Mobiliis Supervisor Guide

Mobiliis user manual

Edition: November 2026

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

Introduction

This guide is for **supervisors**. You use the **Mobiliis app** on your Android phone. Supervisors never sign in to the admin website.

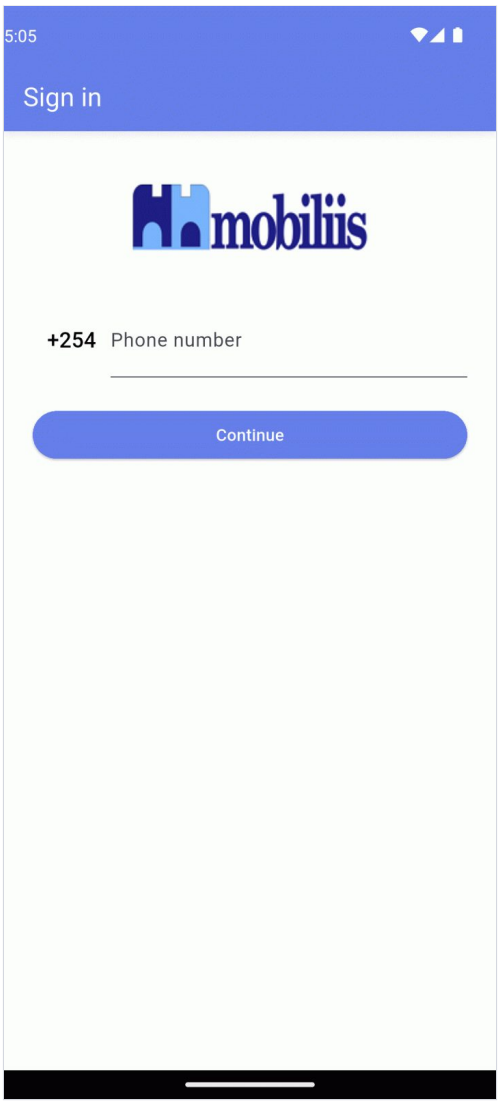
Contents

1. Getting the app and signing in 3
2. If you have more than one role 6
3. The Dashboard 8
4. Your guards 9
5. Changing a duty's name, client or location 10
6. Seeing what your guard sees (Guard View) 11
7. Your clients and notification copies 12
8. Seeing a client's screens (Client View) 14
9. Locations 15
10. The live map 17
11. Reports and sharing them 18
12. Notifications you receive 21
13. App updates, a suspended company, signing out 22

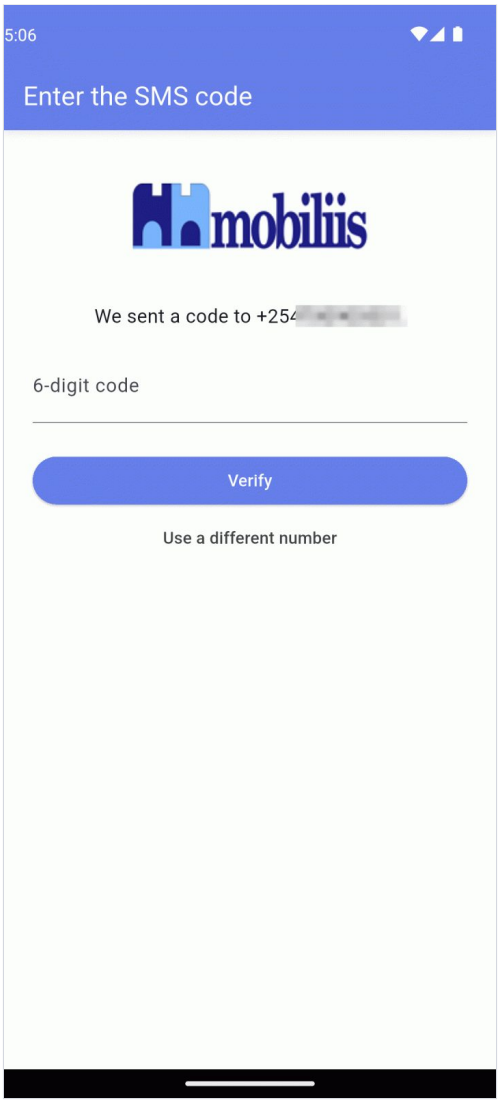
1. Getting the app and signing in

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

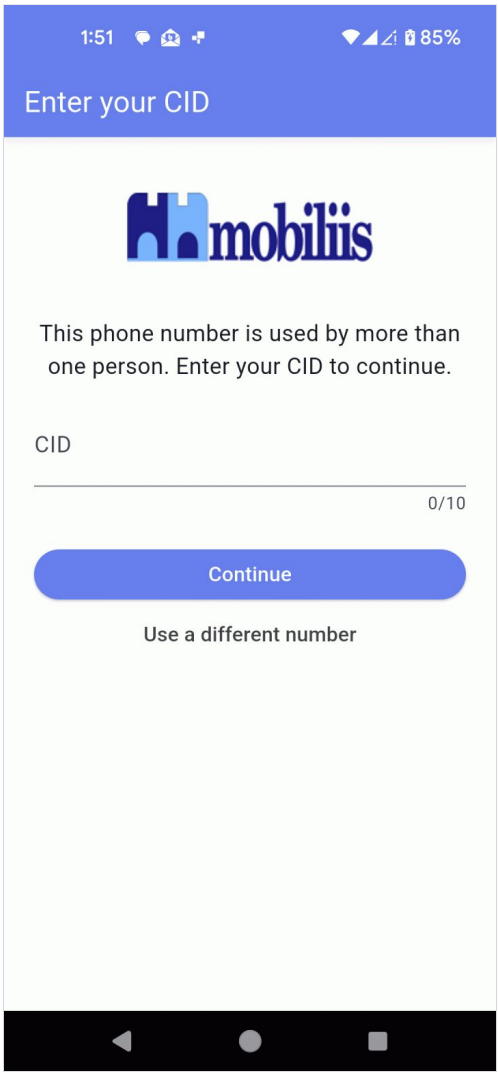
There is no sign-up and no password in the app. If the app says it doesn't recognise your number, ask your company to check the number they entered.



The Sign in page



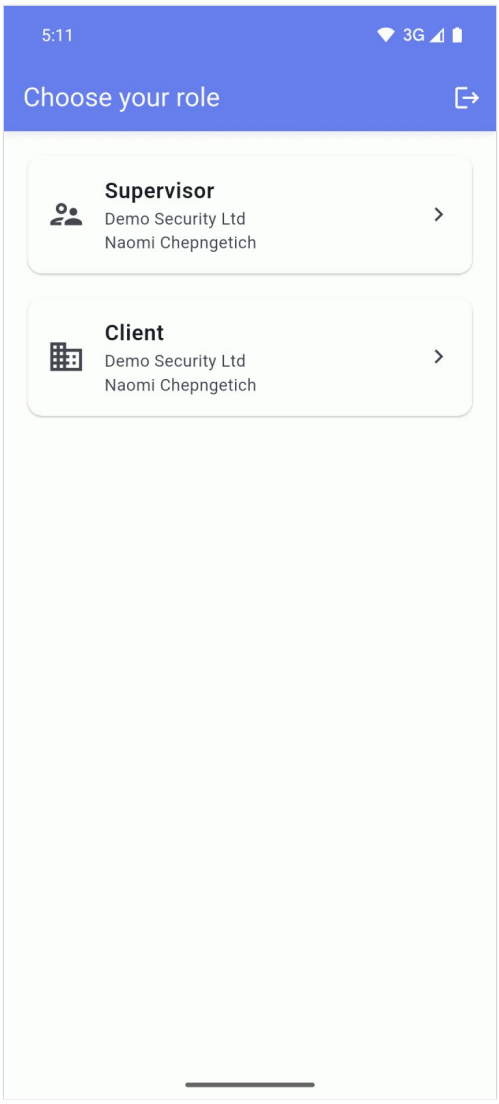
"Enter the SMS code"



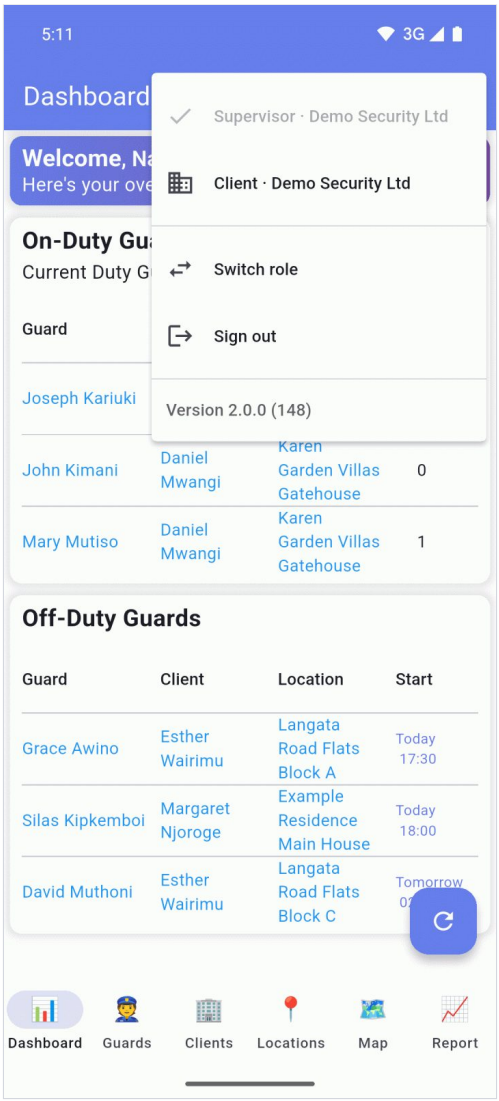
"Enter your CID"

2. If you have more than one role

If you are also a client or a guard, once you have signed in the app asks you to **choose** which of your roles you want to open. To change role later, tap the ⋮ menu at the top right: it lists each of your roles (the one open now has a tick). Tap another to open it. The menu also has **Switch role**, **Sign out** and the app's version.



"Choose your role"

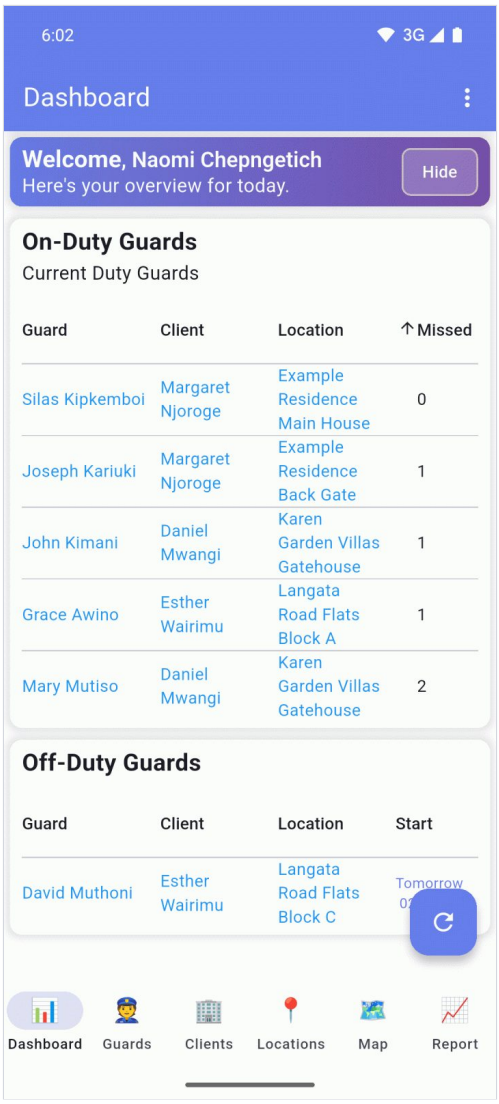


The ⋮ menu open, listing the roles

3. The Dashboard

The tabs are at the bottom of the screen.

- **On-Duty Guards:** guards with a duty running now, with their missed alerts. Tap a guard to see more.
- **Off-Duty Guards:** guards with no duty running, or switched off duty.
- **Refresh** to update.



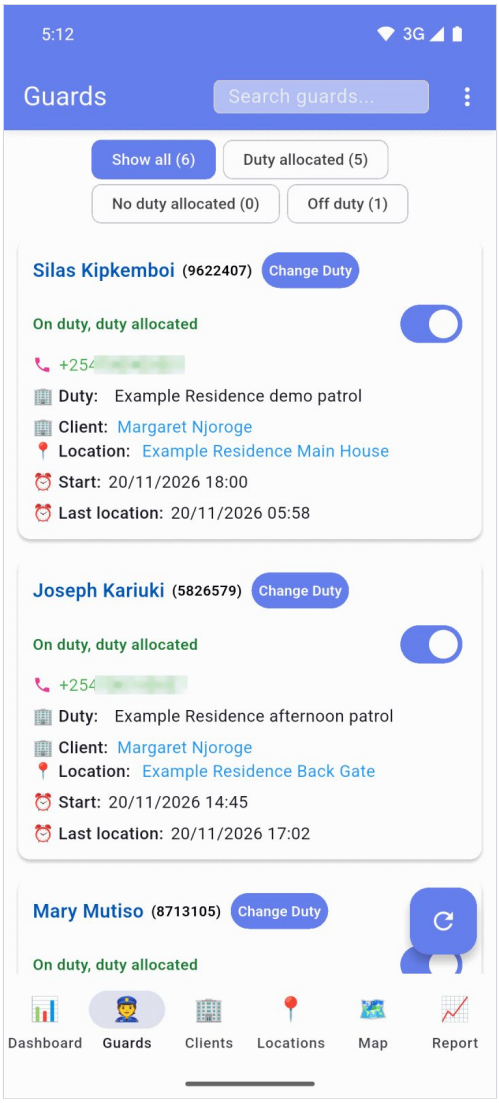
The Dashboard with active and off-duty guards

4. Your guards

The **Guards** tab lists the guards working for your clients.

- **Search** by name.
- **Filter** by **Duty allocated**, **No duty allocated** or **Off duty** (or **Show all**), to find a guard who is free.
- **The On duty / Off duty switch** takes a guard off duty, or puts them back on. While off duty, their alerts do not count.
- **Call** a guard with the phone button.
- **Last location:** the time Mobiliis last received the guard's location.

You cannot add or edit guards; your company does that on the admin website.

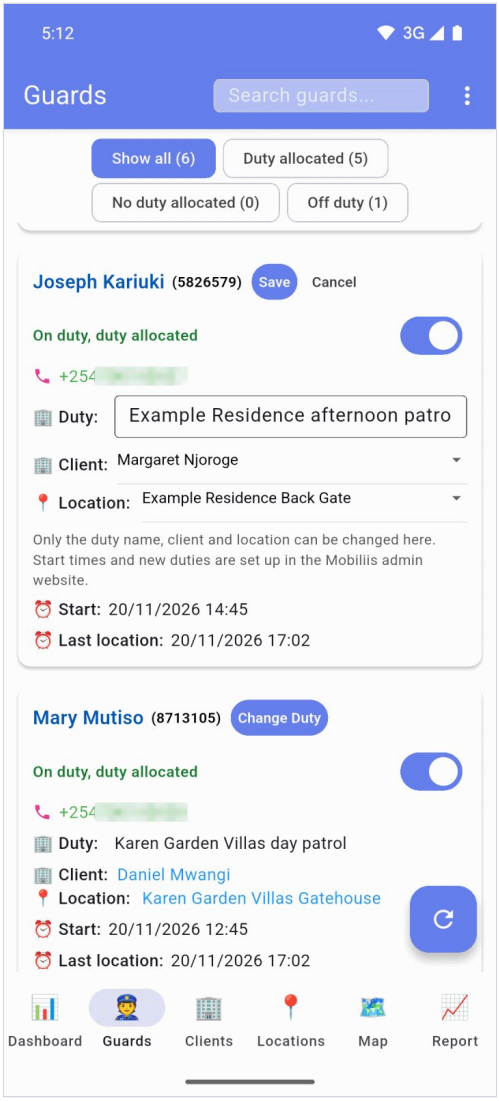


The Guards tab with 2 guard cards

5. Changing a duty's name, client or location

On a guard's card, tap **Change Duty**. Change the duty's name, client or location, then tap **Save**, or **Cancel** to leave it as it was. The change applies to the coming days of that duty.

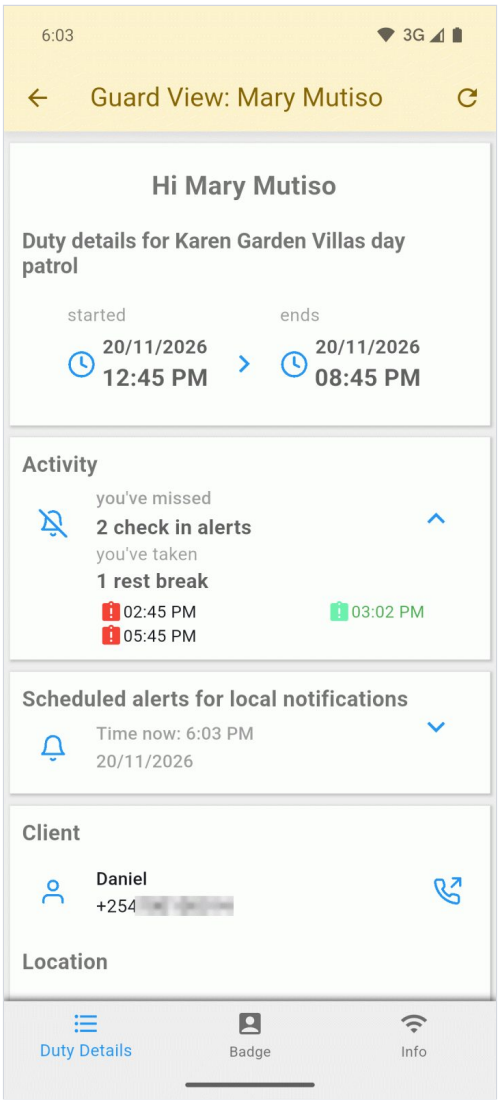
You cannot change times, or create or delete duties: "Only the duty name, client and location can be changed here. Start times and new duties are set up in the Mobiliis admin website."



Change Duty with the drop-downs

6. Seeing what your guard sees (Guard View)

Tap a guard's name to open that guard's own view of their app (**Guard View**). A yellow bar "Guard View: " shows you are looking at the guard's screens: their duty details and Activity, their Badge, and Info (data use and Hit record). You cannot answer alerts for the guard. Tap the back arrow, or the phone's Back button, to return to your own screens.



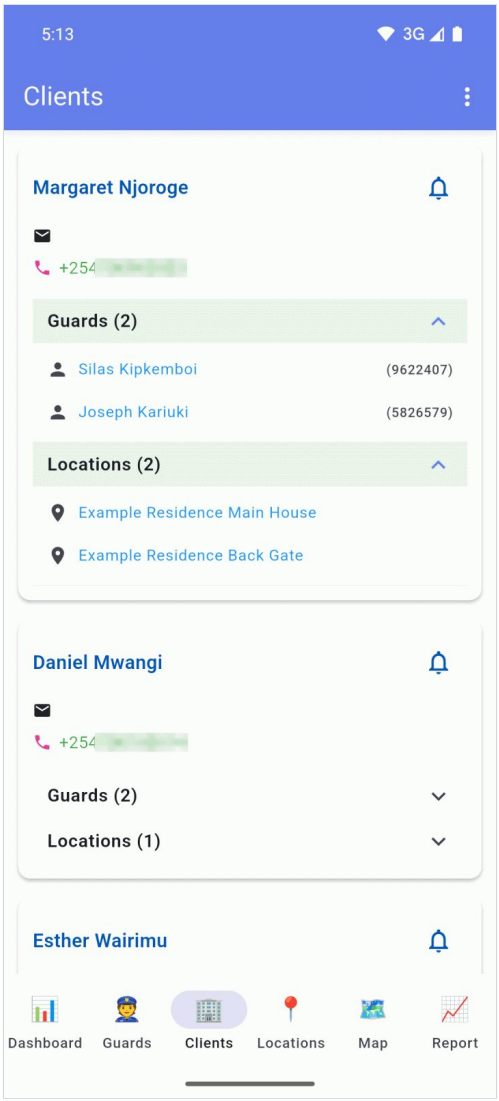
Guard View with Activity open

7. Your clients and notification copies

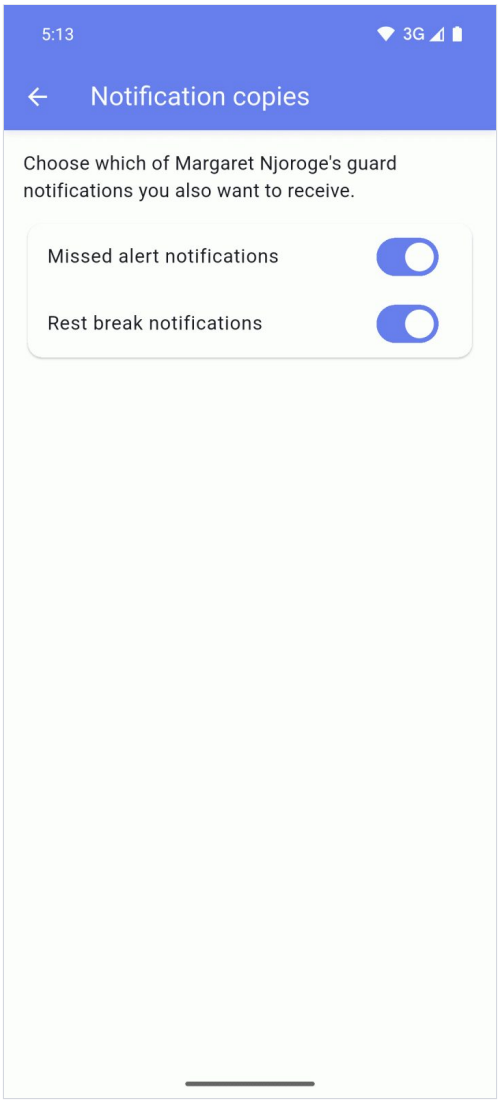
The **Clients** tab shows each of your clients with their guards and locations.

Tap the **bell** icon to the right of a client's name to choose which copies of that client's notifications you get. There are 2 switches:

- **Missed alert notifications** (this includes a guard not at the duty location at the start, which counts as a missed alert);
- **Rest break notifications**.



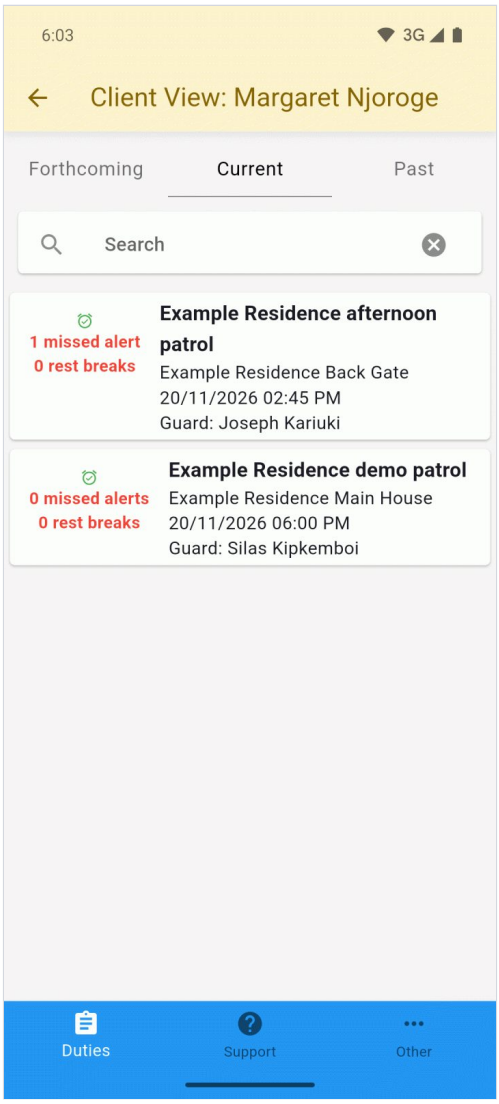
A client card open



The Notification copies page with its 2 switches

8. Seeing a client's screens (Client View)

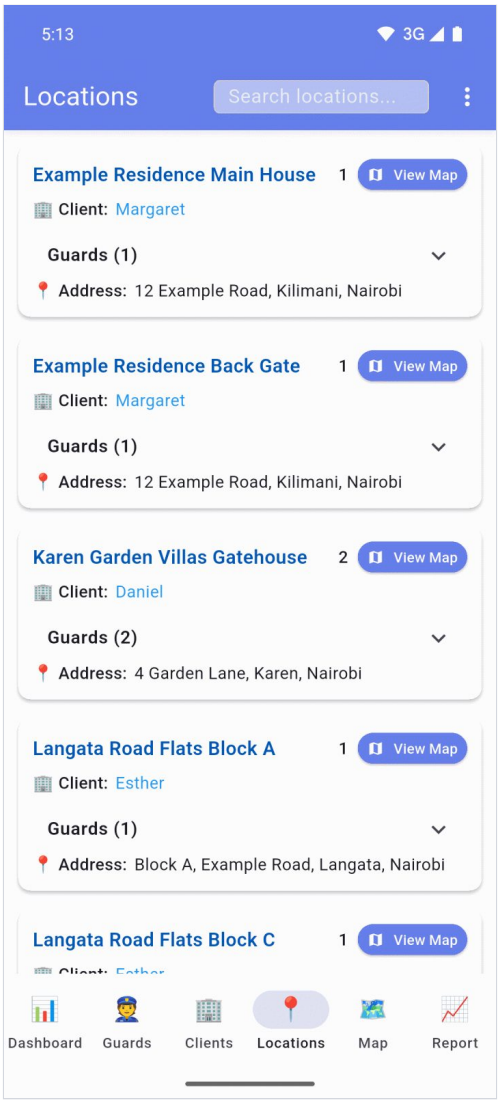
Tap a client and open **Client View**. A yellow "Client View" bar shows you are looking at the client's screens: their Duties, Support and Other tabs. Tap the back arrow, or the phone's Back button, to return to your own screens.



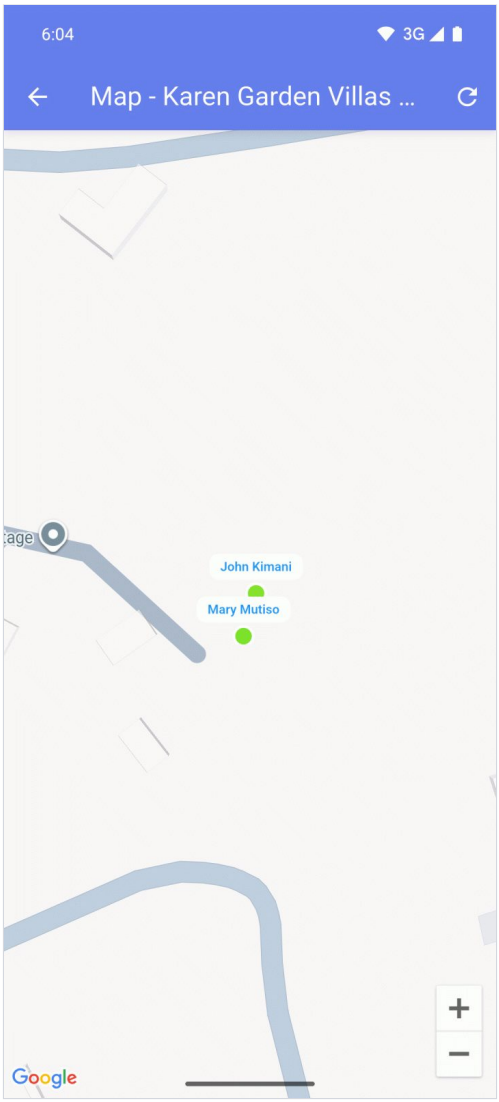
Client View on the Current tab

9. Locations

The **Locations** tab lists your clients' locations. Tap **View Map** to see the location with the guards there.



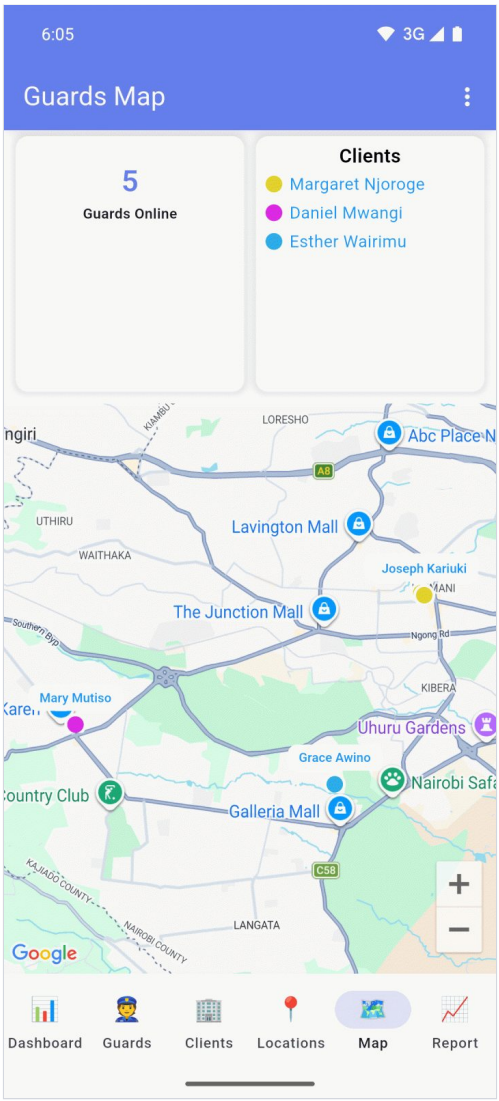
The Locations tab



A location's map with guard markers

10. The live map

The **Map** tab shows how many guards are online and where they are, with your clients listed by colour.

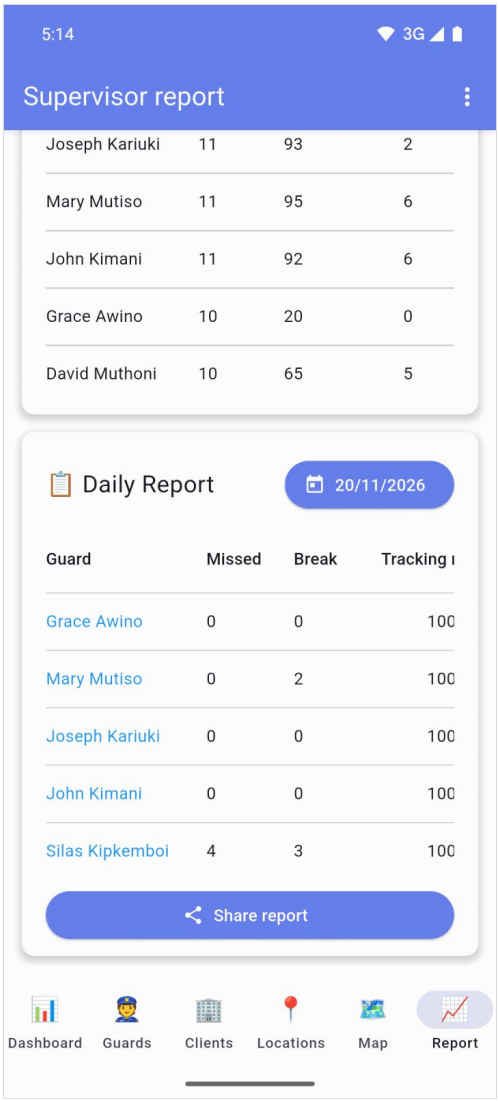


The Guards Map

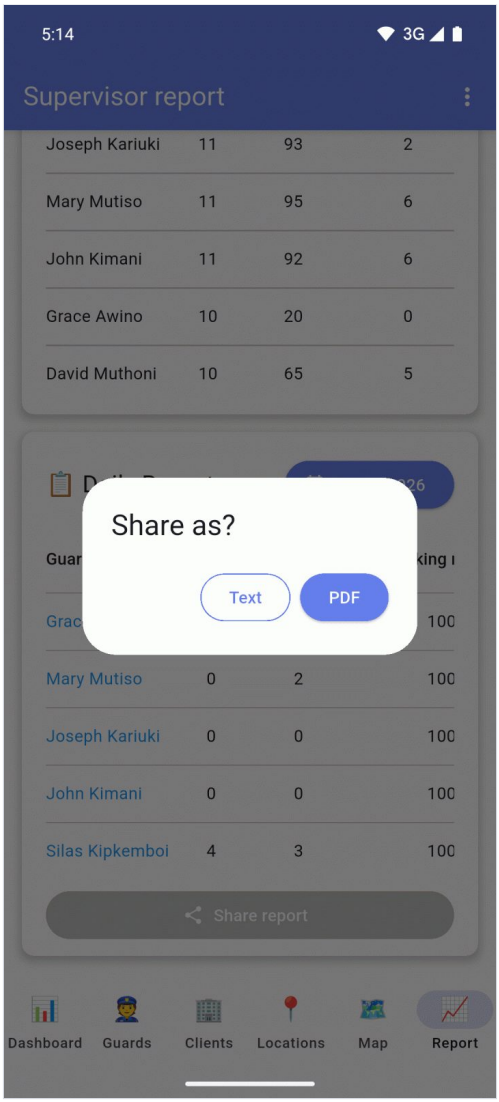
11. Reports and sharing them

The **Report** tab has the **Supervisor report**. Scroll down and sideways to see every column.

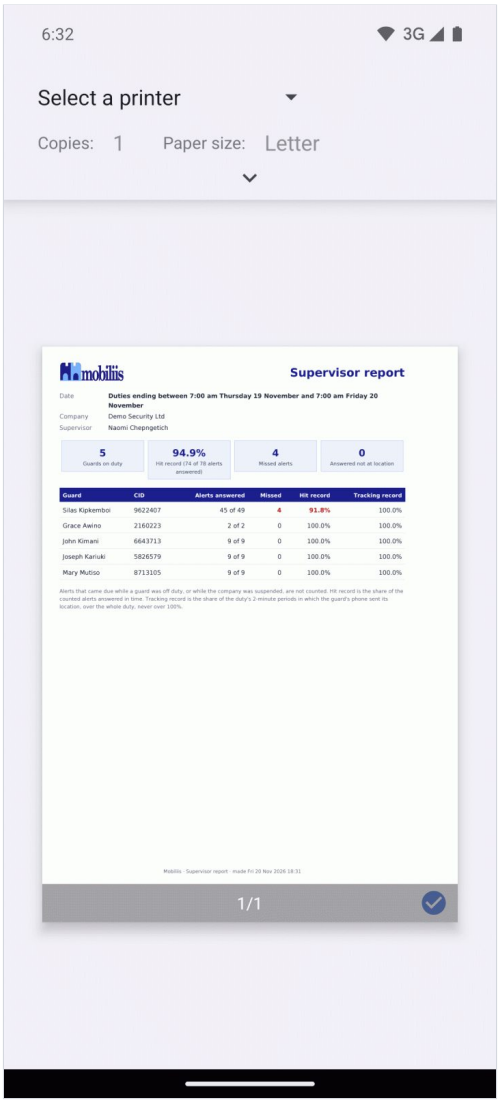
- **Monthly:** choose a month. **Hit record** is the share of alerts answered in time.
- **Daily:** choose a day (up to today). It covers 07:00 to 07:00. **Tracking record** is the tracking points received out of the points possible over the whole duty. Guards switched off duty for the whole day are not included.
- **Share report:** shares the daily report through the app you choose (for example WhatsApp). Mobiliis first asks "Share as?": **Text** sends a short summary message; **PDF** sends the full report as a PDF file with a one-line caption. If some guards' duties ended less than 5 minutes ago, the app first shows a box asking whether to **Wait 5 mins** for their final figures or **Send** now.



The Report tab, daily



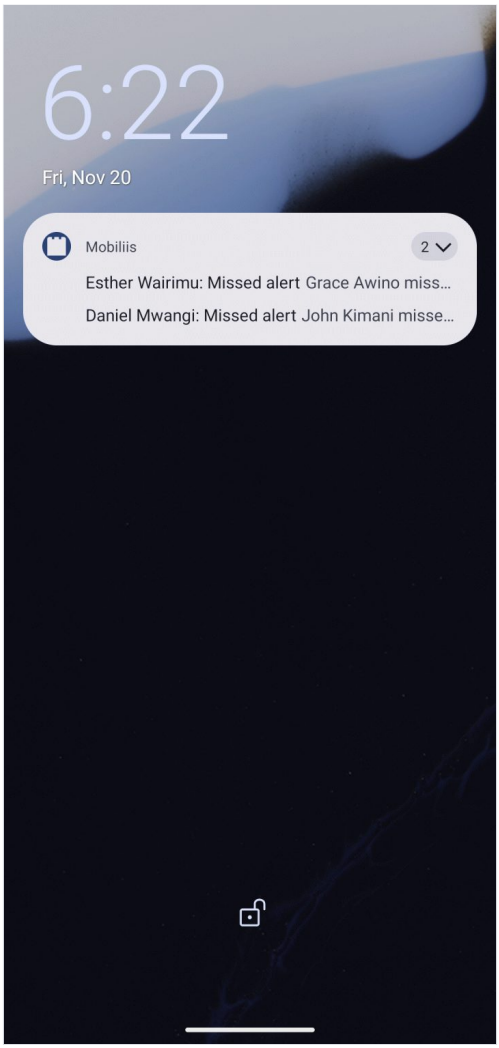
The "Share as?" question



The first page of the report PDF

12. Notifications you receive

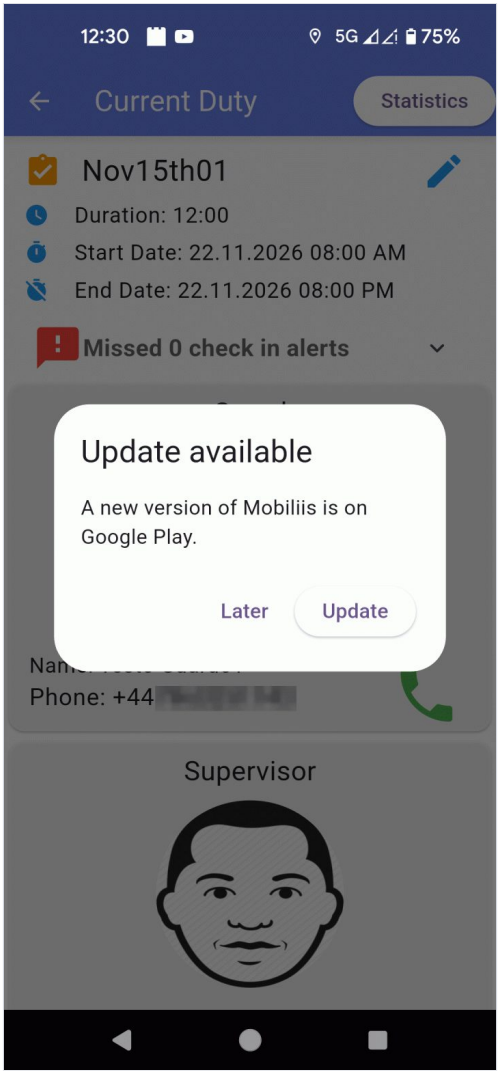
Copies of your clients' notifications are titled with the client's name and what happened, for example "Esther Wairimu: Missed alert, Grace Awino missed the 17:30 alert". Tap one to open that client's duty.



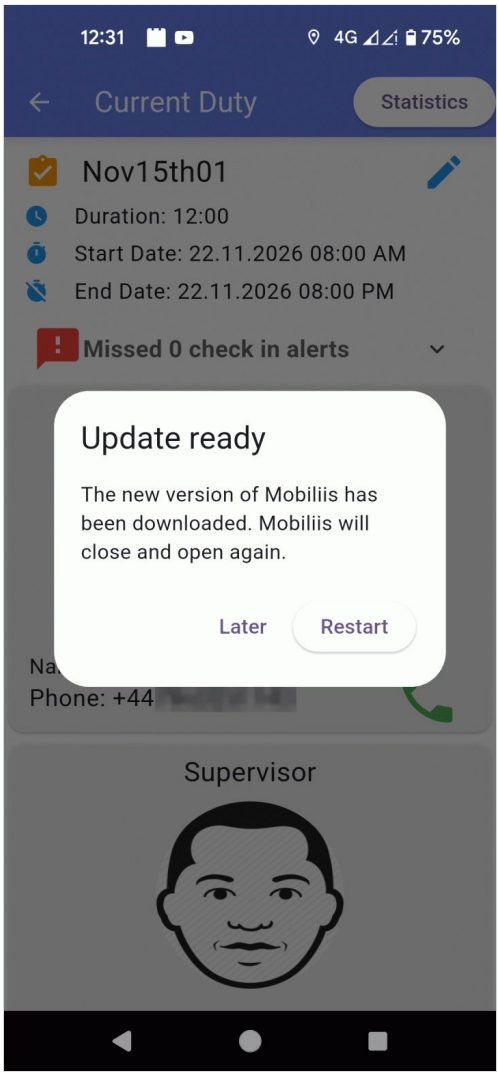
A copy notification on the lock screen

13. App updates, a suspended company, signing out

- When a new version is ready, the app shows **Update available**. Tap it to update from Google Play.
- When the download has finished, the app shows **Update ready**. Tap it to restart the app with the new version.
- If your company's account is suspended, a yellow banner says so and the lists are empty until it is reinstated.
- To sign out, tap the ⋮ menu, then **Sign out**.



"Update available"



"Update ready"