

FlexPatrol Mobile

User Guide

Security Patrol & Checkpoint Verification App

FlexSystems, LLC
Document Version 1.0

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1. Introduction

FlexPatrol Mobile is a checkpoint patrol and incident-verification app for security officers and facility technicians. Officers scan checkpoints in sequence around a route, answer any questions configured for that checkpoint, attach photos where needed, and record incidents. Completed rounds sync automatically to your FlexSystems back office over FTP.

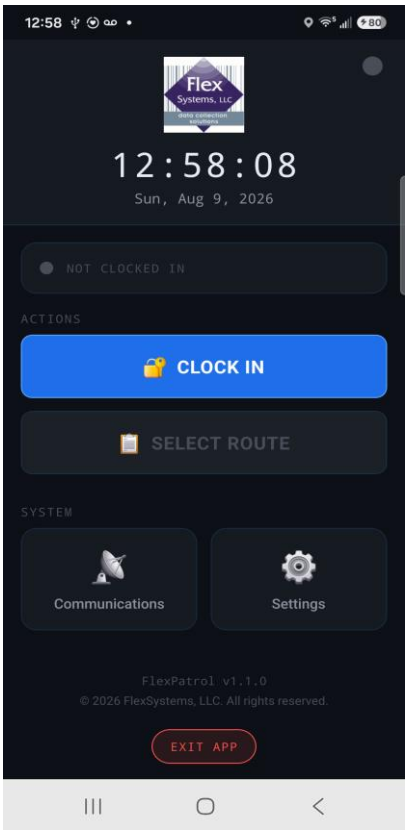
This manual covers day-to-day use of the app: clocking in, running a route, answering the different question types you may encounter, handling missed checkpoints, and syncing data.

2. Getting Started

Before your first shift, confirm with your administrator that:

- Your operator ID has been set up in the system and is included in the route data.
- FTP connection details for your site have been applied via Device Setup (your administrator will give you a QR code or NFC tag to scan).
- The app has permission to use the Camera and Location services on your device — you'll be prompted for these the first time each is needed.

> **Tip:** Run a sync from the Communications screen before your first shift so the route, checkpoint, and question data are downloaded to your device.



The Main screen before clocking in.

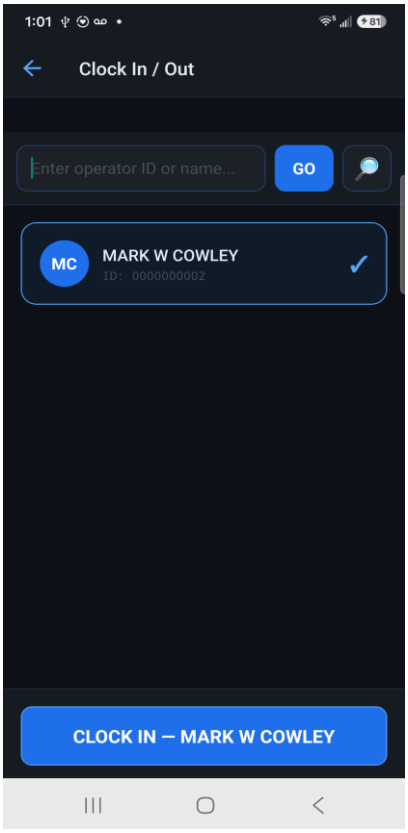
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3. Clocking In and Out

From the Main screen, tap CLOCK IN. You can identify yourself two ways:

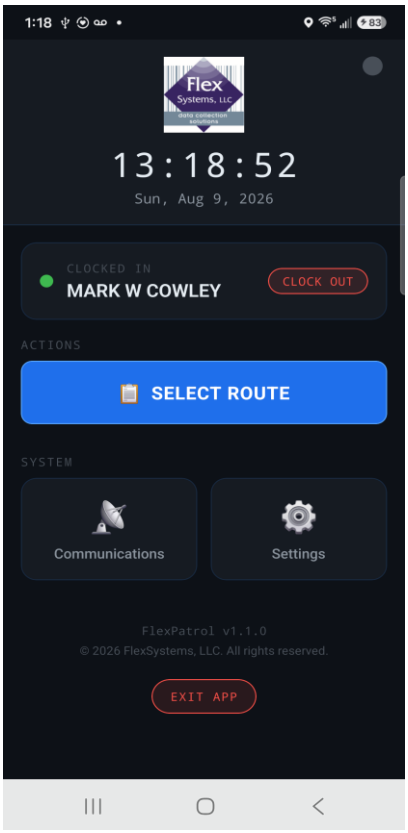
- Scan your ID badge with the camera or a connected barcode scanner.
- Type your operator ID or name into the search field and tap GO.

Once a match is found, confirm your name on the identification card and tap Clock In. To clock out, tap CLOCK OUT from the Main screen at the end of your shift.



Operator found - confirm and tap Clock In.

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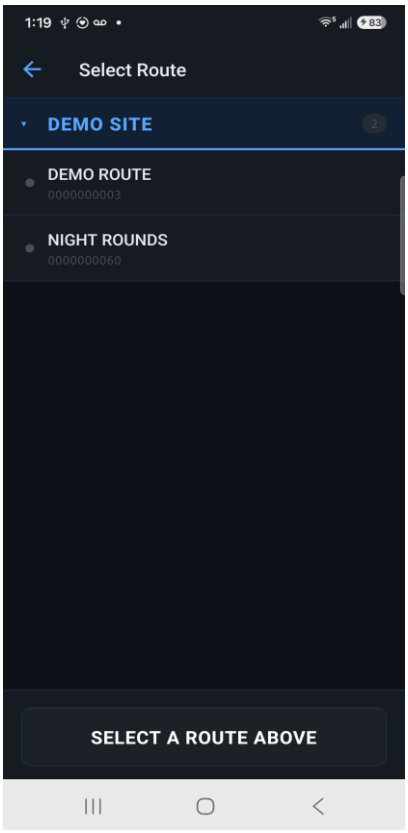


Main screen after clocking in.

4. Selecting a Route

Tap SELECT ROUTE from the Main screen (available once you're clocked in) and choose the route you've been assigned. This opens the Patrol screen, which lists every checkpoint on the route in order.

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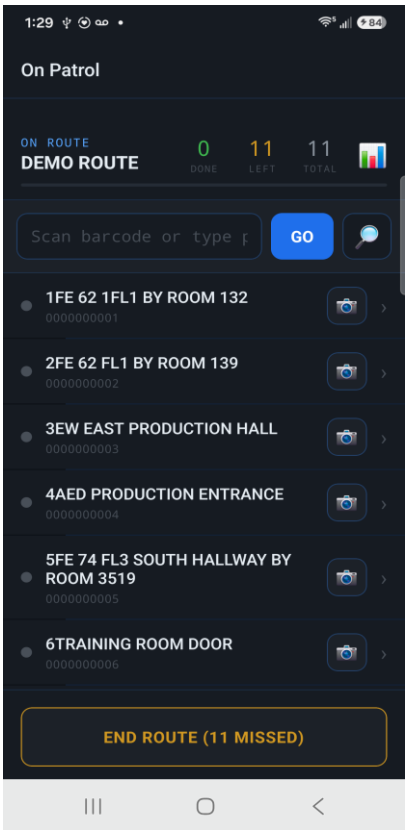
Choosing a route at Demo Site.

5. Working a Patrol

The Patrol screen shows your progress at a glance: how many checkpoints are done, how many remain, and the total for the route, along with a progress bar.

> **Note:** Checkpoints are listed alphabetically by description, not the order you'll physically walk the route, so you can find a specific one quickly. If a route's first checkpoint is configured as a FIRSTPOINT, it opens automatically the moment you begin the route — no scan needed — but only the first time you start it; resuming an in-progress route never re-opens it.

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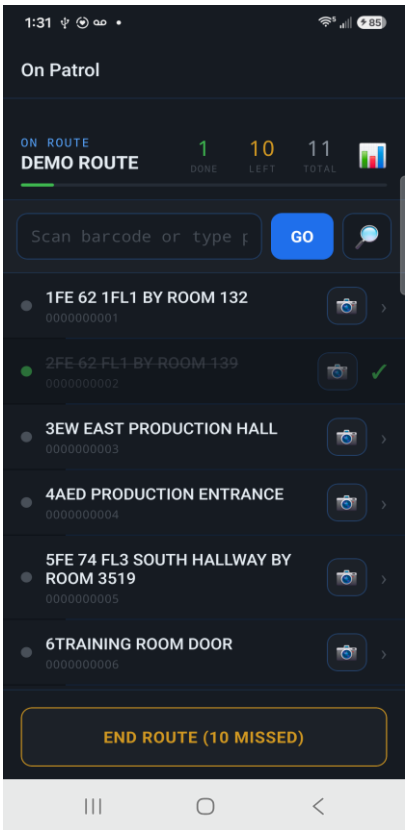
The Patrol screen, showing every checkpoint on the route.

Scanning a checkpoint

- Camera mode: tap the scan icon and point the camera at the checkpoint barcode.
- Wedge scanner mode: keep the entry field focused and scan with your connected Bluetooth/USB scanner — no camera screen needed.
- NFC mode: on devices with NFC hardware, tap the NFC icon and hold the phone near an NFC-tagged checkpoint.
- Manual entry: type the checkpoint ID directly into the field and tap GO.

A successful scan opens that checkpoint's questions, if any are configured, or records the visit immediately.

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A completed checkpoint shows a green check and strikethrough.

Attaching a photo

Tap the camera icon next to any checkpoint to attach a photo independently of the question flow — useful for documenting conditions at a location.

6. Answering Checkpoint Questions

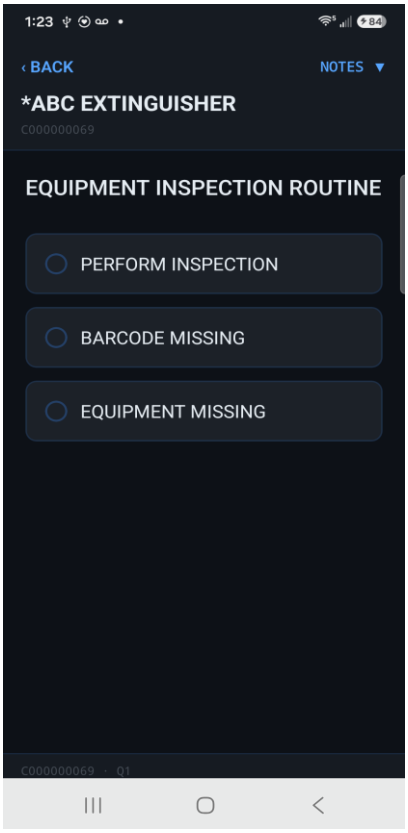
Checkpoints can be configured with different types of questions. You'll only ever see the types your administrator has set up for a given checkpoint.

Type	What you'll see
Yes / No	Two large buttons — tap the one that applies.
Multiple Choice	A list of up to five preset answers — tap one.
Text Entry	A free-text field for typing a value or note.
Numeric Range	A numeric field (e.g. a temperature reading). If your value falls outside the configured range, you'll be asked to Accept it or Edit it before it's recorded — so a typo doesn't get submitted by accident.
Multi-Select	A checklist — tap every option that applies, then confirm.

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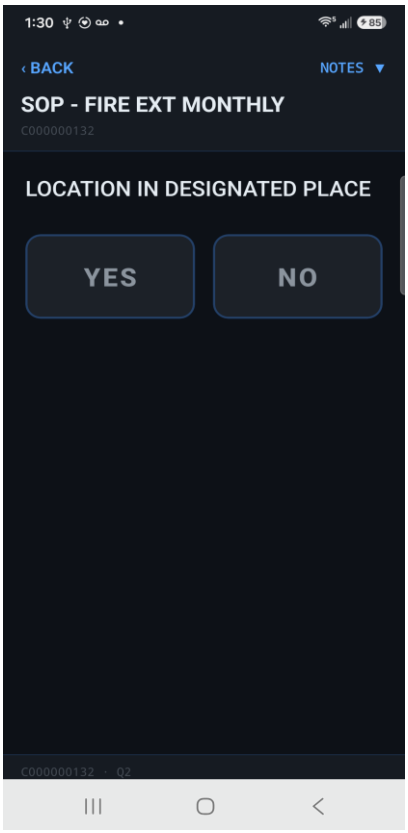
Asset / Barcode Scan	Scan an asset tag, or type its code manually.
Category List	A list of options loaded from your site's configuration (e.g. incident categories) — tap the one that applies. Some lists are multi-level (a Rollup list): tap a category to drill into its sub-options, tap Back to step up a level, and your final choice records the full path you drilled through.
Signature	Capture a signature to confirm the checkpoint.

Note: Some checkpoints jump straight into a shared question sequence (for example, a standard inspection checklist reused across many locations). Just answer the questions as they appear — the app records everything against the checkpoint you actually scanned.



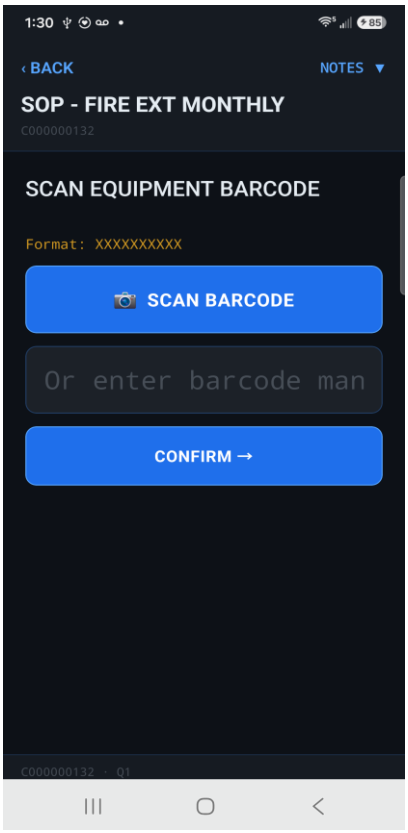
Multiple Choice.

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Yes / No.

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Asset / Barcode Scan.

7. Missed Points & Incident Reasons

If you end a route before visiting every checkpoint, the End Route screen lists which ones were missed. Before you can EXIT the route, you must select a reason from the incident category list — this is required so your administrator knows why a checkpoint wasn't completed. Some incident reasons open their own follow-up questions automatically.

8. Suspending and Resuming a Route

Tapping END ROUTE gives you three options:

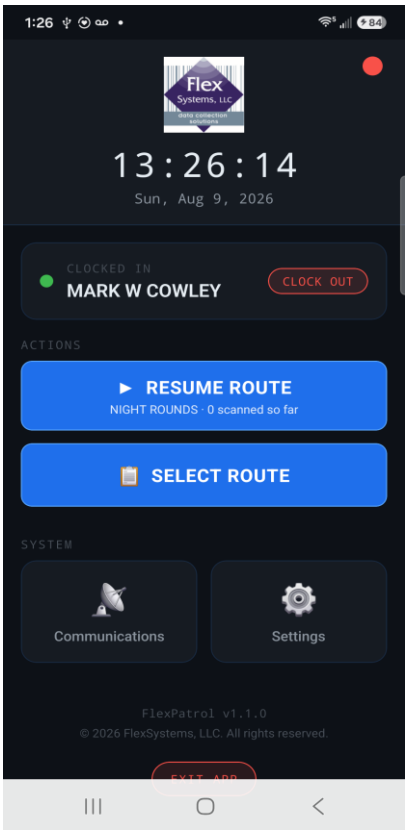
- CONTINUE — close the dialog and keep patrolling.
- SUSPEND — leave the route for now without finishing it. No incident reason is needed, and nothing is marked as missed. The next time you open the app, a RESUME ROUTE button appears on the Main screen showing your progress so far, letting you pick up exactly where you left off — even if the app was fully closed in between.
- EXIT — finish the route for good. Any missed checkpoints require an incident reason first (see previous section).

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The End Route dialog - Continue, Suspend, or Exit.

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After Suspend, the Main screen offers Resume Route.

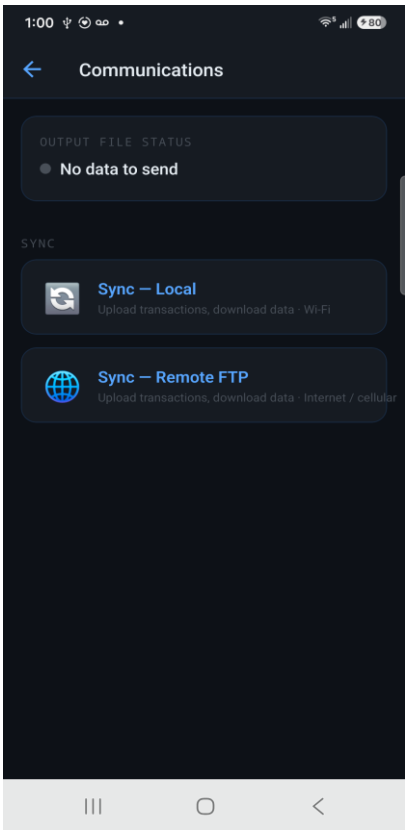
9. Syncing Data

Open Communications from the Main screen to see how many transaction records are waiting to be sent. You can sync two ways:

- Sync — Local: for when you're on the same Wi-Fi network as the FTP server.
- Sync — Remote FTP: for syncing over the internet or cellular data.

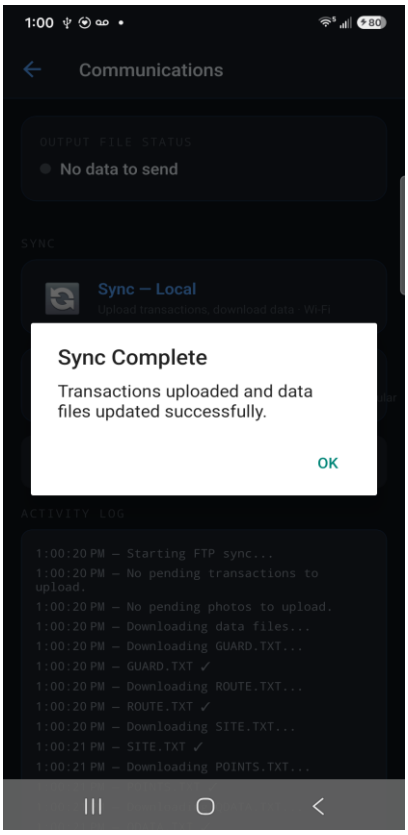
A sync uploads everything you've recorded, clears it from the device, and downloads the latest route, checkpoint, and question data for next time. If Auto-Sync at End of Route is turned on in Device Setup, this happens automatically every time you EXIT a route, with no extra steps required. If that automatic sync fails — no network, server unreachable — a banner appears on the Main screen explaining why, with a SYNC NOW button to retry immediately; it clears itself as soon as a sync succeeds, or tap Dismiss to hide it.

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The Communications screen.

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A completed sync, with the activity log.

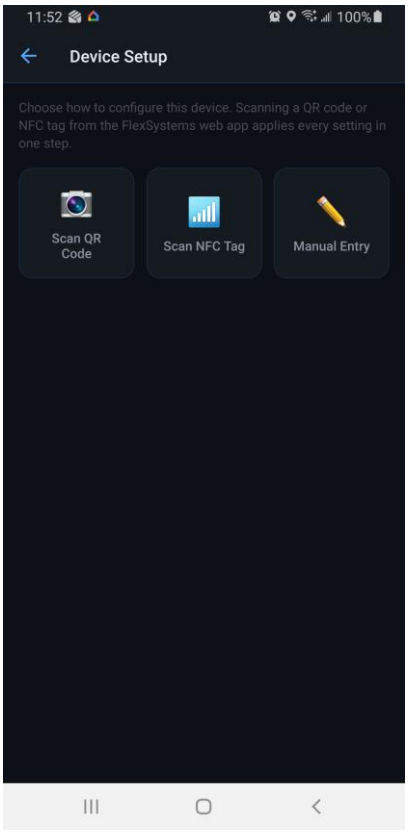
10. Device Setup

The app has no manual settings screen to fat-finger a typo into. All device configuration — FTP server details, GPS Checkpoint Tagging, Auto-Sync at End of Route, Enable Camera, and Barcode Scanning mode — comes from Device Setup on the Main screen, which offers three ways in:

- Scan QR Code — scan a code generated by your administrator in the FlexSystems web app with the phone's camera.
- Scan NFC Tag — hold the phone near an NFC tag written with the same configuration, on devices with NFC hardware.
- Manual Entry — type the FTP host, port, username, password, and folder paths directly into the device, and set the toggles and scanning mode by hand.

Scanning a QR code or NFC tag applies every setting in one step; Manual Entry is there as a fallback when scanning isn't practical.

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The Device Setup screen.

11. Other Screens

Data Files

Shows the status of the route, checkpoint, and question data currently loaded on the device, and when it was last refreshed.

Route History

Review checkpoints completed so far on the current route.

12. Troubleshooting

- "No data to send" on the Communications screen — this is normal if you've already synced; there's nothing pending.
- Sync fails — confirm you have a network connection and that your FTP details in Device Setup are correct. Try Sync — Local if you're on-site Wi-Fi, or Remote FTP otherwise. If this happened during an automatic end-of-route sync, the Main screen shows a banner with the specific error and a SYNC NOW button — tap it once the connection issue is resolved.

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- Barcode won’t scan — make sure Camera permission is granted, or switch to Wedge Scanner mode in Device Setup if you’re using external hardware.
- A checkpoint’s options list is empty — sync from Communications to make sure the latest configuration files have been downloaded.

For issues not covered here, contact your FlexSystems administrator.

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