

REELTRAK➤ Supervisor App Onboarding

Welcome to ReelTrak Supervisor, the new app from Reel Security that helps you manage your team efficiently.

Getting Started

 [Watch a video walkthrough](#)

Downloading the App



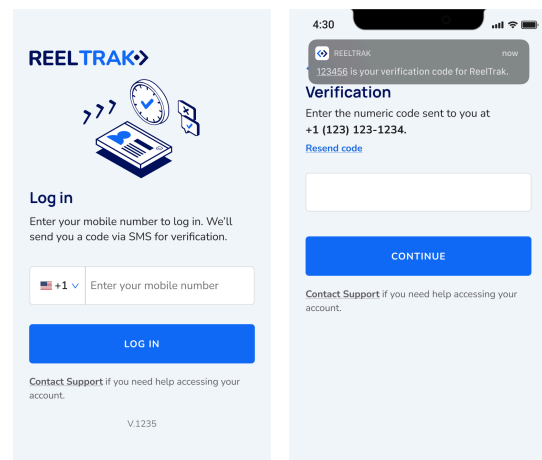
ReelTrak Supervisor app is available from the [Google Play Store](#) if you're using an Android device, or the [Apple App Store](#) if you're using an iOS device. Just search for “ReelTrak Supervisor” and download the app.



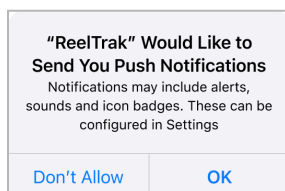
Logging In

Log in easily with your mobile number. A one-time passcode will be sent to your device by text message. Enter that code when prompted for verification.

Ensure your mobile number is associated with your employment/signup account as this is tied to your login. If you ever need to change your mobile number, please contact your employer or app Support.



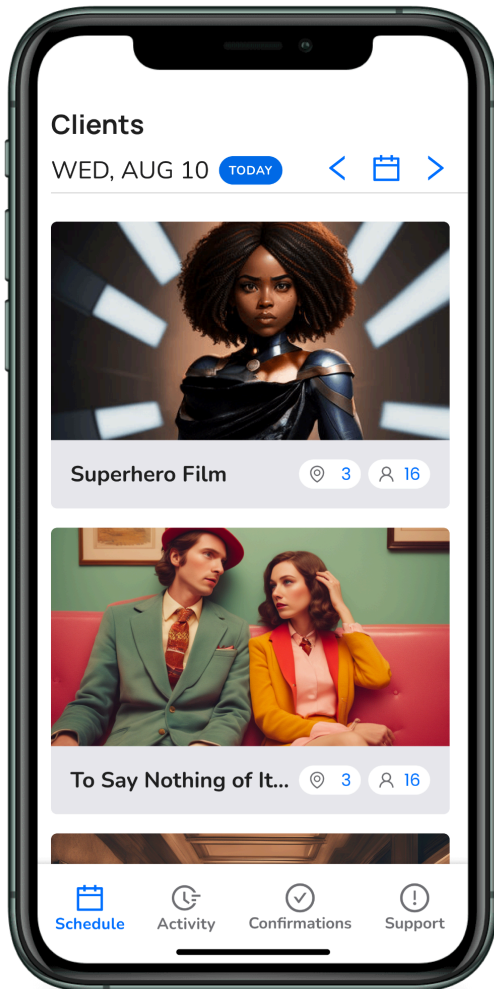
App Permissions



It is important to **allow all permissions** to ensure you are able to use the app correctly. Enable **Push Notifications** for shift alerts such as upcoming breaks or edits to your schedule. **Location Tracking** helps ensure your safety and supports onsite collaboration with your team.

REELTRAK➤ Supervisor App Onboarding

App Navigation



Schedule Tab

The Schedule tab shows all active clients today that you're associated with. Use the arrows at the top to navigate through days or jump to a specific date by clicking on the calendar icon. Tap on any Client for more details.

Activity Tab

A live view of everything that is happening. This includes your team status at all locations — see who is currently working, starting soon, past due, or complete for the day — both in a summary and visible on an interactive map.

Confirmations Tab

Approve all logged or edited times submitted by your team. If needed, you can reject the input time to edit it.

Support Tab

Having issues? Contact Support to troubleshoot.

REELTRAK Supervisor App Onboarding

Getting Started

Start Your Shift in the Worker App

The Supervisor App allows you to manage your team, however, **you must still track your own time in the Worker App.**

Clocking into the Worker App makes you an active user and enables push notifications to your phone to alert you of all team member confirmations. It also makes you visible on the live map so HQ and Clients can rest assured that you're overseeing your post.



You can download the **ReelTrak Worker app** from the [Google Play Store](#) if you're using an Android device, or the [Apple App Store](#) if you're using an iOS device.



Keep Tabs on Guard Status

You can get an overview of any guards who are late to check in/out on the Activity tab. Use this tab for a live view of what actions your team has taken.

→ See [View Team Shift Activity](#)

Confirm Abnormal Times

You must confirm all workers' times in the Confirmations tab. If a time/action is not correct, you can reject the time/action with a corrected one. This will go back to the worker for them to confirm in the app. Confirmations are required when a Worker makes big edits to a time or they are clocking in early or late. It's critical to stay on top of Confirmations to ensure times get sent back to Reel Security and payroll is correct. Review your Confirmations throughout your shift and before you end for the day.

→ See [Confirm Shift Actions and Edits Taken By Workers](#)

→ See [Edit Shift Actions for Workers](#)



It is important to confirm all times and resolve issues in a timely manner.

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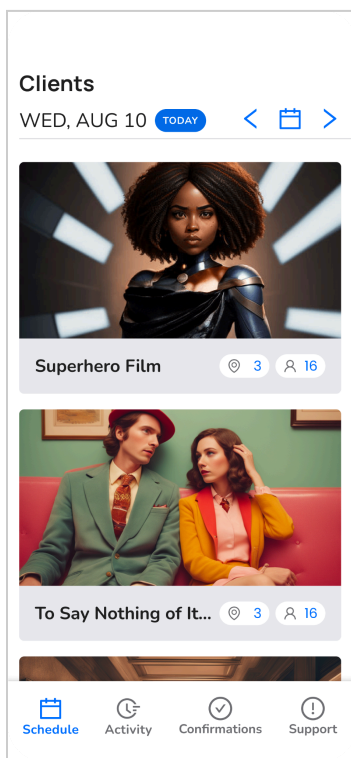
Reviewing Client and Team Details

 [Watch a video walkthrough](#)

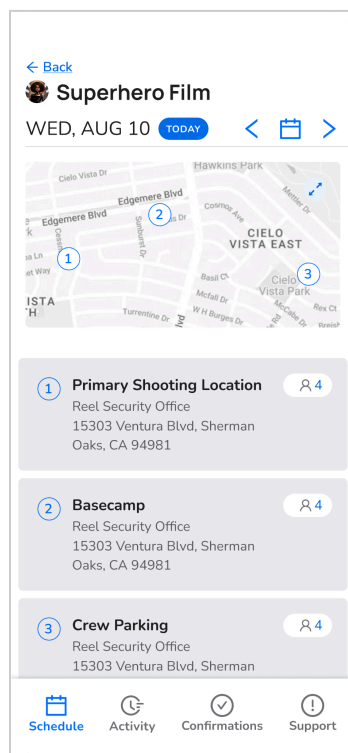
View the Schedule

The Schedule tab shows all active clients **today** that you're associated with. Use the arrows at the top to navigate through days or jump to a specific date by clicking on the calendar icon.

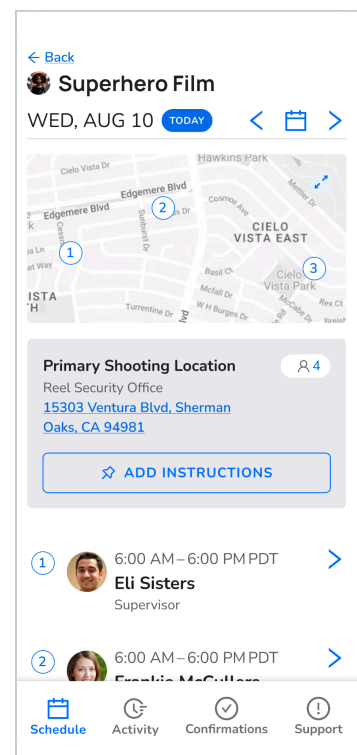
Don't see a specific client? Contact Support to update your view settings.



Each **client card** includes a count of the number of locations and team members scheduled for that day. To see more details, tap on the card.




The **client details view** lists the locations for the day. View the name, address and a count of scheduled personnel for each location. Tap on the map to explore the location.



The **location details view** includes an interactive map of all active personnel, the location address, editable post instructions and a list of scheduled personnel, including their current status.

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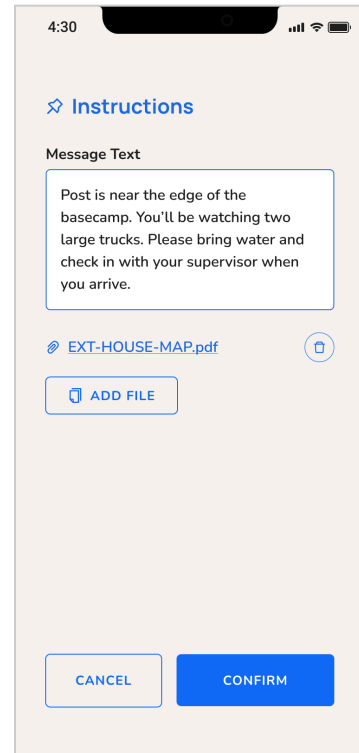
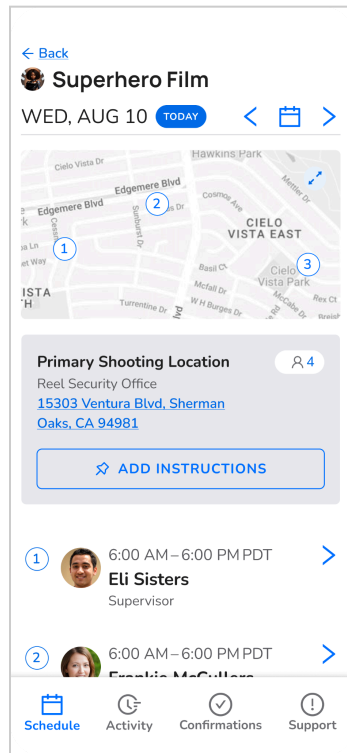
 Please note, active personnel will be displayed on the live map **only** as they take actions and use the ReelTrak Worker app.

Post Instructions

 [Watch a video walkthrough](#)

Post instructions can be easily created or edited by tapping on the Instructions button. Add a message and attach files. Edits to instructions will be saved with a timestamp.

Users in the ReelTrak Worker app can easily review and acknowledge post instructions, ensuring the team stays informed and aligned.



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Actively Manage Your Team

ReelTrak provides many options for tracking and managing your team.

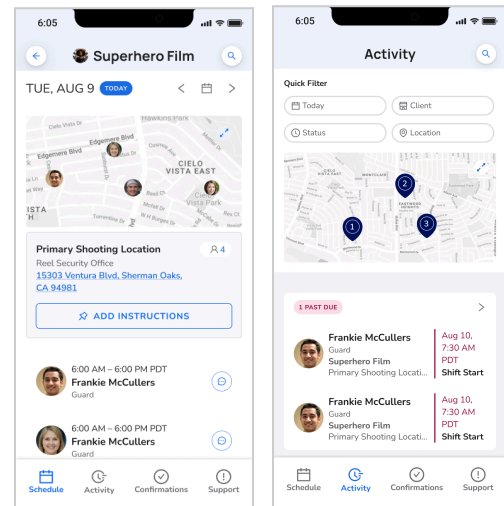
 [Watch a video walkthrough](#)

View Team at a Specific Location

Track your team's status on the **Client Location details screen**. Active personnel will be displayed on the live map when they use the ReelTrak Worker app. See the whole team's status, and tap on any profile to view shift details.

Live View of Team

Head to the **Activity Tab** for a live view of your whole team. See who is past due, currently working, coming in soon and who has completed their shift. Quick filters at the top let you narrow down to a specific date, status, client or location. Tap on the map to see your team's locations.

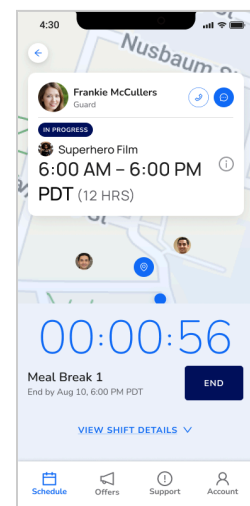


Individual Shift Activity

Tapping on the user in the app will open their **Shift Details**. Here you can:

- Text or call the Worker
- View their shift record, upcoming shift actions such as breaks, and their full activity log to see all logged times, edits and confirmations
- Log time for Workers if they are unable to do it on their own (all logged times need to be confirmed by both the Supervisor and Worker).

This Shift Details view can be accessed from the Client Location details view from the Schedules tab, the Activity tab, the menu on a Confirmation from that user, or by finding the user through Global Search and tapping on a shift in their Shift History.



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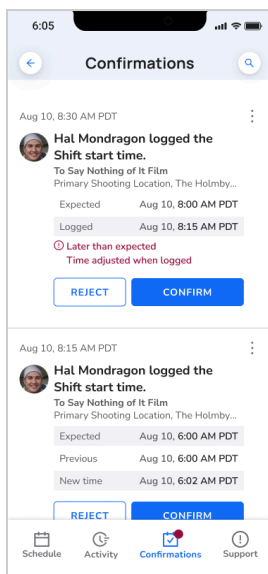
Confirm Shift Actions and Edits Taken By Workers

The Confirmations Tab includes a list of abnormal time submissions sent by the team that require Supervisor review. Items will be flagged if they are too early or late or when the time has been significantly edited. **Confirmations should be reviewed and addressed promptly.**

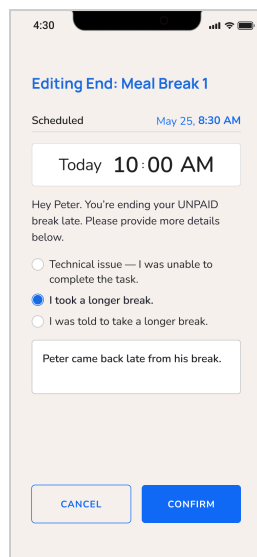
On-time logs will be autoconfirmed. View the user's Shift Details to see actions taken. You can always edit a user's time (this will require a Confirmation on their end).

It is important to review all Confirmation carefully for accuracy to ensure payroll is correct. If prompted to provide additional details, please be descriptive so HQ and payroll have enough information to take correct action.

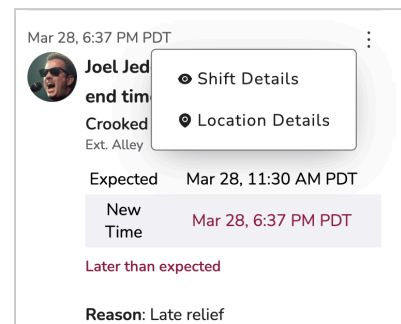
- Each confirmation details the action taken, expected completion time, and actual logged time. If the confirmation looks correct, tap “Confirm” to clear it out.
- Abnormal logs, such as those starting early or ending late, will be flagged.
- If there are any discrepancies, select “Reject” to make updates. Edits will be sent back to the user for review.



Selecting **Confirm** approves the time or edit that has been logged and clears the item from your list.



Selecting **Reject** allows you to update the time and send the new confirmation to the Worker app user for approval.



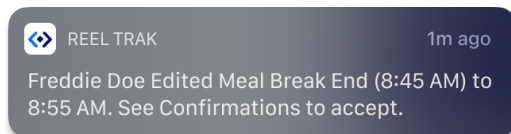
For **more details**, tap the three dots on the far right corner to view that Worker's shift or the location for more information.


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Take Shift Actions for Workers

If a Worker is unable to start or edit a shift action for some reason, you can log that action for them. All logged shift actions need to be confirmed by the Worker for transparency and to allow them to accept the terms of the action. Time can be edited when it is logged.

When a Supervisor logs a time for a Worker, that Worker will receive a push notification informing them that the action has been taken and they can confirm or edit in the app.



 **Starting Early:** You may be unable to start a shift if it is too early. If you believe you are unable to start the shift by mistake, please contact GRT to update the shift time or report an issue from the “Support” tab in the app.

 **Late Clock In/Out:** Follow the prompts for submitting the time — you may be required to provide additional detail. If the Worker user actually started or ended on time, but forgot or was unable to log it in the app, just tap on the white timeclock box at the top of the screen to edit the time.

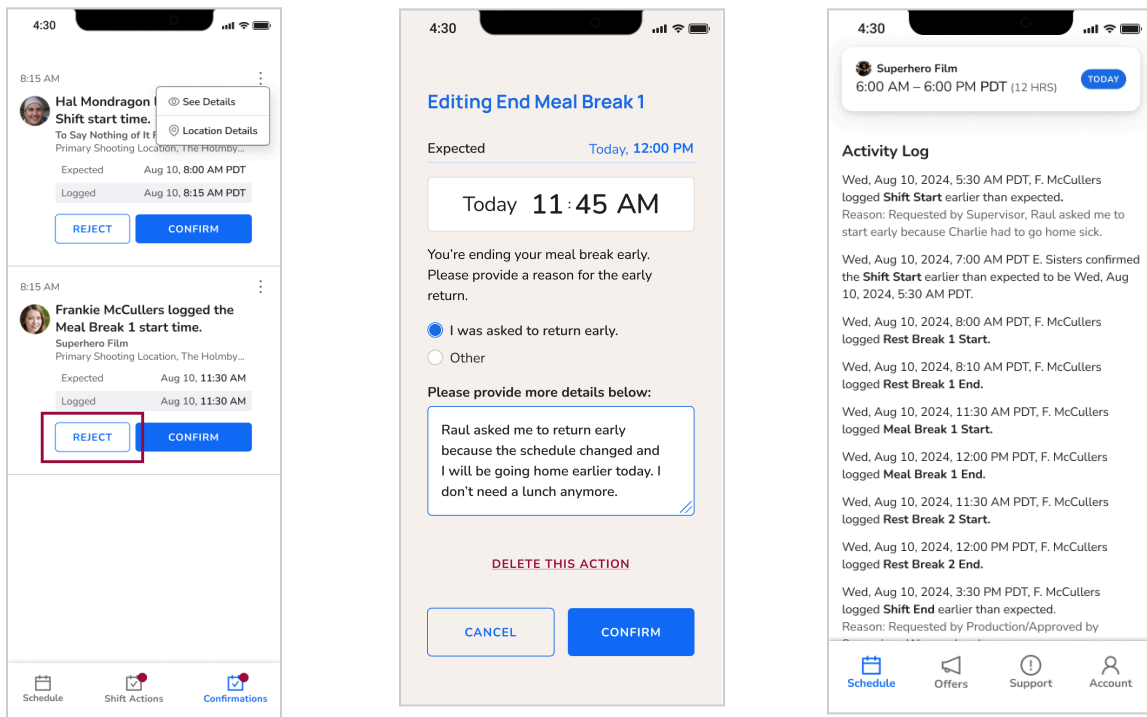
REELTRAK Supervisor App Onboarding

Edit Shift Actions for Workers

You can edit Worker's shift actions two ways — from their Shift Record or from the Confirmations Tab view.

In both instances, editing the time will open the Confirmation Modal for that event. You will see the input time and any messaging the Worker has agreed to. Adjusting the time or any comments in the Modal will send the changes to the Worker to review and approve.

Editing Worker Times from the Confirmations Tab



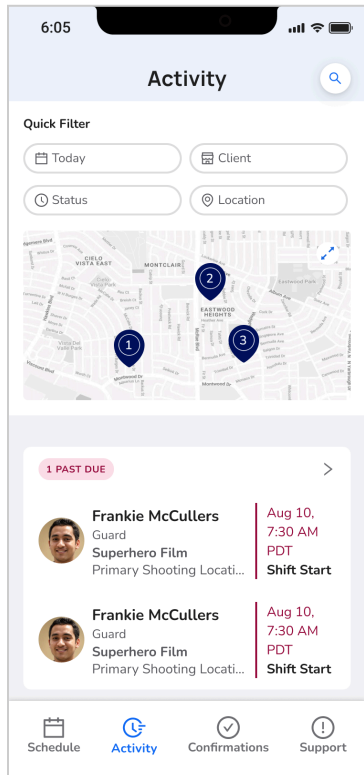
Selecting “Reject” on the Confirmation in the Confirmations tab will open the edit modal.

When editing a time, you will see the original responses and can edit this text to support your reason for making the timeclock change.

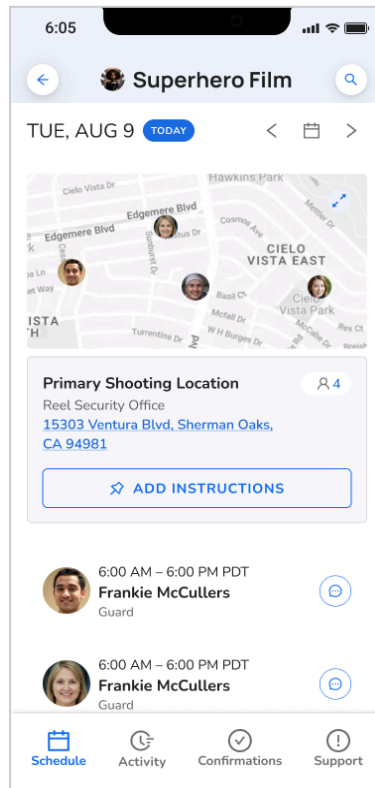
Any Reasons and comments reported will be visible in the Activity Log on the Shift Details.

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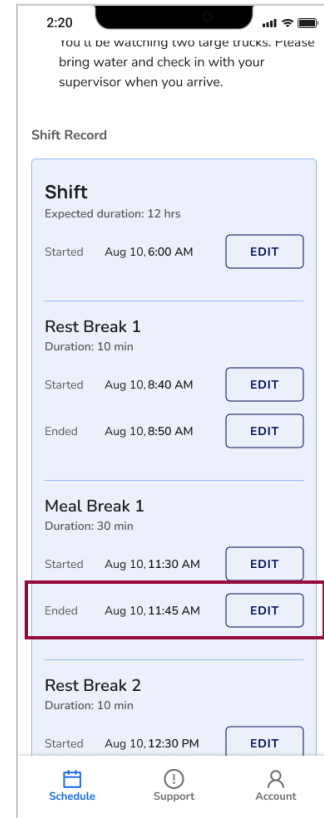
Editing Worker Times from the Schedule Tab



In the **Activity** tab, tap on the Worker profile to access their Shift Details screen.

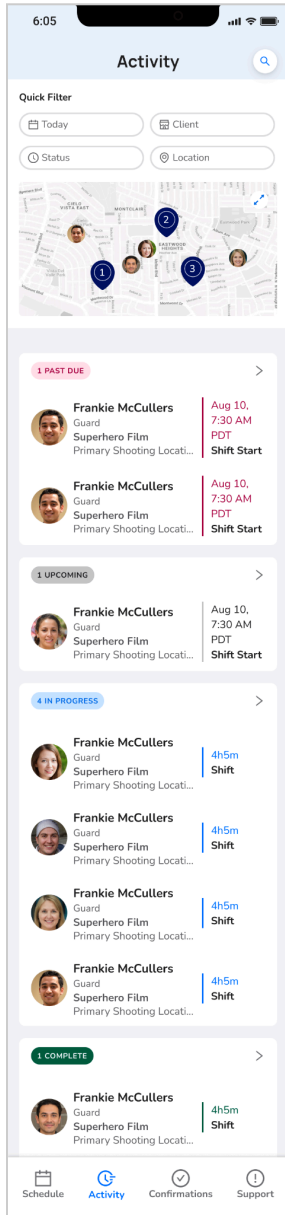


From the **Schedule** tab, tap on a Worker profile from the **Client Location** view.



Both of the actions at left take you to the Worker **Shift Details** screen. Tap “edit” in the Shift Record to change times.

REELTRAK Supervisor App Onboarding



Real-Time View of Your Team

 [Watch a video walkthrough](#)

For a real-time view of your team, visit the **Activity tab**. See who is past due, active, starting soon or clocked out for the day.

Filter your view by date, client, status or location.

Tap on any individual for more details.

Tap on the map to explore the live position of your team. Note, user locations are mapped only when they are actively using the ReelTrak Worker app.

REELTRAK➤ Supervisor App Onboarding

Reporting Issues

 [Watch a video walkthrough](#)

If you encounter any issues while using the app, use the "Support" tab in the app to report the problem. Our team will assist you as soon as possible either through live chat or, during peak business or after hours, via email.

Remember, this app is designed to make tracking your time easier. If you have any feedback or suggestions, don't hesitate to share them with us through the "Support" tab in the app.

You can also provide feedback, submit feature requests and report bugs with [this form](#).