

VCMP

MILITARY & SECURITY SOLUTIONS

FIRETRACK

Training & Reference Manual

A practical guide to confident daily operation

12 MODULES / 48 LESSONS / SCREEN REFERENCES

Registry, personnel, custody, returns, ammunition,
vehicles, incidents, maintenance, evidence and offline work.

VCMP FIRETRACK ACADEMY

English edition · 2026.10-v1 · 9 October 2026

Companion to the online software training programme

Welcome to FireTrack Academy

A reliable handover starts with clear information and an accountable workflow. This manual explains what to check, where to record it, what FireTrack confirms and when a manager must review a problem. Keep it available during onboarding and use the references to find a procedure quickly.

How to use this book

Read the modules in order for the first pass. Each chapter starts with a screen reference and a learning objective, then gives four lessons, numbered operating steps, an important control and a practice scenario. The online page follows the same chapter structure. Refer to the quick checklists during daily work and the glossary when a term is unfamiliar.

Item	How it helps
FT-01 to FT-12	Stable module references used in the online course and this book.
Figures 1 to 12	Actual FireTrack demo screens captured on 9 October 2026. Records are synthetic.
Numbered steps	A practical order for the software task. Available buttons depend on your role.
Control note	A condition, restriction or follow-up that must remain visible.
Practice and explain	A scenario for a safe demonstration or a discussion with your trainer.
Appendices	Role matrix, troubleshooting, operational checklists, glossary and reference index.

Course language: English. FireTrack’s operational interface supports English, Afrikaans, isiZulu, isiXhosa, Arabic, Spanish, Portuguese and French. Screen captions in this edition use the English demo.

This programme covers software operation. It does not qualify anyone to handle firearms, repair equipment, drive a vehicle or override local safety procedures. Follow your employer’s authorised physical procedures and applicable verification requirements.

Contents

Welcome to FireTrack Academy	2
Contents	3
Your programme and completion record	4
Start here: workspace, roles and navigation	5
Firearm registry and equipment	9
Personnel, credentials and staff flags	13
Issues, custody and handover receipts	17
Returns and quality inspections	21
Ammunition stock and reconciliation	25
Stock counts and accountability	29
Vehicles, drivers, crew and services	33
Incidents, investigation and recovery	37
Maintenance and fit-for-service release	41
Documents, deletion, reports and audit	45
Offline work, settings, team and training administration	49
Appendix A · Role and access reference	53
Appendix B · Daily operating checklists	55
Appendix C · Troubleshooting and frequently asked questions	57
Appendix D · References and version notes	60
Appendix E · Glossary and topic index	62

Your programme and completion record

The assessed course consists of 12 modules and 48 lessons. A typical module takes around 20 minutes, but take as long as needed to understand the procedure. Acknowledging a lesson is your declaration that you have read and understood it. It is not a timed or proctored observation of practical competence.

Stage	What happens
Activation	An admin invites a course-only learner by first name, surname and email. The single-use activation link expires in 24 hours.
Sign-in	The learner chooses a training password and uses the dedicated training sign-in page. Operational users can enter from their FireTrack navigation.
Study	Open a module bubble, read all four lessons and review the screen reference and practice scenario.
Acknowledge	Mark each lesson as read and understood. These acknowledgements are stored with the course edition.
Assessment	Ten questions are selected from the module bank. Answer order is shuffled. Answer every question once.
Pass or retry	At least 7 correct answers, or 70%, passes the module. A failed attempt gives feedback and may be retried. Prior passed modules remain saved.
Completion	After every lesson is acknowledged and every module is passed, the server creates a named VCMP FireTrack software-training completion certificate.

Names and certificate verification

Check your first name and surname before assessment. An issued certificate retains its original name, organisation, course edition, completion date, results snapshot and unique reference. The QR reference opens authenticated verification: the holder or an admin in the same organisation can verify it. A reference alone does not expose personal information to the public.

A training-only account has access to the course and its own progress. It creates no operational User, organisation membership or FireTrack role. Completion does not automatically change permissions.

MODULE 01 / FT-01

Start here: workspace, roles and navigation

Understand the organisation boundary, read the dashboard and recognise what your role permits.

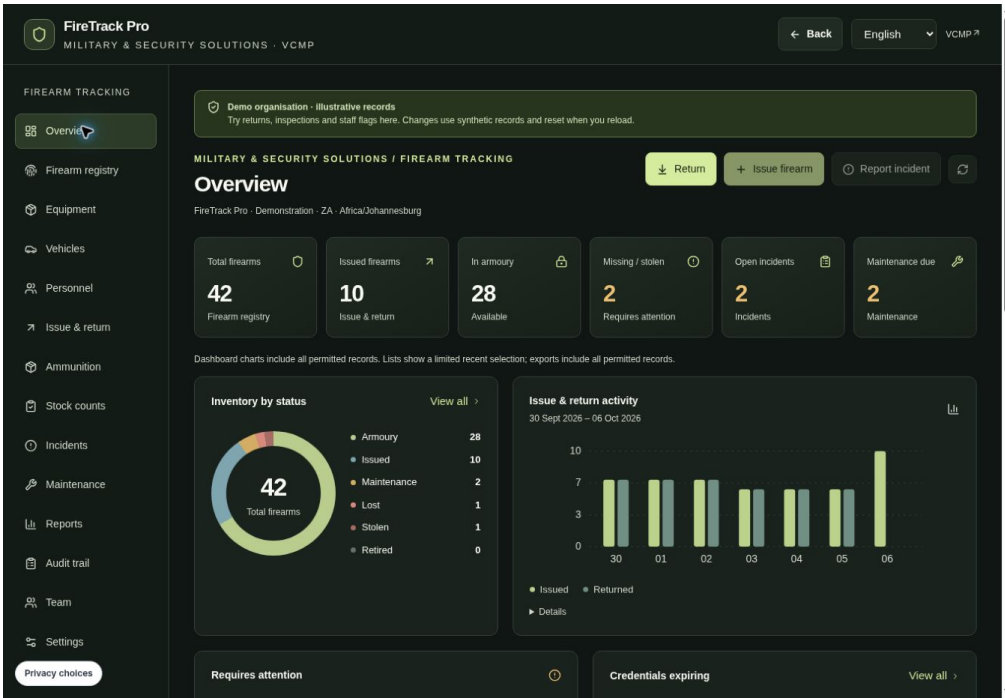


Figure 1. Start here: workspace, roles and navigation: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Choose the correct organisation	FT-01.1
Read the overview	FT-01.2
Know the five operational roles	FT-01.3
Use the course and safe practice	FT-01.4

FT-01.1 Choose the correct organisation

FireTrack keeps operational records within an organisation. The organisation name, country and timezone identify the workspace you are viewing. Before a handover, compare the displayed organisation with the physical site and the records you intend to use. A session can change organisation in another tab; the server rejects a stale write when its expected organisation no longer matches.

1. Sign in using your authorised VCMP account.
2. Select the FireTrack or Command organisation assigned to you.
3. Check the organisation name above the page title.
4. Confirm the country and timezone when interpreting dates.
5. Refresh if you switched organisation elsewhere.

Never enter another organisation's information because a previous tab is still open.

FT-01.2 Read the overview

The overview combines status totals, issue and return activity, expiring credentials and items needing attention. A tile opens its relevant section. Charts use all permitted records, while on-screen lists contain a bounded recent selection. A short list therefore does not prove that no older record exists. Review the correct report when a complete record set is required.

1. Read the total firearms and status cards together.
2. Open Requires attention to identify overdue returns or maintenance.
3. Check credentials expiring before the next shift.
4. Use a tile to move to the relevant register.
5. Use Reports for a wider permitted history.

Dashboard totals describe recorded data; they do not replace a physical count or inspection.

FT-01.3 Know the five operational roles

Admin manages product access and settings. Manager manages operational registers, personnel, incidents, maintenance and reports. Armoury carries out handovers, ammunition and counts. Officer sees their permitted personal records and custody. Auditor has read-only access and permitted exports. Canonical organisation membership and a specific FireTrack role are both required. A platform administrator alone does not automatically have tenant record access.

1. Ask an admin for the role needed for your duties.
2. Confirm an officer is linked to the right personnel record.
3. Use the smallest role that supports the task.
4. Report unexpected access to your administrator.
5. Recheck access after a role change.

A training-only invitation does not create an operational role.

FT-01.4 Use the course and safe practice

The course is software workflow training. Study and acknowledge every lesson, then take the module assessment. Ten questions are randomly selected and their answers are shuffled. At least seven correct answers are needed. A failed attempt gives revision feedback and a retry; earlier passed modules remain saved. The public demo uses illustrative records and resets on reload.

1. Check your first name and surname in the Training profile.
2. Open a module bubble and work through its lessons.
3. Mark each lesson as read and understood.
4. Answer all ten assessment questions.
5. Pass every module to download your completion certificate.

Practise in the synthetic demo or an authorised test organisation. Follow your employer's safety procedures for any physical equipment.

Practice and explain

Open Overview, identify two alerts and explain which section you would visit next. Write down the role you need for your actual duties.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 02 / FT-02

Firearm registry and equipment

Build accurate asset records and keep identity, availability and equipment accountability clear.

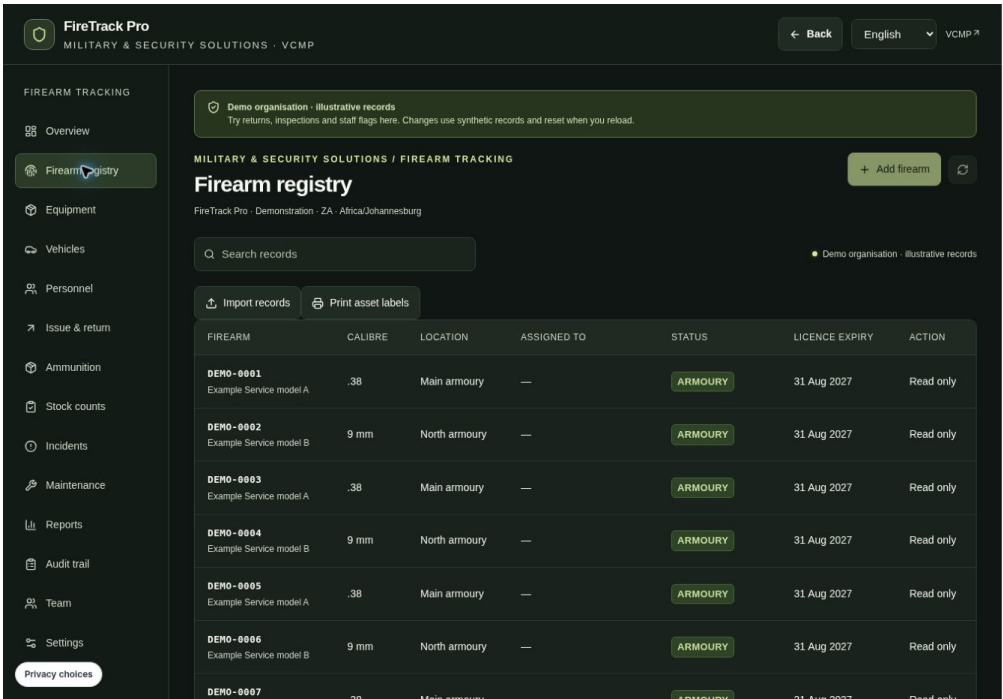


Figure 2. Firearm registry and equipment: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Find the right firearm	FT-02.1
Create or edit an asset	FT-02.2
Understand asset status	FT-02.3
Track auxiliary equipment	FT-02.4

FT-02.1 Find the right firearm

The registry is the starting point for a firearm's recorded identity and state. Search by its serial or other displayed identifying fields, then open the record to examine its details. Compare the identifier with the equipment being handled under your organisation's procedures. Similar makes or models do not prove that two records refer to the same item.

1. Open Firearm registry.
2. Search for the serial or identifying field.
3. Open the matching record.
4. Read make, model, calibre and location.
5. Review status, licence and maintenance dates.

Use the serial as the precise identifier; do not select an item only because its model looks familiar.

FT-02.2 Create or edit an asset

An Admin or Manager can maintain register data. Record an accurate serial, make, model, calibre, location and relevant licence and maintenance dates. Imports validate a batch before insertion and do not overwrite existing records. Identifiers tied to custody history cannot be casually rewritten; create or correct records through the permitted workflow and keep the historical link intact.

1. Use Add firearm when authorised.
2. Enter the exact identifier and required fields.
3. Record licence and maintenance dates.
4. Check for an existing matching record before saving.
5. Review the saved record.

Do not use normal editing to erase a historical identity or to clear an incident quarantine.

FT-02.3 Understand asset status

Armoury means the firearm is recorded as held by the organisation. Issued means an open custody assignment exists. Maintenance, lost, stolen and retired states indicate restrictions or lifecycle states that must be respected. A normal edit or return cannot clear loss or theft quarantine. Availability is checked again by the server when an issue is submitted.

1. Read the state shown on the asset.
2. Check for open custody or maintenance.
3. Resolve the underlying workflow instead of relabelling it.
4. Use an incident workflow for loss or theft.
5. Use maintenance inspection to support release.

A label alone is not permission to use an item.

FT-02.4 Track auxiliary equipment

Equipment can be recorded with an asset tag, name, type, condition and availability. Linked equipment can travel with a firearm handover; standalone equipment has its own allocation workflow. A return must account for each allocated item, including damage or missing equipment. Records help managers distinguish what is physically returned from what is still owed by a staff member.

1. Open Equipment and locate its asset tag.
2. Check condition and availability.
3. Review whether it is linked to a firearm.
4. Include the equipment in the relevant allocation.
5. Record the condition and accountability at return.

Do not mark missing or damaged equipment as available simply to close a handover.

Practice and explain

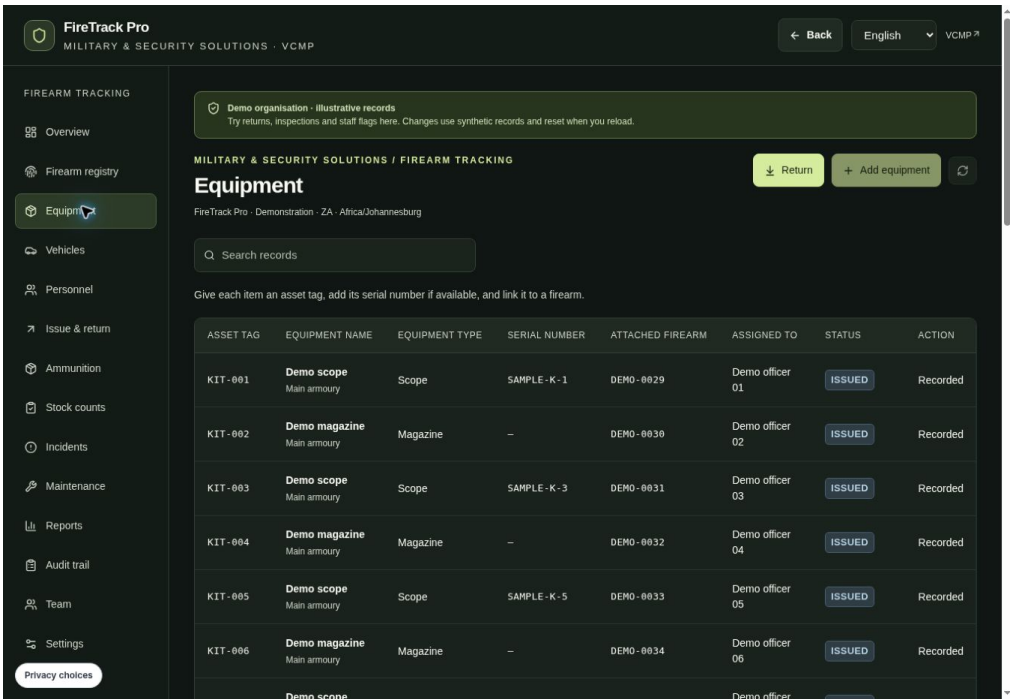
Find a synthetic firearm and its linked equipment. Explain the identifiers, current state and dates that would matter before a handover.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.



The screenshot shows the 'Equipment' section of the FireTrack Pro interface. It features a sidebar with navigation options like Overview, Firearm registry, Equipment, Vehicles, Personnel, Issue & return, Ammunition, Stock counts, Incidents, Maintenance, Reports, Audit trail, Team, and Settings. The main content area displays a table of equipment records with columns for Asset Tag, Equipment Name, Equipment Type, Serial Number, Attached Firearm, Assigned To, Status, and Action. The records are synthetic, with names like 'Demo scope' and 'Demo magazine' and serial numbers like 'SAMPLE-K-1'.

ASSET TAG	EQUIPMENT NAME	EQUIPMENT TYPE	SERIAL NUMBER	ATTACHED FIREARM	ASSIGNED TO	STATUS	ACTION
KIT-001	Demo scope Main armoury	Scope	SAMPLE-K-1	DEMO-0029	Demo officer 01	ISSUED	Recorded
KIT-002	Demo magazine Main armoury	Magazine	—	DEMO-0030	Demo officer 02	ISSUED	Recorded
KIT-003	Demo scope Main armoury	Scope	SAMPLE-K-3	DEMO-0031	Demo officer 03	ISSUED	Recorded
KIT-004	Demo magazine Main armoury	Magazine	—	DEMO-0032	Demo officer 04	ISSUED	Recorded
KIT-005	Demo scope Main armoury	Scope	SAMPLE-K-5	DEMO-0033	Demo officer 05	ISSUED	Recorded
KIT-006	Demo magazine Main armoury	Magazine	—	DEMO-0034	Demo officer 06	ISSUED	Recorded

Figure 2A. Equipment register: asset identity, condition and allocation context. Synthetic records.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 03 / FT-03

Personnel, credentials and staff flags

Maintain staff records, recognise expired credentials and use duty flags without losing outstanding custody.

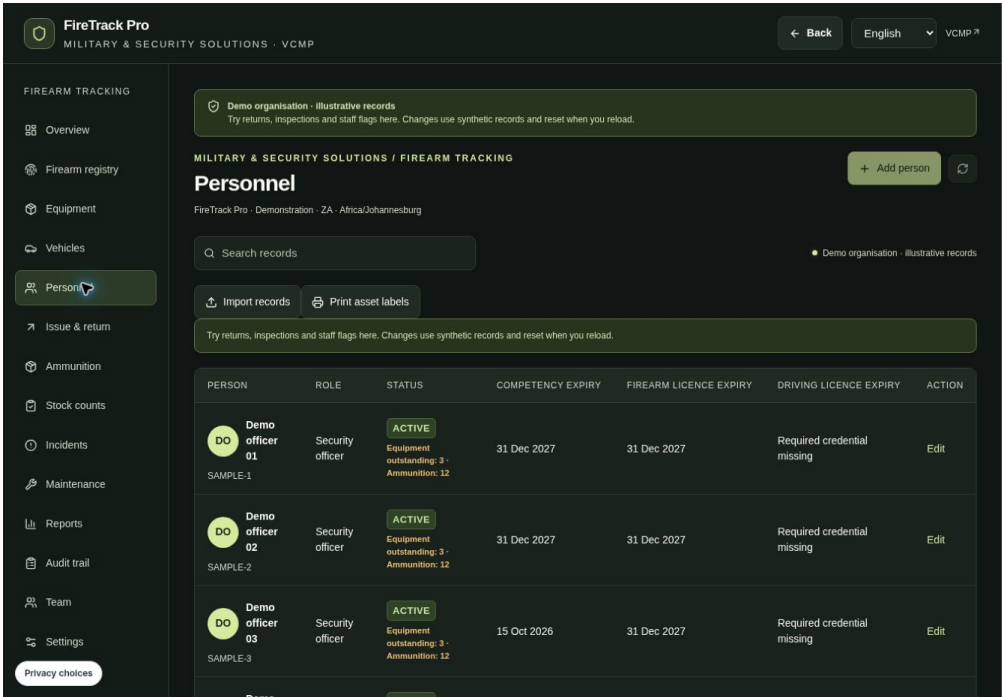


Figure 3. Personnel, credentials and staff flags: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Identify the correct person	FT-03.1
Record and review credentials	FT-03.2
Set duty availability	FT-03.3
Check readiness before issue	FT-03.4

FT-03.1 Identify the correct person

Personnel records connect a staff identity, employee number, contact details and relevant credentials. The selected person must match the staff member involved in the handover. An operational account can be linked to a personnel record so an Officer sees their own permitted information. A personnel record and a login account serve different purposes; adding one does not automatically create the other.

1. Open Personnel.
2. Find the staff member by name or employee number.
3. Open their record and verify identity.
4. Review contact and credential information.
5. Check their operational account link with an admin.

Do not confuse the person's register entry with a permission to sign in.

FT-03.2 Record and review credentials

Enter the relevant competency, firearm licence and driving licence numbers and expiry dates. Staff documents can be categorised as identity, firearm licence, driving licence or photo. Only Admin or Manager roles can upload specialised staff documents. A recorded number or attached scan is evidence for review; it is not an automatic validation by a licensing authority.

1. Enter the correct credential number.
2. Record the stated expiry date accurately.
3. Attach the matching permitted document.
4. Review expiry badges and dashboard alerts.
5. Renew the recorded evidence when authorised.

Follow local verification requirements and your employer's checks outside the software.

FT-03.3 Set duty availability

Duty flags let managers identify staff who are active, sick, suspended or inactive. Changing a flag does not mean their outstanding assets have physically returned. Review custody and any outstanding equipment separately. Staff whose current state prevents an issue should remain blocked until the underlying situation is properly resolved.

1. Open the person's editing controls when authorised.
2. Choose the accurate duty status.
3. Record any required explanatory information.
4. Review outstanding firearms, vehicles and equipment.
5. Confirm the new status after saving.

Never clear outstanding custody merely because someone is sick or suspended.

FT-03.4 Check readiness before issue

FireTrack checks recorded eligibility, credentials and availability during an issue. Review the personnel record before starting so you can resolve legitimate problems early. If a credential has expired, obtain authorised renewal evidence and update the record through the permitted process. Do not invent an expiry date to bypass the block.

1. Confirm the selected person is available for duty.
2. Check the relevant competency and licence expiry.
3. Check driving eligibility for vehicle duties.
4. Review unreturned equipment and other flags.
5. Escalate a blocked issue to the responsible manager.

An administrator cannot use software access as a substitute for real-world eligibility.

Practice and explain

Inspect the synthetic staff record with an expiring credential. Describe the renewal evidence needed and what would happen if that staff member were marked Sick while assets remained outstanding.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 04 / FT-04

Issues, custody and handover receipts

Create an accountable handover, reconcile ammunition and recognise successful saves and retry protection.

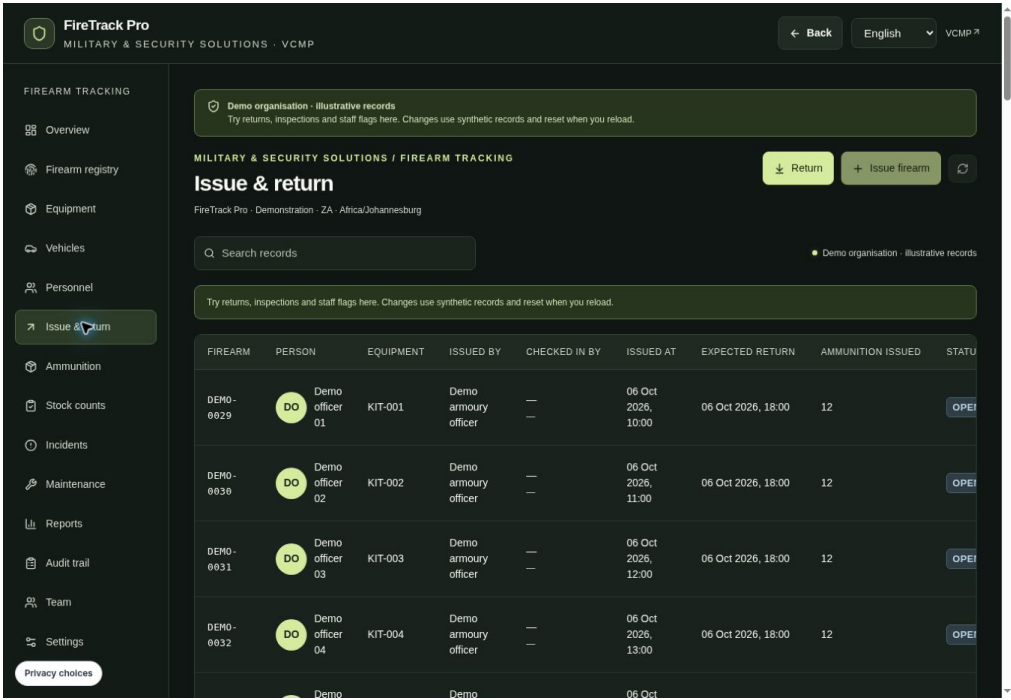


Figure 4. Issues, custody and handover receipts: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Prepare the issue	FT-04.1
Record ammunition and equipment	FT-04.2
Submit and verify	FT-04.3
Keep a handover receipt	FT-04.4

FT-04.1 Prepare the issue

An Admin, Manager or Armoury user with current access can carry out permitted firearm handovers. Check the person, asset, licence dates, maintenance state and physical handover under site procedures. Opening a form does not reserve an asset. Another operator may act before you submit, so the server checks current custody and availability again.

1. Open Issue firearm or Issue & return.
2. Select the exact firearm and eligible personnel.
3. Review the asset's current state.
4. Check the organisation and handover details.
5. Complete the physical handover under your local procedures.

Do not treat an open form as proof that the asset is still available.

FT-04.2 Record ammunition and equipment

Select the applicable ammunition stock and enter whole-number quantities accurately. The stock must support the quantity issued. Include the equipment supplied with the asset and verify its condition. Custody, ammunition movements and linked equipment commit together, so a rejected transaction should be reviewed as a complete handover rather than partly recreated from memory.

1. Select the correct ammunition calibre and location.
2. Enter the whole-number quantity issued.
3. Review linked equipment included in the handover.
4. Confirm the handover acknowledgement where required.
5. Review all quantities before submission.

Do not use negative or fractional rounds or select a different stock location to hide a shortage.

FT-04.3 Submit and verify

Save once, then confirm the success result and the open custody record. The server protects against duplicate open custody and recognises an exact retry using its request reference. If the connection is uncertain, refresh and inspect the recorded custody before creating a new handover. A newly created request is not the same thing as a retry of the original one.

1. Submit the completed form.
2. Wait for confirmation or the returned error.
3. Check the asset is shown as issued to the correct person.
4. Review the saved ammunition and equipment movement.
5. If uncertain, inspect the current record before another submission.

Do not create a second issue simply because the first response was slow.

FT-04.4 Keep a handover receipt

Authenticated handover receipts can be downloaded as A4 or 80 mm PDFs. The receipt reflects recorded custody and, where captured, the acknowledgement. Keep it according to your organisation's procedures. It supports traceability but does not independently prove every physical event. Use the assignment and audit history to investigate discrepancies.

1. Open the recorded assignment.
2. Choose its receipt download.
3. Select the appropriate A4 or 80 mm format where offered.
4. Check the organisation, person, identifier and times.
5. Store or print the receipt under your evidence procedures.

A receipt is a record of the software transaction; it is not a substitute for the physical inspection.

Practice and explain

In the demo, locate an open assignment and explain the firearm, person, ammunition and equipment linked to it. Describe how you would investigate an uncertain live save.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 05 / FT-05

Returns and quality inspections

Use the Return button, reconcile each item and separate physical return from fitness for service.

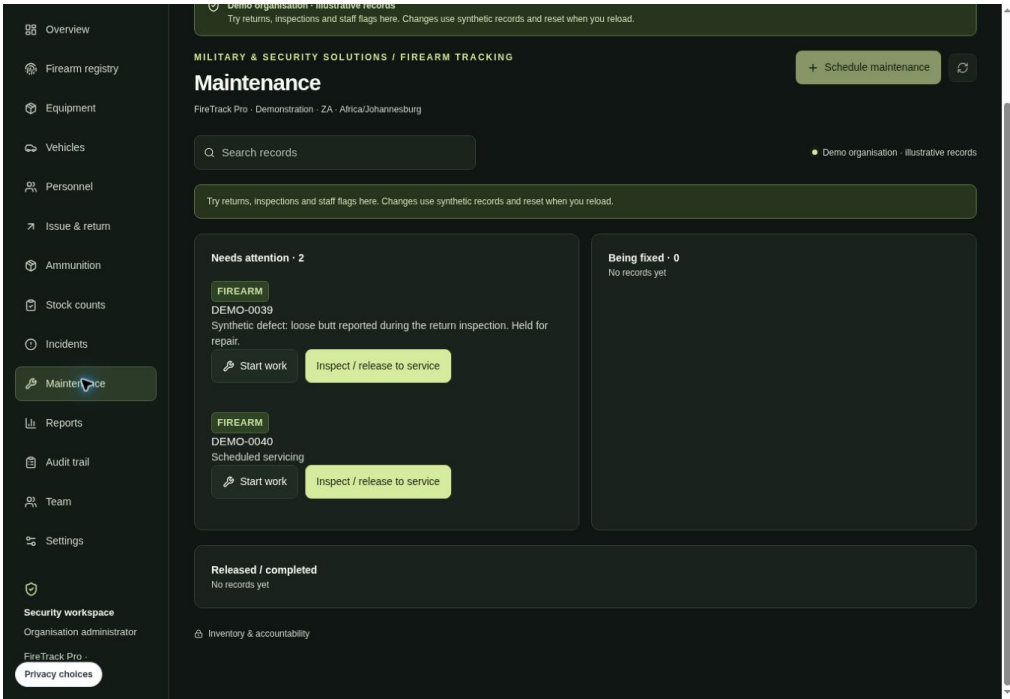


Figure 5. Returns and quality inspections: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Find the return	FT-05.1
Complete the inspection	FT-05.2
Reconcile ammunition and equipment	FT-05.3
Confirm return and follow up	FT-05.4

FT-05.1 Find the return

The Return button opens a picker for firearm, vehicle, ammunition or equipment returns. Search the relevant person, serial, registration or recorded identifier, then select the correct outstanding item. The picker checks current return candidates rather than relying only on the bounded dashboard list. Confirm the person and open custody before proceeding.

1. Choose Return.
2. Select the appropriate return category.
3. Search by name or the relevant asset identifier.
4. Choose the exact outstanding record.
5. Check the person and asset together.

Similar names or vehicle descriptions are not enough to identify the correct return.

FT-05.2 Complete the inspection

The return workflow records a practical quality check, the observed condition, notes and serviceability. Examine the item under your organisation's approved procedures, then enter what was actually found. Distinguish a returned item from a serviceable item. If you find a fault, describe it clearly so maintenance staff can locate and assess it.

1. Follow the on-screen inspection sequence.
2. Record the observed condition.
3. Describe damage, missing parts or other defects.
4. Choose serviceable or non-serviceable accurately.
5. Confirm the return check before saving.

The software guides recording; the physical inspection must be performed by an authorised competent person.

FT-05.3 Reconcile ammunition and equipment

A firearm return reconciles ammunition issued with rounds returned, used and otherwise recorded according to the form. Review linked equipment individually and retain accountability for missing items. A variance is recorded for review rather than silently discarded. Partial ammunition returns must be reconciled with the earlier recorded returns.

1. Read the original quantities issued.
2. Record the actual ammunition returned and used.
3. Account for earlier partial returns.
4. Mark each equipment item's observed return condition.
5. Explain a discrepancy and follow escalation procedures.

Never alter quantities only to make the balance appear correct.

FT-05.4 Confirm return and follow up

A successful return closes the custody record and records the actual return information. Damage or non-serviceable results create or retain the relevant restrictions and maintenance work. A normal return cannot clear a loss or theft quarantine. Check the saved record, outstanding equipment and maintenance queue to ensure follow-up remains visible.

1. Save the completed return.
2. Check the custody status and recorded return details.
3. Review the related maintenance queue.
4. Confirm any remaining outstanding equipment.
5. Download the return receipt if required.

An asset's physical return does not automatically mean it is fit for reissue.

Practice and explain

Use the synthetic return flow to describe a vehicle dent and a firearm fault. Explain how each will remain visible for maintenance after custody closes.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

The screenshot shows a 'Return firearm' form with the following sections:

- Item Information:** DEMO-0029 Demo officer 01, Ammunition issued: 12 - Issued at: 06 Oct 2026, 10:00, Already returned: 0.
- Condition:** Two checkboxes: '1. Confirm the item and returning staff member' and '2. Inspect condition and record any defect'.
- Ammunition - Serviceable:** A checked checkbox.
- Describe damage or the reason for the hold. It stays linked to this item.**
- Ammunition returned *:** Input field with value 12.
- Ammunition expended *:** Input field with value 0.
- Ammunition missing *:** Input field with value 0.
- Condition *:** Dropdown menu with 'Serviceable' selected.
- Notes:** A text area for additional notes.
- Equipment:** A section with instructions: 'Check each item as serviceable, damaged or missing. Describe damage or loss. Missing items are not physically returned.'

Figure 5A. Guided firearm return: inspection acknowledgement, ammunition reconciliation, condition, equipment checks and optional signature. Synthetic record.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 06 / FT-06

Ammunition stock and reconciliation

Record receipts and movements accurately, recognise held ammunition and explain variances.

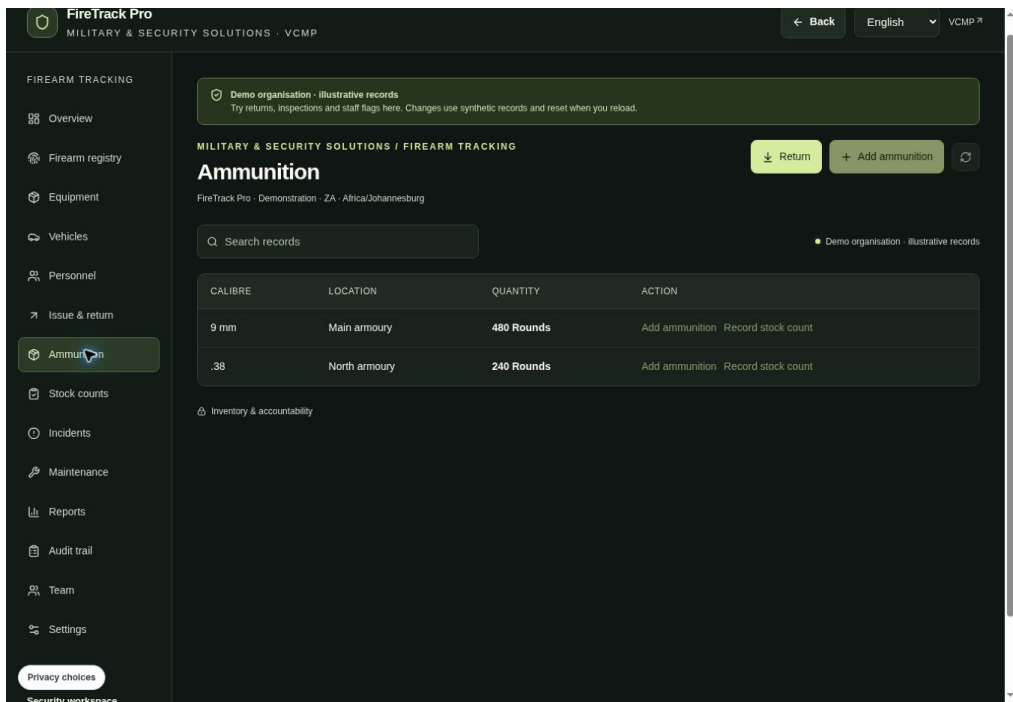


Figure 6. Ammunition stock and reconciliation: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Read the stock record	FT-06.1
Receive or adjust stock	FT-06.2
Follow custody movements	FT-06.3
Investigate a discrepancy	FT-06.4

FT-06.1 Read the stock record

Ammunition is recorded by calibre and location with a whole-number stock balance. Select the record that matches the stock physically being handled. Related ledger entries explain receipts, issues, returns and adjustments. A balance alone cannot tell you why it changed; review the ledger and the associated handover or count.

1. Open Ammunition.
2. Locate the correct calibre and location.
3. Read the current balance.
4. Review the related stock movements.
5. Compare recorded stock with authorised physical checks.

Do not combine different calibres or locations because their descriptions look similar.

FT-06.2 Receive or adjust stock

Use the permitted stock controls and enter accurate whole-number quantities with the required explanation. A documented stock count and reconciliation should support a correction. Keep the reason specific enough for another operator to understand the movement. The system preserves ledger evidence, so an adjustment is a visible event rather than a silent overwrite of history.

1. Identify the correct stock record.
2. Choose the permitted receipt or adjustment action.
3. Enter the actual quantity.
4. Add the relevant reason or reference.
5. Save and review the resulting balance and ledger.

Do not use an adjustment to conceal a missing-stock incident.

FT-06.3 Follow custody movements

When ammunition is issued with a firearm, the issue is tied to the custody record. Returns and usage are reconciled against that issue, including previously returned quantities. Some ammunition may be held pending inspection or reconciliation and is not ordinary available stock. Read the recorded state before deciding what can be issued next.

1. Review the original issue quantity.
2. Check returned, used and outstanding quantities.
3. Review any held stock.
4. Open the linked custody record for context.
5. Resolve outstanding reconciliation through the permitted workflow.

Counted ammunition and available ammunition are not always the same balance.

FT-06.4 Investigate a discrepancy

A mismatch should be explained, recorded and escalated according to your organisation's procedures. Preserve the issue, return and count records that show what happened. Compare quantities, dates and location carefully before deciding whether an input error or physical shortage caused the difference. Managers should use incidents and reconciliation controls rather than deleting the evidence.

1. Confirm the calibre and stock location.
2. Compare the relevant issue and return entries.
3. Review the physical count and recorded balance.
4. Document the difference and supporting facts.
5. Escalate and reconcile through authorised controls.

Never guess a quantity simply to make a reconciliation pass.

Practice and explain

Compare a synthetic ammunition balance with its ledger. Explain how a partial return and an unexplained shortage should be investigated.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 07 / FT-07

Stock counts and accountability

Capture physical checks, retain the expected balance and reconcile differences without hiding history.

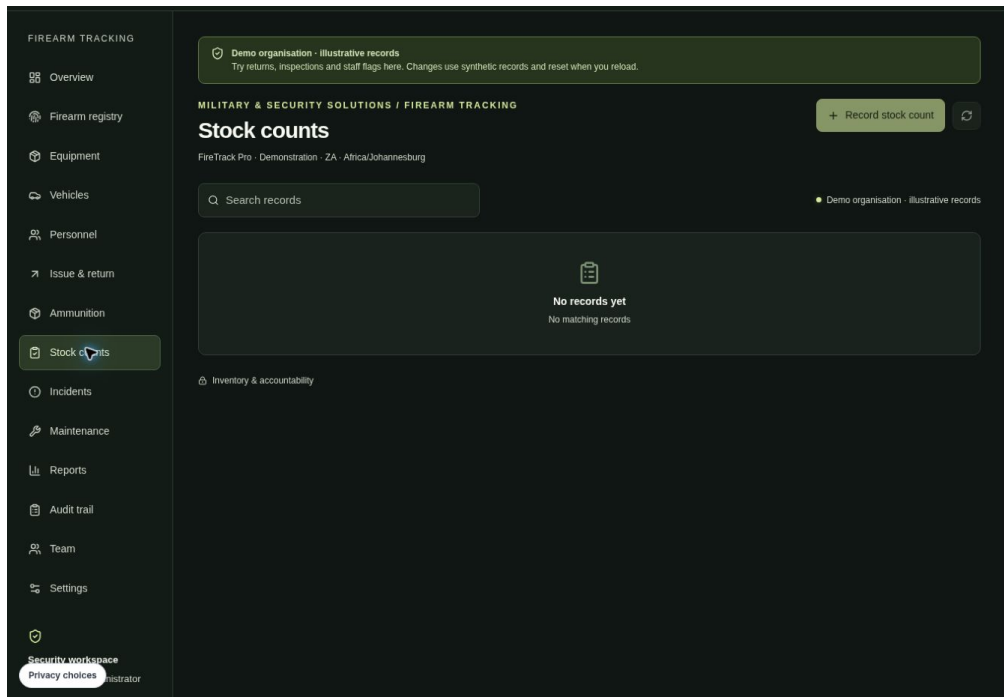


Figure 7. Stock counts and accountability: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Prepare a count	FT-07.1
Record actual observations	FT-07.2
Review and reconcile	FT-07.3
Retain evidence and escalate	FT-07.4

FT-07.1 Prepare a count

A count compares physical stock with the system's recorded expectation. Choose the correct location and category, arrange authorised access and follow your site's safe counting procedures. Review pending handovers and unsynchronised devices so you understand movements that may not yet be recorded centrally. Software training does not define the physical safety procedure for counting equipment.

1. Confirm the site and scope of the count.
2. Arrange the authorised counting personnel.
3. Review outstanding handovers and pending offline work.
4. Follow the approved physical counting procedure.
5. Record the actual observed figures.

Do not count from a screenshot and describe it as a physical count.

FT-07.2 Record actual observations

Enter the counted quantities as observed. The system retains the recorded expectation and the difference so the result can be reviewed. If the counted number differs, do not change it only to match the expected number. Accurate discrepancy recording is useful evidence even when the final explanation is not yet known.

1. Open Stock counts.
2. Choose the correct count scope.
3. Enter the observed quantities.
4. Add the relevant notes and reference.
5. Save and review the expected, counted and variance values.

A difference is a finding to review, not an error to conceal.

FT-07.3 Review and reconcile

Compare the discrepancy with recent issues, returns, receipts and adjustments. Check whether a pending offline movement or an incorrect stock location explains it. Reconciliation creates an adjustment ledger event and retains the original count evidence. Use only the role and authority your organisation assigns for this decision.

1. Open the count record.
2. Compare the recorded expectation and actual count.
3. Review related movements and pending synchronisation.
4. Write the explanation and supporting reference.
5. Use the permitted reconciliation control.

Do not create an unrelated adjustment without reviewing the count that supports it.

FT-07.4 Retain evidence and escalate

Keep count records, variance explanations and relevant exports under your organisation's retention rules. A material unexplained difference may require an incident and management investigation. Reports and audit entries help reconstruct the recorded sequence, but a manager must still determine the facts and any external reporting requirement.

1. Preserve the original count.
2. Keep the reconciliation explanation.
3. Link supporting records where appropriate.
4. Escalate an unexplained shortage.
5. Review the result during the next authorised check.

Deleting an attachment does not delete count or audit history.

Practice and explain

Describe a count where physical stock is lower than recorded stock. List the movements and pending work you would check before reconciliation.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 08 / FT-08

Vehicles, drivers, crew and services

Account for fleet handovers, driving credentials, crew allocation and service follow-up.

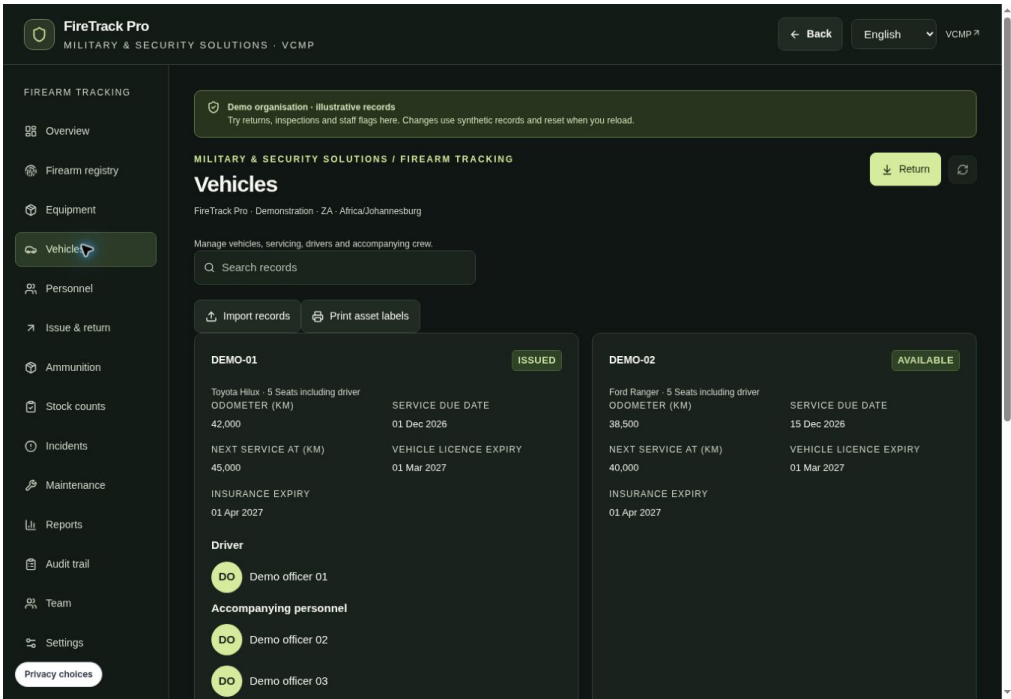


Figure 8. Vehicles, drivers, crew and services: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Read the fleet record	FT-08.1
Assign the driver and crew	FT-08.2
Record a vehicle return	FT-08.3
Maintain the service record	FT-08.4

FT-08.1 Read the fleet record

Vehicles have a registration, make, model, location and recorded service information. The registration identifies the exact vehicle; a similar make or colour is insufficient. Open the fleet record and review availability, outstanding assignment and service requirements before preparing an issue. A vehicle in maintenance or with unresolved restrictions must follow the permitted release workflow.

1. Open Vehicles.
2. Search for the registration.
3. Review the vehicle identity and location.
4. Check current custody and availability.
5. Read service dates and odometer information.

Do not change the registration to bypass a custody or service restriction.

FT-08.2 Assign the driver and crew

The selected driver must have the applicable recorded driving eligibility and current availability. Crew assignments link staff to the vehicle's operational trip or assignment. Confirm each selected person belongs to the intended organisation and matches the actual crew. A staff duty flag or credential problem must be resolved through the correct personnel workflow.

1. Choose the exact vehicle.
2. Select the eligible driver.
3. Check driving licence details and expiry.
4. Add the actual crew where applicable.
5. Review expected return and handover information.

A crew assignment does not automatically make someone the authorised driver.

FT-08.3 Record a vehicle return

Use Return and choose the relevant vehicle assignment. Record the odometer and observed return condition, complete the quality checks and describe damage clearly. A dent, warning or other defect should remain linked to the vehicle for review. Choosing non-serviceable routes the item into the appropriate maintenance process rather than allowing immediate reissue.

1. Select Return then Vehicle.
2. Search registration or driver and choose the assignment.
3. Record the observed return information.
4. Describe damage and serviceability.
5. Save and review custody and maintenance follow-up.

The physical return of a vehicle does not mean its service requirements are complete.

FT-08.4 Maintain the service record

Service records help track what work was done, when it was completed and what remains due. Review service due information and outstanding maintenance tasks. Authorised managers should record the actual service outcome and the next due requirement. Releasing the vehicle requires an appropriate check of the recorded condition and any outstanding restrictions.

1. Open the vehicle's services or maintenance view.
2. Review the due requirement and fault details.
3. Record actual work and outcome.
4. Update the relevant next service information.
5. Confirm the vehicle is fit for service through authorised controls.

Do not mark a service complete before the required work and review have occurred.

Practice and explain

Find a synthetic vehicle and describe its driver, crew, service position and return information. Explain how you would record a dent discovered at return.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 09 / FT-09

Incidents, investigation and recovery

Record facts, preserve custody and use controlled recovery for lost or stolen assets.

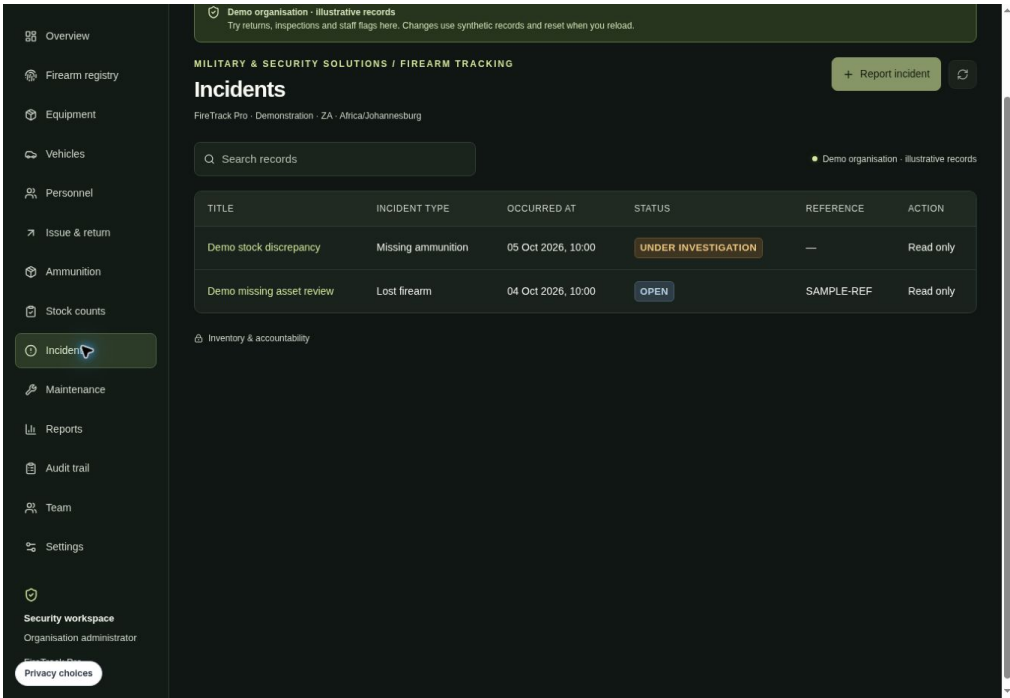


Figure 9. Incidents, investigation and recovery: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Record an incident	FT-09.1
Preserve custody and restrictions	FT-09.2
Investigate and update	FT-09.3
Recover and inspect	FT-09.4

FT-09.1 Record an incident

Incidents record loss, theft, damage, missing ammunition and other operational events. Choose the correct type, asset or person, occurrence time, title and factual description. Add an external reference where appropriate. Report promptly under your organisation's escalation procedures; saving a software incident does not automatically notify police or another external authority.

1. Open Incidents or Report incident.
2. Choose the applicable incident type.
3. Identify the correct asset or person.
4. Record time, facts and available references.
5. Save and notify the responsible manager through approved channels.

Do not state assumptions as established facts.

FT-09.2 Preserve custody and restrictions

A lost or stolen firearm retains custody history and quarantine restrictions. The incident workflow preserves who held the asset and the recorded sequence. Normal editing or a standard return cannot simply clear the quarantine. Avoid creating replacement history that hides the original assignment or incident.

1. Review the linked custody record.
2. Retain the original identifiers.
3. Keep supporting documents and notes.
4. Respect the quarantine restriction.
5. Use the controlled recovery workflow if found.

The record remains accountable even when the physical item is missing.

FT-09.3 Investigate and update

Authorised users can record investigation notes and update incident progress through the available controls. Keep the distinction between observed facts, reported information and the conclusion. Audit and export evidence can support review of timing and recorded actions. External reporting, legal decisions and physical recovery remain responsibilities of the organisation.

1. Open the incident details.
2. Review the reported facts and linked records.
3. Add specific investigation notes.
4. Update the permitted incident state.
5. Retain the references needed for management review.

A closed incident label does not erase its recorded history or automatically prove an asset is fit for use.

FT-09.4 Recover and inspect

Recovery of a lost or stolen firearm requires a matching incident, written recovery details and maintenance inspection. Record the actual recovery information, then review the resulting maintenance task and quarantine controls. The asset must follow authorised inspection and release steps before reissue. A discovery alone does not resolve serviceability.

1. Find the matching loss or theft incident.
2. Use the permitted recovery action.
3. Enter specific written recovery details.
4. Review the maintenance inspection task.
5. Complete authorised inspection and release before reissue.

Never use routine editing as a shortcut around recovery inspection.

Practice and explain

Describe how you would record a lost asset, preserve the assignment and document its later recovery. Identify the inspection that must follow.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 10 / FT-10

Maintenance and fit-for-service release

Review defects, record work and release equipment only after the permitted checks.

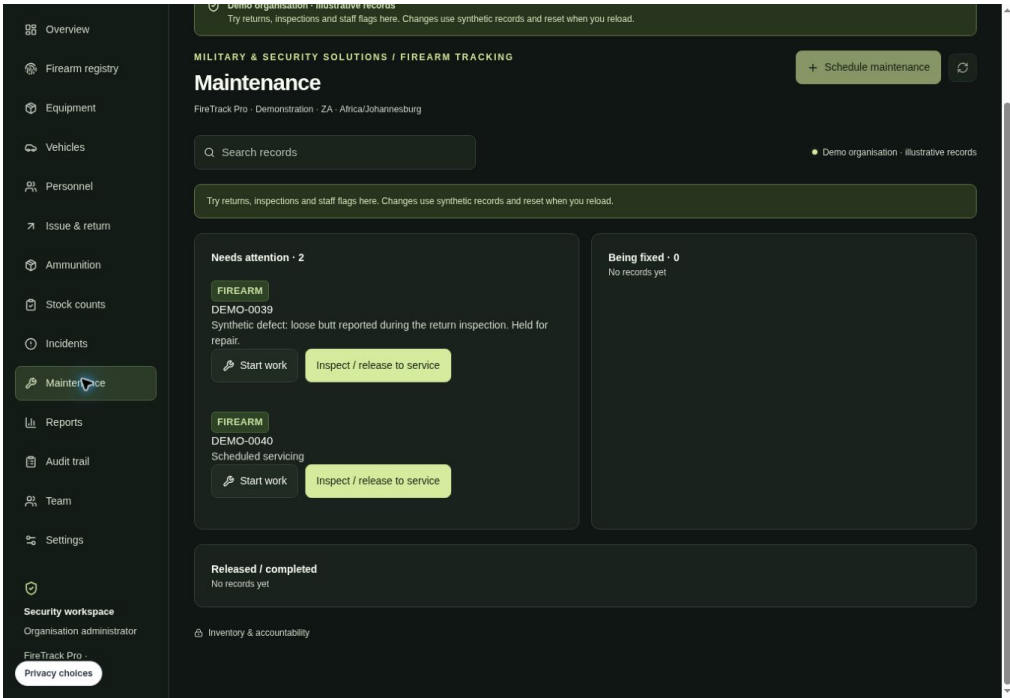


Figure 10. Maintenance and fit-for-service release: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Read the maintenance queue	FT-10.1
Start and record work	FT-10.2
Complete the inspection	FT-10.3
Release back to service	FT-10.4

FT-10.1 Read the maintenance queue

The maintenance view brings together due work and defects from returns or recovery. Identify the exact asset and the fault cycle so you act on the correct open task. A new fault on a previously repaired asset is a new operational situation; do not use an old completion record as proof that the new problem is resolved.

1. Open Maintenance.
2. Locate the asset identifier.
3. Read the fault, due information and current progress.
4. Review the linked return or incident.
5. Choose the relevant open task.

Match the task to the current defect, not merely to the asset name.

FT-10.2 Start and record work

Use the permitted maintenance controls to record work in progress and the information that explains what is being addressed. A simple state change is not a repair. Keep specific notes so another authorised person can understand the fault, work and result. Use your organisation's maintenance and competency procedures for physical work.

1. Review the required task and condition.
2. Start work through the available control.
3. Record the fault assessment and work details.
4. Keep the asset restricted during unresolved work.
5. Update progress accurately.

Only authorised personnel should perform physical repair or inspection.

FT-10.3 Complete the inspection

Completion should state the actual work and inspection outcome. Review any remaining open tasks, outstanding quarantine and service requirements. If the asset is still non-serviceable, retain the appropriate restriction and further action. A completion button must not be used to make a warning disappear without the corresponding work.

1. Record the actual completion date.
2. Describe the work and outcome.
3. Perform the required authorised inspection.
4. Review remaining restrictions and due tasks.
5. Keep non-serviceable assets out of available stock.

Recorded completion and fitness for service require an accurate authorised decision.

FT-10.4 Release back to service

Use the fit-for-service control only when the current inspection supports it. FireTrack checks relevant lifecycle and quarantine rules rather than allowing routine edits to clear them. After release, verify the asset's state and the completed maintenance record. Preserve the notes so future users can understand what was done and when.

1. Confirm work and inspection are complete.
2. Review the current defect cycle.
3. Use the permitted fit-for-service action.
4. Check the resulting asset state.
5. Retain the completion and release evidence.

Loss or theft quarantine may require its own controlled recovery steps.

Practice and explain

Follow a synthetic damaged return into Maintenance. Explain the difference between starting repair, completing inspection and releasing the item fit for service.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 11 / FT-11

Documents, deletion, reports and audit

Protect staff evidence, manage recoverable deletion and produce reliable scoped reports.

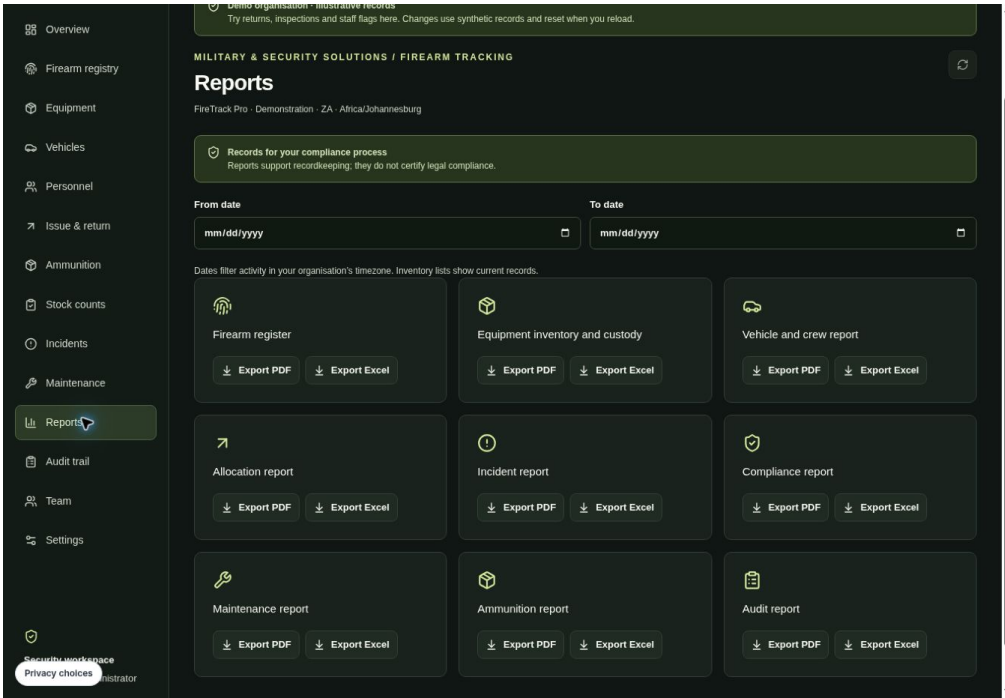


Figure 11. Documents, deletion, reports and audit: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Attach and download evidence	FT-11.1
Delete and restore attachments	FT-11.2
Produce a scoped report	FT-11.3
Use the audit trail	FT-11.4

FT-11.1 Attach and download evidence

FireTrack accepts validated PDF, JPEG and PNG evidence with a 4 MB file limit. Documents belong to a specific permitted record; downloads require current organisation and role access. Specialised staff documents require Admin or Manager upload authority. Cloud evidence is encrypted before storage and private downloads verify integrity. Do not share an exported document beyond authorised recipients.

1. Open the intended record and Documents.
2. Choose the permitted document category.
3. Select a valid PDF, JPEG or PNG up to 4 MB.
4. Save and verify the attachment appears.
5. Download only when authorised and check its purpose.

Documents do not become public files just because they have a download link.

FT-11.2 Delete and restore attachments

Admins can remove an attachment with a reason and confirmation. This moves it into Deleted files and blocks normal downloads. The action preserves the underlying personnel, firearm, incident or maintenance record and adds an audit event. Deleted files remain recoverable by an admin and still count toward storage usage. Restore requires another reason and records the action. This course does not describe permanent erasure.

1. Confirm you are an Admin in the correct organisation.
2. Choose Delete file beside the attachment.
3. Read the confirmation and enter a specific reason.
4. Confirm removal and review the record.
5. Use Deleted files to restore an accidental removal.

Removing an attachment does not erase custody, incident or audit history. Recoverable files still consume storage.

FT-11.3 Produce a scoped report

Reports include registers, equipment, vehicles, allocations, incidents, compliance, maintenance, ammunition and audit data as permitted by role. Choose the correct report and dates in the organisation timezone. Exports enforce limits rather than silently truncating an excessive result. PDF and Excel represent recorded data; confirm headings, dates and scope before sharing.

1. Open Reports.
2. Choose the required permitted report type.
3. Set the relevant dates and output format.
4. Download and check organisation, creation time and scope.
5. Narrow the dates if an export exceeds the limit.

A report of recorded credentials is not a statement of regulatory approval.

FT-11.4 Use the audit trail

Audit entries record actions in an organisation-local hash chain. The application provides no audit editing or deletion endpoint. Database owners retain database authority, so this is not an independently immutable ledger claim. Review sequence, action, actor and associated record when investigating a change, and keep the distinction between recorded software events and independently confirmed physical facts.

1. Open Audit trail or an authorised audit export.
2. Find the relevant time and action.
3. Review the actor and associated record.
4. Compare the related custody, document or incident.
5. Preserve relevant evidence for management review.

A file deletion leaves its audit event and record references intact.

Practice and explain

Review a synthetic report and identify its organisation and scope. Explain the difference between removing an attachment, deleting an operational record and editing an audit entry.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

REFERENCE	DATE	ACTION	DETAILS	PERFORMED BY
#55	06 Oct 2026, 10:00	ISSUE	ASSIGNMENT - demo-a-0	Demo armoury administrator
#54	06 Oct 2026, 11:00	ISSUE	ASSIGNMENT - demo-a-1	Demo armoury administrator
#53	06 Oct 2026, 12:00	ISSUE	ASSIGNMENT - demo-a-2	Demo armoury administrator
#52	06 Oct 2026, 13:00	ISSUE	ASSIGNMENT - demo-a-3	Demo armoury administrator
#51	06 Oct 2026, 10:00	ISSUE	ASSIGNMENT - demo-a-4	Demo armoury administrator
#50	06 Oct 2026, 11:00	ISSUE	ASSIGNMENT - demo-a-5	Demo armoury administrator
#49	06 Oct 2026, 12:00	ISSUE	ASSIGNMENT - demo-a-6	Demo armoury administrator
#48	06 Oct 2026, 13:00	ISSUE	ASSIGNMENT - demo-a-7	Demo armoury administrator
#47	06 Oct 2026, 10:00	ISSUE	ASSIGNMENT - demo-a-8	Demo armoury administrator
#46	06 Oct 2026, 11:00	ISSUE	ASSIGNMENT - demo-a-9	Demo armoury administrator

Figure 11A. Audit view: review recorded actions and associated records. Synthetic entries.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

MODULE 12 / FT-12

Offline work, settings, team and training administration

Prepare for outages, review sync conflicts and invite learners with course-only access.

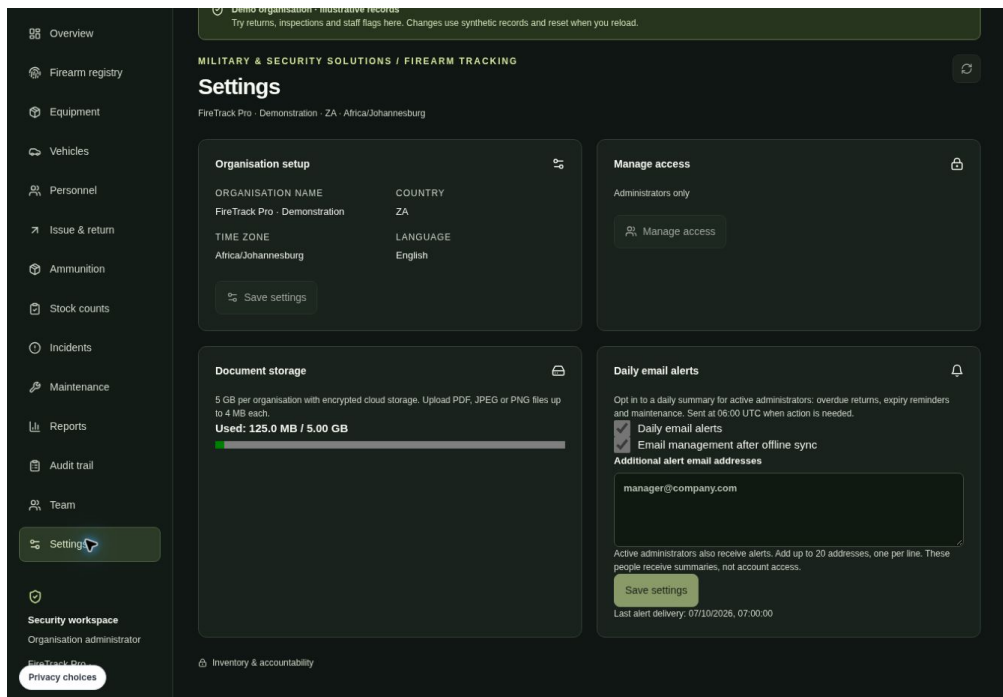


Figure 12. Offline work, settings, team and training administration: live public demo captured 9 October 2026. All records are synthetic.

Learning route	Reference
Prepare an offline device	FT-12.1
Record and synchronise handovers	FT-12.2
Manage settings and operational team access	FT-12.3
Invite and supervise learners	FT-12.4

FT-12.1 Prepare an offline device

An Admin, Manager or Armoury user can prepare a supported browser while connected and choose a 6-12 digit offline PIN. The PIN encrypts the local operational registers and pending handovers. Staff photos, supporting documents, contact details and invitation payloads are excluded. The device's signed offline permission lasts 24 hours from preparation or renewal. Prepare before an outage and protect the device and PIN.

1. Connect and sign in to the correct organisation.
2. Open the offline preparation controls.
3. Choose and retain a 6-12 digit PIN securely.
4. Check preparation completed on that device.
5. Refresh the prepared device while connected when needed.

Browser data is device-local. Losing the PIN or clearing storage can make unsynchronised work inaccessible.

FT-12.2 Record and synchronise handovers

Prepared devices can record permitted firearm and vehicle issues and returns while disconnected. Reconnection retries pending records using their original references and rechecks current user, organisation, role, credentials, stock and custody. Accepted captures retain the handover time and separately record sync time. Conflicts stop dependent actions; they do not overwrite another device's custody.

1. Unlock the prepared device using its PIN.
2. Record the permitted handover and verify it is queued.
3. Preserve the pending queue through reloads.
4. Reconnect using the same signed-in user and organisation.
5. Review accepted records and resolve conflicts with management.

Do not clear a pending queue before exporting and reviewing records. Offline recording does not mean the server accepted the action.

FT-12.3 Manage settings and operational team access

Admins manage settings, alert recipients and operational access. The daily digest is opt-in and sent when action is needed. Additional alert recipients receive summaries; adding an address does not grant workspace access. Operational invitations and role assignments are separate from training invitations. Use the smallest operational role and verify account-to-personnel links.

1. Review organisation details and settings.
2. Opt in to alerts when authorised.
3. Check intended recipient addresses.
4. Use Team for operational invitations and role decisions.
5. Confirm the correct personnel link for Officer access.

Do not use operational Team invitations when someone should have training-only access.

FT-12.4 Invite and supervise learners

Training administration lives on the Training page. Enter the learner's first name, surname and email, then send the course-only activation invitation. The single-use activation link expires in 24 hours. Staff activate their training account, choose a password and later sign in to the course. Resend rotates the activation link; revoke ends training sessions. The roster shows passed modules and completion certificates without granting operational membership.

1. Open Training and Learner administration as an Admin.
2. Enter the exact first name, surname and email.
3. Send the activation invitation and review delivery status.
4. Monitor module progress and support revision.
5. Revoke access or resend activation when appropriate.

A completion certificate acknowledges software training, not firearms competency, regulatory approval or an operational role.

Practice and explain

Describe your outage checklist, how you preserve a sync conflict and how you would invite a staff member who must have course-only access.

Trainer discussion

- What identity, organisation and current state must you confirm before this task?
- What confirms that the action was saved, and what would you do if the response were uncertain?
- Which exception or discrepancy must remain visible for management review?
- What can your assigned role do, and when should you ask for an authorised manager?

Assessment and acknowledgement

Acknowledge the four online lessons, then start the ten-question module assessment. You need at least 70%. Read the feedback after submission. If you do not pass, return to the referenced lesson before retrying. Your previously passed modules remain recorded.

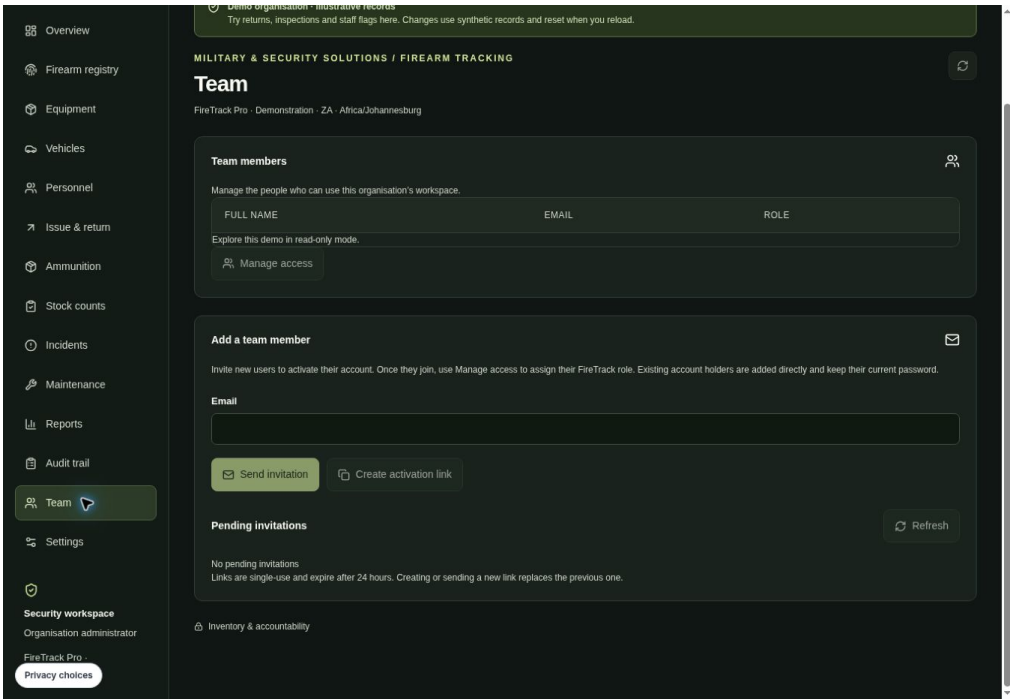


Figure 12A. Operational Team controls. Course-only invitations use Training administration, not these operational invitations.

Source cross-reference: Appendix D, R1-R5. Workflow controls are based on the current FireTrack implementation and the companion training release.

Appendix A - Role and access reference

Role	Practical scope
Admin	Settings, product memberships and all organisation records; file deletion/restoration and training administration.
Manager	Operational registers, personnel, incidents, maintenance and reporting within their permissions.
Armoury	Permitted issues, returns, ammunition and stock counts.
Officer	Own permitted personnel, custody, incidents and evidence. Requires correct personnel linkage.
Auditor	Read-only permitted records and exports.
Training-only learner	Course, own progress, tests and own completion certificate. No operational record permission.

Membership, personnel and training are distinct

A personnel record identifies a staff member in the register. Canonical organisation membership and a FireTrack product role determine operational access. A training learner has a separate course identity. An alert recipient receives summaries. Do not substitute one of these for another when inviting staff or deciding what they can see.

Date and evidence reference

Control	Recorded behaviour
Organisation timezone	Used for report date windows and operational date interpretation. Check the displayed organisation timezone.
Attachments	PDF, JPEG or PNG up to 4 MB. Specialised staff categories require Admin or Manager upload access.
Cloud allowance	5 GB per organisation when private cloud storage is configured. Deployments retaining database storage use the 50 MB allowance.
Recoverable deletion	Admin-only removal with reason and audit event; blocks ordinary download, retains bytes for restoration and counts toward usage.
Export bounds	Reports enforce limits. Larger PDF or Excel requests may require narrower dates or scope; no silent truncation should be assumed.
Offline permission	24-hour signed capture permission. Pending records retain original request references; accepted captures retain capture and sync times.

Appendix B · Daily operating checklists

Before a handover

1. Confirm the organisation, site and intended person.
2. Verify the exact asset serial, tag or registration.
3. Review credentials, availability, custody and maintenance restrictions.
4. Verify ammunition stock, quantities and included equipment.
5. Complete the approved physical handover and save once.
6. Check the saved assignment and any required receipt.

At return

1. Find the exact outstanding assignment through Return.
2. Perform the approved inspection and record observed condition.
3. Reconcile ammunition and every allocated equipment item.
4. Record specific damage, missing items and serviceability.
5. Save and check closed custody and remaining follow-up.
6. Review the maintenance queue and outstanding accountability.

Before an outage

1. Prepare the supported device while connected.
2. Confirm the user and organisation.
3. Choose and retain the offline PIN securely.
4. Review the signed permission and preparation status.
5. Protect the device and preserve pending local records.
6. Plan how management will review conflicts after reconnection.

After synchronisation

1. Use the same signed-in user and organisation.
2. Review which records were accepted.
3. Keep captured and sync times distinct.
4. Preserve and export rejected or dependent pending records.
5. Check physical custody before management resolves a conflict.
6. Do not clear device storage before preserving unresolved work.

For a new learner

1. Use Training administration for course-only access.
2. Enter the correct first name, surname and email.
3. Review whether the activation email was accepted for delivery.
4. Explain the 24-hour activation window and dedicated sign-in.
5. Monitor passed modules and help with revision.
6. Check the certificate name and reference after completion.

Appendix C · Troubleshooting and frequently asked questions

Why can I see fewer records in a list than on the chart?

Lists are bounded recent selections. Charts include all records permitted for the role. Use the correct report and scope to examine a wider history.

The issue button was clicked, but the response was slow. Should I try again?

Inspect the current recorded custody first. The transaction may have succeeded. Exact retries retain their request reference; do not create a second unrelated issue to compensate for an uncertain response.

An expired licence is blocking an issue. Can I change the date?

Only update the record using accurate authorised renewal evidence. Do not invent a future date or another person's credentials to bypass the check.

The item has returned. Why is it still in maintenance?

Physical return and fitness for service are different. Damage, non-serviceability, overdue work or recovery quarantine may need their own authorised completion and release steps.

Can a manager delete staff files?

In this release, attachment deletion and restoration are restricted to the FireTrack Admin role. Admin or Manager upload permission does not automatically grant deletion.

Will deleting a file free storage immediately?

No. Recoverable deletion retains the file for restoration and still counts toward storage. It removes the attachment from its normal record view and blocks its ordinary download.

Can we delete the audit history?

The application has no audit editing or deletion endpoint. Attachment removal creates a further audit event instead of removing earlier history.

My training activation link expired. What should I do?

Ask your organisation's admin to use Resend / reset in Training administration. A new single-use activation link replaces the previous link. Course progress is retained.

I forgot my training password.

Ask the organisation's admin for Resend / reset. Activate the new link and choose a training password. This ends current training sessions and retains your progress.

Can the same email train in more than one organisation?

Yes, identities are scoped by organisation. Use the organisation code from the invitation when signing in if your email has more than one course account.

What happens if I fail a module?

Review the feedback and referenced lessons, then start a new attempt. A fresh random selection and shuffled answers are used. You need at least seven correct answers out of ten.

The assessment expired.

An attempt lasts one hour. Start a fresh attempt if it expires. Your lesson acknowledgements and previously passed modules remain saved.

Can training staff view live custody records?

A course-only account cannot access operational FireTrack data. Use a separate authorised operational account and role if the person's duties require those records.

What if a name is wrong on an issued certificate?

An issued certificate keeps its original name snapshot. Ask the organisation's administrator to review a correction. Do not assume changing the profile rewrites an issued certificate.

Does the certificate provide an accredited firearms qualification?

No. It is a VCMP FireTrack software-training completion acknowledgement. It does not provide firearms competency, a driving licence, regulatory accreditation or operational membership.

My offline queue shows a conflict.

Keep the queued records and physical custody evidence. Reconnection does not overwrite another device's custody. Export and review pending work with management before using any queue-clearing control.

Appendix D · References and version notes

This manual is a software operating reference. Its sources are the actual FireTrack interface and implementation, with a companion training curriculum. The current code inspected for operational workflows is commit `e048f2534309773778216e660935fda16ab9324a`. Training and file deletion are the companion release prepared on 9 October 2026. Use your available interface controls and authorised local procedures.

R1 · FireTrack public demo

Source of operational screenshots; synthetic records. Captured 9 October 2026.

<https://www.startsimple-vcmp.app/firetrack/demo>

R2 · FireTrack product and workflow documentation

Roles, evidence limits, audit scope, offline preparation and report behaviour. Private repository reference for authorised maintainers.

<https://github.com/herman-spec/startsimple-vm/blob/e048f2534309773778216e660935fda16ab9324a/docs/FIRETRACK-PRO.md>

R3 · FireTrack service and return controls

Issues, returns, inspection, reconciliation, incident recovery and maintenance release.

`lib/firetrack/service.ts`; `components/firetrack/return-workflow.tsx`

R4 · FireTrack private evidence and reports

Allowed evidence, record access, integrity and scoped export behaviour.

`lib/firetrack/document-rules.ts`; `documents.ts`; `reports.ts`; `report-window.ts`

R5 · FireTrack training companion release

12 modules, 48 lessons, server-marked quizzes, isolated learner accounts and certificate eligibility.

`lib/firetrack/training/content.ts`; `question-bank.ts`; `service.ts`; `core.ts`

R6 · Recoverable attachment deletion

Admin-only deletion/restoration, reasons, current membership checks and audit events.

`lib/firetrack/document-deletion.ts`; `app/api/firetrack/documents/[id]/route.ts`

R7 · Certificate and verification

Named completion certificate, course edition, unique reference and authorised verification.

`lib/firetrack/training/certificate-pdf.ts; app/firetrack/training/verify/[reference]/page.tsx`

Maintenance of this manual

Review screenshots and controls after a material FireTrack workflow update. Keep the manual's module references aligned with the course edition. New or revised assessed content should use an appropriate new course version so an earlier certificate is not presented as completion of an unseen syllabus. Native-language course editions require their own content review.

Appendix E · Glossary and topic index

Acknowledgement

A learner's declaration that a lesson was read and understood. FT-01, FT-12.

Assignment / custody

The recorded issue of an asset to a person, including its open or returned state. FT-04, FT-05.

Audit chain

Organisation-local hash-linked recorded actions. Application audit editing and deletion are not provided. FT-11.

Canonical membership

The organisation membership required alongside a FireTrack role for operational access. FT-01, Appendix A.

Certificate reference

Unique identifier for an issued course-completion record. Programme section, FT-12.

Condition

Observed state of a returned asset or equipment item. FT-05, FT-08, FT-10.

Credentials

Recorded competency or licence numbers, dates and supporting evidence. FT-03.

Deleted files

Recoverable admin-removed attachments retained for restoration. FT-11.

Equipment allocation

Accountability for auxiliary equipment supplied to a person or with an asset. FT-02, FT-05.

Expected balance

The recorded stock position against which physical observations are compared. FT-06, FT-07.

Fit for service

Authorised release based on the current required inspection and outstanding restrictions. FT-10.

Held ammunition

Stock whose recorded state requires review before ordinary availability. FT-05, FT-06.

Ledger

Recorded sequence of ammunition receipts, issues, returns and adjustments. FT-06, FT-07.

Offline permission

A signed, time-limited right to capture permitted handovers on a prepared device. FT-12.

Quarantine

Restriction retained after events such as loss or theft until controlled recovery and inspection. FT-09, FT-10.

Reconciliation

Review and authorised resolution of recorded and observed stock differences. FT-05, FT-06, FT-07.

Retry reference

The original request identity used to make an exact repeated handover safe. FT-04, FT-12.

Serviceability

Whether an asset is fit for the intended service after the appropriate assessment. FT-05, FT-08, FT-10.

Synthetic demo

Illustrative records that reset on reload rather than changing live operational records. FT-01.

Training-only identity

Course account with no operational membership or FireTrack role. FT-01, FT-12.

Variance

The difference requiring explanation between expected, issued, returned, used or counted quantities. FT-05, FT-06, FT-07.