

**Learn how Command Cloud's task management tools
can streamline your facility's workflow**



FOREWORD

With countless responsibilities to manage every day, it's easy for correctional officers to overlook some tasks. Over the years, the corrections industry has introduced tools designed to help officers stay organized and focused on a clear to-do list. However, most of these tools only track the most common inmate-related duties, such as meal pass, headcount, or rounds, leaving many equally vital tasks untracked and at risk of being overlooked.

Command Cloud's task management tools change this by offering a comprehensive solution, providing officers and supervisors with a centralized platform to create, assign, and monitor *all* tasks. With the help of Mission Command's Task Management Dashboard and Mobile Command XR's Tasks module, any task can be efficiently created, assigned, and tracked on both desktop and mobile devices.

This guide will demonstrate how Command Cloud's task management tools streamline and improve the process of managing daily officer responsibilities, ultimately helping agencies:

- Enhance Officer Accountability
- Improve Communication
- Maximize Compliance



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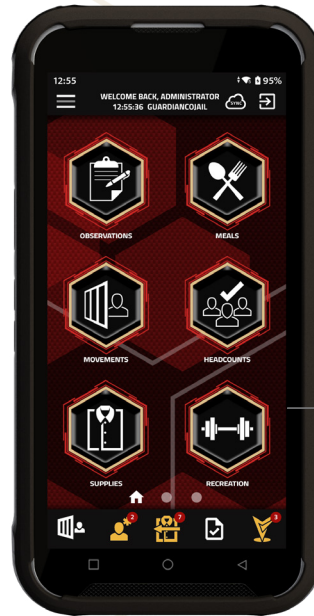
PRODUCTS MENTIONED



COMMAND CLOUD

Command Cloud's patented real-time compliance monitor tracking¹, featuring audible and color-coded alerts on mobile and Web-based applications (Mission Command and Mobile Command XR, respectively) both immediately before a check is due, as well as immediately after the check is late. Compliance Monitor helps remind staff when checks are due from any device to ensure staff make their rounds according to agency policy, ultimately reducing liability.

¹U.S. Patent No. 11,574,317



SPARTAN 3

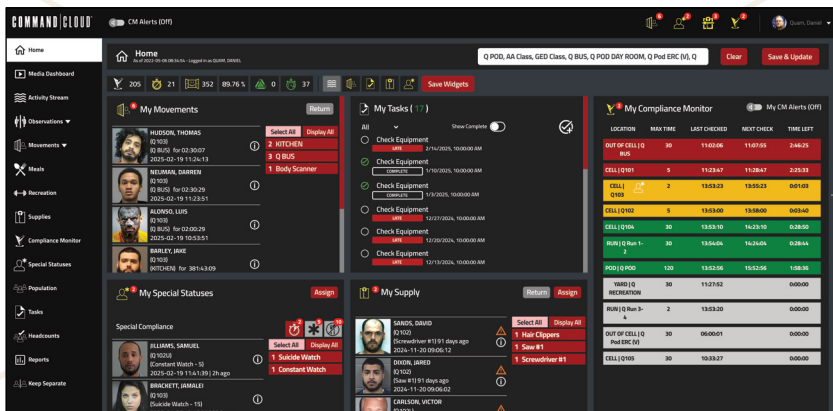
SPARTAN

SPARTAN is a ruggedized Android device.

MOBILE COMMAND XR™

MOBILE COMMAND XR

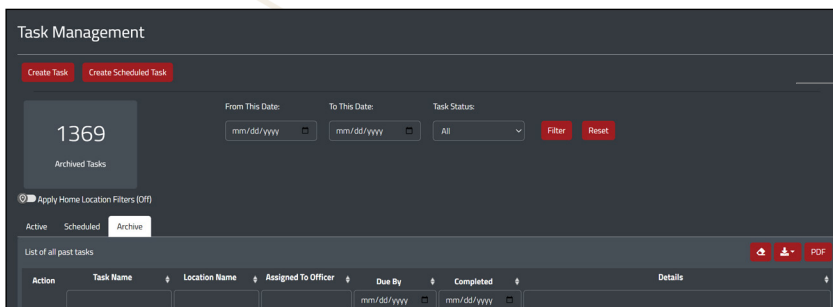
Mobile Command XR is mobile inmate tracking software that runs on SPARTAN.



MISSION COMMAND™

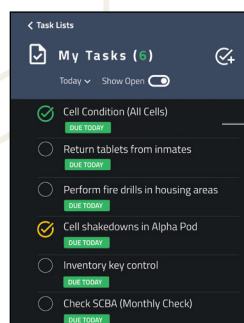
MISSION COMMAND

Mission Command is a Cloud-native application that provides users a common operating picture.



TASK MANAGEMENT DASHBOARD

The Task Management Dashboard in Mission Command provides users with a comprehensive overview of current, upcoming, and past tasks. It also allows users to create and assign one-time or recurring tasks to themselves or other staff members.



TASKS MODULE

The Tasks module is accessible through Mobile Command XR, where officers can view their assigned tasks and create one-time, self-assigned tasks.

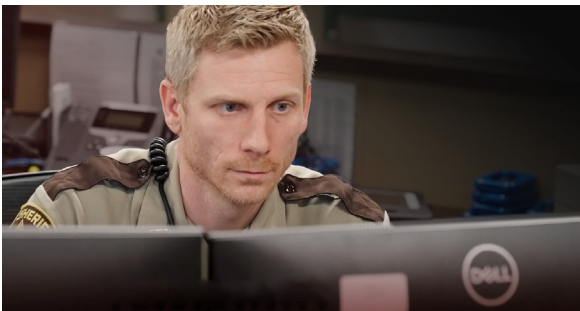
WHAT IS COMMAND CLOUD'S TASK MANAGEMENT?

Command Cloud's task management tools help correctional officers and supervisors stay on top of their tasks by allowing them to create, assign, organize, and track all tasks in a centralized location. By streamlining tasks related to and beyond their day-to-day responsibilities, Task Management enhances accountability and ensures no task falls through the cracks.

While most Command Cloud modules focus on inmate-related activities (e.g., headcount, observation checks, meal passes), the Tasks module supports ad hoc responsibilities that fall outside of inmate-specific duties. It bridges this gap by providing a centralized platform for logging, assigning, and tracking a wide range of *all* tasks.

However, for tasks that do involve an inmate, officers can link inmates to the specific task, allowing for better tracking and documentation of activities (e.g., an officer checking an inmate's blood sugar or blood pressure). Regardless of whether your task involves another officer or inmate, or neither, Command Cloud's task management tools are built to accommodate all miscellaneous duties officers are expected to complete during their shift.

Having quick and easy access to these tasks is a must, which is why Command Cloud's task management tools are accessible through both Mission Command and Mobile Command XR.



Mission Command's Task Management Dashboard

In Mission Command, users can do more than just see their own assigned tasks. They also have visibility into every task assigned throughout the facility. Each tab can be filtered to the officer's home location and sorted by other fields to narrow down what is pertinent to you.

It's important to note that Task Management Dashboard inside of Mission Command has three separate tab views, including **Active**, **Scheduled**, and **Archive**, that can be pulled as a report via PDF or CSV.

Task Management

[Create Task](#) [Create Scheduled Task](#)

587
Active Tasks

Date Filter: All Task Status: All [Filter](#) [Reset](#)

☐ Apply Home Location Filters (Off)

[Active](#) [Scheduled](#) [Archive](#)

List of currently active tasks

Action

Task Name

Task Type

Status

Task Priority

Location

Created By Officer

Assigned To Officer

Create Time

Due Time

Details

[Print](#) [List](#) [PDF](#) [CSV](#)

1. Active: This tab displays only the tasks that are currently in progress. This can be filtered by the officer's home location, specific dates, and task status. Users can also sort tasks by a number of fields, including: *name, type, status, priority, location, created by, assigned officer, creation time, due time, and additional details.*

Task Management

[Create Task](#) [Create Scheduled Task](#)

28
Scheduled Tasks

☐ Apply Home Location Filters (Off)

[Active](#) [Scheduled](#) [Archive](#)

List of scheduled tasks

Action

Task Name

Task Priority

Location

Assigned To Officer

Warning Time

Unit

Number

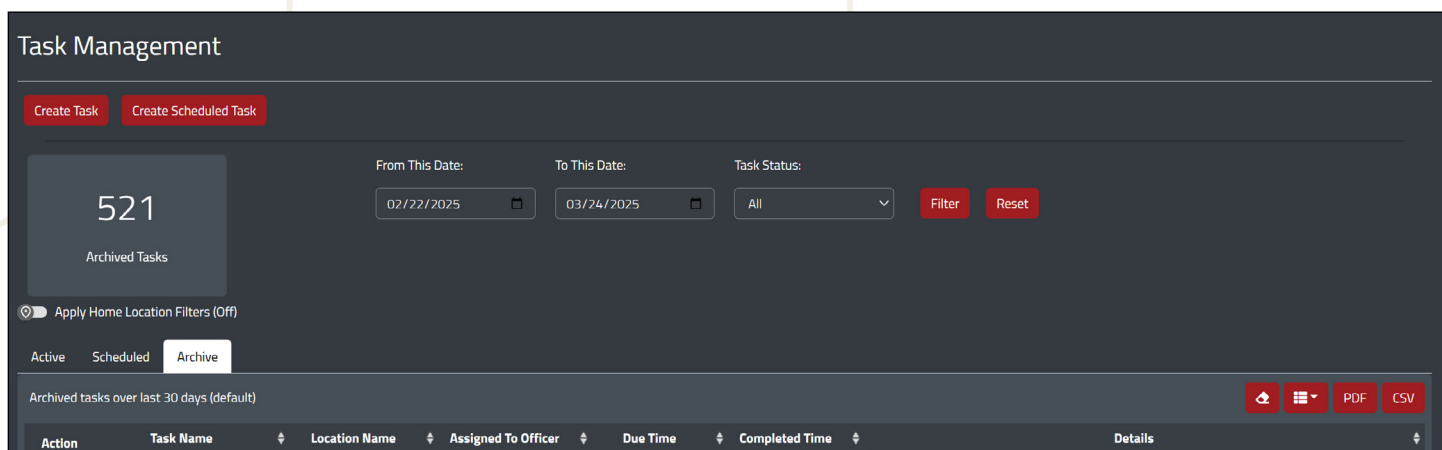
Due Time

Details

[Print](#) [List](#) [PDF](#) [CSV](#)

2. Scheduled: This tab displays a table of all scheduled tasks. As soon as the task becomes due, it will be moved to the Active tab, and the date will change to reflect the next time that task is due. This tab can be further filtered and sorted by specific fields, including the *task name, priority, assigned officer, location, frequency, warning, and due times*, and any *additional details* provided.

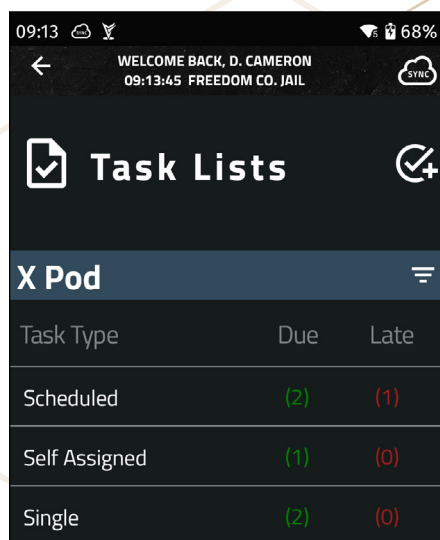
3. Archive: This tab shows all tasks that were completed within a selected time frame, which can be filtered by dates and task statuses. Similar to the Active and Scheduled tabs, the Archive tab can be further narrowed down by *task name*, *location*, *assigned officer*, *due* and *completed time*, and *details*. It's important to note that only *completed tasks* will be moved to the Archive tab. Any tasks that aren't marked as "complete" will still be located in the Active tab and show a red LATE button under the Status column. Late tasks will stay in the Active tab until completed, then be transferred to the Archive tab.



Mobile Command XR's Tasks Module

On Mobile Command XR, Command Cloud's mobile inmate tracking solution, officers can easily view all tasks assigned directly to them. The Tasks module is located in the bottom navigation menu on Mobile Command XR. Once the Tasks module is opened, users will notice how every task is organized into three main categories:

- **Self-Assigned Tasks:** These are tasks created and assigned by the officer to themselves on SPARTAN.
- **Single Tasks:** These are one-time tasks assigned to the officer, assigned to no officer, or associated with the officer's filtered location that need to be completed only once.
- **Scheduled Tasks:** These are recurring tasks assigned to the officer, assigned to no officer, or associated with their filtered location on a timed basis.



This mobile task management system allows officers to easily track what needs to be done, when it's due, and how to complete it - all from the convenience of the device already in their hand. There's no need to interrupt their work to check the list they scribbled down on a sticky note; everything they need is organized, clear, and readily accessible at their fingertips.

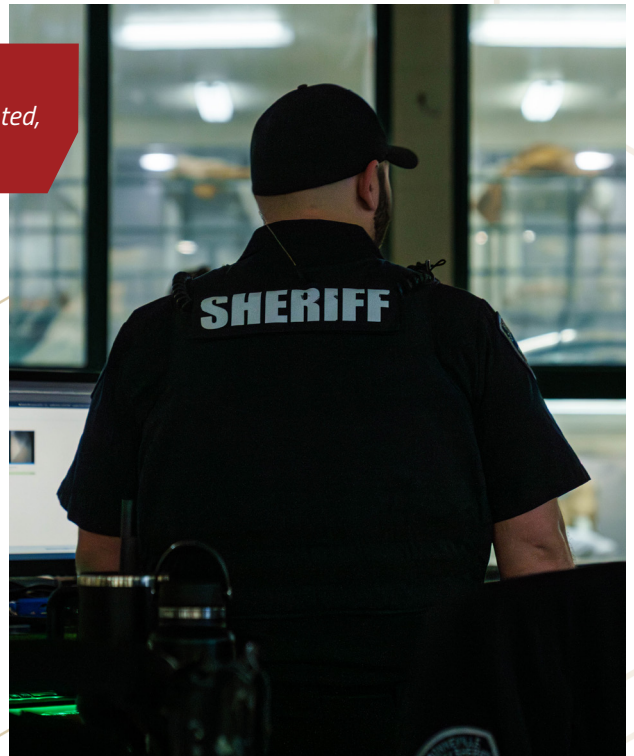
WHAT PROBLEMS ARE SOLVED WITH COMMAND CLOUD'S TASK MANAGEMENT?

PROBLEM #1:

"My staff lacks a centralized system, leaving important tasks undocumented, forgotten, or overlooked."

Most systems built for correctional staff primarily focus on tasks related to inmate activities and interactions, such as security rounds, headcounts, meal passes, etc. While these technologies simplify the tracking of these tasks, they often don't showcase every single task (inmate-related or not) assigned in the facility, nor which officer they're assigned to, or when they're due. This leaves officers lacking a centralized task management system to create, assign, and track ALL responsibilities during their shift.

Command Cloud's task management **streamlines task workflow** by providing staff a simple, unified view of all open, pending, and completed tasks. Both Mobile Command XR and Mission Command platforms empower staff to be always informed about what tasks are taking place throughout the facility, without leaving their posts.



PROBLEM #2:

"Our staff doesn't have a method of effectively tracking if and when tasks are completed."

Without task management tools, supervisors and officers often struggle to track task completion or verify when tasks were finished. In facilities that rely on handwritten to-do lists and manual check-offs, there's no reliable way to confirm if tasks were completed on time, or even completed at all.

Command Cloud's task management system **enhances officer awareness and accountability** by offering real-time insight into task status. Officers and supervisors can easily view which tasks are upcoming, late, or completed. These lists are accessible via both Mission Command and Mobile Command XR, ensuring staff can stay informed from anywhere in the facility.

Once a task is completed, it's automatically removed from the active task list of the assigned officer or location. Completed tasks can still be reviewed by toggling the "Show Closed" option in Mobile Command XR or by accessing the Archive tab in Mission Command. In Mission Command, each entry includes a timestamp and identifies the team member who completed the task.

By logging task completion directly from Mobile Command XR, all information syncs with Command Cloud in real time, creating a verifiable, time-stamped record. Tasks that are still pending will continue to appear as due or late until resolved.

Update	A Pod Evening Evening Shift Pass On	Recurring	TODAY
✓	Supervisor round	Recurring	COMPLETE
Update	Inmate Programming - AA-NA	Recurring	LATE

With Command Cloud's task management tools, officers gain a clearer picture of their daily responsibilities. The system helps ensure nothing falls through the cracks – enhancing situational awareness, maximizing accountability, and improving operational efficiency across the board.

PROBLEM #3:

"Staff rely on word of mouth to assign tasks to each other, often leading to miscommunications or tasks being forgotten altogether."

Without a quick and efficient way to assign tasks, delegation relies on word of mouth or inefficient methods, such as manually writing out daily tasks or using separate systems. These approaches lack a centralized platform to create and assign tasks, requiring users to switch between resources.

Command Cloud's task management tools take the guesswork out of informal communication and allow users to assign tasks to themselves, other staff members, and even specific locations. This **improves communication**, helping officers gain a clearer understanding of their roles and responsibilities.

Tasks can be assigned using either Mission Command or Mobile Command XR, depending on the type of task. One-time, self-assigned tasks can be created in Mobile Command XR's Tasks module, while one-time or recurring tasks that are assigned to either yourself, another officer, or a location can be created in Mission Command's Task Management Dashboard.

This ensures tasks appear on the appropriate devices of those responsible for completion, keeping all team members aligned on knowing who needs to be held accountable, when deadlines are due, and where to access key information.





HOW CAN I CREATE AND ASSIGN TASKS?

You can create and assign tasks with either Mission Command or Mobile Command XR, depending on the task you want to assign.

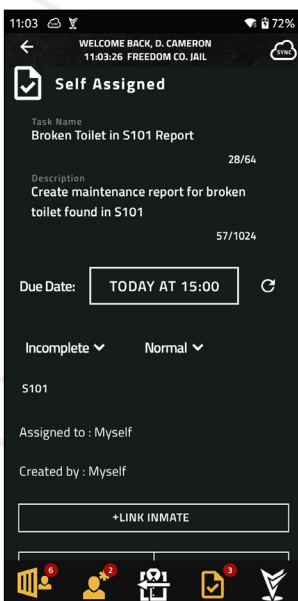
How to Create and Assign a One-Time Task

When creating a one-time task, you can create and assign it with either Mission Command's Task Management Dashboard or Mobile Command XR's Tasks module.

How to Create and Assign a One-Time Task with Mission Command



Tasks can be created and assigned to any officer within Command Cloud's Mission Command Dashboard by following these steps:

1. Select **"Tasks"** on the left-hand side of the Mission Command dashboard
2. Once in the Task Management Dashboard, click **"Create Task"** in the top-left corner of the screen
3. Customize your task by entering details such as:
 - A. Task Name
 - B. Task Priority (Normal, Important, Critical)
 - C. Location
 - D. Inmates
 - E. Assigned Officer
 - F. Due Time (Date, Hour, Minute, Second)
 - G. Any additional details
4. Click **"Submit"** and the task will automatically sync to the assigned officer's SPARTAN device



How to Create and Assign a One-Time, Self-Assigned Task in Mobile Command XR

Only one-time, self-assigned tasks can be created using Mobile Command XR by following these steps:

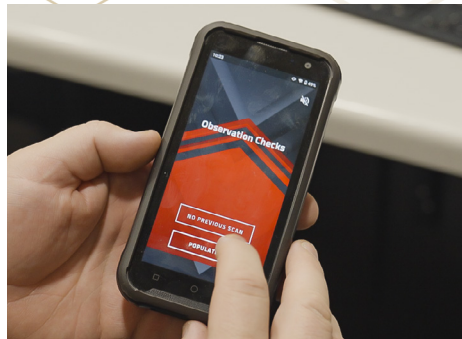
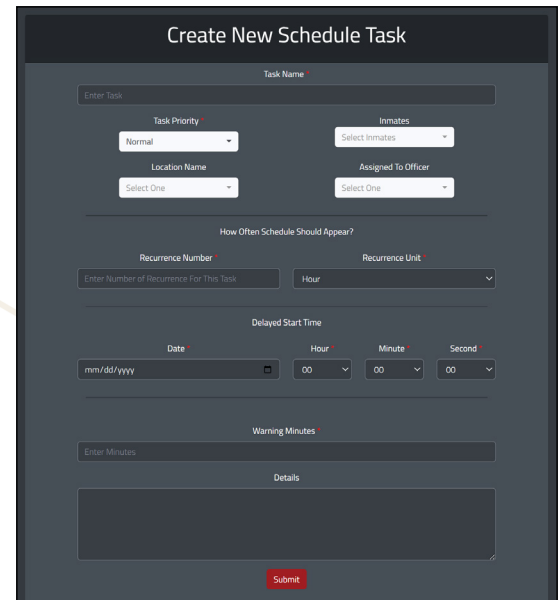
1. Log in to Mobile Command XR on your SPARTAN
2. Click the Tasks module  on the bottom panel of Mobile Command XR's homescreen
3. Select  at the top right-hand side of your screen
4. Customize the task by filling out the following fields that are prompted:
 - A. Task Name
 - B. Description
 - C. Due Date & Time
 - D. Task Priority (Normal, Important, Critical)
 - E. Location
 - F. Link an Inmate
 - G. Relevant Media
 - H. Any Additional Details
5. Press **"Save"** and you will see the task reflected on your device with a due date & time

How to Create and Assign a Recurring Task

You can create and assign both one-time and recurring tasks to yourself or others through Mission Command's Task Management Dashboard.

How to Create and Assign a Recurring Task with Mission Command

1. Select **"Tasks"** on the left-hand side of the Mission Command dashboard
2. Once in the Task Management Dashboard, click **"Create Scheduled Task"** in the top-left corner of the screen
3. Customize your task by entering details such as:
 - A. Task Name
 - B. Task Priority (Normal, Important, Critical)
 - C. Location
 - D. Inmates
 - E. Assigned Officer
 - F. Recurrence Number and Unit
 - G. Delayed Start Time
 - H. Due Time (Date, Hour, Minute, Second) **Dependent on Recurrence Unit*
 - I. Warning Minutes
 - G. Any Additional Details
4. Click **"Submit"** and the task will automatically sync to the assigned officer's SPARTAN device



Can I Schedule a Recurring Task to be Due Multiple Days a Week?

Yes, recurring tasks can be scheduled to be due multiple times within a week. When creating a task in Mission Command's Task Dashboard, users can set multiple due dates by following these steps:

1. Select **"Create Scheduled Task"** in the top left corner of the screen
2. Fill in the required fields
3. Enter the Recurrence Number to indicate how often the recurring, scheduled task should appear
4. Adjust the Recurrence Unit to "day," "week," or "month" to match your desired recurrence frequency
5. The Due Time field will appear. You can then add multiple due times and set the corresponding dates and times for each
6. Click **"Submit"** to sync the tasks with the assigned officer's SPARTAN device

This method allows for quick and efficient scheduling of tasks that need to be completed multiple times within a day, week, or month, without the need to create separate recurring tasks for each occurrence.



WHERE CAN OFFICERS FIND THEIR ASSIGNED TASKS?

All assigned tasks can be found on the assigned officer's SPARTAN in Mobile Command XR or in Mission Command.

Locating Assigned Tasks in Mission Command

In the Mission Command dashboard, users can easily customize their view by toggling between their home location and searching for specific officer names or locations to find the tasks relevant to them. The Task Management Dashboard in Mission Command is divided into three tabs: Active, Scheduled, and Archive, allowing officers to simply navigate which of their assigned tasks are upcoming, active, completed, or past due.

Locating Assigned Tasks in Mobile Command XR

In Mobile Command XR, tasks are organized into three categories: Single (One-Time), Scheduled (Recurring), and Self Assigned. Tally indicators show the number of tasks that are due and highlight any overdue tasks.

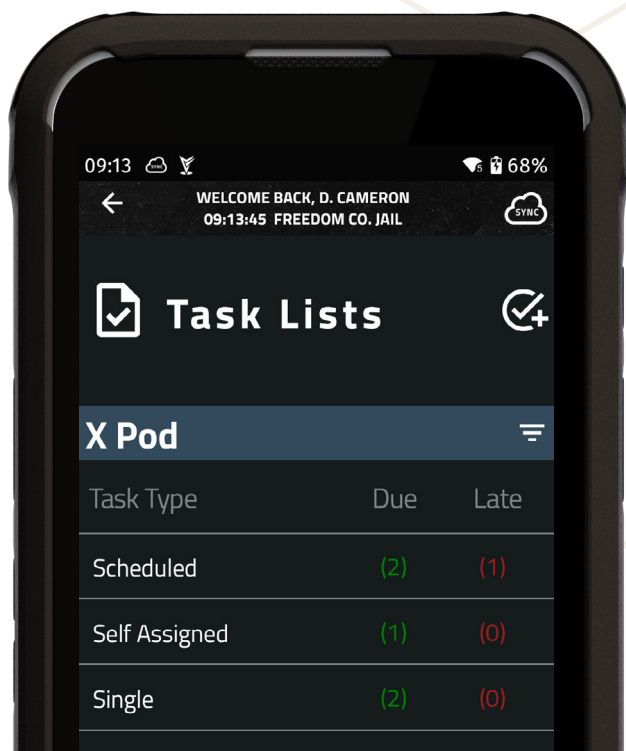
The officer can click into the task type to see an individualized view of each task assigned under that category, including the due time.

If the task is still on time, it will show its due time in green.

DUE TODAY AT 18:00

If a task becomes late, it will show its due time in red.

DUE TODAY AT 09:45



When Does a Task Appear in Mobile Command XR?

When creating recurring tasks in Mission Command, users complete some important fields that control when a task appears in Mobile Command XR: **Warning Minutes, Delayed Start Time, and Due Time**. These settings define the desired completion time and how far in advance the officer(s) should be alerted. Together, they determine when the task shows up in Mobile Command XR and when it transitions to the Active tab in Mission Command.

For example, if you set the Delayed Start Time for 16:00 today but want the officer to be alerted two hours prior, you would set the Warning Minutes to 120. In this case, the task would appear on the officer's Mobile Command XR Task module at 14:00.

However, if it's a one-time task, it will appear immediately, regardless of whether it's due that day or in a few days. The officer will see that there is either a Single or Self Assigned (depending on how it was created) task that is due, and upon clicking it, they can view the specific due date and time.



CONCLUSION

Command Cloud's task management tools provide a comprehensive solution to streamline the complex and often overlooked task management process within correctional facilities. By integrating both Mission Command's Task Management Dashboard and Mobile Command XR's Tasks module, users can easily create, assign, and track all tasks, both inmate-related and non-inmate-related, in a centralized, organized location. This not only increases efficiency, but also enhances officer accountability and communication, ensuring that no task goes missed and undocumented.

With features such as real-time tracking, timestamped documentation, linking photos and videos, and customizable task views, Command Cloud's task management tools empower officers to stay on top of their responsibilities from anywhere in the facility. The system's ability to capture and document all tasks, from one-time assignments to recurring duties, ensures a comprehensive record of daily operations. This helps supervisors maintain oversight, monitor performance, and guarantee the timely completion of all tasks.





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