Software by Design
Nextcloud apps

Guard tours · Checkpoints · Evidence

TourCheck

User Handbook

End-user documentation for the web app and the companion app

Guard tours via QR, NFC and geofence — hash-chained and externally anchored.

App version	Language	Date
0.1.6	**English**	**25 October 2026**

Contents

Introduction iii

1 Roles and access 1
- 1.1 The roles at a glance . . . 1
- 1.2 Site membership . . . 1
- 1.3 What happens without permission . . . 1

2 Signing in and the interface 3
- 2.1 Signing in . . . 3
- 2.2 The dashboard . . . 3
- 2.3 Navigation . . . 4

3 Sites 5
- 3.1 Creating a site . . . 5
- 3.2 Key register . . . 6
- 3.3 Editing or archiving a site . . . 6

4 Checkpoints 7
- 4.1 Creating a checkpoint . . . 7
- 4.2 Checklists . . . 7
- 4.3 Printing the QR sheet . . . 7
- 4.4 Editing and archiving . . . 8

5 Plans 9
- 5.1 Creating a plan . . . 9
- 5.2 Templates . . . 9
- 5.3 Enable — rounds schedule themselves . . . 9

6 Rounds 10
- 6.1 Round status . . . 10
- 6.2 Round detail . . . 10
- 6.3 Skipping a round and closing early . . . 11
- 6.4 Attestation . . . 11

7 Confirming checkpoints 12
- 7.1 The scan box . . . 12
- 7.2 When no round is running . . . 12
- 7.3 Manual and geofence points . . . 12

8 Kiosk and stations 14
- 8.1 Setting up stations . . . 14
- 8.2 Station members and PINs . . . 14
- 8.3 Confirming at the kiosk . . . 14

9 The companion app 16
- 9.1 Sign-in and licence . . . 16
- 9.2 Running rounds . . . 16
- 9.3 Incident and emergency . . . 16
- 9.4 Station mode and practice rounds . . . 17

10 Journal — the evidence log 18
- 10.1 The chain . . . 18
- 10.2 External anchoring (RFC 3161) . . . 18

10.3 Reading and filtering . . . 18
10.4 CSV export . . . 19

11 Incidents and corrective actions **20**
11.1 Filing a report . . . 20
11.2 Corrective actions . . . 20
11.3 Handoff to MaintenanceCheck . . . 21
11.4 Lifecycle . . . 21

12 Operations — the control board **22**
12.1 Open alerts . . . 22
12.2 Site board . . . 22
12.3 Live map and position trail . . . 23
12.4 Tasks and logbook . . . 23

13 Reports **24**
13.1 Generating a report . . . 24
13.2 Visibility in the client portal . . . 24
13.3 Scheduled reports . . . 24
13.4 Claim bundle . . . 24

14 Live links and the client portal **26**
14.1 Live links . . . 26
14.2 Client portal . . . 26

15 Settings **28**
15.1 Site defaults . . . 28
15.2 Evidence & anchoring . . . 28
15.3 Retention . . . 29
15.4 Branding . . . 29
15.5 Stations . . . 30
15.6 Access . . . 30
15.7 License . . . 31
15.8 Feedback . . . 31

16 Privacy and evidence integrity **33**
16.1 Live positions: opt-in per site . . . 33
16.2 GDPR erasure . . . 33
16.3 Retention . . . 33
16.4 For works councils and data protection officers . . . 33

17 Troubleshooting **34**
17.1 I cannot see TourCheck, or nearly nothing . . . 34
17.2 A QR code does not work . . . 34
17.3 My kiosk shows a licence notice . . . 34
17.4 PIN forgotten / station member locked out . . . 34
17.5 Round shows “Partial” instead of “Done” . . . 34
17.6 Anchoring fails . . . 34
17.7 A panel fails to load . . . 34
17.8 Where do I report bugs? . . . 34

18 Glossary **35**

About Software by Design **36**

Support & how to contribute **37**

Index **38**

Introduction

TourCheck documents guard tours: who reached which checkpoint, when — and what was found there. The app combines physical checkpoints (QR code, NFC tag or geofence) with scheduled rounds, a tamper-evident **journal** and verifiable reports for your customers. Every entry is hash-chained; on demand an external timestamping service (RFC 3161) anchors the chain.

The web app is free (AGPL) and runs entirely on your own Nextcloud instance. The native companion app for workers and kiosk stations is licensed separately (TCK2) — the web interface is unaffected and works without a licence.

What TourCheck is for — and what it is not

TourCheck answers the question “Was the tour carried out, and what was found?” — for guarding services, cleaning verification, care rounds or container checks.

TourCheck is **not** a shift-planning or rostering tool and not a time-tracking suite. There is **no covert tracking**: GPS positions are recorded only while a round is active, only on sites that explicitly opted in, are visibly indicated to the person sharing them, and expire automatically.

Who this handbook is for

- **Workers**: carry out rounds — at the kiosk, in the browser scan box or with the companion app.
- **Supervisors**: watch rounds, incidents and alerts; use the *Operations* board with live map, tasks and logbook.
- **Planners**: create sites, checkpoints and plans, and manage members and keys.
- **App admins**: configure evidence, retention, stations, access and licensing.
- **Customers**: view granted sites and released reports in the client portal — no Nextcloud account on your side required beyond their login.

How this handbook is organised

The chapters follow the workflow: setup first (site, checkpoints, plan), then daily operation (rounds, capture, kiosk, companion app), then evidence and reporting (journal, incidents, operations board, reports, portal) — finally settings, privacy and help. Screenshots show the real interface; controls are “quoted like this”.

TourCheck **0.1.6** (commit `08f8e5d`), dated 25 October 2026, language English.

CHAPTER 1

Roles and access

TourCheck knows five access roles. Your Nextcloud administration assigns user accounts to groups; the assignment takes effect immediately and can be changed at any time. What you see depends solely on your group — and on the sites you are a member of.

1.1 The roles at a glance

App admin (`tourcheck_admin`) Full control: sites, plans, members, settings, stations, licence — plus the *Operations* board. The role may manage sites, plans and settings without being a Nextcloud administrator.

Planner (`tourcheck_planner`) Creates sites, checkpoints and plans, and manages members, keys and live links. Sees rounds, journal, incidents and reports.

Supervisor (`tourcheck_supervisor`) Runs the daily operation: dashboard, rounds, journal, incidents, reports and the *Operations* board with alerts, tasks and logbook. Cannot create sites or plans.

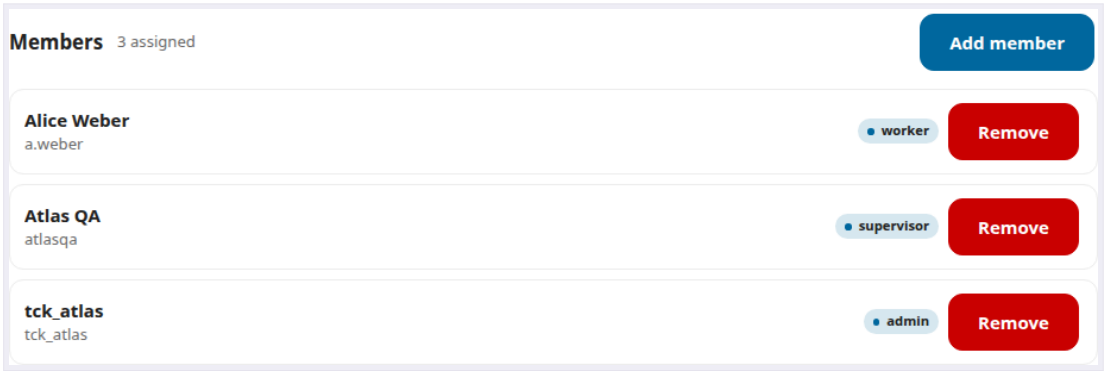
Worker (`tourcheck_worker`) Sees the sites they are a member of, carries out rounds and reports incidents. No setup functions.

Customer (`tourcheck_client`) Sees only the client portal (**“Your sites”**) with granted sites, service quality and released reports (chapter 14).

On top of that there are **station members**: people without a Nextcloud account who confirm at the kiosk with their PIN — for example temps or external contractors (chapter 8).

1.2 Site membership

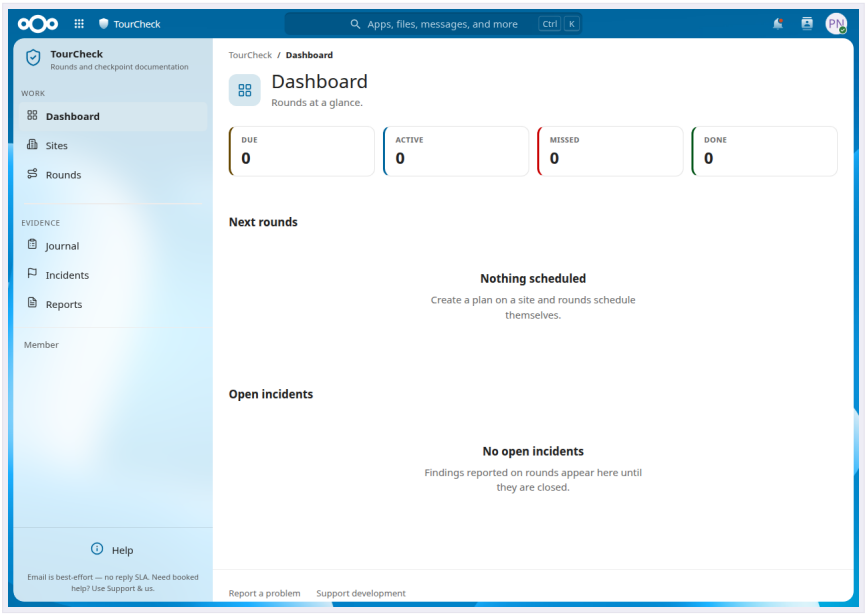
A role alone does not open a site: workers and supervisors only see a site once they are listed under **“Members”** on the site page. Planners also assign the site-level role there (**“Worker”**, **“Supervisor”** or **“Planner”**) — the fine-grained distinction inside a site.



Marker 1: add a member by Nextcloud user id and role — Marker 2: assigned members with role and remove button.

1.3 What happens without permission

Anyone opening a page directly without the required role or membership gets a short **access-denied page** instead of an error — the app does not reveal whether a site exists.



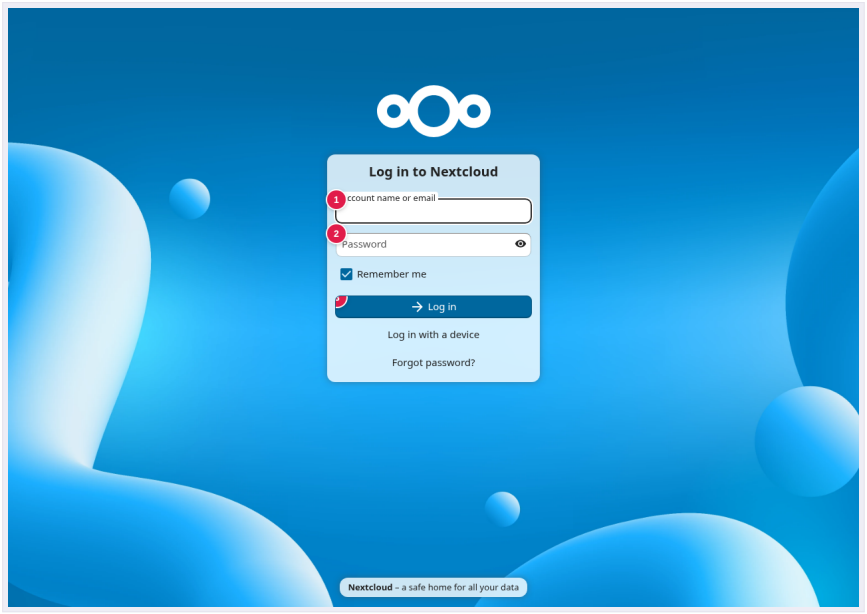
Chapter 15 explains how app admins maintain groups and access rules under **“Settings”** → **“Access”**.

CHAPTER 2

Signing in and the interface

2.1 Signing in

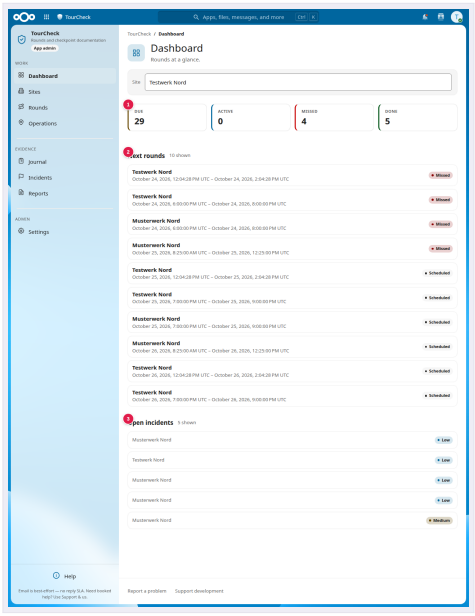
Open your Nextcloud in a browser and sign in with your user account. TourCheck appears in the app bar. Public pages — the kiosk view, shared live links and the QR print sheet — need no sign-in (chapters 8 and 14).



The interface follows the language of your Nextcloud profile (*Settings* → *Personal info*). Public pages follow the browser language of the visitor.

2.2 The dashboard

Opening the app lands on the **“Dashboard”**. It answers three questions at a glance: what is running, what is next, what needs attention.



Marker 1: counters — **“Due”**, **“Active”**, **“Missed”**, **“Done”** — Marker 2: **“Next rounds”** — Marker 3: **“Open incidents”**.

- **Counters** tally today’s rounds by status: due, running, missed and done.
- **“Next rounds”** lists upcoming time windows across the sites you are responsible for.
- **“Open incidents”** shows unresolved reports — one click jumps straight to the incident (chapter 11).
- On first use the **“Get started”** block walks through the setup: create a site, define checkpoints, create a plan.

2.3 Navigation

The left-hand navigation is grouped in three blocks:

Work **“Dashboard”**, **“Sites”**, **“Rounds”** — plus *Operations* for supervisors.

Evidence **“Journal”**, **“Incidents”**, **“Reports”**.

Administration **“Settings”** (planners and app admins) and **“Help”**.

Workers only see the entries matching their role — a short menu is normal, not a bug.

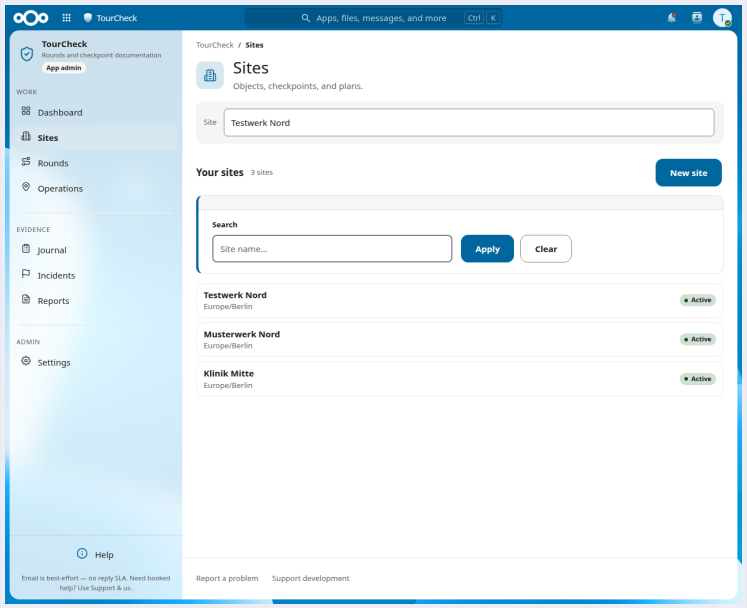
CHAPTER 3

Sites

A **site** is the thing you guard: a building, a plant, a property. Everything else — checkpoints, plans, members, keys — belongs to a site.

3.1 Creating a site

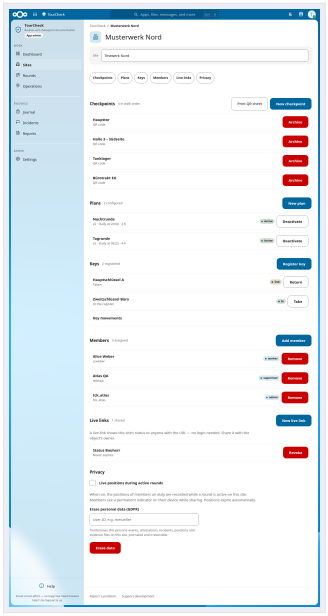
Open **“Sites”** and click **“Create site”**. Enter **“Name”**, **“Address (optional)”** and **“Timezone”**; the timezone controls when plans spawn rounds and how times appear on reports. Via **“Site notes for workers (optional)”** you attach a short briefing — the app shows it once when a round starts at the site.



Marker 1: site list with search — Marker 2: **“Create site”**.

After creation the site page opens. It gathers everything belonging to the site:

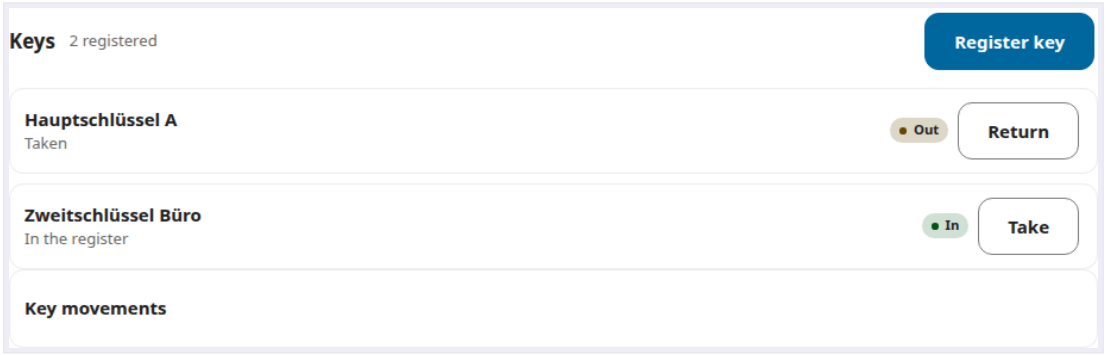
- **“Checkpoints”** — the checkpoints in walk order (chapter 4)
- **“Plans”** — which checkpoints run when (chapter 5)
- **“Keys”** — the key register
- **“Members”** — who sees and works this site (chapter 1)
- **“Live links”** — the public status page for the site’s owner (chapter 14)
- **“Privacy”** — live positions and GDPR erasure (chapter 16)



Marker 1: site header with address and timezone — Marker 2: the site's sections — Marker 3: plans with status (enabled/draft).

3.2 Key register

The register tracks physical keys — main door, vehicle, plant room. Planners add keys via **"Register key"** with a **"Key label"** (say *Main door* or *Vehicle 3*). Whoever takes a key clicks **"Take"**; on return, **"Return"**. Every movement lands in the site's journal — the **"Key movements"** list shows who had what, when.



3.3 Editing or archiving a site

Rename, address or notes change directly on the site page. **"Archive"** takes the site out of daily operation: it spawns no more rounds, but stays fully auditable with its journal — the past is never deleted.

> Running several sites? The search on the site list filters live by name. Give sites meaningful names — they appear on reports and in the client portal later.

CHAPTER 4

Checkpoints

Checkpoints are the places a tour must prove: the main gate, a hall corner, a tank farm. Every checkpoint belongs to a site and has a fixed walk order.

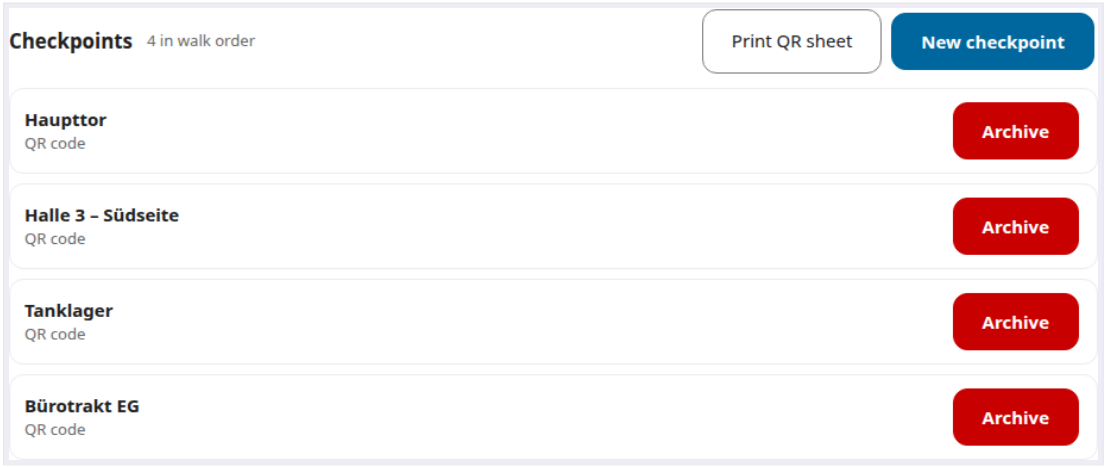
4.1 Creating a checkpoint

In the **“Checkpoints”** section of the site page click **“New checkpoint”**. Required fields are **“Name”** and **“Scan type”**:

“QR code” A printed QR sticker at the checkpoint. Scanned via the browser scan box, kiosk or companion app. QR tokens can be rotated at any time — say if a sticker may have been copied.

“NFC tag” An NFC tag on location; workers hold their device to the tag. NFC tags are signed, so photographing or cloning the tag cannot fake a visit.

“Manual button” A pure confirmation point without a physical token — useful where nothing can be mounted, or as an interim solution.



Marker 1: checkpoints in walk order with type and checklist size — Marker 2: **“Print QR sheet”** — Marker 3: **“New checkpoint”**.

Beyond QR, NFC and manual buttons, TourCheck knows **geofence checkpoints**: they count as confirmed when the companion app reports a position inside the defined area. They are created via the API and are used where no token can be mounted.

4.2 Checklists

Each checkpoint can carry a **checklist** — *“Things the worker must tick or measure before the checkpoint counts as done.”* Per item you choose the **“Answer type”**: **“Yes / No”**, **“Text”**, **“Number”** (with **“Min”**, **“Max”** and **“Unit”**, e.g. °C or bar) or **“Photo”**. **“Required”** items must be filled; if a required item fails, the app automatically raises an incident (chapter 11).

4.3 Printing the QR sheet

“Print QR sheet” produces a print-ready sheet with all QR checkpoints of the site — stickers ready to cut and mount. Print it before the first round and fix the codes at the checkpoint locations.



Security: every opening of the QR sheet mints fresh printable tokens — an old printout becomes useless the moment a new one is generated. Do not hand printed sheets around; they carry valid proof tokens.

4.4 Editing and archiving

Name, walk order, instructions and checklist can be changed at any time. **“Archive”** removes a checkpoint from future rounds — past confirmations stay in the journal. Token rotation and NFC signing live right on the checkpoint row in the list.

CHAPTER 5

Plans

A **plan** binds checkpoints to a schedule: *"A plan says which checkpoints a round needs and when it runs."* Enabled plans spawn their rounds automatically — nothing else to click.

5.1 Creating a plan

In the **"Plans"** section of the site page click **"New plan"**. The form asks:

"Plan name" A speaking name, e.g. *Night round* or *Gate west*.

Checkpoints The points of this round — shown in walk order; tick what belongs to the round.

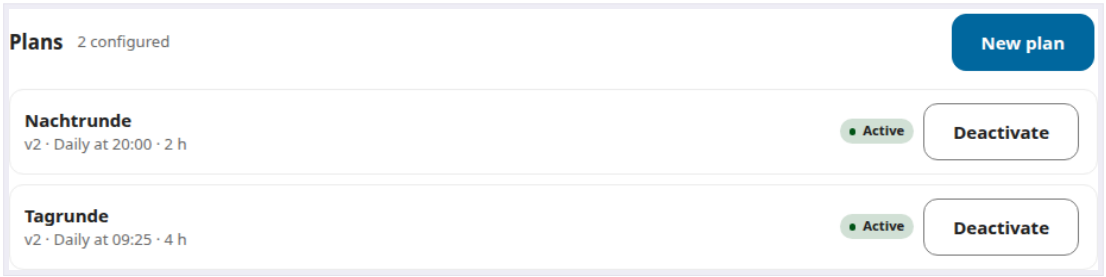
"How often" **"Every day"**, **"Every week"** or **"Every few hours"**.

"Start time" For daily and weekly plans the clock time; weekly plans additionally ask the **"Weekdays"**.

"Every (hours)" For interval plans the gap between two rounds.

"Duration (minutes)" The window in which the round runs. If it expires unserved, the round counts as missed.

"Check-in every (minutes, optional)" **Worker safety (man-down):** if the round reports neither scan nor position update for this long, the app alerts the site manager. Leave empty to disable.



Marker 1: **"New plan"** — Marker 2: plans with interval and status (enabled/draft).

5.2 Templates

"Or start from a template" offers quick-start patterns: *"Creates the checkpoints and a draft plan for you to review."* The template creates checkpoints plus a draft plan you adjust before enabling.

5.3 Enable — rounds schedule themselves

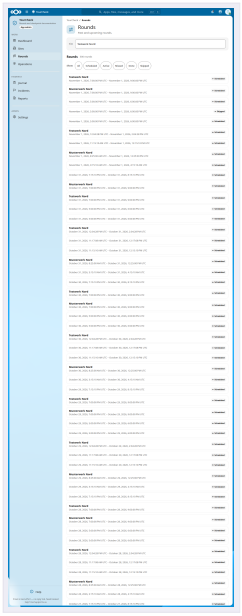
A plan starts as a **draft**. Only **"Activate"** activates it: the app generates upcoming rounds within its planning horizon on its own. **"Deactivate"** stops future rounds without deleting the plan — past rounds and their evidence stay untouched.

> **Tip:** plan changes apply to *future* rounds. Rounds already generated are adjusted on the round itself (chapter 6).

CHAPTER 6

Rounds

Rounds are the executed or upcoming tours. The **“Rounds”** page lists them across all sites — upcoming first, past ones below.



Marker 1: round list with site, time window and status — Marker 2: status filter.

6.1 Round status

“Scheduled” The round is upcoming; its window has not started yet.

“Active” The window is running — checkpoints can be confirmed now.

“Done” All checkpoints confirmed, round closed.

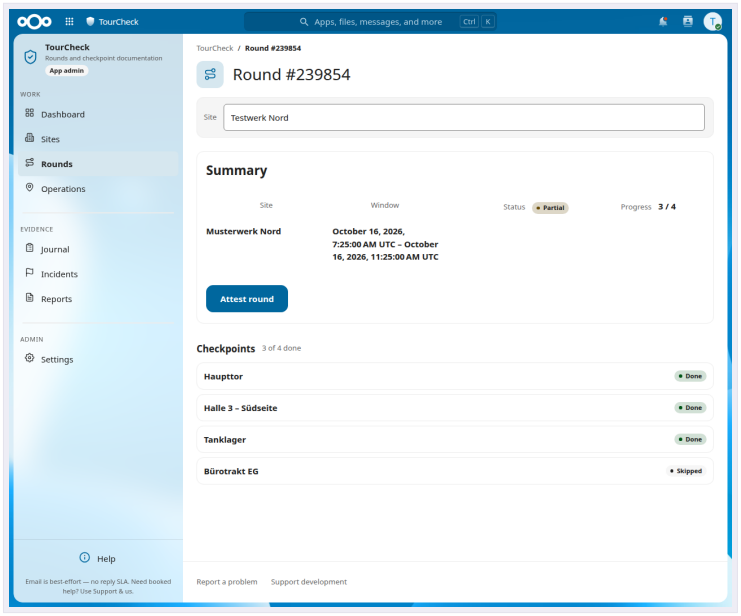
“Partial” Closed, but not all checkpoints were confirmed — for example because one was deliberately skipped.

“Missed” The window expired without the round being served enough. Missed rounds raise an alert (chapter 12).

“Skipped” Deliberately omitted — with a reason.

6.2 Round detail

Clicking a round shows its checkpoints in walk order: confirmed, skipped or still open — with time, method (QR, NFC, manual, geofence) and the person who confirmed.



Marker 1: status **“Partial”** with progress 3/4 — Marker 2: checkpoints with confirmation status and time — Marker 3: **“Skip round”**.

While the round is active you can confirm individual points right from here — say when a sticker is damaged and the supervisor got the location confirmed by phone (**“Confirm checkpoint”**).

6.3 Skipping a round and closing early

- **“Skip round”** marks a scheduled round as deliberately omitted — with a reason. That is the clean way for shutdowns or holidays, and journals better than a “missed” round.
- **“Close round”** ends an active round early. Unconfirmed points stay documented — the round counts as **“Partial”**, not done.

6.4 Attestation

After closing, a second person can **attest** the round (**“Attest round”**) — the supervisor’s countersignature on the tour. The attestation is chained into the journal as its own entry (**“Attested”**) and makes the evidence four-eyes strong.

> Rounds never disappear: missed and skipped rounds remain visible in the journal and on reports. That is by design — the evidence should be gapless, not beautified.

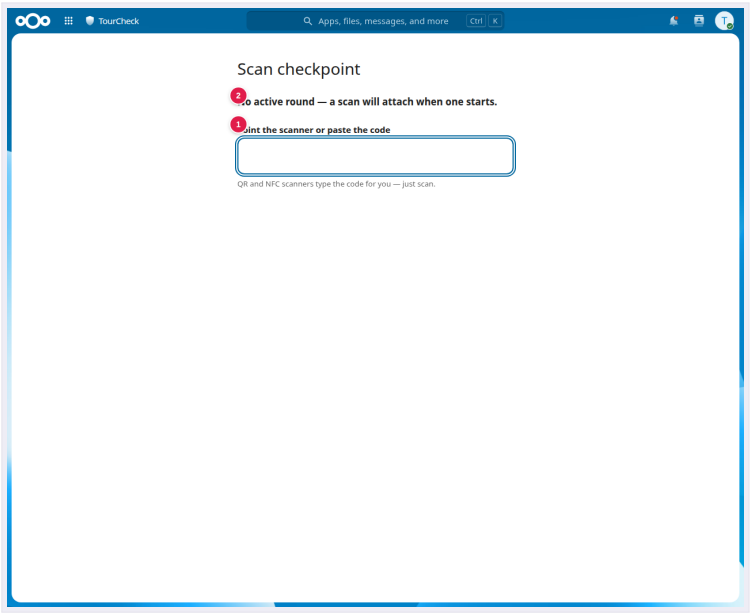
CHAPTER 7

Confirming checkpoints

Three ways lead to a confirmed checkpoint: the **scan box** in the browser, the **kiosk** (chapter 8) and the **companion app** (chapter 9). This chapter covers the scan box — the browser path without installation.

7.1 The scan box

Open the capture page in the navigation (`/capture`). It shows the *scan box*: a field that recognises QR codes by camera or takes the token text directly.



Marker 1: **“Scan checkpoint”** — Marker 2: scan box for QR recognition or token entry — Marker 3: hint whether an active round is currently waiting.

How it works:

1. Open the scan box on the device you carry — any Nextcloud-capable smartphone does; no app install needed.
2. Hold the QR sticker in front of the camera, or type the printed code.
3. The app maps the token to the checkpoint and asks the checklist, if the point carries one.
4. **“Confirm checkpoint”** files the confirmation — with time, person and method — into the running round and the journal.

7.2 When no round is running

Tokens are **round-bound**: a scan without a running round is rejected instead of misfiled. The scan box tells you whether a round is waiting for you. If several rounds overlap — say night and day round crossing — you pick the affected round.

7.3 Manual and geofence points

- **“Manual button”** points are confirmed directly in the scan box or in the round detail — no physical token.

- **Geofence** points are confirmed by the companion app via position. In the scan box they appear as points expecting a GPS confirmation.

  Privacy: the scan box transmits no position. Anyone unwilling to share GPS confirms QR/NFC points entirely position-free in the browser.

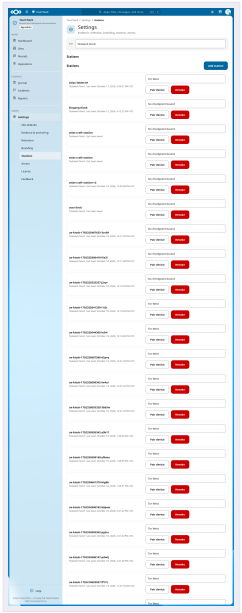
CHAPTER 8

Kiosk and stations

The **kiosk** is the fixed capture point at the site — a tablet at the gatehouse or the works entrance that workers use as they pass. The kiosk page runs without a Nextcloud sign-in: the device is the identity, the person authenticates by PIN.

8.1 Setting up stations

Every kiosk device is a **station**. App admins create them under **"Settings"** → **"Stations"**: pick a name, bind it to a site and checkpoint, done. After creation the app shows a **pairing code** — *"Scan this code on the kiosk device — valid for 10 minutes, single use."* That enrols the device without anyone typing a password on the tablet.



Stations can be revoked at any time (**"Revoke"**) — the device stops working immediately (*"Revoke this station? It stops working immediately."*). For new hardware you rotate the key or create a new station.

8.2 Station members and PINs

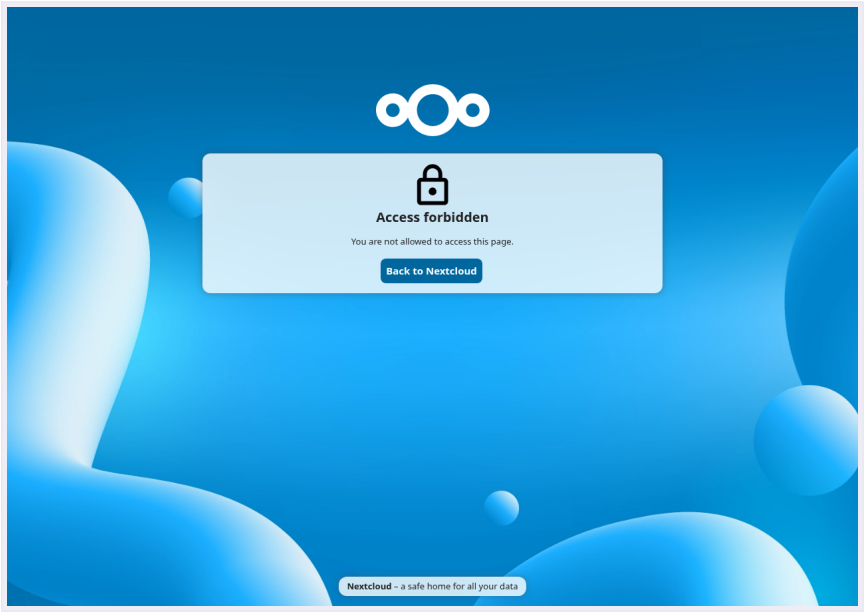
Station members are people without a Nextcloud account — temps, for example. They get a **kiosk PIN** and appear as tiles on the device. PIN rules (length, expiry) and resets are maintained in **"Settings"** → **"Site defaults"** and directly on the member.

8.3 Confirming at the kiosk

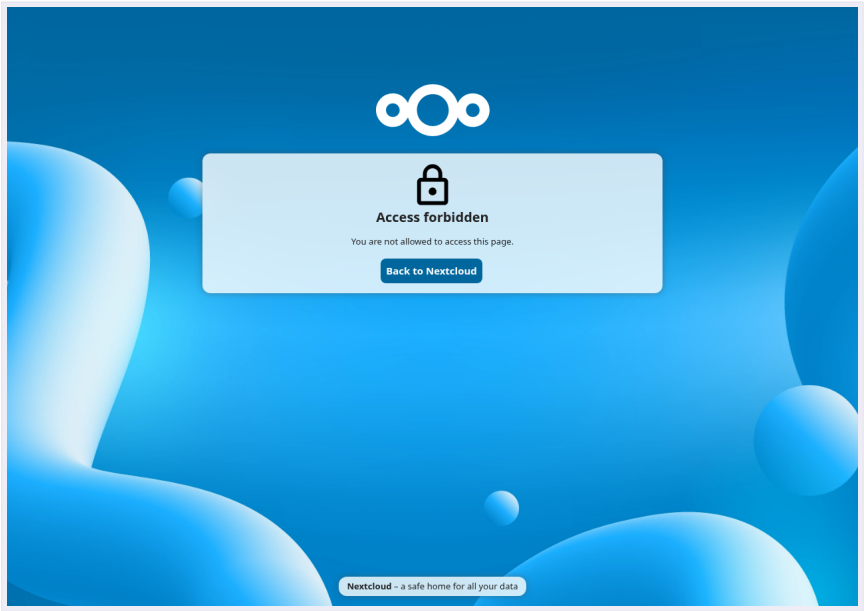
The on-device flow has a few steps:

1. **Pick the person: "Who are you?"** — the start view shows station members as tiles.
2. **Enter PIN:** the keypad asks for the kiosk PIN.
3. **Optional signature:** a signature pad takes the confirmation drawn by finger, pen or mouse (*"Signature pad — draw with finger, pen, or mouse"*). It can be skipped.

4. **“Confirm”** finishes the flow; the view returns to the tiles on its own — ready for the next person.



Kiosk start: station members pick their tile.



PIN entry at the kiosk — no Nextcloud sign-in needed.

Every kiosk confirmation lands in the journal with station name, person and time — kiosk points are recognisable on the entry as *kiosk*.

> **Licence:** stations need an active companion licence (TCK2). Without one the kiosk device shows a licence notice (*“This station needs an active station license.”*) — details in chapter 15.

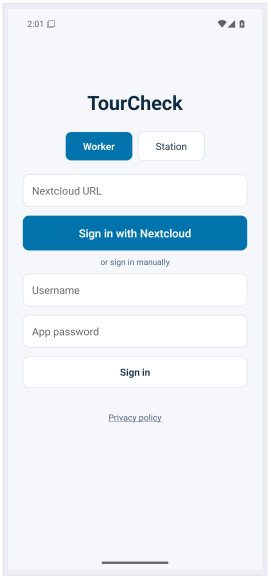
CHAPTER 9

The companion app

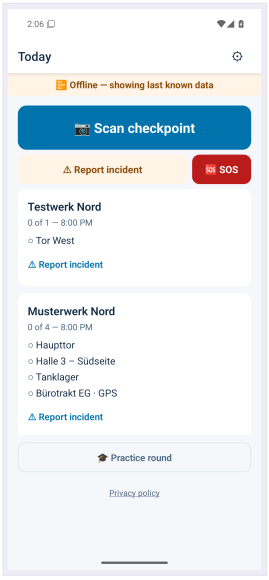
The companion app is the native companion for workers and kiosk devices (Android). It is licensed separately (TCK2); the web app stays free and unaffected.

9.1 Sign-in and licence

After installing you connect the app to your Nextcloud: enter the server address, authorise the account, done. The device requests its entitlement from the instance — if no licence is stored or the device limit is reached, the app says so plainly. Licences are managed by the app admin under **“Settings”** → **“License”** (chapter 15).



Signing the companion app into the instance.



Today view: the day’s rounds with status and checkpoints.

9.2 Running rounds

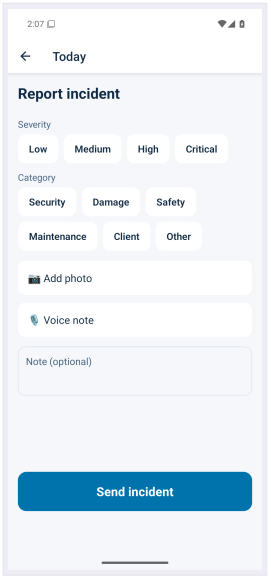
The **Today** view shows upcoming and running rounds with their checkpoints. To confirm:

- **QR** — scan the code at the location with the camera.
- **NFC** — hold the device to the signed tag.
- **Geofence** — the app confirms automatically once the position is inside the defined area.
- **Checklists** — required items such as temperature, photo or yes/no questions are asked right at the point.

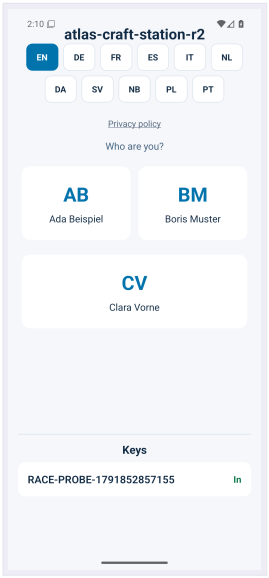
The app works **offline-capable**: confirmations without network are held locally and late-synced — marked *late-synced* in the evidence so the time shift stays honest.

9.3 Incident and emergency

From inside a running round, workers report incidents with description, severity and attachments — **photo** or **audio** straight from the device. An **emergency action** (SOS) immediately raises a critical incident and alerts the supervisor: *“triggered the emergency action — respond now.”*



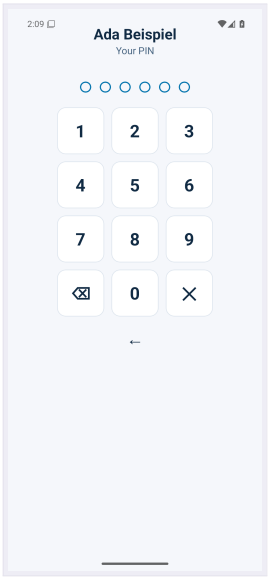
Reporting an incident with photo right from the round.



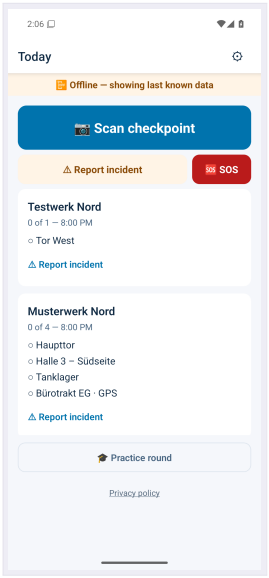
Station members in the app — PIN management for kiosks.

9.4 Station mode and practice rounds

- **Station mode:** the companion app turns a tablet into a kiosk station — paired via the code from the station settings (chapter 8).
- **Practice round:** new workers try the flow in a practice round without touching real evidence.
- **Briefing:** before every round the app shows the site notes stored on the site.



PIN prompt in the companion app's station mode.



Today's rounds — on-time and late confirmations are reported separately.

Position sharing: while the app records locations it shows a permanent indicator. Position data is captured only during active rounds, only on opted-in sites, and expires automatically — chapter 16.

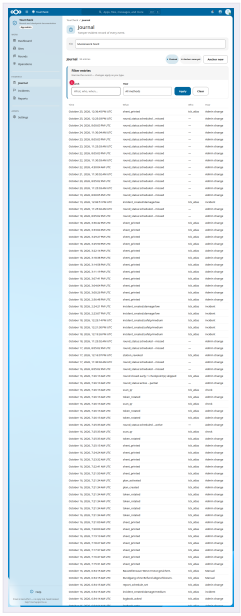
CHAPTER 10

Journal — the evidence log

The **“Journal”** is the app’s logbook: a gapless, append-only record of every event — each confirmation, incident, key movement, attestation and admin action. Entries cannot be edited or deleted.

10.1 The chain

Every entry carries the hash of its predecessor: the **hash chain**. Anyone altering an entry later would break the chain — the journal header shows the state: **“Chained”** and the current **“Chain head”**. An integrity check re-verifies the whole chain and reports any break immediately.



Marker 1: chain state **“Chained”** and anchor status — Marker 2: **“Anchor now”** for the external timestamp — Marker 3: entry filter — Marker 4: **“Export CSV”**.

10.2 External anchoring (RFC 3161)

On demand, **“Anchor now”** anchors the chain head at an external timestamping service (TSA, RFC 3161): an independent third party certifies that the chain held exactly this state at that moment. That takes even the instance administrator out of the proof — they could change the database, but not backdate the external timestamp. The endpoint is configured under **“Settings”** → **“Evidence & anchoring”** (chapter 15); without one the anchor stays “not yet anchored” and the chain is internally linked.

10.3 Reading and filtering

The header filters cut the journal by site, entry type and period — say *only October incidents at Musterwerk Nord*. Entries show time, site, type, actor and details; scan entries name the method (QR, NFC, manual, geofence) and whether they arrived on time, late or late-synced.

10.4 CSV export

“Export CSV” downloads the filtered view as a file — for your own archive, audits or import into other tools. The export holds the same entries as the view, with chain and anchor flags.

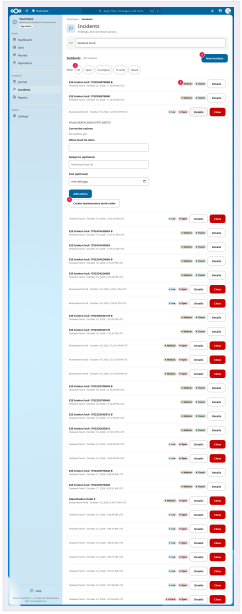
> **Important:** the journal replaces the handwritten logbook — but only because nobody can “correct” entries. TourCheck deliberately offers no such option; corrections arrive as new entries that comment on the record.

CHAPTER 11

Incidents and corrective actions

Anything unexpected becomes an **incident**: the damaged lock, the running hydrant, the open container. Incidents arise three ways:

- manually — via **“Report incident”** in the web app or from the companion app, including photo and audio;
- automatically — a failed required checklist item, a measured value out of bounds or the emergency action raises the incident itself;
- from the control desk — supervisors file phoned-in events.



Marker 1: incident list with status filter — Marker 2: **“New incident”** — Marker 3: severity and category per incident — Marker 4: **“Create maintenance work order”** hands off to MaintenanceCheck.

11.1 Filing a report

The form asks site, **“Category”**, **“Severity”** and the description. Critical incidents notify the supervisor immediately — *“reported a critical incident — respond immediately.”*

11.2 Corrective actions

Every incident carries a list of **“Corrective actions”** — what must happen before the finding is closed. Actions run through a four-eyes process:

1. one person records the action and carries it out;
2. a second person verifies it (**“Verify”** — actions awaiting review sit under **“To verify”**);
3. only then does the action count as **“Verified”**.

11.3 Handoff to MaintenanceCheck

When the sister app **MaintenanceCheck** is installed, an open incident shows **“Create maintenance work order”** under **“Details”** (marker 4). One click files a *draft* work order into the MaintenanceCheck intake — a dispatcher there owns the rest of the lifecycle. The incident then permanently shows *“Maintenance work order: WO-…”*; filing twice is neither possible nor needed.

If the handoff fails — MaintenanceCheck unavailable or no site with the same name found — the incident stays fully usable and the app states the reason. For the match to work, the site must be named exactly as in MaintenanceCheck.

11.4 Lifecycle

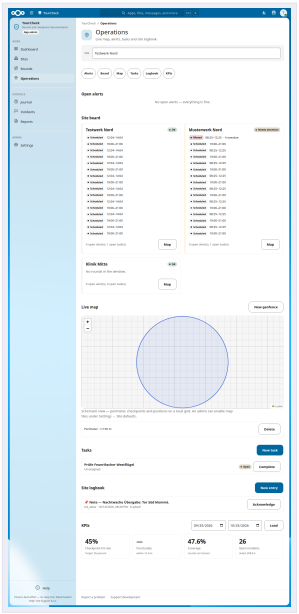
Incidents move from open through handling to closure. Closing is final — the app asks explicitly: *“Close this incident? It cannot be reopened.”* Closed incidents stay visible in the journal and on reports, together with their actions and attestations.

> **How it connects:** incidents hang on the site and — when reported from a round — on the round. They surface in the round detail and the report at the right checkpoint.

CHAPTER 12

Operations — the control board

Operations is the supervisor's area: the control-desk view across all supervised sites. Supervisors and app admins see it in the navigation; it bundles alerts, map, tasks and the site logbook.



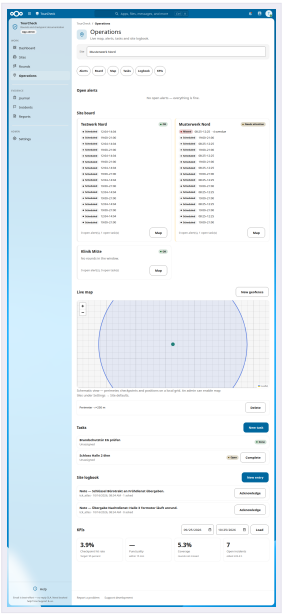
Marker 1: **"Open alerts"** — Marker 2: **"Site board"** of all supervised sites — Marker 3: **"Live map"**.

12.1 Open alerts

Alerts arise automatically — a missed round, or a plan whose check-in interval has heard no sign of life: *"No scan or position update for* n *minutes during an active round — check on the worker."* Every alert stays open until someone works it and closes it — the board replaces the loose note by the phone.

12.2 Site board

The **"Site board"** shows each site's current state: whether a round is running, how many checkpoints are confirmed, whether incidents are open. One click opens the per-site view.



Per-site view on the board: Marker 1: tasks — Marker 2: logbook with handovers — Marker 3: the site's KPIs.

12.3 Live map and position trail

The **"Live map"** shows site perimeters, geofence areas and — on opted-in sites — the **"Live position trail"** of on-duty members while a round is active. Positions expire automatically and disappear; there is no permanent history. Without opt-in the map stays limited to perimeter and checkpoints. The background map is chosen in **"Settings"** under **"Site defaults"** (chapter 15): the built-in schematic view is the privacy default; an admin can switch to **"OpenStreetMap"** tiles or a **"Custom tile server"**.

12.4 Tasks and logbook

"Tasks" Concrete to-dos on the site — with assignee and due date. **"New task"** creates one; the tick closes it.

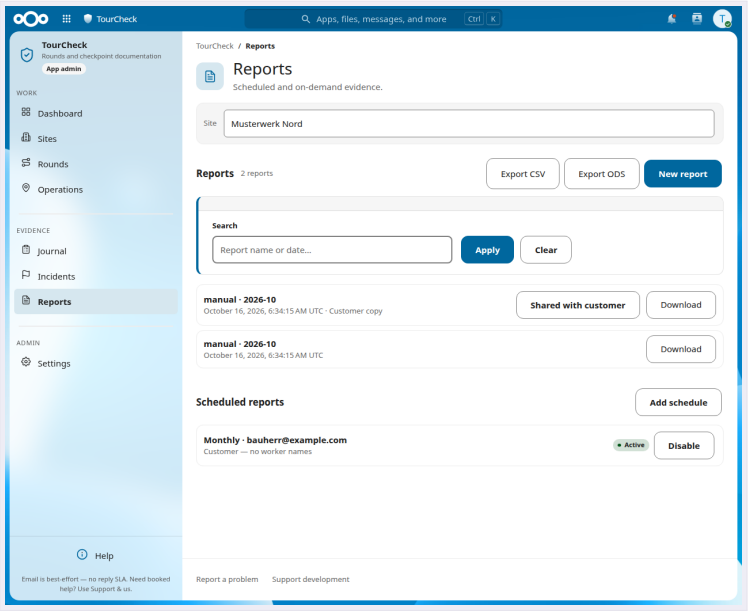
"Logbook" The site's shift log: **"New entry"** of type **"Note"** or **"Handover"**. Entries can be acknowledged (**"Acknowledged"**) — the shift handover becomes a traceable act, not hallway chatter.

"KPIs" Service quality per site: checkpoint quota, punctuality, coverage, open incidents.

CHAPTER 13

Reports

Reports bundle rounds into branded, timestamped PDFs for your customers. The **“Reports”** page lists generated and scheduled reports.



Marker 1: report list with search — Marker 2: **“New report”** — Marker 3: **“Scheduled reports”**.

13.1 Generating a report

“New report” asks site and period, then produces the **“Site report”** as PDF: logo and company name from the branding settings, the period’s rounds with their status, the incidents and the chain’s anchoring evidence. The report states how many checkpoints arrived on time, late, attested or late-synced — honest numbers, not a glossed score.

13.2 Visibility in the client portal

Every report can be released to the client portal and hidden again (chapter 14): *“Report is now visible in the client portal”* and *“Report hidden from the client portal.”* You control report by report what the customer sees.

13.3 Scheduled reports

“Scheduled reports” run on their own: pick a schedule, set the recipient address — *“Schedule a report and it lands in the mailbox automatically.”* The outgoing mail carries the report as PDF attachment (*“Your scheduled TourCheck report is attached.”*).

13.4 Claim bundle

For the hard case — complaint, liability, audit — the app builds a **claim bundle** in one click: a single cryptographically sealed evidence package for a site with its rounds, journal extract, anchoring data

and verification files. The bundle hash exposes any later change — the package is evidence, not merely an archive.

> Reports follow the site's language and contain only what the journal actually holds: missed rounds are not absent — they are shown as missed.

CHAPTER 14

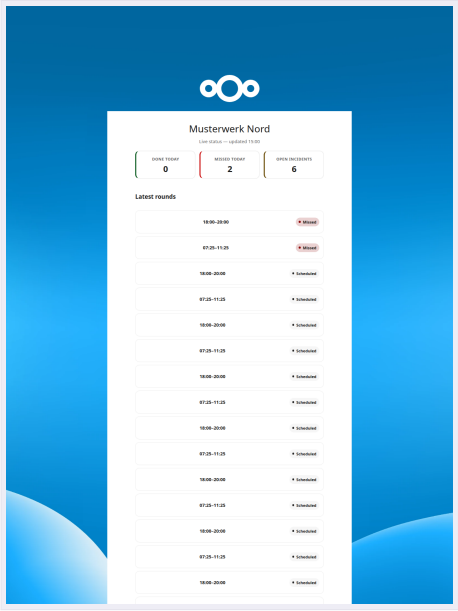
Live links and the client portal

Two doors open sites to the outside: the **live link** for a quick status glance without sign-in, and the **client portal** for permanent, revocable customer access.

14.1 Live links

A live link is a site's public status page: *"A live link shows this site's status to anyone with the URL — no login needed. Share it with the object's owner."*

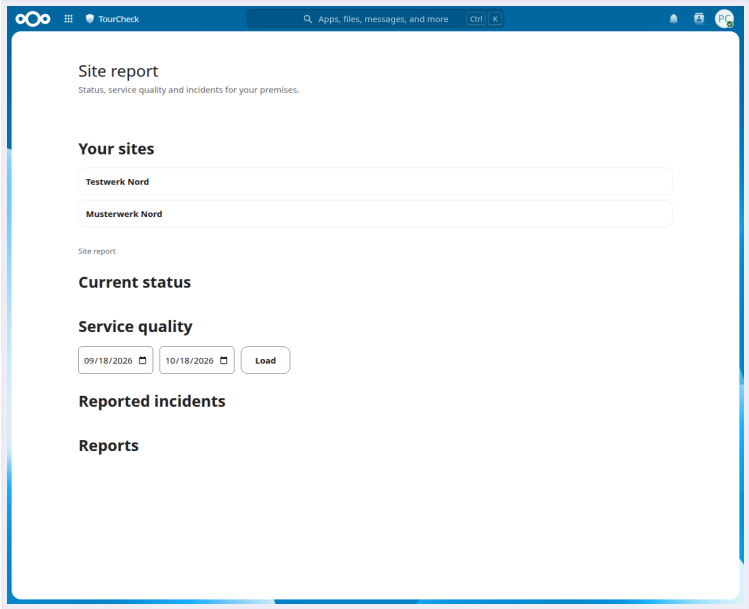
On the site page under **"Live links"** you create the link via **"New live link"**: label (say *Owner portal — Building A*) and optional expiry (**"Expires (optional)"** or **"Never expires"**). The app shows the URL exactly once — *"Link created — copy it now. It will not be shown again."* Copy it immediately and hand it straight over.



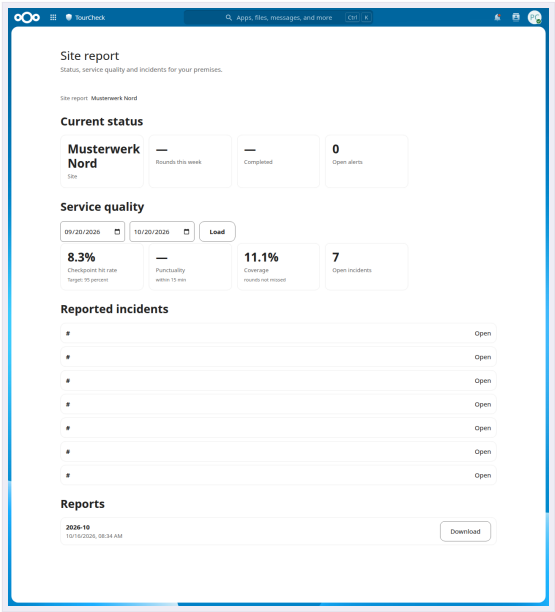
The live page shows a reduced but honest view: site name, round state, open incidents — no login, and no data from other sites. **"Revoke"** disables the URL instantly: *"Revoke this live link? Its URL stops working immediately."*

14.2 Client portal

Customers with the `tourcheck_client` role land in the portal after sign-in — *"Status, service quality and incidents for your premises."* The **"Your sites"** start page lists only the sites the customer was granted access to.



Per site the customer sees the **“Site report”** view: round state, service quality and their site’s incidents — plus the reports released to the portal (*“No reports shared yet — your service provider publishes them here.”*).



Boundary: live links are the quick variant for individual owners without an account; the portal is the real customer access with sign-in, history and reports. Without a grant a customer account sees no sites — and customers never see your internal workspace.

CHAPTER 15

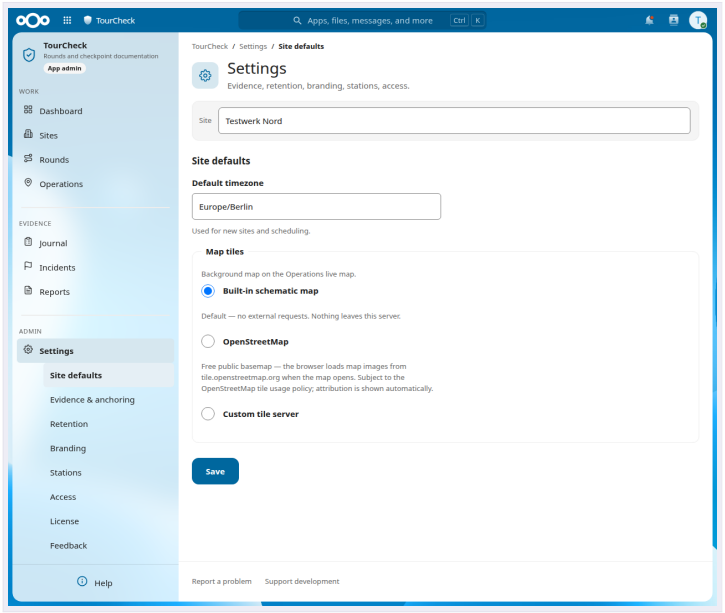
Settings

“Settings” is the admin area — visible to planners and app admins, organised in eight sections.

15.1 Site defaults

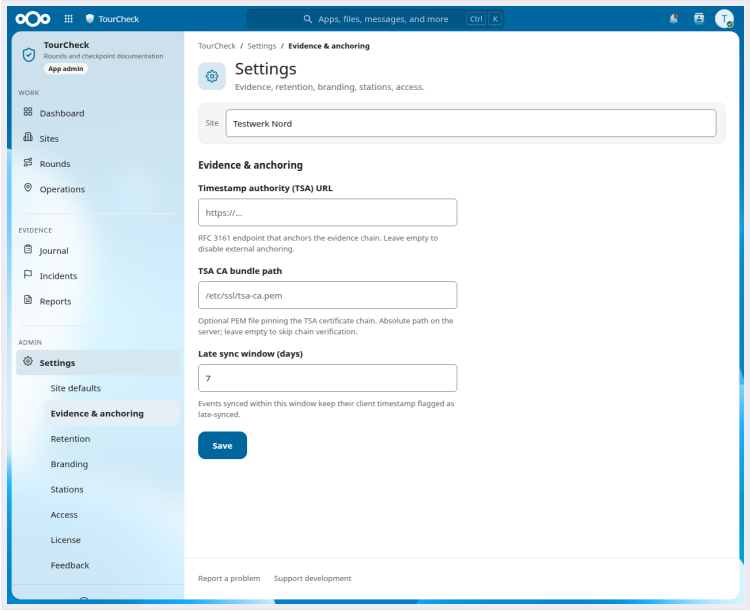
“Timezone, tolerances and kiosk PIN rules.” The standard values new sites inherit: timezone for scheduling, tolerance windows for “on time/late”, and PIN rules for kiosk members.

The **“Map tiles”** block picks the background of the Operations live map: **“Built-in schematic map”** (the default — no external requests, nothing leaves this server), **“OpenStreetMap”** (the browser loads tiles from tile.openstreetmap.org; the attribution is shown automatically), or **“Custom tile server”** with a **“Tile URL template”** (an `https://` address with `{z}`, `{x}` and `{y}` placeholders) and an optional **“Attribution (optional)”** line for the map corner.



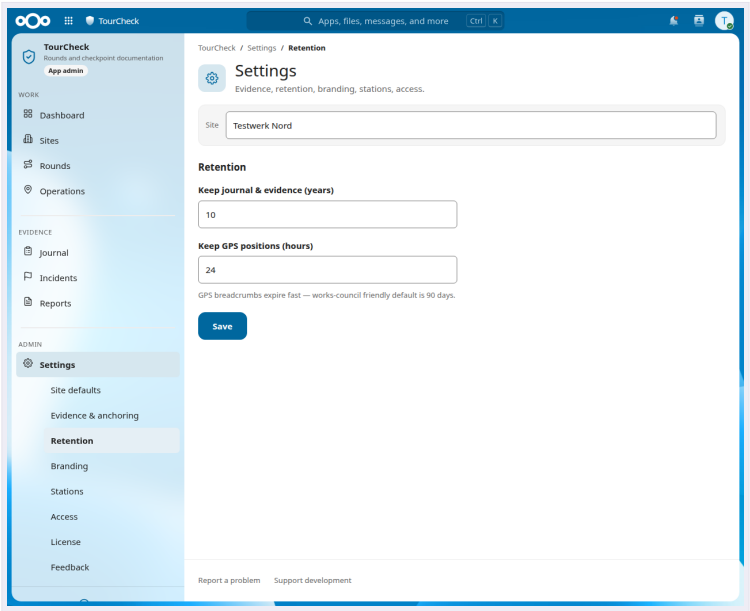
15.2 Evidence & anchoring

The external timestamp lives here: the **RFC 3161 endpoint** (*“RFC 3161 endpoint that anchors the evidence chain. Leave empty to disable external anchoring.”*) and optionally a PEM file pinning the timestamping service’s certificate chain. With an endpoint, **“Anchor now”** in the journal yields an independent proof (chapter 10).



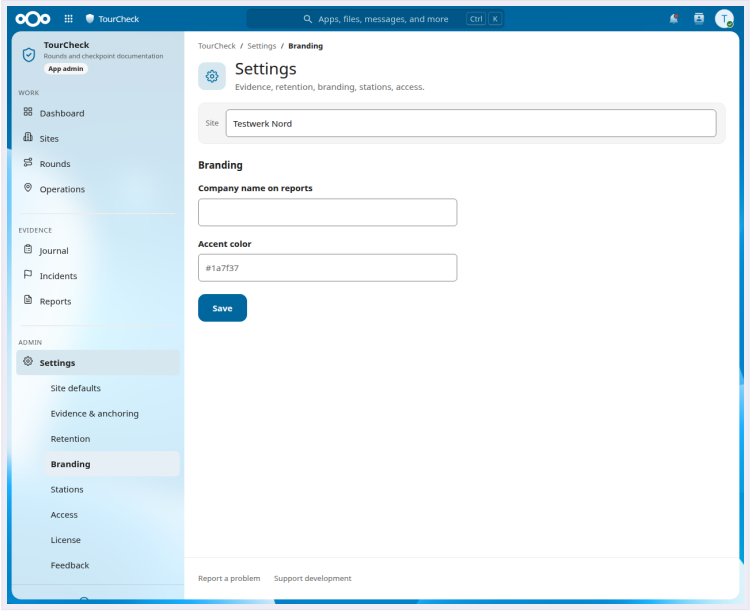
15.3 Retention

Retention periods for volatile data — above all **“Keep GPS positions (hours)”**. Where positions are not needed, shorten the window; the minimum wins.



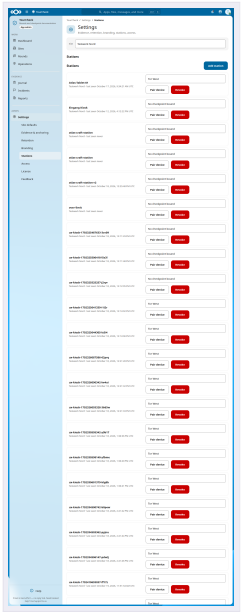
15.4 Branding

“Company name on reports” and logo: how reports and the client portal appear to your customers.



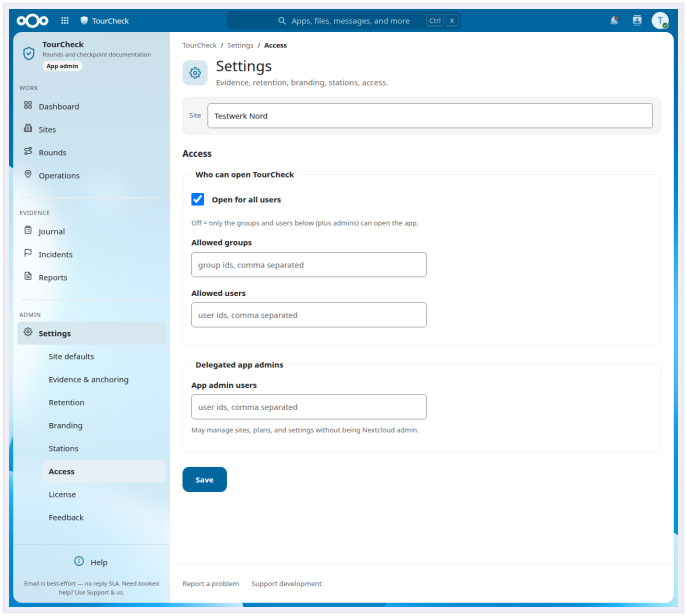
15.5 Stations

Manage kiosk devices: create, pair, maintain members and PINs, revoke — details in chapter 8.



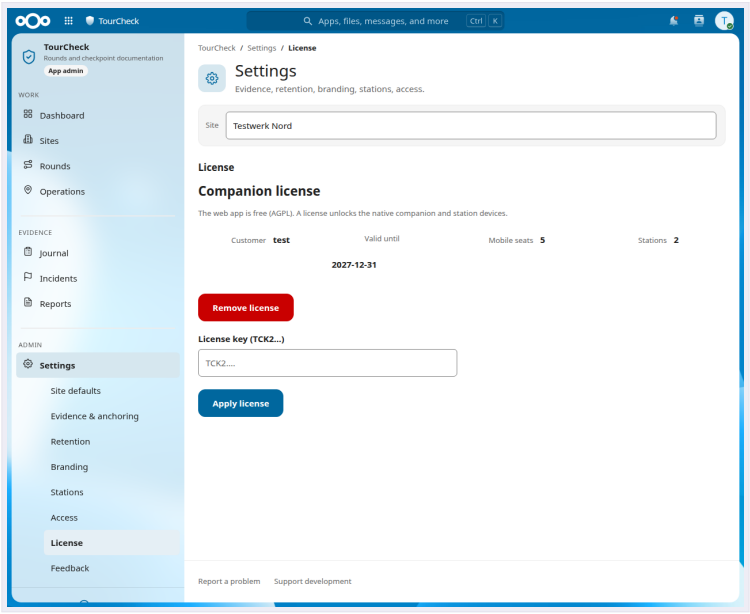
15.6 Access

Which Nextcloud groups receive which TourCheck role — app admins, planners, supervisors, workers, customers. The mapping takes effect immediately and drives navigation and site visibility.



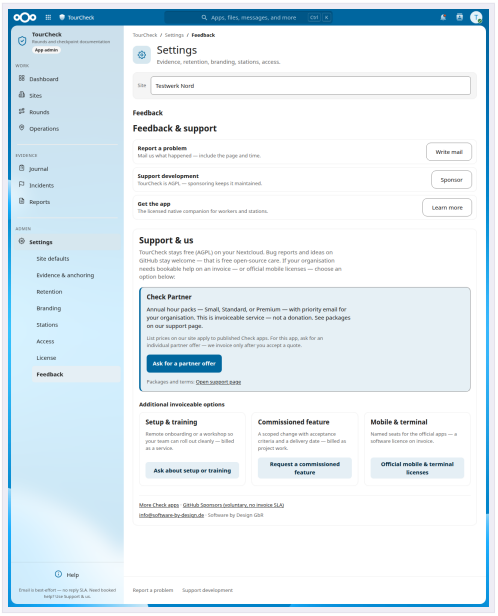
15.7 License

"The web app is free (AGPL). A license unlocks the native companion and station devices." App admins apply the licence key here, see device limits and remove the licence when needed — *"Remove this license? Stations and the companion app stop working."*



15.8 Feedback

"Feedback" opens the bug/idea channel: *"Report a problem or suggest an improvement."* Issues reach us directly — with version and contact path.


TourCheck
Apps, files, messages, and more Ctrl + K
TourCheck
Rounds and checkpoint documentation
App admin
WORK
Dashboard
Sites
Rounds
Operations
EVIDENCE
Journal
Incidents
Reports
ADMIN
Settings
Site defaults
Evidence & anchoring
Retention
Branding
Stations
Access
License
Feedback
Help
Email is best-effort — no reply SLA. Need booked help? Use Support & us.
TourCheck / Settings / Feedback
Settings
Evidence, retention, branding, stations, access.
Site
Testwerk Nord
Feedback
Feedback & support
Report a problem
Mail us what happened — include the page and time.
Write mail
Support development
TourCheck is AGPL — sponsoring keeps it maintained.
Sponsor
Get the app
The licensed native companion for workers and stations.
Learn more
Support & us
TourCheck stays free (AGPL) on your Nextcloud. Bug reports and ideas on GitHub stay welcome — that is free open-source care. If your organisation needs bookable help on an invoice — or official mobile licenses — choose an option below:
Check Partner
Annual hour packs — Small, Standard, or Premium — with priority email for your organisation. This is invoiceable service — not a donation. See packages on our support page.
List prices on our site apply to published Check apps. For this app, ask for an individual partner offer — we invoice only after you accept a quote.
Ask for a partner offer
Packages and terms: Open support page
Additional invoiceable options
Setup & training
Remote onboarding or a workshop so your team can roll out cleanly — billed as a service.
Ask about setup or training
Commissioned feature
A scoped change with acceptance criteria and a delivery date — billed as project work.
Request a commissioned feature
Mobile & terminal
Named seats for the official apps — a software licence on invoice.
Official mobile & terminal licenses
More Check apps
GitHub Sponsors (voluntary, no invoice SLA)
info@software-by-design.de · Software by Design GbR
Report a problem
Support development

CHAPTER 16

Privacy and evidence integrity

TourCheck produces evidence about people — that deserves care. The app follows three rules: opt-in, visibility, expiry.

16.1 Live positions: opt-in per site

Position recording is **off** until a site explicitly enables it (**"Live positions during active rounds"** on the site page under **"Privacy"**). The in-app note says it plainly: *"When on, the positions of members on duty are recorded while a round is active on this site. Members see a permanent indicator on their device while sharing. Positions expire automatically."*

In detail:

- only while a round is active — never in idle time;
- with a permanent indicator on the person's device;
- with automatic expiry — the retention setting decides how long positions are kept;
- no covert tracking: there are no silent position records.

16.2 GDPR erasure

On the site page, **"Erase personal data (GDPR)"** removes a person's events on that site. The app describes the mechanism verbatim: *"Tombstones this person's events, attestations, incidents, positions and evidence files on this site. Journaled and irreversible."*

Tombstone instead of silent deletion: the entry is hollowed out — the person is gone, the fact of the entry and the hash chain stay intact. The evidence remains verifiable without keeping the personal link. The act itself is a journal entry: the erasure is provable, the erased content is not.

16.3 Retention

The periods under **"Settings"** → **"Retention"** decide how long volatile data (GPS positions, kiosk tokens, uploads) is kept. Rounds and journal are exempt — they are the evidence itself.

16.4 For works councils and data protection officers

- QR/NFC confirmations carry no position — anyone avoiding GPS confirms position-free.
- Position data is tightly time-bounded and self-expiring.
- The journal is append-only; personal erasure runs via tombstone, not via forgetting.
- All data stays on your instance — nothing is outsourced except the optional timestamping endpoint, which sees only the chain hash, not content.

CHAPTER 17

Troubleshooting

17.1 I cannot see TourCheck, or nearly nothing

Visibility hangs on group and site membership (chapter 1). The access-denied page (figure in chapter 1) means: account without the right role or site assignment. An app admin or planner assigns your account.

17.2 A QR code does not work

- **No round running:** tokens are valid only inside the time window. The scan box tells you whether a round is active.
- **Old sheet:** every print of the QR sheet renews the tokens. After a reprint, older printouts are invalid — mount the fresh sheet.
- **Point archived:** archived checkpoints no longer confirm.

17.3 My kiosk shows a licence notice

The station is not licensed: *"This station needs an active station license. Ask your administrator to apply or renew the license in the TourCheck settings."* The app admin checks **"Settings"** → **"License"**.

17.4 PIN forgotten / station member locked out

Planners or app admins reset the kiosk PIN on the station member (**"Settings"** → **"Stations"** or on the member at the site page).

17.5 Round shows "Partial" instead of "Done"

At least one checkpoint was not confirmed. The round detail shows which. If deliberate, **"Partial"** is the correct, honest status — the evidence does not gloss.

17.6 Anchoring fails

"Anchor now" needs the RFC 3161 endpoint in the settings. Without endpoint or on failure the app reports *"Anchor failed"* or *"Timestamp anchoring failed"* — the internal hash chain stays untouched and intact.

17.7 A panel fails to load

Pages with live data (Dashboard, Operations, Journal, client portal) show *"Could not load data."* and a **"Retry"** button when a request fails. One click usually fixes it — if it does not, the next section is the right way to report it.

17.8 Where do I report bugs?

"Settings" → **"Feedback"** — or the contact paths in this handbook's appendix. Please name the app version and the time of the incident; the version is on the settings page and in your Nextcloud's app info.

CHAPTER 18

Glossary

Site The guarded object: building, plant, property — the top unit in TourCheck.

Checkpoint A proof point on a site with scan type (QR code, NFC tag, manual button, geofence), walk order and optional checklist.

Checklist Required or optional questions at a checkpoint — yes/no, text, number with bounds or photo.

Plan The scheduling rule: which checkpoints, how often, how long. Enabled plans spawn rounds automatically.

Round An executed or upcoming tour with time window and status (scheduled, active, done, partial, missed, skipped).

Attestation The four-eyes countersignature on a round or a corrective action by a second person.

Journal / evidence log The gapless, hash-chained, append-only record of all events.

Hash chain The chaining of journal entries: each entry holds its predecessor's hash; changes break the chain.

Anchoring The external RFC-3161 timestamp over the chain head — independent proof of the evidence state.

Chain head The last entry of the chain; its state is anchored.

Incident A reported finding or an automatically raised event (failed required item, out-of-range value, SOS).

Corrective action The verifiable action attached to an incident.

Station A paired kiosk device; bound to site and checkpoint.

Station member A person without a Nextcloud account confirming at the kiosk by PIN.

Kiosk PIN The personal PIN of a station member on the kiosk device.

Live link A site's public status page — login-free, expirable, revocable.

Client portal The sign-in area for customers with site grants: status, service quality, released reports.

Grant The permission that shows a customer account a site in the portal.

Claim bundle The one-click evidence package of a site with journal extract, anchoring and verification hash.

Tombstone The GDPR erasure that hollows an entry's content while keeping its existence and the chain intact.

Companion app The native Android app for workers and stations — licensed separately (TCK2).

Practice round The companion app's training round with no evidential effect.

Key register The ledger for a site's physical keys — who held which key, when.

About Software by Design

Software by Design builds Nextcloud apps for organisations that want to host their own data — from time tracking and projects to inventory, fleet management and customer relations. Every app runs entirely on your Nextcloud instance; the web interfaces are free (AGPL).

Company

- **Website:** https://nextcloud.software-by-design.de/
- **Partner & quotes:** mailto:info@software-by-design.de
- **Report a bug / suggest an improvement:** mailto:dev@software-by-design.de

Support & how to contribute

TourCheck remains free on your Nextcloud (AGPL). Bug reports and sensible ideas via GitHub or email are part of open-source maintenance — without a guaranteed response time.

In the app

Under **“Settings”** → **“Help & support”** (navigation chip may still read **“Support us”**) you find the same options as on our website: partner quote, onboarding, commissioned feature and voluntary support.

Check Partner (invoiceable)

If your organisation needs predictable help with an invoice — setup, hour packages, prioritised email — choose **“Check Partner”**. That is a professional service with quote and invoice, not a donation.

- Packages and terms on the support page: https://nextcloud.software-by-design.de/en/support/
- Request a partner quote: mailto:info@software-by-design.de?subject=Partner%20inquiry

Other invoiceable options

- **Onboarding & training** — remote setup or workshop for your team.
- **Commissioned feature** — scoped change with acceptance criteria and delivery date.
- **Official mobile & terminal licences** — where offered for TourCheck; named seats with invoice.

GitHub Sponsors (voluntary)

Voluntary support without an invoice SLA — appreciated, but optional:
https://github.com/sponsors/aSoftwareByDesignRepository

Legal note

This manual does not replace legal, tax or compliance advice. Third-party product names and trademarks belong to their respective owners.

Index

access, 1, 30
alerts, 22
anchoring, 18
attestation, 11

branding, 29

capture, 12
chaining, 18
checklist, 7
checkpoints, 7
claim bundle, 24
client portal, 26
companion app, 16
control board, 22
corrective actions, 20
CSV export, 19
customers, 26

dashboard, 3

erasure, 33
evidence log, 18

GDPR, 33
geofence, 23
glossary, 35
GPS, 33

handover, 23
hash chain, 18

incidents, 20
interface, 3

journal, 18

keys, 6
kiosk, 14

licence, 31
live link, 26
live links, 26
live map, 23
live positions, 33
logbook, 23

MaintenanceCheck, 21
members, 1
mobile app, 16

operations, 22

PIN, 14
plans, 9
portal, 26
privacy, 33

QR sheet, 7

reporting incidents, 16
reports, 24
retention, 29
RFC 3161, 18
roles, 1
round detail, 10
round status, 10
rounds, 10

scanning, 12
scheduled reports, 24
settings, 28
sign-in, 3
sites, 5
SOS, 16
stations, 14

tasks, 23
timestamp, 18
tombstone, 33
troubleshooting, 34

work order, 21