

PatrolBot

User Guide

Version 2025-10



PatrolSuite

Search (exact text)...

Home

Users

Tasks

About

Support

PatrolBot

My Tasks

Notifications

Settings

Vivian Wang

Server Name

New Chat

Chat History

Select a module from the list to start the chat!

AuditPatrol

CertPatrol

ComplaintPatrol

DashPatrol

DataPatrol

Ecosystem

EventPatrol

Metrics & Reports

PatrolBot

PatrolSuite Core

QualityPatrol

Quality Plans & Specs

Tasks & Notifications

Ask PatrolBot...



Submit

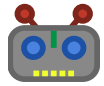
By messaging PatrolBot, you agree to our [Privacy Policy & Terms of Use](#).

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NEW Chapter 1: Introduction

Introduction


The PatrolBot™ is an intelligent chatbot designed to answer user questions about PatrolSuite™, drawing directly from the application's User Guides and related documentation. As part of the broader PatrolSuite ecosystem, PatrolBot helps bridge the gap between users and the system's knowledge base, providing on-demand guidance and context-sensitive support.

PatrolBot aims to reduce the delay between when an operator needs software help and when the operator receives help, while also minimizing the time Quality Administrators spend answering "how-to-use-the-software" questions.

PatrolBot is accessible to all authorized users through the PatrolSuite interface.

Access

Contact your IT department for URL and login credential information to access the PatrolSuite homepage.

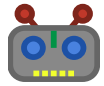
 Access to PatrolSuite modules is managed by a combination of PatrolSuite and Active Directory security. Accordingly, **not all users will see the same PatrolSuite homepage contents, and not all users will have read-write or edit capability for all modules.** Contact your IT department with questions regarding security and permissions.





Browser

The PatrolBot is accessed via a browser. PatrolSuite, and all its apps such as PatrolBot, are certified to the following browsers: Google Chrome, Microsoft Edge, or Safari. MAP strongly recommends using only these browsers. Contact your IT department to obtain the URL to access the PatrolSuite homepage from where the PatrolBot app can be accessed.

Symbol Key

The following symbols are used in this user guide.



Typeface	Description
	Indicates a “required” data entry field within a UI.
	Indicates a new feature, or new information regarding existing functionality.
	Indicates rules regarding access security.
	Click the help icon to view additional information.

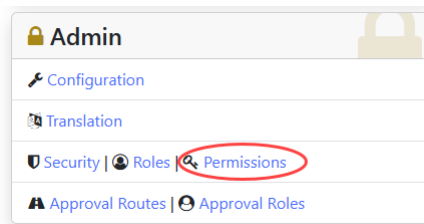


NEW Chapter 2: Security

Permissions

Permissions are located on Page: {PatrolSuite URL}/Security/Permissions

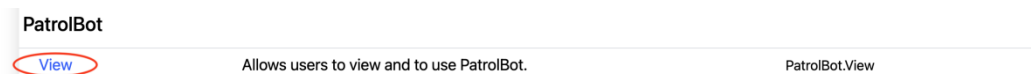
1. To access the PatrolBot permissions, click on the Permissions hyperlink in the Admin card on the PatrolSuite homepage.



2. Scroll down to the PatrolBot section.

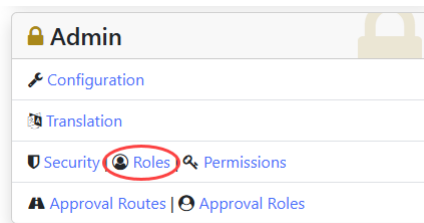
Note: Permissions cannot be created; they are pre-defined. Please contact MAP if you have justification that supports adding a new permission.

3. To view the users who have been granted a permission, click on the permission name.



Roles

Roles are located on Page: {PatrolSuite URL}/Security/Roles



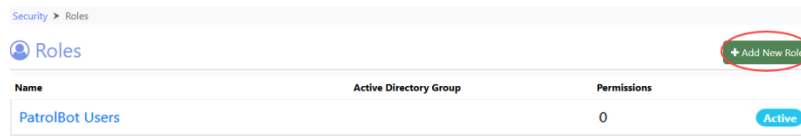
To grant a user a permission, the user must be placed into a Role that has the permission activated. Roles are user defined. There are two options for approaching PatrolBot security.

- I. Do not create any PatrolBot roles. Instead, grant the PatrolBot view permission to existing roles as desired.

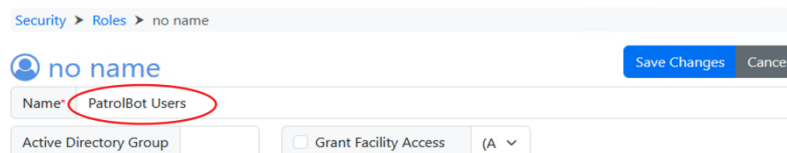


II. Create a PatrolBot role called “PatrolBot Users.” Grant the PatrolBot view permission to this role. Create the corresponding Active Directory group and add the desired PatrolBot users into this group. Then associate this group with the role called “PatrolBot Users.”

4. To create a Role, click on the ‘Add New Role’ button.



5. Enter the name of the role and click ‘Save Changes’.



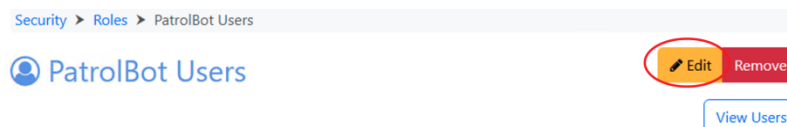
PatrolSuite security is integrated with Microsoft Active Directory. Each PatrolSuite Role must be associated with an Active Directory group.



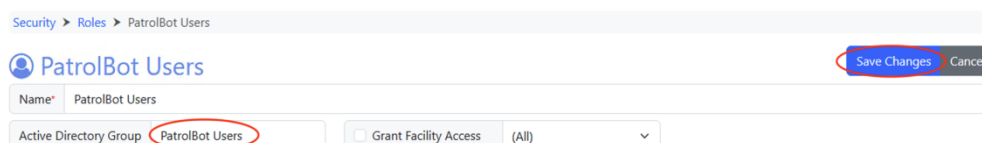
6. Contact your IT department and request creating an Active Directory group for each PatrolBot Role. The Active Directory group names are typically the same as the PatrolBot Role name.
 - a. Provide the IT department with the names of all users who need to be added into each Active Directory group.
7. To associate the Active Directory group with the Role:
 - a. Click on the desired Role name.



- b. Click on the ‘Edit’ button.



- c. Enter the name of the applicable Active Directory group and click ‘Save Changes.’

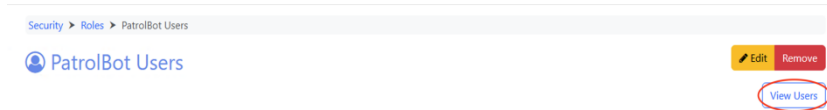


Note: Granting facility access is typically not done for a PatrolBot Role. Accordingly, MAP recommends leaving the Grant Facility Access checkbox unchecked.

8. To see the users who are in the Active Directory group associated with the Role, click the ‘View Users’



button.

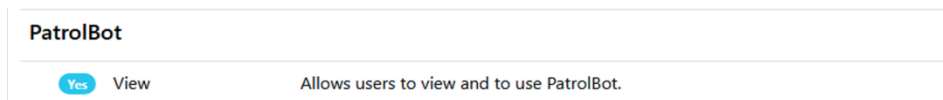


9. To grant permissions to a PatrolBot Role:

a. Click on the desired Role name.



b. Scroll down to the PatrolBot section and click on the 'No' button for the permission named "PatrolBot Users." This will change the button to read 'Yes' which means the permission has been granted to the Role, and therefore to all users in the Role.

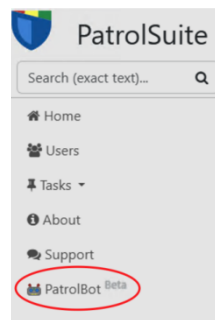




NEW Chapter 3: Chat

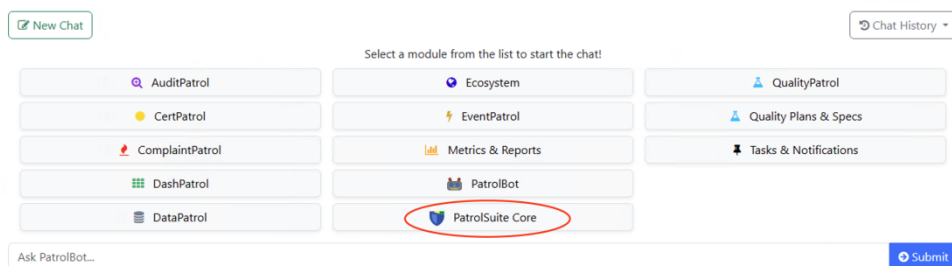
Access to PatrolBot

10. To access PatrolBot, click on the PatrolBot hyperlink in the navigation bar on the PatrolSuite homepage.



Ask PatrolBot a Question

11. Click the button that corresponds to the module for which you are seeking assistance.



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12. Click into the question field, type your question, and click the 'Submit' button.



New Chat

Chat History ▾

Selected:  PatrolSuite Core Welcome to **PatrolSuite Core**! I will help you with any questions you have about this module.
If you wish to switch modules, click "New Chat".

What can PatrolSuite do?


Submit

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13. View the answer and continue asking questions until you get the information you need.


New Chat

Chat History ▾

Selected:  PatrolSuite Core Welcome to **PatrolSuite Core**! I will help you with any questions you have about this module.
If you wish to switch modules, click "New Chat".

What can PatrolSuite do?





PatrolSuite is a comprehensive web-based platform designed for managing quality and security processes within an organization. It provides various modules and features to facilitate tasks such as security management, patrol scheduling, search functions, user management, notifications, diagnostics, and administrative configuration.

Key Capabilities of PatrolSuite:

- **Homepage Navigation:** Offers an organized interface with links to all modules and administrative features.
- **Security Management:** Allows system administrators to manage user roles, permissions, facility security, and access controls.
- **Patrol and Task Management:** Enables scheduling, tracking, and managing patrols and tasks assigned to users, including filtering and dashboard views.
- **Search Functionality:** Provides robust search tools to locate users, tasks, and content across the system.
- **User Profile and Settings:** Users can view and update their profiles, including language preferences, time zones, and security settings.
- **Notifications:** Sends alerts and messages related to system events, which users can acknowledge or mark as important.

Ask PatrolBot...

Submit

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14. If you want to ask a question related to another module, click 'New Chat' and then select the desired module.

CONFIDENTIAL

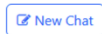
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Selected: PatrolSuite Core Welcome to **PatrolSuite Core!** I will help you with any questions you have about this module.
If you wish to switch modules, click "New Chat".

Note: You can always see which module you are in at the top of the conversation.



Selected: PatrolSuite Core Welcome to **PatrolSuite Core!** I will help you with any questions you have about this module.
If you wish to switch modules, click "New Chat".

Copy & Rate Answers

15. To copy an answer, click on the Clipboard icon next to the response. The text will be copied to your clipboard.



Hello! Please let me know what specific information or section you'd like assistance with, and I'll provide the relevant details along with the appropriate images.



Helpfulness: ☆☆☆☆☆

16. To rate the helpfulness of a response, click on the appropriate star from 1 to 5.
1 Not helpful; 2 Somewhat helpful; 3 Moderately helpful; 4 Very helpful; 5 Rock star helpful.



Hello! Please let me know what specific information or section you'd like assistance with, and I'll provide the relevant details along with the appropriate images.



Helpfulness: ☆☆☆☆☆

Note: To see the rating of a star, hold your cursor over the star.



Hello! Please let me know what specific information or section you'd like assistance with, and I'll provide the relevant details along with the appropriate images.

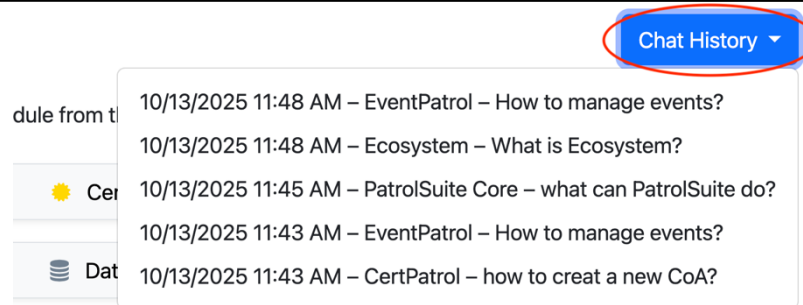


Helpfulness: ☆☆☆☆☆

Rock star helpful

View Chat History

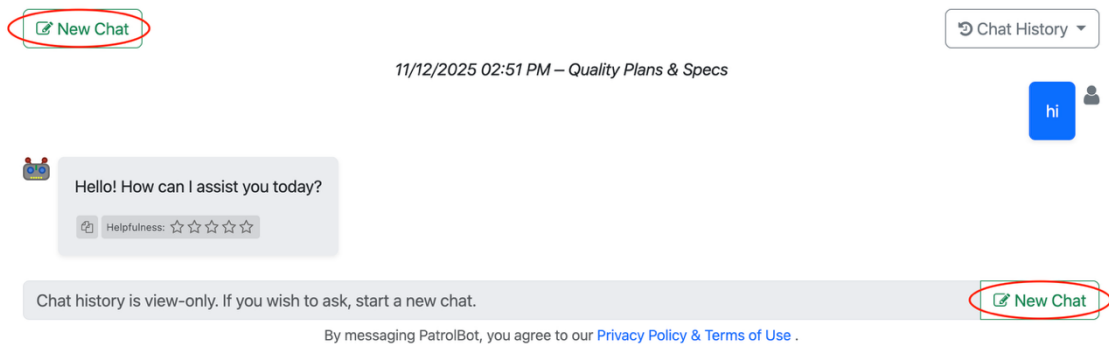
17. To view your most recent five conversations, click 'Chat History' and select the desired chat from the dropdown menu.



- a. The Chat History page will appear. This page is view-only, meaning you can review past interactions but cannot continue asking questions there.

Note: Click on a star to rate PatrolBot's helpfulness, or to update a previous rating.

Note: To ask new questions, click 'New Chat' to start a new conversation.





NEW Chapter 4: Privacy Policy and Terms of Use

Introduction



There are two circumstances that require a user to agree to the PatrolBot Privacy Policy and Terms of Use.

- i) When a user first opens PatrolBot, the user must read and agree to the Privacy Policy and Terms of Use before PatrolBot access is granted.
- ii) When the PatrolBot Privacy Policy and Terms of Use change, the user must read and agree to the Privacy Policy and Terms of Use before PatrolBot access is granted.

18. To agree to the PatrolBot Privacy Policy and Terms of Use, click the 'Agree' button.

Terms & Privacy Policy

Privacy Policy & Terms of Use

Effective Date: 9/1/2025
Last Updated: 9/29/2025

MAP America, Inc. ("MAP Data Systems", "MAP", "we", "our", or "us") provides a private chatbot service ("Chatbot" or "PatrolBot") to help users navigate and understand how to use MAP software by answering questions and delivering content from our official user guides. This Privacy Policy and Terms of Use explain how we collect, use, and protect your data, and outline the terms under which you may use the Chatbot.

Privacy Policy

1. What Data We Collect

When you interact with the Chatbot, we may collect:

- **Chat content:** The questions you ask and the Chatbot's responses.
- **Usage data:** Timestamps, frequency of use, and technical data such as browser or device type.
- **PatrolSuite data** (all anonymized): Instance code, customer code, facility code, module code.

2. Personal Data

We do not request, require, or intend to collect, process, or store any personal data through the Chatbot.

The Chatbot is designed solely to assist users with using our software. It does not ask for or require users to input names, email addresses, account information, or any other personally identifiable information ("Personal Data").

Do not input any personal, confidential, or sensitive information into the Chatbot. Any such information submitted is voluntary and at your own risk.

3. How We Use Your Data

We use the collected data to:

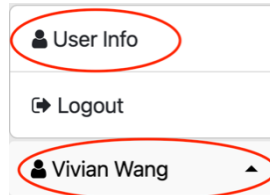
- Respond to your questions about the software.

Decline Agree

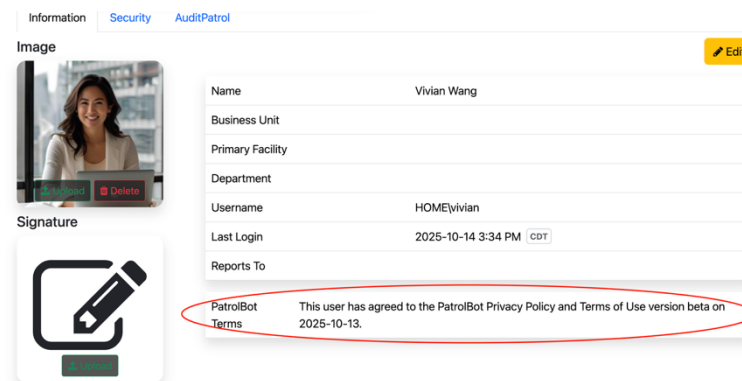


Agreed Version

19. Each user's agreement to the PatrolBot Privacy Policy and Terms of Use is recorded. To view the agreement, click your username in the navigation bar and then select 'User Info' from the dropdown list.



- a. The agreed version is shown under the PatrolBot Terms section.



View

20. To view the current PatrolBot Privacy Policy and Terms of Use at any other time, click on the hyperlink in the footer below the input bar.

