Real Agent Guard: Personal Security System for Real Estate Agents

Real Agent Guard's mission is to keep real estate agents safe while showing properties. We have developed a two app system that uses your smartphone to keep agents connected to their agency team.

Besides our two apps, Real Agent Guard has a web-based dashboard that management can access from any web browser. We also offer a one-of-a-kind open house video monitoring solution for agents.

Administrators	Brokers/Agents	Agents	Agents
Web Dashboard	Monitor App	Agent App	Open House Video Monitor
• Manage account • See agent statuses • Get alerts • Reporting • Brand assets • Much more!	• Monitor agents • Get alerts • Tracker feature • Manage teams • Click to call • Manage agent sessions	• Quickly login • Upload photos • Failsafe feature • Panic button • Bailout button • Real-time geo location	• Works w/ laptop • Takes seconds to setup • Control data bandwidth • Displays in full-screen

This guide is for Agents who will be showing properties or running an open house event.

This guide covers:
  I.   Quick start guide for setting up the Agent app
  II. Using the Open House Video Monitor feature

You can also find our video training series at:
http://www.realagentguard.com/training

I. Quick Start: Agent App

1. Download the Agent App from the iTunes or Android Google Play store
2. Launch the Agent App
3. Fill in your full name
4. Fill in your 10 digit phone number
5. Create a PIN – this can be any series of numbers you want
6. Go to Settings->Manage Keys and paste your API Key into the prompt. Click "Add", then Done.
7. In the Settings page, click "Save"
8. Login

Once logged in, you have a few options. In the upper right there is a camera icon that you can click to take a photo and upload it to our servers.

To reset your timer, click the "Reset Timer" button and enter your PIN. To logout, click the logout button in the upper left of the screen – you will be prompted for your PIN again.

Note that you can change the time between check-ins up to 60 minutes, but we strongly recommend you keep this at 15 minutes.

Once you login, when your check-in timer reaches 1 minute left, you will get an alarm reminding you to reset your timer. If you miss your check-in time, your team will be alerted and will attempt to contact you. If they cannot get in touch with you, they may call the police or have someone go to your location to confirm you are safe.

Advanced Features

Real Agent Guard has several advanced features you can optionally use: failsafe PIN, bailout button, and panic button.

Failsafe (Optional)

The failsafe feature is a separate PIN that can be used to reset your timer or logout. If someone is forcing you to reset your timer or logout of the app, use your failsafe PIN. The app imitates a timer reset or logout, but your team is alerted and your device will begin sending your location in real-time.

To setup your failsafe PIN, go to Settings -> check the Failsafe box -> enter a different PIN than your standard PIN. Click save and your failsafe PIN will be up and running.

Bailout Button (Optional)

The bailout button is a convenience tool that allows you to call any contact by simply pressing and holding the bailout button.
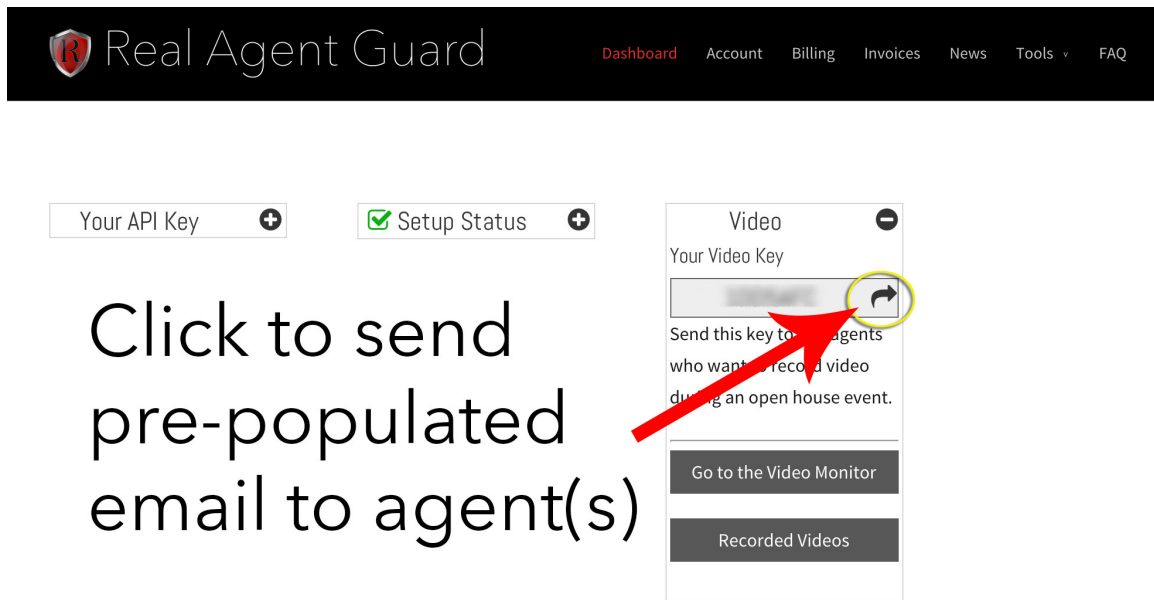
To setup your bailout button, go to Settings -> check the Bailout box -> enter the 10 digit phone number of the person you would like to be able to call. Click Save and your bailout button will appear in the lower left of your screen when you login.

The panic button makes it easy to dial 911 right from within the app. Go to Settings -> check the Panic Button box -> click Save. When you login, you will see the Panic Button in the lower right of your view. Just press and hold for 3 seconds. Your team will also be alerted so they can forward your location to the authorities.

II. Open House Video Monitor

If your agency has purchased the Open House Video Monitor, you will need to distribute the video link to agents at these open house events. Simple go to your dashboard, expand the video box, and click the link next to the Video Key:

You can see any recorded videos, even while they're being recorded, by going to the "Recorded Videos" link. Just click the link for the video and you can play the videos.

To start a video session, the agent simply needs to fill in their name, address, choose their data rate, and click "Start Video Session".

The browser will request access to their webcam (usually a bar along the top of the screen). They can put the video in full screen mode for a more realistic monitoring experience.

When done with the open house, they simply click "Stop Recording".

NOTE: The open house video monitor is subject to WIFI or cell data availability.