

MSR Freemium Edition Guide

My Profile

Your Phone Number - will appear in notification emails to monitoring centres so they can call you for welfare check etc.

Your Company - will appear on the final docket document

Company Phone Number - will appear on the final docket document

Licence State - will appear on the final docket document (only complete when you are ready to be verified by MySecurityReport as a qualified security user)

Licence Number - your personal licence number which will appear on the final docket document (only complete when you are ready to be verified by MySecurityReport as a qualified security user)

Time On Site - use this setting according to your own business policy as to how much inclusive time is provided at site during responses before extra charges are incurred. MSR will calculate and report the extra time over this value.

Unverified - provides an opportunity to use MSR in a safe 'demo mode' where email notifications normally sent directly to the monitoring centre are instead sent directly to the users email account. Practice a few times in this mode selecting only 'DEMO Monitoring' for the jobs.

Verified - This creates a request whereby your user profile and security licence number is checked against State authority records to validate the user as a legitimate industry participant. It can be a few hours before verification is completed. An email notification is sent.

Add New Site

Site Address - Type in either the premises or business name and/or address for the app to autocomplete a search for possible matches. The app will only provide address options within a reasonable geographic operating range to your current position.

Site Name - Create a short or abbreviated address that will be retained and searchable in future when creating a new job. It will appear as the site name on a docket, and the full address will also appear on the docket. In the Freemium Edition sites are saved for future use for the individual user and they are not shared with other MSR app users.

Create New Job

Monitoring Centre - An extensive non-editable picklist of available Australian Monitoring Centres stored within MSR for selection by verified users.

Non verified users must use DEMO Monitoring as the selectable option.

If the monitoring centre you need is missing please request the addition by emailing the details to info@mysecurityreport.com.

Site - Select site name from the site details you have previously added.

Bill To - If the Monitoring Centre or Site Name button is selected it will appear on the docket document. If Other is selected a free text field is provided to record a different billing entity.

Job Number - This will accept any combination of letters, numbers, or special characters to suit all provider formats.

Description - for recording the job instructions provided by monitoring centres. This will automatically appear on the email notification to monitoring centres after arrival at site and will be recorded on the docket as Description of Incident.

Pending Jobs

Job acceptance time and date - on job screen and will appear on the docket. Location reference is also recorded and available in user reports

Countdown timer for job ETA - on job screen and is calculated according to industry and Australian Standards. This may be incremented by adding a delay. It incorporates Green-Amber-Red traffic lighting displays, and thereafter an Overdue status value.

Arrival time for job ETA - actual expected time for arrival on site to be within response time standard. This will change according to delays.

Site name screen section - pressing this will invoke the map directions functions of the mobile device.

Monitoring centre screen section - pressing this will invoke the phone dialler function.

Add Delay - Invokes a text screen where a monitoring centre operator approval reference can be recorded. The delay can be added in 5 minute increments. Multiple successive delays can be added. Delay details will automatically appear on the completed response email notification to the monitoring centre but not on the attached docket. Details will also appear on user reports.

I Have Arrived On Site - records the actual time and will appear on the docket. Location reference is also recorded and available in user reports. It commences a new timer to record time spent at site.

On Site

Time Counter - records the time spent at site between 'I Have arrived On Site' and 'Complete'

Add Findings & Photos section - select from a drop down list of quick pick Findings and/or add additional text findings which will be sent in the completed response email notification to the monitoring centre and recorded on the docket in the Actions Taken section. If you have suggestions for the inclusion of other quickpick phrases please email the details to info@mysecurityreport.com.

Take Photos - capture and then Add a single or multiple photos which will be sent as separate attachments with the docket in the completed response email notification to the monitoring centre.

Complete - records the time on the docket as Departed Site and the location reference is also recorded and available in user reports.

Star Ratings & Feedback - enables the user to score their experience of the interaction and communicate directly with the monitoring centre without this information appearing on the docket. It is sent in the completed response email notification to the monitoring centre and will also appear on user reports.

Report

Specifying a time period enables the retrieval of all data and metadata associated with each job as a .csv file format for easy sorting and manipulation in a variety of other programs. Reports are emailed directly to the user via the MSR server. There are 32 data and metadata values for each job in the report, listed below.

User Name (as per profile entry)

Bill To (determined by 'monitoring', 'site' or 'other' selection)

Docket Number (MSR sequential and unique number)

Date (when job commenced)

Job Number (user input)

Monitoring (as per user selection)

Site Name (selected from addresses input, may or may not have been geo-located and validated)

Job Description (text entry by user)

Time Accepted (system generated)

Location (records the current lat/long when job accepted)

Time Delay Requested (system records the actual time it was added)
Time Agreed (user defined value in five minute increments)
Authorisation (user input creating a reference agreed with the monitoring centre)
KPI Response Time (the actual time recorded between Accept job and I Have Arrived On Site)
Acceptable Response Time (the KPI time based on day/time standards)
Exceeded Response Time KPI (if numeric value >0 it signifies late arrival)
Arrival Job Start Time (actual time Arrived at Site)
Start Job Location ((records the current lat/long when Arrived at Site)
Start Job Location Verified (system value 'Y', 'N', 'N + radius value (in metres))
Site Report (text description entered by user)
End Job Time (actual time when the job was Completed)
End Job Location (records the current lat/long when Completed job)
End Job Location Verified (system value 'Y', 'N', 'N + radius value (in metres))
Job Cancelled ('Y' or 'N' system value)
Cancellation Reason (mandatory text input description by user)
Inclusive Service Time (value determined from user profile setting)
Service Time on Site (actual recorded elapsed time from I Have Arrived On Site to Complete)
Exceeded Inclusive Service Time on Site (calculated as Service Time On Site - Inclusive Service Time)
Docket (unique url to .pdf file docket storage)
Photos (unique url to photo file(s) storage)
Star Rating (value between 1-5)
Feedback (optional text description from user)

Additional Help

Alternatively also watch the video on the website here:

<https://www.mysecurityreport.com/preview-of-msr>

End.