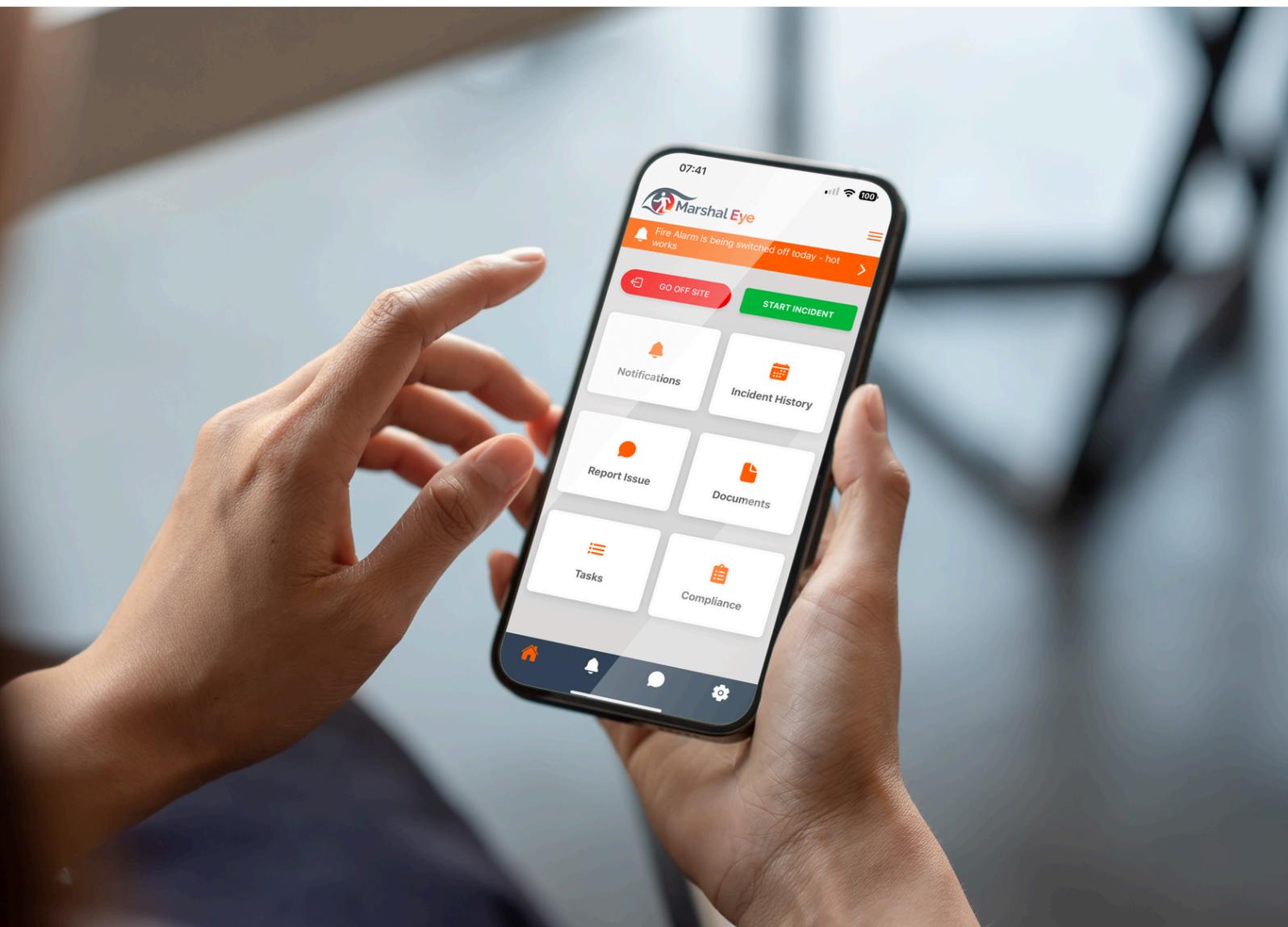




# Marshal Eye

## Administrator Guide 2025



For more information contact  
[info@marshal-eye.com](mailto:info@marshal-eye.com)  
[www.marshal-eye.com](http://www.marshal-eye.com)

**The future of fire response in buildings**  
Created by North West Fire Training Ltd

# Marshal Eye

## The future of fire response in buildings

### Communication

The instant communications feed enhances the effectiveness of Fire Marshals and Wardens during emergency events. It enables real-time confirmation of alarm validity, allowing personnel to respond with greater confidence. Live messaging ensures they receive timely updates, reinforcing their ability to act decisively.

### Opt-In System

Fire Marshals can digitally claim tasks at the onset of an emergency, streamlining response efforts. This opt-in model eliminates the complexities of pre-assigning roles, particularly in hybrid working environments. Regardless of their location on-site, Fire Marshals will have access to the relevant information required for their claimed tasks.

### Reporting

Following each incident, a comprehensive PDF Performance Report is automatically generated. This report details all communications, task allocations, and completions, including timestamps and personnel involvement. Additionally, it provides a summary of response times, including the duration taken to claim tasks and complete area sweeps.

### Other Critical Events & Alerts

The system allows for the configuration of various incident types within the dashboard. Staff can be instantly alerted to first aid emergencies, initiate lockdown procedures, or respond to other critical events, all supported by real-time communication. Critical alerts can be assigned to different incident types to ensure it is not missed.

### Testing & Maintenance

Digitise your mandatory site testing and maintenance schedules. Design your own custom tests, set the periodicity, monitor them and export comprehensive reports.

All of your strategy in one place.

[www.marshall-eye.com](http://www.marshall-eye.com)

# Marshal Eye Set Up Guide

This step-by-step guide will allow you to fully setup Marshal Eye. You can tailor it correctly for your organisation and it will ensure you are maximising the capability of the App.

## Contents

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# Part 1 - Administrator Set Up



**Please note device system requirements:**

## **Devices**

Apple - iOS version 15+

Android - version 10+

Space required - 50 mb to install

## **Access to data**

The devices will run off your mobile data or WIFI like any other App would, if your device is using or likely to transfer to your organisation's WIFI, you may need to speak to your I.T. support to allow access to the domain <http://sockets.thinkeq.co.uk/> on port 6001 on your firewall. You may also need to white list this domain <https://api.marshal-eye.com>.

## **Data usage**

Marshal Eye overall uses no data when inactive, it is anticipated that it will use less than 5 MB (approximately) for incidents when using chat, but it depends on the total chat messages being sent and received from the API as well as screen updates.

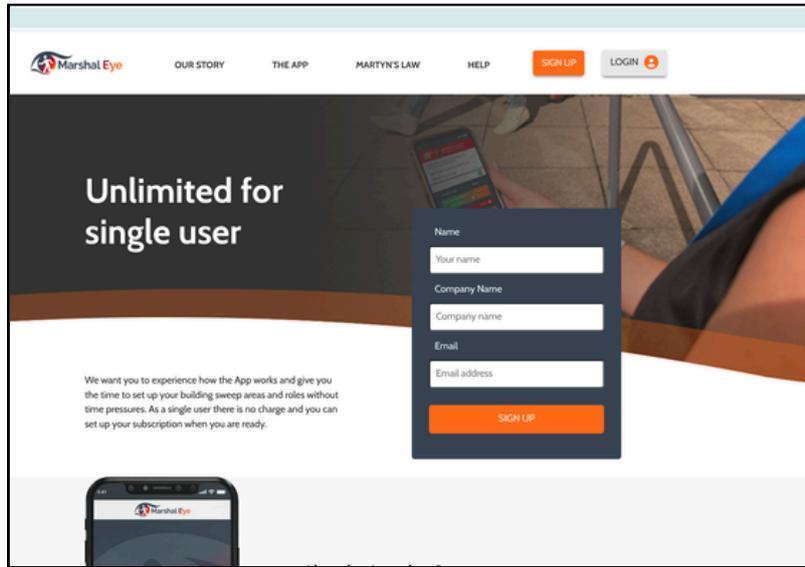
The app uses very little data for push notifications. However it would use more data if files/ links are opened to access uploaded supporting files. If there are large files you will use data to open them so it does depend on your file size, these will be sweep plans etc.

The app will use incremental data if a profile image is uploaded and also when the 'Report an Issue' feature has been used with a picture attachment. The attachment size depends on the size and quality of the file. The app uses just a few kilobytes when retrieving data from API requests to update the screen.

# Marshal Eye Set Up Guide

Marshal Eye is set up by the Health & Safety Manager on a desktop browser. Any incidents will be solely run on mobile phones and tablets, there is no requirement to log into the desktop dashboard during an incident. To get started there is unlimited access for a single user, so you can practice setting up and understand how the app works on one phone/tablet.

🔍 Sign up at [www.marshall-eye.com](http://www.marshall-eye.com) ✕



Unlimited for single user

We want you to experience how the App works and give you the time to set up your building sweep areas and roles without time pressures. As a single user there is no charge and you can set up your subscription when you are ready.

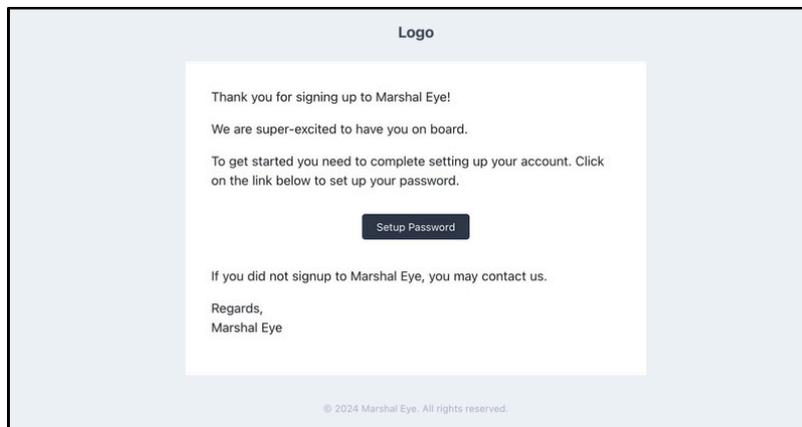
Name  
Your name

Company Name  
Company name

Email  
Email address

SIGN UP

You will receive an email (if you don't see this, check your spam/junk file)



Logo

Thank you for signing up to Marshal Eye!  
We are super-excited to have you on board.

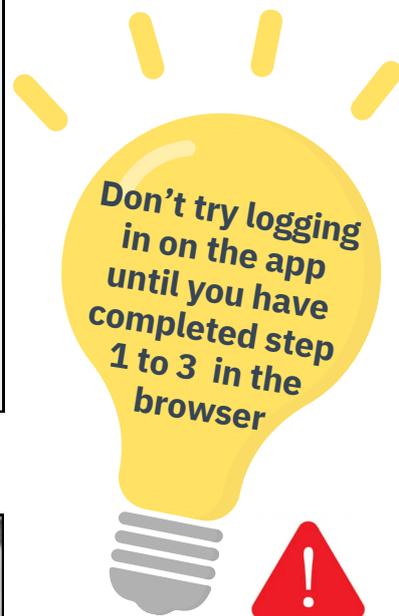
To get started you need to complete setting up your account. Click on the link below to set up your password.

Setup Password

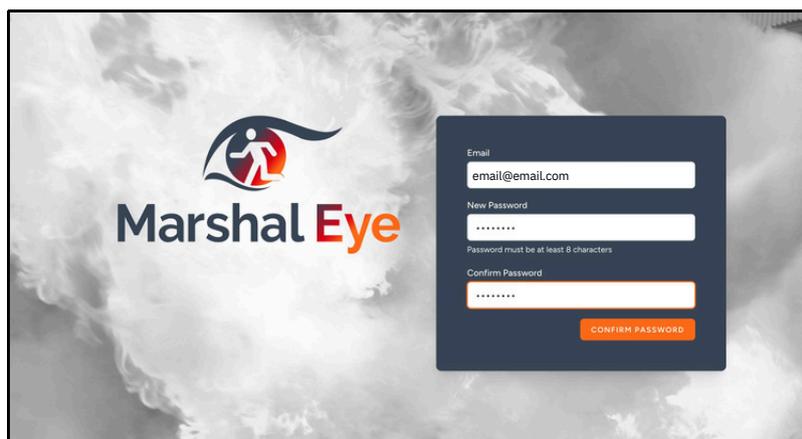
If you did not sign up to Marshal Eye, you may contact us.

Regards,  
Marshal Eye

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Click the link to set up your password



Marshal Eye

Email  
email@email.com

New Password  
Password must be at least 8 characters

Confirm Password

CONFIRM PASSWORD

# Dashboard Familiarisation

## Welcome to your set up screen

When logging in for the first time you will be presented with 9 tiles. However, only the account tile will be accessible and other tiles will be greyed out. This is so when initially setting up, it is done in an sequential way.

### Step 1

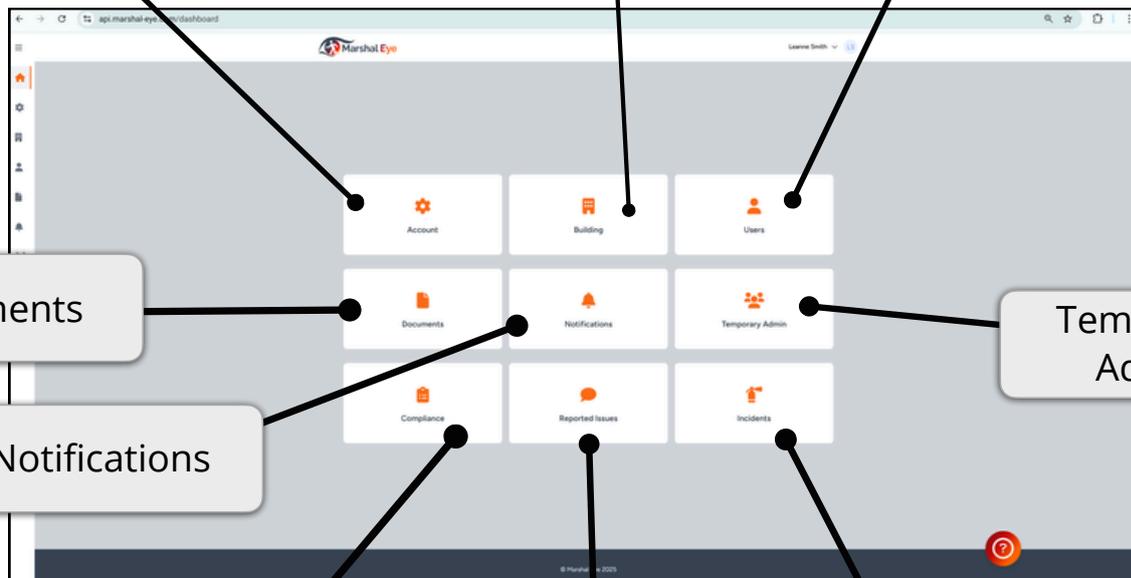
Set up your account

### Step 2

Set up your building

### Step 3

Onboard your users



Documents

Notifications

Temporary Admin

Compliance

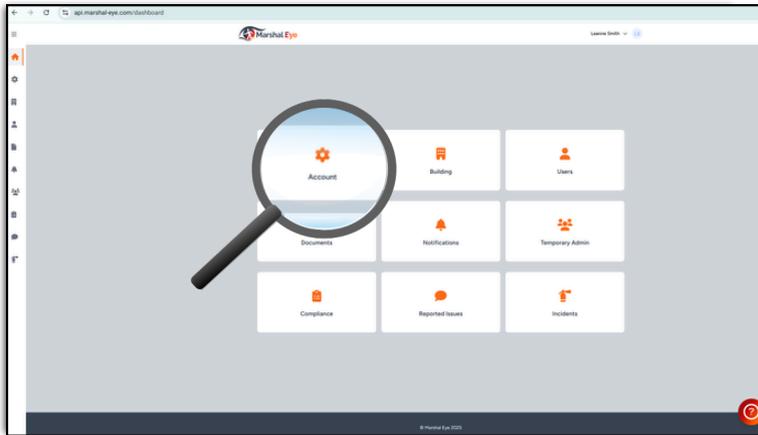
Reported Issues

Incidents

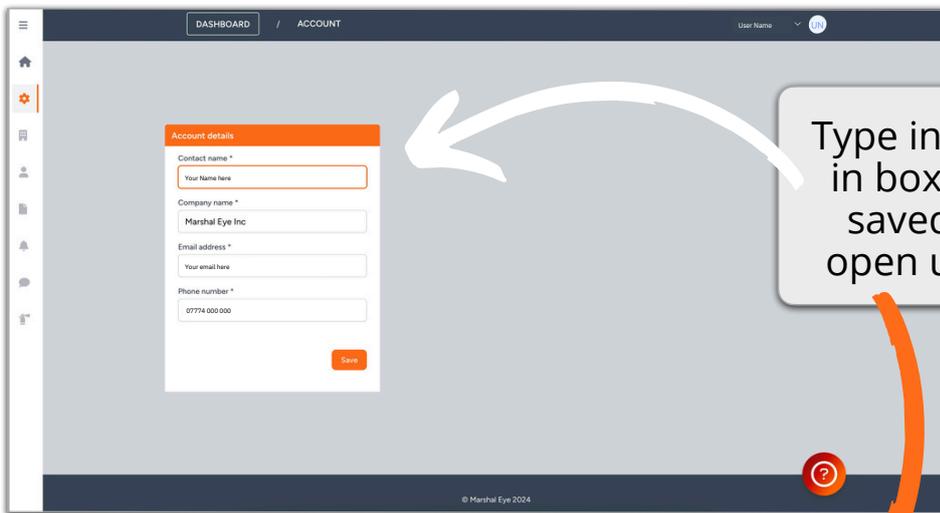
Once you have completed the initial 3 steps you will have full access to all 9 tiles, and you will be able to log into the app on your phone or tablet. We strongly recommend you go to the 'Incidents' tile, on this page where you can add your different incident types. You will have three default incident types. You might wish to add some more and include a sound for each one. Incident types might include Missing Child or Intruder Alert, you can also decide if it needs to be a **Critical Alert** to ensure you have an immediate response and communication across the team. You can find out how to do this on Pages 18 and 19.

# Setting Up Your Account

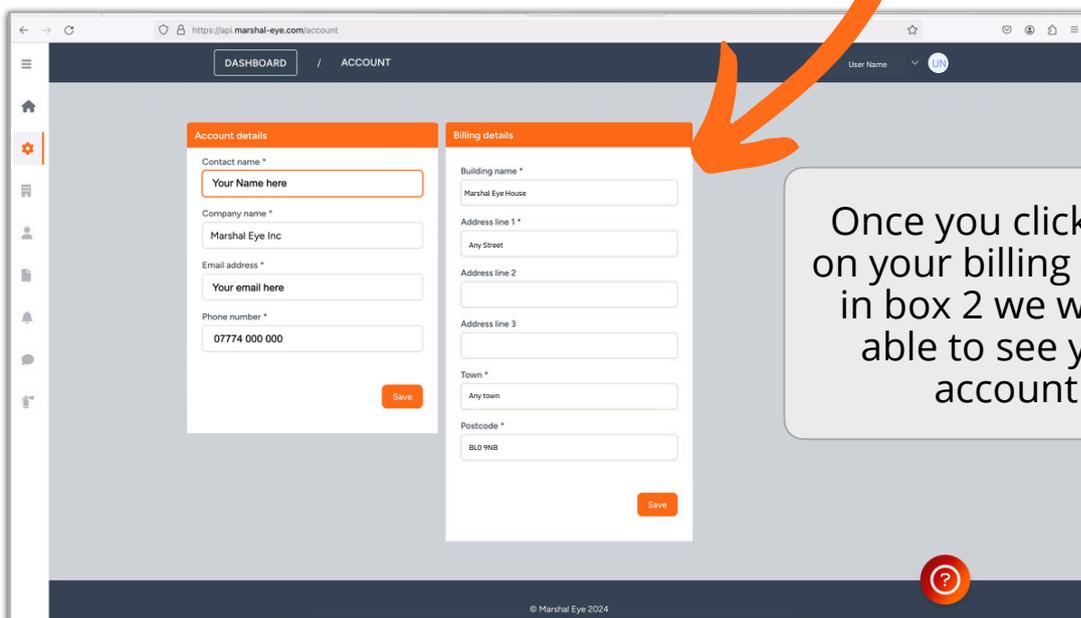
Please remember that everything is editable after set up is complete.



Click the 'Account Tile' to set up your organisation's account



Type in all fields in box 1, once saved, it will open up box 2



Once you click save on your billing details in box 2 we will be able to see your account



INVOICE

# Access granted for one user

You can now set up your building/site with roles and sweep areas, (as detailed in the following pages), once completed, you should go into the 'users' screen and tick tasks against your name. Click finish set up, you can then access the App using the same log in details to see how it will work.

**Please note:** You will not have access to the app until you have clicked 'finish set up' in the users screen.



DASHBOARD / ACCOUNT User Name [Profile Icon]

**Account details**

Contact name \*  
Your Name here

Company name \*  
Marshal Eye Inc

Email address \*  
Your email here

Phone number \*  
07774 000 000

Save

**Billing details**

Building name \*  
Marshal Eye House

Address line 1 \*  
Any Street

Address line 2

Address line 3

Town \*  
Any town

Postcode \*  
BL0 9NB

Save

**Information**

You can now set up your building or site.

To see how the system works, try it on your phone or tablet as a single user.

When you're ready to add additional staff, please email us with the number of user licenses you need.

We'll provide you with a quote, and upon your approval, we will activate your account.

If you'd like, we can also offer a trial period to help you and your team get familiar with the system.

Contact Us

Next Step

© Marshal Eye 2024

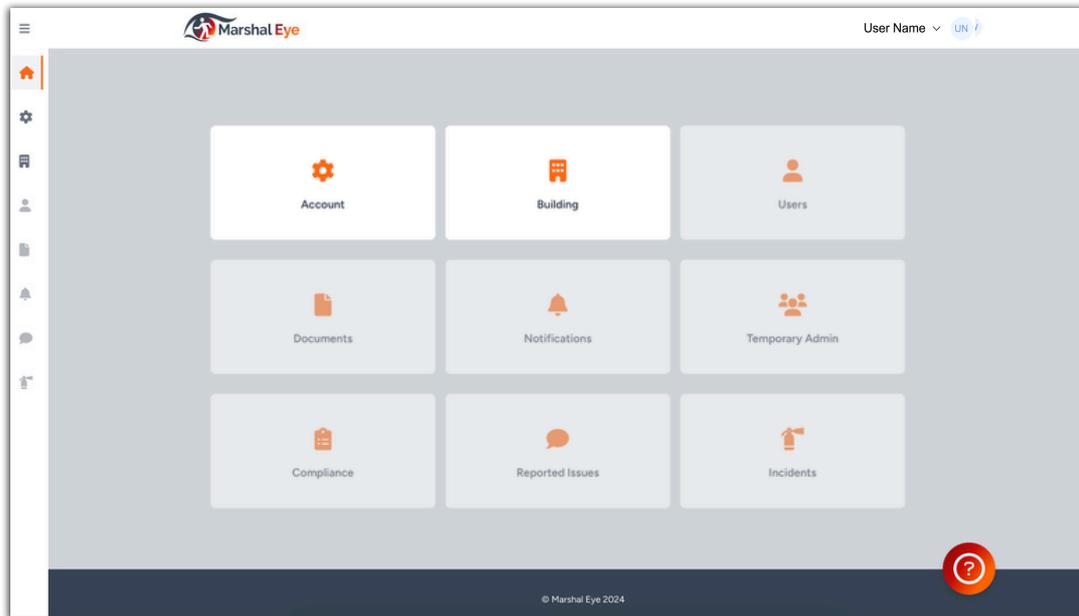
## Adding Users and setting up a subscription

Whilst Marshal Eye is designed to be used in conjunction with other users, the unlimited single user subscription allows you to set it up and see how it works on your phone/tablet without time pressures.

When you are ready, you can email Marshal Eye support to let us know how many Users you require we will send you a quote. If you are happy to proceed, we can then set you up for full access and a free trial at this point. We can also offer support through and online meeting using Zoom or Teams to help you.

# Setting Up Your Building Address

Click on 'next step' which will take you to the dashboard.  
The building tile is now accessible.



The first time you click the building screen, it will invite you to check the address is correct for the building that you wish the app to be used in. By default, it will show your billing address (which might be different) but you can change it here.

A screenshot of the 'Building address' form within the Marshal Eye app. The form is titled 'Building address' and includes a note: 'This address will be shown on the Marshal Eye app.' The form contains several input fields: 'Building name \*' with the value 'Marshal Eye House', 'Address line 1 \*' with the value 'Any street', 'Address line 2', 'Address line 3', 'Town \*' with the value 'Any town', and 'Postcode \*' with the value 'BL99NB'. A 'Save' button is located at the bottom right of the form. The background of the app shows a dark header with 'DASHBOARD / BUILDINGS' and '+ ADDITIONAL BUILDING' buttons, and a user name dropdown.

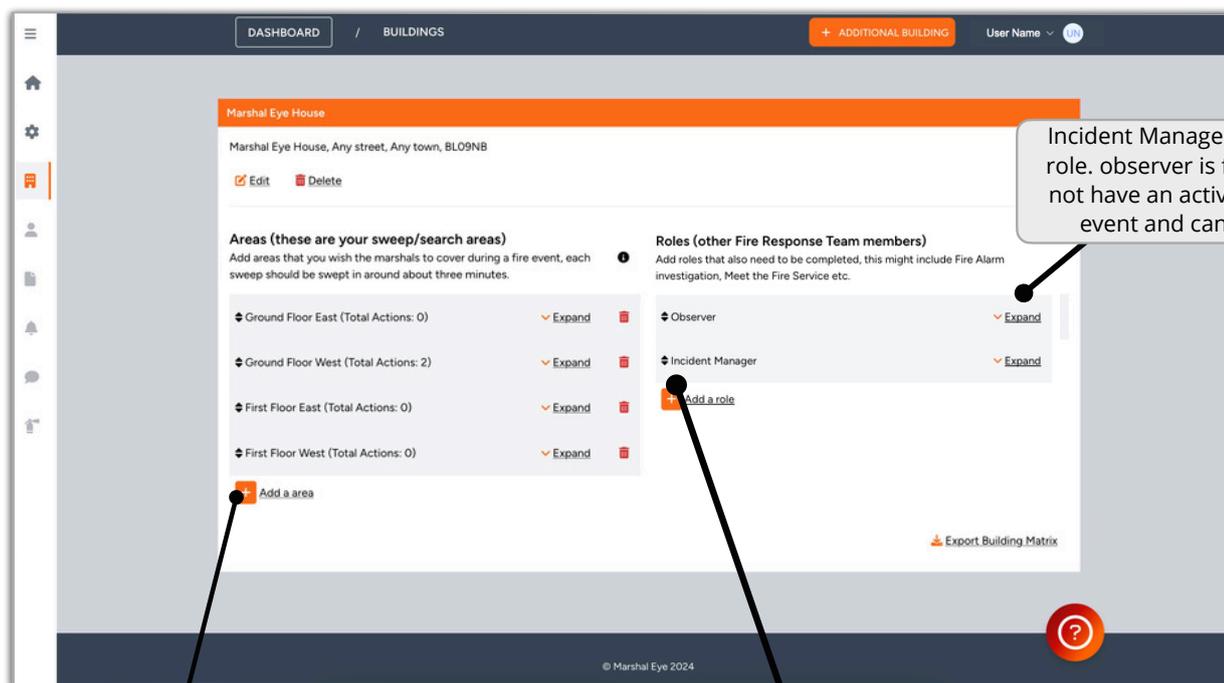
# Setting Up Your Claimable Tasks - Sweep Areas

Once you have saved the address, you can set up the building's 'Area Sweeps' on the left, and 'Roles' can be added on the right. These collectively will be the claimable tasks during an emergency event.

Remember when setting up sweep areas, you need to break your building into manageable areas, you should aim to complete a walking route for each area within 2-3 minutes.

You should make sure all areas are covered and nothing is missed to ensure the building is completely clear. This would include break-out areas, toilets/washrooms, maintenance spaces etc.

We recommend you collate all the details for the Task on an A4 page and save this as a PDF or an image. You can then upload this into the dashboard (see next page). These will be viewable by the claimant for that Task.



Add Area Sweeps here

Add Roles here

Click 'Add area' to add your first Sweep Area.



# Setting Up Your Claimable Tasks - Sweep Areas Cont.

Marshal Eye House

Marshal Eye House, Any street, Any town, BL09NB

Edit Delete

**Areas (these are your sweep/search areas)**  
Add areas that you wish the marshals to cover during a fire event, each sweep should be swept in around about three minutes.

No areas assigned yet

Area title

Area description...

Available before evacuation

Upload File PDF or Jpeg only, 10Mb max file size.

Save Dismiss

Give the Area a name that people will understand, avoid using 'Zone 1', 'Zone 2' keep things very simple e.g: 'Ground Floor', 'First Floor', 'Mezzanine floor', 'Cafeteria', 'Science block' etc. You can add as many areas as you like.

Add a simple description e.g. 'Sweep area as per attached plan', you can also add additional sub tasks see the next page.

Click Save

## Ground Floor West

Exit

Exit

### Sweep Green Area

Close all doors while sweeping  
Direct occupants to closest safe exit  
and on to the assembly point at:

## North Car Park

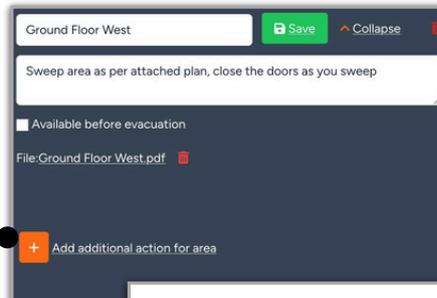


Add a PDF or Image, this will be viewable for the person claiming this task, here we see an example of a sweep plan, and instructions on where to report.

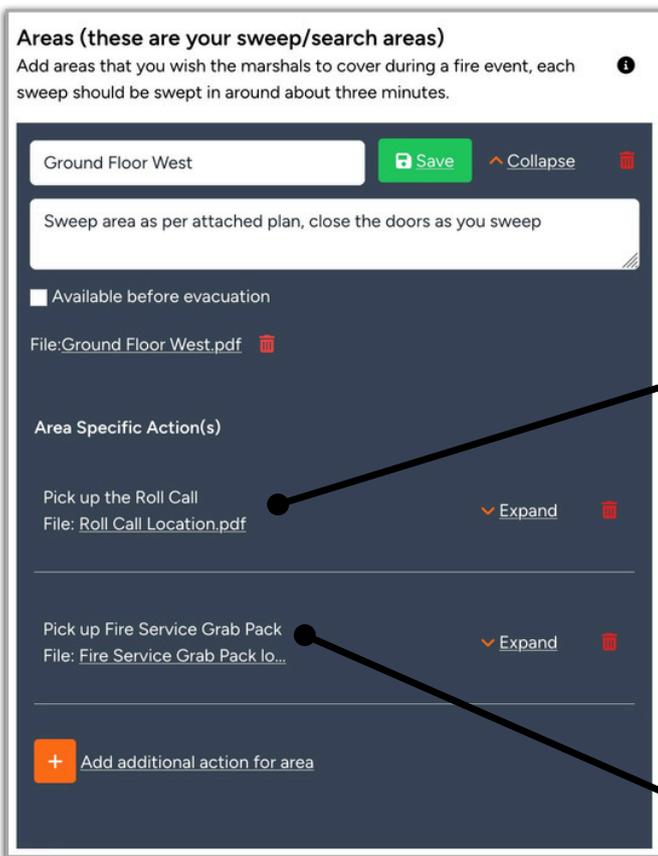
# Adding Sub Tasks

You can easily add additional sub-tasks alongside the main duty, such as switching off ovens or other equipment, collecting a fire service grab pack, or taking a medical bag to the assembly point. These will be shown to the claimant within the claimed task with a button they can toggle to indicate it is completed, this will ensure nothing is missed.

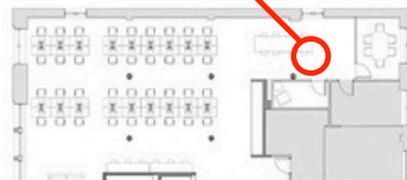
Once you have saved your first sweep area, you can add sub tasks by clicking 'add additional action for area'.



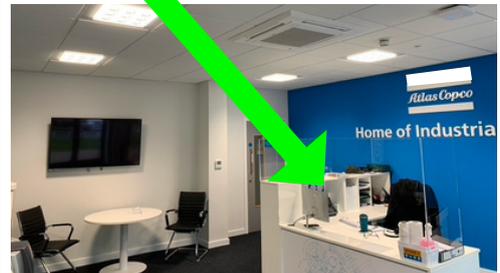
## Two sub tasks have been added to this sweep area



## Roll Call location



Blue Folder Behind Contractors sign in desk



Once outside take to Incident Manager

## Pick up Fire Service information pack



Located in the main reception in the left hand cupboard

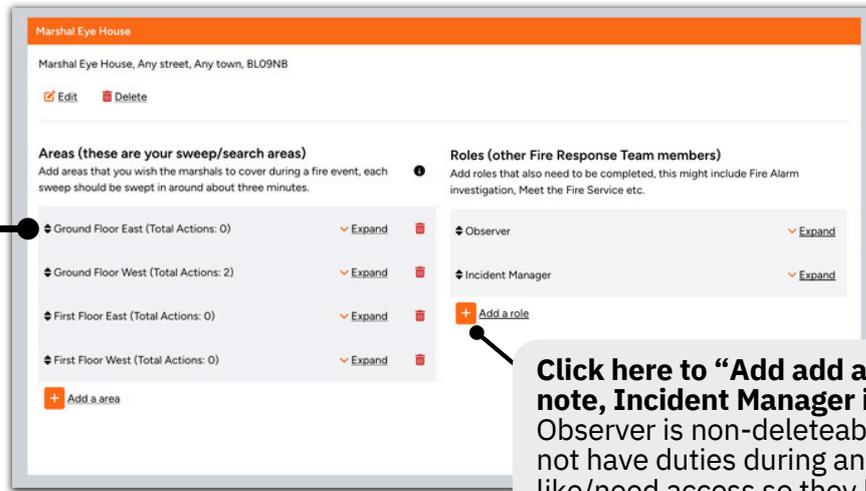


Fire Pack

Here we see two PDFs attached to two sub tasks that have been uploaded, these can be toggled as completed by the claimant during a live event, they will be time-stamped on the incident log.

# Setting Up Your Claimable Tasks - Roles

Now you have your sweep areas, you can add your roles.



**Tip:** You can reorder your areas by dragging the arrows up and down. This is the order they will be presented on the App.

**Click here to "Add add a role." Please note, Incident Manager is mandatory role.** Observer is non-deletable for users that do not have duties during an event but would like/need access so they know what is happening

**Roles are set up in exactly the same way as sweep areas, you can add as many sub tasks to each one and information where required.**

Here we see an example of a created role to investigate the fire alarm with two PDFs added.



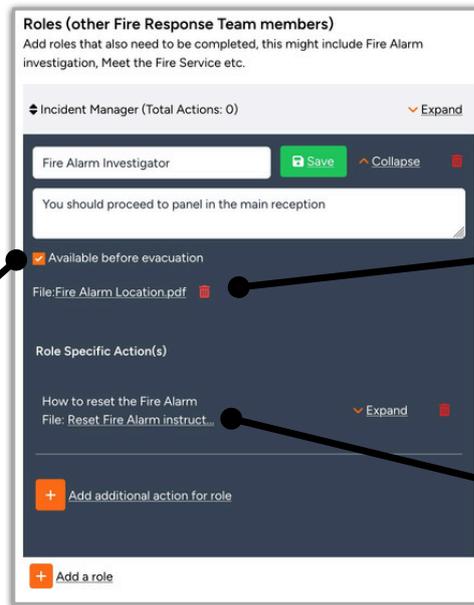
**Some Roles may need to be available before evacuation**

When an incident is initiated, you may wish some roles to be immediately claimable before you decide to commit to an evacuation, such as 'Fire Alarm Investigation'.

Check this box to allow this role to appear in red when the incident starts.

Unchecked roles will remain grey and only turn red when evacuation is confirmed.

Below is an 'in-app' view, showing how a role will appear as claimable, before an evacuation has started.

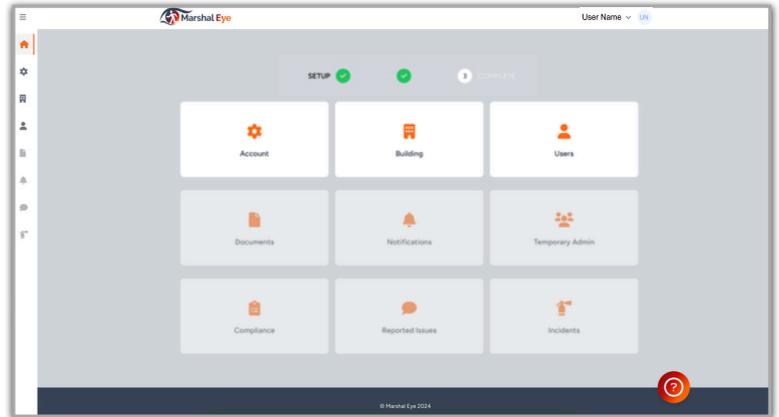


**Other roles might include: 'Assist a wheelchair user', meet the Fire Service, open a certain access gate. Whatever role you need to fulfil can be added.**

Incident Roles	Status
Incident Manager	Standby
Fire Alarm Investigator	Available
Assist Debbie Smith	Standby

# Adding Your Users

From the Buildings screen, click 'Next Step' which will allow you to start setting up your users.



Here we see the users 'overview screen'. You will see all the roles and areas listed on the top bar. You can choose which tasks you want to appear on each users app, when an incident starts, simply by checking the box against their name.

Mass upload users with a CSV file, see Page 15.

This is how to access the individual users screen. (See page 16 for more)

**Filter bar**

**+ Import Users**

Search:	Name	Status:	All	Type:	All	Display:	10	
User	First Floor East	First Floor West	Ground Floor East	Ground Floor West	Assist Debbie Smith	Incident Manager	Investigate Fire Alarm	Observer
Total Users: 1 / 10								
(0) Leanne S.	(Assign duties first)							
<input checked="" type="checkbox"/> Assign all for this building	<input type="checkbox"/>							
<input checked="" type="checkbox"/> Clear duties of this building								
<input checked="" type="checkbox"/> Clear all duties								
User	First Floor East	First Floor West	Ground Floor East	Ground Floor West	Assist Debbie Smith	Incident Manager	Investigate Fire Alarm	Observer

**+ Add user**

**Export User matrix**

**< Return to Dashboard**

Check individual boxes for tasks you wish the user to view and claim during a fire event alternatively click 'all' or 'reset'.

Add individual users here, you can edit each user by clicking the edit button on the far right of each users line.



# Adding Multiple Users with a CSV File

You can quickly upload users by choosing a CSV file. You will only need two columns: 'name' and 'email address'. Once uploaded, the user will automatically be invited to create a password which they can use to log into the App.

**Download Example File**

To ensure a smooth import process, please download and review the example file below. This file contains the required structure for uploading user data into the database.

Make sure your file matches this format:  
Email: The user's email address (e.g., user@example.com)  
Full Name: The user's full name (e.g., John Doe)

Each user should be on a separate line, and the file should be saved in CSV format. Once your file is ready, you can upload it using the import function on 'Import File' section.

Click on the Download CSV button to view an example CSV file

**Download CSV**

**Upload Progress**

Email	Status	Notes
No user imports detected yet		

**Import File**

Upload CSV (10Mb max file size)

**Select File**

Download an example CSV file here

Choose your file using this button

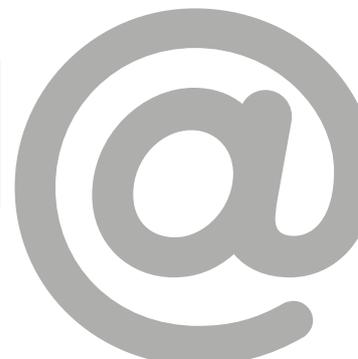
© Marshal Eye 2024



The email invite is system generated and may be filtered into the Spam/Junk files, please advise your users to check these files.

	A	B
1	Name	Email
2	John Doe	user1@example.com
3	Jane Doe	user2@example.com
4		
5		
6		
7		
8		
9		

You can use an Excel spreadsheet to enter your users, the I.T. department should be able to provide this once you have the correct info. Click File > Save As. Pick the place where you want to save the workbook. In the 'Save As' dialog box, navigate to the location you want. Click the arrow in the 'Save As' type box and pick CSV file.



# Individual User Screen

In each user screen, there are two mandatory fields 'Name' and 'Email.'

However, you can add extra information about the user, such as the last time formal training was received & when the next training is due etc.



**Tip:** This is a 'breadcrumb' trail, it appears on every screen and shows you where you are in the Dashboard. You can click to quickly access previous screens.

Full Name *	Email *	Mobile
User name	User email address	Mobile
Profile Image	Last training received	Next training
 <a href="#">Edit</a>	24/03/2025	24/03/2025
Reports		
Does this person need to receive the incident report by email after every incident?	Yes <input type="radio"/>	No <input checked="" type="radio"/>
Does this person need to receive reported safety issues email?	Yes <input type="radio"/>	No <input checked="" type="radio"/>
Display compliance area on the mobile app for this user?	Yes <input checked="" type="radio"/>	No <input type="radio"/>

[Return to Users](#) [Save](#)

Each time an incident is closed, a full report will be stored in the admin dashboard. You can also check this box to have a report emailed to this user too.

If you want this user to receive an email about fire safety issues reported through the App, please check here.

If you want this user to carry out testing and maintenance click here and the tile will appear on the App. Set up site specific tests **(See page 27)**



# Assigning Tasks & Resilience

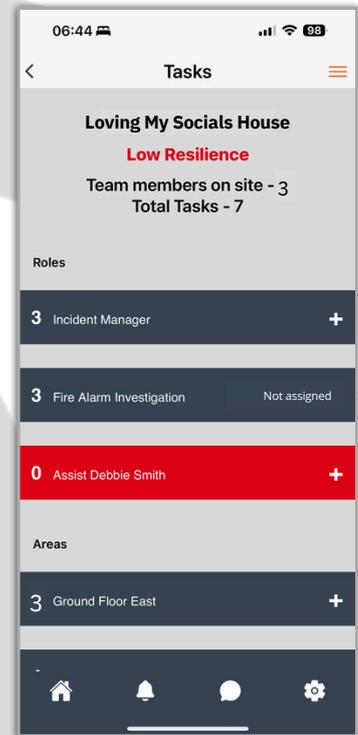
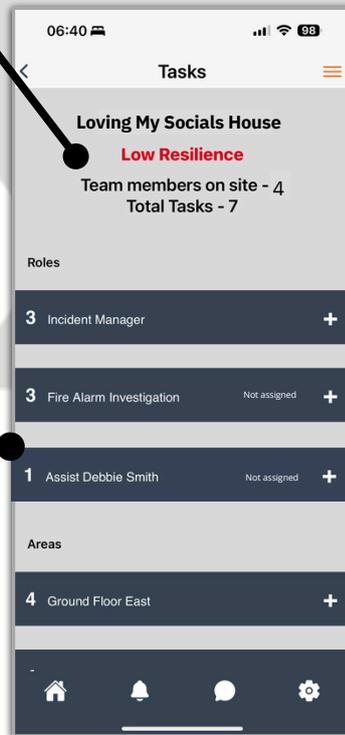
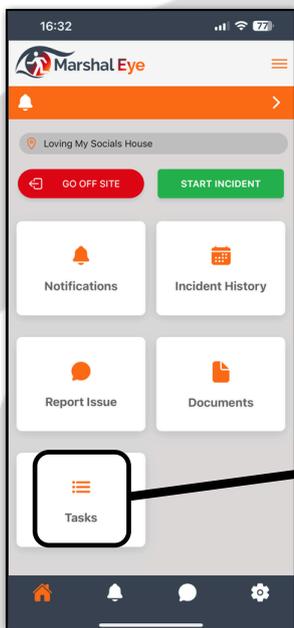
In the overview screen, you can choose which roles you wish staff to complete by checking the boxes.



SEARCH		Name	Status	All	Type	All	Display	10
User	First Floor East	First Floor West	Ground Floor East	Ground Floor West	Assist Debbie Smith	Incident Manager	Investigate the Fire Alarm	Clearer
No subscription plan currently active. Please roll in to a subscription plan before adding new users. <a href="#">Click here to see our list of subscription plans.</a>								
Total Users 6 / 0								
(7)	Chris L.	<input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/> Assign all for this building <input checked="" type="checkbox"/> Clear duties of this building <input checked="" type="checkbox"/> Clear all duties								
(6)	David T.	<input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/> Assign all for this building <input checked="" type="checkbox"/> Clear duties of this building <input checked="" type="checkbox"/> Clear all duties								
(7)	Leanne S.	<input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/> Assign all for this building <input checked="" type="checkbox"/> Clear duties of this building <input checked="" type="checkbox"/> Clear all duties								
(6)	Mark B.	<input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/> Assign all for this building <input checked="" type="checkbox"/> Clear duties of this building <input checked="" type="checkbox"/> Clear all duties								
(7)	Steve W.	<input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/> Assign all for this building <input checked="" type="checkbox"/> Clear duties of this building <input checked="" type="checkbox"/> Clear all duties								

A 'Low Resilience' warning will appear if there are less people available than tasks to complete.

Users can view all the task titles here, they can expand those that they are assigned to using the plus arrow to see attached files. They cannot access unassigned tasks.



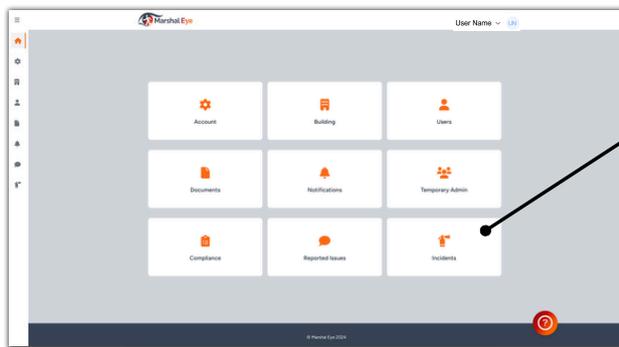
As staff toggle on or off site, the numbers of people available for each task will change in real time.  
If any task has no one available, it will highlight in red.

# Add New Incident Types

Marshal Eye is designed for response during fire events. However, it can be used to alert for other critical events such as First Aider Required, Intruder Alert, Assistance Required, Missing Child etc.

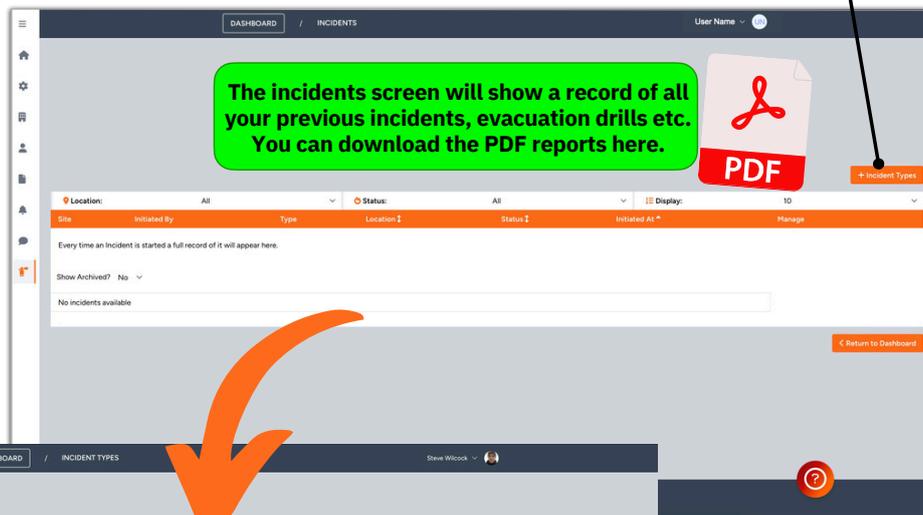
There is an option to allow an alert sound to be added to each incident type, you can also make this a **Critical Alert**. It is not as important for fire alarms, as the alarm itself will prompt the onsite users to open the app. However, if someone required assistance and you needed to quickly source a first aider, you could use the app to create an alert across your site.

This would work well in school buildings for a security lock down, if there was an intruder on the site, sometimes called as an 'Invac', it creates the alert and then allows conversations through the live chat.



From the home screen click the 'incidents' button

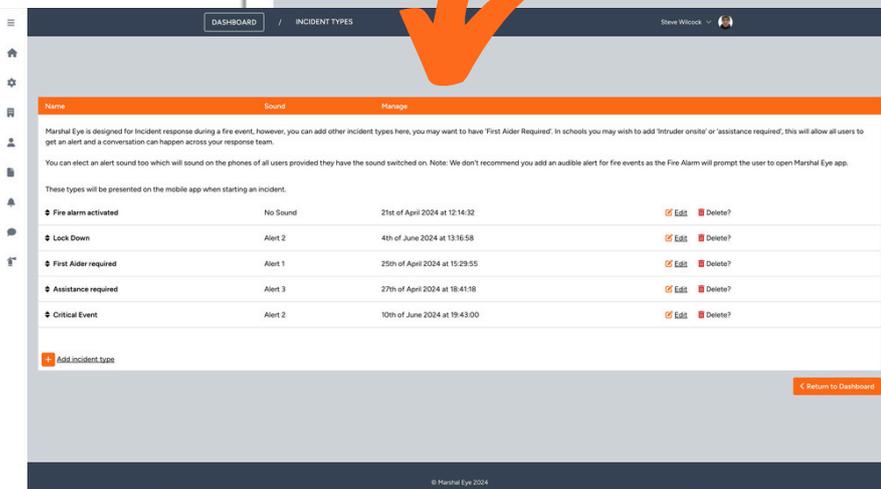
Click here to add 'Incident Types.' You will see some default ones, you can add edit them here.



The incidents screen will show a record of all your previous incidents, evacuation drills etc. You can download the PDF reports here.



+ Incident Types

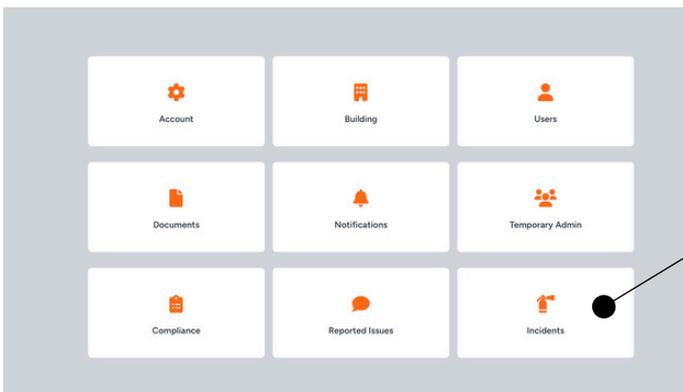


You can create as many different incident types as you like here. You can also add sound alerts. You could even create a generic alert that can be used for any unexpected event that everyone needs to know about and requires communication across the staff.

# Critical Alerts

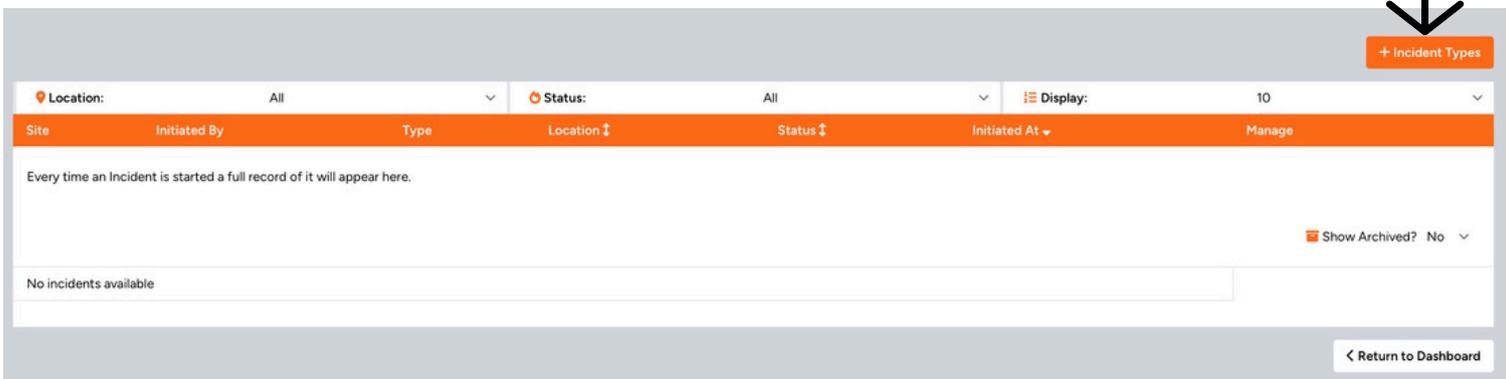
Marshal Eye includes a Critical Alerting feature designed to ensure that important notifications are delivered with maximum visibility and audibility—even when the device is set to Silent or Do Not Disturb mode.

Critical Alerts should be reserved for situations where there is an imminent threat to life or property. While the fire alarm may prompt users to open the app, Critical Alerting ensures that alerts such as First Aider Required, Intruder Alert, or Assistance Required are received by all users instantly. This feature guarantees that vital communication is not missed in emergency situations.



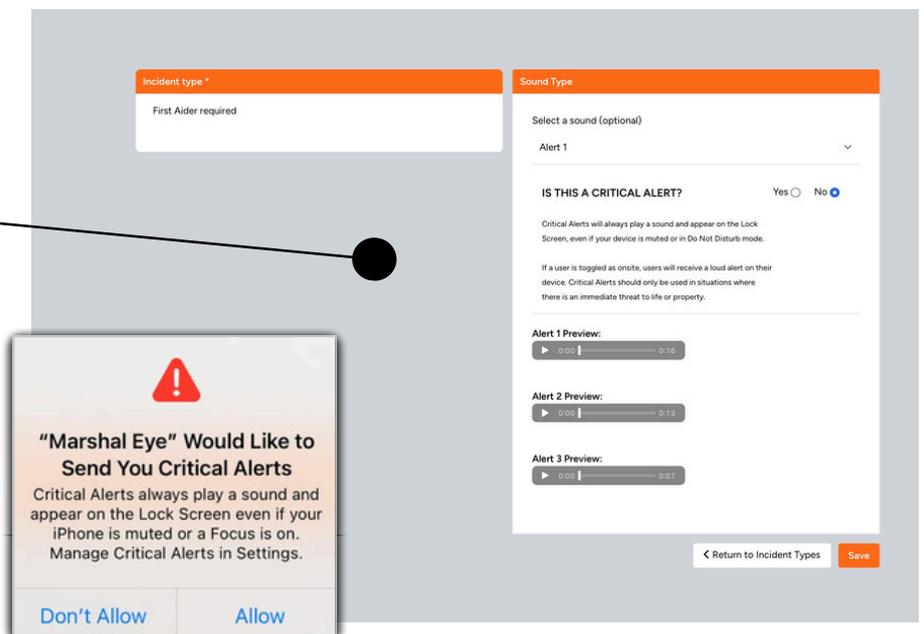
To set up a critical alert, click the incidents tile from the dashboard.

**Click incident types**



You can add or edit your incident types on this page, simply pick the sound you wish to use and check the box to a 'yes' and save.

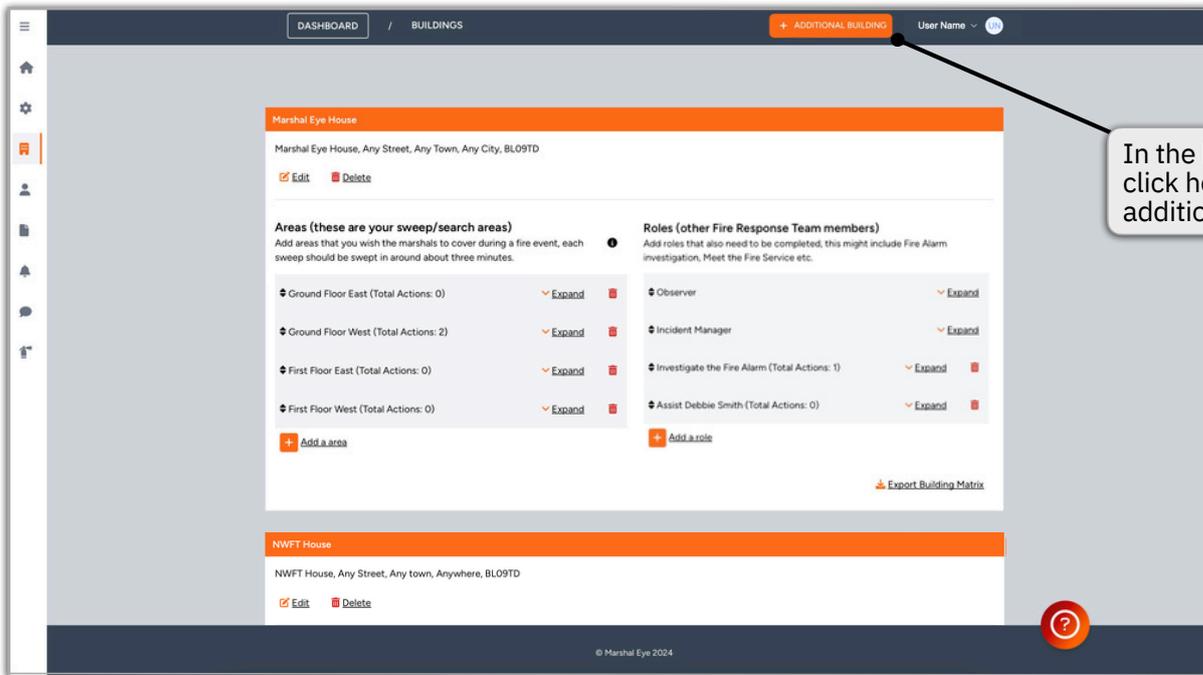
**App Users will see this message on signing in to the App**



# Add Additional Building

If you are a multi-building site, you can add additional buildings. If your User is assigned duties in more than one building they will be asked which building they are going into when they toggle in.

Your new building will be displayed below the original building. You can add Areas and Roles in exactly the same way. Incidents will run completely independently of each other in each building.

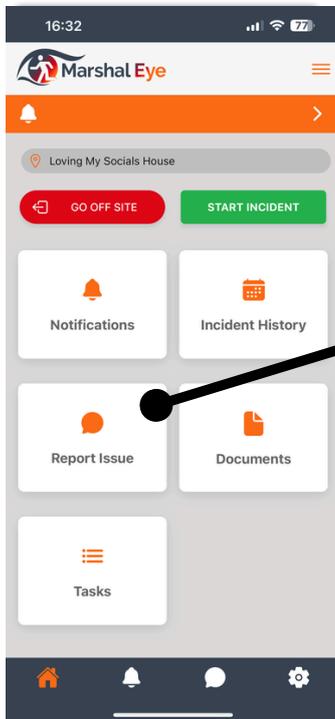


In the users screen, you can use the drop down menu to look at your other buildings. For multi-building sites, people can be assigned duties in different buildings.

Search:	Name	Status:	All	Building:	Marshal Eye House	Type:	All	Display:	10
	User *	First Floor East	First Floor West	Ground Floor East	Ground Floor West	Assist Debbie Smith	Incident Manager	Investigate the Fire Alarm	Observer
No subscription plan currently active. Please roll in to a subscription plan before adding new users. <a href="#">Click here</a> to see our list of subscription plans.									
Total Users: 5 / 0									
(7)	Craig L.	(On Site)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Assign all for this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear duties of this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear all duties			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
(7)	Leanne S.	(On Site)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Assign all for this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear duties of this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear all duties			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
(6)	Mark B.	(On Site)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign all for this building			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clear duties of this building			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clear all duties			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(7)	Steve W.	(On Site)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Assign all for this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear duties of this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear all duties			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
(7)	Tau L.	(On Site)	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Assign all for this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear duties of this building			<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Clear all duties			<input checked="" type="checkbox"/>	<input type="checkbox"/>					

# Report an Issue Function

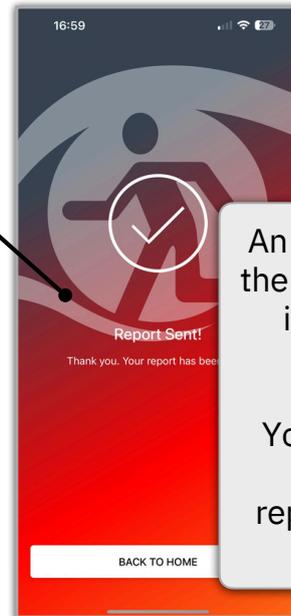
All app users have the ability to report health and safety concerns with a single click. This functionality helps to generate clear evidence of due diligence across the site.



Type out the identified issue, for example, a defective fire door or combustible materials in a staircase enclosure.

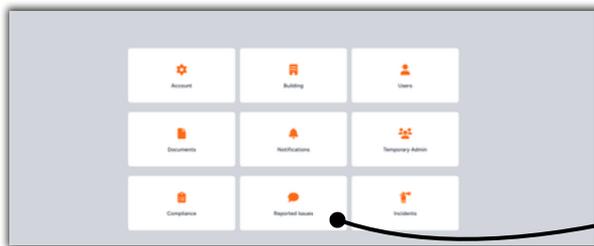
A picture can be taken or uploaded from the users library.

Click 'send message'

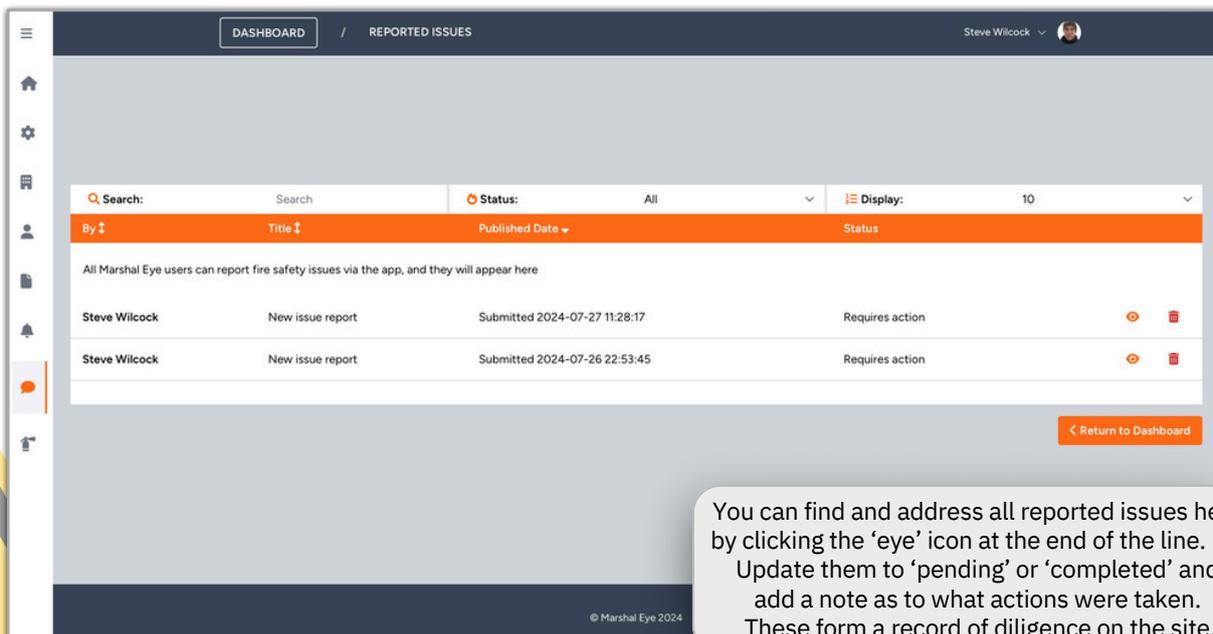


An email will be sent to the person reporting the issue for their own record.

You can elect to have any user receive reported issues within the user profile.



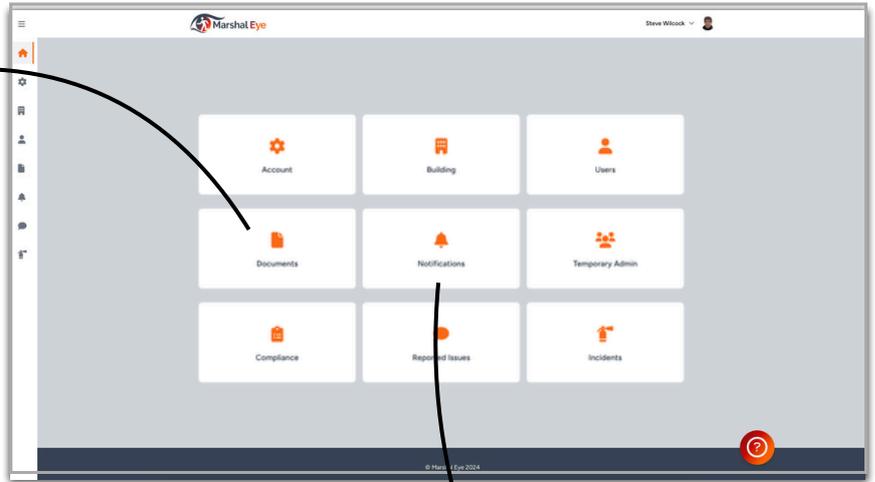
Reported issues are accessed in the dashboard.



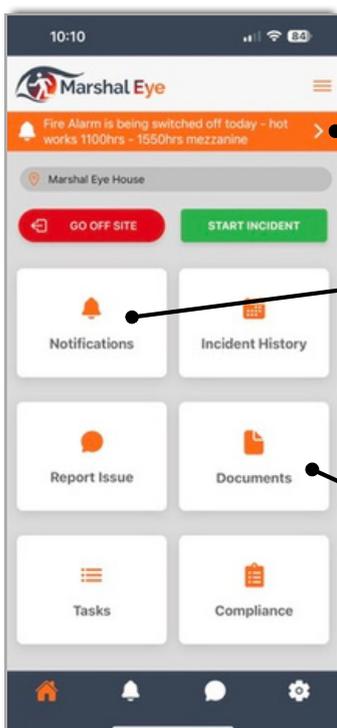
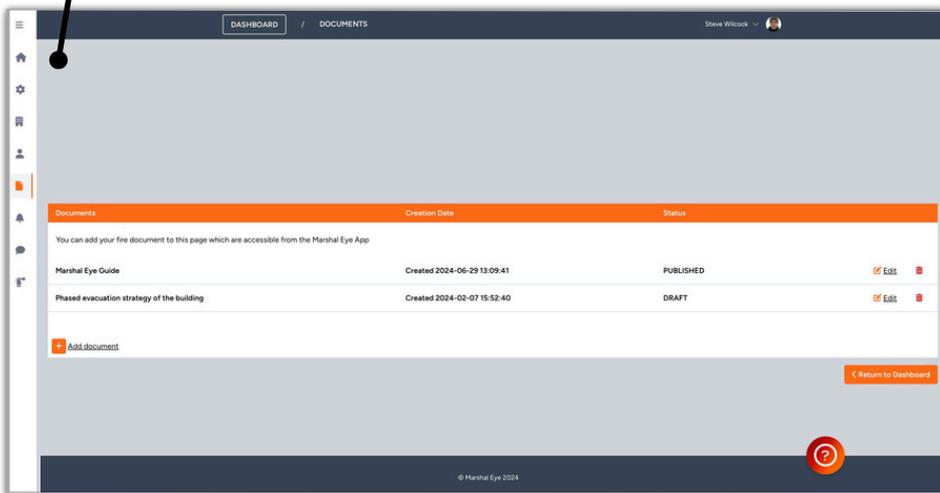
You can find and address all reported issues here by clicking the 'eye' icon at the end of the line. Update them to 'pending' or 'completed' and add a note as to what actions were taken. These form a record of diligence on the site.

# Fire Safety Documents & Notifications

Fire Safety documents and media files can be loaded into the dashboard for your staff to access. You should click the tile 'Documents'.

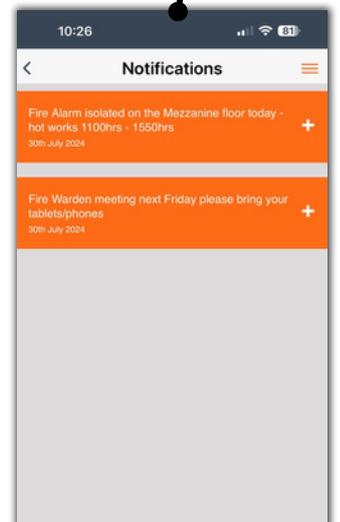


Notifications are a simple means of communicating with your team about anything you think they should know about.



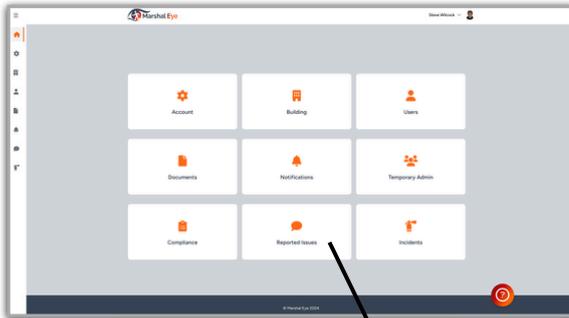
The latest notification is always displayed in the top orange bar, you can click the bar or the tile to access the full notification.

You can access documents or media files that the administrator has added, by clicking here

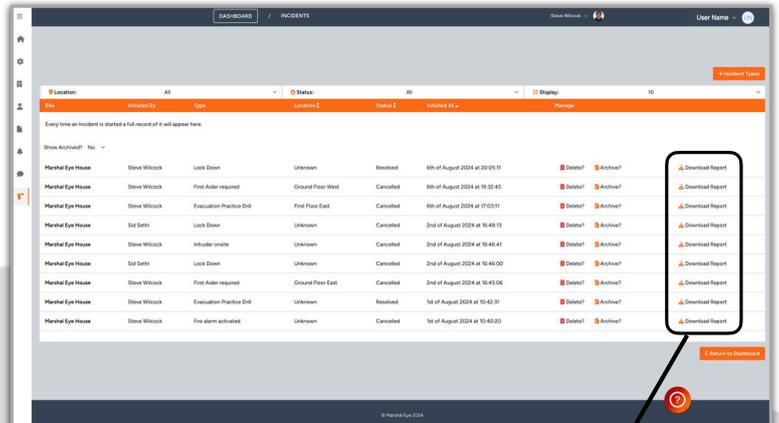


**Notifications Screen**  
Click the + to view the full notification.

# Accessing Your Incident Reports



If you click here you will be able to access your previous incidents.



Previous incidents will have already been emailed out to your chosen users. You can access them and print them here, you can use the performance report as evidence of compliance for evacuation drills.

## Incident Report

---

Site: **NWFT House** Initiated by: **Vicky White**  
 Date: **Fri 19 Apr 2024** Time: **11:28:34**  
 Initial incident type: **Fire Alarm activation** Reported location: **Unknown**  
 Incident Manager: **Vicky White**

---

**Performance**

From initiation to confirm evacuation is required **00:01:31**

Time for all Tasks to be claimed **00:02:17**

From decision to evacuate to complete all Area Sweeps **00:03:17**

---

**Outcome**

Incident concluded time **Fri 19 Apr 2024 - 11:35:45**

**Incident Closed or Cancelled by Vicky White**

**Report Summary:**  
 Water has got into a detector head in the basement, everyone can return to previous duties, I'm going to close the incident

Total duration of Marshal Eye live event: **0:07:11**

**Incident report summary of site NWFT House on 12th of March 2024 at 20:31:04**

**Initiated by Ste Wilcock and was located on Unknown**

**Type: Fire Alarm activation**

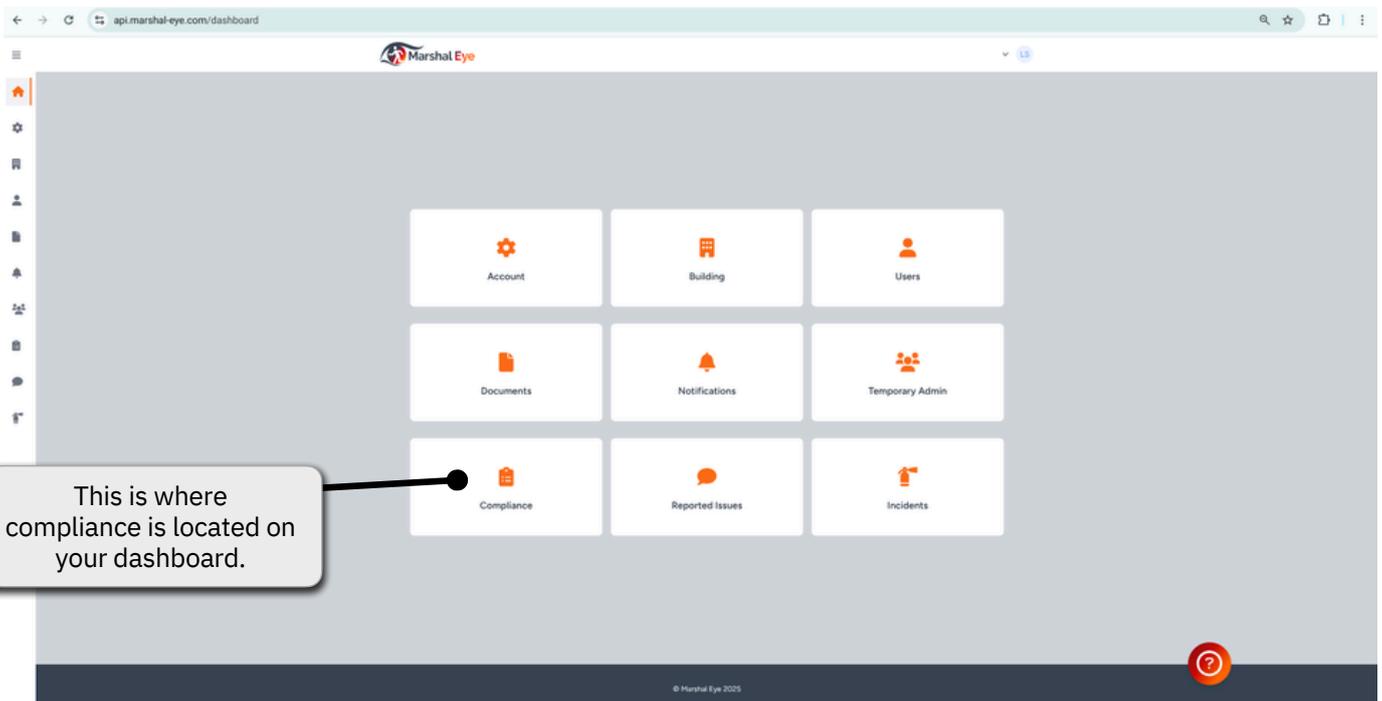
Sent by		Sent at
System	Ste Wilcock has started an incident. Reason Fire Alarm activation. Location Unknown	20:31:04
Ste Wilcock	Hi guys, anyone know whats happening	20:31:30
Keth Hadley	theres a definite smell near the server room	20:32:10
Ste Wilcock	I'll start an Evac off	20:32:34
System	Ste Wilcock has started an evacuation.	20:32:41
System	Ste Wilcock has claimed the task: Ground Floor East	20:32:47
System	Ste Wilcock has completed the action: Pick up Fire Service info pack	20:33:06
System	Ste Wilcock has completed the action: Pick up Roll Call	20:33:15
System	Ste Wilcock has completed the task: Ground Floor East	20:33:20
System	Keth Hadley has claimed the role: Investigate the fire Alarm	20:33:26
System	Vicky White has claimed the task: Ground Floor West	20:33:30
System	Ste Wilcock has claimed the role: Provide assistance to Debbie Smith	20:33:38
System	Ste Wilcock has rejected the role: Provide assistance to Debbie Smith - I am going to assume incident manager role	20:34:08
System	Ste Wilcock has claimed the role: Incident Manager	20:34:13
System	Keth Hadley has completed the task: Investigate the fire Alarm	20:34:21
System	Vicky White has completed the task: Ground Floor West	20:34:24
System	Vicky White has claimed the task: First Floor West	20:34:30

Your top sheet is a summary performance report

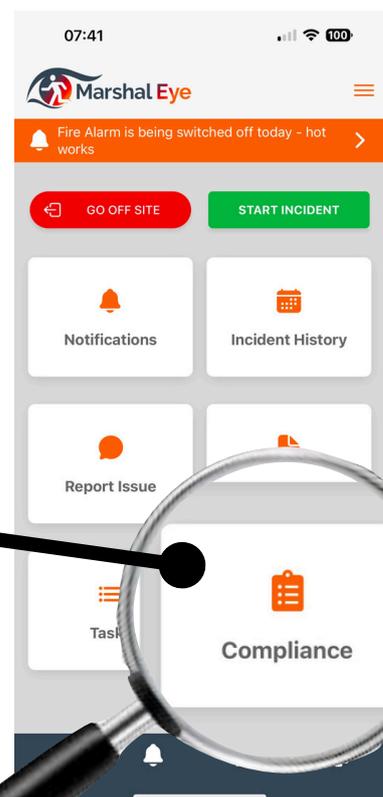
Your further sheets have the granular data in them. This will allow you to see exactly who did what and when. You will be able to evaluate your incidents, debrief your team and assess performance.

# Testing and Maintenance

Marshal Eye can efficiently manage all testing and maintenance processes. This section guides you through creating a test, adding its key elements, and setting the retesting intervals. You'll also learn how to upload detailed test instructions and record results directly in the app.



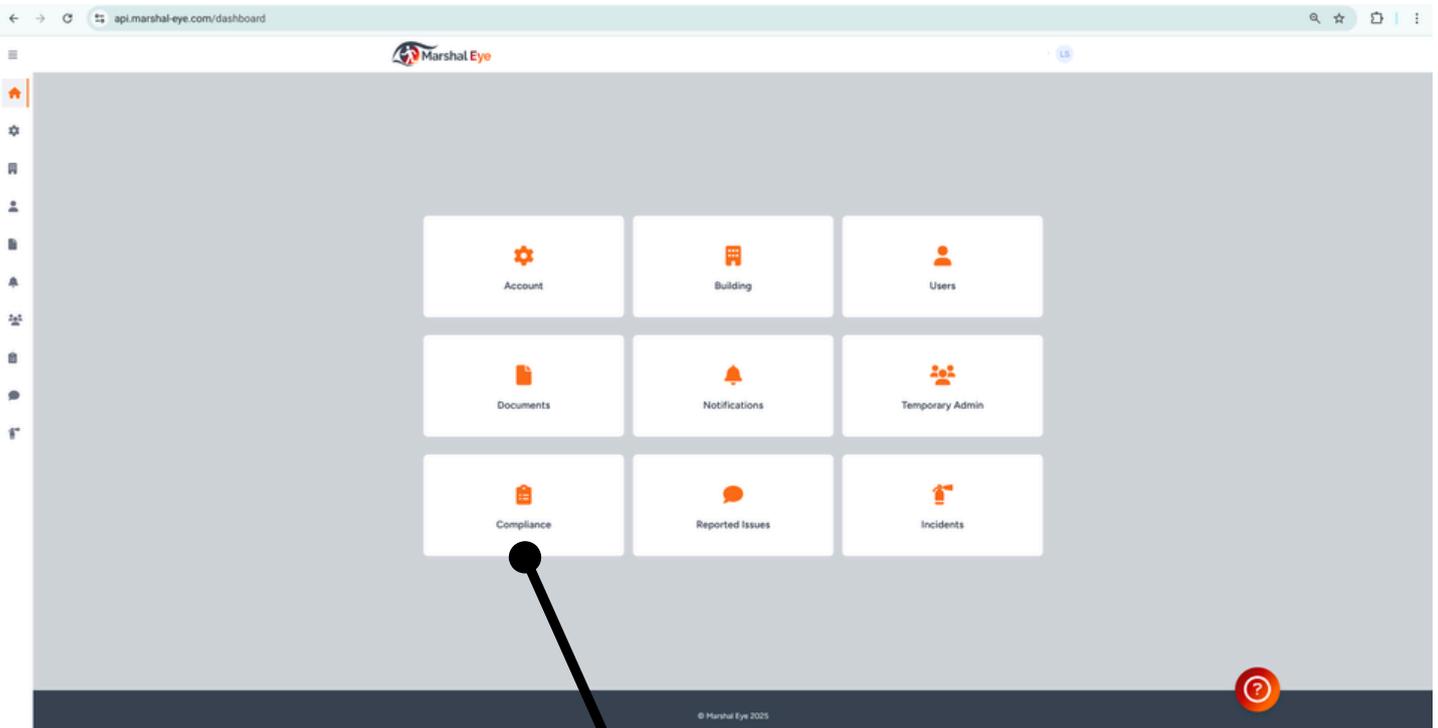
Not all users will be carrying out maintenance, this tile will only appear on the users app if they have been assigned maintenance duties (see page 16 of this manual on how to assign).



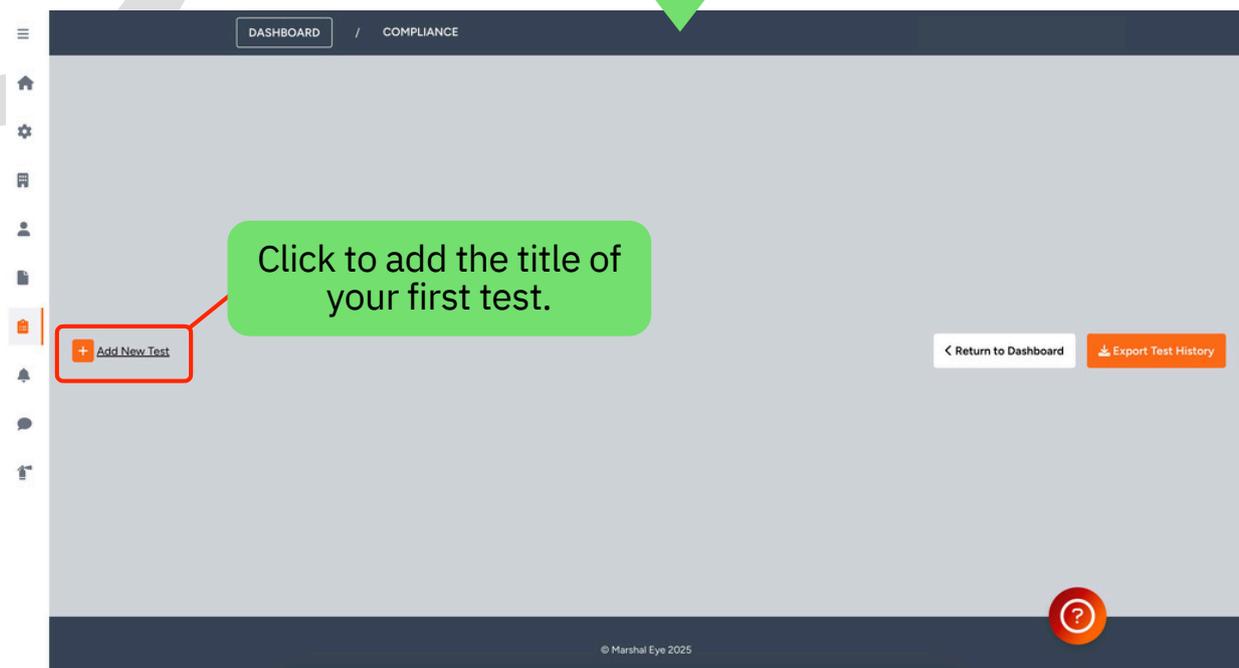
Compliance will appear on users Apps when your admin have set this up.



# Testing and Maintenance set up



From the dashboard, click compliance and this will open a new screen to set up any testing and maintenance required onsite.



Add your first title and select the date you want the test to start from.

A screenshot of a web form with two orange header fields: 'Title \*' and 'Start Date \*'. The 'Title \*' field contains the text 'i.e. fire alarm, emergency lighting etc'. The 'Start Date \*' field contains 'dd/mm/yyyy' and has a calendar icon on the right. Below these fields are two buttons: '< Return to Compliance' and 'Next'.

In this example, the Fire Alarm and the start date have been added. Once saved, you can now add elements to the test. To do this, just click 'Add Element'.

A screenshot of the same web form. The 'Title \*' field now contains 'Fire Alarm' and the 'Start Date \*' field contains '29/01/2025'. Below these fields is a table with three columns: 'Element', 'Attachment', and 'Periodically'. The 'Element' column contains the text 'No test elements available'. Below the table is a red-bordered button with a plus sign and the text '+ Add Element'. At the bottom right are buttons for '< Return to Compliance' and 'Save'.

**If tests are completed early, your retest date will change to the time scale you have the test set at. So for example, if you complete a fire alarm test 2 weeks early, the yearly test will remain at a year from when it was completed.**

Element title goes here, for example, sound test call point 1, call point 2 etc.

You can upload a detailed document if required to describe how the person should perform the test.

A screenshot of the 'New Test Element' form. It has four orange header fields: 'Title \*', 'File (Optional)', 'Periodicity', and 'Description \*'. The 'Title \*' field contains 'Title of test'. The 'File (Optional)' field contains 'Upload Document PDF or Jpeg only. 10Mb max file size.'. The 'Periodicity' field contains 'Is Recurring?' with an unchecked checkbox. The 'Description \*' field contains 'Description of test'. At the bottom right are buttons for 'Cancel' and 'Save Element'. Three callout boxes with black arrows point to the 'Title \*', 'File (Optional)', and 'Is Recurring?' fields.

A brief outline of the test can go here.

You can set your periodicity here for recurring tests by checking the box.

A screenshot of the periodicity settings. It shows two dropdown menus: 'Frequency' set to 'Daily' and 'Interval' set to '1'. Below the dropdowns is the text 'Repeat every 1 day from 29 Jan, 25'.

You can use the Duplicate button to save time when creating similar tests. The duplicated test will include the same data and retest interval—so all you need to do is update the title.

For example, if each call point on-site needs to be tested every three months, you can set up the first test, click Duplicate, and simply edit the name of the copied test.

Title *	Start Date *
Fire Alarm	29/01/2025

Element	Attachment	Periodically	
Fire Alarm test ⓘ	Download File	Every 1 week	<a href="#">Edit</a> <a href="#">Delete?</a> <a href="#">Duplicate</a>
Call Point 1 ⓘ	Download File	Every 3 months	<a href="#">Edit</a> <a href="#">Delete?</a> <a href="#">Duplicate</a>

Maximum elements limit reached.  
To add more, please [contact us](#) to upgrade your subscription.

[Return to Compliance](#) [Save](#)

Once you have created all your tests you then need to appoint staff who will be carrying out the tests.

Navigate to the users screen, click the 'edit user' box on the right side. You can then grant access to the compliance tile by clicking the button at the bottom, see below.

### App View

DASHBOARD / USERS / STEVE User Name

Full Name *	Email *	Mobile
Steve Wilcock	steve.wilcock@gmail.com	Mobile

Profile Image	Last training received	Next training
	24/01/2025	24/01/2025

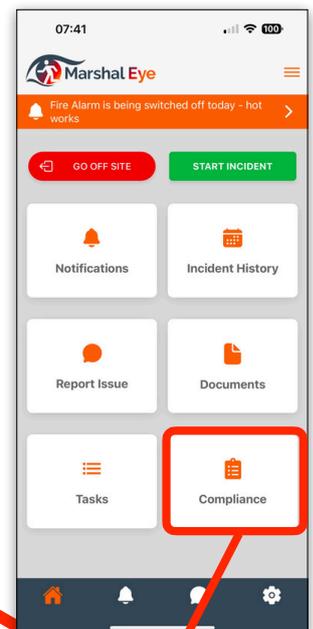
Reports

Does this person need to receive the incident report by email after every incident? Yes  No

Does this person need to receive reported safety issues email? Yes  No

Display compliance area on the mobile app for this user? Yes  No

[Return to Users](#) [Save](#)



Click yes here to make the compliance tile appear in the App.

**All tests can be viewed in the Compliance tile. They are colour-coded to highlight failed tests or those that have passed but require action. Any issues will appear in the Reported Issues tile on the main dashboard. They can be accessed via a link on this screen.**

**Fire Alarm** [Edit](#) [Delete?](#)

Element	Who Conducted Test	Date Recorded	Result	Notes	Attachment	Reported Issue	Next Due
Fire Alarm sound test	Steve Wilcock	29th January 2025 - 07:53:33 AM	Passed	🔍			5th February 2025
Call point 1	Steve Wilcock	29th January 2025 - 07:53:03 AM	Failed	🔍	📎	📄	29th April 2025
Call point 2	Steve Wilcock	29th January 2025 - 03:42:00 PM	Passed	🔍			29th April 2025
Call point 3	Steve Wilcock	29th January 2025 - 03:40:44 PM	Passed	🔍			29th April 2025
Call point 4	Steve Wilcock	29th January 2025 - 03:40:53 PM	Passed	🔍			29th April 2025
Call point 5	Steve Wilcock	29th January 2025 - 03:41:03 PM	Passed	🔍			29th April 2025
Call point 6	Steve Wilcock	29th January 2025 - 03:41:18 PM	Passed	🔍			29th April 2025

**Fire extinguisher check** [Edit](#) [Delete?](#)

Element	Who Conducted Test	Date Recorded	Result	Notes	Attachment	Reported Issue	Next Due
Check reception fire extinguishers	Steve Wilcock	29th January 2025 - 03:39:31 PM	Passed	🔍			24th February 2025
Check office fire extinguishers	Steve Wilcock	29th January 2025 - 03:39:38 PM	Passed	🔍			24th February 2025
Check warehouse fire extinguishers rear door	Steve Wilcock	29th January 2025 - 03:39:50 PM	Passed	🔍			24th February 2025
Check warehouse fire extinguishers adjacent to toilets	Steve Wilcock	29th January 2025 - 03:39:58 PM	Passed	🔍			24th February 2025
Check mezzanine fire extinguishers	Steve Wilcock	29th January 2025 - 03:40:30 PM	Passed But Requires Action	🔍		📄	24th February 2025

[+ Add New Test](#) [Return to Dashboard](#) [Export Test History](#)

**Export your test records here if required.**

**Snapshot of your current status**

**Set date range for historical tests here.**

### Export Test History

[Export Snapshot](#)

---

Start Date

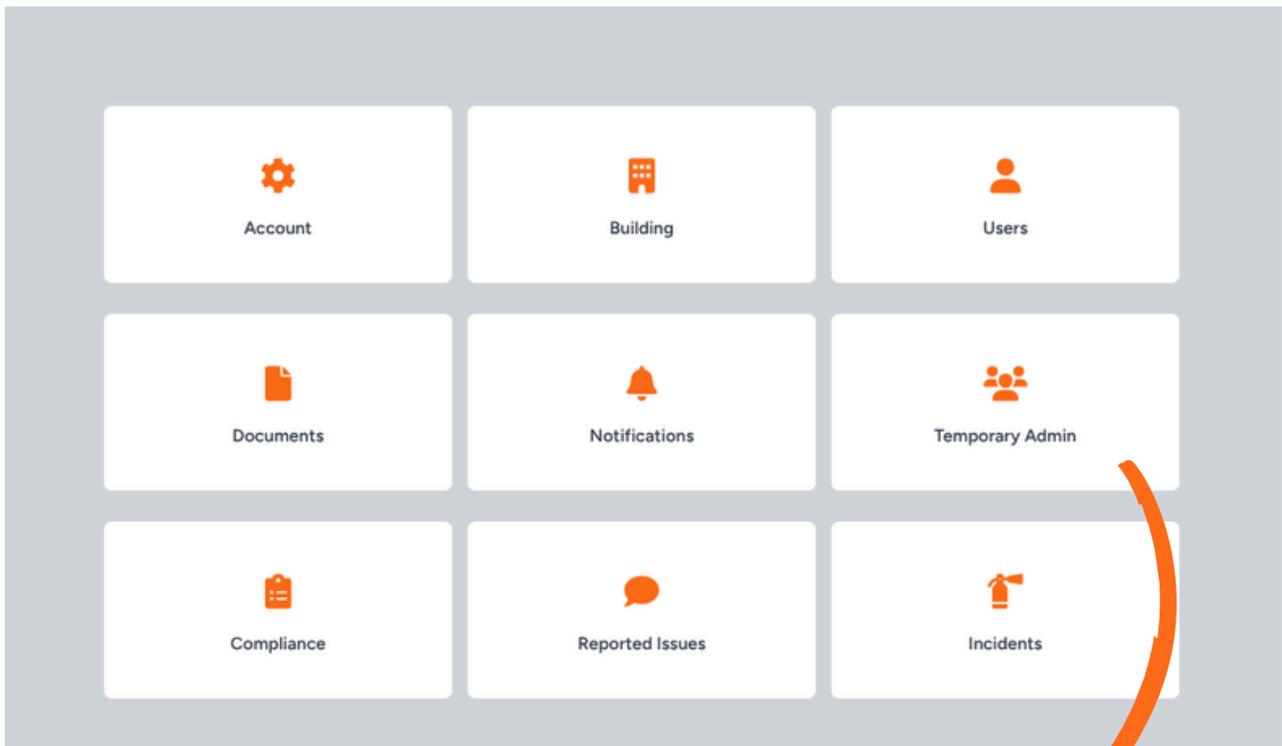
End Date

[Export](#)

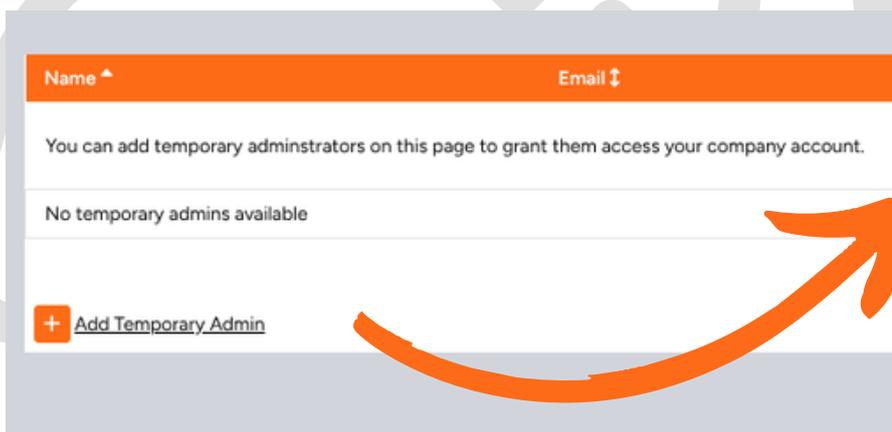
# Temporary Admin

The Temporary Administrator feature allows you to delegate admin access to assist or to stand in from your usual administrator this would cover leave periods and ensures continuity in managing the system.

You can also use this feature to grant temporary access to a Marshal Eye support team , should you need assistance with setup or require us to review your roles/sweep areas, we can advise and give tips to improve your readiness.



Clicking the temporary admin section will allow you to add a staff member to manage the system, assist with set up or you could even grant access for Marshal Eye support to assist or advise with setup.



**TIP:** Any new admins for Marshal Eye should be familiar with this guide (it can be found on the help page at the website)

[www.marshall-eye.com](http://www.marshall-eye.com)



# Marshal Eye Tips Page



During an incident, users will only be presented with tasks they have been assigned. They will not see any other roles or sweep areas.



If you have a low resilience warning, you can quickly check boxes against other users in the Dashboard to ensure that tasks are presented to more users, to ensure nothing is forgotten.



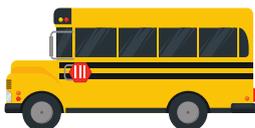
Consider a non-disruptive 'walk through' fire drill to test your response without impacting the organisation. To do this you can set up an incident type on the 'create incident' page and call it 'Fire Drill'. You should add a sound so it will alert on Users phones when you are starting. This will mean you can test your fire response without the Fire Alarm being activated. This is an excellent way of testing procedures.

**Remember you should still carry out a full evacuation drill once a year.**



When the Incident Manager role is claimed, the screen background will change to grey as a reminder although tasks appear in red they cannot be claimed from here. This is purely an overview of the entire incident and the progress that is being made.

If you have a person that has mobility issues, you can create a role to provide assistance, upload the persons PEEP and where they can be located. The person claiming the role can then monitor the live messaging rather than relying on the building intercom which may not be being attended to.



**"Think creatively"**  
You could create a new building for an event, you could call it 'School Trip' and create incident types such as 'Missing Child' or 'First Aider' required. You can add specific users who are going on the trip.

You can quickly find information in your PDF report.



Use the Incident report as a certificate of proof you have carried out your fire drills.

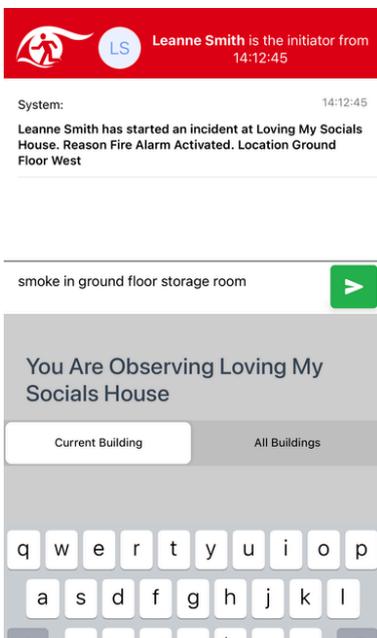
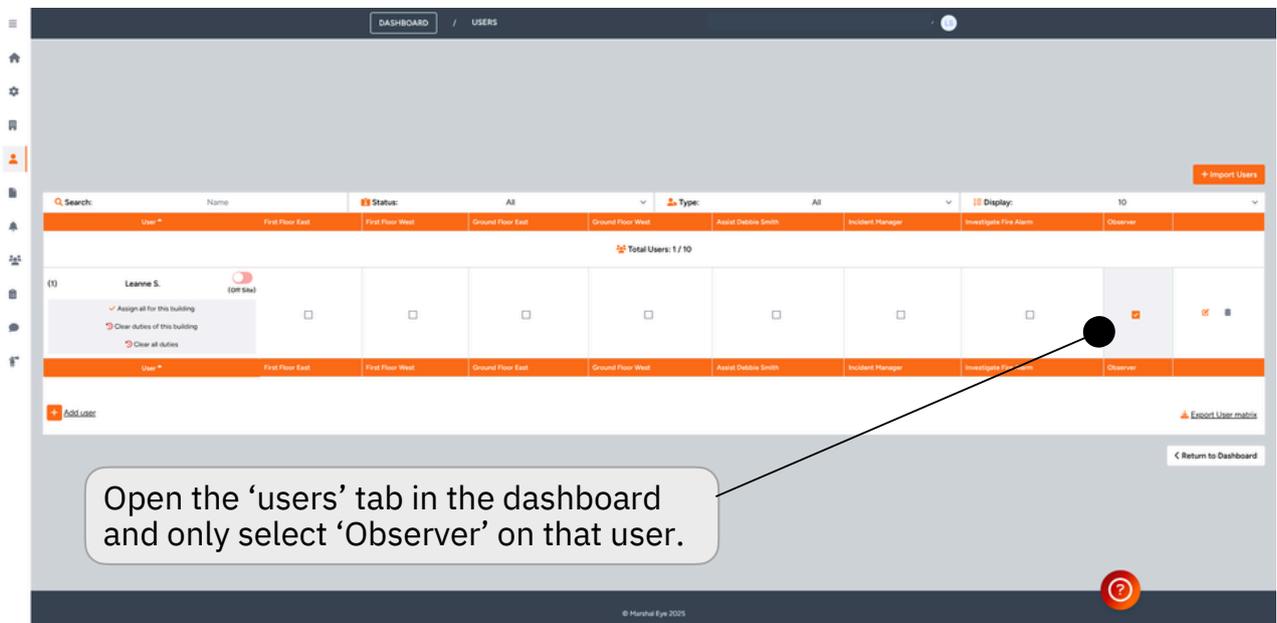


Marshal Eye

# Observer Role

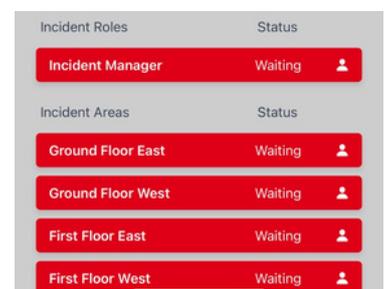
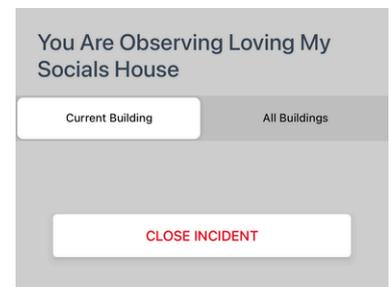
We have introduced an observer role option, this will allow you to add additional users that do not have duties during a critical event. These will be staff that you may wish to grant access to the App. They will receive alerts and they can monitor what is happening during an incident. They won't be able to claim any roles, they can start an incident if required if they find something that warrants an alert, they can also communicate via live chat. They just will not be able to assume a Role or Task.

This could be staff offsite or staff carrying out tasks that can't be interrupted, eg: medical procedures or other processes that would be disruptive to business continuity



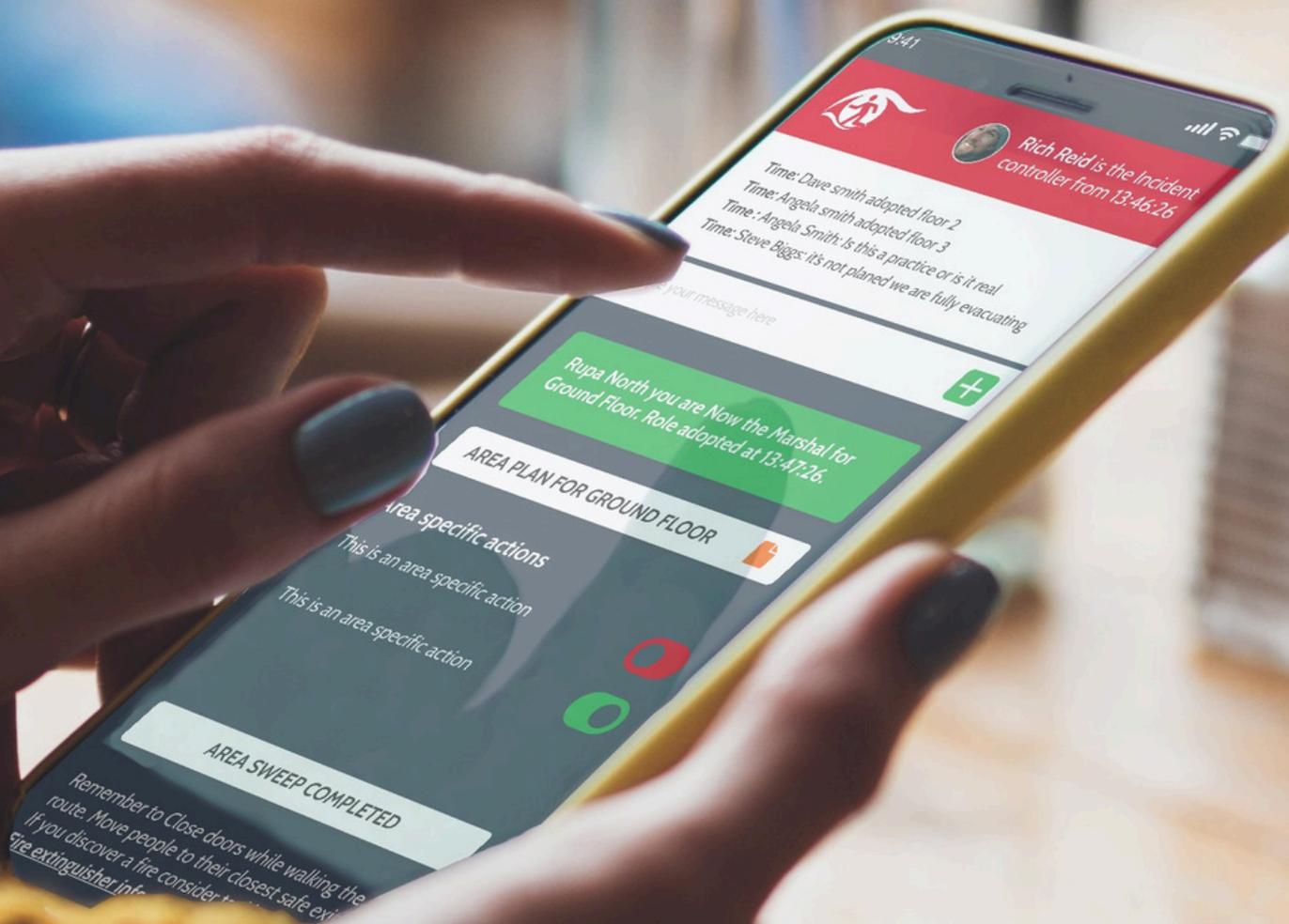
As you can see, an observer can start an incident off.

They can also communicate in the live chat, close the incident they have started if appropriate. However, they just will NOT be able to claim any of the roles like a user with full access could.





# Part 2 - App User Guide

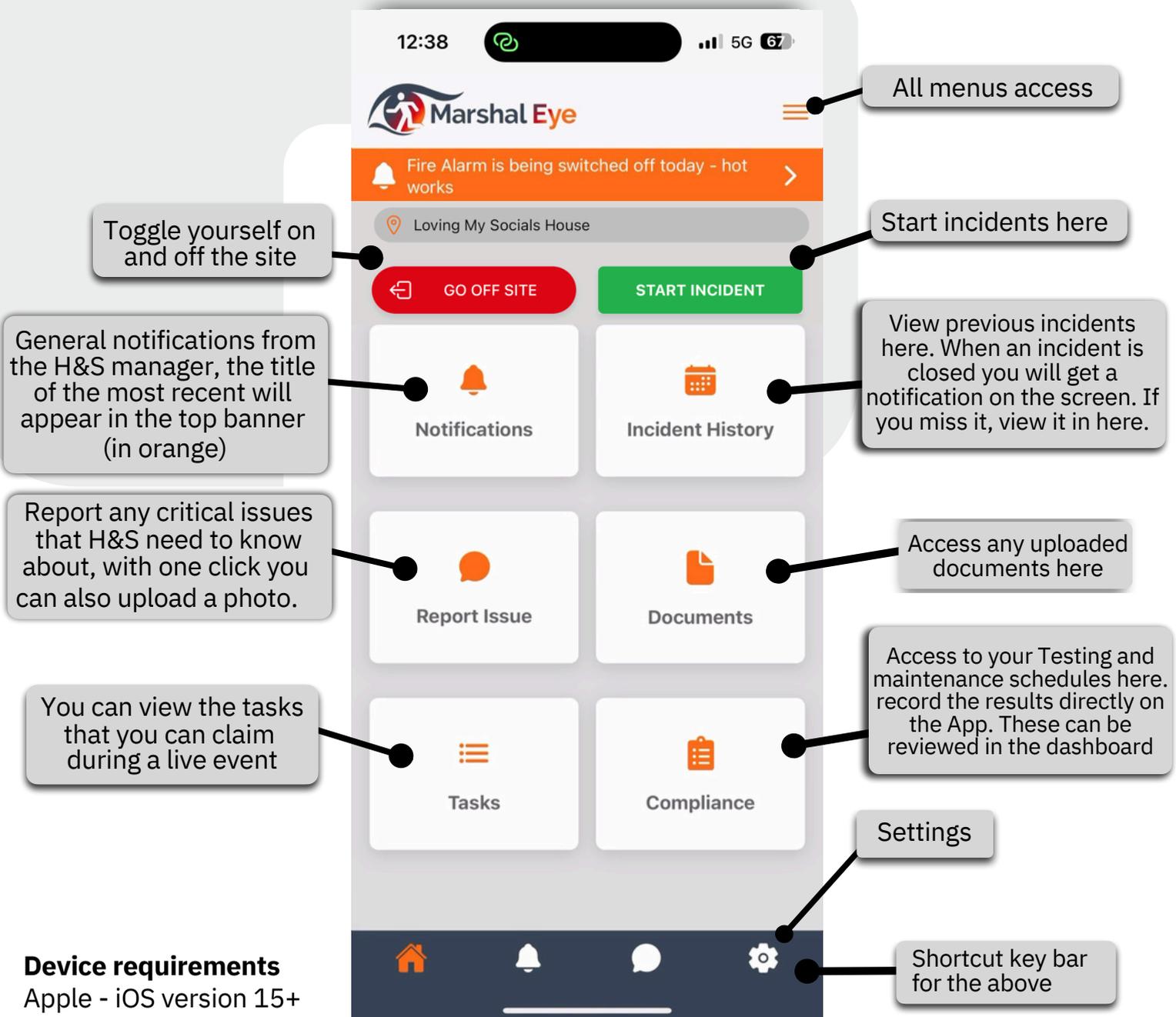


# Home Screen

Welcome to Marshal Eye, the modern way of managing incidents in your workplace. We have designed Marshal Eye to be really simple and intuitive so it will always be easy to use when you open the App.

As a user, your administrator should have already created the different tasks and incident types specific to your building. You will be assigned certain tasks that can be claimed during an emergency event.

## Anatomy of the Home screen



### Device requirements

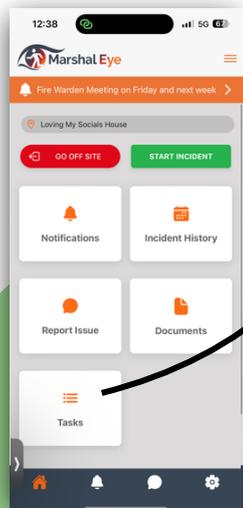
Apple - iOS version 15+

Android - version 10+

Space required 50 mb to install

# Tasks Screen

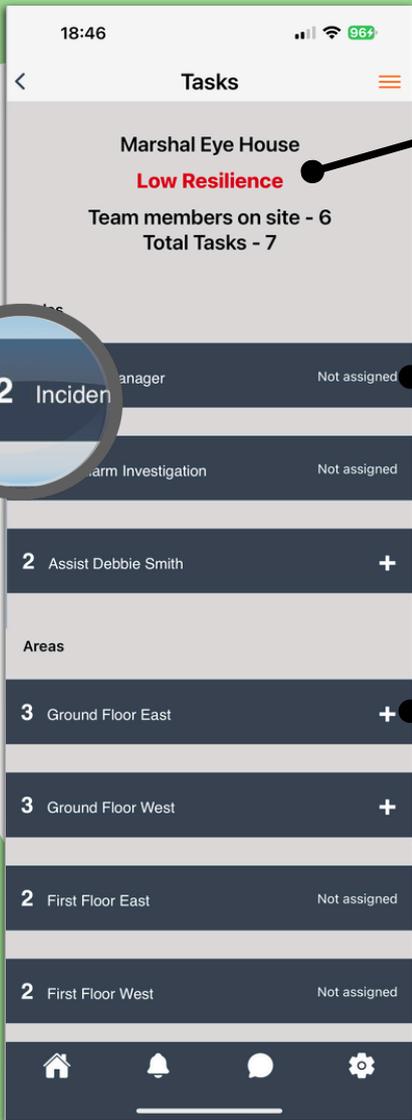
The Tasks Screen is a daily screen that shows all the Roles and Area sweeps that have been created for the building. This is also a window on your resilience if an incident was to happen, you will only be presented with tasks assigned to you during a live event.



By clicking tasks, you can view all the roles that you have been assigned to.

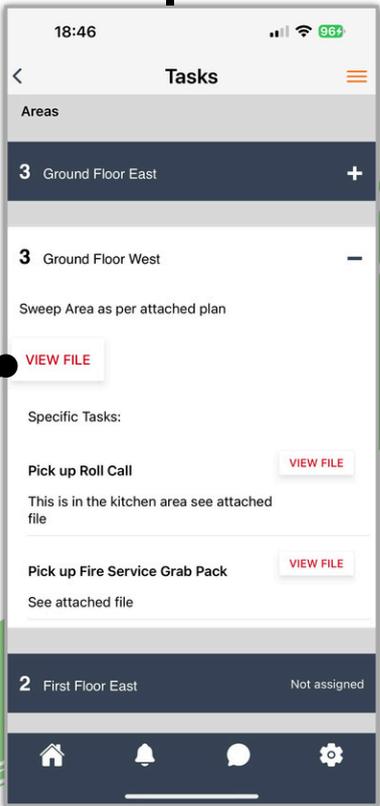
If there are more tasks than people to complete them you will get a red low resilience warning.

These tasks will not appear for you to claim during a live event.



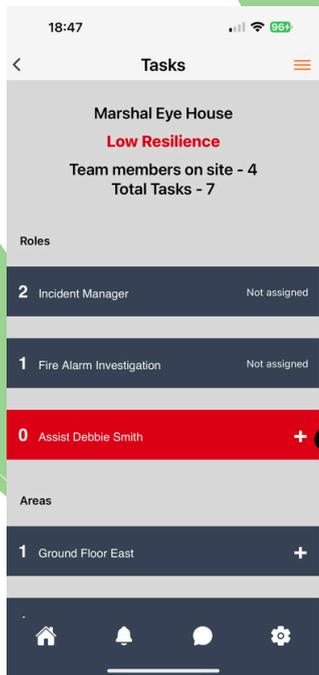
The number on the left indicates how many people are currently in the building that can claim this particular task. If an incident was to start

If you are assigned a task, you will be able to claim this during a live event, you can click the plus arrow to review relevant information for this task.



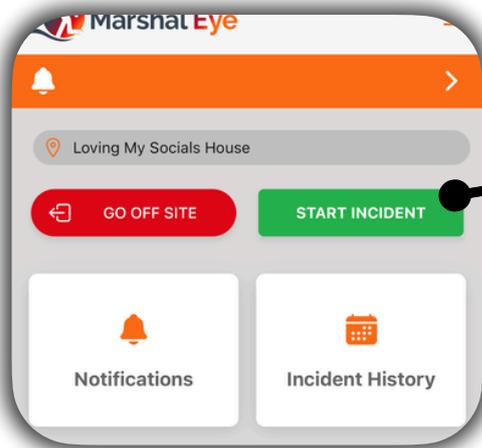
This allows you to familiarise yourself with what you would be required to do, if you selected this Task

If there is no one available for a task it will highlight in red



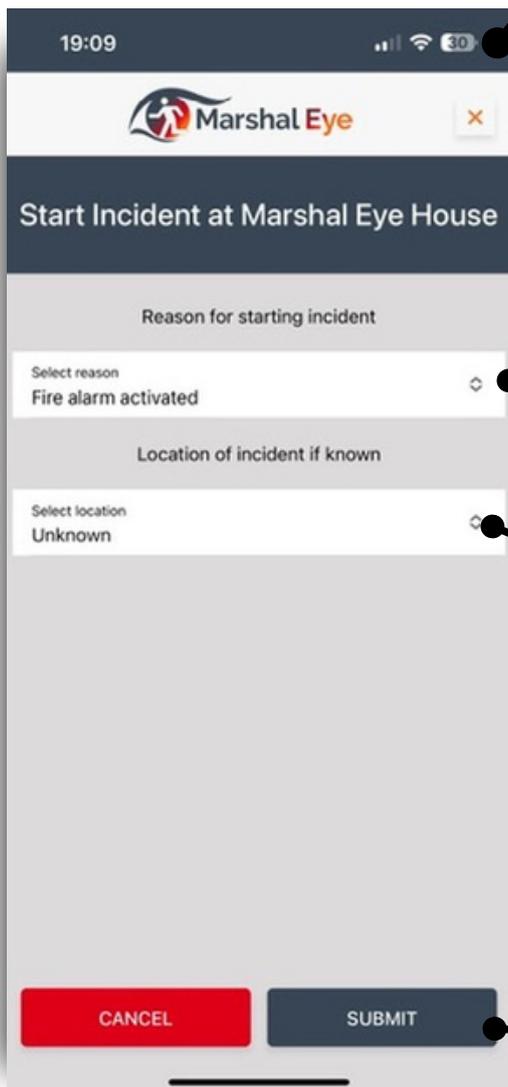
# Start an Incident

Marshal Eye is designed for fire response. However, it can be used to alert staff to other critical events. This might include 'first aider required' or to instigate a lock down in a school, intruder alert, or any critical event. Your health and safety manager can create as many incident types specific to your environment, they will appear on the pick list for users under 'select reason' when starting an incident.

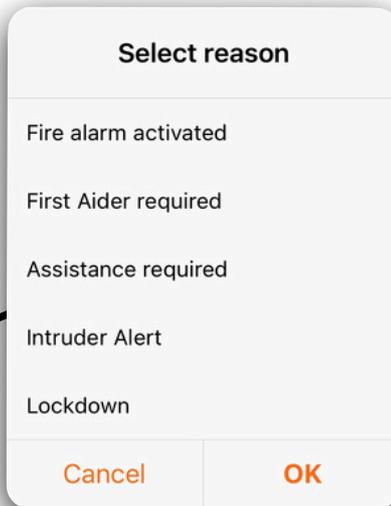


Any user can click 'Start Incident' from the home screen.

This will then open the start incident screen.



## Select the reason.



Pressing 'Confirm' will send a **CRITICAL ALERT** to all on-site users.

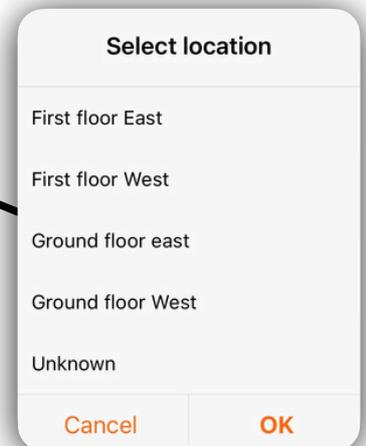
Critical Alerts will bypass lock screens and muted settings on all devices.

Cancel

Confirm

If your incident type has been set to critical alerts you will get this notification

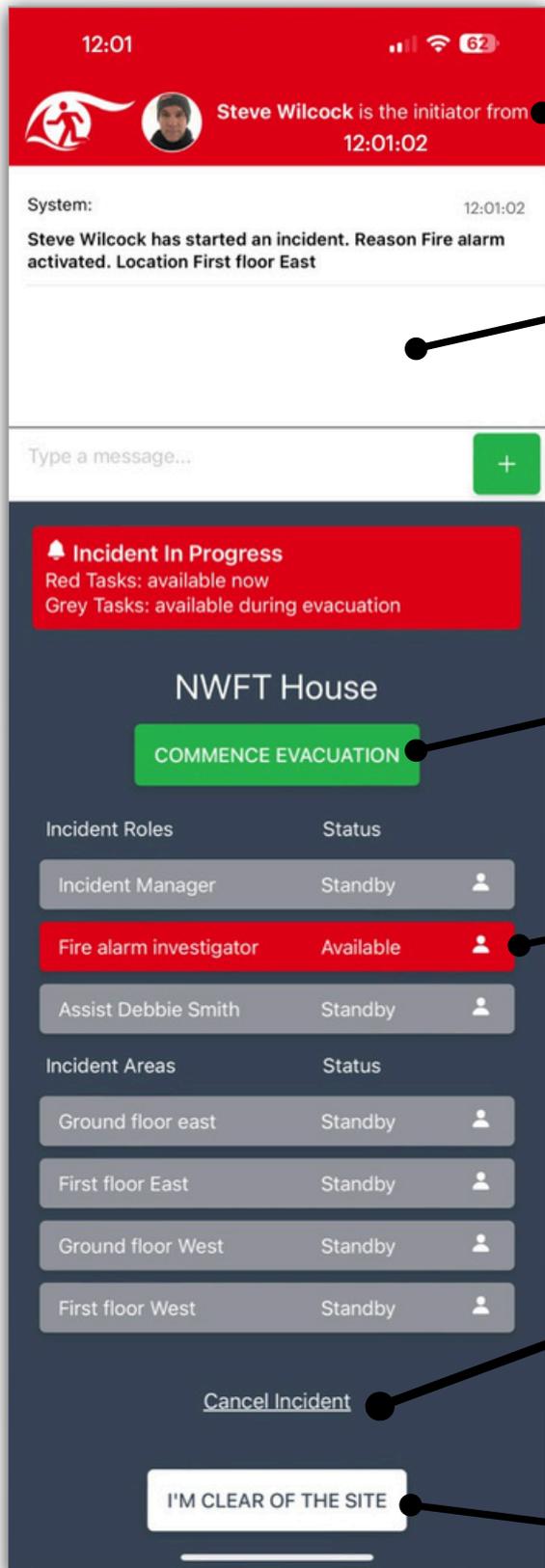
## Select the location of incident.



Click submit, and every user will be in the live event screen.

# Live Event Screen

If you open Marshal Eye and an event has already started, you will be immediately in 'live screen.'



**Whoever initiates the incident will appear here**

Use live chat to establish what is happening in the building with your whole team. If it is a First Aider required you can use Marshal Eye to source a piece of equipment. This could be a defibrillator or you may just need immediate assistance. For fire events, you can instigate an evacuation or stand everyone down if the issue is identified.

**Commence evacuation will make all tasks turn red, making them all claimable.**

At this stage, tasks remain grey with the exception of those that the administrator has set as available pre-evacuation. A good example is 'fire alarm investigator' this will always be required immediately (see page 13)

**An incident can be cancelled by anyone if it is decided evacuation is not required. The person cancelling the incident will be recorded in the PDF incident report.**

You can declare yourself clear of the site which will time stamp on the log.

# Completing a task

You will now have access to all relevant information to complete this task. It might be instructions on where to sweep, it could be a Personal Emergency Evacuation Plan for a wheelchair user, where to take them etc. Admin can add any information they wish from operation of the fire panel, to the location of a key to open access gates for the fire service.

12:02 62%

Steve Wilcock is the initiator from 12:01:02

Craig Little: 12:02:34  
There's strong burning smell on the ground floor

Tau Lee: 12:02:43  
We need to evacuate

System: 12:02:51  
Steve Wilcock has started an evacuation.

Type a message... +

**Tau Lee you have claimed the task Ground Floor West Sweep Area as per attached plan**

[VIEW FILE](#)

**Specific Task Actions**

**Pick up Roll Call**  
This is in the kitchen area see attached file

[VIEW FILE](#)

**Pick up Fire Service Grab Pack**  
See attached file

[VIEW FILE](#)

**COMPLETE TASK**

[REJECT INCIDENT TASK](#)

Remember to close doors while walking the route. Move people to their closest safe exit. If you discover a fire consider tackling. [Fire extinguisher info](#)

The green box confirms you have digitally claimed this task. Your admin may have added additional notes specific to the task they will appear here.

All attached files for sub tasks are viewable by clicking the button

**Roll Call location**

Blue Folder Behind Contractors sign in desk

Once outside take to Incident Manager

Done api.marshall-eye.com

**Ground Floor West**

**Sweep Green Area**  
Close all doors while sweeping  
Direct occupants to closest safe exit and on to the assembly point at:  
**North Car Park**

Sub tasks may also have been added. When you complete them you can toggle the button which will time stamp on the performance report.

Once you have completed your task, hit complete and you will be placed back into the selection screen. This will enable you to pick up another task if resilience is low.

**Pick up Fire Service information pack**

Located in the main reception in the left hand cupboard

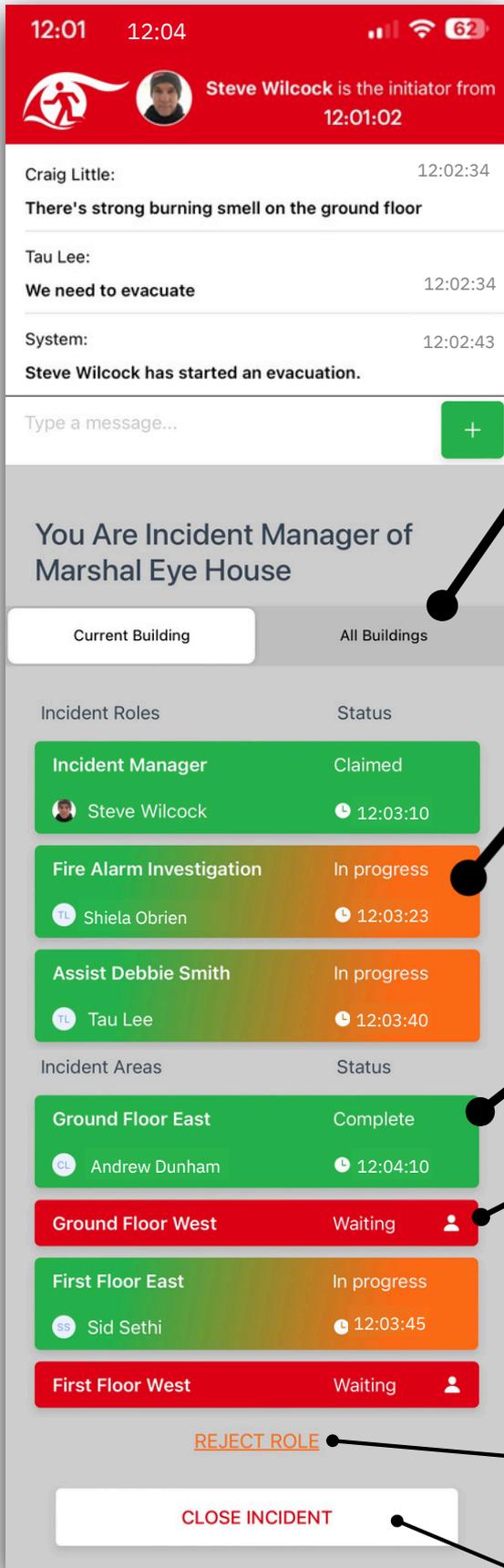
Fire Pack

**You can access extinguisher information here**

If you are unable to complete the task, you can reject it, you will be required to type the reason why. This will appear on the log. The task will go back to red for someone else to claim. You may reject it to handover to someone.

# Incident Manager Screen

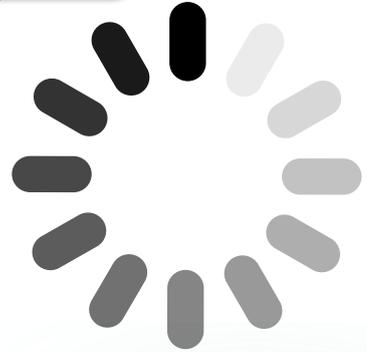
The Incident Manager screen will give an overview of the entire incident. Note: The grey background acts as a reminder to the incident manager they are not in a selection screen, they cannot claim red tasks from here.



If your admin has set up additional buildings, the Incident Manager can click to see if there are any other incidents in progress in other buildings, this would only be top line info and is useful for multi occupied buildings.



Tasks in progress



Tasks completed

Tasks unclaimed

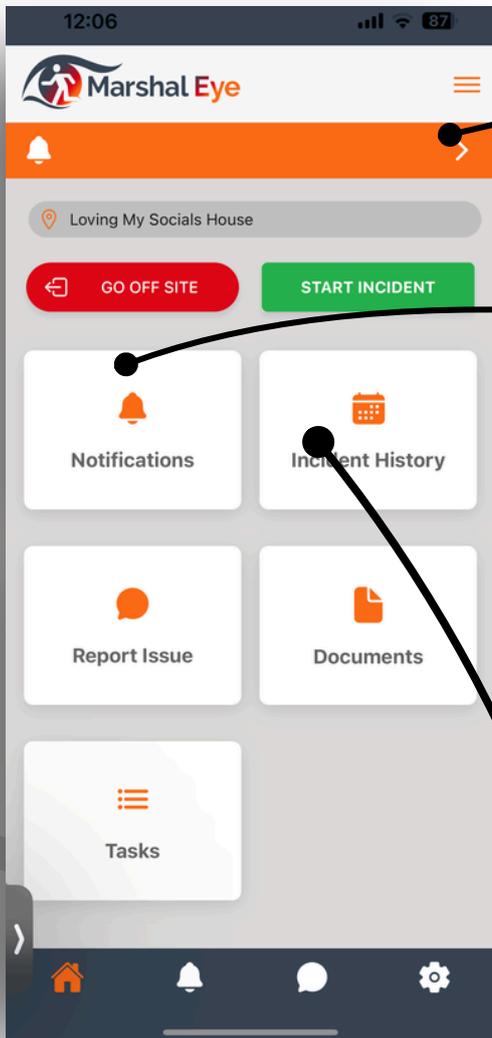


The incident manager role, like any other tasks, can be rejected. This will put the role available for another claimant. This would be for handing over if you wanted a more senior person to take charge or if you were going off duty mid way through an ongoing incident.

You can close an incident here, this will notify every other user with a pop up window.

# Notifications and Incident History

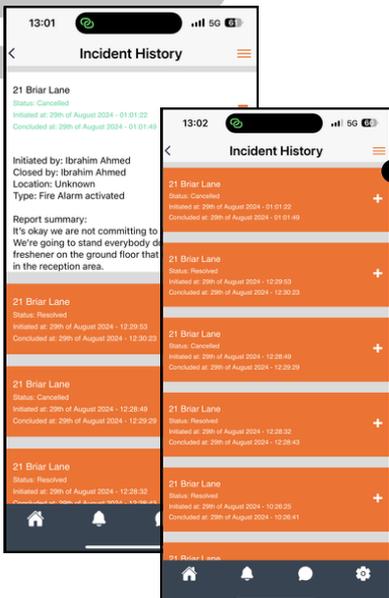
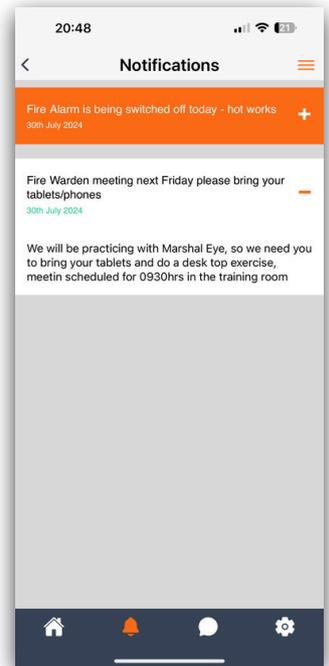
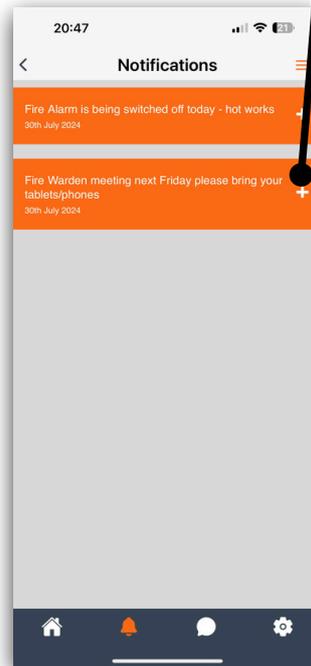
The administrator can send notifications to all users from the dashboard. This could be information about an upcoming fire drill, or anything that the response team would need to be notified about.



The latest notification will be displayed here

Click here to open notifications screen

You can expand any notification to read the content by clicking the plus arrow

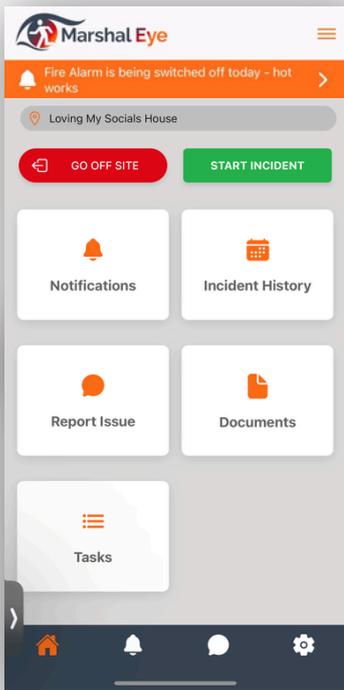


Any App user can access previous incidents here and the reason the incident was closed. Admin can archive them in the dashboard to remove them from the app.

# Report an Issue

All employees have a responsibility to ensure the workplace is safe. The 'Report an Issue' function allows users to quickly create a record of any matter they are concerned about. This could be anything that is causing concern from unauthorised storage in an escape route, a fire door that is repeatedly wedged open, evidence of smoking taking place in an unauthorised area or even a faulty fire alarm panel etc.

When you report an issue it will be recorded in the admin dashboard, it will form a record that the matter has been raised. The organisation can then act on it, this will create a record which will evidence a diligent approach in maintaining a safe environment.

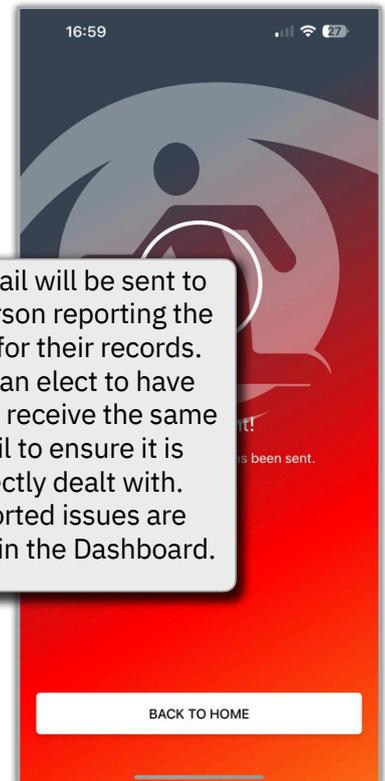


Type out the identified issue eg: a defective fire door, or combustible materials in a staircase enclosure

A picture can be taken or uploaded from the users library

Click 'send message'

An email will be sent to the person reporting the issue for their records. You can elect to have anyone receive the same email to ensure it is correctly dealt with. Reported issues are stored in the Dashboard.

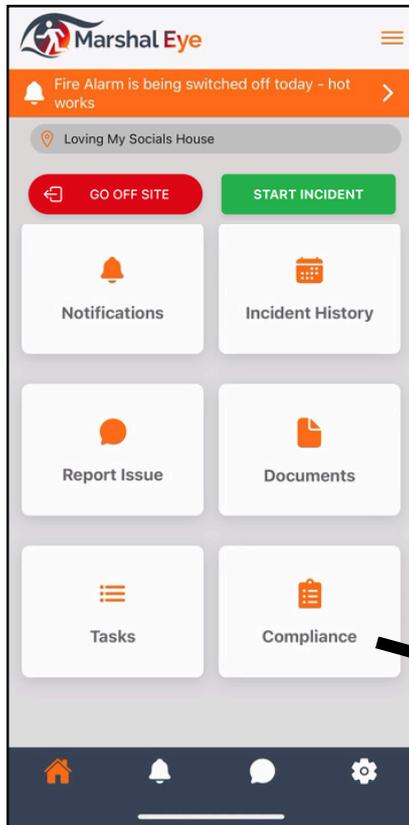


Once the 'Send Message' button has been pressed, the person reporting the issue will receive an email. Anyone nominated by Admin to receive reported issues will also get the email.

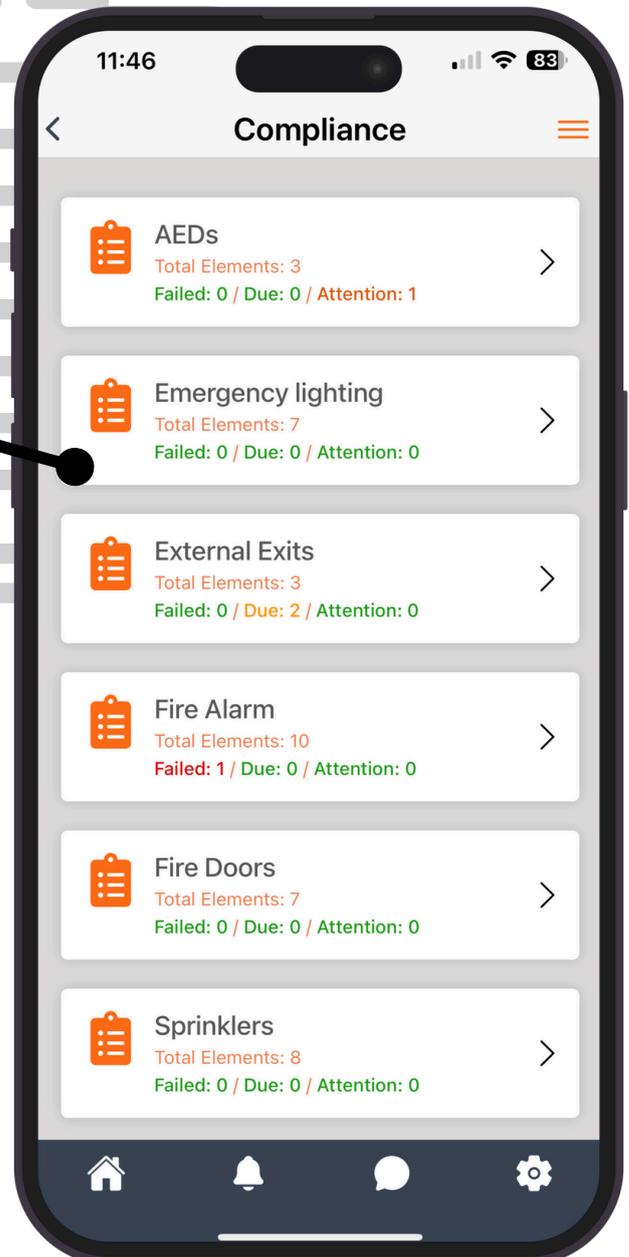
This will now form a time and date stamped record of the the matter. Admin can update the record to 'pending' or 'complete' and add notes in the admin dashboard.

# Compliance

If you have been granted access to 'Compliance' within the dashboard you will see the tile on the App, this is where all testing and maintenance will be recorded.



Clicking the compliance tile will open up the Testing and Maintenance schedules that have been programmed by your admin team.



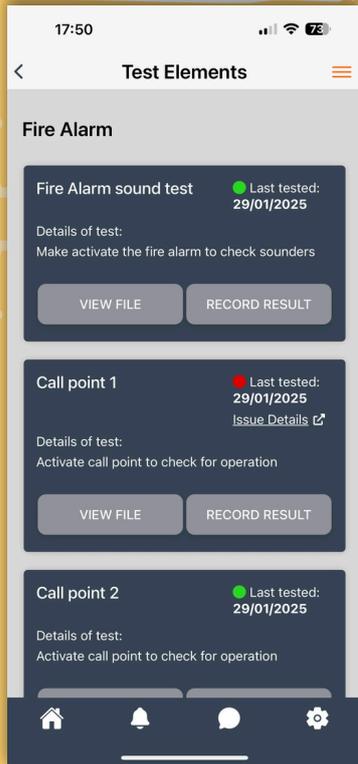
**Once in the compliance screen, you will see the titles of all equipment to be tested.**

**To access a title simply tap the tile and this will open all elements for that title.**

**At a glance you can see how many elements there are for each test and whether they are due, require attention or have failed the test.**

**See next page to record tests**

# Recording Tests in the App



Each element is displayed with the option to record the test result.

In this example we see elements set for the fire alarm including a weekly sound test and the three monthly call point tests (one for each call point).

## Status Spot

- Green - Passed
- Amber - passed but requires action
- Red - Failed
- Yellow - Test is due

Element title

Call point 1

Last tested: 29/01/2025

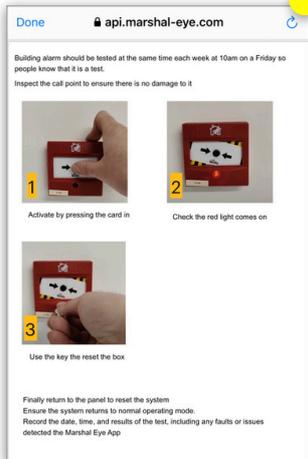
Overview of the test

Details of test:  
Activate call point to check for operation

If on the previous test, issues were raised, they can be viewed here.

View the full test details

VIEW FILE RECORD RESULT



Type notes if required

Type notes here

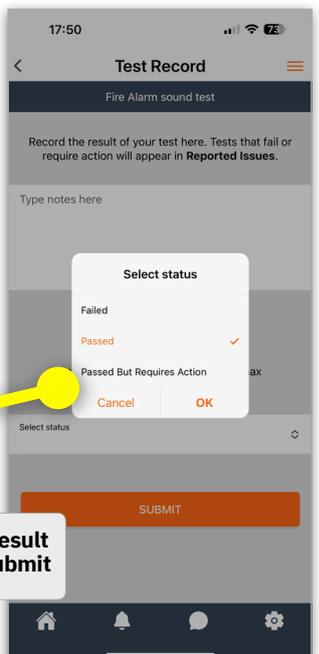
Upload photo if required.

UPLOAD FILE

Image from camera or gallery. 10mb max

Select status

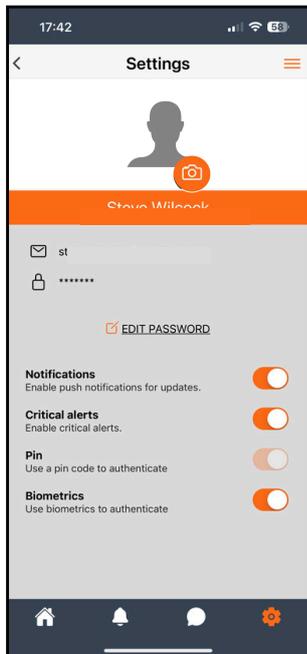
Record result and hit submit



# iOS Set Up for Critical Alerts

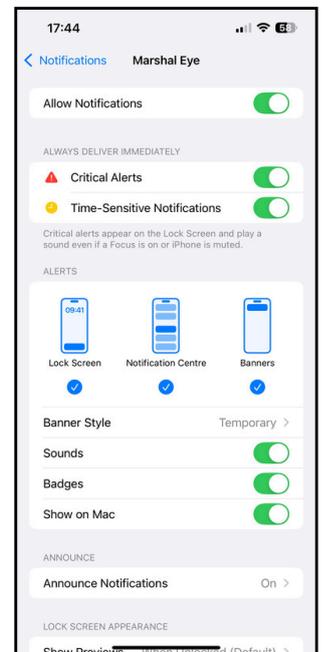
Go to the cog in Marshal eye (bottom right from home screen), and toggle the critical alerts button on your phone/tablet.

**Note:** If you do not see the critical alerts button please ensure you have the latest version of Marshal Eye.



You must also open the settings screen, navigate to notifications, locate Marshal Eye, then ensure you **allow critical alerts**. Run a test to ensure they are coming through.

If not, try toggling critical alerts off and on again this should solve the issue.



## Android Setup

Go to the cog in the Marshal eye app (bottom right from home screen), and toggle the critical alerts button on your phone/tablet.

Then go to settings, tap Apps (or Apps & notifications).

Find and tap Marshal Eye.

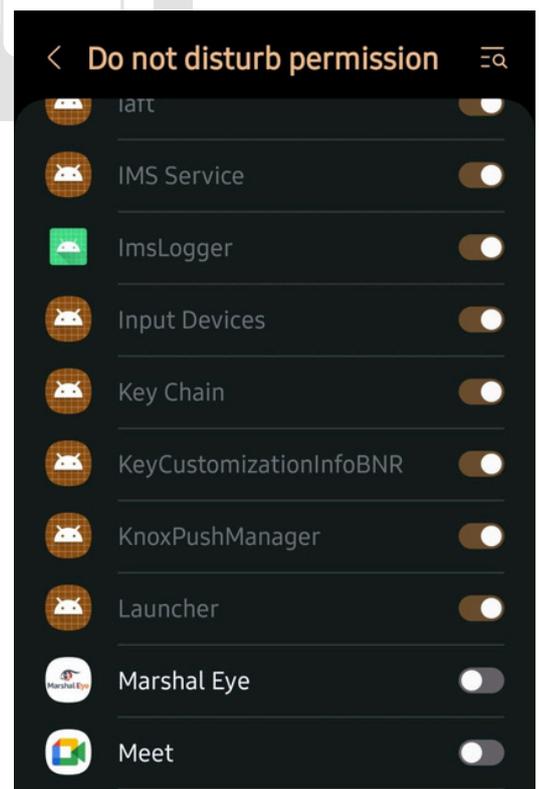
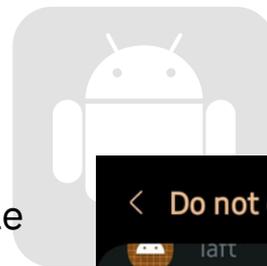
Tap Notifications.

Enable Allow notifications (if it's off).

Tap into notification categories/channels (if available).

Look for the "Critical" or "High priority" category.

Make sure it's enabled and set to Urgent (makes sound and shows as pop-up).



# Troubleshooting

Users experience a problem logging in - as a first time user you must have completed Step 1 to 3 (account, building and users) in the dashboard before logging in. If you have been invited as a user by the Admin, your licence may have expired or the admin has exceeded the number of licenses.

Users that have been invited but not received the email - They should check their junk/spam file.

If the email is lost - A fresh invite can be sent from the 'Users Screen' in the admin dashboard, your admin should go into the profile of the user and click "Send password reset email".

In the unlikely event the App freezes or crashes- The User can shut down the app completely and re open it. The reboot will remedy the problem.

If the App is slow to update - This might be an issue with your mobile signal strength/Wifi.

Areas or Roles not displaying on the phone/tablet for a user during a live event - Your admin may not have assigned you any tasks, only the tasks you have been assigned will appear during a live event.

You cannot claim a role/task during live event - You cannot claim tasks as an observer or from the Incident Manager screen, you will notice the background is light grey when in these screens

Sounds not coming when incidents start - Please ensure you go into the settings on your phone or tablet and toggle the button to allow notifications to come through, you should also ensure you allow critical alerts to come through.

Please email **info@marshal-eye.com** if there are any issues so we can provide you with support.

# System Requirements



**Devices** Apple - iOS version 15+  
Android - Version 10+  
Space required 50 mb to install

**Access to data** The devices will run off your signal and seamlessly transfer to WIFI, if your device is using or likely to transfer to WIFI you may need to speak to your I.T. support to allow access to the domain [sockets.thinkeq.co.uk](https://sockets.thinkeq.co.uk) on port 6001 on your firewall, you may also need to white list this domain.

<https://api.marshal-eye.com>

**Date usage** Marshal Eye overall uses no data when inactive, it is anticipated it will use less than 5 MB (approximately) for incidents when using chat but it depends on the total chat messages being sent and received from the API as well as screen updates. The app uses very little data for push notifications. However, it would use more data if files/links are opened for uploaded supporting files. If there are large files you will use more data to open them so it does depend on your file size, these will be sweep plans etc. The app will use incremental data if a profile image is uploaded and also when the 'Report an Issue' feature has been used with a picture attachment. The attachment size depends on the size and quality of the file. The app uses just a few kilobytes when retrieving data from API requests to update screen.



**Marshal Eye**



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**0161 738 1424**