

SuperGuard user guide

Security guards, property owners, community heads and admins · October 2026

Getting started

SuperGuard records every visitor at your community gate: photo, name, the flat they visit and when they came and left. Guards use the mobile app at the gate; heads, admins and owners use the app or the website.

Create your account

1. Open the SuperGuard website and choose **Create account**, or sign in with **Google** or **Facebook**.
2. Confirm your email with the link we send you (Google / Facebook accounts are confirmed already).
3. Your community head adds you with the same email. Your community then appears automatically.

Install the Android app

1. On the website, open the **Download** section and tap **Download for Android**.
2. Open the downloaded file. If Android asks, allow **Install unknown apps** for your browser (and later for SuperGuard, so it can install its own updates).
3. Open SuperGuard and sign in with the same email and password as on the website.

The app works on Android 7 and newer. When a new version is out, the app shows **Update available**; you can also check under **Profile → App version**.

Who can do what

Role	What they do
Community head	Sets up the community (gates, flats, owners), adds admins, guards and owners, sees all visits, manages billing. One head per community.
Community admin	Helps the head: flats, members (guards and owners), settings and all visits. Cannot add admins or handle billing changes reserved for the head.
Security guard	Records visitor entries with photo, marks exits, sees flats with owner phone numbers and the head's instructions.
Property owner	Sees visitors to their own flat, keeps a list of pre-approved guests and tells guards how to handle visitors.

One person can have several roles, for example a guard who also owns a flat, or a head who lives in the community. See [Switching role and community](#).

Security guard

Record a visitor (New visitor entry)

1. Open the app. It goes straight to your community. Tap the green **New visitor entry**.
2. **1. Visitor photo** – tap the camera area and take the visitor's photo with the face clearly visible. The app checks that a face is in the photo. The first time, allow the camera.

3. **2. Flat being visited** – type the flat number or the owner’s name (A101, A 101 and A-101 all work) and pick the flat. Read the owner’s instructions. If it says **Call the owner before allowing entry**, tap **Call owner** first.
4. If the visitor is on the owner’s **pre-approved guests** list, tap their name to fill it in.
5. **3. Visitor** – name, phone, address. Tap **+** to add people who came with the visitor.
6. **4. Purpose** – tap a purpose (Item delivery, Guest, Maintenance, Cab) or type one, and note items they carry.
7. **5. Entry** – check the gate, then tap **Save & generate slip**. Print the slip, save it as PDF or email it.

Speak instead of typing: tap the microphone in any box and say the text.

No internet? Keep working. Entries are saved on the phone and upload by themselves when the connection is back (you see “waiting to sync” until then).

Visitor leaves or steps out (Visitor exit)

1. Tap **Visitor exit**, choose your gate and search the visitor by name or slip code. Photos help you recognise them.
2. **Mark exit** when the visit is over. **Temp exit** when the visitor steps out and comes back (for example to the car); tap **Re-entry** when they return.

Flats & contacts

Shows whom to call (community head and admins), the head’s **instructions for guards**, and every flat with owner name, phone and instructions. Tap **Call** to phone. It also works offline after it was opened once.

My visits

The visits you recorded, with photos. Search by name, phone, slip or flat; tap a visit to see or print the slip.

Property owner

See your visitors

Open your community and choose **My visitors** (app) or the **Visits** tab (website). You see every visit to your flat with photo, purpose and times. You only see your own flat.

Tell guards how to handle visitors (My flat)

- **Call before entry** – guards must phone you before letting anyone in.
- **Instruction note** – for example “Elderly parents at home – please escort visitors”.

Pre-approved guests

Add people who visit often (house help, driver, family, tutor). Guards see them as ready-to-pick names. For each guest you decide whether a photo is needed every time, and you can set the dates the approval is valid.

Not linked to your flat yet?

Ask your community head to set your email as the owner email of your flat. On the website dashboard you can send the head a request.

Community head and admin

Set up a new community

1. On the website dashboard choose **I manage a community** → **Set up a new community**, read and accept the terms (1-month free trial, then a plan by number of flats).
2. Enter the community name, location and timezone.
3. Add **gates** (for example Main Gate, Back Gate).
4. Add **flats** with the owner's name, phone and email. Owners with that email are linked automatically when they register.

Members

In the **Members** tab add guards, owners and (head only) admins by email. People without an account get an invitation email and join automatically when they register. Terminate members who leave. The head can transfer the head role to another member.

Settings

- **Community photo** – upload a photo of your building or pick one of ours.
- **Instructions for guards** – standing rules shown to every guard in the app (for example “No sales visitors. Deliveries only at the main gate after 9 pm.”).
- **Visitor photo is mandatory** – guards must take a photo with a face before saving. For pre-approved guests the owner decides.

Visits and numbers

The community page shows visitors today, inside now, stepped out and a 7-day chart. The **Visits** tab lists all visits with photos; search by name, phone, slip or flat, and mark exits.

Billing

The **Billing** tab shows your trial, plan and payments. Subscribe monthly, or yearly at a discount, with Razorpay. If a payment is missed the community becomes past due; after 7 days new entries are blocked until payment.

Switching role and community

If you belong to several communities, the app lists them on its first screen; tap one to open it. Inside a community the card at the top always shows **which community** you are looking at, with a **Switch community** button.

If you have more than one role in the same community (for example guard and property owner), the card shows **You are acting as** with one button per role. Tap a role: the screen, the visit list and the numbers change to that role. The app remembers your choice; guards start as guard.

Profile, password and logging out

- **Profile photo** – Profile → Add photo (website or app).
- **Change password** – Profile → Change password; enter your current password first.
- **Forgot password** – on the sign-in page tap **Forgot password?** and follow the emailed link.
- **Log out** – app: **Log out** at the top of the first screen or in Profile; website: **Logout** in the menu. Visits not yet uploaded stay on the phone and upload after you sign in again.

Back office (SuperGuard staff)

Staff sign in at **/backoffice** on the website, or with their back-office email in the app (read-only there). The label at the top shows your role.

- **Super admin** – everything: communities, properties, users, visits with photos and all contact details, subscriptions, payments, plans, website content, staff and demo data.
- **Backoffice staff** – the same lists and visit photos, but email and phone numbers are hidden except for guards.

Problems and answers

The camera does not open

Allow the camera: phone Settings → Apps → SuperGuard → Permissions → Camera.

“No human face detected”

Retake the photo facing the visitor, with good light and the whole face visible.

The microphone does nothing

Voice typing needs the Google app (or another speech service). You can always type.

The update does not install

Allow **Install unknown apps** for SuperGuard when Android asks, then tap **Update now** again. “App not installed” right after a successful update can be ignored; check the version in Profile.

“Waiting to sync” stays

The phone is offline or the community’s payment is overdue. Entries stay on the phone; tap **Sync now** once online.

I do not see my community

Your head must add you with exactly the email you signed in with. Then pull the list again (app: **Check again**).

Something else

Write to us through the contact form on the website.