

RESOLVER

DISPATCH USER'S GUIDE

April 2016

Dispatch by Resolver Inc.™

Distributed April 2016

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Introduction

Welcome to Dispatch™, an application designed specifically for dispatchers by providing a wide range of powerful dispatching functions while working tandem with Perspective. Dispatch offers one of the most sophisticated and efficient cost-based dispatching and activity tracking methods by enabling security departments to quickly create activities and dispatch personnel and organizations. Once a dispatch is closed, its record is stored in Perspective as an activity, where it can be edited or analyzed further.

As calls come in, you can use Dispatch to complete important dispatch tasks, including dispatching officers and organizations, assigning tasks, reviewing standard operating procedures, bringing officers on and off duty, scheduling dispatches, adding person, vehicle, organization, or item involvements, logging notes, and much more.




Before You Begin

Who Should Use This Guide

The **Dispatch User's Guide** is for users performing day-to-day dispatching functions. For more information on configuring the dispatch administrative settings, see the [Dispatch Administrator's Guide](#).

Notes, Tips & Warnings

Throughout this guide, you'll see the following symbols:

	Indicates a NOTE .
	Indicates a TIP .
	Indicates a WARNING .

Login

Logging In

Your administrator can provide you with the **Perspective Services** URL, your username and password, as well as any **Database** and **Business ID** information.



If your administrator selected the **Changed Password On Login** feature on your Perspective profile, before logging into Dispatch, you must first log into Perspective using the login credentials provided by your administrator then change your password. You will then be able to log into Dispatch using your username and updated password.



*The **Perspective** launch screen.*

To log into Dispatch:

1. Ensure Compatibility View is turned off in **Internet Explorer**:
 - a. Click the gear icon in the top right of the browser.
 - b. Click **Compatibility View Settings**.
 - c. Ensure the **Display intranet sites in Compatibility View** checkbox is unchecked.
 - d. Click **Close**.

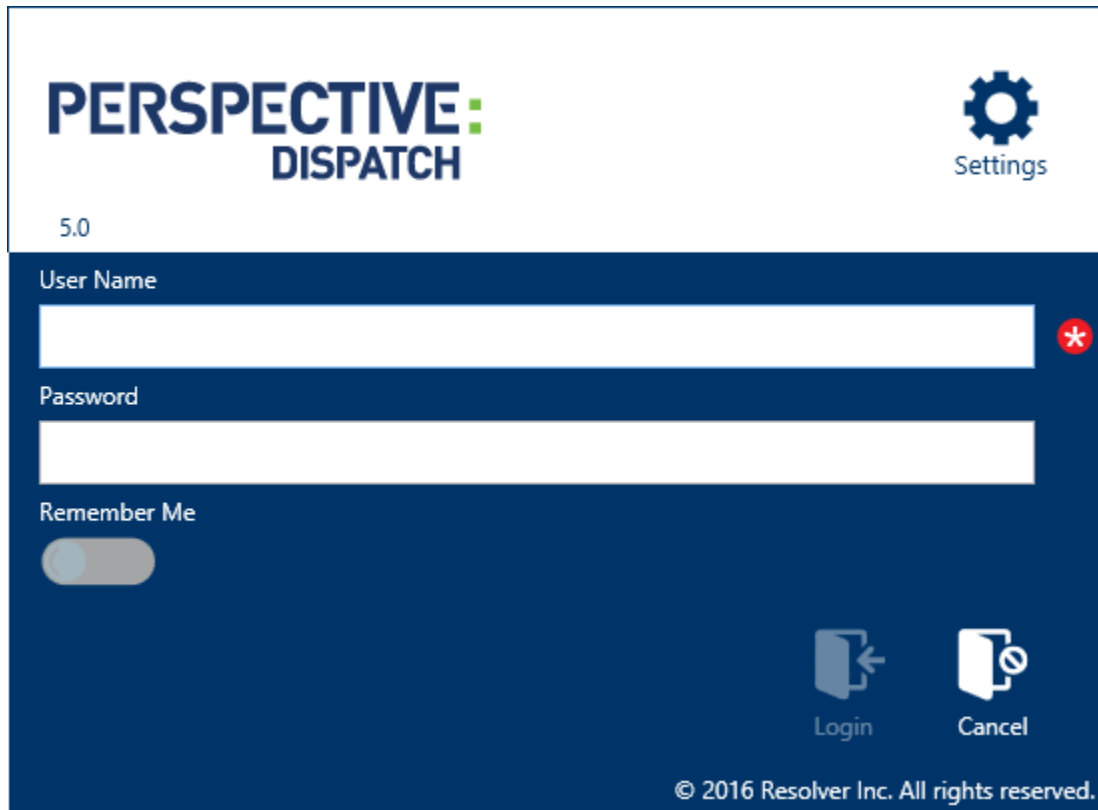
2. Use **Internet Explorer** to navigate to the **Perspective Services** URL.

For On Premise customers: *https://<servername>/PerspectiveServices*


<servername> refers to the web server installed during the Perspective installation.

For Hosted customers: *https://<businessID>.myincidents.com/Perspective*



3. Click the **Dispatch** icon.



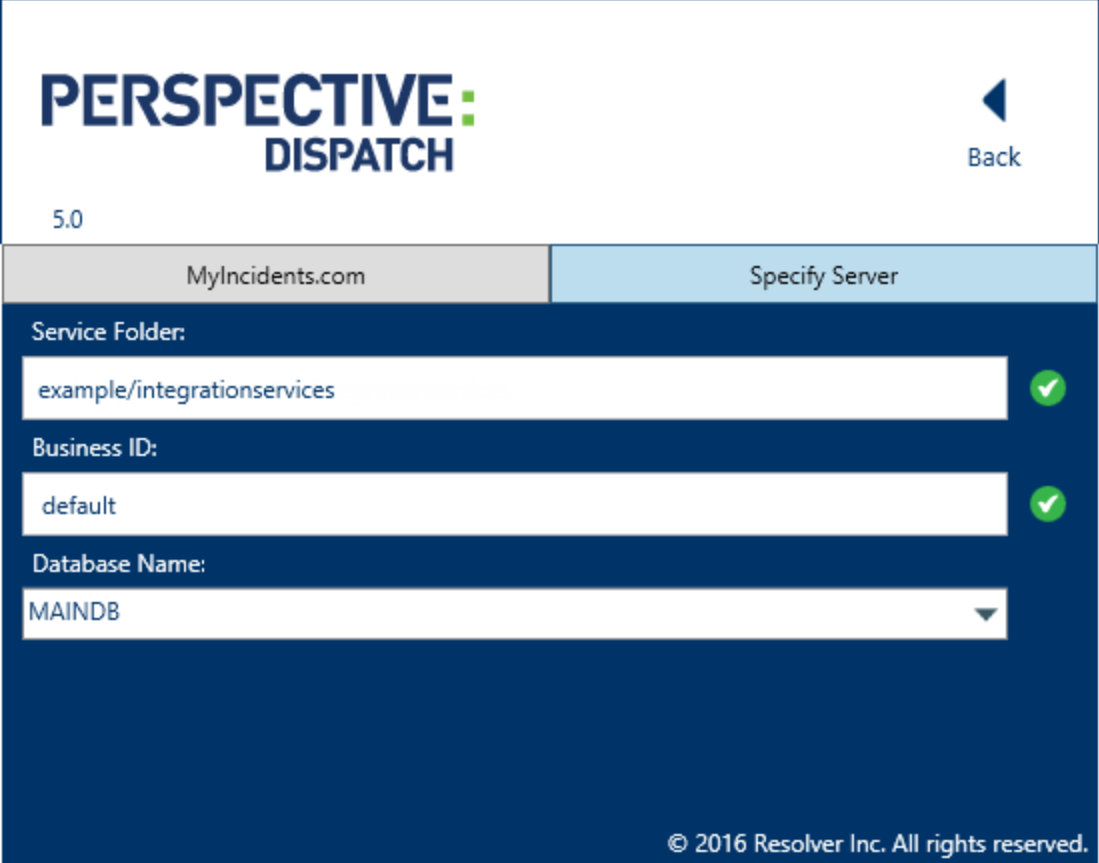
The **Dispatch** login screen.

4. If launching Dispatch for the first time:
 - a. Click **Run** in the **Security Warning** window.
 - b. Click  **Settings**.



The  icon indicates that valid information has not yet been entered into mandatory fields. When the required information has been validated, the  will appear next to the fields.

- **For On Premise customers:**
 - i. Click **Specify Server**.
 - ii. If needed, enter the Perspective Services URL (e.g. <servername>/IntegrationServices) in the **Service Folder** field.
 - iii. If your business ID is different from **default**, enter it in the **Business ID** field.



PERSPECTIVE: DISPATCH 5.0

MyIncidents.com Specify Server



Service Folder:
example/integrationservices ✓

Business ID:
default ✓


Database Name:
MAINDB ▼

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The **Specify Server** section of the login screen for **On Premise** customers.

- iv. Select the database from the **Database Name** dropdown menu.
 - v. Click  **Back** to return to the previous screen.
- **For Hosted customers:**
 - i. Click **MyIncidents.com** if it's not already open (it should open automatically after clicking  **Settings**).

- ii. Confirm the database selected in the **Database Name** dropdown is correct.



The screenshot displays the login interface for PERSPECTIVE DISPATCH. At the top left is the logo and the version number '5.0'. A 'Back' button is located at the top right. Below the logo is a navigation bar with two tabs: 'MyIncidents.com' (active) and 'Specify Server'. The main content area features a 'Database Name:' label above a dropdown menu currently showing 'MAINDB'. The footer at the bottom right reads '© 2016 Resolver Inc. All rights reserved.'

The **MyIncidents.com** section of the login screen for **Hosted** customers.

- iii. Click  **Back** to return to the previous screen.




If the **Database Name** field is missing or login fails, click the **Specify Server** tab to confirm the **Service URL**, **Business ID**, and **Database** fields have populated correctly.

5. Enter your user name and password in the **User Name** and **Password** fields.

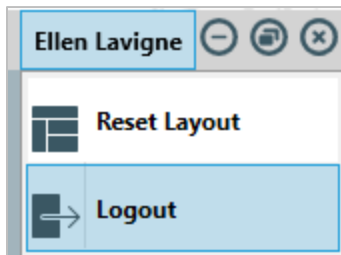


Windows Authentication is **not** supported.

6. Click the  icon under **Remember Me** if you want Dispatch to remember your user name.
7. Click **Login**.

Logging Out

From the Dispatch home screen, click your user name in the top right corner then click **Logout**.



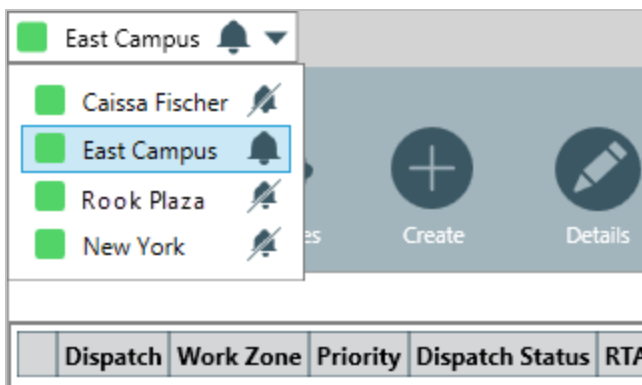
The **Logout** function at the top right corner of the home screen.

Switching Operational Zones



If your administrator has given you access to more than one operational zone, you can switch between zones.

To switch between operational zones:

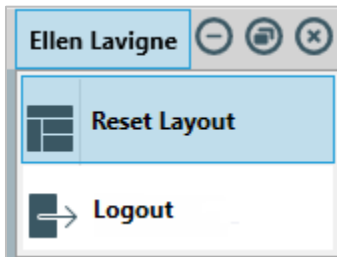
1. Click the operational zone dropdown menu in the top left corner of the home screen.



The **operational zone dropdown** menu.

2. **Optional:** To turn on notifications for any operational zones you're not currently working in, click the  icon next to the operational zone. To turn notifications off, click the  icon.
3. Click the name of the operational zone you want to switch to.

4. If you want to refresh the panels on the home screen to display data from the newly selected operational zone, click your user name in the top right corner of the home screen, then click **Reset Layout**.



The **Reset Layout** function at the top right corner of the home screen.



If you don't reset the layout, you can continue to view the prior zone's data on the home screen, but still get data from the newly selected zone by opening the panels in the ribbon. For example, if you were working in the East Campus operational zone, but switched to South Campus without resetting the layout, the home screen would continue to show East Campus data, but you could view the active dispatches for South Campus by opening **Dispatches** from the ribbon.

Arranging the Panels

You can rearrange the panels on the home screen by dragging and dropping the panel in the location of your choosing. You can also select the **Floating**, **Dockable**, **Auto Hide**, or **Hide** option for by clicking the ▼ icon in the top left of the panel.

If needed, you can open all panels in Dispatch (except for **Settings**) and arrange them on your home screen (dockable) or view them separately (floating). To return the home screen to its default layout, click your username in the top right of the window then click **Reset Layout**.

User Types

There are currently four available user types in Dispatch:

- **Administrator:** A user who can create and configure users, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a **dispatcher**.
- **Dispatcher:** A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, **create new locations**, and manage user settings.
- **Officer:** A member of your organization's security team who is assigned tasks and dispatched to activities. If given login credentials, these users can log into the application as a **dispatcher**.
- **Reviewer:** A user who can view all the panels (except for **Create** and **Create Task**), but cannot create or modify any dispatches, tasks, or any information contained in the panels.

Your administrator is responsible for creating and configuring user profiles.

User Interface

Dispatch Home Screen

The Dispatch **home screen** (the main working area within the application) includes a ribbon with quick access to the most common functions, along with a number of panels, including Dispatches, Officers, Maps, and Messages.

The screenshot shows the Dispatch Home Screen interface. The ribbon at the top (1) contains icons for Messages, Dispatches, Create, Details, Schedule, SOP, Closed, Officers, Create Task, Organizations, Map, Location, and Settings. The main area is divided into several panels:










- Dispatches - East Campus** (2): A table listing active dispatches with columns for Dispatch, Work Zone, Priority, Dispatch Status, RTA, Call Category, and Location.
- Messages - East Campus** (3): A chat window showing a conversation with participants Leslie Suarez and You.
- Dispatch Officer** (4): A table listing officers with columns for Team, Image, Officer, Call Sign, Status, Time Elapsed, and Dispat.
- Map - East Campus** (5): A map showing the location of the dispatches and officers.








At the bottom of the screen, there are buttons for Arrive, Clear, Suspend, and Auto-Focus.

The Dispatch home screen.

1. The Ribbon

The ribbon provides quick and easy access to all the major functions available in Dispatch, including:

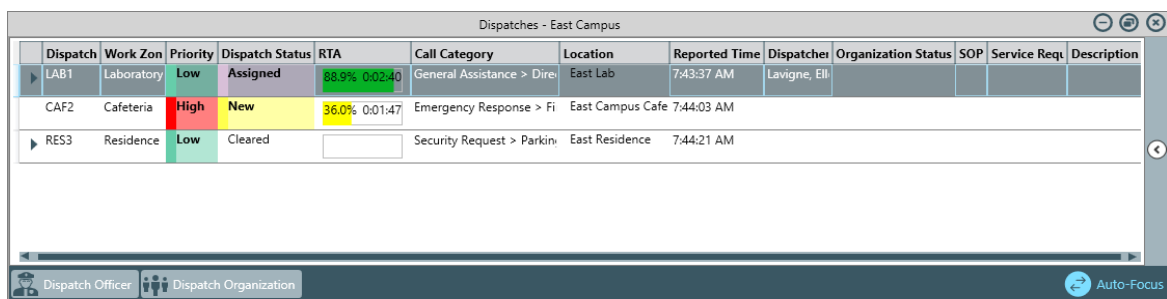
ICON	FUNCTION
	<p>Allows you to select another operational zone to work in and turn notifications on or off for other operational zones. Your administrator is responsible for granting you access to alternate operational zones.</p>
 <p>Messages</p>	<p>Opens the Messages panel, where you can have dispatch-related or personal conversations with other dispatchers.</p>
 <p>Dispatches</p>	<p>Opens the Dispatches panel and displays the information for all active dispatches, including the dispatch number, work zone, priority, status, RTA, category, and location.</p>
 <p>Create</p>	<p>Opens the Create panel where you can create a new dispatch and officer tasks.</p>
 <p>Details</p>	<p>Opens the Details panel and displays the details of a selected dispatch in the Dispatches panel, including the category, location, priority, call source, status, tasks, logs, attachments, and messages.</p>
 <p>Schedule</p>	<p>Opens the Schedule Dispatch panel to create or edit a scheduled dispatch and displays all previously saved scheduled dispatches in a list or on a daily, weekly, or monthly calendar.</p>
 <p>SOP</p>	<p>Opens the SOP panel and displays a standard operating procedure (SOP) for a selected dispatch and allows you to send dispatch-related emails to others in your organization. If the selected dispatch does not have an SOP associated with it, the panel will not display any SOP or email data.</p>
 <p>Closed</p>	<p>Opens the Closed Dispatch panel and displays the details of recently closed dispatches, including their Perspective activity numbers. Closed dispatches will remain in this panel for a pre-set amount of time determined by your administrator.</p>
 <p>Officers</p>	<p>Opens the Officers panel and displays information for all on duty officers, including the team, name, call sign, status, last known location, and any assigned tasks.</p>
 <p>Create Task</p>	<p>Creates a new officer task for a selected dispatch in the Dispatches panel.</p>

ICON	FUNCTION
 Organizations	Opens the Organizations panel and displays a list of available organizations that can be quickly dispatched to an activity. You can also view and manage any tasks assigned to those organizations.
 Map	Opens the Map panel and displays the locations of officers, dispatches, tasks, and previously saved locations.
 Location	Opens the Location panel that displays a summary of all the current activities at the location of a selected dispatch in the Dispatches panel.
 Settings	Opens the Settings panel where you can select a theme and default location, as well as configure the notification settings.
Ellen Lavigne	The name of the currently logged in user. Clicking your username will show the Reset Layout option that refreshes/resets the panels and Logout to log out of the Dispatch application.
	Minimizes the application.
	Maximizes the application.
	Closes the application.

2. Dispatches


This panel displays a summary of active dispatches. You can double-click an activity to open the view its details or single-click a dispatch then click certain icons in the ribbon, such as **Details**, **SOP**, **Create Task**, or **Location** to perform additional actions.


To open **Dispatches** in a floating panel, click  **Dispatches** in the ribbon.



The **Dispatches** panel.



The columns in the **Dispatches** panel display details about the current activities. Clicking on any of these columns (except **Reported Time**) will arrange the dispatches alphabetically by the information contained in those columns. These columns include:

- **Dispatch:** The dispatch's number. This number is automatically assigned to a dispatch once the record has been created.
- **Work Zone:** The area within the **operational zone** where the dispatch is occurring. An **operational zone** is a large area within your organization and work zones are smaller areas within the operational zone where the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the work zones within that campus.
- **Priority:** The level of urgency/importance of a dispatch (e.g. High, Medium, or Low).
- **Dispatch Status:** The status of the dispatch, which can be **New**, **Unassigned**, **Assigned**, **On Route**, **On Scene**, and **Cleared**.
- **RTA:** Short for **Regulated Time to Act**, this column displays a timer that indicates the amount of time a dispatch has change the status on a specific type of dispatch. If the appropriate status change hasn't occurred in the time allowed, the timer will flash red and begin counting the amount of time that's passed since the RTA expired. Hovering your cursor over this column then clicking the  icon will reveal the **RTA Details** window. In this window, the **RTA** column displays the RTA criteria, **Planned** indicates the time allowed, and the **+/-** column indicates the time left or how much time has passed since the RTA expired. If no RTA has been created for the dispatch, this column will be blank.








New to Assigned		-0:00:20
 Details		
RTA	Planned	+/-
From New to Assigned	5 Minutes	-0:00:20









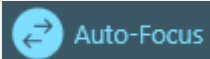


The **RTA Details** window.

- **Call Category:** The type of dispatch, (e.g. Burglar Alarm, Theft, Emergency, etc.).
- **Location:** The location of the activity.
- **Reported Time:** The time and date the activity was created. Clicking this column will arrange the dispatches by the date/time the dispatch was created.

- **Dispatcher:** The name of the dispatcher who created the activity and/or officer tasks.
- **Organization Status:** The status of an organization dispatched to the activity, including **Responding**, **On Scene**, or **Cleared**.
- **SOP:** Indicates if a dispatch has a **Standard Operating Procedure (SOP)** associated with it by displaying the  icon. Clicking this icon will open the **SOP** panel.
- **Service Requests:** Indicates if a dispatch has received a request from an organization to complete a dispatch-related task by displaying the  icon. Clicking this icon will open the service request details.
- **Description:** A description of the dispatch.

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:


ICON	FUNCTION
 Dispatch Officer	Dispatches an officer on the selected dispatch and creates a non-specific task with a Respond and assist description. This icon appears after clicking a dispatch to select it.
 Dispatch Organization	Dispatches an organization on the selected dispatch. This icon appears after clicking a dispatch to select it.
 Assign Officer	Assigns an officer to a specific task. This icon appears after clicking the  icon next to a dispatch and selecting an Unassigned task.
 Close	Closes a selected dispatch. Dispatches with uncleared tasks cannot be closed.
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, which include Work Zone , Dispatch Status , Priority , or Organization Status . Click the arrow icon again to close the filter options.
	This arrow appears next to a dispatch when there are officer and/or organization tasks for that dispatch. Clicking this icon will reveal the tasks and allow you to change their statuses.

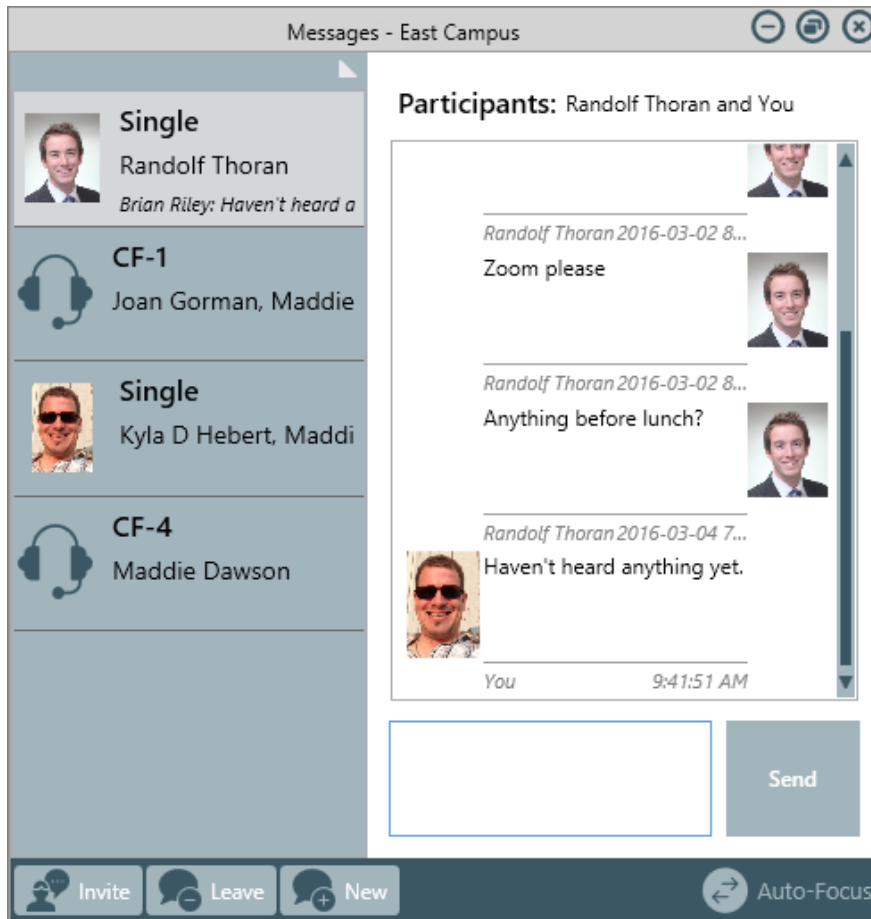
ICON	FUNCTION
 Clear	Changes the status of On Scene , On Route , Assigned , or Unassigned tasks to Cleared . This icon appears after clicking the  icon and selecting a task.
 Start	Changes the status of an Assigned task to On Route . This icon appears after clicking the  icon and selecting an assigned task.
 Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the  icon and selecting a task with an On Route or On Scene status.
 Arrive	Changes the status of On Route tasks to On Scene . This icon appears after clicking the  icon and selecting a started task.
 Auto-Focus	When auto-focus is enabled in the Dispatches panel, a dispatch will automatically be highlighted when a dispatch or task item is clicked on the Map or an officer task is selected in the Officers panel. Additionally, if open, the selected dispatch's details will appear in the Details window. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting Auto Hide will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

3. Messages

The **Messages** panel contains all open conversations between you and other dispatches. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number.




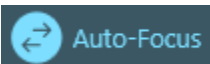
Conversations that are not related to a dispatch (personal conversations) may also be created in this panel.



To open **Messages** in a floating panel, click  **Messages** in the ribbon.



The **Messages** panel.


You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

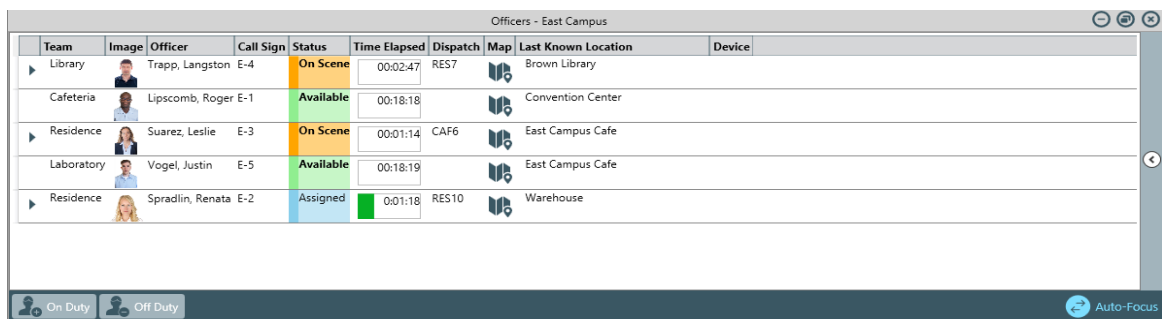
ICON	FUNCTION
 Invite	Invites another user to an existing conversation. This icon appears when an existing conversation is selected in the panel.
 Leave	Removes you from a conversation and deletes the conversation from the panel. This icon appears when a conversation is selected in the panel.
 New	Creates a personal conversation (a conversation that hasn't been automatically created with a dispatch).
 Auto-Focus	When auto-focus is enabled in this panel, a conversation will automatically be highlighted when the associated dispatch is selected in the Dispatches or Map panel. This icon appears greyed out when auto-focus is disabled.











ICON	FUNCTION
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting Auto Hide will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

4. Officers

The **Officers** panel lists all on-duty officers and allows you to set their states and locations, reset alerts, and take officers on or off duty.


To open **Officers** in a floating panel, click  **Officers** in the ribbon.



Team	Image	Officer	Call Sign	Status	Time Elapsed	Dispatch	Map	Last Known Location	Device
Library		Trapp, Langston	E-4	On Scene	00:02:47	RES7		Brown Library	
Cafeteria		Lipscomb, Roger	E-1	Available	00:18:18			Convention Center	
Residence		Suarez, Leslie	E-3	On Scene	00:01:14	CAF6		East Campus Cafe	
Laboratory		Vogel, Justin	E-5	Available	00:18:19			East Campus Cafe	
Residence		Spradlin, Renata	E-2	Assigned	00:01:18	RES10		Warehouse	

The **Officers** panel.


The columns in this panel display important details about the officers. Clicking on any of these columns (except **Image**, **Map**, or **Device**) will arrange the officers alphabetically by the information contained in those columns. These columns include:

- **Team:** The officer's assigned team. Officers are assigned to teams when they're brought on duty.
- **Image:** An uploaded image of the officer. If no image has been uploaded to the officer's profile by your administrator, the  icon will appear in this column.
- **Officer:** The officer's name.
- **Call Sign:** The code assigned to the officer. Call signs are assigned to officers as they're brought on duty.





- **Status:** The status of the officer (e.g. Available, Assigned, Busy, Break).
- **Time Elapsed:** The amount of time an officer has been in their current status. Hovering your cursor over this column icon will reveal the **Officer Alerts Details** window. In this window, the **Status** column displays the alert criteria, **Planned** indicates the time allowed, **End Time** is when the alert is due to expire or the time it expired, and the **+/-** column indicates the time left or how much time has passed since the alert expired. If no officer alert has been created for the officer's current status, this column will display a timer only.

















Officer Alerts Details			
Status	Planned	End Time	+/-
OnRoute	15 Minutes	2016-03-30 1:42:28 PM	-0:05:43

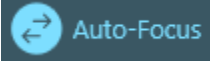


The **Officer Alert Details**.

- **Dispatch:** The dispatch number of an assigned dispatch. If the officer hasn't been assigned a dispatch, this column will be blank.
- **Map:** If the  icon appears in this column, the officer's **last known location** is a location is a saved location in Dispatch. Clicking this icon will open a map that is focused on the officer's location.
- **Last Known Location:** Displays the last known location of the officer.
- **Device:** Refers to a future feature. Please disregard for now.

You can also perform additional tasks by clicking the icons that appear throughout the panel. These icons include:

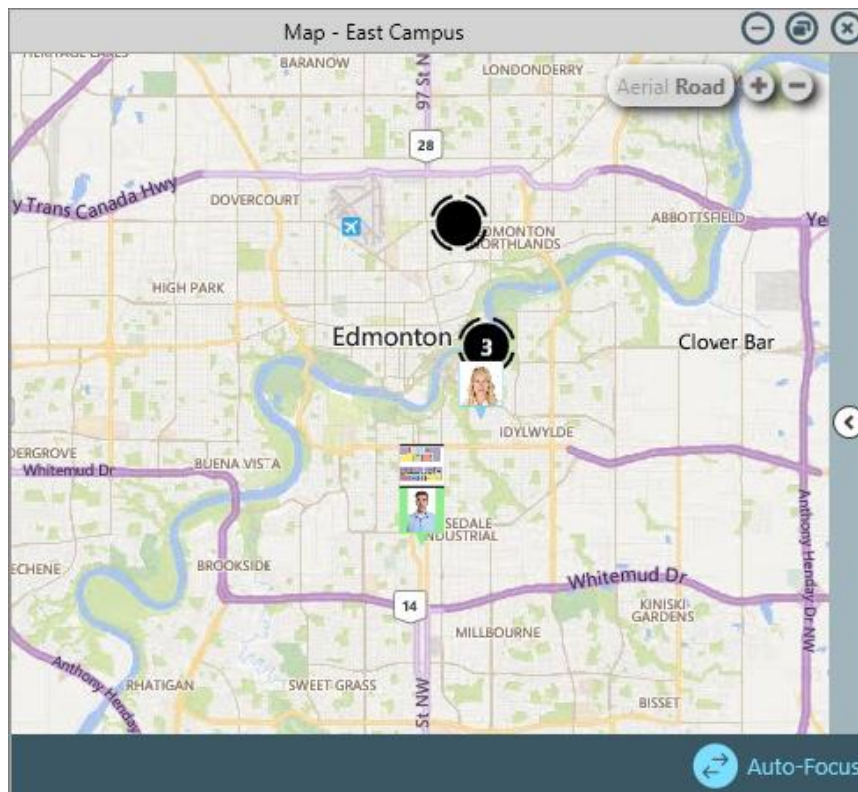
ICON	FUNCTION
 Set State	Allows you to choose the status of the selected officer (e.g. Available, Break, Busy, etc.).
 Set Location	Allows you to select a saved location for an officer by entering a search term or by clicking the  icon to select a location from the map. After selecting a location, the map icon will appear in the Map column and the selected location will appear in the Last Known Location column.
 Reset Alert	Resets the timer or officer alert 00:00:00 in the Time Elapsed column.

ICON	FUNCTION
 On Duty	Opens the Bring On Duty window where you can select which officers to bring on duty then choose their teams and call signs. You can also take officers off duty from this window.
 Off Duty	Takes an officer off duty. If that officer is assigned to a task, the task's status will revert to Unassigned .
	Appears on the far right of the panel. Clicking this icon will reveal the panel's filter options, including Team and Officer State . Click the arrow icon again to close the filter options.
	Appears next to an officer's name to indicate the officer has been assigned to one or more tasks. Clicking this icon will reveal those tasks and allow you to change the task status.
 Start	Changes an officer's status on a task from Assigned to On Route . This icon appears after clicking the  icon next to an officer's name then selecting an Assigned task.
 Arrive	Changes an officer's status on a task from On Route to On Scene . This icon appears after clicking the  icon next to an officer's name then selecting an On Route task.
 Clear	Changes a task status to Cleared on an Assigned , On Route , or On Scene task. This icon appears after clicking the  icon next to an officer's name then selecting a task.
 Suspend	Suspends a started task and creates a duplicate task to be completed by the same officer. This function is used when an officer must divert his or her attention away from a task that was already started. This icon appears after clicking the  icon next to the officer's name then selecting a task with an On Route or On Scene status.
 Up	Rearranges an officer task by moving a selected task up in the list. This icon appears after clicking the  icon next to an officer's name to reveal the tasks then selecting one task in a group of two or more.
 Down	Rearranges an officer task by moving a selected task down in the list. This icon appears only after clicking the  icon next to an officer's name reveal the tasks then selecting one task in a group of two or more.

ICON	FUNCTION
	When auto-focus is enabled, clicking an officer task in the Dispatches panel, an officer on the Map , or a task on the map will automatically select the associated officer in the panel. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting Auto Hide will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.











5. Map





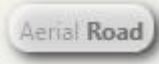


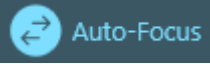


The map provides a visual representation of dispatches, officers, tasks, and saved locations. You can move around the map by clicking and dragging, by clicking the + or – icons to zoom in or out, or by clicking officer, organization, task, or dispatch pins on the map.



The **Map** panel.

You can also perform additional functions by clicking the icons (pins) that appear in the panel. These icons include:

ICON	FUNCTION
	Indicates that there are multiple pins in this area that could represent an officer, task, dispatch, and/or location. Zooming in on the map or using the filters to narrow down which pins are displayed will reveal each individual pin.
	A location pin. If a photo is uploaded to that location, a thumbnail will appear in the pin. A number will appear on the pin to indicate the number of dispatches and/or officers currently in this area. Hovering your cursor over this pin will reveal the name of the location, the number of any dispatches and tasks at the location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), and any officers at this location.
	An officer pin. If a photo has been uploaded to that officer's profile, a thumbnail of that image will appear on the pin. Hovering your cursor over this pin will reveal the officer's last known location, the number of dispatches and tasks at that location (e.g. City Center [location name] 2 [number of dispatches] (3) [number of tasks]), as well as the officer's name and call sign. The color of the pin reflects the visual alert settings created for the officer's current status. In this example, the pin is green, indicating the officer is currently Available .
	An Unassigned task pin. Hovering your cursor over this pin will display a description of the task.
	An Assigned task pin. Hovering your cursor over this pin will display a description of the task.
	An On Route task pin. Hovering your cursor over this pin will display a description of the task.
	An On Scene task pin. Hovering your cursor over this pin will display a description of the task.
	A Cleared task pin. Hovering your cursor over this pin will display a description of the task.
	A New dispatch pin. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An Unassigned dispatch pin, indicating there are unassigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.

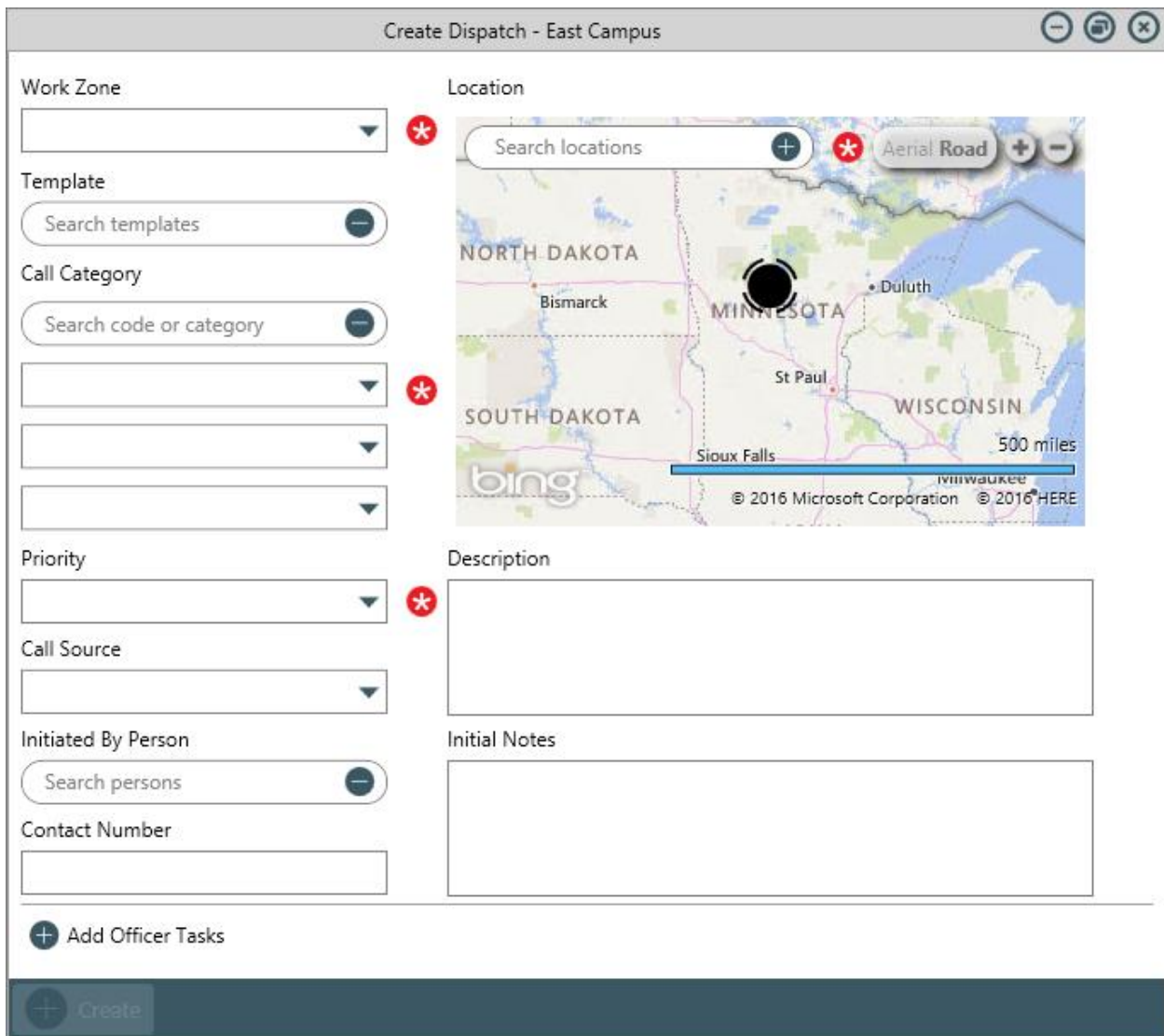
	An Assigned dispatch pin, indicating there are assigned tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An On Route dispatch pin, indicating there are tasks with an On Route status. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	An On Scene dispatch pin, indicating there are tasks with an On Scene status. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	A Cleared dispatch pin, indicating there are cleared tasks for this dispatch. Hovering your cursor over this pin will display the dispatch number and, if your administrator has created a visual alert for the dispatch's selected priority, that priority's visual alert color will be displayed in the pin.
	Switches the map from Aerial to Road view and vice versa.
	Zooms the map in or out.
	Appears to the far right of the panel and reveals the panel's filter options. You can filter what appears on the map by Tasks , Officers , Dispatches , and Location . Click the arrow icon again to close.
	When auto-focus is enabled in the Map panel, selecting a dispatch, officer task, organization task, or officer will automatically focus on the location of that dispatch, task, or officer on the map. This icon appears greyed out when auto-focus is disabled.
	Allows you to choose if the panel is floating, dockable, or hidden. Selecting Auto Hide will hide the panel until your cursor hovers over a newly created tab at the left of the window. This icon appears at the top right of the panel.
	Closes the panel.

Additional Panels

Create Dispatch

The **Create Dispatch** panel allows you to **create new dispatches** and **officer tasks**. Fields marked with the  icon are mandatory.

This panel can be accessed by clicking the  **Create** icon in the ribbon.



The screenshot shows the 'Create Dispatch - East Campus' window. On the left, there are several input fields: 'Work Zone' (dropdown), 'Template' (search), 'Call Category' (search), three empty dropdowns, 'Priority' (dropdown), 'Call Source' (dropdown), 'Initiated by Person' (search), and 'Contact Number' (text). A '+ Add Officer Tasks' button is below these. On the right, there is a 'Location' section with a search bar and a map of the central US. A black circle on the map indicates a selected location. Below the map are 'Description' and 'Initial Notes' text areas. At the bottom, there is a '+ Create' button.


The **Create Dispatch** panel

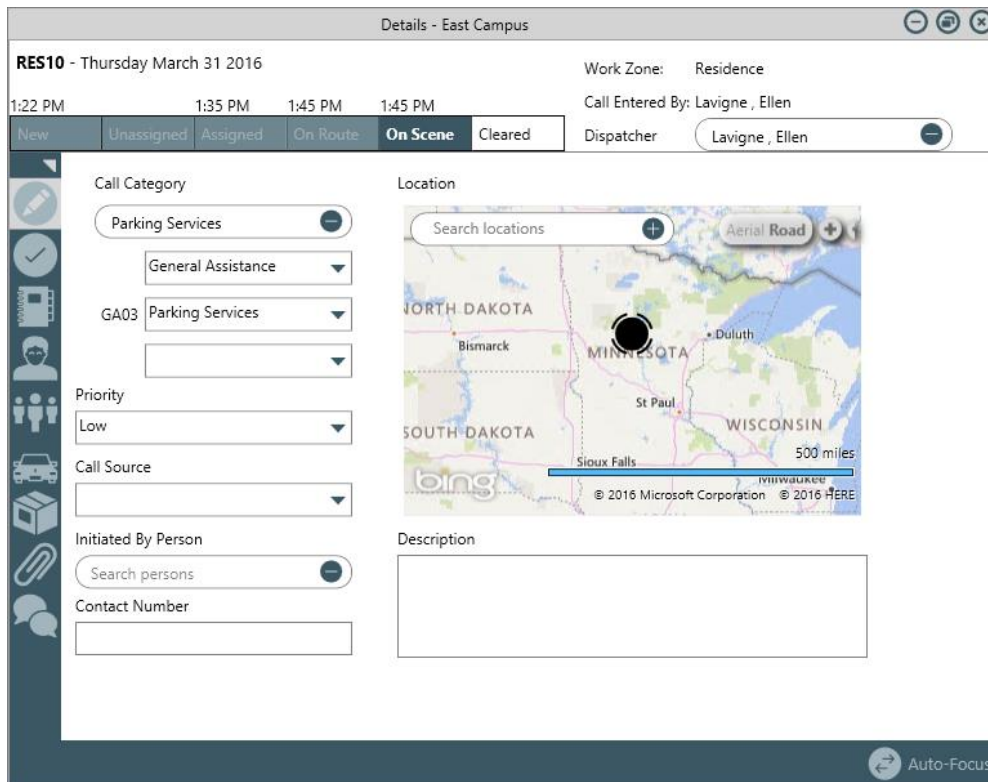
Details

The **Details** panel displays the details of a selected dispatch in the **Dispatches** panel, including the date, time, location, and work zone, status, dispatcher's name, call category, priority, call source, and description.

From this panel, you may also:

- View officer and organization **tasks**;
- Add **service requests**;
- Add **person, organization, vehicle, or item** logs.
- Add **attachments**;
- Send and receive dispatch-related **messages**.

This panel can be accessed by clicking  **Details** in the ribbon or by double-clicking a dispatch in the **Dispatches** panel.



Details - East Campus

RES10 - Thursday March 31 2016

1:22 PM 1:35 PM 1:45 PM 1:45 PM

Work Zone: Residence

Call Entered By: Lavigne, Ellen

Dispatcher: Lavigne, Ellen

Call Category: Parking Services

General Assistance

GA03 Parking Services

Priority: Low

Call Source: GA03

Initiated By Person: Search persons

Contact Number:

Location: Search locations

Description:

Auto-Focus

The **Details** panel.

Schedule Dispatch

The **Schedule** panel allows you to create a **scheduled dispatch** and provides a list and calendar view of all upcoming dispatches.






In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact **Resolver Support**.

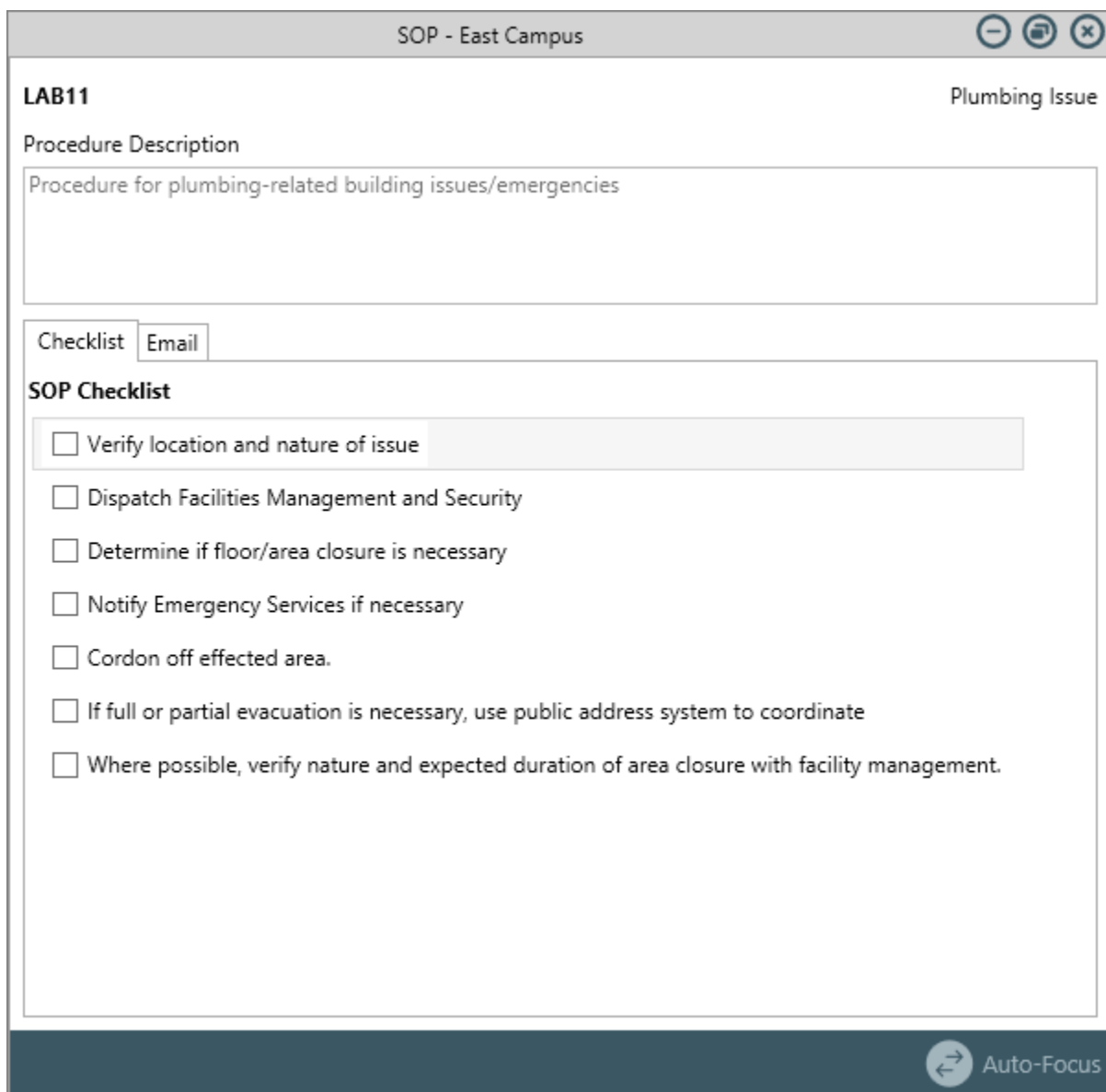
This panel can be accessed by clicking **Schedule** in the ribbon.

*The **Schedule Dispatch** panel.*

SOP

The **SOP** panel allows you to view procedure descriptions, check off SOP checklist items, send emails to others with instructions or important information, and view attachments for dispatches with SOPs associated with them. SOPs are created and configured in Perspective. The associated dispatch's number at the top left and the call category in the top right of window.

This panel can be accessed by clicking  **SOP** in the ribbon or clicking the  icon in the **SOP** column in the **Dispatches** panel. If a dispatch does not have an SOP associated with it, the panel will not contain any data and the  icon will not appear in the **SOP** column.



The screenshot shows a window titled "SOP - East Campus" with standard window controls. The main content area is divided into sections:

- LAB11** (top left) and **Plumbing Issue** (top right)
- Procedure Description**: A text box containing "Procedure for plumbing-related building issues/emergencies".
- Checklist** and **Email** tabs.
- SOP Checklist**: A list of seven items, each with an unchecked checkbox:
 - Verify location and nature of issue
 - Dispatch Facilities Management and Security
 - Determine if floor/area closure is necessary
 - Notify Emergency Services if necessary
 - Cordon off effected area.
 - If full or partial evacuation is necessary, use public address system to coordinate
 - Where possible, verify nature and expected duration of area closure with facility management.

At the bottom right of the window is an **Auto-Focus** button with a circular arrow icon.

The **SOP** panel.

Closed Dispatch

The **Closed Dispatch** panel displays recently closed dispatches. The amount of time closed dispatch records are retained in in this panel is determined by your administrator.

You can access this panel by clicking  **Closed** in the ribbon.

Dispatch Number	Activity Number	Priority	Call Category	Location	Reported Time	Assigned Time	On Route Time	On Scene Time	Cleared Time	Closed Time
CAF6	ACT-0000017432	High	Occupancy/Crowd	East Campus Cafe	3/31/2016 12:14:50 PM	3/31/2016 1:24:43 PM	3/31/2016 1:35:18	3/31/2016 1:35:27	3/31/2016 2:27:11	3/31/2016 2:27:17 PM
LAB11	ACT-0000017431	Medium	Plumbing	Brown Library	3/31/2016 1:22:56 PM	3/31/2016 1:24:27 PM	3/31/2016 1:24:32	3/31/2016 1:33:54	3/31/2016 2:07:4	3/31/2016 2:26:39 PM
RES10	ACT-0000017433	Low	Parking Services	East Parking Lot	3/31/2016 1:22:25 PM	3/31/2016 1:35:23 PM	3/31/2016 1:45:14	3/31/2016 1:45:19	3/31/2016 2:27:1	3/31/2016 2:28:31 PM

The **Closed** panel.

Create Task (Officer Tasks)

You can create one or more officer tasks for an existing dispatch through the **Create Task (Officer Tasks)** panel. The dispatch number of the selected dispatch appears in the top left of the panel.

This panel can be accessed by clicking  **Create Task** in the ribbon.

Officer Tasks - East Campus ⊖ ⊞ ✕

RES7

Task Description

Collect witness statements


Take photographs


+ Add Officer Tasks


Assign Tasks To

⊖

Task Location


 ⊖


 ⊖

+ Create Tasks
 Auto-Focus

The **Officer Tasks** panel.

Organizations

This panel displays a list of **available organizations** (organizations that can be dispatched to the scene of an activity). Organization records are created and configured in Perspective. This panel also allows you to change the status on organization tasks by clicking the  icon to reveal all tasks, selecting the task, then clicking the appropriate icon.

The **Organizations** panel can be accessed by clicking  **Organizations** in the ribbon.

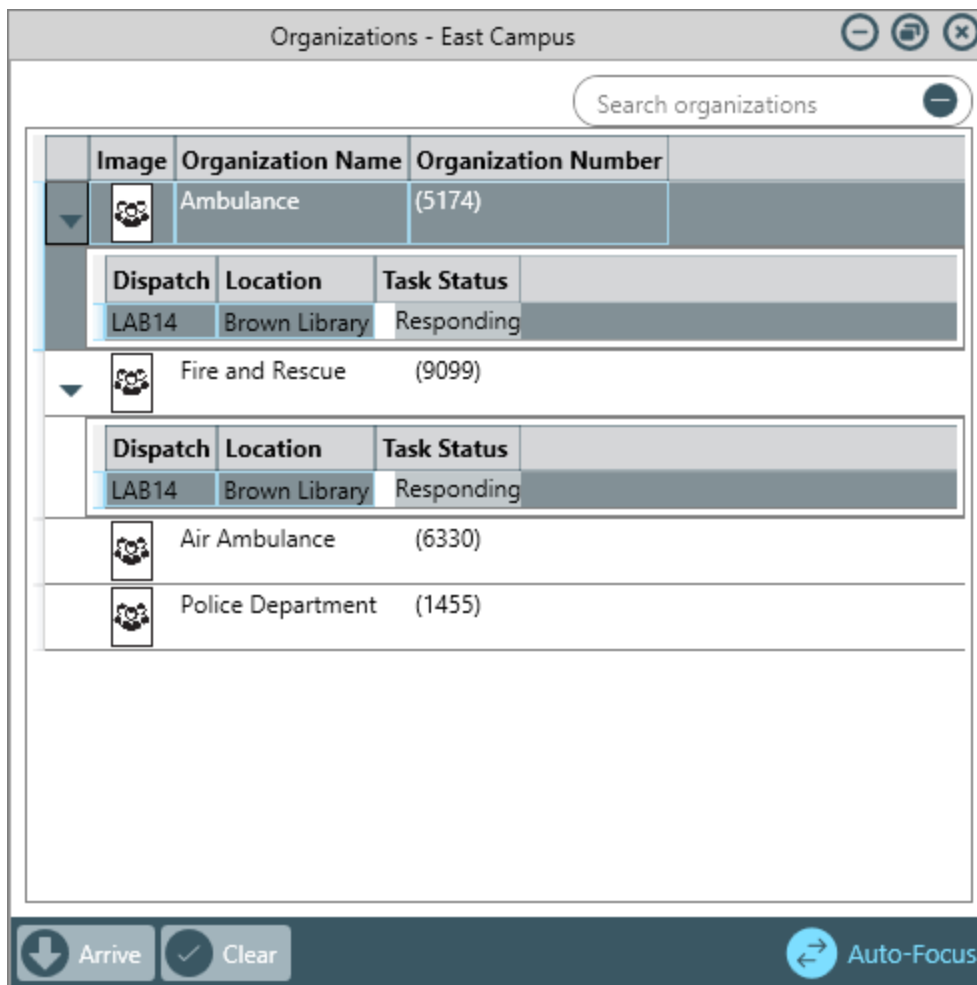







Image	Organization Name	Organization Number
	Ambulance	(5174)
	Dispatch	Location
	LAB14	Brown Library
	Task Status	Responding
	Fire and Rescue	(9099)
	Dispatch	Location
	LAB14	Brown Library
	Task Status	Responding
	Air Ambulance	(6330)
	Police Department	(1455)

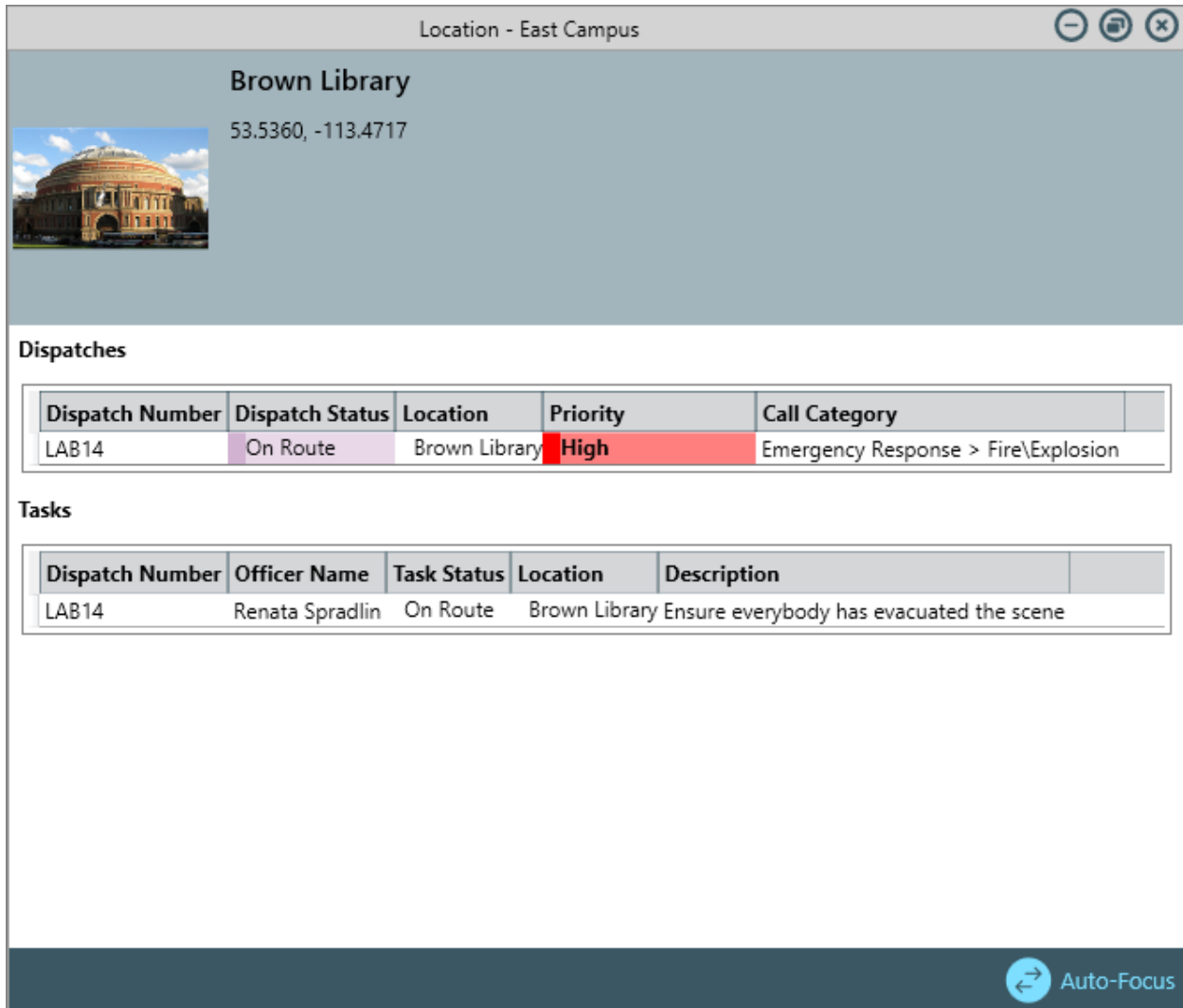
The **Organizations** panel displaying all available organizations and any tasks for those organizations.

Location

The **Location** panel summarizes all dispatches and tasks at a saved location, as well as that location's address, coordinates, and photo (if uploaded). Clicking on an officer task, dispatch, or location pin on the

Map, a dispatch or officer task in the **Dispatches** panel, or an officer with a **Last Known Location** determines what location information will be displayed in this panel.

The **Location** panel can be accessed by clicking  **Location** in the ribbon.



Location - East Campus

Brown Library
53.5360, -113.4717

Dispatches

Dispatch Number	Dispatch Status	Location	Priority	Call Category
LAB14	On Route	Brown Library	High	Emergency Response > Fire\Explosion

Tasks


Dispatch Number	Officer Name	Task Status	Location	Description
LAB14	Renata Spradlin	On Route	Brown Library	Ensure everybody has evacuated the scene

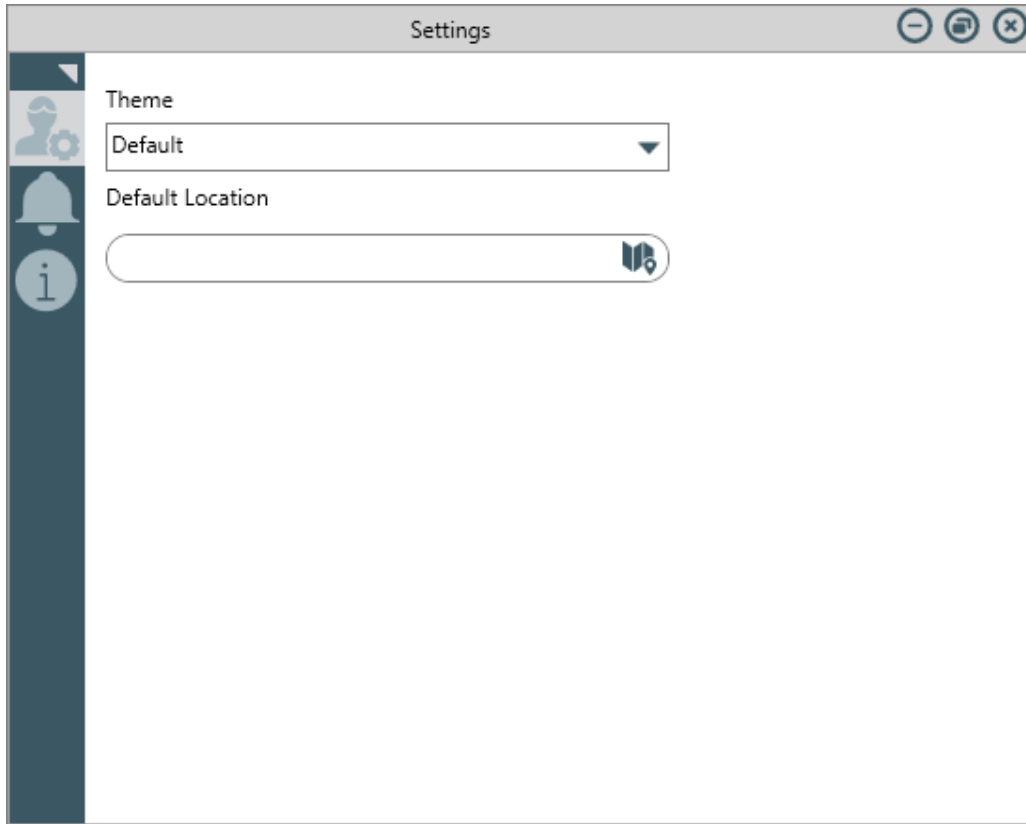
Auto-Focus

The **Location** panel displaying dispatch and task information.

Settings

The **Settings** panel allows you to choose a default location, select a theme, and configure your notification [settings](#).




The **Settings** panel can be accessed by clicking  **Settings** in the ribbon.















The **Settings** panel.

Right-click Functions

Right-clicking various components in the **Dispatches** and **Officers** panel will allow you perform certain functions, such as dispatch an officer or organization, change the status of a task, or rearrange tasks. The table below summarizes the available right-click functions.

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
DISPATCHES PANEL	Close	Closes a Cleared or New dispatch with no outstanding tasks.	Right-click the Cleared dispatch in the Dispatches panel > click Close .
	Dispatch Officer	Dispatches an officer and assigns that officer to a non-specific task with a Respond and assist description.	Right-click the dispatch in the Dispatches panel > hover your cursor over Dispatch Officer > click the name of the officer.
	Dispatch Organization	Dispatches an organization and creates an organization task.	Right-click the dispatch in the Dispatches panel > hover your cursor over Dispatch Organization > click the name of the organization.
OFFICER TASK (DISPATCHES PANEL)	Arrive	Changes an officer's status from On Route to On Scene .	Click the  icon in the Dispatches panel > right-click the officer task > click Arrive .
	Assign Officer	Assigns an officer to an Unassigned task.	Click the  icon in the Dispatches panel > right-click the Unassigned task > click Assign Officer > click the name of the officer.
	Clear	Changes the task status to Cleared on an Unassigned, Assigned, On Route, or On Scene task.	Click the  icon in the Dispatches panel > right-click the officer task > click Clear .
	Dispatch Officer	Assigns an officer to a non-specific officer task with a Respond and assist description.	Right-click the dispatch in the Dispatches panel > hover your cursor over Dispatch Officer > click the name of the officer.

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
OFFICER TASK (DISPATCHES PANEL)	Start	Changes an officer's status from Assigned to On Route .	Click the  icon in the Dispatches panel > right-click the officer task > click Start .
	Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the  icon in the Dispatches panel > right-click the officer task > click Suspend .
ORGANIZATION TASK (DISPATCHES PANEL)	Arrive	Changes an organization's status from Responding to On Scene .	Click the  icon in the Dispatches panel > right-click the organization task > click Arrive .
	Clear	Changes an organization's status from On Scene to Cleared .	Click the  icon in the Dispatches panel > right-click the organization task > click Clear .
OFFICERS PANEL	Arrive	Changes an officer task status from On Route to On Scene .	Click the  icon next to the officer in the Officers panel > right-click the officer task > click Arrive .
	Clear	Changes the officer task status from Assigned , On Route , or On Scene to Cleared .	Click the  icon next to the officer in the Officers panel > right-click the officer task > click Clear .
	Down	Moves an Assigned task down one row in the officer's tasks.	Click  icon next to the officer in the Officers panel > right-click the officer task > click  Down.
	Start	Changes an officer's status from Assigned to On Route .	Click the  icon in the Officers panel > right-click the officer task > click Start .
	Suspend	Suspends a started task and creates a duplicate task that is automatically assigned to the originally assigned officer.	Click the  icon in the Officers panel > right-click the officer task > click Suspend .
	Up	Moves an Assigned task up one row in the officer's tasks.	Click  icon next to the officer in the Officers panel > right-click the officer task > click  Up.

COMPONENT	NAME	FUNCTION	HOW TO PERFORM
OFFICERS PANEL	Off Duty	Takes an officer off duty.	Right-click the officer in the Officers panel > click Off Duty .
	Reset Alert	Resets an officer's clock to 0:00:00 in the Time Elapsed column.	Right-click the officer in the Officers panel > click Reset Alert .
	Set State	Changes the officer's current status (e.g. Available, Busy, Break, etc.).	Right-click the officer in the Officers panel > hover your cursor over Set State > click a status to select it.

Auto-Focus

Auto-Focus is a tool that links the panels by automatically updating what information is displayed when a dispatch, task, or officer is selected in the **Dispatches**, **Officers**, or **Map** panels. For example, selecting an assigned officer task in the Dispatches panel will highlight the assigned officer in the Officers panel.

The table below summarizes how the information is automatically updated in a panel when auto-focus is enabled and when certain items are selected.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
DISPATCHES	A dispatch pin on the Map panel.	The associated dispatch row is highlighted in the Dispatches panel.
	A task pin on the Map panel.	The dispatch that contains the task is highlighted in the Dispatches panel.
	An officer task on the Officers panel.	The dispatch that contains the officer task is highlighted in the Dispatches panel.
DETAILS	A dispatch pin on the Map panel.	The details of the dispatch are displayed in Details panel.
	A dispatch in the Dispatches panel.	The details of the dispatch are displayed in the Details panel.
CREATE TASK	A dispatch pin on the Map panel.	Allows you to modify or create an officer task for that dispatch in the Create Task panel.
	A dispatch in the Dispatches panel.	Allows you to modify or create an officer task for that dispatch in the Create Task panel.
SOP (STANDARD OPERATING PROCEDURE)	A dispatch pin on the Map panel.	Loads any associated SOP in the SOP panel, if available.
	A dispatch in the Dispatches panel.	Loads any associated SOP in the SOP panel, if available.
OFFICERS	An officer pin on the Map panel.	The officer is highlighted in the Officers panel.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
OFFICERS	An assigned officer task pin on the Map panel.	The assigned officer is highlighted in the Officers panel.
	An assigned officer task in the Dispatches panel.	The assigned officer is highlighted in the Officers panel.
ORGANIZATIONS	An organization task in the Dispatches panel.	The assigned organization is highlighted in the Organizations panel.
MAP	A dispatch in the Dispatches panel.	The Map is panned to focus on the dispatch pin.
	An officer task in the Dispatches panel.	The Map is panned to focus on the officer task pin.
	An organization task in the Dispatches panel.	The Map is panned to focus on the organization task pin.
	An organization task in the Organizations panel.	The Map is panned to focus on the organization task pin.
	An officer in the Officers panel.	The Map is panned to focus on the officer pin.
	An officer task in the Officers panel.	The Map is panned to focus on the officer task.
LOCATION	An officer task pin in the Map panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the Location panel.
	A dispatch pin in the Map panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the Location panel.
	A location pin in the Map panel.	Loads the details, dispatches, and tasks for that location in the Location panel.
	A dispatch in the Dispatches panel.	Loads the details, dispatches, and tasks at the location of the selected dispatch in the Location panel.

PANEL/COMPONENT	CLICKED/SELECTED ITEM	RESULT
LOCATION	An officer task in the Dispatches panel.	Loads the details, dispatches, and tasks at the location of the selected officer task in the Location panel.
	An officer with an assigned Last Known Location in the Officers panel.	Loads the details, dispatches, and tasks at the last known location of the selected officer in the Location panel.
MESSAGES	A dispatch in the Dispatches panel.	Highlights the associated dispatch conversation (if you're a participant) in the Messages panel.
	A dispatch pin on the Map .	Highlights the associated dispatch conversation (if you're a participant) in the Messages panel.

Locations

In Dispatch, locations are used primarily to:


- Select the whereabouts of a dispatch.
- Select the whereabouts of a dispatch-related task.
- Set an officer's last known location in the **Officers** panel.

Locations must have unique GPS coordinates in order to be saved in Dispatch. This is because when a location is selected for a dispatch, task, or officer, that location will be shown on the **Map** panel, using the coordinates saved to the location.

When a dispatch is closed and moved to Perspective as an activity, the location's address details will automatically populate in the **Location** section of the activity and the location's name, address, and coordinates will appear in the **Description** field. Your Dispatch administrator can also link locations to your Perspective site rollups. Doing so will automatically populate site information on the activity record, making it easier to track and analyze activities by site.

For more information about locations, see the [Dispatch 5.0: What Are Locations?](#) article on our Resolver Support site.

Quick Add Locations

Locations are generally created and edited by your Dispatch administrator, however, as a dispatcher, you have the ability to quick add locations through various panels by clicking the  icon in the locations field, placing a pin on the map, then entering a name for the location.

When locations are created using this method, only the name, address, and latitude and longitude are saved to the location. Because it's possible to save multiple locations with the same name and because the address and coordinates fields are populated based on the placement of the pin on the map, the data may be inaccurate. Therefore, **it's recommended that locations are created through the panels only when necessary and after consulting with your Dispatch administrator.**

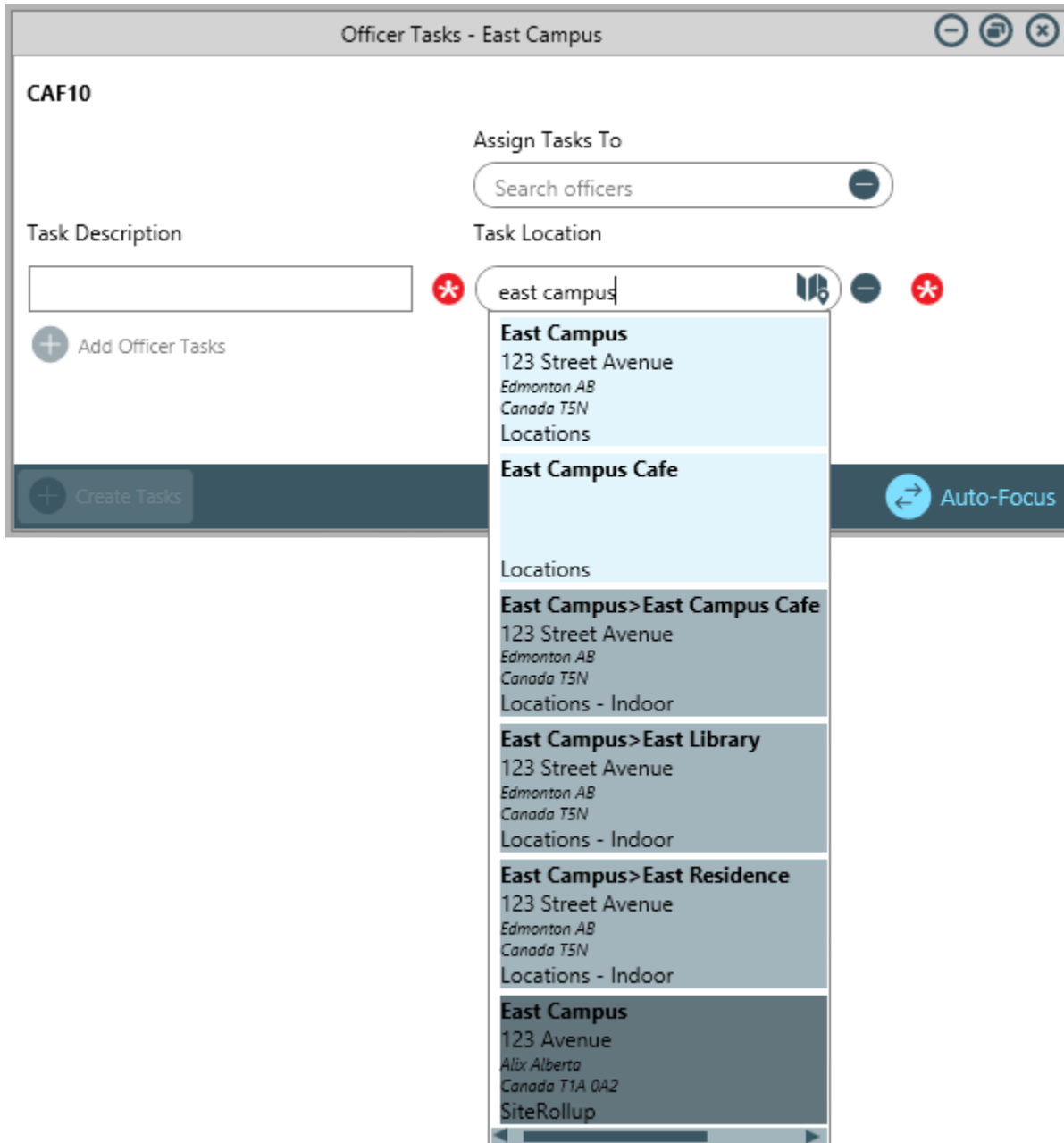


To avoid multiple locations with the same name and/or inaccurate address and coordinate data, it's recommended that dispatchers avoid quick adding locations whenever possible. If locations are created using this method, they should be reviewed and edited by a Dispatch administrator to ensure the data is accurate. See the [Dispatch Administrator's Guide](#) for more information on editing locations.

Location Search Results

When entering search criteria for a location in various panels, each type of location (location, indoor location point, or site rollup) is labelled and color coded:

- **Light blue:** A saved Dispatch location, labelled as **Locations**.
- **Gray:** An indoor location point, labelled as **Locations - Indoor**.
- **Dark gray:** A Perspective site rollup, labelled as **SiteRollup**.



Color coded and labelled search results, displaying locations, indoor location points, and site rollups.

Perspective Site Rollups

Any new or existing site rollups in Perspective (including parent, sibling, or child sites), will appear in Dispatch as individual search results when entering applicable criteria in the location fields of various panels. These sites will appear in the search results, but they are **not** saved locations in Dispatch.




Perspective sites can be saved as locations by following the instructions below. However, it's recommended that dispatchers avoid creating locations from sites whenever possible, as a Dispatch administrator will need to review and/or edit locations created by dispatchers.

In order for sites to be saved as locations in Dispatch, **the sites must have unique latitude and longitude coordinates saved to their records in Perspective and the site must be selected as the location of a new dispatch from the Create Dispatch panel only.** Selecting a site in an alternate panel or selecting a site without unique coordinates will not save the site as a location.

Sites with no coordinates saved to their records will also appear in the search results. Because Dispatch will automatically assign a 0,0 value to their latitude and longitudes, you may save **one** of these sites as a location, however, this location will not accurately appear in the **Map** panel, nor will you be able to save any subsequent sites that have no saved coordinates, as the 0,0 latitude and longitude will no longer be unique.

Once the site is saved as a location, any address information saved to the site will automatically be saved to the location's **Address Details** and the location will be linked to its original Perspective site. When a dispatch at that location is closed, the linked site is automatically populated in the activity record in Perspective. See the [Dispatch Administrator's Guide](#) for more information on **Address Details** and linking to a Perspective site.

To save a Perspective site as a Dispatch location:

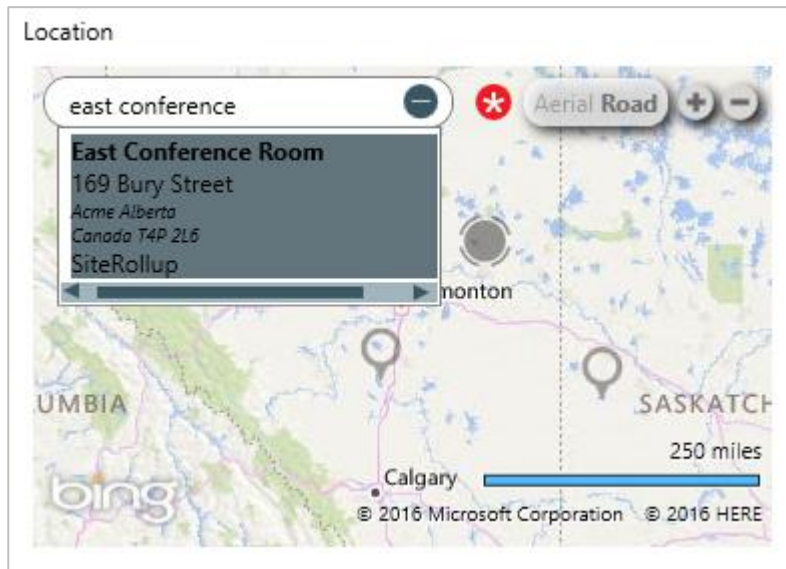
1. Click  **Create** in the ribbon on the home screen.
2. Complete the mandatory fields and any optional fields as needed.

The **Create Dispatch** panel.


3. Enter search criteria in the **Search locations** field. Sites will appear in the search results as a **dark gray color** with a **SiteRollup** label.



You cannot save sites that don't have unique latitude and longitude coordinates saved to their record in Perspective. Sites that **do not** have unique coordinates will still appear in the search results, but you will not be able to select those sites and create a new location.



The **Location** section of the **Create Dispatch** panel. The search term "east conference" was entered into the **Search locations** field and returned the **East Conference Room** site rollup.

4. Click the search result to select that location.
5. Click  **Create**.

After completing the above steps, contact your Dispatch administrator to advise that you created a location so he or she can review and edit the location as needed.

Officers

Officers are the security personnel who are dispatched to the scene of an activity to complete tasks. As a dispatcher, you can bring officers on and off duty, assign teams and call signs, set statuses and locations, as well **assign tasks** and **dispatch officers**.



Bring officers on duty before you create any tasks to quickly assign and dispatch officers once calls come in.

Bring an Officer On Duty

An on duty officer is an officer who is available to be dispatched to the scene of an activity.

Bring On Duty - East Campus


Search Show All All Teams

Officer Name	Call Sign	Team	Ready for Duty
Lavigne, Ellen			✘
Suarez, Leslie	E-4	Cafeteria	✔
Trapp, Langston	E-4	Laboratory	✔
Vogel, Justin			✘

Officer Name	Call Sign	Team
Lipscomb, Roger	E-3	Residence
Spradlin, Renata	E-2	Library


The **Bring On Duty** window. Officers in the left column are **off duty**, while officers in the right column are **on duty**.

To bring an officer on duty:



1. Click  in the **Officers** panel to open the **Bring On Duty** window.
2. **Optional:** Enter an officer's name in the **Search** field to show only that officer in the left column of the window.






Off duty officers will appear in the left column of the **Bring On Duty** window while on duty officers appear in the right column. You can filter which on duty officers are displayed in the right column by selecting a team from the dropdown menu in the top right of the window.

3. **Optional:** Click the  icon next to **Show All** to show all available officers from all operational zones. By default, only officers with your current operational zone set as their default zone will appear in the left column of the **Bring On Duty** window, but clicking **Show All** will display all the available officers who have been granted permission to work in your current operational zone.
4. Select a call sign from the **Call Sign** dropdown menu.
5. Select a team from the **Team** dropdown menu.



The  icon indicates that mandatory information has not yet been entered in the column to the left. When the required information has been validated and the officer is ready to be brought on duty, the  will appear in the **Ready for Duty** column.

6. Click to select the officer then click  icon to move the officer to the right column and bring them on duty. If you're bringing multiple officers on duty at once, hold down the **Ctrl** key and click to select multiple officers, then click the  icon.
7. Repeat 2-7 to continue to bring officers on duty as needed.
8. Click the  icon to close the window when finished.


Take an Officer Off Duty



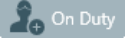

When an officer is off duty, it means he or she is no longer available to be dispatched. Taking an officer off duty when he or she is assigned a task will revert their task back to **Unassigned**.

To take an officer off duty, select one of the following methods:

Method 1 - Officers Panel

1. Click an officer's name in the **Officers** panel.
2. Click  or right-click the officer's name and select **Off Duty**.


Method 2 - Bring Officer On Duty Window

1. Click  in the **Officers** panel to open the **Bring On Duty** window.
2. Select the officer you want to take off duty from the right column of the window. If you're taking multiple officers off duty, hold down the **Ctrl** key and click to select those officers.
3. Click the  icon to move the officer to the left column and take them off duty.

Change an Officer's Status

Setting an officer's status what appears in the **Status** column of the **Officers** panel. By default, when an officer is brought on duty, his or her status is set to **Available**.



To set an officer's status:

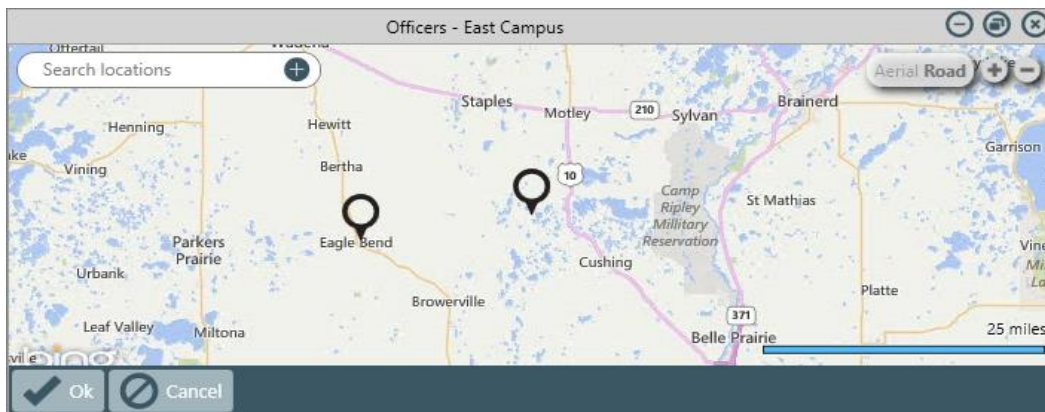
1. Click the officer's name in the **Officers** panel.
2. Click  or right-click the officer's name.
3. Select a status from the menu that appears.

Set an Officer's Location


Setting an officer's location will help you keep track of that officer when assigning tasks and sending officers to the scene of an activity. When setting an officer's location, you can select locations that have been created and saved by your administrator or create new locations. Once set, the location will appear in the **Last Known Location** column of the **Officers** panel.

To set an officer's location:

1. Click an officer's name in the **Officers** panel.
2. Click .
3. Click the  icon in the search field to open the map.



The map that appears after clicking the  icon.


4. Select a location using one of the following methods:
 - Enter search criteria in the **Search locations** field to find a saved location;
 - Click a pin on the map to select that location; or
 - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search location** field).



Before creating a new location, see [Quick Add Locations](#) for important information.

5. Click .



You can also click , enter search terms in the field that appears, then click a search result to select that location.


Reset an Officer Alerts

Officer alerts determine the amount of time an officer is allowed to be in a certain status (i.e. Available, Assigned, On Route, On Scene, or Busy) and can be created based on the location and the busy status of the officer (e.g. Break, Emergency, Lunch). Officer alerts are created by your administrator, but they can be reset if needed in order to restart the timer.

For example, if your administrator created an officer alert for an On Route status with an allowed time of five minutes, once an on duty officer's status is set to On Route, a timer will appear in the **Time Elapsed** column of the **Officers** panel that will begin counting down from 0:00:00 to 0:05:00, indicating the officer has five minutes to change his or her status.

Resetting the alert will restart the timer at 0:00:00. If an officer alert has been created for a particular status, location, or priority, a timer will still display in the **Time Elapsed** column of the **Officers** panel, which may also be reset.

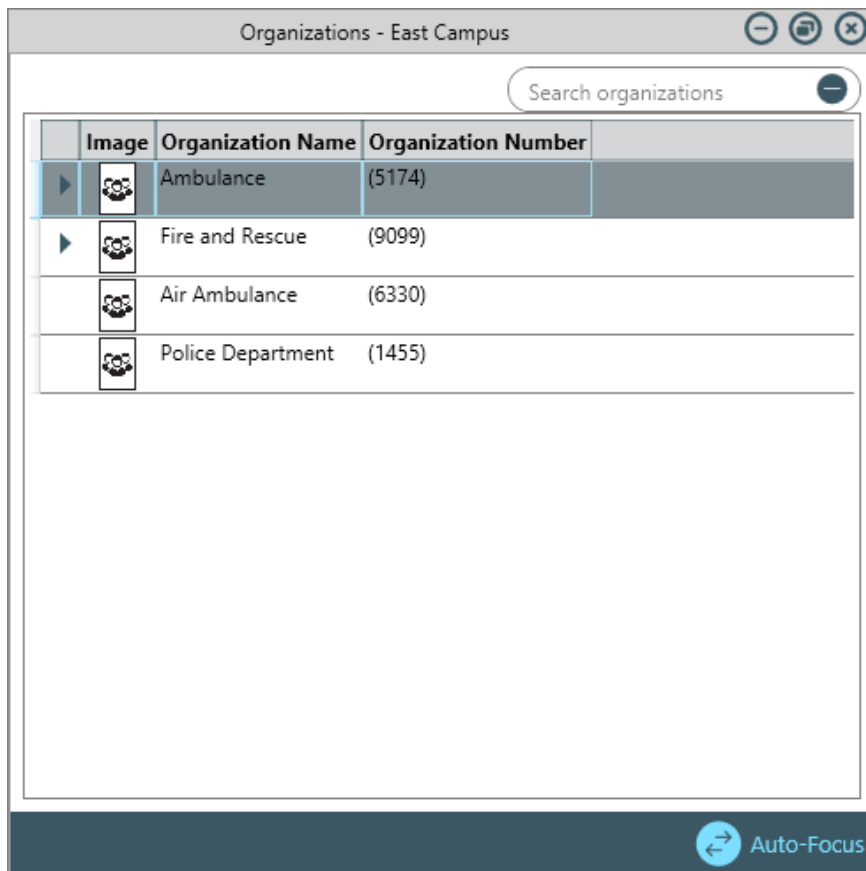
To reset an officer alert:

1. Select an officer in the **Officers** panel.
2. Click  or right-click an officer and click **Reset Alert**.

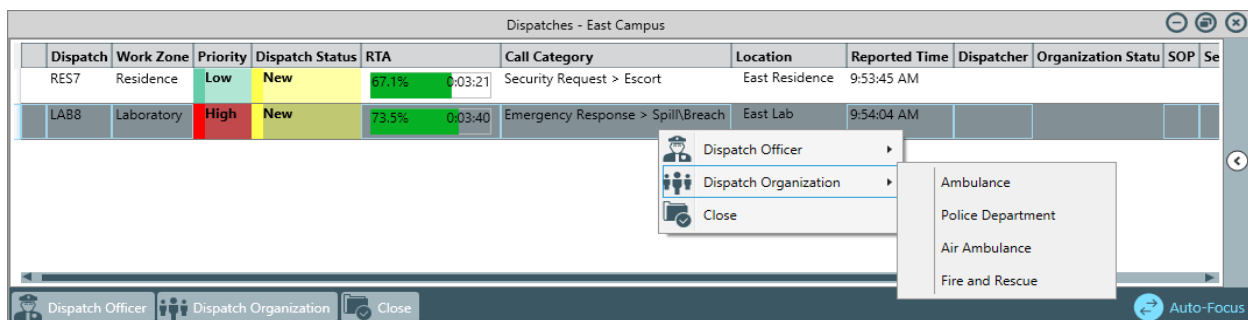
Organizations

An **organization** is an agency, such as the local police or fire department, that may need to be dispatched the scene of an activity. Organization records are created and configured in Perspective, however, you can add these records to Dispatch to make them **available organizations** (organizations that you can quickly select to dispatch to the scene of an activity).

This chapter outlines how to add an organization for quick and easy dispatch. For more information on service requests or organization logs, see [Service Requests](#) or [Organization Logs](#).



The **Organizations** panel displaying available organizations.




The **Dispatch Organization** right-click menu displaying previously linked organization in the **Dispatches** panel.

Add Available Organizations

Organization records are created and maintained in Perspective, but linking an organization record to Dispatch makes it an **available organization**, which is an agency, such as the police or fire department, that you can quickly select to dispatch to the scene of an activity. Once organizations are added to Dispatch, they appear in the **Organizations** panel as well as appear as options when you click **Dispatch an Organization**.

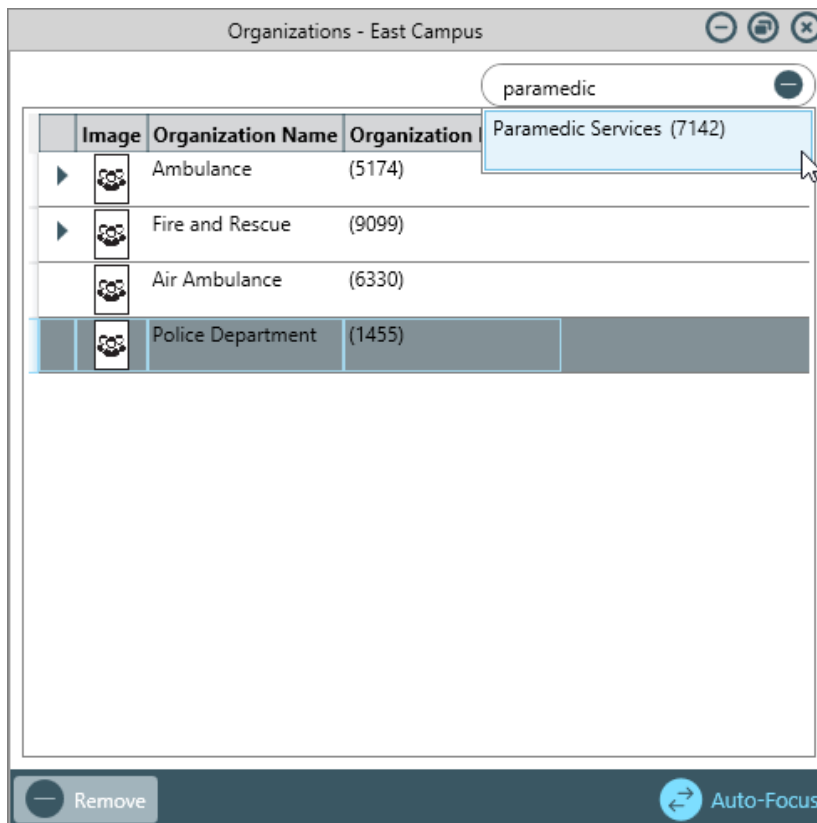
To add an available organization:

1. Click  **Organizations**.
2. Enter search criteria in the **Search Organization** field.



Only organization records that have been created and saved in Perspective will appear in the search results.

3. Click a search result to add that organization.





The **Organizations** panel showing search results based on the criteria entered in the **Search Organizations** field.

Remove an Available Organization

Removing an **available organization** means that organization will no longer appear in the **Organizations** panel or the list of available organizations when you click **Dispatch an Organization**.

To remove an available organization:

1. Click  **Organizations**.
2. Click to select the organization you want to remove.
3. Click .



You **cannot** remove organizations with a **Responding** or **On Scene** status on an active dispatch. Clear all outstanding tasks to remove the organization.

Dispatches

A dispatch is an activity that requires the attention and assistance of an officer(s) and/or organization(s). Records of these activities can be created as calls come in or as a **scheduled dispatch**.

This chapter outlines how to create a dispatch and record its location, priority, and description. See [Tasks](#), [Dispatch an Organization](#), [Service Requests](#), [Person Logs](#), [Organization Logs](#), [Vehicle Logs](#), [Item Logs](#), [Attachments](#), and [Messages](#) for more information on additional functions available once a dispatch has been created.

The screenshot shows a web application window titled "Create Dispatch - East Campus". The interface is organized into several sections:

- Work Zone:** A dropdown menu.
- Template:** A search bar labeled "Search templates".
- Call Category:** A search bar labeled "Search code or category" and three dropdown menus.
- Priority:** A dropdown menu.
- Call Source:** A dropdown menu.
- Initiated By Person:** A search bar labeled "Search persons".
- Contact Number:** A text input field.
- Location:** A map of the central United States (North Dakota, Minnesota, South Dakota, Wisconsin) with a search bar "Search locations" and "Aerial Road" view options. A black circle is centered on the map.
- Description:** A large text area.
- Initial Notes:** A large text area.

At the bottom left, there is a "+ Add Officer Tasks" button and a "+ Create" button.

A blank **Create Dispatch** panel.


Create a Dispatch

Once a dispatch is created, it'll be assigned a dispatch number and appear in the **Dispatches** panel.



To view your most recently created dispatches at the top of the **Dispatches** panel, click the **Reported Time** column to arrange the dispatches by newest to oldest. To arrange by oldest to newest, click the **Reported Time** column again.

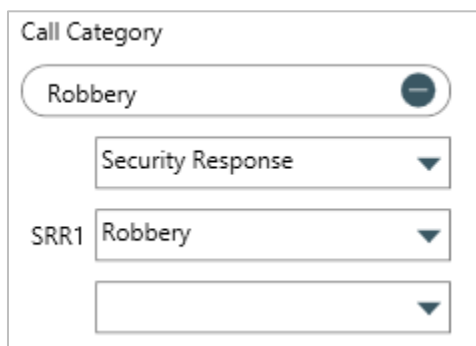
To create a new dispatch:

1. Click  **Create** in the ribbon.
2. Select a work zone from the **Work Zone** dropdown menu.



Work zones refer to the area where a dispatch is occurring (e.g. the cafeteria) and are created and configured by your Dispatch administrator.

3. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the panel.
4. Enter search criteria in the **Call Category** field or use the dropdown menu to select a call category (e.g. Security Response, Emergency, Property, etc.).
5. **Optional:** Use the additional two dropdown menus in the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.




Call Category

Robbery

Security Response

SRR1 Robbery

The **Call Category** section.

6. Select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu if a priority wasn't automatically selected with the **call category** or if you want to overwrite this selection.
7. **Optional:** Select a call source (e.g. Alarm, Phone Call, Email, etc.) from the **Call Source** dropdown menu.
8. **Optional:** Enter search criteria in the **Initiated By Person** field to locate the record of the person who provided the initial dispatch information.
9. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.
10. Enter a location in the **Location** section by choosing one of the following methods (if you need to select an **indoor location point**, see step 11):
 - Enter search criteria in the **Search locations** field, then select the location from the search results;
 - Click a pin on the map to select that location; or
 - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

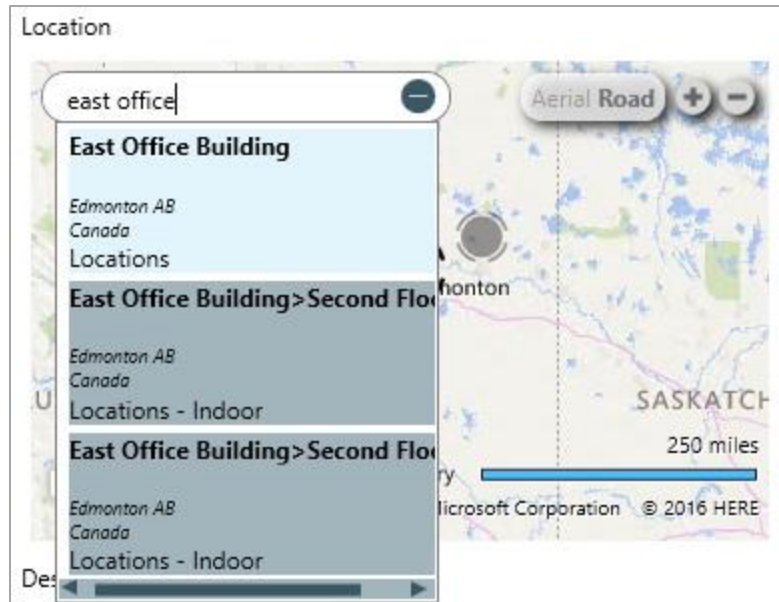


Before creating a new location, see [Quick Add Locations](#) for important information.



A new location pin after clicking the  icon in the **Search locations** field.

11. If you need to select an **indoor location point**:
 - a. Enter search criteria in the **Search locations** field.

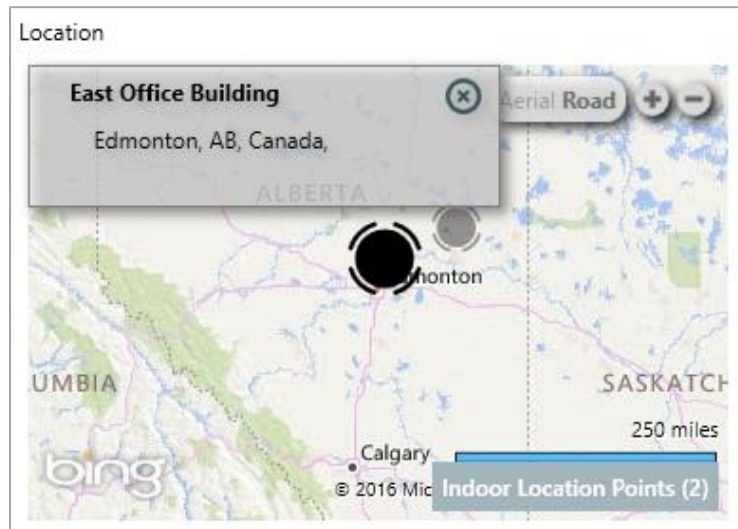


Search results in the **Search locations** field displaying a **master location** and two **indoor location points**.



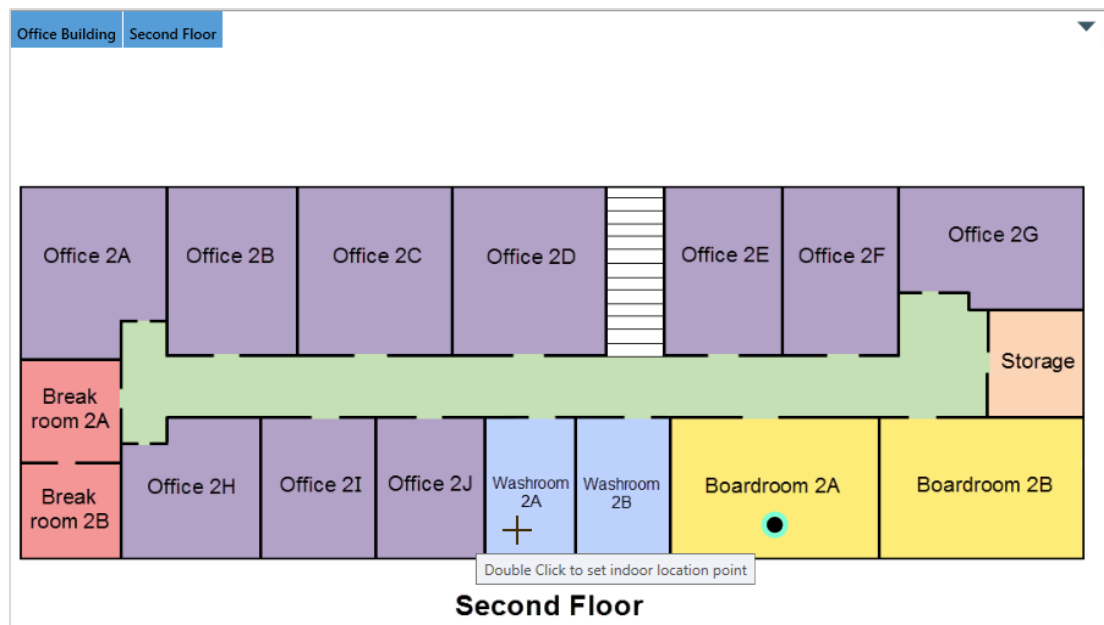
You can search for the name of the **master location** (the main location with indoor location points saved inside) or by the name of the **indoor location point**, which will appear in the search results with breadcrumbs (e.g. Office Building>Second Floor>Boardroom).


- b. Click **Indoor Location Points** at the bottom right of the map or, if an image is uploaded, the photo, floorplan, or map assigned to the indoor location point on the bottom right corner of the map.



A saved location selected in the map of a new dispatch. Clicking **Indoor Location Points** will display the indoor locations.

- c. Double-click an area in the image to set a new **indoor location point** or click the  icon to reveal more indoor locations, then double-click to set a new indoor location.




An indoor location point. Clicking the  icon will show the indoor location point saved in a master location (e.g. Boardroom 2A) while double-clicking anywhere on the image will create a new indoor location point.

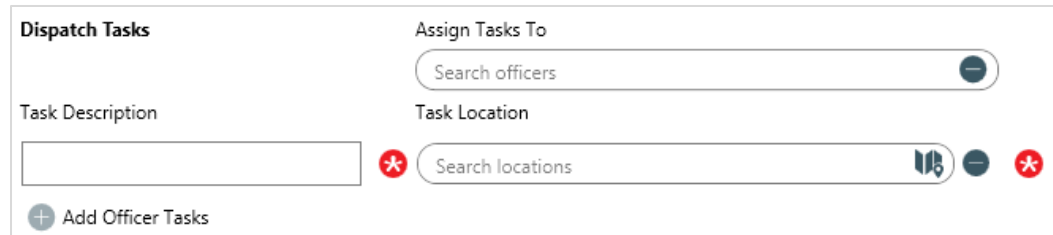


Return to previous location points by clicking the blue tabs at the top-right or the  icon at the top left to return to the map.




12. **Optional:** Enter a description of the dispatch in the **Description** field.

13. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the **dispatch conversation**.
14. **Optional:** To add officer tasks:

- Click  **Add Officer Tasks** to reveal the **Dispatch Tasks** section.



The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.

- Enter a description in the **Task Description** field.
- Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you want to assign the task to.
- Select a location by using one of the following methods:
 - Enter search criteria in the **Search locations** field to find and select a previously saved location.
 - Click the  icon, then click a location pin on the map to select that location.
 - Create a new location by clicking the  icon then the  icon in the **Search location** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see **Quick Add Locations** for important information.

- Repeat steps a-e to create more officer tasks as needed.



There are several other ways you can create officer tasks. See **Tasks** for additional methods.

15. Click  **Create**.

The **Create Dispatch** panel with dispatch information entered and an **indoor location point** selected.

Edit a Dispatch

If needed, you can edit the general details of an active dispatch through the **Details** panel, including the:

- Dispatcher;
- Call category;
- Priority;
- Call source;

- Name and contact number of the person who initiated the call;
- Location; and
- Description.

The screenshot shows a software interface titled "Details - East Campus". At the top, it displays "RES10 - Friday April 01 2016" and "12:02 PM". Below this is a status bar with buttons for "New", "Unassign", "Assigned", "On Route", "On Scene", and "Cleared". A progress indicator shows "77.7%" and a timer "0:03:52". To the right, it lists "Work Zone: Residence", "Call Entered By: Lavigne, Ellen", and a "Dispatcher" search field.



The main area is divided into several sections:


- Call Category:** Includes a dropdown menu set to "Vehicle Lock Out", a "General Assistance" dropdown, and a "GA04" dropdown also set to "Vehicle Lock Out".
- Priority:** A dropdown menu set to "Low".
- Call Source:** A dropdown menu set to "Hotline".
- Initiated By Person:** A search field with "Search persons" and a dropdown arrow.
- Contact Number:** An empty text input field.
- Location:** A map showing "East Parking Lot" with a location pin. The map includes labels for "ALBERTA", "SASKATCHEW", "Edmonton", and "Calgary". A scale bar indicates "250 miles".
- Description:** An empty text input field.

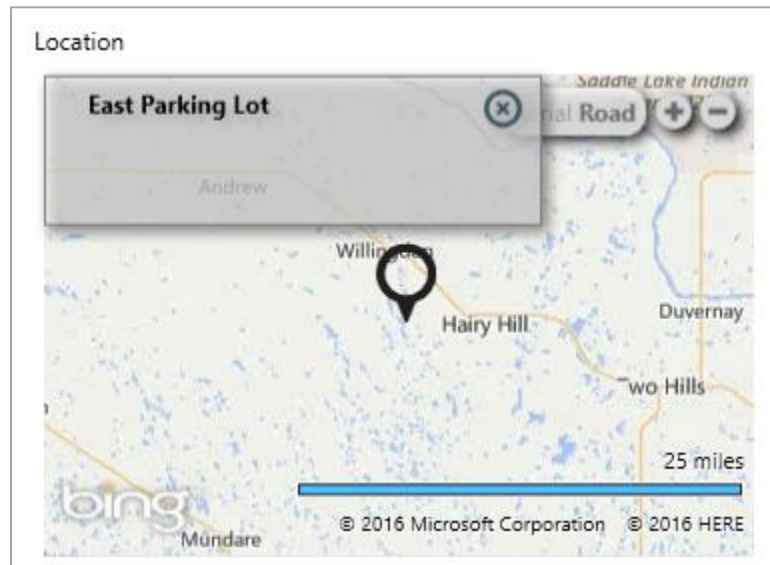
At the bottom right, there is an "Auto-Focus" button.


The **Details** section of the **Details** panel showing the general information of an active dispatch.


To edit the general details of a dispatch:

1. Double-click the dispatch or click to select the dispatch in the **Dispatches** panel, then click  **Details** in the ribbon.
2. Open the  **Details** section of the panel if it isn't already open.
3. Edit any fields as needed.
4. To change the location of the dispatch:

- a. Click the  icon next to the current location in the **Location** section.



The currently selected location in the **Location** section in the **Details** panel. Clicking the  icon will allow you to choose another location.

- b. Select a new location by choosing one of the following methods:
- Enter search criteria in the **Search locations** field, then select the location from the search results;
 - Click a pin on the map to select that location; or
 - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see [Quick Add Locations](#) for important information.

Delete a Dispatch

Once a dispatch has been created, it **cannot** be deleted. However, you can **close** a dispatch as long as that dispatch has no outstanding tasks.

Close a Dispatch

When dispatches are closed, they're stored in the **Closed** panel, where they're retained for a certain amount of time specified by your administrator. Closed dispatches are also moved to Perspective where they're saved as activities in the Data Forms.



Only dispatches with a **New** or **Cleared** status with no outstanding tasks can be closed.

Record Owner RES-8

Eva Lockett

Notes

Please ensure follow up report is provided by Officer Vogel regarding the damage to the front entry way.


Report to Follow

Yes No

Close Cancel

The **Close Dispatch** window.

To close a dispatch:

1. Click a dispatch the **Dispatches** panel.
2. Click  or right-click the dispatch, then click **Close**.
3. **Optional:** Enter search criteria to select an alternate user in the **Record Owner** field. This user will appear as the **Record Owner** in the **Controls** tab of the Perspective activity.
4. **Optional:** Enter any notes about the dispatch, including instructions for a report or follow up task that may need to be completed after the dispatch is closed. These notes will appear in the **Activity Notes** section of the record in Perspective.
5. **Optional:** Click the radio button next to **Yes** if a follow up assignment or report is required after the dispatch has been closed. Doing so will change the status of the Perspective activity as **Open – Report Required** and identify which user(s) created the record and dispatched officers in the **Call Taken By** and/or **Dispatched By** fields.

6. Click  Close .

Scheduled Dispatches

Scheduled dispatches are dispatches that are expected to occur in the future. You can view exactly when upcoming dispatches are scheduled by viewing the **Daily**, **Weekly**, and **Monthly** calendars in the **Schedule Dispatch** panel.

Once a scheduled dispatch is created, it will appear in the **Dispatches** panel at the specified date and time. Scheduled dispatches can be scheduled to occur once or recur daily, weekly, or monthly.






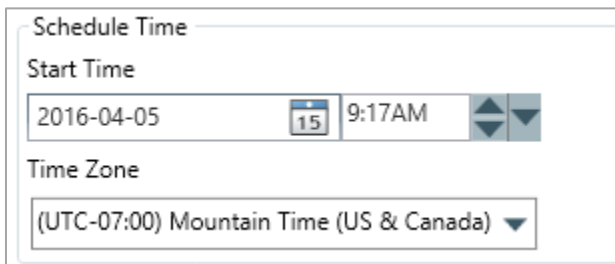
In order to use this feature, the **Dispatch Scheduling Service** must be installed, configured, and activated on the application server. Contact your IT team to confirm if the service has been implemented. If the service has been correctly implemented, but you're experiencing issues, contact **Resolver Support**.

The **Schedule Dispatch** panel displaying a previously saved scheduled dispatch.



Create a Scheduled Dispatch

To create a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Click the  **Create** icon in the pane to the left.
3. Type a date or click the  icon to use the calendar to select the date under **Start Time**.







The **Schedule Time** section displaying the **Start Time** and **Time Zone** fields.

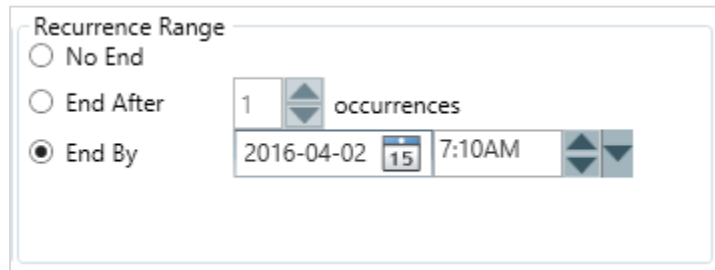
4. Type a time or use the  and/or  arrows to select a time under **Start Time**.
5. Select a time zone from the dropdown menu under **Time Zone**.




If the dispatch is due to occur in another time zone, you must either select that time zone or make the adjustment under your time zone. For example, if a dispatch is scheduled to occur at 10:00 a.m. Eastern Daylight Time, but your location's time zone is Pacific Daylight Time, you must either enter a 10:00 a.m. start time under the **Eastern Time (US & Canada)** time zone or enter a 7:00 a.m. start time under the **Pacific Time (US & Canada)** time zone.

6. **Optional:** Select **Daily**, **Weekly**, **Monthly**, or **Yearly** under **Recurrence** if you want this scheduled dispatch to occur more than once. If you selected **None**, skip steps 7 and 8.
7. If you selected a **Daily**, **Weekly**, **Monthly**, or **Yearly** recurrence in step 6, make one of the following selections under **Recurrence Range**:
 - **No End:** Selecting this option means the dispatch will recur indefinitely.

- **End After:** Selecting this option means the dispatch will recur a specific number of times. If you select this option, type a number or use the  arrows to select the number of occurrences.
- **End By:** Selecting this option means the scheduled dispatch will recur until a certain date and time. If you select this option, type a date or click the  icon to use the calendar to select the date, then type a time or use the  and/or  arrows to select a time.



The **Recurrence Range** section.

8. Select **Every** or **Every weekday (Mon-Fri)** to specify which days the scheduled dispatch should recur. If you selected **Every**, type or use the  arrows to select a number of days (e.g. Entering 3 means the dispatch will occur every three days).



The **Recurrence** section where you may select which days the scheduled dispatch will recur.



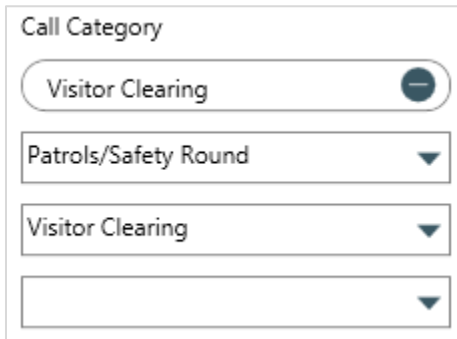
The **Recurrence Range** and **Recurrence** (days) sections are hidden if **None** is selected in the **Recurrence** section.

9. Enter a name for the dispatch in the **Schedule Dispatch** field.
10. Select a work zone in the **Work Zone** field.




Work zones refer to the area where a dispatch is occurring (e.g. the cafeteria) and are created and configured by your Dispatch administrator.

11. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the new dispatch.
12. Enter search criteria in the **Call Category** field or use the dropdown menu to select a call category (e.g. Patrols).
13. **Optional:** Use the additional two dropdown menus under the **Call Category** section to select sub-call categories, if available. The last selection made in these dropdown menus will automatically populate the **Call Category** field.



The screenshot shows a form section titled "Call Category". It contains a search input field with the text "Visitor Clearing" and a clear button (minus sign). Below the search field are three dropdown menus. The first dropdown menu is open, showing "Patrols/Safety Round" with a downward arrow. The second dropdown menu is open, showing "Visitor Clearing" with a downward arrow. The third dropdown menu is empty with a downward arrow.


*The **Call Category** section.*


14. If a priority hasn't already been selected based on the **Call Category** or you wish to overwrite this selection, select a priority (e.g. High, Medium, Low) from the **Priority** dropdown menu.
15. **Optional:** Select a call source (e.g. Phone Call, Email, etc.) from the **Call Source** dropdown menu.
16. **Optional:** Enter search criteria in the **Initiated By Person** field to locate and select the record of the person who provided the initial dispatch information.
17. **Optional:** Enter a phone number for the person who provided the initial dispatch information in the **Contact Number** field.
18. Enter a location in the **Locations** section by choosing one of the following methods:
 - Enter search criteria in the **Search locations** field, then select the location from the search results;
 - Click a pin on the map to select that location; or
 - Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see **Quick Add Locations** for important information.





A new location pin added after clicking the  icon in the **Search locations** field.

19. **Optional:** Enter a description of the dispatch in the **Description** field.
16. **Optional:** Enter notes about the dispatch in the **Initial Notes** field. Any information entered in this field will generate an initial message in the **dispatch conversation**.
20. **Optional:** To add officer tasks:
 - a. Click  **Add Officer Tasks**.
 - b. Enter a description in the **Task Description** field.

Dispatch Tasks

Task Description



 Add Officer Tasks

The **Dispatch Tasks** section of the **Schedule Dispatch** panel.



- c. Repeat steps a-b to create more officer tasks as needed.



Once all the required fields have been entered, the scheduled dispatch will be automatically saved by the application.




Edit a Scheduled Dispatch

To edit a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Open  **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to edit from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.
4. Edit any fields as needed.

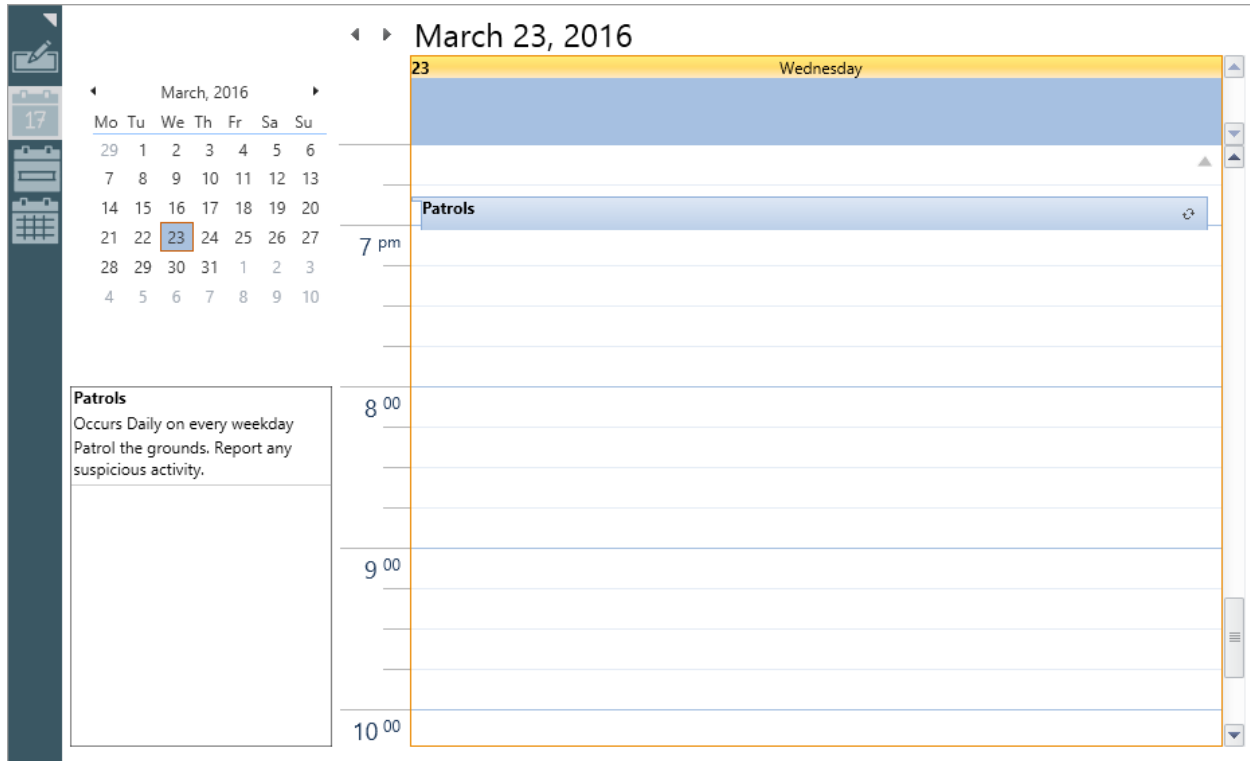
Delete a Scheduled Dispatch

To delete a scheduled dispatch:

1. Click  **Schedule** in the ribbon.
2. Open  **List of Schedules** if it isn't already open.
3. Click the scheduled dispatch you want to delete from the pane to the left or enter search criteria in the **Search** field to locate the dispatch.
4. Click the  icon next to the selected dispatch in the pane to the left.
5. Click **Yes** to confirm.



View the Daily Calendar of Scheduled Dispatches

The **Daily Calendar** in the **Scheduled Dispatch** panel displays an hourly list of any scheduled dispatches for a selected day.



The **Daily Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.

To view the Daily Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Daily Calendar**.
3. Select a date from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the daily calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.



View the Weekly Calendar of Scheduled Dispatches

The **Weekly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected week.

The screenshot displays the 'Weekly Calendar' interface for the week of March 21-27, 2016. The calendar grid shows days from Monday to Sunday. A 'Patrols' entry is visible on Wednesday, March 23rd, at 7 pm. The entry is highlighted with a black border. To the left of the calendar is a sidebar with navigation icons. Below the calendar is a details window for the selected 'Patrols' entry, which includes the text: 'Patrols', 'Occurs Daily', and 'Patrol the grounds. Report any suspicious activity.'

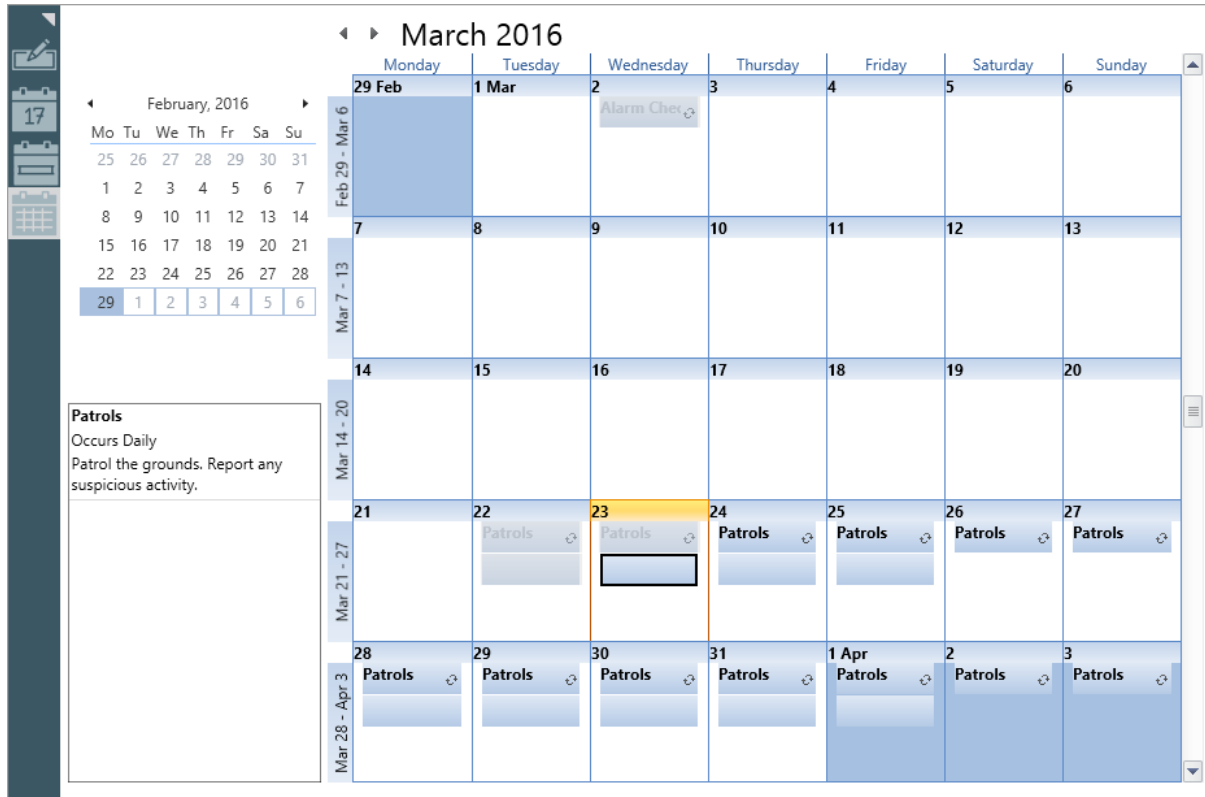
The **Weekly Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.

To view the Weekly Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Weekly Calendar**.
3. Select a week from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in weekly calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.



View the Monthly Calendar of Scheduled Dispatches

The **Monthly Calendar** in the **Scheduled Dispatch** panel displays a list of any scheduled dispatches for a selected month for the current year or future years.



The **Monthly Calendar** in the **Schedule Dispatch** panel. Clicking on an entry in the calendar will display the general details of the scheduled dispatch in the window to the bottom left.

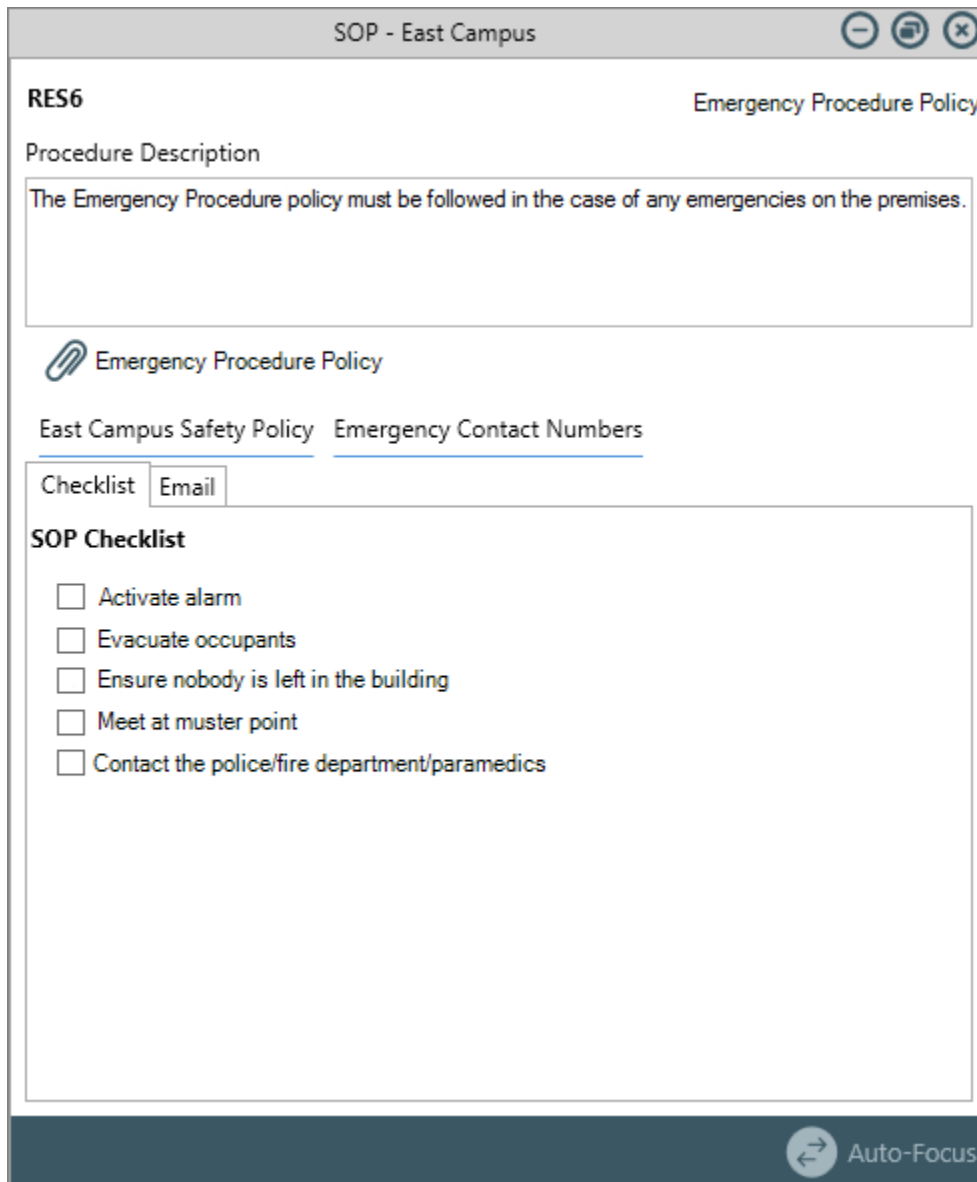
To view the Weekly Calendar:

1. Click  **Schedule** in the ribbon
2. Click  **Monthly Calendar**.
3. Select a month from the calendar to the left.
4. If necessary, scroll down to locate the hour you want to view.
5. Click an entry in the monthly calendar to view the frequency and description of the scheduled dispatch.
6. Double-click the entry to view or edit the details of the scheduled dispatch.

SOPs (Standard Operating Procedures)

An **SOP (Standard Operating Procedure)** is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information. The SOP feature also allows you to email others in your organization to share announcements, provide instructions, or share any other important information during an activity.

SOPs are created in Perspective and are activated in Dispatch when a dispatch **exactly** matches the Call Category and/or site criteria specified in Perspective.



The **SOP** panel. The dispatch number is displayed in the top left of the window and the name of the SOP is displayed in the top right of the window.



View the SOP

In order for an SOP to appear in Dispatch, the dispatch must **exactly** match the criteria entered into the SOP in Perspective (i.e. Call Category and/or site).



If a site has been specified in the SOP criteria in Perspective, the SOP will not appear in Dispatch unless the dispatch's selected location is linked to the same Perspective site. Linking to a Perspective site is done by a Dispatch administrator through the location's settings.


To view the SOP checklist:

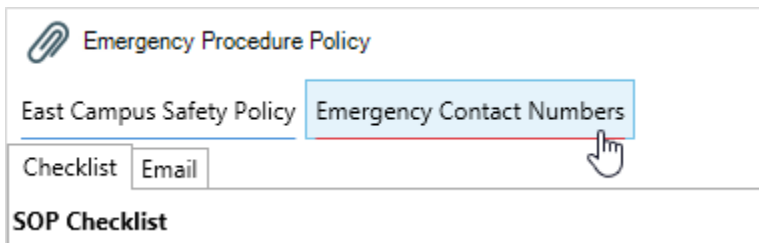
1. Open the **SOP** panel by:
 - Clicking the  icon in the **SOP** column of the **Dispatches** panel; or
 - Selecting the dispatch with an associated SOP in the **Dispatches** panel, then clicking  **SOP** in the ribbon.
2. Click the checkboxes under **SOP Checklist** to mark off the steps that have been completed.

A screenshot of a software interface showing a 'Checklist' tab. Below the tab is a section titled 'SOP Checklist' containing five items, each with a checkbox: 'Activate alarm' (checked), 'Evacuate occupants' (checked), 'Ensure nobody is left in the building' (checked), 'Meet at muster point' (unchecked), and 'Contact the police/fire department/paramedics' (unchecked).

Checklist	Email
SOP Checklist	
<input checked="" type="checkbox"/>	Activate alarm
<input checked="" type="checkbox"/>	Evacuate occupants
<input checked="" type="checkbox"/>	Ensure nobody is left in the building
<input type="checkbox"/>	Meet at muster point
<input type="checkbox"/>	Contact the police/fire department/paramedics

Tasks to be completed under an SOP. Completed steps can be marked as complete by selecting the checkboxes.

3. Click the  icon to download any attachments.
4. Click any links to open the link in a new window. Links appear underlined.



Attachments and links in the **SOP** panel. If there are no attachments or links, this section of the panel will be blank.

Send an SOP Email

If needed, you can send emails to others in your organization with important SOP-related information. The email feature is available only on dispatches with an associated SOP.





You will not be able to send any SOP-related emails if the email feature hasn't been configured in Perspective.

The **Email** tab in the **SOP** panel.

To send SOP-related emails:

1. Open the **SOP** panel by:

- Clicking the  icon in the **SOP** column of the **Dispatches** panel; or
 - Selecting the dispatch with an associated SOP in the **Dispatches** panel then clicking  **SOP** in the ribbon.
2. Click the **Email** tab.
 3. Enter the recipient email addresses in the **To** and **Cc** fields as needed. If you're entering multiple email addresses, separate them with a semi-colon.



Your Perspective administrator may have completed the **To**, **Cc**, **Subject**, and/or **Message** fields. If so, these fields will be automatically populated, but you can make changes as needed.

4. Enter a subject in the **Subject** field.
5. Enter a message in the **Message** field.
6. Click **Send**.

Tasks

Tasks are dispatch-related jobs that are completed by officers. Creating a task can be done through several different panels, including the **Create**, **Create Task**, **Officer**, or **Dispatches**. Once tasks are created, you can then **assign** then **dispatch** an officer to complete those tasks, change the task's **status**, **suspend**, or **clear** a task.



Create a Task



Ensure all information is correct before creating a task. Once a task is created, it can only be cleared from the dispatch. It cannot be edited or deleted.

To create an officer task, select one of the following methods:



Method 1 - Create Panel

1. Click  **Create** in the ribbon.
2. Fill in the necessary fields to **create a dispatch**.
3. Click  **Add Officer Tasks**.
4. Enter a description in the **Task Description** field.

The screenshot shows a panel titled "Dispatch Tasks". On the left, there is a "Task Description" label above a text input field. Below the input field is a "+ Add Officer Tasks" button. On the right, there is an "Assign Tasks To" label above a search box containing "Search officers" and a minus icon. Below that is a "Task Location" label above a search box containing "Search locations", a location pin icon, a minus icon, and a red asterisk icon.

The **Dispatch Tasks** section of the **Create Dispatch** window. This section appears after clicking **Add Officer Tasks**.

5. **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you wish to assign the task to.
6. Select a location using one of the following methods:


- Enter search criteria in the **Search locations** field then click the location to select it;
- Click the  icon, then click a location pin on the map; or
- Create a new location by clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).

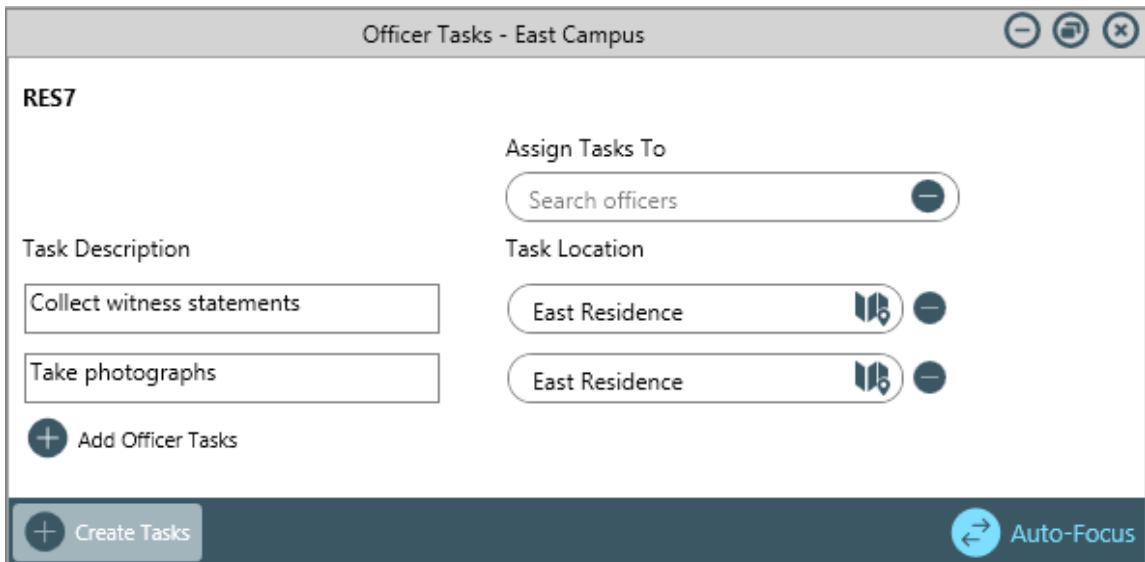


Before creating a new location, see [Quick Add Locations](#) for important information.




7. Repeat steps 3-6 to create more officer tasks as needed.

Method 2 - Create Task Panel

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  **Create Task** in the ribbon.
3. Enter a description of the task in the **Task Description** field.





The **Create Tasks (Officer Tasks)** panel. The dispatch number of the selected dispatch is displayed in the top-left corner and the location of the dispatch is automatically populated in the **Task Location** field.

4. **Optional:** Enter search criteria to locate the record of an officer in the **Assign Task To** field.
5. **Optional:** If the task is not at the same location as the dispatch, use one of the following methods to select a location:
 - Enter search criteria to select a location in the **Task Location/Search locations** field then click the location to select it;
 - Click the  icon in the **Task Location/Search locations** field to open the map, then click a pin on the map to select that location; or
 - Create a new location by clicking the  icon in the **Task Location/Search locations** field, clicking the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field).



Before creating a new location, see [Quick Add Locations](#) for important information.

6. **Optional:** Click  **Add Officer Tasks** and repeat steps 3-5 to add more tasks as needed.
7. Click  **Create Tasks** when finished.

Assign an Officer to a Task

Assigning an officer means that you're appointing an officer to complete a specific, dispatch-related job. An officer may be assigned multiple tasks, but only one of his or her assigned tasks may have an **On Route** or **On Scene** status at one time.



Only officers on a team authorized to work in the dispatch's work zone can be assigned to a task. Your Dispatch administrator is responsible for creating teams and assigning their work zones.



Once an officer is assigned to a task, you cannot assign another officer to that same task. If needed, you can **clear** the task then create a duplicate to assign to another officer.

To assign an officer to a task, select one of the following methods:


Method 1 – Dispatches Panel

1. **Create a task.**
2. In the **Dispatches** panel, click the ▶ icon next to the dispatch that contains unassigned tasks.

Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location
▶ RES6	Residence	Medium	Assigned	39.7% 0:01:11	Security Response > Alarm > Intrusiv	Brown Library
▼ LAB8	Laboratory	Low	New		General Assistance > Directions	East Parking Lot

Officer Name	Description	Status	Location
	Provide directions to the west campus cafeteria.	Unassigned	East Parking Lot

*Unassigned tasks shown in the **Dispatches** panel after clicking the ▶ icon.*

3. Click the task to select it.
4. Click  **Assign Officer** to search for an officer or right-click the task and hover your cursor over **Assign Officer**, then click the officer's name to assign that officer.

Method 2 – Officers Panel

1. **Create a task.**
2. In the **Dispatches** panel, click the ▶ icon next to the dispatch that contains unassigned tasks.
3. Click and drag the officer's name from the **Officers** panel to the task then release.

Dispatch an Officer to Complete a Specific Task

Dispatching an officer means you've directed an officer to complete a task that he or she has been **assigned** to. Officers cannot be dispatched unless they've been assigned to a task, however, you can create a non-specific task at the time of dispatch by using the **Dispatch Officer** function.


When the officer is on his or her way to the scene, clicking **Start** on a task will change the status of the task to **On Route**. Once the officer has arrived, clicking **Arrive** will change the status to **On Scene**.

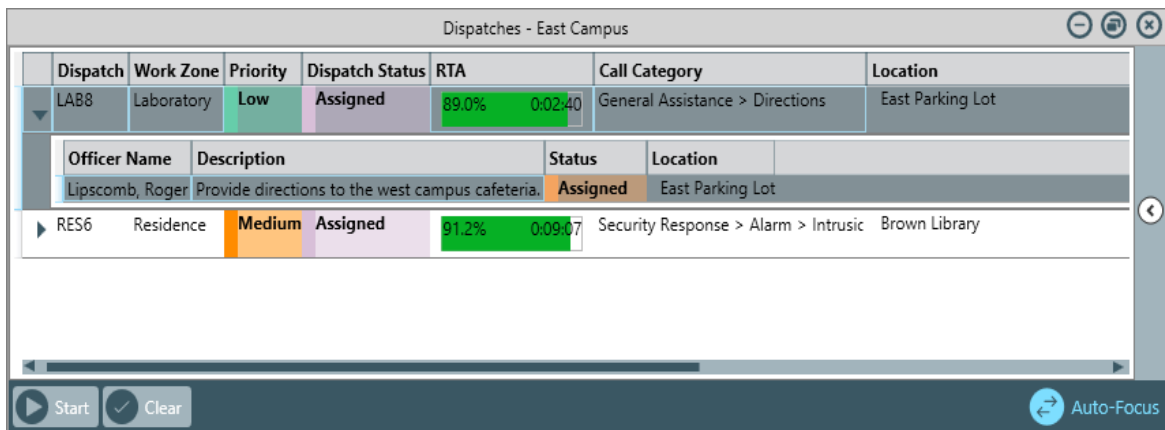


Once the task is successfully completed, it can be **cleared**. If the task couldn't be completed, it can be **suspended**.



To dispatch an officer to complete a specific task, select one of the following methods:

Method 1 – Dispatches Panel


1. In the **Dispatches** panel, click the  icon next to the dispatch to reveal assigned tasks.

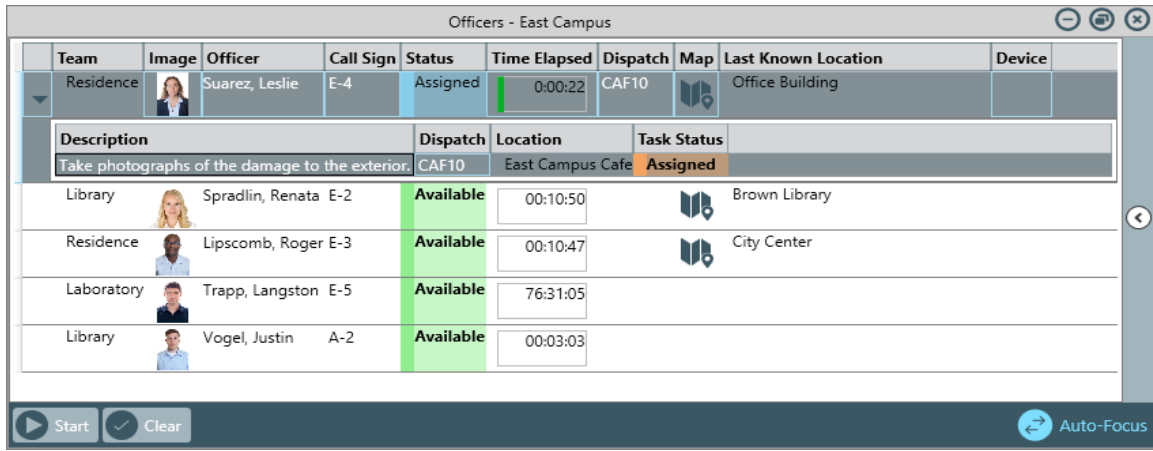










An assigned task shown in the **Dispatches** panel after clicking the  icon.

2. Click the **Assigned** task to select it.
3. Click  or right-click the task then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

Method 2 – Officers Panel



1. In the **Officers** panel, click the  icon next to the officer's name to reveal assigned tasks.



Team	Image	Officer	Call Sign	Status	Time Elapsed	Dispatch	Map	Last Known Location	Device
Residence		Suarez, Leslie	E-4	Assigned	0:00:22	CAF10		Office Building	
Description				Dispatch	Location	Task Status			
Take photographs of the damage to the exterior				CAF10	East Campus Cafe	Assigned			
Library		Spradlin, Renata	E-2	Available	00:10:50			Brown Library	
Residence		Lipscomb, Roger	E-3	Available	00:10:47			City Center	
Laboratory		Trapp, Langston	E-5	Available	76:31:05				
Library		Vogel, Justin	A-2	Available	00:03:03				

Start Clear Auto-Focus

An assigned task shown in the **Officers** panel after clicking the  icon.

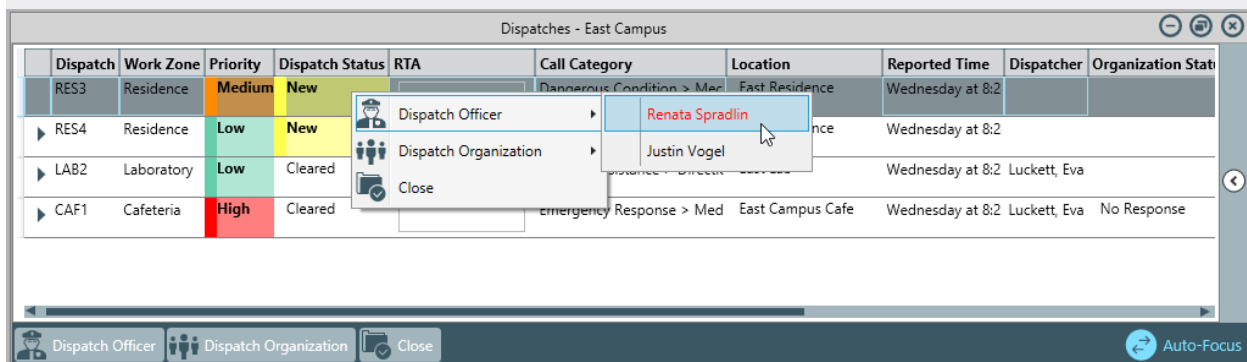
2. Click the **Assigned** task to select it.
3. Click  or right-click the task then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

Dispatch an Officer to Complete a Non-specific Task

The following methods will assign an officer to an automatically created task with a general **Respond and assist** description. For information on creating specific officer tasks, see [Create a Task](#).



Once the task is successfully completed, it can be **cleared**. If the task was started but couldn't be completed, it can be **suspended**.






Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location	Reported Time	Dispatcher	Organization Stat
RES3	Residence	Medium	New		Dangerous Condition > Med	Fast Residence	Wednesday at 8:2		
RES4	Residence	Low	New				Wednesday at 8:2		
LAB2	Laboratory	Low	Cleared				Wednesday at 8:2	Luckett, Eva	
CAF1	Cafeteria	High	Cleared		Emergency Response > Med	East Campus Cafe	Wednesday at 8:2	Luckett, Eva	No Response

Dispatch Officer Dispatch Organization Close Auto-Focus



Dispatching an officer from the **Dispatches** panel by right-clicking the dispatch.

To dispatch an officer to complete a non-specific task, select one of the following methods:

Method 1 – Dispatches Panel

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  to search for an officer or right-click the task, hover your cursor over **Dispatch Officer**, then click the officer's name to assign that officer.
3. Click  or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

Method 2 – Officers Panels

1. Click an officer's name in the **Officers** panel to select it.
2. Drag the officer's name to the dispatch in the **Dispatches** panel then release.
3. Click  in the **Officers** panel or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  in the **Officers** or right-click the task, then click **Arrive** to change the task status to **On Scene**.

Suspend a Task

If an officer has started a task (the task status is **On Route** or **On Scene**), but must divert his or her attention away from that task to complete a more important job, you can **suspend** that task.

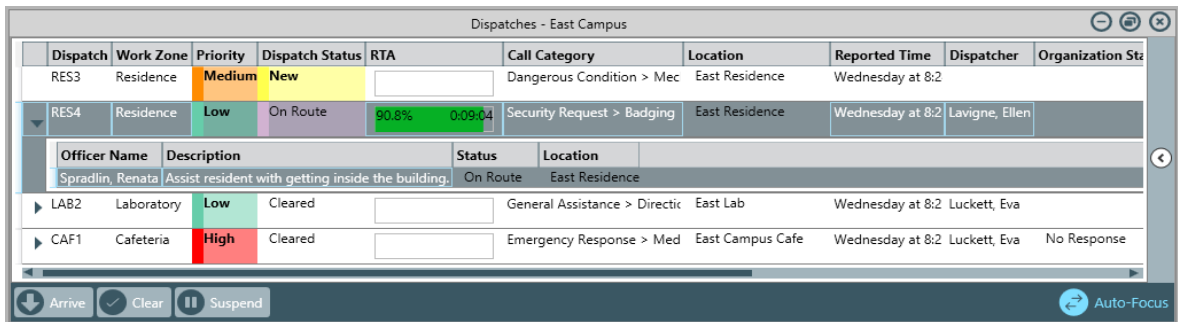
Suspending a task creates a duplicate task that will be automatically assigned to the officer who had initially started it. The original task will be replaced by the duplicate on the home screen, but a **record** of

the original task can be viewed in the **Details** panel and will appear as an officer response in the activity record in Perspective.

To suspend a task, select one of the following methods:

Method 1 – Dispatches Panel

1. In the **Dispatches** panel, click the ▶ icon next to the dispatch.

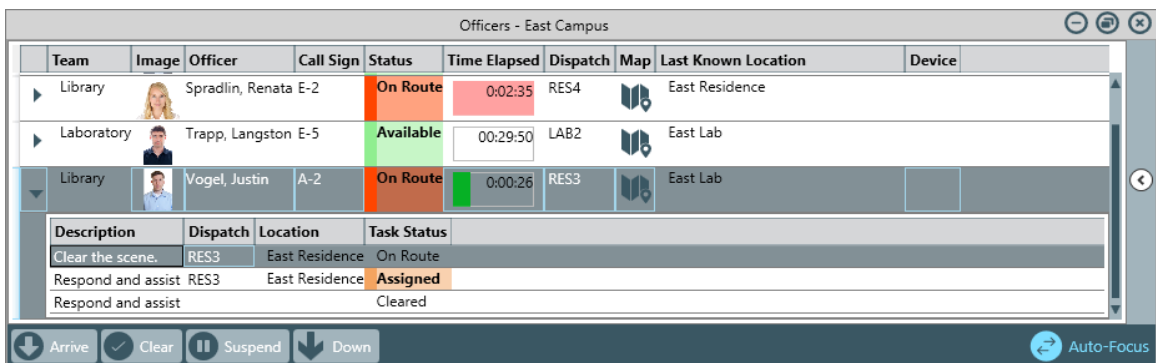


A started task selected in the **Dispatches** panel.

2. Click the task to select it.
3. Click Suspend or right-click the task then click **Suspend**.

Method 2 – Officers Panel

1. In the **Officers** panel, click the ▶ icon next to the officer's name to reveal assigned tasks.
2. Click the task to select it.



A started task selected in the **Officers** panel.

- Click  or right-click the task, then click **Suspend**.

Edit or Delete a Task

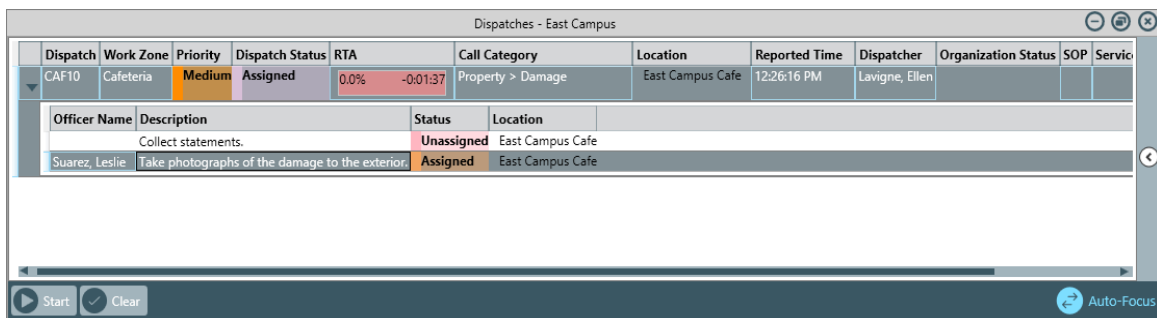
Once a task is created, you **cannot** edit or delete it. To remove the task from the home screen, the task must first be **cleared** then **closed**.

Clear a Task

To clear a task, select one of the following methods:


Method 1 – Dispatches Panel

- In the **Dispatches** panel, click the  icon next to the dispatch that contains tasks.




Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location	Reported Time	Dispatcher	Organization Status	SOP	Service
CAF10	Cafeteria	Medium	Assigned	0.0%	-0:01:37	Property > Damage	East Campus Cafe	12:26:16 PM	Lavigne, Ellen		
Officer Name			Description		Status	Location					
			Collect statements.		Unassigned	East Campus Cafe					
Suarez, Leslie			Take photographs of the damage to the exterior.		Assigned	East Campus Cafe					


Tasks shown in the **Dispatches** panel after clicking the  icon.


- Click the task to select it.
- Click  or right-click the task, then click **Clear**.

Method 2 – Officers Panel

- In the **Officers** panel, click the  icon next to the dispatch that contains tasks.

Dispatch	Work Zone	Priority	Dispatch Status	RTA	Call Category	Location	Reported Time	Dispatcher	Organization Status	SOP	Service
CAF10	Cafeteria	Medium	Assigned	0.0%	-0:01:37	Property > Damage	East Campus Cafe	12:26:16 PM	Lavigne, Ellen		
Officer Name	Description	Status	Location								
	Collect statements.	Unassigned	East Campus Cafe								
Suarez, Leslie	Take photographs of the damage to the exterior.	Assigned	East Campus Cafe								


Tasks shown in the **Officers** panel after clicking the .

- Click the task to select it.
- Click  or right-click the task, then click **Clear**.

View a Summary of Tasks in the Details Panel

The **Tasks** section of the **Details** panel provides a summary of all officer and **organization** tasks for a selected dispatch, including the officer's name, the task description and location, the time of each status change, and whether or not the task was suspended.

To view a summary of tasks in the Details panel:

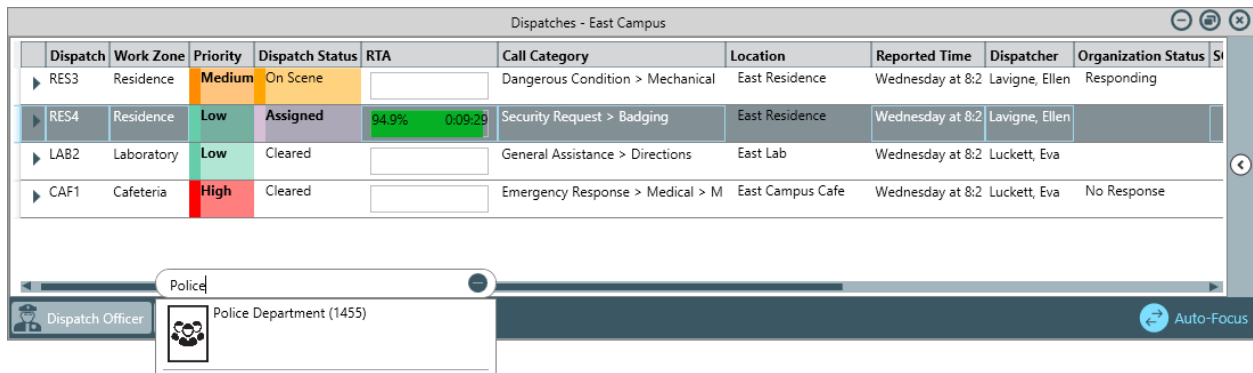
- Double-click the dispatch to open the **Details** panel.
- Click  **Tasks**.



Suspended tasks will appear with a checkmark in the **Suspended** column of the **Officers** section, while organizations that didn't arrive on scene will appear with a checkmark in the **No Response** column of the **Organization Responses** section.

Dispatch an Organization




If a dispatch requires the assistance of an agency, such as the police, fire department, or paramedics, you can dispatch an organization. When an organization is dispatched, a non-specific organization task with a **Responding** status is created, where it can be reviewed in the **Details** panel and managed in the **Dispatches** or **Organizations** panels.




Dispatching an organization from the **Dispatches** panel.

Dispatch an Organization

To dispatch an organization:

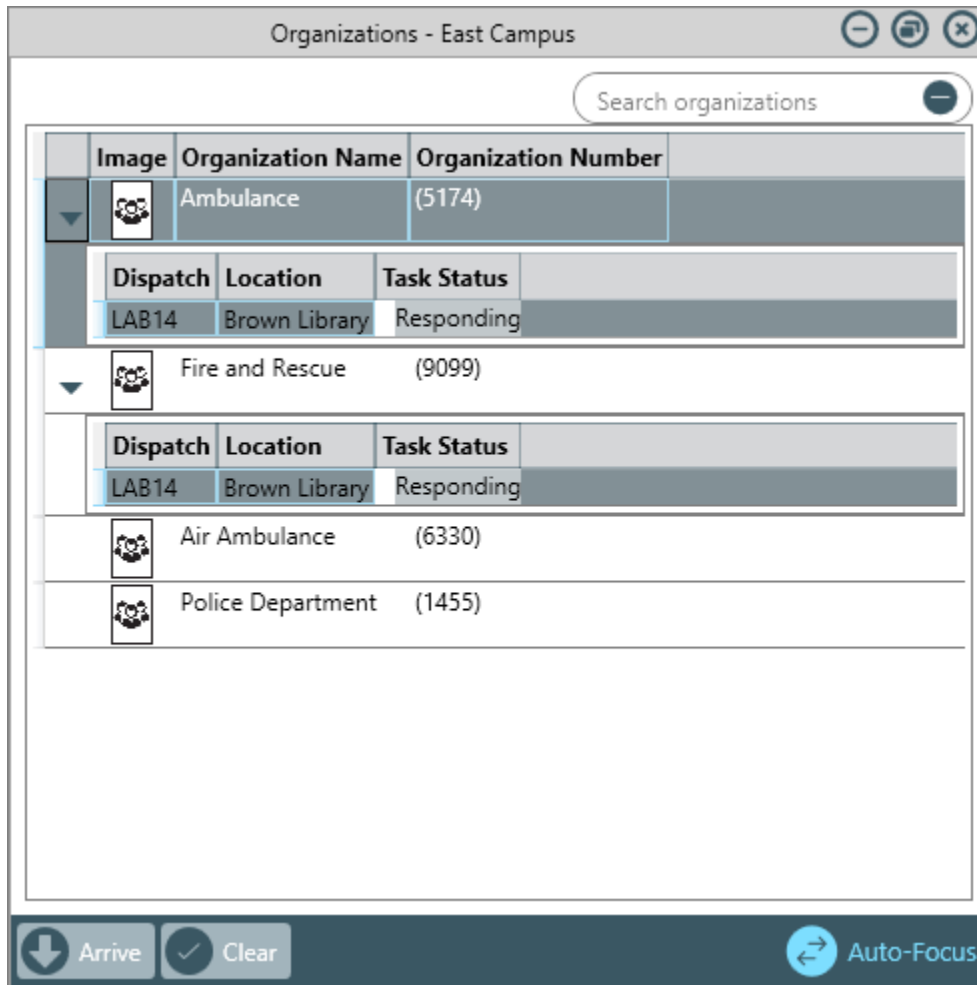
1. Click the dispatch in the **Dispatches** panel to select it.
2. Click  **Dispatch Organization** to search for an **available organization** or right-click the dispatch, hover your cursor over **Dispatch Organization**, then select an available organization.
3. Click the ▶ icon next to the dispatch to reveal the tasks.
4. Click the organization task to select it.
5. If the organization has arrived on scene, click  **Arrive** or right-click the organization task, then click **Arrive** to change the task status to **On Scene**.
6. Once the organization has cleared the scene, click  **Clear** or right-click the organization task, then click **Clear**.



If the organization never arrived on scene, click  **Clear** while the task is in **Responding** status to clear the task with a **No response** status.




View & Manage Tasks in the Organizations Panel


The **Organizations** panel provides list of **available organizations** as well summarizes all tasks assigned to those organizations.




The **Organizations** panel displaying organization tasks and a list of available organizations.

To view and manage tasks in the Organizations panel:

1. Click  **Organizations** in the ribbon.
2. Click the  icon next to an organization's name to reveal any tasks.
3. Click the organization task to select it.
4. If the organization has arrived on scene, click  to change the task status to **On Scene**.

5. Once the organization has cleared the scene, click  to clear the task.




If the organization never arrived on scene, click  while the task is in **Responding status** to clear the task with a **No response** status.

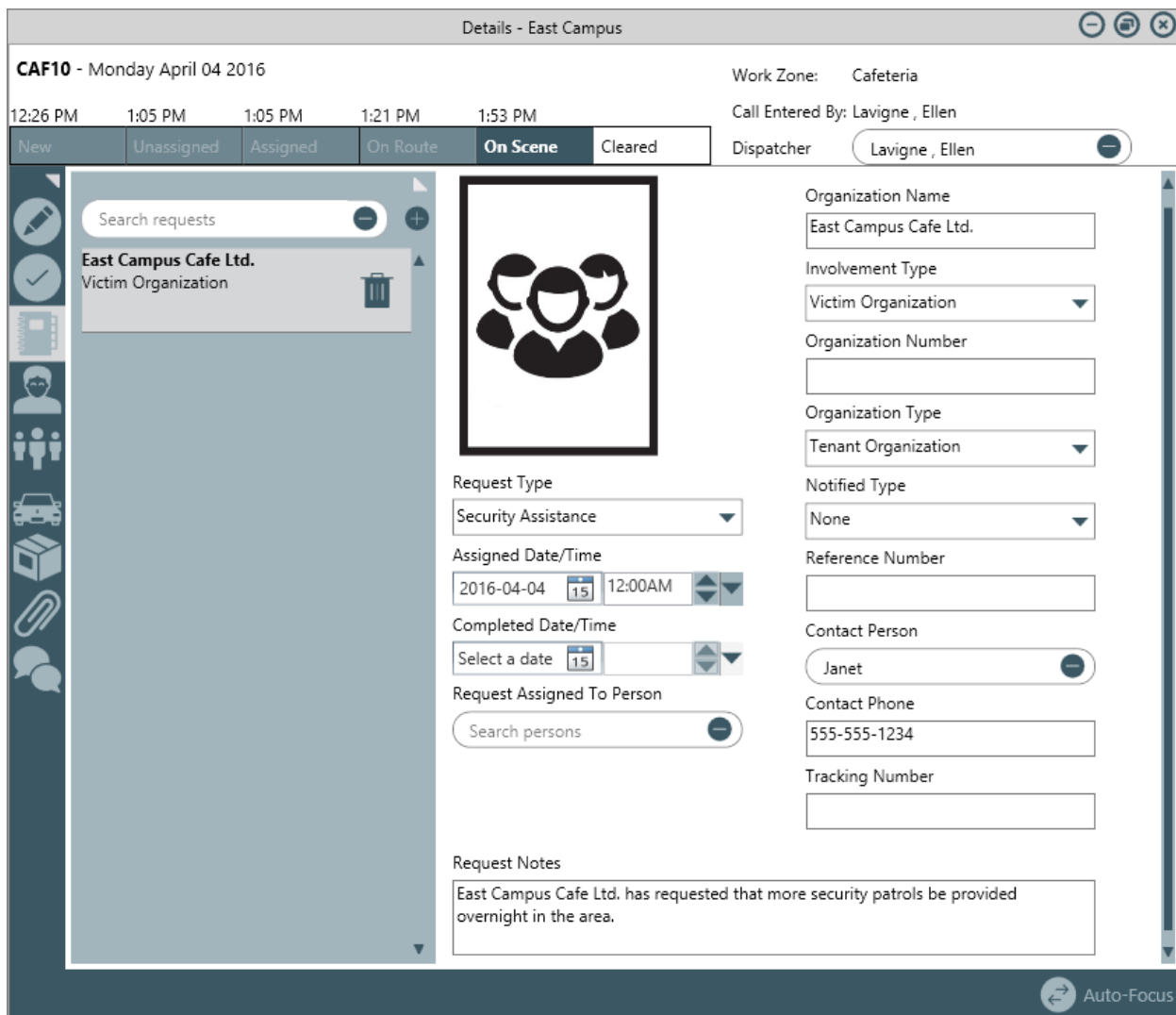
View a Summary of Organization Tasks in the Details Panel

Organization tasks will appear in the **Organization Responses** section of **Tasks** in the **Details** panel. See [View a Summary of Tasks in the Details Panel](#) for more information.

Service Requests

If an organization requests that you take specific action on a dispatch, you can record that request through the **Details** panel. Requesting organizations can be an agency, such as the police or fire department, or any other organization involved in the activity.

When a service request has been recorded on a dispatch, the  icon will appear in the **Service Requests** column of the **Dispatches** panel. When the dispatch is closed and moved to Perspective, service requests appear in the **Requests** tab of the activity record.



Details - East Campus

CAF10 - Monday April 04 2016

Work Zone: Cafeteria

Call Entered By: Lavigne, Ellen

Dispatcher: Lavigne, Ellen

12:26 PM 1:05 PM 1:05 PM 1:21 PM 1:53 PM

New Unassigned Assigned On Route **On Scene** Cleared

Search requests

East Campus Cafe Ltd.
Victim Organization

Organization Name
East Campus Cafe Ltd.

Involvement Type
Victim Organization

Organization Number

Organization Type
Tenant Organization

Notified Type
None

Reference Number

Contact Person
Janet

Contact Phone
555-555-1234

Tracking Number

Request Type
Security Assistance

Assigned Date/Time
2016-04-04 12:00AM

Completed Date/Time
Select a date

Request Assigned To Person
Search persons



Request Notes
East Campus Cafe Ltd. has requested that more security patrols be provided overnight in the area.

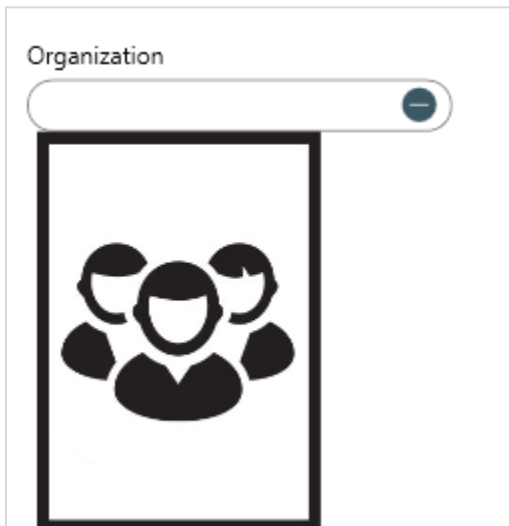
Auto-Focus

The **Service Requests** section of the **Details** panel.





Create a Service Request

A new blank **Service Request**.

1. Double-click a dispatch in the **Dispatches** panel to open the **Details** panel.
2. Click  **Service Requests**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the organization has a saved record in Perspective, enter search criteria in the **Organization** field to locate that record, then click to select it. This will automatically complete the **Organization Name** field and photo, if available.



The **Organization** field in a new service request.
You can use this field to search for previously saved organizations.


5. **Optional:** Select the type of request being made in the **Request Type** field.
6. **Optional:** Select a date and time in the **Assigned Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
7. **Optional:** Select a date and time in the **Completed Date/Time** fields by typing a date or clicking the  icon to select a date from the calendar, then type or use the  arrows to select the time.
8. **Optional:** Enter search criteria to select person record in the **Request Assigned To Person** field.
9. **Optional:** Enter any notes about the request in the **Request Notes** field.
10. Enter an organization name in the **Organization Name** field. If you selected a previously saved organization in step 4, skip this step.
11. Select how the organization was involved in the dispatch from the **Involvement Type** dropdown.
12. **Optional:** Enter a number, code, or ID that identifies the organization in the **Organization Number** field.
13. **Optional:** Select the organization type from the **Organization Type** dropdown menu.
14. **Optional:** Select how the organization notified you of this service request from the **Notified Type** dropdown menu.

15. **Optional:** Enter a reference or file number in the **Reference Number** field.
16. **Optional:** Enter search criteria to select a person record in the **Contact Person** field.
17. **Optional:** Enter a phone number for the organization contact in the **Contact Phone** field.
18. **Optional:** Enter a tracking number in the **Tracking Number** field.

View or Edit a Service Request

1. Click the  icon in the **Service Requests** column of the **Dispatches** panel.




You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking  **Service Requests**.


2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Make changes to any of the fields as needed.

Delete a Service Request

1. Click the  icon in the **Service Requests** column of the **Dispatches** panel.



You can also open an existing service request by double-clicking the dispatch in the **Dispatches** panel to open **Details** then clicking  **Service Requests**.

2. Click on an existing service request in the pane to the left or use the **Search requests** field to locate the request.
3. Click the  icon next to the service request you want to delete.
4. Click **Yes** to confirm.

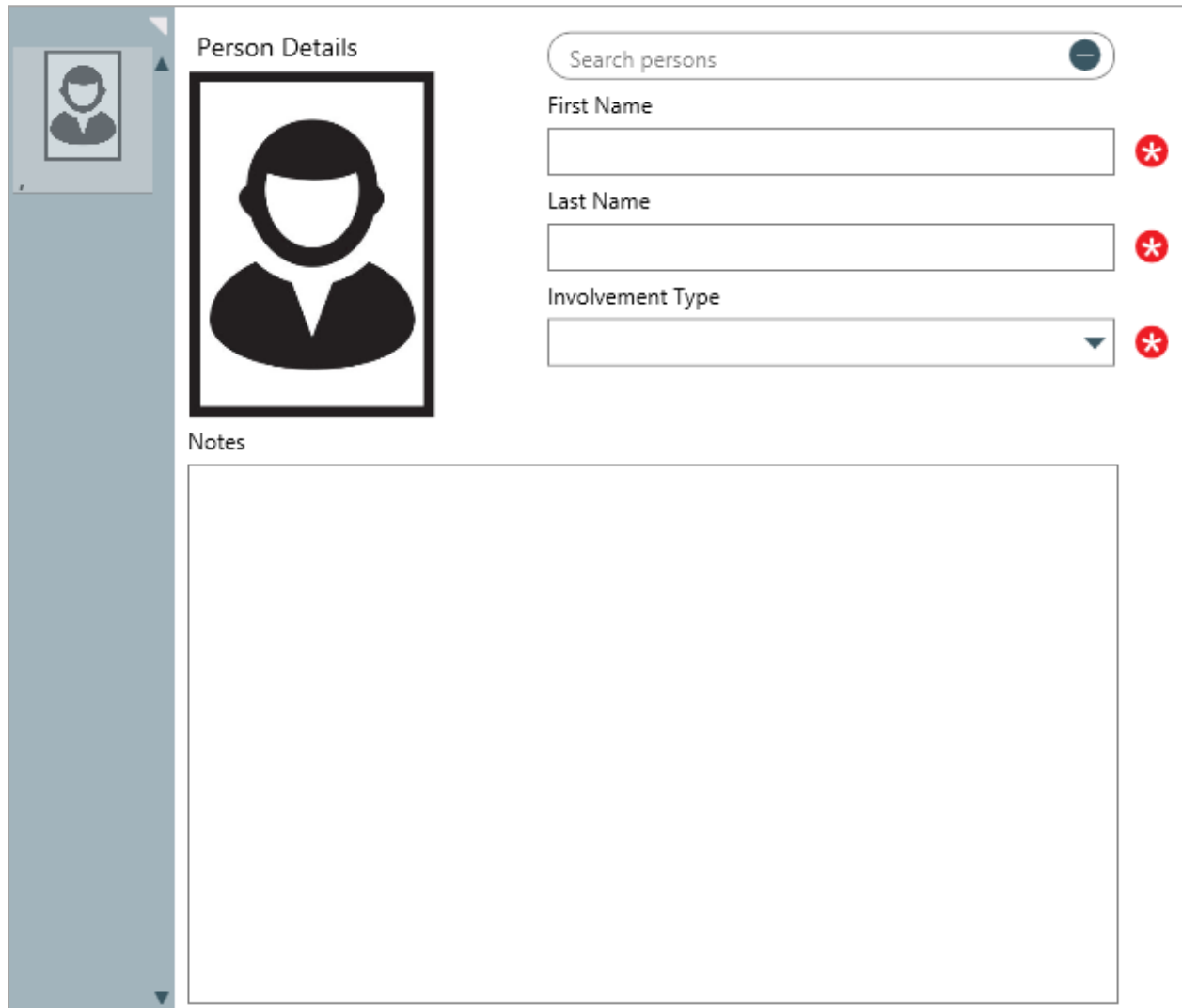
Person Logs

A **person log** records any people who were involved in a dispatch. Examples of an involved person can include a witness, victim, suspect, or responding person. When the associated dispatch is closed and moved to Perspective, person logs appear in the **Involvements > Persons** tabs of the activity record.

The screenshot displays the 'Details - East Campus' window. At the top, it shows 'CAF10 - Monday April 04 2016' and 'Work Zone: Cafeteria'. Below this, there are time slots: '12:26 PM', '1:05 PM', '1:05 PM', '1:21 PM', and '1:53 PM'. A status bar includes 'New', 'Unassigne', 'Assigned', 'On Route', 'On Scene', and 'Cleared'. The 'On Scene' tab is active, showing a 'Dispatcher' dropdown set to 'Lavigne, Ellen'. On the left, a 'Person Details' panel is open, displaying a search bar and a list of persons. The first entry is 'Martinez, Jose' with the role 'Reported By'. To the right of this list, a larger 'Person Details' panel shows a photo of Jose Martinez and form fields for 'First Name' (Jose), 'Last Name' (Martinez), and 'Involvement Type' (Reported By). Below these fields is a 'Notes' section with the text 'Found a wallet in the library.' The bottom right corner of the window features an 'Auto-Focus' button.

A saved **Person** log in the **Details** panel.




Create a Person Log




The screenshot shows a 'Person Details' form. On the left, there is a sidebar with a person icon. The main form area is titled 'Person Details' and contains a search bar labeled 'Search persons'. Below the search bar are three input fields: 'First Name', 'Last Name', and 'Involvement Type'. Each of these fields has a red asterisk icon to its right, indicating a required field. Below the input fields is a large text area labeled 'Notes'.

A blank **Person** log.



To create a person log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click the  icon in the pane to the left.

4. **Optional:** If the person has a previously saved record, enter the person's name in the **Search persons** field to locate the record, then click to select it.
5. Enter the name of the person in the **First Name** and **Last Name** fields. If you selected a previously saved record in step 4, skip this step.
6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the person in the **Notes** field.
8. **Optional:** To add an image of the person:
 - a. Click the  icon.
 - b. Click **Find** to locate and open the image from your computer.
 - c. Click **Save** to save the image to the log.




Edit a Person Log

To edit a person log:

1. In the **Dispatches** panel, double-click a dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click a log in the pane to the left or use the **Search persons** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the image of the person:
 - a. Click the currently uploaded image.
 - b. Click **Find** to upload a new image then click **Save**.
 - c. Click **Delete** to delete the image.

Delete a Person Log

To edit or delete a person log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Person Log**.
3. Click a log in the pane to left or use the **Search persons** field to search for the log.
4. Click the  icon next to the log you want to delete.
5. Click **Yes** to confirm.

Organization Logs

An **organization** log records any organizations that were involved in a dispatch. Examples of an involved organization can include a responding agency, reporting organization, or victim organization. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Organization** tabs of the activity record.

The screenshot displays the 'Details - East Campus' window. At the top, it shows 'CAF10 - Monday April 04 2016' and 'Work Zone: Cafeteria'. Below this, there are time markers: 12:26 PM, 1:05 PM, 1:05 PM, 1:21 PM, and 1:53 PM. A status bar includes 'New', 'Unassigned', 'Assigned', 'On Route', 'On Scene', and 'Cleared'. The 'On Scene' tab is active. To the right, 'Call Entered By: Lavigne, Ellen' and 'Dispatcher: Lavigne, Ellen' are shown. The main content area is split into two panels. The left panel has a search bar for organizations and a list item for 'Sherriff's Department' with a trash icon. The right panel, titled 'Organization Details', shows a placeholder icon for the organization, a text field for 'Organization Name' containing 'Sherriff's Department', a dropdown for 'Involvement Type' set to 'Responding Service Agency', and a 'Notes' section with the text 'Arrested the suspect at the scene.' An 'Auto-Focus' button is at the bottom right.

A saved **Organization** log in the **Details** panel.




Create an Organization Log




The screenshot shows a web interface for creating an organization log. On the left is a sidebar with a group of people icon. The main area is titled "Organization Details" and contains a search bar labeled "Search organizations" with a minus icon. Below the search bar are two required fields: "Organization Name" (a text input field with a red asterisk) and "Involvement Type" (a dropdown menu with a red asterisk). Below these fields is a large "Notes" text area. The form is currently blank.

A blank **Organization** log.



To create an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the organization has a previously saved record, enter the organization's name in the **Search organizations** field to locate the record, then click to select it.
5. Enter the name of the organization in the **Organization Name** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the organization in the **Notes** field.
8. **Optional:** To add a photo for the organization:
 - a. Click the  icon.
 - b. Click **Find** to locate and open the image from your computer.
 - c. Click **Save** to save the image to the log.




Edit an Organization Log

To edit an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the organization image:
 - a. Click the currently uploaded image.
 - b. Click **Find** to upload a new image then click **Save**.
 - c. Click **Delete** to delete the image.

Delete an Organization Log

To delete an organization log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Organization Log**.
3. Click a log in the pane to the left or use the **Search organizations** field to search for the log.
4. Click the  icon next to the organization log you want to delete.
5. Click **Yes** to confirm.

Vehicle Logs

A **vehicle log** records any vehicles that were involved in a dispatch. Examples of an involved vehicle can include a damaged vehicle, a stolen vehicle, or a vehicle of interest. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Vehicles** tabs of the activity record.

The screenshot displays the 'Details - East Campus' window. At the top, it shows 'CAF10 - Monday April 04 2016' and 'Work Zone: Cafeteria'. Below this, there are time slots: 12:26 PM, 1:05 PM, 1:05 PM, 1:21 PM, and 1:53 PM. The 'On Scene' tab is selected. The 'Call Entered By: Lavigne, Ellen' and 'Dispatcher: Lavigne, Ellen' are listed. A search bar for vehicles is present, with 'QRMV 199 Vehicle of Interest' listed below it. To the right, the 'Vehicle Details' section shows a photo of a blue van, 'License Plate: QRMV 199', and 'Involvement Type: Vehicle of Interest'. A 'Notes' section contains the text: 'Vehicle was noted at the scene. Witness statement collected.' The bottom right corner features an 'Auto-Focus' button.




A saved **Vehicle Log** in the **Details** panel.


Create a Vehicle Log

The screenshot shows a web interface for creating a vehicle log. On the left, there is a vertical sidebar with a car icon. The main area is titled 'Vehicle Details' and contains a large image placeholder with a car silhouette. To the right of this is a search section with a 'Search vehicles' input field, a 'License Plate' text input field, and an 'Involvement Type' dropdown menu. Below these is a large, empty text area labeled 'Notes'.

A blank **Vehicle** log.



To create a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Vehicle Log**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the vehicle has a previously saved record, enter the vehicle's license plate in the **Search vehicles** field to locate the vehicle record, then click to select it.
5. Enter the vehicle's license plate in the **License Plate** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the vehicle in the **Notes** field.
8. **Optional:** To add a photo of the vehicle:
 - a. Click the  icon.
 - b. Click **Find** to locate and open the image from your computer.
 - c. Click **Save** to save the image to the log.




Edit a Vehicle Log

To edit a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Vehicle Log**.
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the vehicle image:
 - a. Click the currently uploaded image.
 - b. Click **Find** to upload a new image then click **Save**.
 - c. Click **Delete** to delete the image.

Delete a Vehicle Log

To delete a vehicle log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Vehicle Log**.
3. Click a log in the pane to the left or use the **Search vehicles** field to search for the log.
4. Click the  icon next to the vehicle log you want to delete.
5. Click **Yes** to confirm.

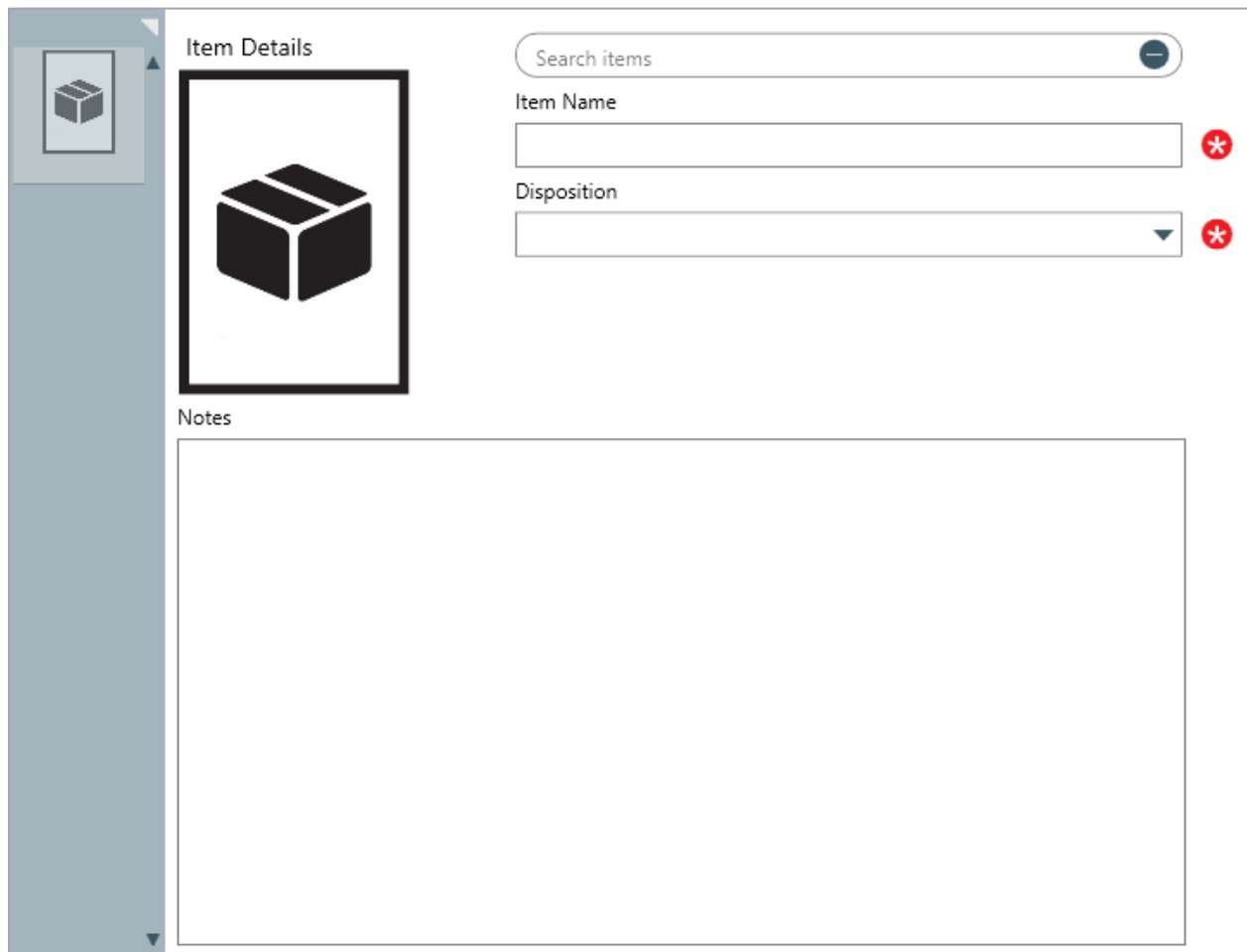
Item Logs

An **item log** records any items that were involved in a dispatch. Examples of an involved item can include a stolen property, found property, or a weapon. When the associated dispatch is closed and moved to Perspective, organization logs appear in the **Involvements > Items** tabs of the activity record.

The screenshot displays the 'Details - East Campus' interface. At the top, it shows 'CAF10 - Monday April 04 2016' and 'Work Zone: Cafeteria'. Below this, a timeline of events is visible with timestamps: 12:26 PM, 1:05 PM, 1:05 PM, 1:21 PM, and 1:53 PM. A status bar includes buttons for 'New', 'Unassigne', 'Assigned', 'On Route', 'On Scene', and 'Cleared'. The 'On Scene' button is currently selected. To the right, it indicates 'Call Entered By: Lavigne, Ellen' and 'Dispatcher: Lavigne, Ellen'. The main content area is divided into two sections: 'Item Details' and 'Notes'. The 'Item Details' section features a search bar labeled 'Search items' and a list of items. One item is highlighted: 'Smart phone and e...' with the status 'Stolen'. To the right of this list is a larger image of a smartphone with earbuds. Below the image, the 'Item Name' is 'Smart phone and earbuds' and the 'Disposition' is 'Stolen'. The 'Notes' section contains a text box with the entry: 'Reported stolen from the East Residence lobby.' At the bottom right of the interface, there is an 'Auto-Focus' button.

A saved **Item Log** in the **Details** panel.




Create an Item Log




The screenshot shows a web interface for creating an item log. On the left is a vertical sidebar with a cube icon. The main area is titled 'Item Details' and contains a large cube icon, a search bar labeled 'Search items', and two input fields: 'Item Name' and 'Disposition'. Both input fields have a red asterisk icon to their right. Below these is a large, empty text area labeled 'Notes'.

A blank **Item** log.



To create an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Item Log**.
3. Click the  icon in the pane to the left.
4. **Optional:** If the item has a previously saved record, enter the name of the item in the **Search items** field to locate the record, then click to select it.
5. Enter the name of the item in the **Item Name** field. If you selected a previously saved record in step 4, skip this step.

6. Select the involvement type from the **Involvement Type** dropdown.
7. **Optional:** Enter any notes about the item in the **Notes** field.
8. **Optional:** To add a photo of the item:
 - a. Click the  icon.
 - b. Click **Find** to locate and open the image from your computer.
 - c. Click **Save** to save the image to the log.




Edit an Item Log

To edit an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Item Log**.
3. Click a log in the pane to the left or use the **Search items** field to search for the log.
4. Make changes to any of the fields as needed.
5. To change or delete the item image:
 - a. Click the currently uploaded image.
 - b. Click **Find** to upload a new image then click **Save**.
 - c. Click **Delete** to delete the image.

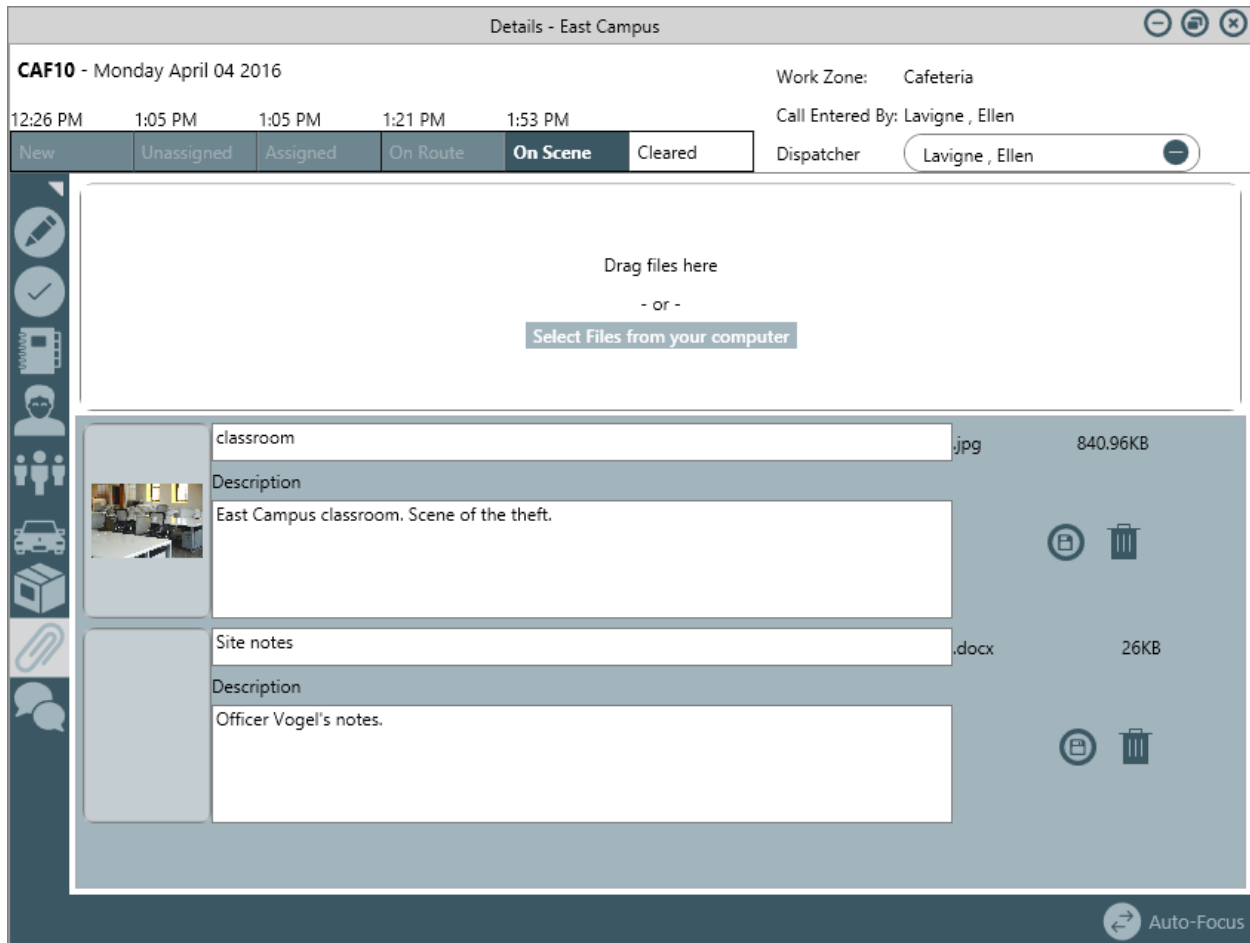
Delete an Item Log

To delete an item log:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Item Log**.
3. Click a log in the left to select or use the **Search items** field to search for the log.
4. Click the  icon next to the vehicle log you want to delete.
5. Click **Yes** to confirm.

Attachments



If you need to attach images or files to the dispatch record, you can do so in the **Attachments** section of the **Details** panel. When the associated dispatch is closed and moved to Perspective, attachments appear in the **Attachment** tab of the activity record.



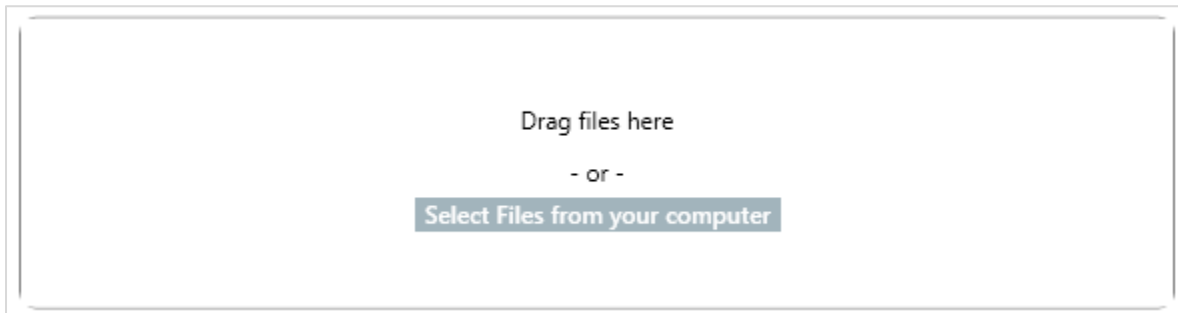
The **Attachments** section of the **Details** panel, displaying an attached document and image.

Attach a File or Image

To attach a file or image to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.

3. Drag and drop the files into the panel or click **Select Files from your computer** to locate and upload the attachments from your computer.



*Drag and drop files or open them manually to upload them in **Attachments**.*

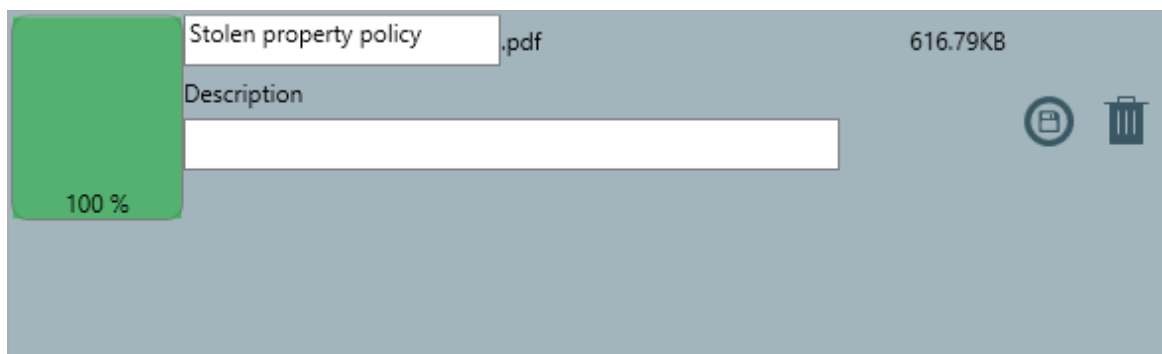


When an attachment has been successfully uploaded, the thumbnail preview window will turn green.



Only image attachments will display a thumbnail preview.

4. **Optional:** Enter an alternate name for the document in the text field next to the file's extension.






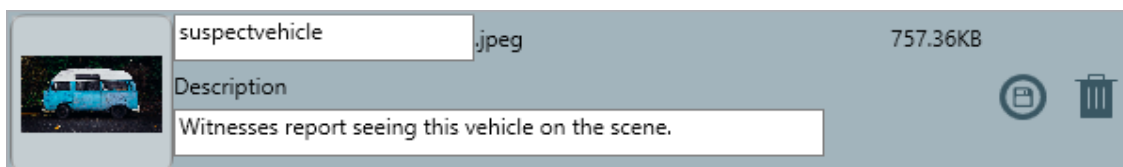
An uploaded file's name and description fields.


5. **Optional:** Enter a description for the attachment in the **Description** field.

Download an Attachment

To download an attachment saved to a dispatch:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Double-click the thumbnail preview window to the left of the attachment or click the  icon to open the attachment.





An image file attachment. Double-clicking the preview window to the left or clicking the  icon will open the attachment.



Only image file attachments will display a thumbnail preview, however, double-clicking the preview window will still open the attachment.




Edit Attachments

To edit attachments:

1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Make any required changes in the **File name** and **Description** fields.

Delete Attachments

To delete dispatch attachments:

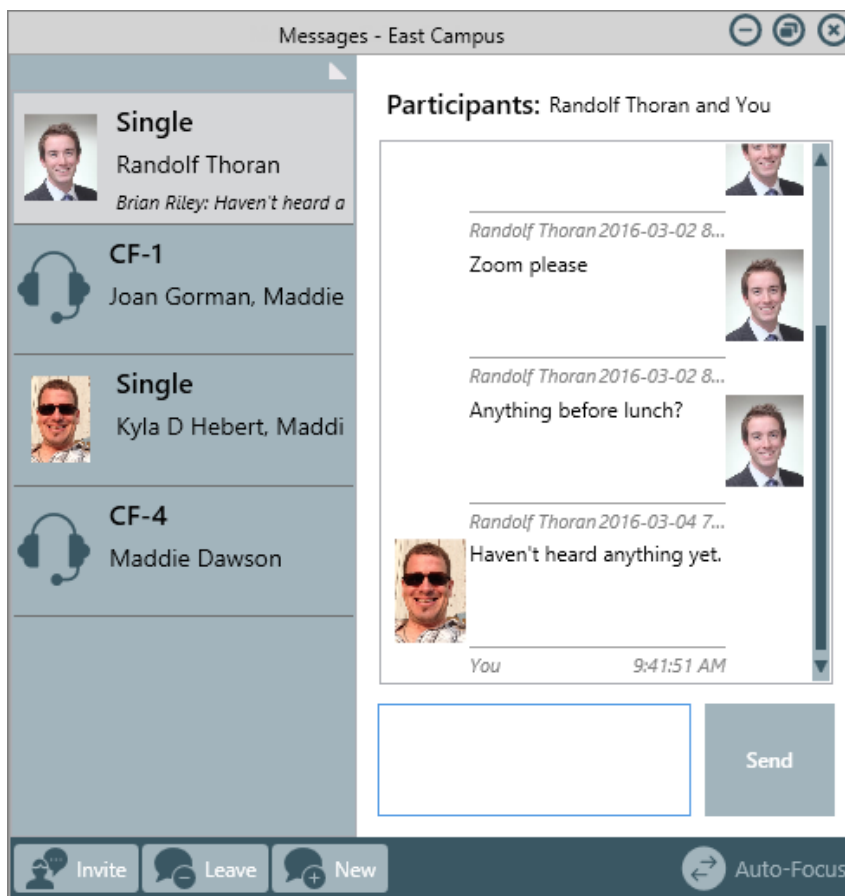
1. In the **Dispatches** panel, double-click the dispatch or click to select the dispatch, then click  **Details**.
2. Click  **Attachments**.
3. Click the  icon next to the attachment you want to delete.
4. Click **Yes** to confirm.

Messages

The **Messages** panel allows you to have instant message conversations with other dispatchers. When a dispatch is created, a conversation will automatically appear in this panel, labelled with the dispatch number. You can invite other dispatchers to join dispatch-related conversations as needed, as well as invite one or more other users to join personal conversations.

When a dispatch is closed, the conversation history will appear in the **Activity Notes** section of the activity record in Perspective. Records for personal conversations (conversations that aren't related to a dispatch) will be permanently deleted once that conversation is closed.


You can access your conversations by clicking  **Messages** in the ribbon. You may also view dispatch-specific conversations in the **Messages**  section of the **Details** panel.

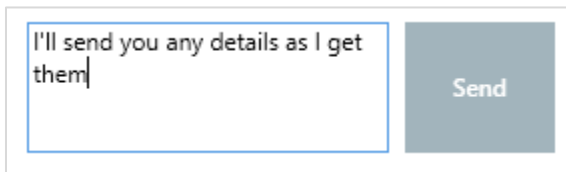


The **Messages** panel. Messages that aren't related to a dispatch are labelled as **Single** and dispatch-related messages are labelled with the dispatch number.

Send Messages

To send a message:

1. Click  **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Type a message in the text field.





*The text field in the **Messages** panel.*

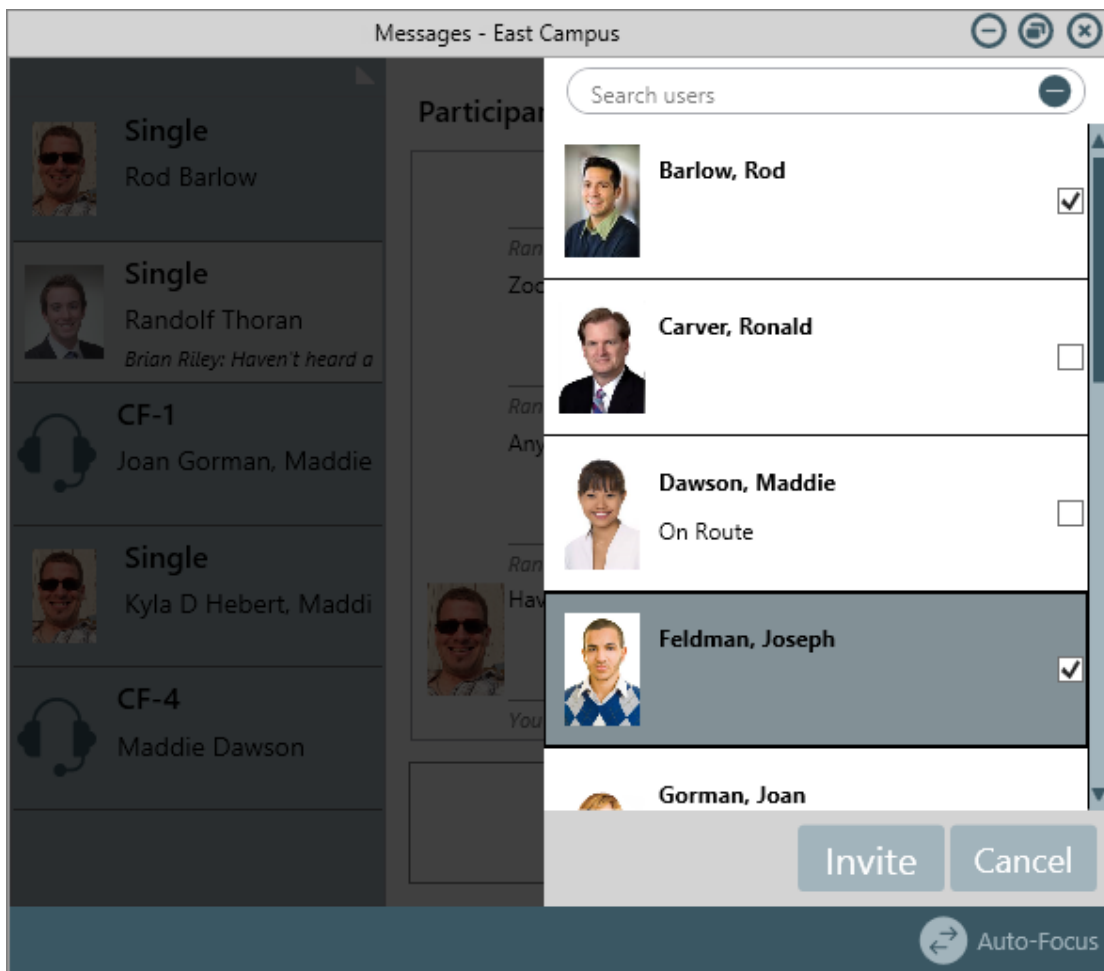
4. Click **Send**.

Invite Others to Join a Conversation

You can invite other users to join both personal and dispatch-related conversations. Notifications will appear in the messages window if a user is successfully invited to a conversation, if they join, or if they leave.

To invite other dispatchers a conversation:

1. Click  **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Click  **Invite**.
4. Select the checkboxes next to the names of the online users you want to invite. If necessary, use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking **Invite**.



Only users who are currently logged into Dispatch can join conversations.



5. Click **Invite**.

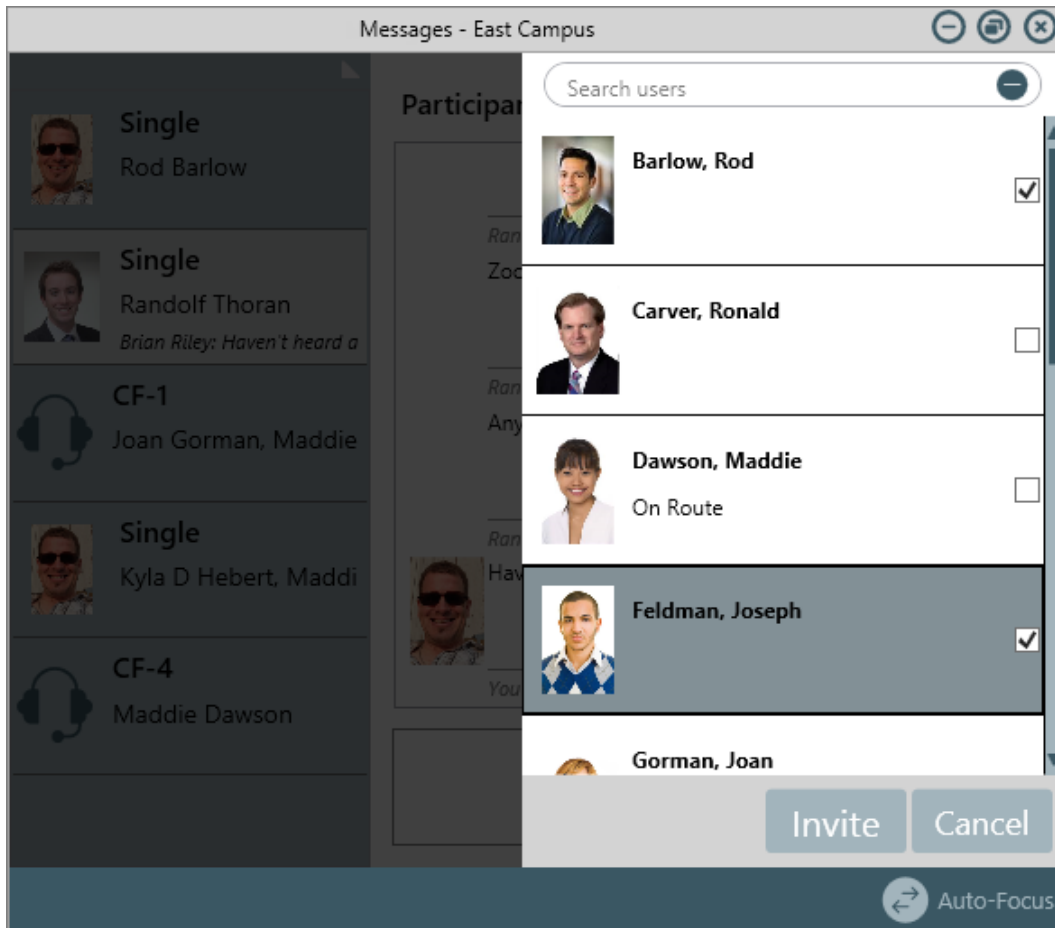
Create a Personal Conversation

Personal conversations are manually created conversations that aren't related to a dispatch. Dispatch-related conversations are created automatically and are labelled by their associated dispatch numbers in the **Messages** panel, but personal conversations are labelled as **Single** (when there are two participants in the conversation) or **Group** (when there are more than two participants in the conversation).

Notifications will appear in the messages window if a user is successfully invited to a conversation, if they join, or if they leave.

To create a personal conversation:

1. Click  **Messages** in the ribbon.
2. Click .
3. Select the checkboxes next to the names of the online users you want to invite. If necessary, use the **Search users** field to locate the user then select the checkbox next to their name.



Invite users to the conversation by selecting the checkboxes next to their names then clicking **Invite**.





Only users who are currently logged into Dispatch can join conversations.

4. Click **Invite**.

Leave a Conversation

Leaving a conversation closes and removes the conversations from the **Messages** panel. Once a conversation is closed, it cannot be reopened. Dispatch-related conversation history will be recorded in the **Activity Notes** in the Perspective activity once the dispatch is closed, however, personal conversation histories will be permanently deleted.

To leave a conversation:

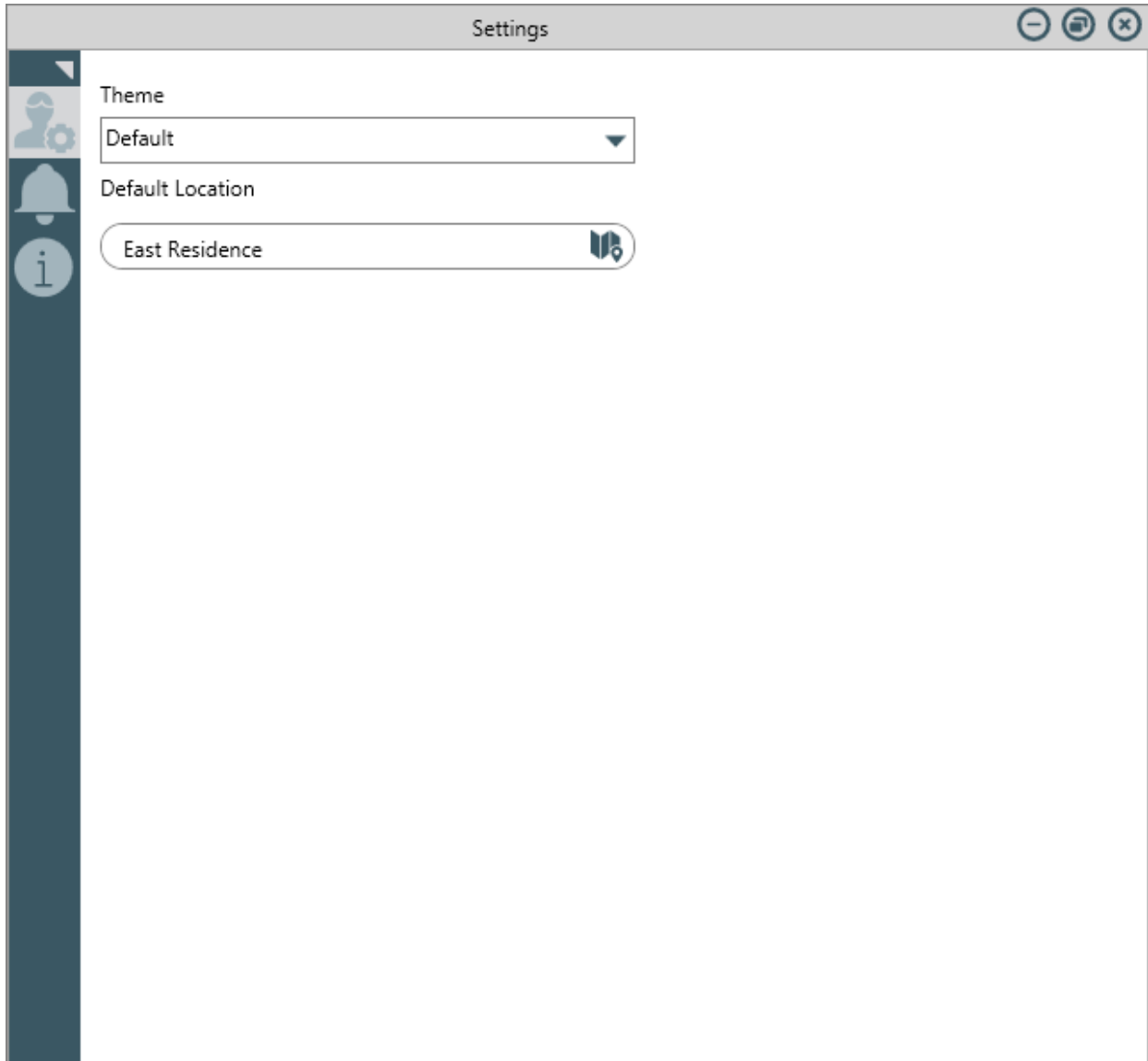
1. Click  **Messages** in the ribbon.
2. Click on a conversation in the pane to the left.
3. Click .



Click **Leave** only if you're sure you want to close the conversation, as doing so will close the conversation without a prompt or warning. Records of personal conversations will be permanently deleted once that conversation is closed.

Settings

Through **Settings**, you can select a theme and default location, configure your notification settings, view information about your version of Dispatch, and send error reports to Resolver Support.

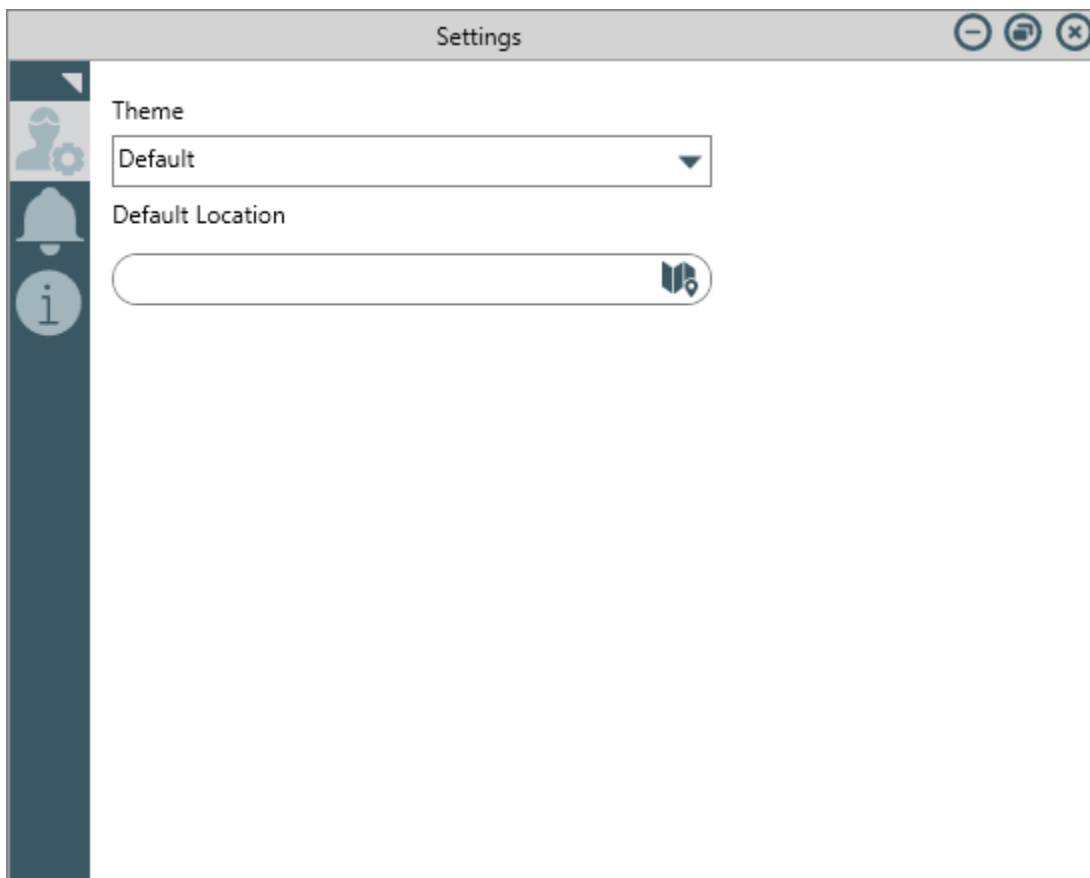


User Settings.

Select a Theme & Default Location






Before changing your theme, determine which theme your administrator used to create **visual alerts** and **RTAs**. Selecting a different theme may affect how these alerts appear on your screen.



The **User Settings** section of **Settings**.

To select a theme and default location:

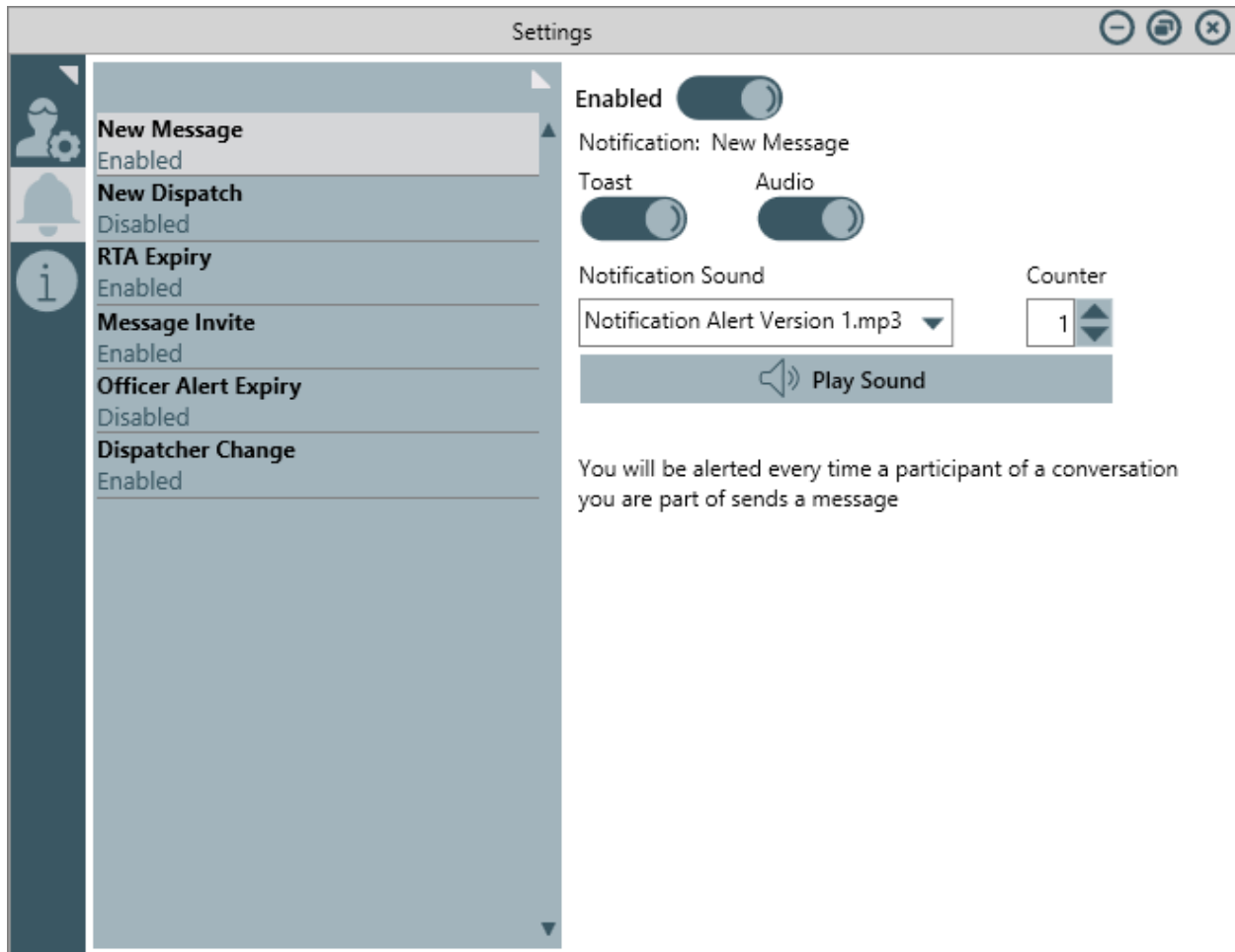
1. Click  **Settings** >  **User Settings**.
2. Select **Default** or **High Contrast** from the theme dropdown menu.
3. Enter search terms or click the  icon to search for a previously saved location in the **Default Location** field. The selection made here will determine which location the map will automatically display when you sign into Dispatch.



Selecting a default location will determine which location the Map panel will automatically display when you log into Dispatch.





Configure Sounds & Notifications



The **Notifications** settings allow you to turn notifications on or off, enable pop-up or audio notifications, select an audio alert, and specify how many times the audio notification will play.



Notifications section in **Settings**.

To configure the sounds and notifications:

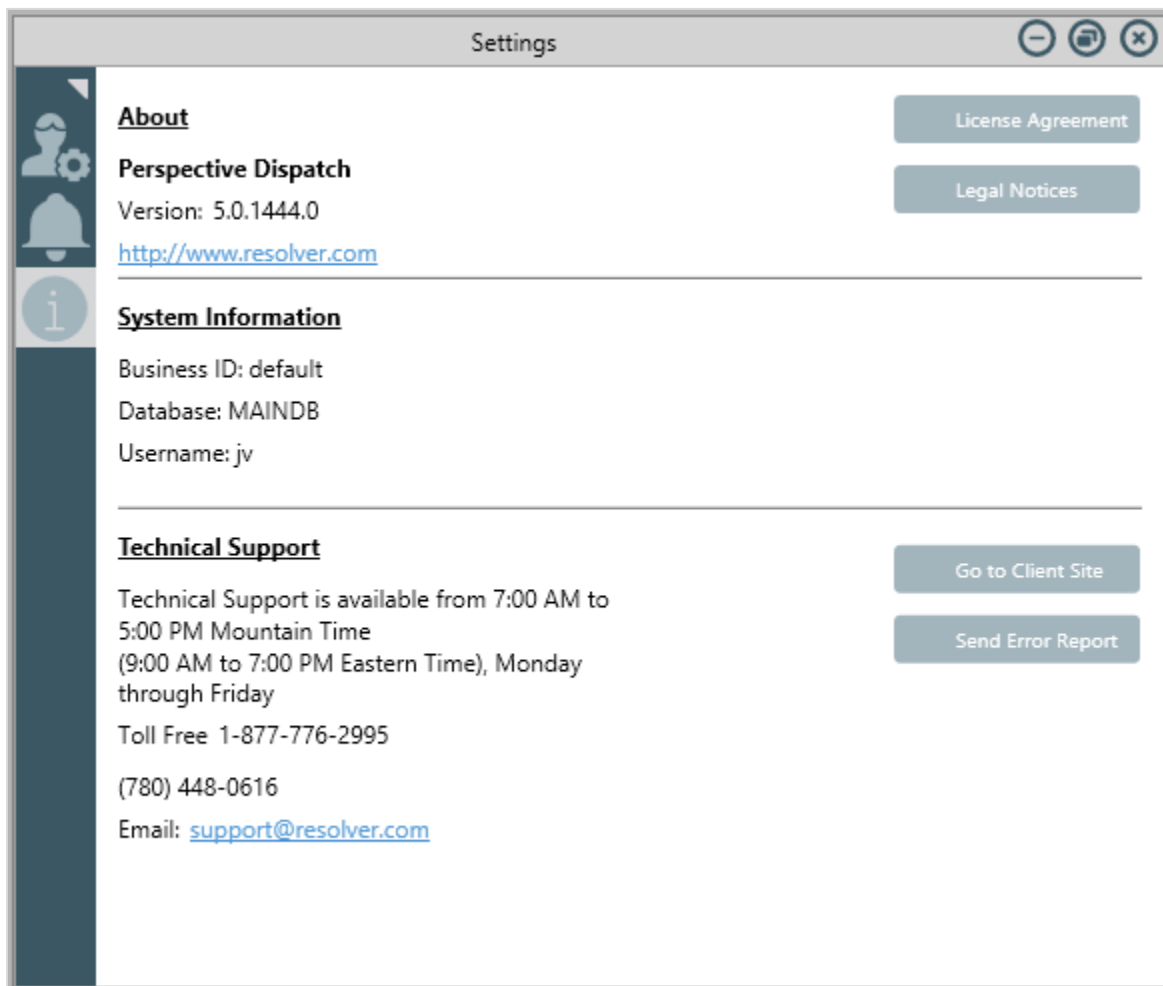
1. Click  **Settings** >  **Notifications**
2. Select the notification you want to configure (i.e. New Message, New Dispatch, RTA Expiry, Message Invite, Officer Alert Expiry, or Dispatcher Change).
3. To disable the notification, click the  icon next to **Enabled**.
4. To disable pop-up notifications, click the  icon next to **Toast**.

5. To disable audio notifications, click the  icon next to **Audio**.
6. To change a notification's audio, select a sound from the **Notification Sound** dropdown, then click **Play Sound** to hear the sound.
7. Use the  arrows or enter a number in the **Counter** field to specify the number of times an audio notification will play.

Information & Support

The **About** section of the **Settings** provides information about your version of Dispatch, as well as links to the license agreement, legal notice, and Resolver Support site.

To access this section, click  **Settings** >  **About**.



The **About** section of **Settings**.

To view additional documentation, including the **Dispatch Administrator's Guide** and help articles, or to contact Resolver Support, click **Go to Client Site**.

If you're experiencing issues with Dispatch, you can automatically send an error report to Resolver Support by clicking **Error Report**. Note that only the computer experiencing the issues should send the error report.



You will not be able to send an error report to Resolver if the email feature isn't configured in Perspective.

Glossary

TERM	DEFINITION
Administrator	A user who can create and configure user profiles, zones and teams, priorities, visual alerts, templates, and locations, as well as perform the same dispatch functions as a dispatcher .
Available organization	An organization record from Perspective that has been linked to Dispatch. Adding an available organization allows you to quickly select that organization to dispatch to the scene of an activity.
Call Category	The type of dispatch (e.g. Emergency, Burglar Alarm, Security Request, etc.).
Call Sign	A pre-determined code assigned to an officer once he or she comes on duty to make the officer easily identifiable to the dispatcher. Call signs are configured in Perspective by the administrator.
Dispatch	An event or series of events with which security personnel may become involved. When a dispatch has been closed, its record is transferred to Perspective's Data Forms as an activity.
Dispatcher	A user who can perform dispatch-related duties, such as create new dispatches and record logs, bring officers on and off duty, create and manage tasks, view SOPs and send SOP-related emails, manage available organizations, create new locations, and manage user settings.
Indoor Location Point	A location saved within in a larger location (a master location). An indoor location point could be a meeting room inside an office building, while the office building is the master location.
Master Location	A larger location that contains indoor location points . For example, an office building may be a master location, while the meeting rooms in the office building are the indoor location points.
Officer	A member of your organization's security team that completes dispatch-related tasks.
Officer Alert	A setting that determines amount of time a dispatched officer has to respond to a dispatch once he or she reaches a certain status (e.g., On Route, On Scene, etc.), location and/or priority. Once activated, the Officer

TERM	DEFINITION
	Alert will show a timer in the Officers panel that displays the amount of left to respond or the amount of time that has passed since the Officer Alert time ran out.
Off Duty	When an officer is no longer working and unavailable to be dispatched or assigned tasks. Dispatchers can remove officers from duty via the Officers panel.
On Duty	When an officer is working is available to be dispatched or assigned tasks. A dispatcher can bring an officer on duty through the Officers panel.
Operational Zone	A large area within your organization which is further segmented into work zones . For example, an operational zone could be the East Campus of a university, and the Cafeteria, Laboratory, and Library are the work zones.
Organization	When working with dispatch tasks, an organization is an agency, such as the local police or fire department, that you may need to be dispatched the scene of an activity. Organizations can also refer to organizations that were involved in an activity or organizations that made a Service Request .
Perspective Site Rollups	A hierarchical list in Perspective that holds all the Perspective sites. New and existing sites will appear in Dispatch as search results when searching for locations in various panels, but sites are not saved as locations unless they are properly configured in Perspective then selected as the location of a new dispatch from the Create Dispatch panel.
Priority	The level of important assigned to a dispatch (e.g. High, Medium, or Low).
Regulated Time to Act (RTA)	<p>Known as RTA for short, a Regulated Time to Act alert determines the amount of time a dispatcher has to react to and modify an activity when the officer reaches a certain status (e.g. On Route, On Scene, etc.), location and/or priority.</p> <p>Once activated, the RTA will display a timer in the RTA column of the Dispatches panel that displays the amount of time left to respond to the activity or the amount of time that has passed since time ran out.</p>

TERM	DEFINITION
Reviewer	A user who can view all the panels (except for Create and Create Task), but cannot create or modify any dispatches, tasks, or any information contained in the panels.
Scheduled Dispatch	A pre-created dispatch that's scheduled to occur in the future. Scheduled dispatches are created in the Schedule Dispatch panel and can occur once or can recur daily, weekly, or monthly.
Standard Operating Procedure (SOP)	An SOP (Standard Operating Procedure) is a feature designed to provide guidance on the steps that should be taken during certain dispatches by providing a brief description, a task checklist, attachments and/or hyperlinks with more information, and notifications. The SOP feature also allows you to email others in your organization to share important announcements, provide instructions, or share any other important information during an activity.
State	The current status of an officer, which appears in the Status column of the Officers window.
Task	A dispatch-related job that is assigned and completed by an officer.
Team	A group of officers assigned to work in a specific work zones ,
Work Zone	The area in the operational zone where the dispatch is occurring. An operational zone is a large area within your organization. Once an operational zone is created, one or more working zones must be created to organize which area in operational zone the officers will be working. For example, the East Campus of a university is the operational zone and the Cafeteria, Laboratory, and Library are the working zones within that campus.
Zone(s)	The area(s) of responsibility in your organization. Zones are segmented into operational zones which are the larger areas within your organization then into work zones , which are the smaller areas where officers are assigned to work.

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