



Security Routes

Marketing & User Guide

Security Routes helps organisations schedule patrols, scan checkpoints and monitor rounds in real time from the field to the web office.

One connected patrol workflow



Create scheduled routes

Plan patrol routes with multiple checkpoints, time windows and recurring schedules.



Scan QR / NFC / beacon checkpoints

Use QR, NFC or beacon tags to confirm you are at the right location, at the right time.



Start and complete patrols

Follow your assigned route, scan each checkpoint and complete the patrol in the Ontouch app.



Track progress live

See patrol status, last seen location and missed checkpoints in real time on the web dashboard.



Review route reports

Access detailed reports with scan times, locations, exceptions and completion history.





What are Security Routes?

Security Routes lets organisations create scheduled patrols with checkpoints around a site. Guards can scan QR codes, NFC tags or beacons to confirm each visit, while managers monitor progress in real time.



Scheduled patrols

Create recurring patrol routes with checkpoints, time windows and custom schedules.



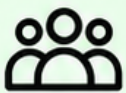
Checkpoint scanning

Guards scan QR codes, NFC tags or beacons to confirm they've visited each checkpoint.



Real-time visibility

See patrol progress, last seen locations and missed checkpoints on the web dashboard.



Team accountability

Ensure guards complete their assigned routes and follow site procedures.



Detailed route reporting

Access detailed reports with scan times, locations, exceptions and completion history.



03 Using Security Routes in the App

Guards can view their scheduled rounds in the Ontouch app, see the route time and duration, start the route when available, scan QR / NFC / beacon checkpoints, add a comment if needed and complete the round.



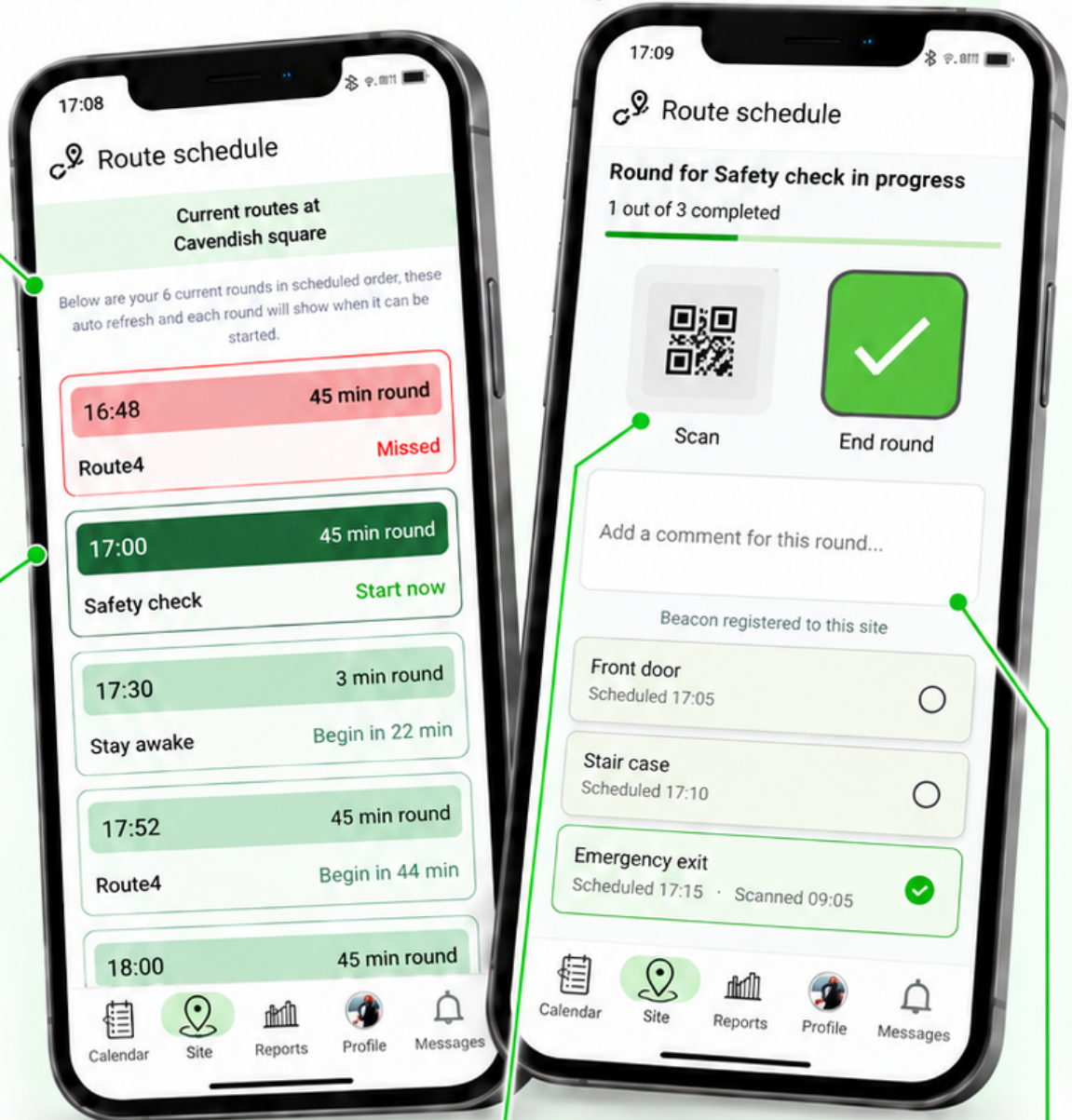
View scheduled routes

See all your upcoming rounds in order with the scheduled time.



See route duration and status

Each round shows the start time, duration and current status (e.g. Start now, Begin in, Missed).



Scan QR / NFC / beacon checkpoints

Use the camera to scan QR codes, or use NFC and beacon checkpoints at each location on your route.



Add a comment and complete the round

Add a note if needed, then end the round once all checkpoints are completed.



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Routes Operations Live View

Supervisors can see a live overview of patrol activity across sites, including patrols not started, patrols moving too fast or too slow, and recently completed patrols.



Routes operations live view
Auto-refreshes every 1 minute

 **Close**

**Patrols not started**
Due this hour

3

Scheduled	Site	Route	Delay
12:00	Golden Acre Unassigned	Safety check	30 min late
12:06	Cavendish square Unassigned	Stay awake	24 min late
12:30	Table bay- East Unassigned	Safety walk	0 min late

**Patrols going very fast**
Actual scans are ahead of expected point timing

1

Started	Site	Expected	Actual	Ahead
12:28	Cavendish square Route4	25 min	2 min	23 min fast

**Patrols going very slow**
Actual scans are behind expected point timing

0

Started	Site	Expected	Actual	Behind
No patrols are currently flagged as too slow.				

**Patrols completed in the last 2 hours**
Accuracy and route speed summary

1

Start	End	Site	Route	Guard	Accuracy	Expected	Actual	Speed
12:10	12:12	Cavendish square	Safety check	Nadia Carter	100% 3 / 3 points	15 min	1 min	Very fast



See patrols not started

Quickly identify patrols that are due but not yet started.



Spot routes that are too fast or too slow

See when patrols are moving ahead of or behind expected timing.



Review recently completed patrols

View completed patrols with accuracy, timings and route speed details at a glance.



Auto-refreshes for live visibility

The live view updates automatically every minute.

05 Reports Dashboard

View route performance across the selected period, compare completion rates, see overall rounds status and quickly identify sites or routes that need attention.



Track completion rates by site and route

See how each site and route is performing over the selected period.



Identify missed rounds and problem areas

Quickly spot routes or sites with low completion rates so you can take action.



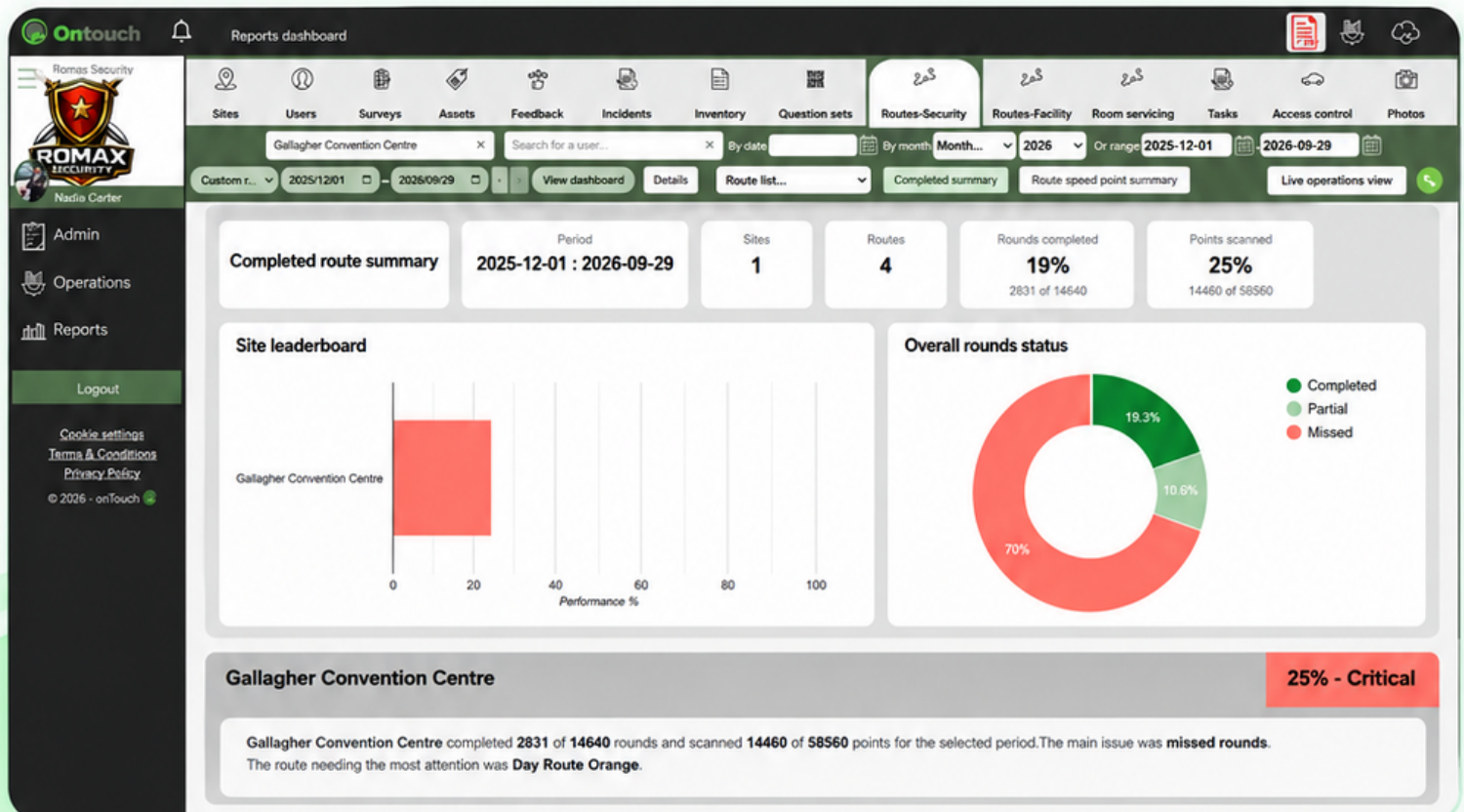
See clear charts and statistics

View visual summaries of completed, partial and missed rounds.



Use the dashboard to focus follow-up

Pinpoint the sites or routes that need the most attention and improve performance.





Detailed Route Reports



[Admin](#)
[Operations](#)
[Reports](#)
[Logout](#)

[Cookie settings](#)
[Terms & Conditions](#)
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Reports dashboard

Gallagher Convention Centre

Search for a user...

By date
June
2026

Or range

Monthly
June 2026
View dashboard
Details
Route list...
Completed summary
Route speed point summary
Live operations view

Route speed point summary

Period
2026-06-01 : 2026-06-30

Rounds analysed
2400

Good
0

Warnings
1

Problems
16

Bad timing gaps
40

Missed points
9542

Gallagher Convention Centre

Average completion: 1%

Day Route Blue

Timing between points for this route

Rounds
600

Good
0

Warnings
0

Problems
1

Bad gaps
1

Missed points
2398

Avg completion
0%

Avg duration
0 min

Day Route Green

Timing between points for this route

Rounds
600

Good
0

Warnings
0

Problems
5

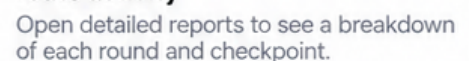
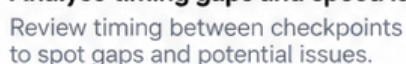
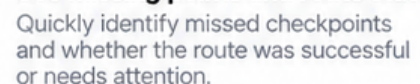
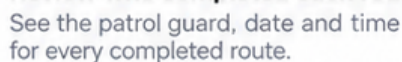
Bad gaps
11

Missed points
2384

Avg completion
1%

Avg duration
0 min

Attention: This route has 5 problem round(s) and 2384 missed point(s) in the selected period.



07 Route Maintenance and Setup

Administrators can create and maintain routes on the website, assign them to sites, define checkpoints, set the order of completion, add time from last point, link question sets and control route settings such as tolerances and durations.



Create site routes

Set up routes for each site and assign a clear name and purpose (e.g. safety check, night patrol).



Add and edit checkpoints

Create, edit and manage checkpoints within each route, including names and whether they are active.



Set scan order and timing

Define the order of completion and add time from the last point to guide patrol pacing.



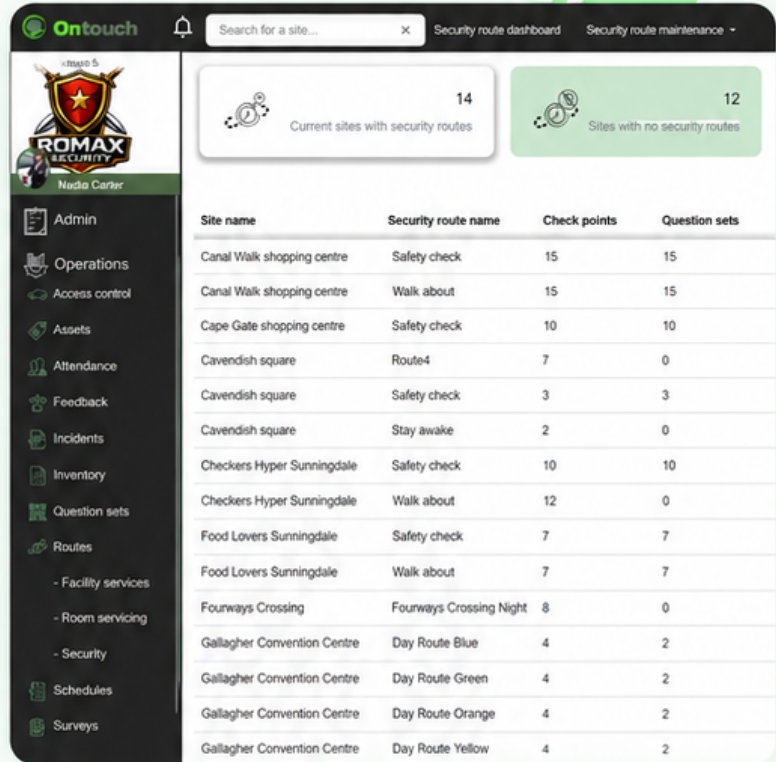
Link question sets

Assign question sets to checkpoints to capture required answers, observations and evidence in the field.

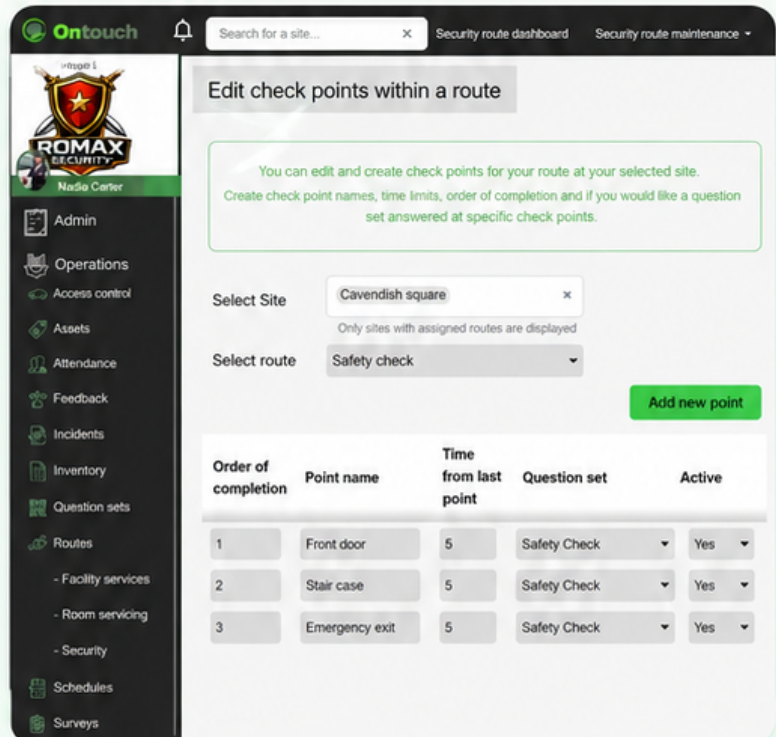


Control route tolerances and durations

Set start tolerances, minimum and maximum durations and other route rules to ensure patrols are completed correctly.



Site name	Security route name	Check points	Question sets
Canal Walk shopping centre	Safety check	15	15
Canal Walk shopping centre	Walk about	15	15
Cape Gate shopping centre	Safety check	10	10
Cavendish square	Route4	7	0
Cavendish square	Safety check	3	3
Cavendish square	Stay awake	2	0
Checkers Hyper Sunningdale	Safety check	10	10
Checkers Hyper Sunningdale	Walk about	12	0
Food Lovers Sunningdale	Safety check	7	7
Food Lovers Sunningdale	Walk about	7	7
Fourways Crossing	Fourways Crossing Night	8	0
Gallagher Convention Centre	Day Route Blue	4	2
Gallagher Convention Centre	Day Route Green	4	2
Gallagher Convention Centre	Day Route Orange	4	2
Gallagher Convention Centre	Day Route Yellow	4	2



Edit check points within a route

You can edit and create check points for your route at your selected site.
Create check point names, time limits, order of completion and if you would like a question set answered at specific check points.

Select Site:

Select route:

[Add new point](#)

Order of completion	Point name	Time from last point	Question set	Active
1	Front door	5	Safety Check	Yes
2	Stair case	5	Safety Check	Yes
3	Emergency exit	5	Safety Check	Yes



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Smarter Security for Safer Sites

Ontouch Security Routes helps keep sites safer, teams accountable and clients informed through scheduled patrols, live monitoring and detailed reporting.

Key benefits



Scheduled patrols

Plan and automate patrol routes across single or multiple sites.



Real-time monitoring

Track patrol progress and checkpoints as they happen.



Detailed route reports

Access complete records with times, locations and exceptions.



Checkpoint accountability

Use QR, NFC or beacon checkpoints to confirm patrols at the right places.



Flexible setup

Configure routes, schedules and rules to suit your sites and teams.

Real results



Improved security

Visible, consistent patrols deter risk.



Accountability

Keep teams on track and compliant.



Real-time visibility

Know what's happening across your sites.



Identify issues early

Spot potential problems before they escalate.



Detailed reporting

Share clear evidence with clients and stakeholders.

