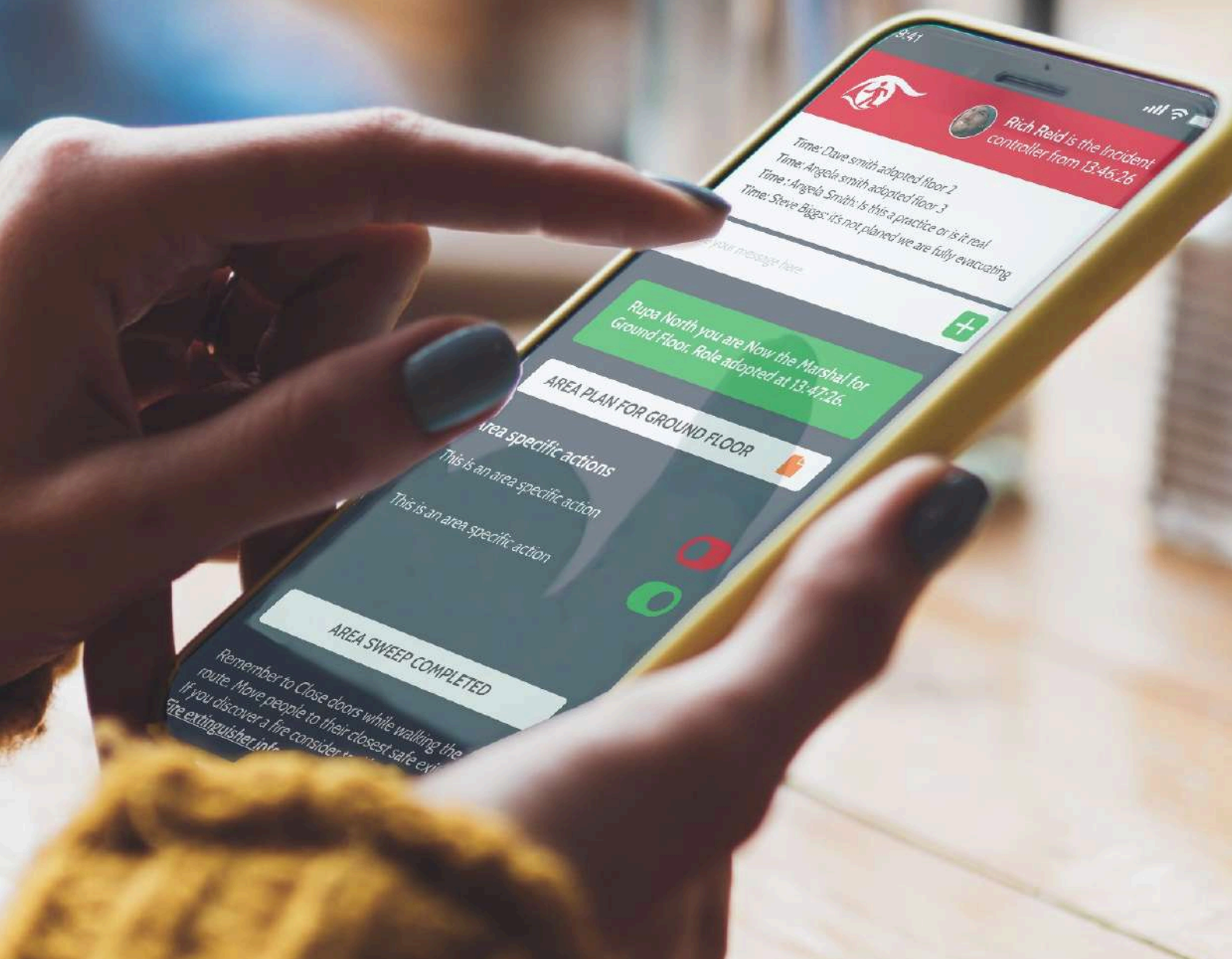




Operational User Guide 2026



Marshal Eye supports organisations in demonstrating a proactive and auditable approach to incident response and workplace safety

Marshal Eye

The future of fire response in buildings

This guide is intended for all Marshal Eye app users, including Fire Marshals, Incident Managers, and general staff who may need to respond during an incident.

Communication

The instant communications feed allows Fire Marshals/Wardens to respond much more effectively during an event. They will be able to confirm if an alarm is real or not, in real time. This enables them to be more confident in their role once confirmation is received through live messaging.

Opt in

Fire Marshals can digitally claim tasks at the point of an emergency event. This 'opt in' model eliminates the challenge of trying to plan who will be on site each day particularly where hybrid working may have been adopted. Fire Marshals will always be presented with the right information specific to any task or role, irrespective of where they might be within the site.

Reporting

A full PDF Performance Report is automatically produced after each incident, detailing every message sent, each task claimed or completed, and by whom. It will generate a summary report on how long it took for all tasks to be claimed and how long it took for area sweeps to be completed.

Other Critical Events

Other incident types can be created within the dashboard to allow staff to be alerted to first aid incidents, instigate a lockdown or any critical event, supported with instant communications.

App User Guide

Contents

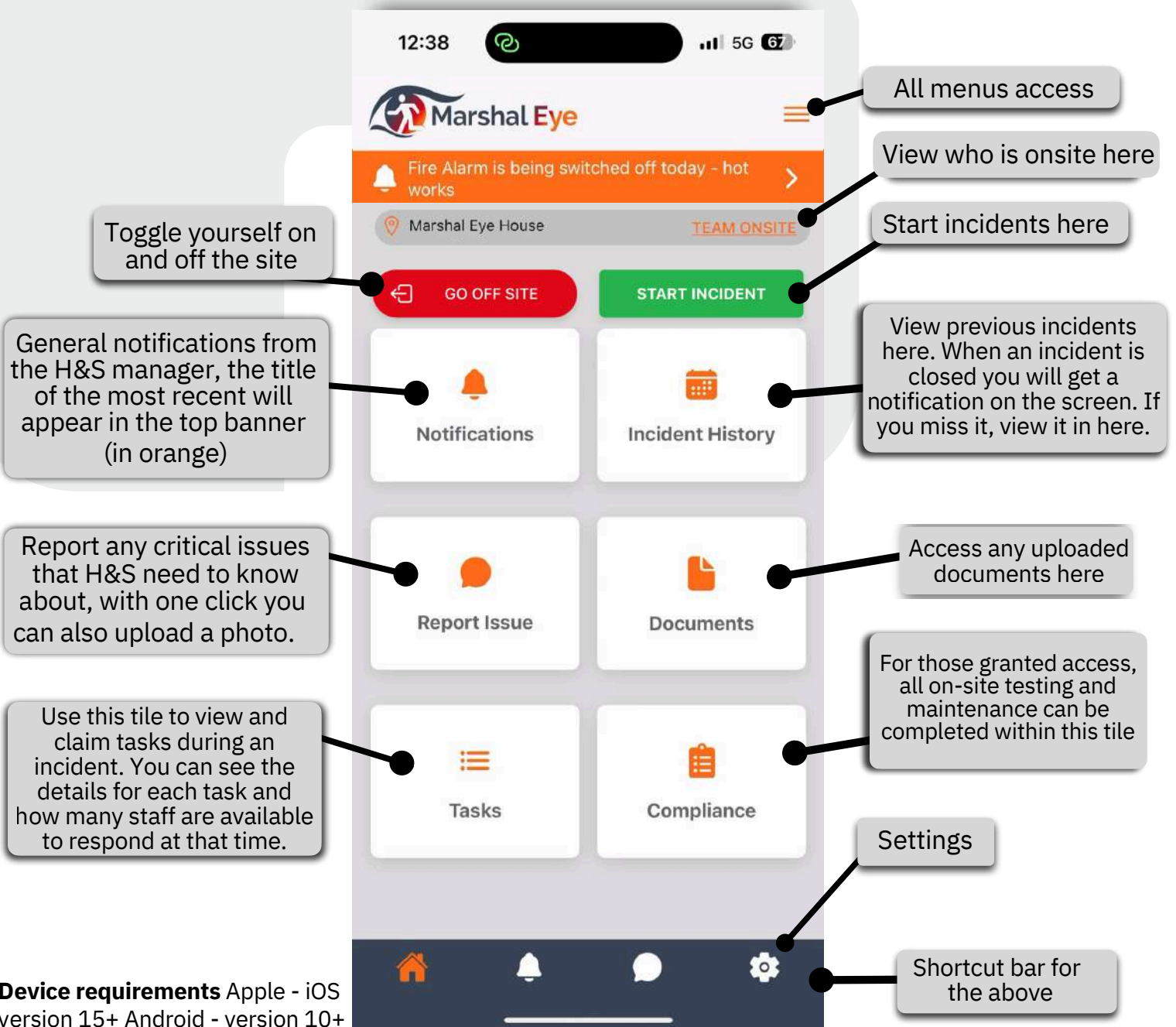
3	Contents
4	Home Screen
5	Tasks Screen
6	Starting an incident
7	Live event Screen
9	Completing a task
10	Incident Manager Screen
11	Notifications and Incident History
12	Report an Issue
13	Compliance
14	Troubleshooting

Home Screen

You should only log into Marshal Eye App once you have received the invite to set up a password from the link in the email sent out by your admin.

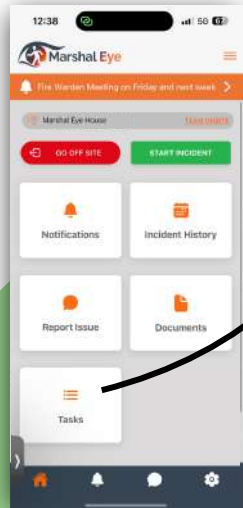
Your administrator will have set up the incident types and tasks specific to your building. During an emergency, you will be able to view and claim tasks as required.

Anatomy of the Home screen

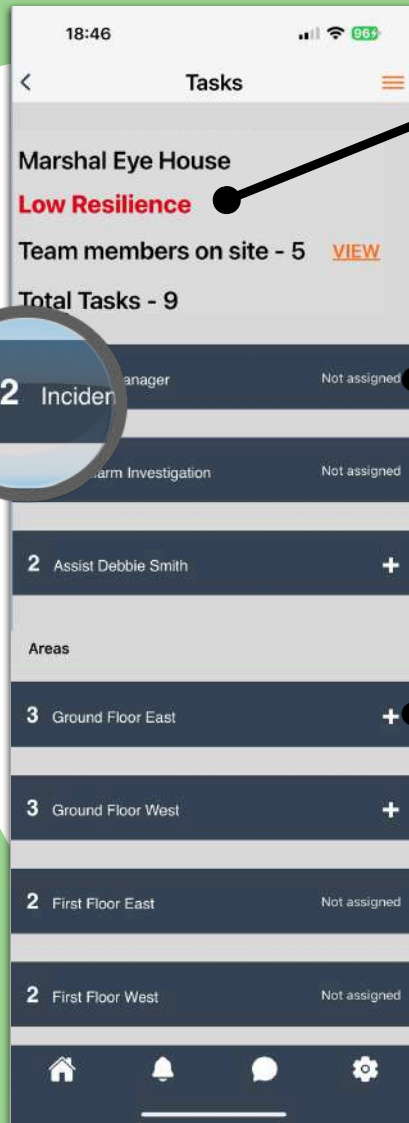


Tasks Screen

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.

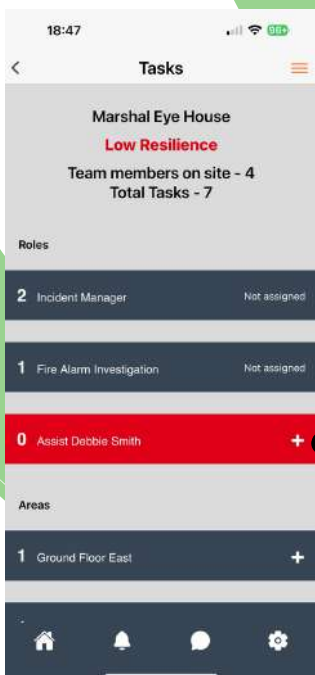


If there are more tasks than people to complete them you will get a red low resilience warning.

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

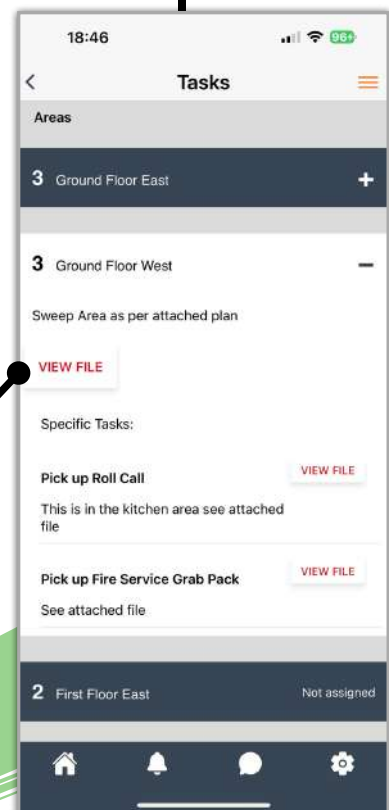
If you are assigned a task, you will be able to claim this during a live event, you can click the plus arrow to review relevant information for this task.

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



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



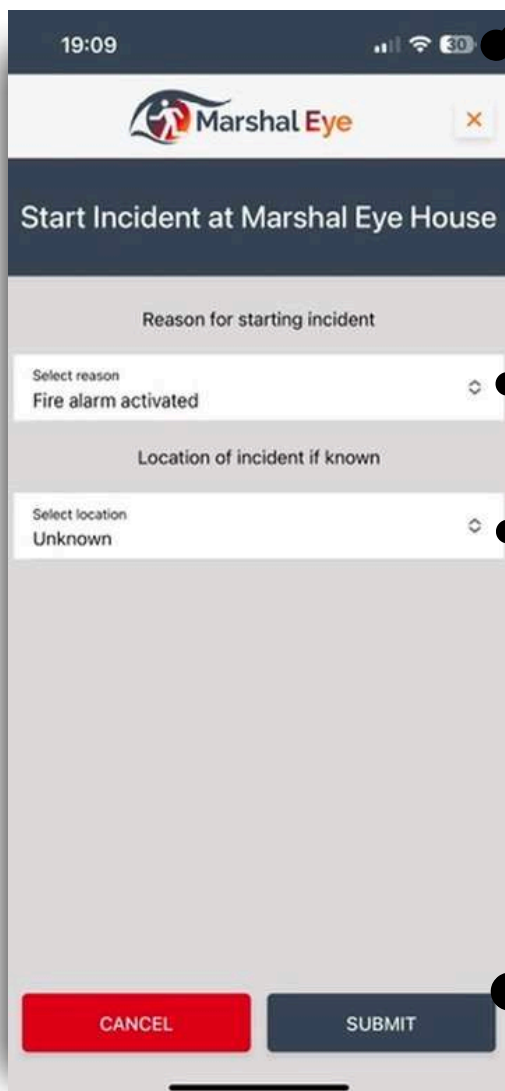
Starting an Incident

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.

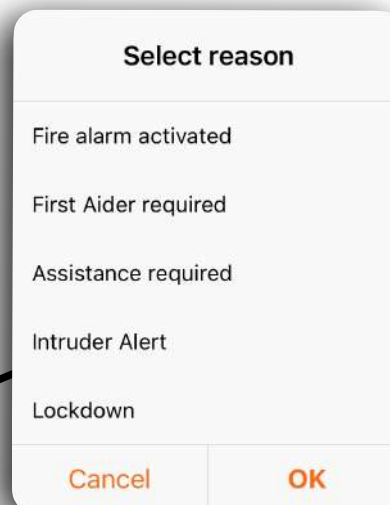


Any user can click 'Start Incident' from the Home Screen.

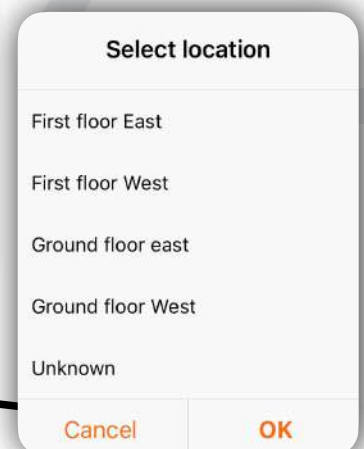
This will then open the start Incident Screen.



Select the reason.



Select the location of incident.



Click submit, and every user will be in the Live Event Screen.

If your incident type is designated as a critical alert you will get this notification

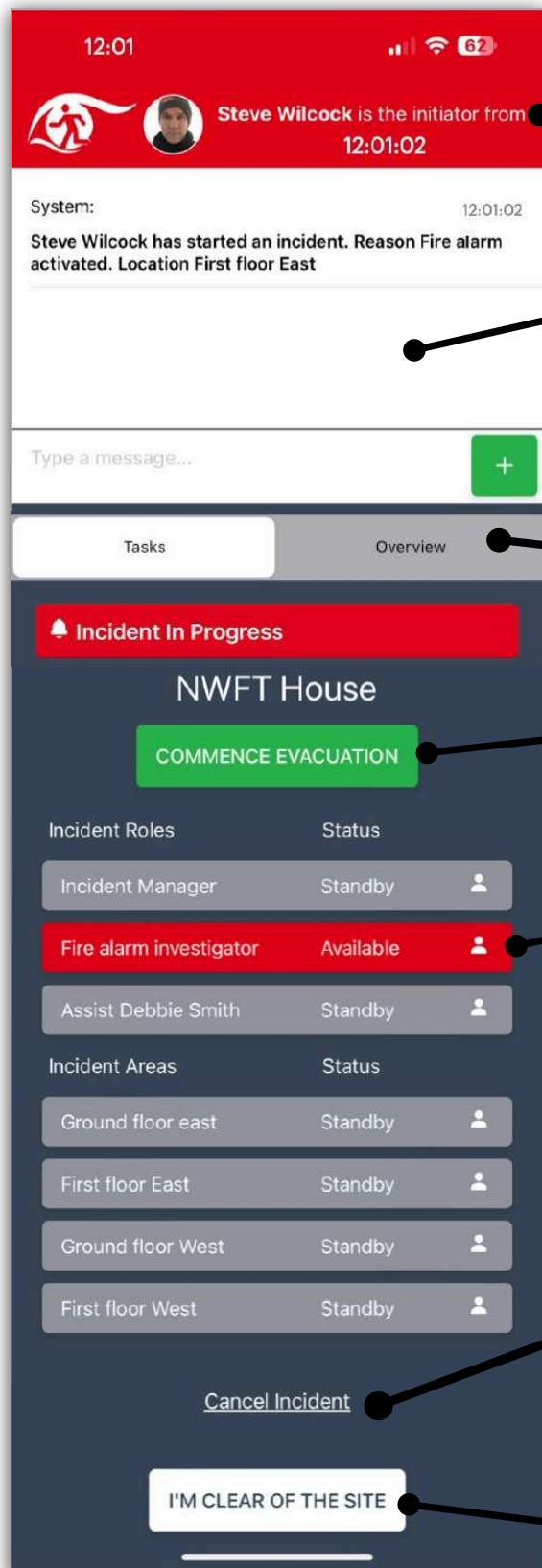
Pressing 'Confirm' will send a CRITICAL ALERT to all on-site users.

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

Cancel Confirm

Live Event Screen

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



Whoever initiated 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.

You can toggle between your tasks and the overview which is everyone's task. Tasks that everyone else

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

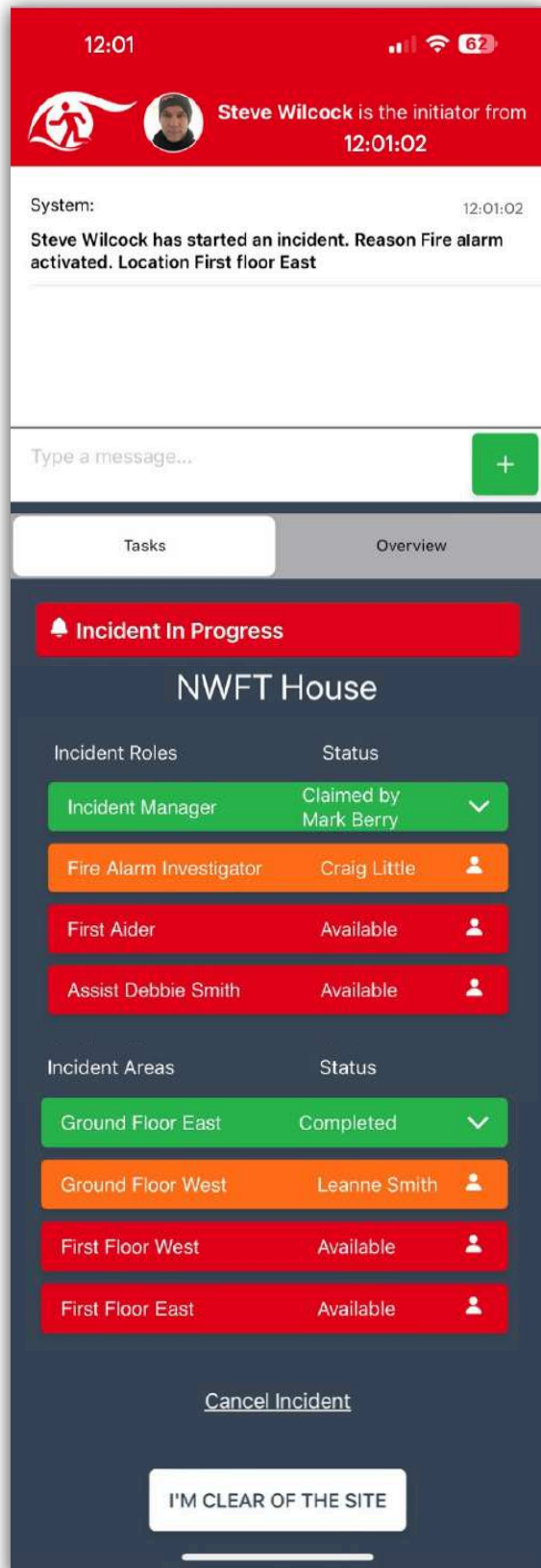
At this stage, most tasks remain grey with the exception of those that the administrator has set as available pre-evacuation. A good example is 'fire alarm investigator' this will always be required immediately.

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.

Live Event Screen

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



The screenshot shows the 'Live Event Screen' of the Marshal Eye application. At the top, a red header bar displays the time '12:01', signal strength, Wi-Fi, and battery level '62'. Below the header, a notification states: 'Steve Wilcock is the initiator from 12:01:02'. A system message follows: 'System: 12:01:02 Steve Wilcock has started an incident. Reason Fire alarm activated. Location First floor East'. A text input field with a green '+' button is below the message. The screen is divided into two tabs: 'Tasks' (selected) and 'Overview'. Under the 'Tasks' tab, there is a red banner 'Incident In Progress' and a section titled 'NWFT House'. This section contains two tables. The first table, 'Incident Roles', lists roles and their status: 'Incident Manager' (Claimed by Mark Berry), 'Fire Alarm Investigator' (Craig Little), 'First Aider' (Available), and 'Assist Debbie Smith' (Available). The second table, 'Incident Areas', lists areas and their status: 'Ground Floor East' (Completed), 'Ground Floor West' (Leanne Smith), 'First Floor West' (Available), and 'First Floor East' (Available). At the bottom, there is a 'Cancel Incident' link and a button labeled 'I'M CLEAR OF THE SITE'.

Incident Roles	Status
Incident Manager	Claimed by Mark Berry
Fire Alarm Investigator	Craig Little
First Aider	Available
Assist Debbie Smith	Available

Incident Areas	Status
Ground Floor East	Completed
Ground Floor West	Leanne Smith
First Floor West	Available
First Floor East	Available

Once the "Commence Evacuation" button is pressed, all roles and tasks available to you will change to red to be claimed.

Red- Available

Amber - In Progress

Green - Complete

Only Roles or Tasks you have been assigned will appear in the Tasks window, you may not be allocated as many tasks

Once you have tapped a task

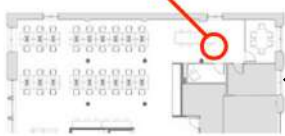
You now have access to all relevant information required to complete this task. This may include sweep instructions, a Personal Emergency Evacuation Plan (PEEP) for a wheelchair user, or guidance on where to take them. Administrators can add any operational information required, from fire panel operation to the location of keys for fire service access gates.

Users can toggle this button to gain an overview of every other task, establishing who is doing what in real time and toggle back to their own claimable Tasks

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



Pick up Fire Service information pack





Located in the main reception in the left hand cupboard



Fire Pack


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... 


Tasks Overview


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





Specific Task Actions

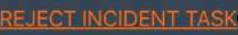
Pick up Roll Call
This is in the kitchen area see attached file 



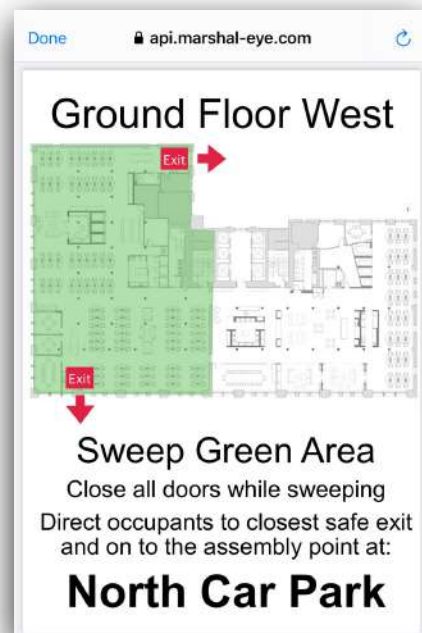
Pick up Fire Service Grab Pack
See attached file 








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**



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.

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.

 **You can access extinguisher information here**

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.

12:01 12:04

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: 12:02:34
We need to evacuate

System: 12:02:43
Steve Wilcock has started an evacuation.

Type a message...

You Are Incident Manager of Marshal Eye House

Current Building All Buildings

Incident Roles	Status
Incident Manager Steve Wilcock 12:03:10	Claimed
Fire Alarm Investigation Shiela Obrien 12:03:23	In progress
Assist Debbie Smith Tau Lee 12:03:40	In progress

Incident Areas	Status
Ground Floor East Andrew Dunham 12:04:10	Complete
Ground Floor West	Waiting
First Floor East Sid Sethi 12:03:45	In progress
First Floor West	Waiting

REJECT ROLE

CLOSE INCIDENT

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

You can access the documents for each Role or Task simply by clicking the ▼ symbol

Tasks completed

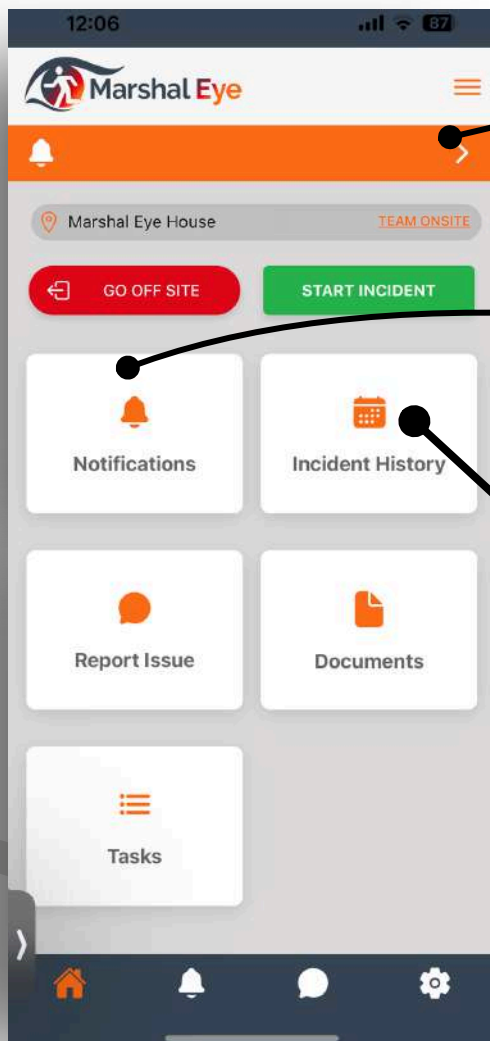
Tasks yet unclaimed

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.

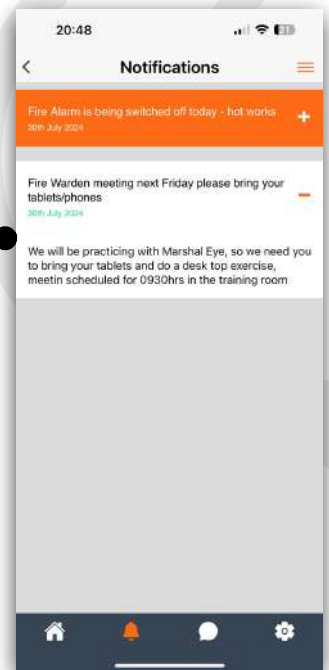
Notifications and Incident History

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.

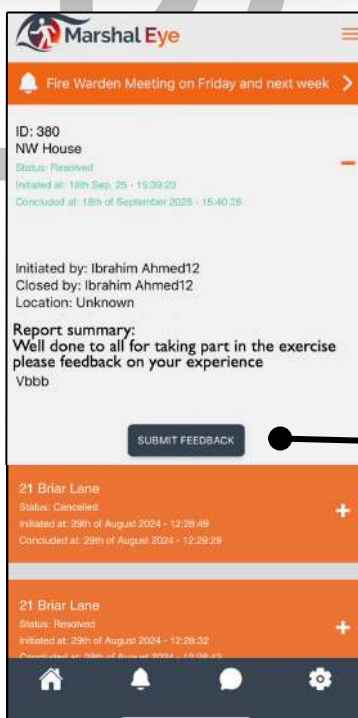


The latest notification will be displayed here

Click here to open notifications screen



Any App user can access previous incidents here, they will get a short overview and the reason the incident was closed. Previous incidents will remain viewable until the admin archives them.



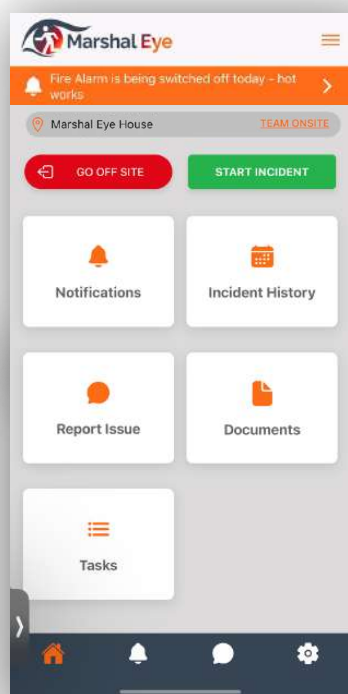
Submit feedback after every indent using the feedback button

Let your H&S manager know your experiences of the incident

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.

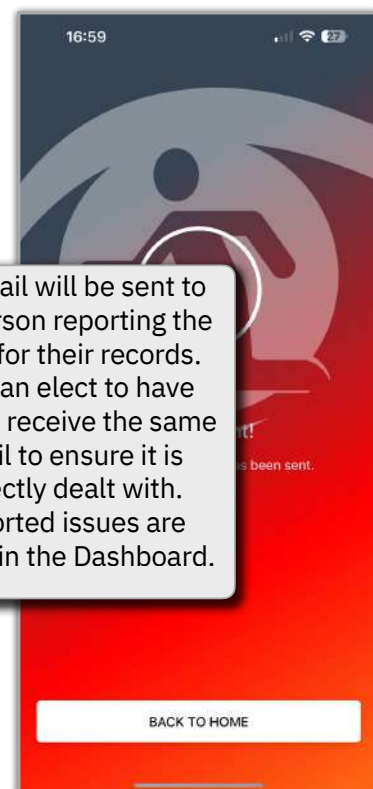


Type out the identified issue eg: a defective fire door, or combustible materials in a staircase enclosure

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.

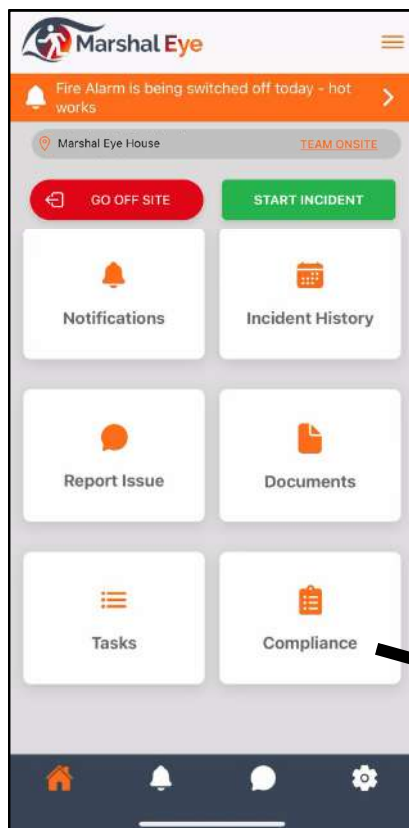


Once the 'Send Message' button has been pressed, the person reporting the issue will receive an email. Anyone nominated by Admin to receive reported issues will also get the email.

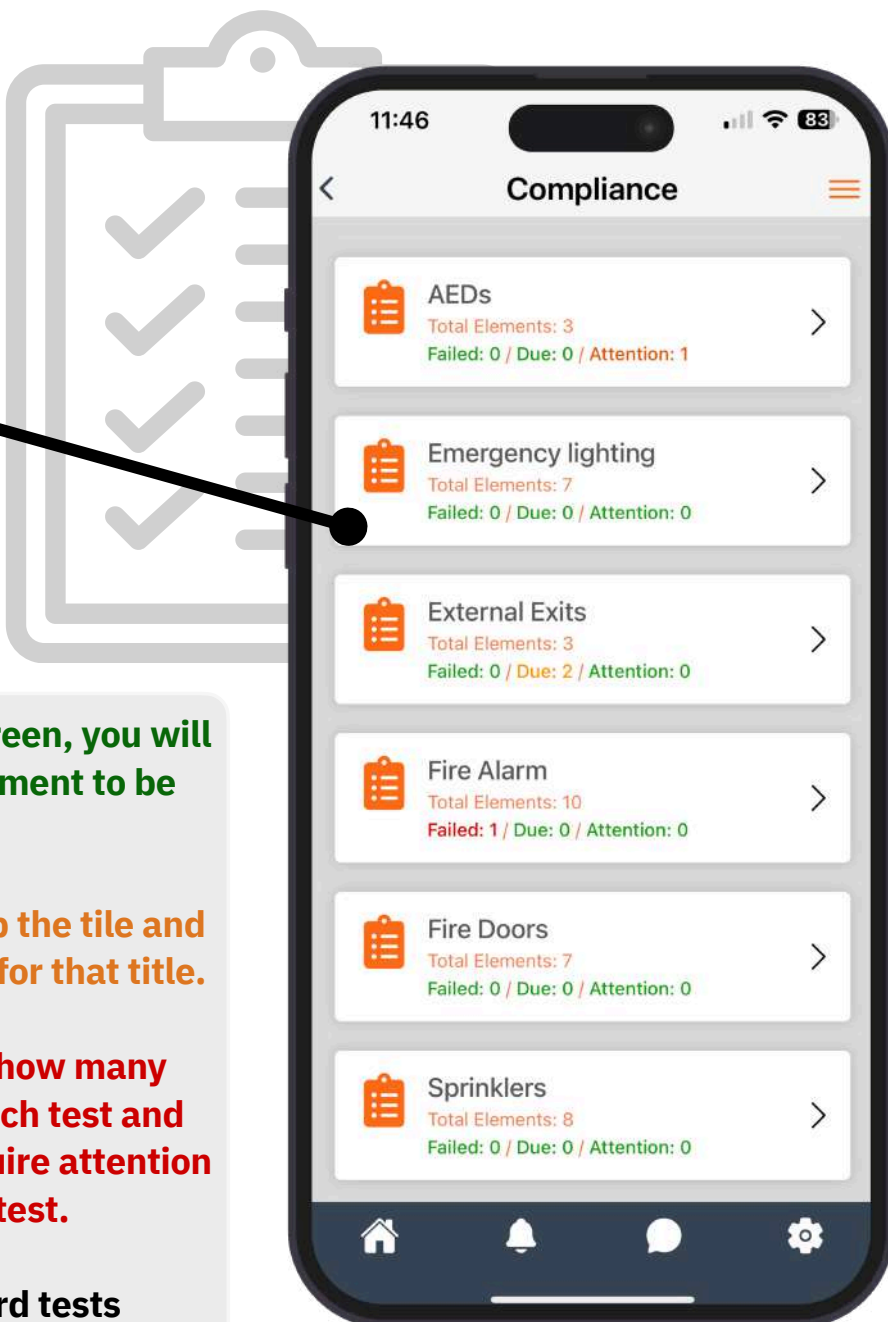
This will now form a time and date stamped record of the matter. Admin can update the record to 'pending' or 'complete' and add notes in the admin dashboard.

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.



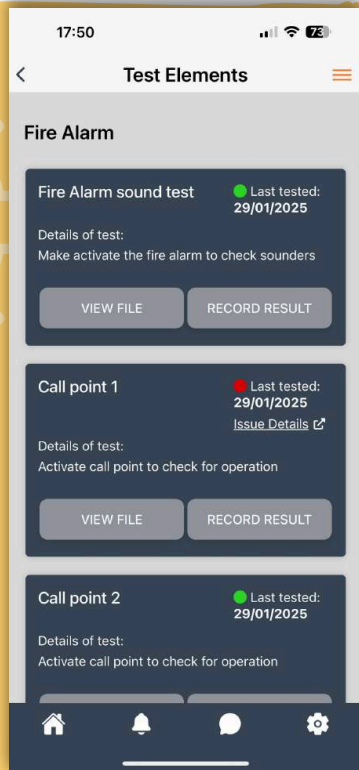
Once in the compliance screen, you will see the titles of all equipment to be tested.

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
[Issue Details](#)

Overview of the test

Details of test:
Activate call point to check for operation

View the full test details

VIEW FILE

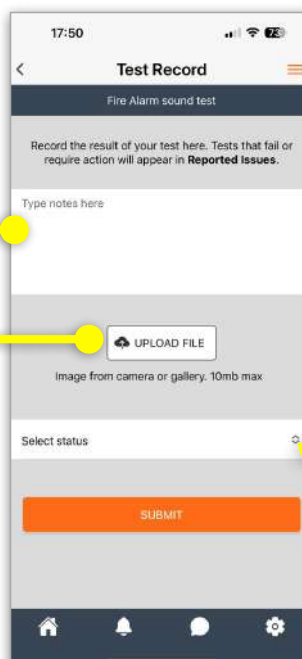
RECORD RESULT

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

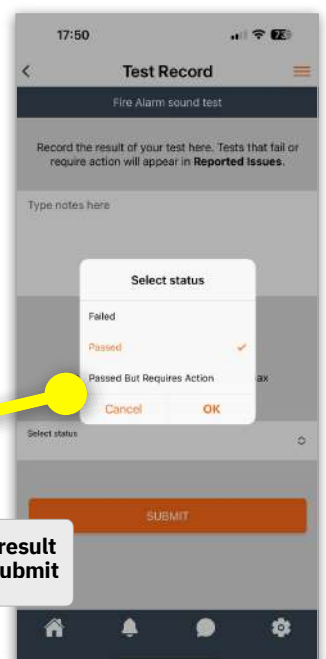


Type notes if required

Upload photo if required.



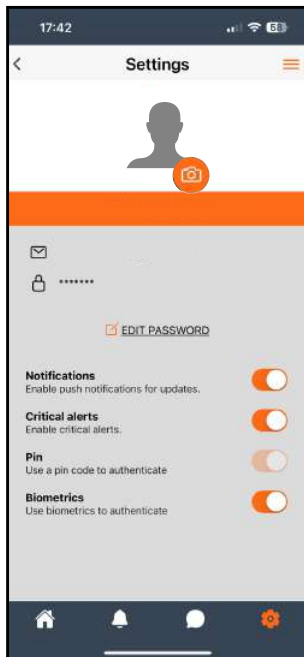
Record result and hit submit



iOS Set Up for Critical Alerts

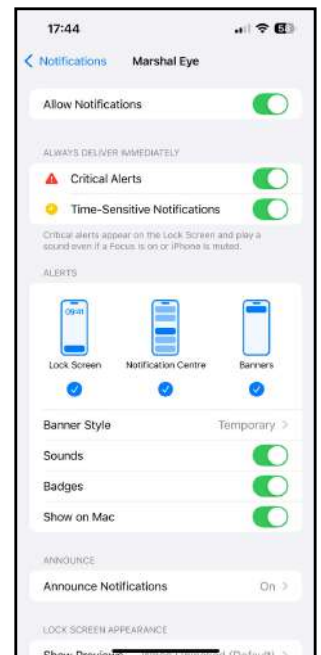
Go to the cog in Marshal eye (bottom right from home screen), and toggle the critical alerts button on your phone/tablet.

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.

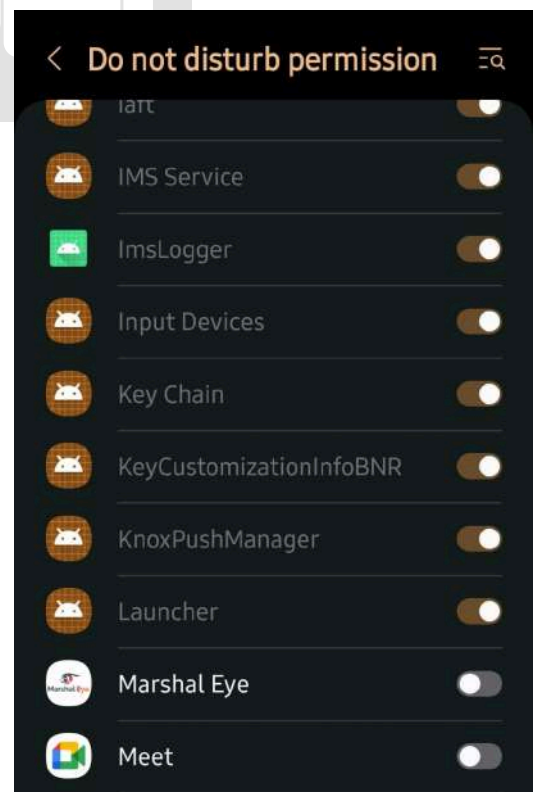
Tap Notifications.

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/Wi-Fi.

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 Wi-Fi, if your device is using or likely to transfer to Wi-Fi you may need to speak to your I.T. support to allow access to the domain 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 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



info@marshal-eye.com

0161 738 1424