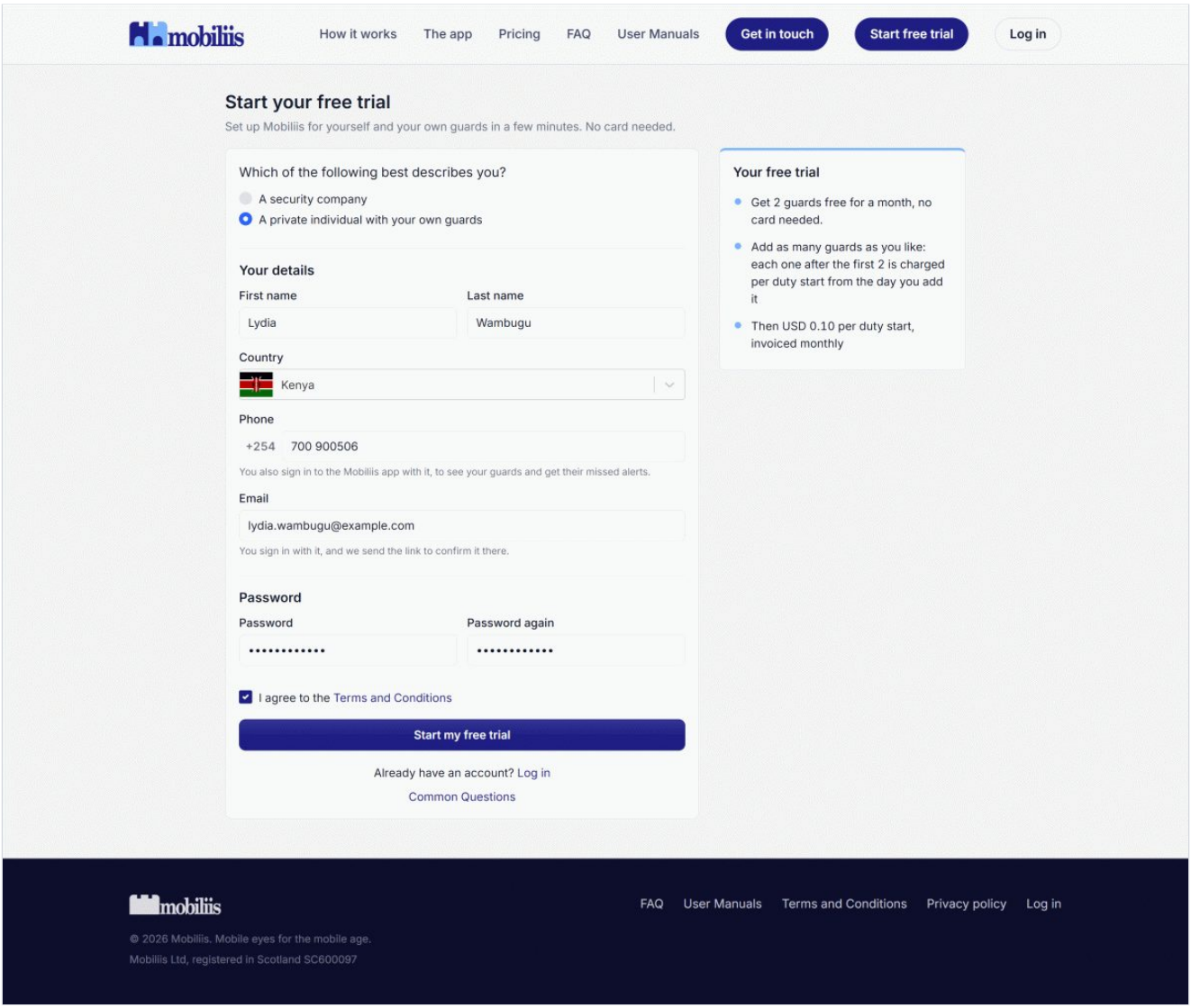
There is no company name: your account is named after you, and your invoices, when they begin after your free trial, carry your full name.

If something is missing, the form tells you, for example "Please enter a phone number." or "Please tick the box to agree to the Terms and Conditions."

When you are done, the page says: "Thank you for signing up. We have sent you an email: please click the link in it to confirm your email address, then sign in."



The sign-up page with "A private individual with your own guards" chosen



The filled sign-up form with the free trial box beside it

3. Confirming your email and your phone

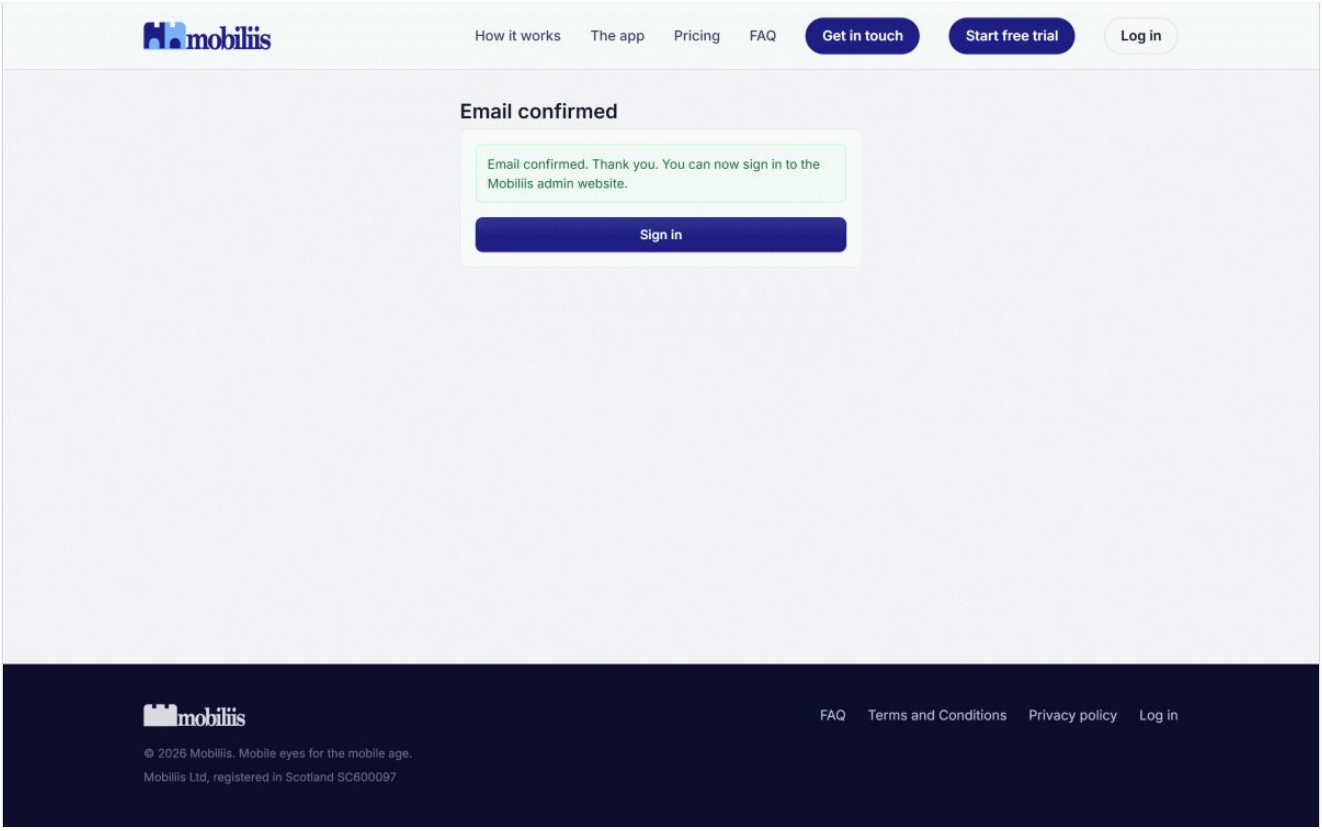
Your email address

1. Open the email "Welcome to Mobiliis: please confirm your email address".
2. Press **Confirm my email address**.
3. The page "Email confirmed" opens. You can now sign in to the admin website.

You can sign in to the admin website once your email address is confirmed.

If the page says "This link is no longer valid...", the link has been used already or a newer email was sent. If your address is already confirmed, just sign in. If not, press **Send the email again**.

Once your address is confirmed you also get the email "Welcome to Mobiliis!". It gives the date your free trial ends and your **CID** for the Mobiliis app (section 10).



The "Email confirmed" page

Signing in

On the admin website, type your email and password and press **Log in**.

Your phone number (first time)

The first time you sign in, Mobiliis asks you to confirm your phone number: "Confirm your phone number".

1. Press **Send code**. Mobiliis sends a code by SMS to the phone number on your account.
2. Type it in the box **Code from the SMS** and press **Confirm**.

The text can take up to 5 minutes to arrive. Please wait for it before pressing **Resend code**. You cannot change the phone number you have entered on this page. If it is wrong, contact admin@mobiliis.com.

The SMS code at sign-in

When you sign in on a new browser, Mobiliis also asks you to "Enter the code from the SMS". Type the code and press **Confirm**. Once you have entered a code, that browser is remembered for 30 days.

New Terms and Conditions

When Mobiliis publishes new Terms and Conditions, you see a page "Terms and Conditions" when you sign in. Press **Read the Terms and Conditions**, tick **I agree to the Terms and Conditions** and carry on. Nothing else works until you have accepted them.

4. Your free trial, and billing after it

Your free trial starts the day you sign up and lasts one calendar month. No card is needed.

- **Your first 2 guards are free for the whole trial.**
- You can add as many guards as you like. Each guard after the first 2 is charged per duty start from the day you add it.
- After the trial, every guard is charged per duty start, at the price shown in the free trial box ("USD … per duty start, invoiced monthly").

While the trial runs, a banner at the top says "Free trial: ends , your first 2 guards are free".

Nothing stops at the end of the trial. Your account carries on as it is, and billing starts the day after the trial's last day. Mobiliis emails you a reminder 7 days and 1 day before the end ("Your Mobiliis free trial ends on ").

Invoices and paying

- An invoice is made on the 1st of each month for the month before and emailed to you.
- You pay it online by card on Stripe's secure payment page: press **Pay now** on the Billing tab (section 11). Mobiliis never asks for a card in advance and does not store any card details.

If an invoice is not paid

- A banner says "Invoice (USD x) is overdue. Please pay to avoid suspension on ." with **Pay now**.
- Reminders are sent on day 8 and day 14 after the invoice date.
- On day 21 the account is suspended. The banner then says "Your account is currently suspended. Please settle the outstanding invoice". Everything in the side menu except **Account** is greyed out, and on the Account page only Billing, Support, Common Questions and User Manuals work. In the app you see "Your account is currently suspended, try again later".
- As soon as the invoice is paid, the account is reinstated automatically.

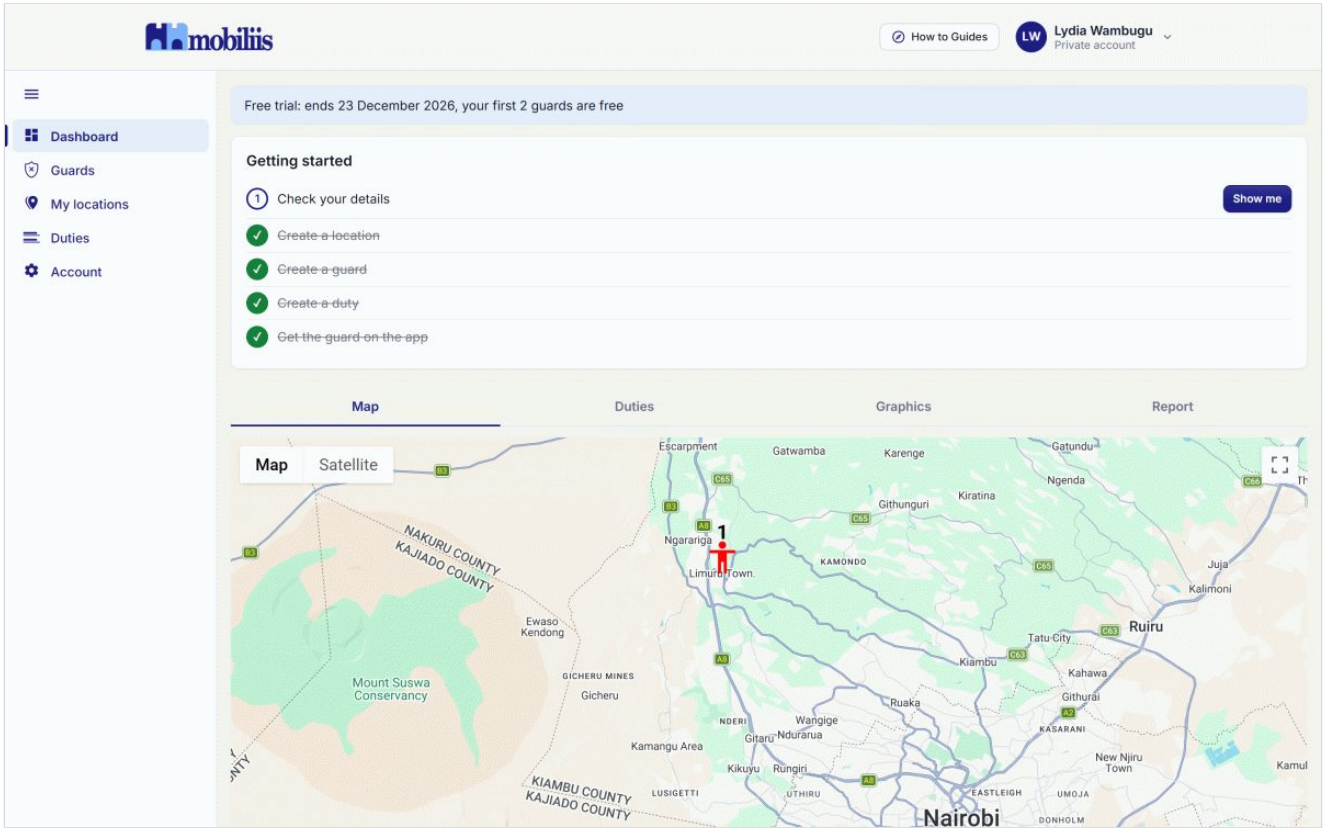
5. Finding your way around

- **Side menu:** Dashboard, Guards, My locations, Duties, Account. **Duties** opens the Duties tab of the dashboard.
- **Top bar:** the Mobiliis logo, **How to Guides**, and your initials or photo with your name and "Private account". Click it for **My details** and **Sign out**.
- **How to Guides:** step-by-step walk-throughs on the real pages, in the groups "Set up", "Change or remove", "Move people and suspend", "Day to day" and "Your account". Choose one and press **Show me**.

Getting started

When you first sign in, the dashboard shows a **Getting started** card with 5 steps:

1. Check your details
2. Create a location
3. Create a guard
4. Create a duty
5. Get the guard on the app



The dashboard after signing in, with the side menu, "Private account" in the top bar and the Getting started card

6. My locations

A location is a place your guards work, for example your home or your business premises.

Adding a location

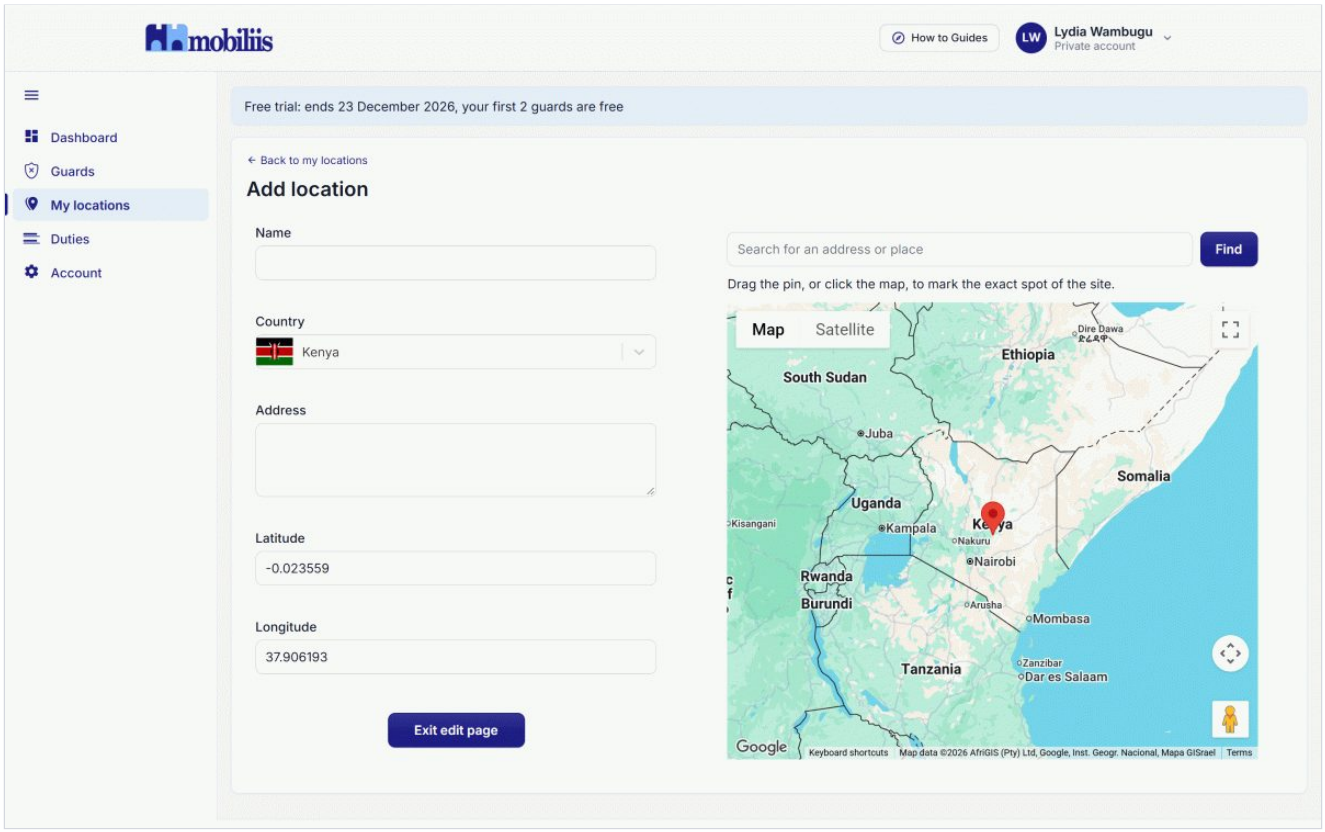
1. In the side menu, click **My locations**, then **Add location**.
2. Type a **Name** and an **Address**.
3. On the map, use **Search for an address or place**, then drag the pin, or click the map, to mark the exact spot of the site. You can also type the **Latitude** and **Longitude**; the pin moves to them.
4. Press **Save and exit**.

Good to know:

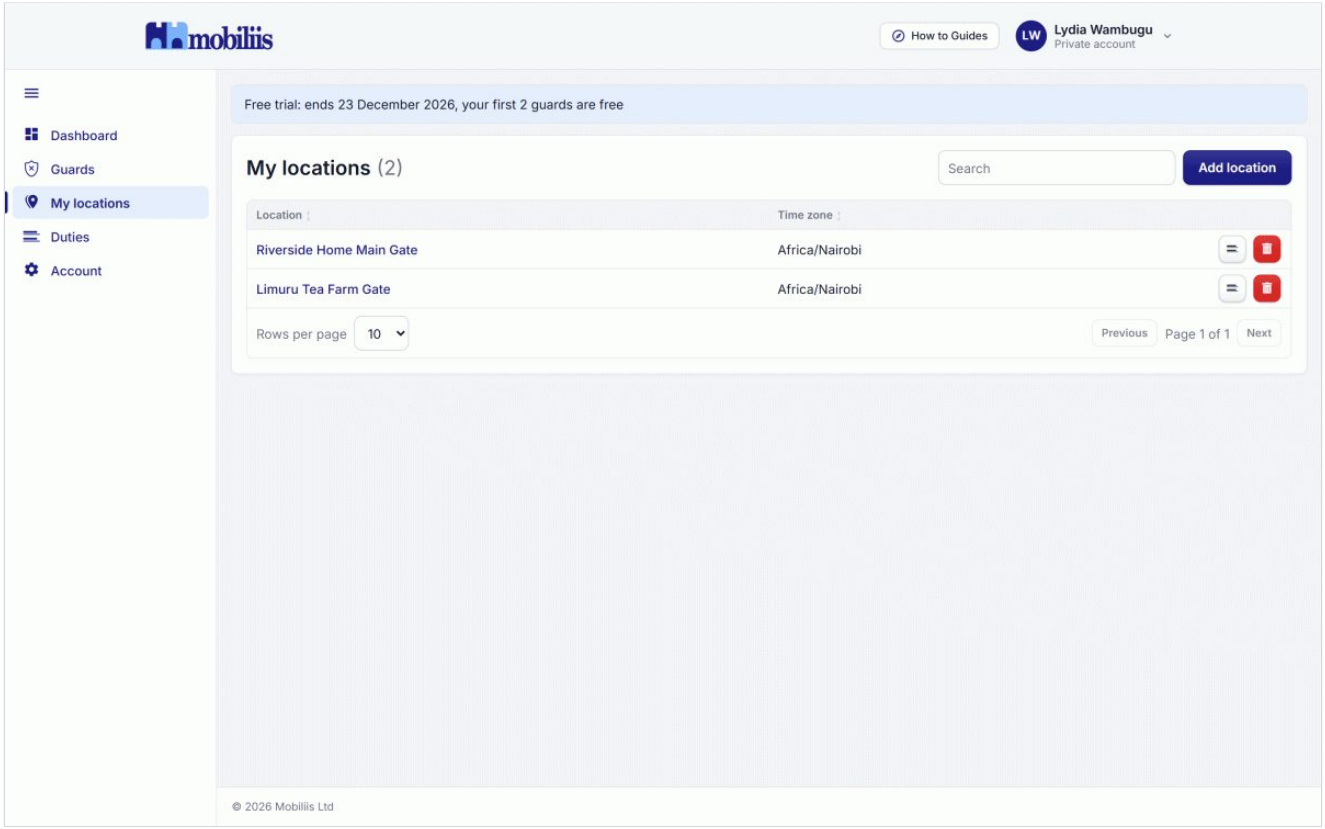
- A new location is not saved until you have moved the pin: "Please move the pin to the exact spot of the site." Mobiliis checks that the guard is at this spot when the duty starts.
- The **Country** follows the pin ("Country set to from the map pin."), and so does the time zone. You only choose a time zone if the country has several and the pin does not settle it.
- Each location name must be different from your other locations. If it is not, you see "That location name is already registered."
- If the search cannot find the place: "That address or place was not found. Try adding the town or country, or drag the pin."

Changing or deleting a location

- **Change:** click the location's name in the list.
- **Duties at this location:** press it on the location's row.
- **Delete:** press **Delete location**. A location with current or future duties cannot be deleted: delete or move those duties first. Its finished duties are kept for your reports.



The Add location form with the map pin



My locations with two locations

7. Guards

Your guards use the Mobiliis app only. During each 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 **First name**, **Last name** and **Phone**, and add a photo if you like.
3. Press **Save and exit**.

Mobiliis gives each guard a **CID**, a 7-digit number. On a new guard the box says "Given by Mobiliis when you save"; after saving it shows the number.

During your free trial, once you have 2 guards, adding another first tells you: "Your first 2 guards are free until your free trial ends on . Guards you add now are charged US$ per duty start from today." Press **Add guard** to go ahead, or **Cancel**.

Several phone numbers, or one shared phone

- A guard can have more than one phone number.
- **Guards sharing one phone:** give each guard their own record, with the shared phone's number on each. Mobiliis tells you the number is already saved on someone else and asks "Save it for this guard too?". Press **Yes, save it**.
- **A number that is also yours:** if you type a number that is already saved on you, Mobiliis asks whether you and the guard are the same person.
  - **Yes, the same person:** the guard gets your CID.
  - **No, different people:** you are two different people sharing this phone number.

When someone signs in to the app on a shared phone, the app says "This phone number is used by more than one person. Enter your CID to continue." Each person types their own CID, so their duties and alerts stay under their own name.

On duty and Off duty

On the Guards list, the **On/Off** column has a switch for each guard. It is saved at once.

- **On duty:** switch it off to stop alerts for this guard.
- **Off duty:** no alerts, rest reminders or pushes.

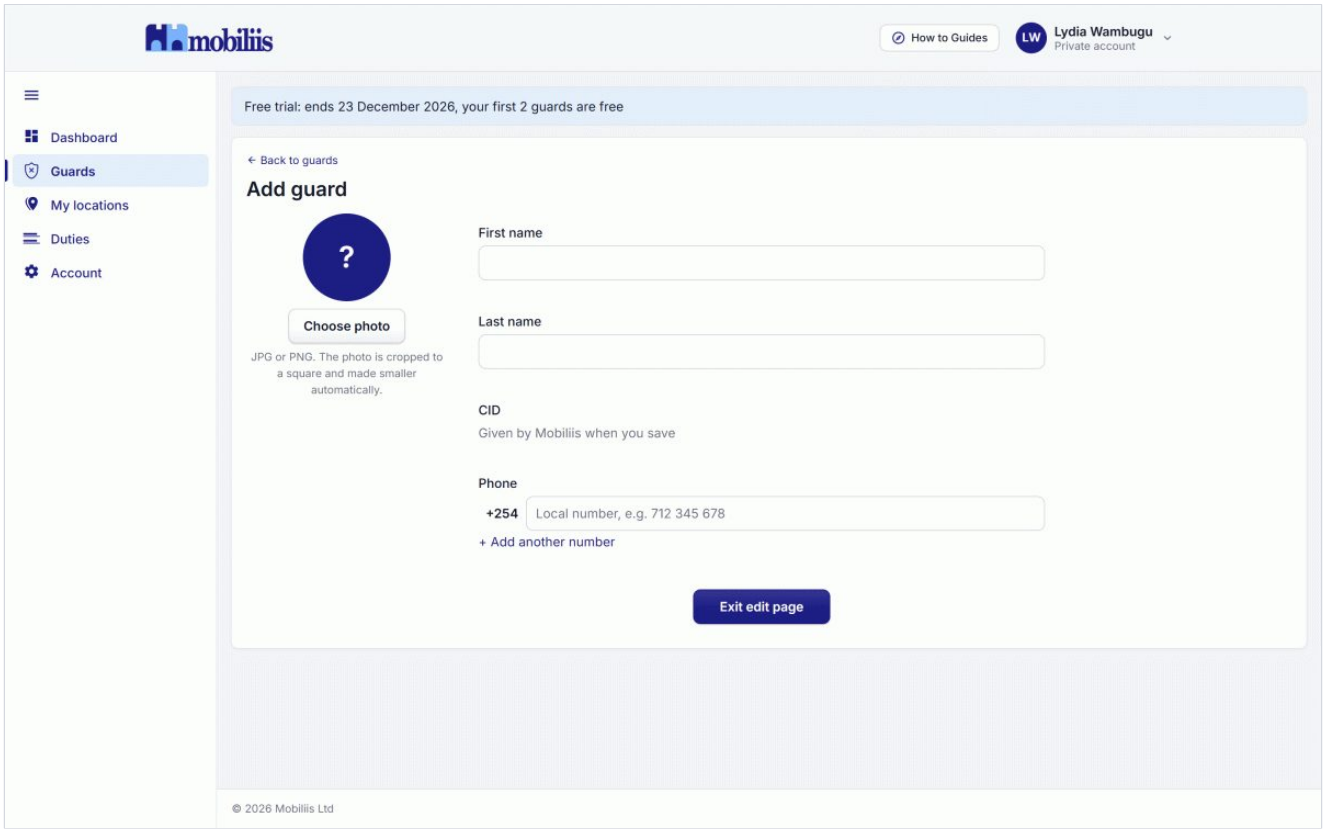
The list shows each guard as "On duty, duty allocated", "On duty, no duty allocated" or "Off duty". Use **Show** to list only one of these. The guard's page shows the history of their On/Off changes: who made each change, with the date and time.

Getting a guard onto the app

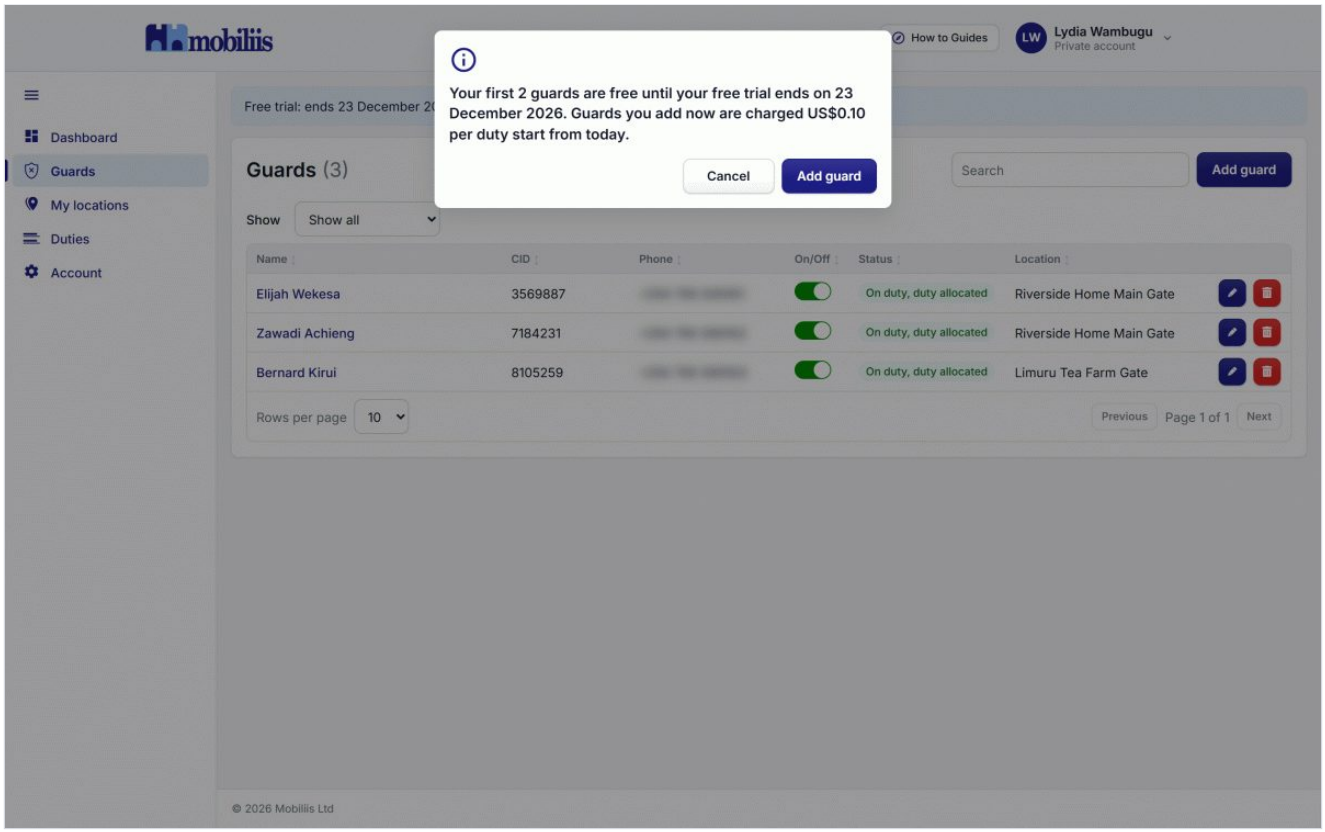
Tell the guard to install **Mobiliis** from Google Play Get the Mobiliis app on Google Play and sign in with the phone number you entered and the code from the SMS. There is no password.

Deleting a guard

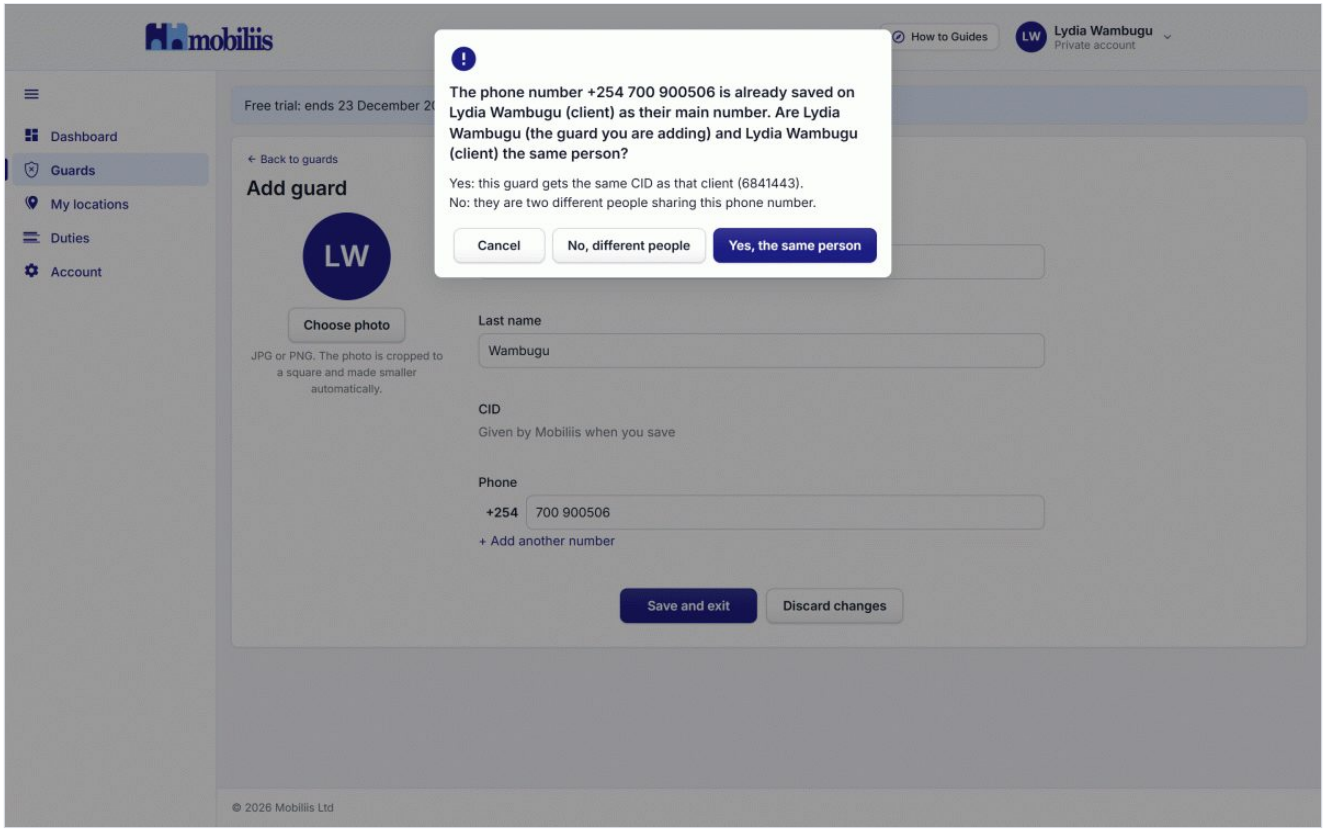
This deletes the guard for good, with all their duties (and those duties' alerts and tracking), and signs them out of the app. It cannot be undone.



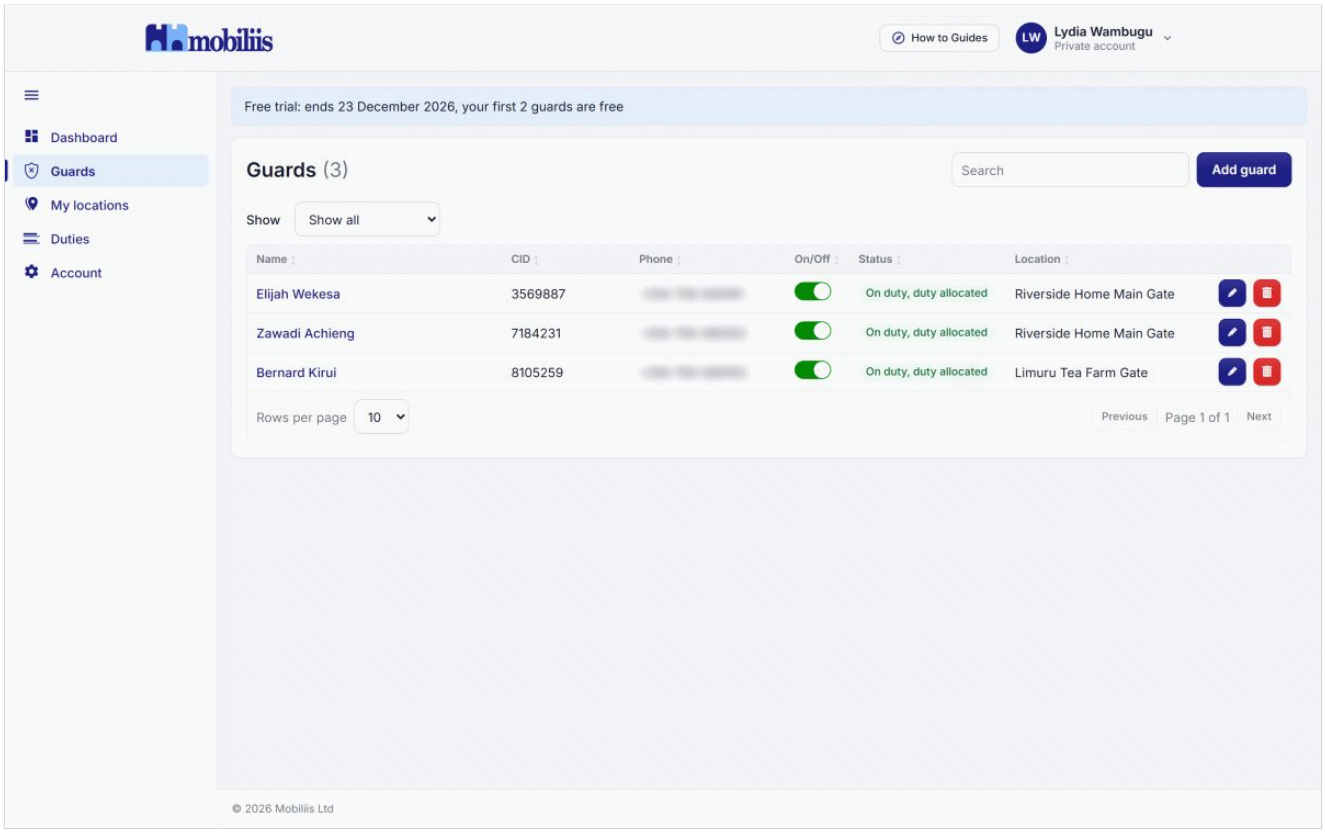
The Add guard form, with the CID "Given by Mobiliis when you save"



The trial question when you add a guard beyond your 2 free ones



The shared phone number question "the same person?"



The Guards list with the On/Off switches

8. Duties

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

Adding a duty

1. Open the guard, go to their duties, and press **Add duty**.
2. Fill in:
    - a **Name**;
    - **My location**: select the location from the dropdown: where the guard works;
    - the **Start date** and **Start time**. A duty can only start on the hour or at 15, 30 or 45 minutes past;
    - the **Duration**;
    - the **Alert interval**: how often the guard's app asks them to answer. Mobiliis sets the intervals you can choose from. 45-minute intervals only work with a duration of 3, 6, 9 or 12 hours;
    - **Rest break**, if you want it, and the **Rest duration (minutes)**: you are told in the Mobiliis app when the guard has not moved for longer than your chosen rest break time.
3. Press **Save and exit**.

If you have no locations yet, the form says "Add your locations first (My locations)".

If the start time has already passed, Mobiliis asks: "This duty's start time has already passed. Alerts before now will be recorded as missed. Save anyway?"

A duty repeats every day

Every duty repeats every day at the same local time, so you don't have to keep on creating duties. Mobiliis keeps the next 5 days ready. There is no separate one-off duty.

A new duty replaces the old ones

The form says: "Creating a new duty for this guard replaces all their current and future duties, so there's no need to delete old duties first." When you save, Mobiliis asks you to confirm: "This guard already has current or future duties. Saving this new duty replaces them." Press **Save** to go ahead.

Changing a duty

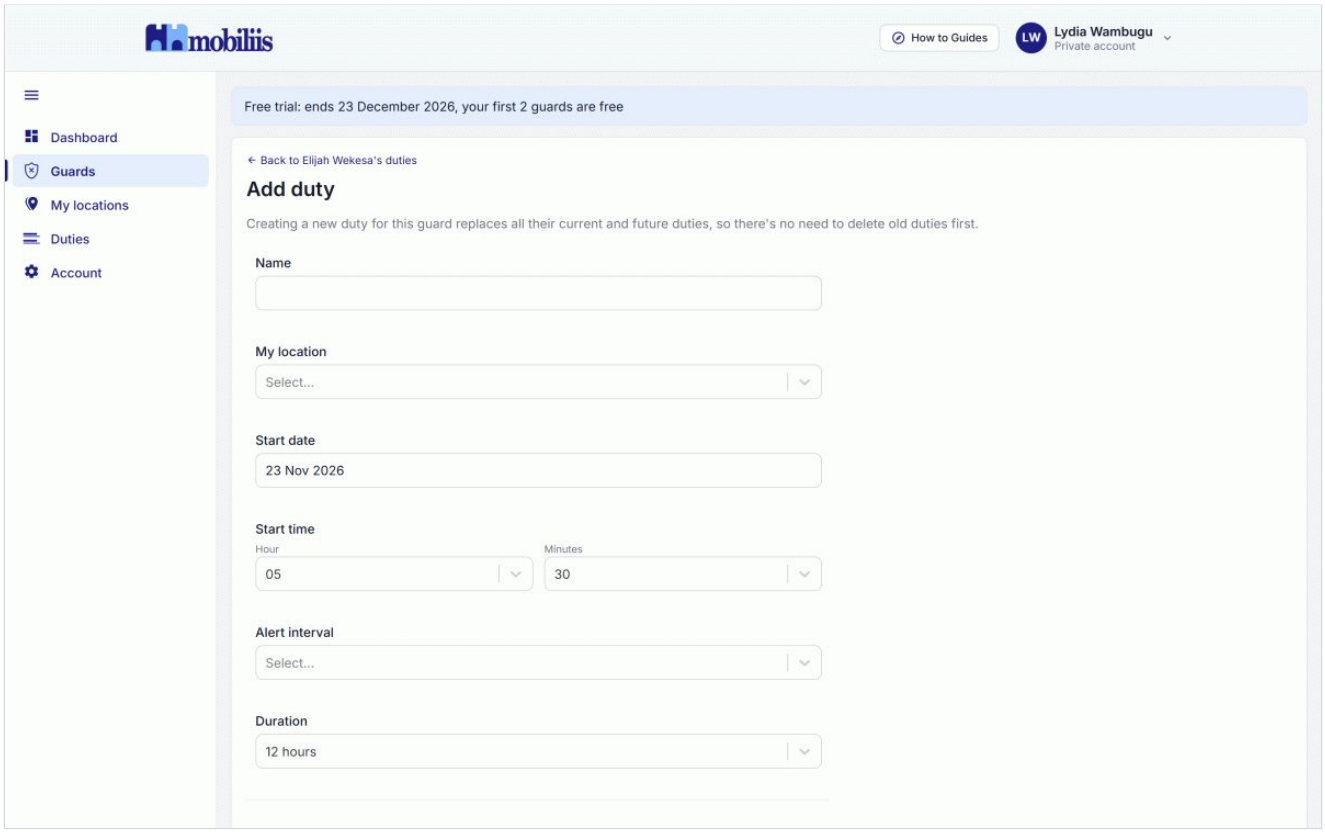
You can change a duty only before it starts. Once it is running, you see "This duty is running, so it can no longer be edited."

Ending a duty

There is no "end duty" button. To stop a duty, you can:

- delete it (this deletes it for good, with its alerts, rest breaks and tracking), but the record of already completed duties remains;
- switch the guard **Off duty** (section 7);
- or save a new duty for the guard, which replaces it.

The guard's duties page has two tabs: **Current and future**, and **Past**.



The Add duty form with "My location" and the replace note

9. Following your guards: dashboard, alerts and reports

The dashboard

The dashboard has four tabs: **Map**, **Duties**, **Graphics** and **Report**. The selector has one choice, "All my guards".

- **Map:** your guards on duty now.
- **Duties: Current Duties** and **Past Duties**. Click a duty to open it.
- **Graphics:** charts of your guards' Hit record and missed alerts.
- **Report:** see below.

Checking alerts and changing a result

Open a duty to see its alerts. Green is answered and red is missed. Grey ones cannot be changed.

To change a result:

1. Click a green or red alert. The pop-up "Change the alert's result" opens.
2. Choose the **Result** (Answered or Missed) and type the **Reason**.
3. Press **Submit**.

You must give a reason ("Please give the reason for the change."). Every change is kept in the alert's **Change history**, with the reason, the time and the result.

You may also see "Not on location", and "Off duty" for an alert that was due while the guard was off duty: it counts neither as missed nor as answered.

The daily report email

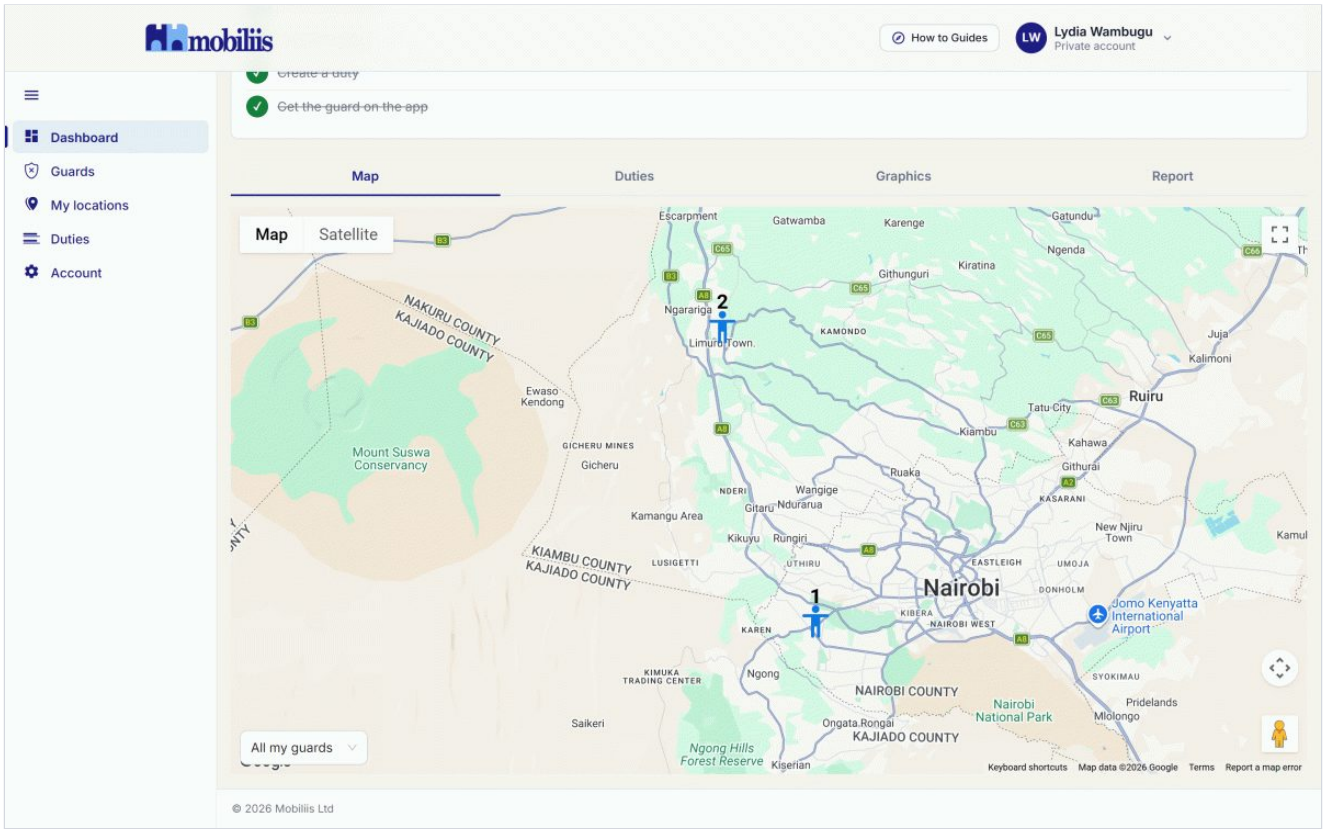
1. Open the **Report** tab.
2. Under **Daily Report**, switch **Turn reports ON/OFF** on.
3. Press **Save**.

The daily report is emailed to your account's email address in the morning. It covers the duties that ended in the last 24 hours and holds a summary, a PDF and a CSV file. It is off until you switch it on and save. It is not sent while your account is suspended, or when there is nothing to report. To stop it, switch it off and press **Save**.

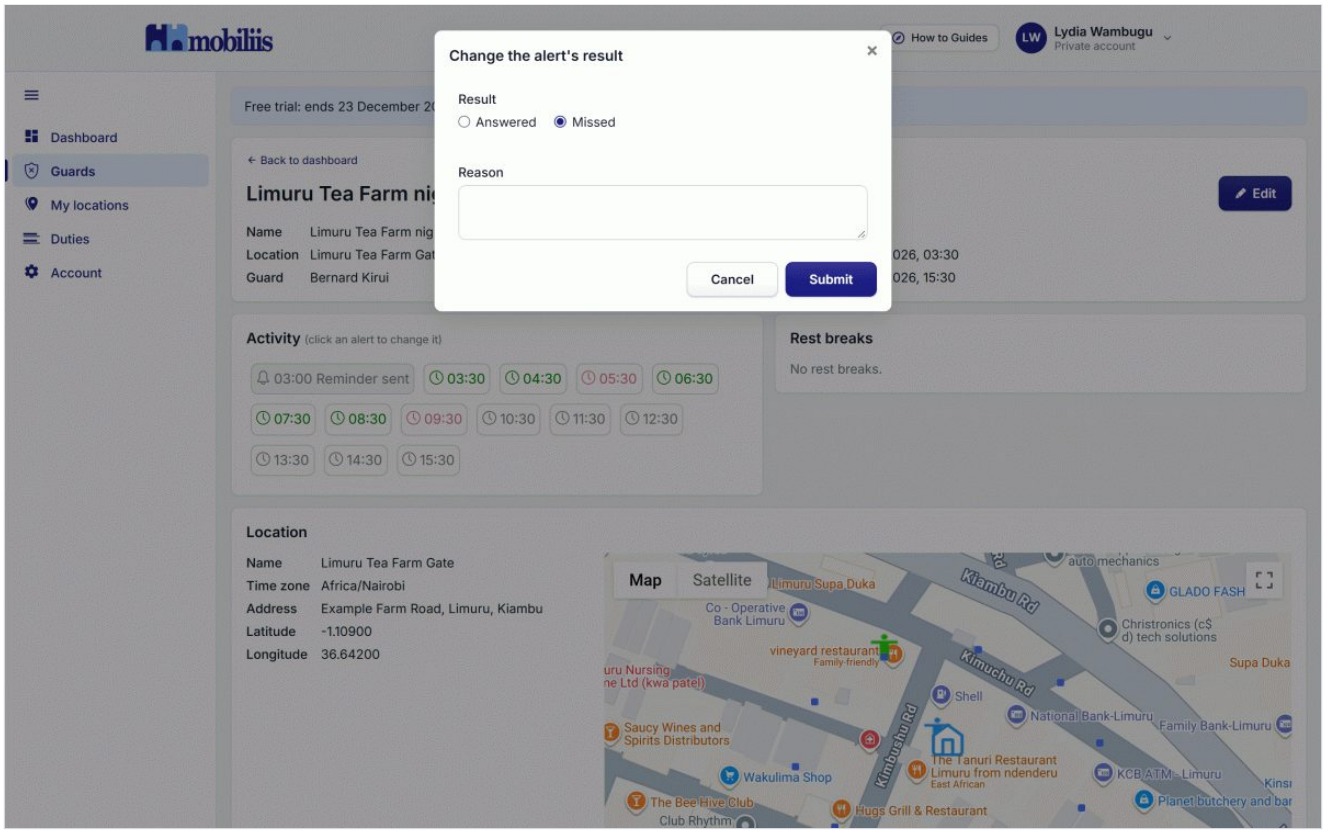
There is no dropdown on this tab: your daily report and your own report always cover all your guards.

Your own report

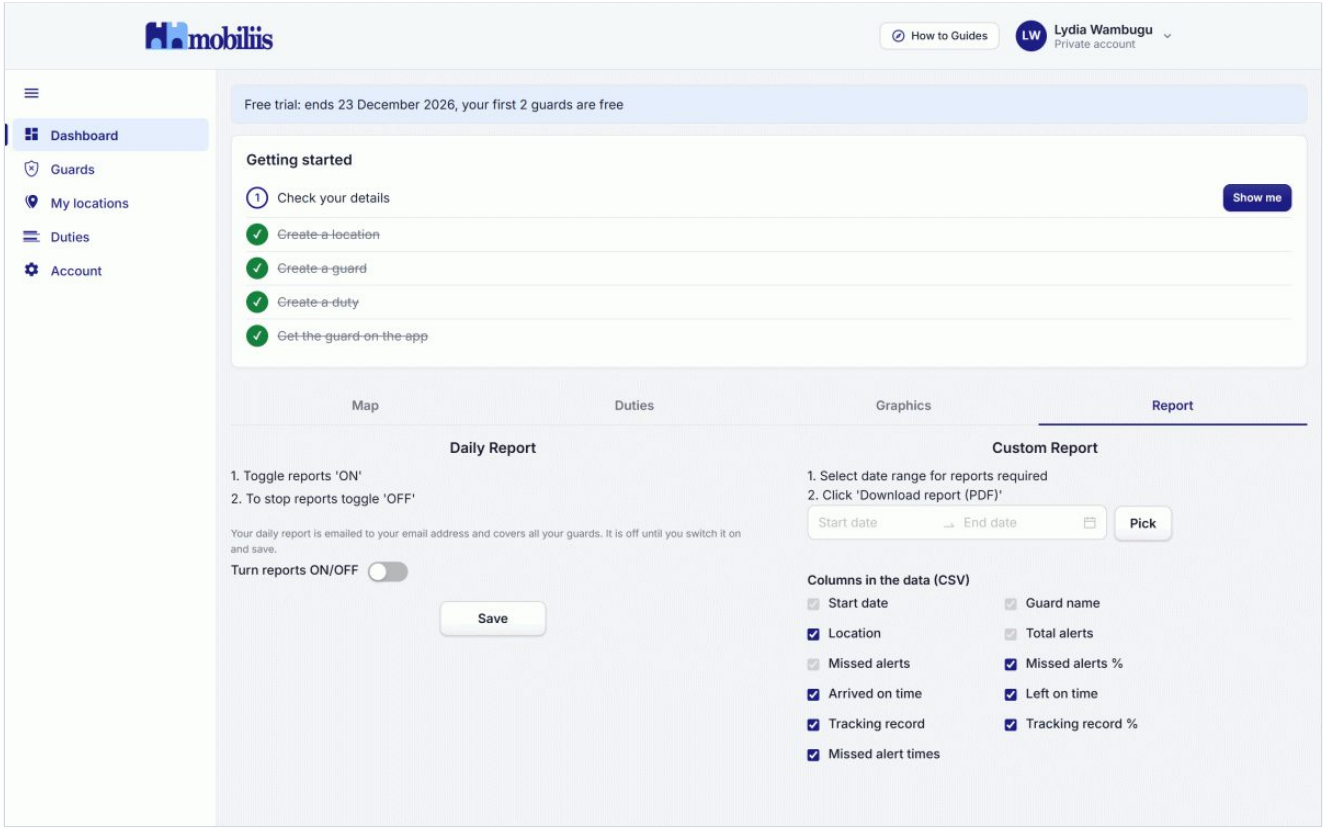
Under **Custom Report**, pick the dates (**Pick**, then **Done**), then press **Download report (PDF)** or **Download data (CSV)**. For the CSV you can choose the columns under "Columns in the data (CSV)". If there is nothing for those dates, you see "No report data found for the selected criteria".



The dashboard Map with a guard on duty



A duty's page with its alerts, and "Change the alert's result"



The Report tab with the Daily Report switch

10. The Mobiliis app for you

You can use the same app as your guards to see your duties and to be told at once when a guard misses an alert.

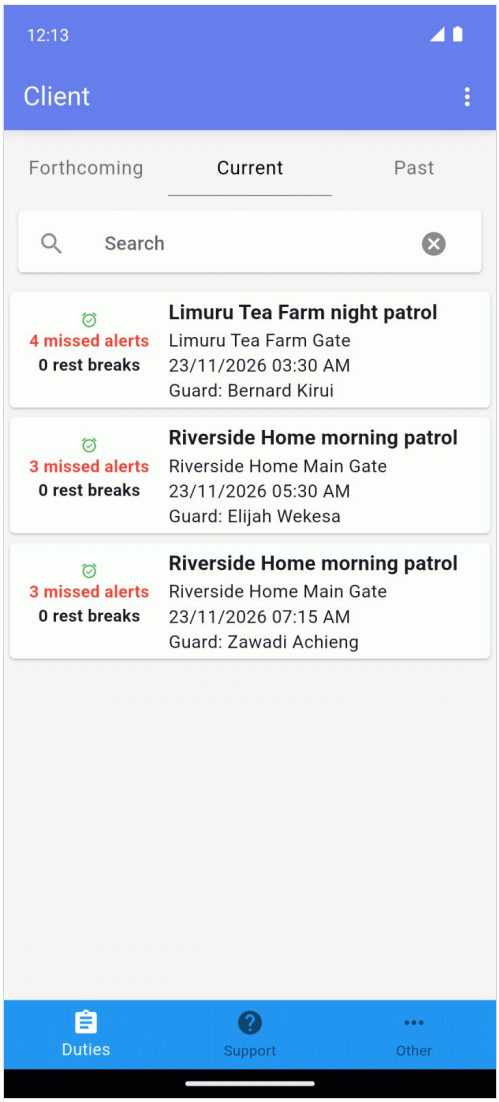
1. Install **Mobiliis** from Google Play. Get the Mobiliis app on Google Play
2. Sign in with the phone number you signed up with, and type the code from the SMS.
3. If the app asks you to choose your role, choose **Client** (shown with a house icon).

The app only asks for your **CID** if your phone number is also used by someone else in Mobiliis. Your CID is in your welcome email and on the **Your details** tab of the Account page.

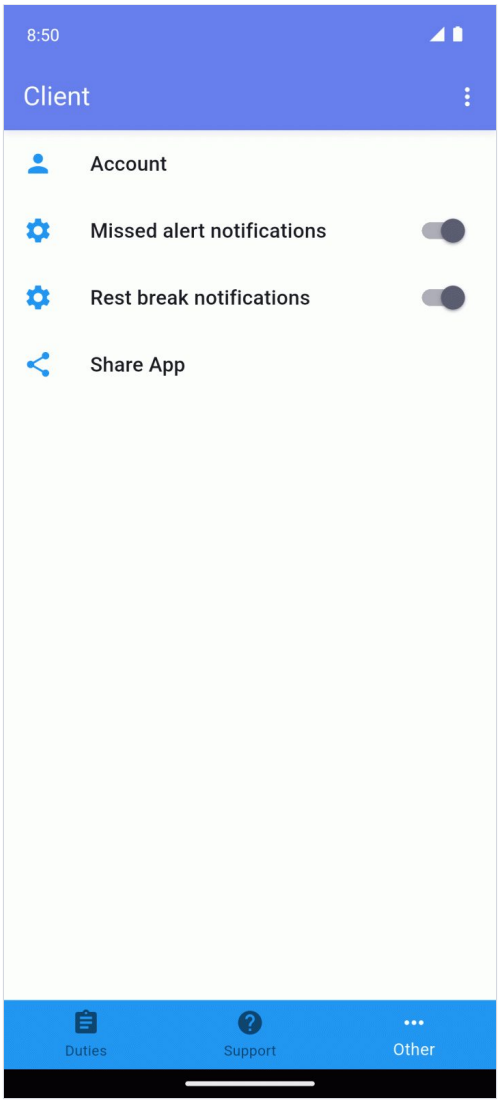
In the app:

- the top bar says **Client**;
- the tabs at the bottom are **Duties**, **Support** and **Other**;
- **Other** has **Account**, the switches **Missed alert notifications** and **Rest break notifications**, and **Share App**.

The Client Guide explains the app's screens in full. Some parts it describes are not shown to you: there is no security company card, no company phone number and no supervisor card.



The app's Client home with the Duties, Support and Other tabs



The app's Other tab with the notification switches

11. Your Account page

In the side menu, click **Account**. It has the tabs **Your details**, **Billing**, **Usage**, **Support**, **Common Questions** and **User Manuals**.

Your details

Shows your first and last name, email, country, phone, time zone (when needed) and photo. Press **Edit** to change them.

- Your **email**, **phone** and **password** are changed on **My details** (click your name at the top right).
- Your CID: "Your CID for the Mobiliis app: <CID>". You only need it if the app asks for it: you sign in with your phone number.
- Changes here also update your record in the app. If you take a phone number off, that phone is signed out of the app.
- The switch "Email me when a guard's location stops reaching the server" is on this tab.

Billing

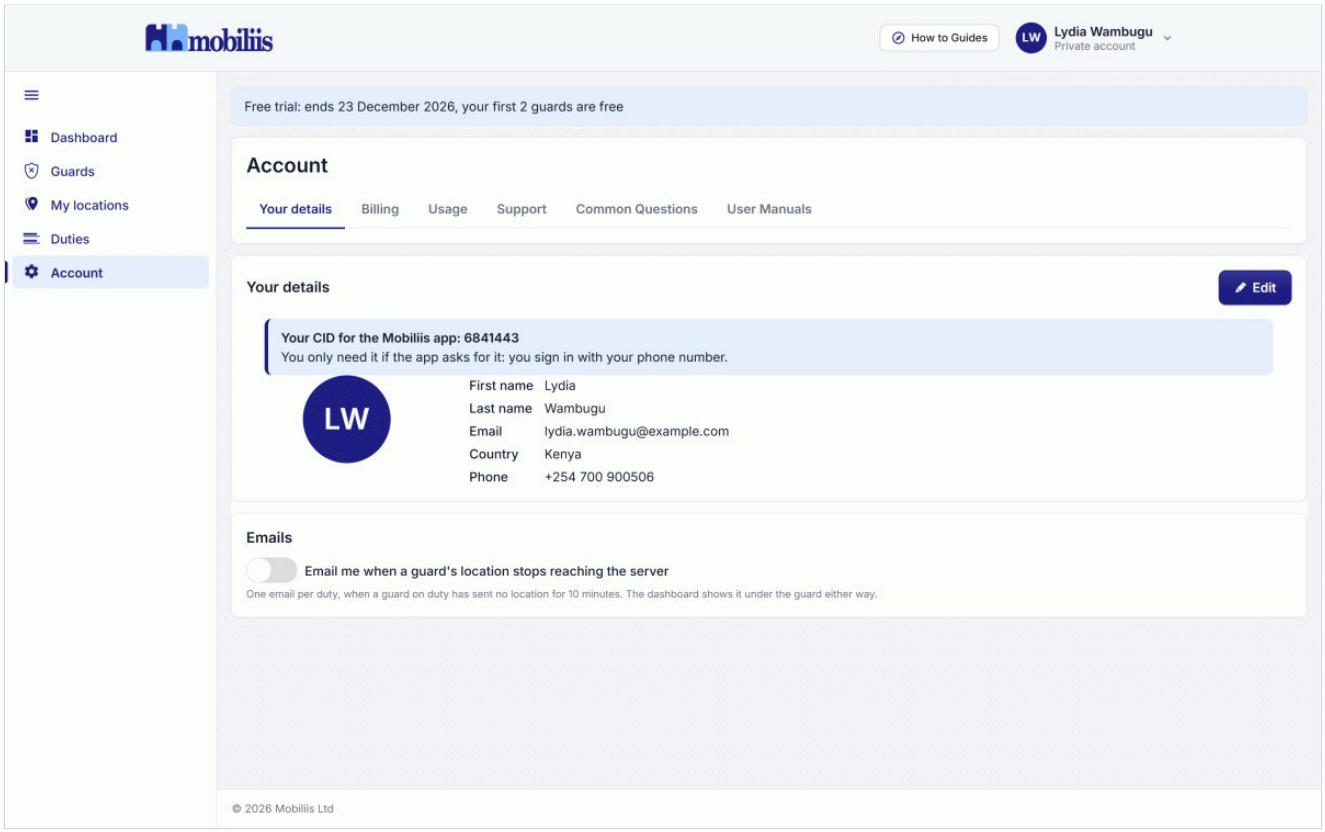
- "Billed from , at USD x per duty start", or "Billing has not started for your account yet."
- "So far this month" and "Expected by the end of the month".
- Your invoices, unpaid ones at the top: overdue rows in red, rows still due in yellow. Each shows "Paid ", "Due by ", "Overdue: was due by " or "Void".
- **Pay now** opens the secure online payment page. All payments are made via Stripe online payment. Mobiliis does NOT store any card details.
- From an invoice's menu: **Download PDF**, **Download receipt** (once paid) and **Resend**.
- Choose "Last 12 months" or a year to see older invoices.
- Before your first invoice: "No invoices yet. Invoices are made on the 1st of each month for the month before."

Usage

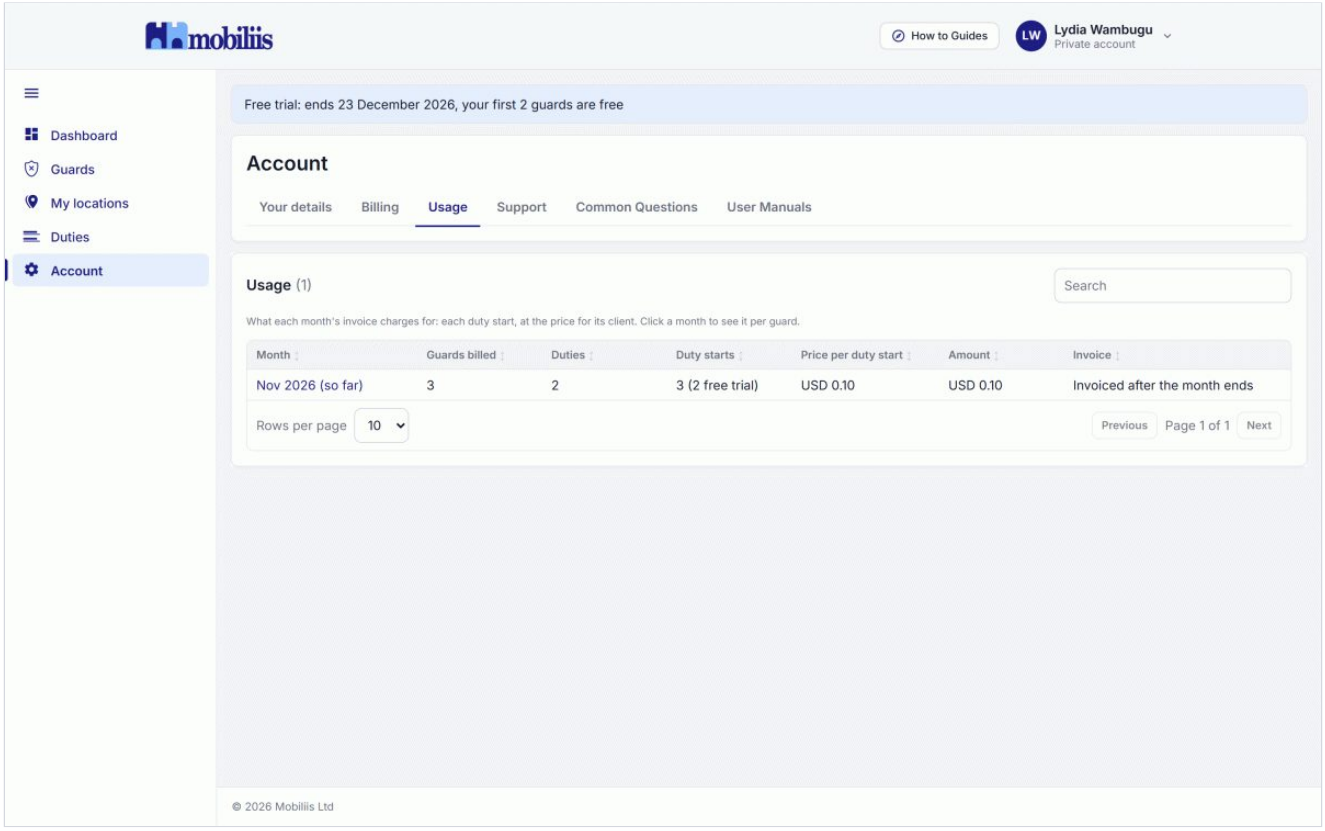
Month by month: guards billed, duties, duty starts, price per duty start, amount and the invoice. Press a month to see its detail.

Support, Common Questions and User Manuals

- **Support:** your support tickets ("Your tickets"). Press **New ticket** to ask Mobiliis anything.
- **Common Questions:** answers to common questions.
- **User Manuals:** these guides, with this Personal Account Guide first.



Account, "Your details" with the CID line



Account, the Usage tab

12. Moving to a Company account

If you start a security company, or your work grows and you need districts, district managers, supervisors or clients, your Personal account can become a Company account. Only Mobiliis can do this: raise a support ticket (section 11) and ask.

When Mobiliis switches it, all of this happens at once:

- you become an ordinary client, named after you, with all your locations;
- Mobiliis adds one district and one district manager, and puts every guard in them;
- the district manager gets an email to confirm their address, and can sign in after that.

So Mobiliis needs a name for the district and the district manager's first name, last name, email and phone. Please put these in your ticket.

You stay the Company Admin: you sign in to the admin website with the same email and password as before. The Company Admin Guide then explains your pages.

An account can be switched back to a Personal account only while it has no other clients, districts, district managers or supervisors.

Until then, a Personal account cannot use clients, supervisors, districts or district managers. If you try, you see "This is not available for a private account."

13. Signing out

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