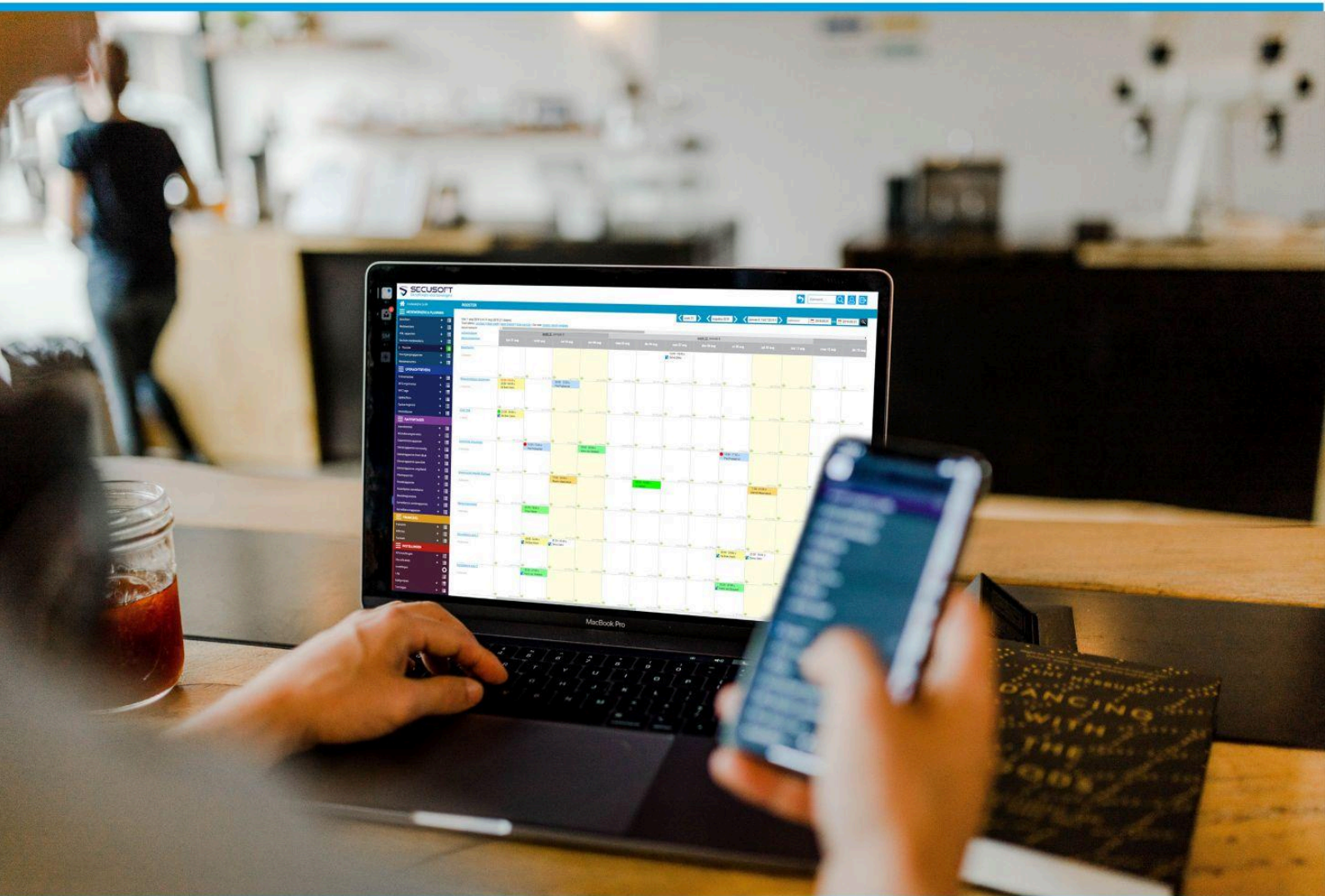


QUICK START

Manual for security professionals



SECUSOFT

Software for security guards

In this manual we will walk you through the start-up step by step, so that you can get started right away.

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Security Professionals Manual | SECUSOFT

When logging into Secusoft for the first time, you may need a moment to find your way around. Where is everything located? How do you create a report? Where can you change your password, and how do you check in or out for a shift?

In this **Quick Start Guide for Security Professionals**, we've listed the most commonly used functions for security officers, each with a short explanation.

We also offer an extensive Knowledge Base and a YouTube channel with instructional videos where you can find answers to many questions.

If you can't figure something out, please consult your employer, as they are in contact with our support team.



Welcome to Secusoft!



1. Login

Download the Secusoft app or go to your company's Secusoft page using the link/web address provided by your employer.

It should look like this:

<https://companyname.secusoft.nl/>

- Enter your **username** (provided by your employer).
- Enter your **password**. You may have received an activation link to set your own password, or your employer may have assigned one to you. Your password must have at least *medium strength*, meaning at least 5 characters, and a mix of uppercase and lowercase letters, numbers, and symbols.
- Click **Login**.

We also have a [YouTube tutorial](#) in Dutch that shows you how to log in step-by-step.



Forgot your Secusoft password?

You will need to request a password reset from your employer. For security reasons, there is no automated reset option.



Features and functions

You'll find the colored menu on the left-hand side. This contains all key functions and options available to you. If you don't see the colored menu, your dashboard may still be collapsed. Click the three horizontal lines in the top-left corner to expand it.

The blue icon (profile settings)

If you logged in using a password created by your employer, we recommend changing it. Click the **blue person icon** at the top right to open your account. Enter a new password and then click the **green "Save" button** at the bottom right.



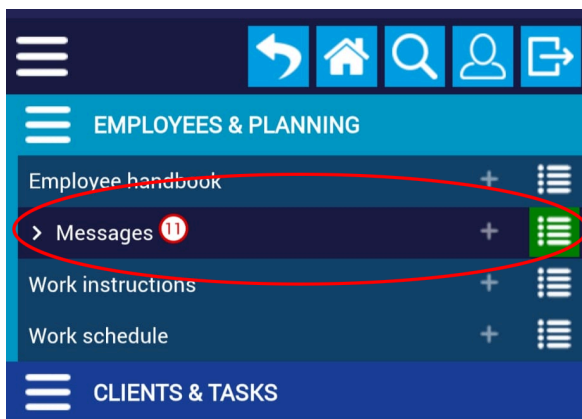
2. Setting up the app

All Secusoft users can use the Secusoft mobile app free of charge. Here's how to set it up for the first time. If you prefer not to use the app, no problem, you can access Secusoft via your mobile browser or computer.

Follow these steps to get started:

1. Download the Secusoft app.
2. Enter your employer's web address and your username, then click Next.
3. If both are correct, you'll see a message confirming that your device has been assigned. You can now log in and start using the app.

3. Reading your messages



Secusoft has its own message inbox, found in the light blue menu on the left. Click the three lines next to "Messages" to view your inbox.

The plus (+) icon next to "Messages" only works if your employer has authorized you to send messages. If not, the icon will be inactive and grey coloured.

4. Viewing your work schedule

To view your schedule, click the three lines next to "Schedule" in the blue menu (top left). Your schedule will now be displayed. You can filter your view by today, this week, this month, or this period (four weeks), clickable in small blue text above your schedule.

You can also indicate when you are unavailable. If you don't specify anything, your employer will assume you are available. To update your availability, click "Are you available this day or not? Enter", then click the green "Save" button at the bottom. If you don't see this option, your employer has not activated it.

The plus icon next to "Schedule" will only be clickable if your employer has authorized you to create schedules, normally available to planners only.



5. Adding a service report like duty or alarm

A key part of Secusoft is creating reports or alarm logs. The system is designed to help you save time wherever possible. You'll find Reports in the purple section of the menu.

To add a new alarm or duty report, click the plus (+) icon next to the relevant report type. To view your existing reports, click the three lines next to the plus icon.

6. Checking in and out of shifts

If your employer requires you to check in at your location before starting your shift, you'll see this option on your Secusoft dashboard.

It's important to allow Secusoft access to your GPS location.

We only collect location data during active app use and for the following purposes:

- Registering shift start and end times
- Scanning a QR code
- Scanning an NFC tag
- Certain reports, but only when you manually select "Retrieve GPS location"

Statement on GPS data usage in Secusoft

We take data security very seriously and have implemented strong measures, including ISO 27001 certification. You can read our full GPS Policy here:

<https://www.secusoft.com/our-communication-policy-ptf2110>

Starting your shift on location

Only press the green "Start Shift" button when you are actually at your worksite. Secusoft will then capture your GPS location, verifying your presence for both you and the client. For the most accurate location, use your smartphone.

7. Logging out

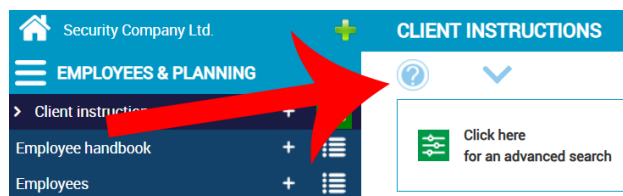


When you're done using Secusoft and have saved your last action via the "Save" button, log out by clicking the exit icon at the top right, next to your account icon. You are now logged out.



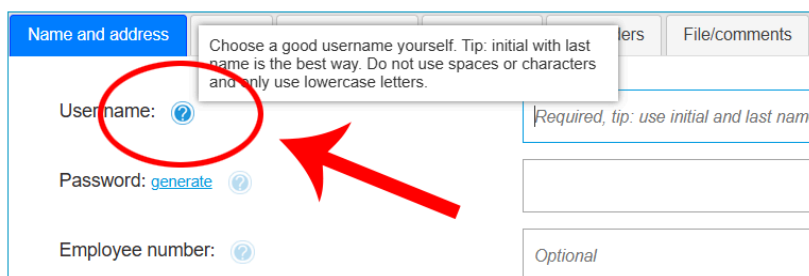
Help with modules

If you need more information about a specific function, click the question mark icon at the top of the screen. A menu will open explaining what the module is, who can use it, and what it does.



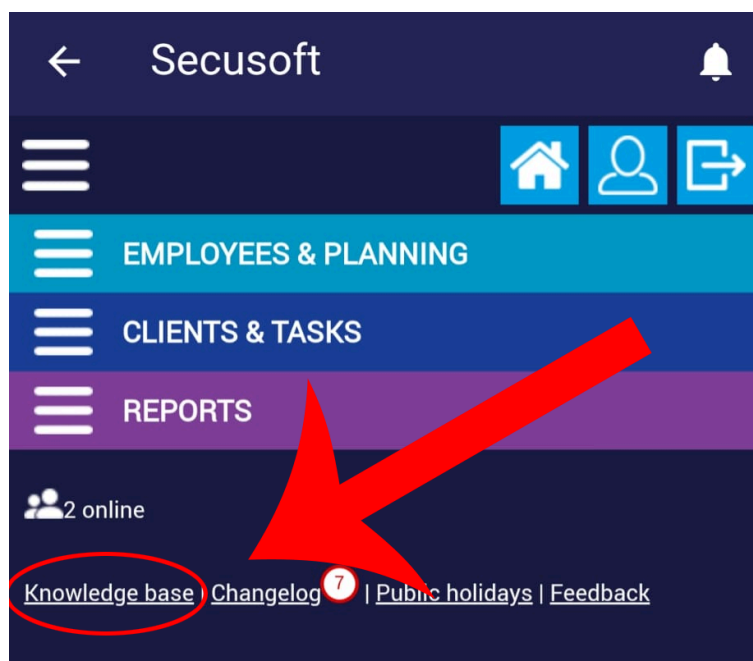
Help with form fields

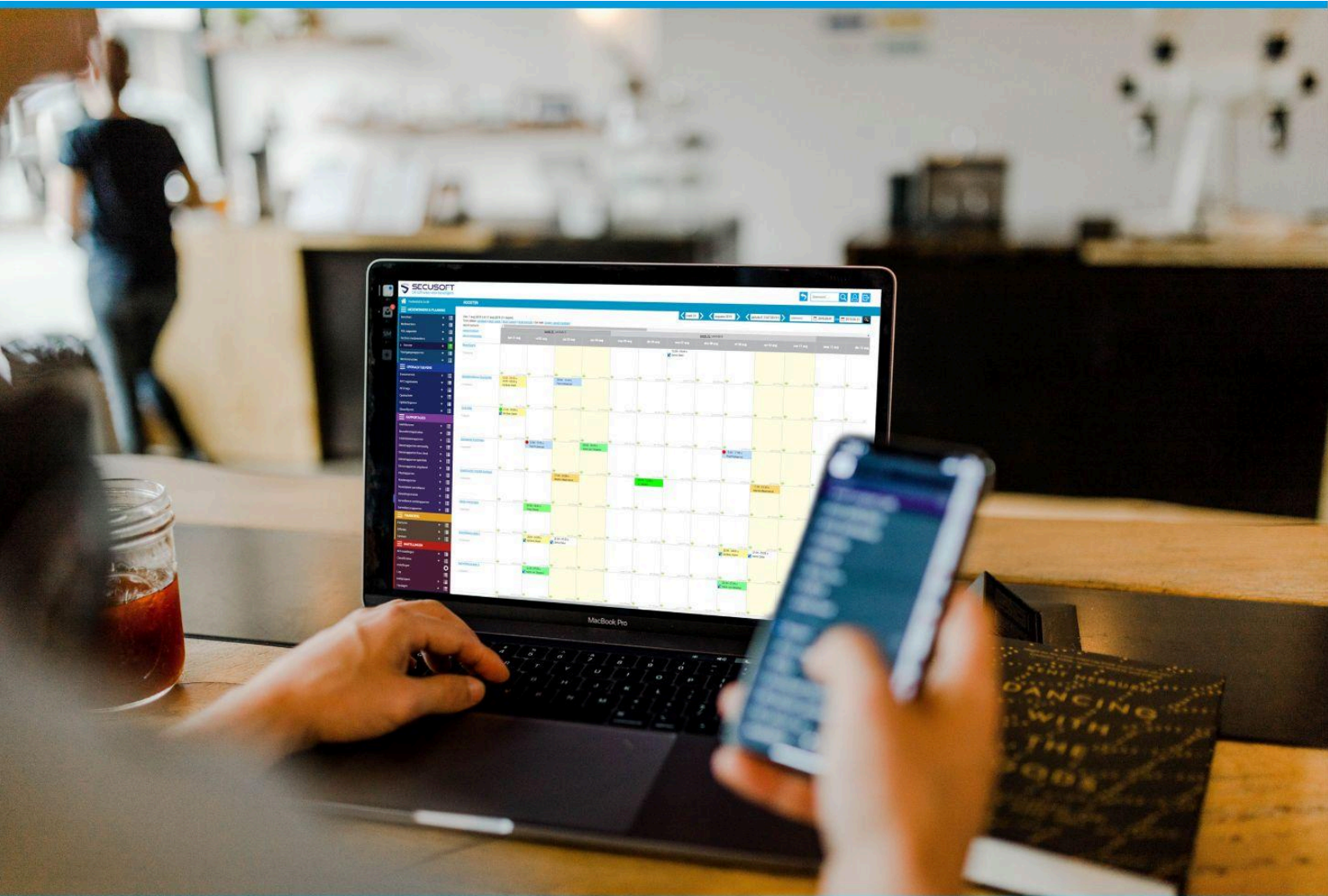
If you're filling out a form and unsure what's being asked, click the **small question mark icon** next to the field. A short explanation will appear describing what information you need to provide.



Find answers in the Knowledge Base

Many common questions are covered in the Secusoft Knowledge Base. The link to the Knowledge Base can be found just below the menu.





SECUSOFT

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