

RESOLVER

OFFICER MOBILE USER'S GUIDE

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Supported Devices

To run Officer Mobile, your mobile phone must be:

- An **iPhone** or **iPod Touch** running **iOS 10** or later. To confirm your iOS, tap **Settings > General > About**.

OR

- An **Android** mobile phone running the **Android 8.0** operating system or later. To confirm your operating system, tap **Settings > About device**.



Officer Mobile is compatible with some models of iPad and Android tablets; however, it is not fully supported on these devices.



Ensure your Wi-Fi or data signal is strong when using Officer Mobile to avoid alert delays or interruptions.

Introduction

Welcome to Officer Mobile, a mobile application created specifically for officers. This app is designed to complement Dispatch, a desktop application that helps dispatchers manage activities. Through Officer Mobile, you can view your tasks, update your status, upload images, record organization and person involvements, send and receive instant messages, as well as review the details of a dispatch.



The screenshots in this guide were taken using an Android device. If you're using an iPhone, the user interface may differ slightly.

Dispatch

Dispatch is a desktop application designed to help dispatchers create and manage dispatches and tasks. When an activity occurs, the dispatcher creates a record in Dispatch along with any tasks, then assigns those tasks to an officer. If the officer is running Officer Mobile, he or she will see the details of that task and its associated dispatch.

If a dispatcher assigns you to a task, changes a task's information, sends you a message, takes you on or off duty, changes your status, adds or edits a log, or makes any other changes to your profile, task, or dispatch, Officer Mobile is automatically updated in real time. Likewise, any information you add or change, or any dispatches you create in the app will be updated in Dispatch, keeping you and your dispatcher connected throughout the process.

Perspective

Perspective is an incident and investigation management software. When a dispatch is closed, all data from Dispatch and Officer Mobile is moved to Perspective as a new activity record where it can be further analyzed. Though Dispatch is a separate application, some of its settings are configured in Perspective.




Before You Begin

Who Should Use This Guide

This guide is for users operating the Officer Mobile app on their mobile device only. If you're operating the full Dispatch client, see the [Dispatch User's Guide](#).

Notes, Tips & Warnings

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

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

Getting Started

Install Officer Mobile

- If you're using the iOS operating system, download Officer Mobile on your phone from the **App Store**. For more information on installing apps from the App Store, visit the [App Store support site](#).
- If you're using the **Android** operating system on your device, download Officer Mobile on your phone from the **Google Play** store. For more information on installing apps from the Google Play store, visit the [Google Play support site](#).

Log In

Before logging into Officer Mobile, contact your dispatcher or Dispatch administrator to find out if your organization is a **Hosted** (your company runs Dispatch and Perspective on Resolver's servers) or **On Premise** (your company runs Dispatch and Perspective on its own servers) customer as this will affect how you log in.



Your dispatcher or Dispatch administrator must also provide you with the following details before you log in:

- Your username and password
- The service URL (**On Premise** only)
- Your organization's **Business ID**
- Your organization's database name




It's recommended that Officer Mobile users connect to the application using a mobile network instead of Wi-Fi to reduce the likelihood of signal disruptions.

To log into Officer Mobile:

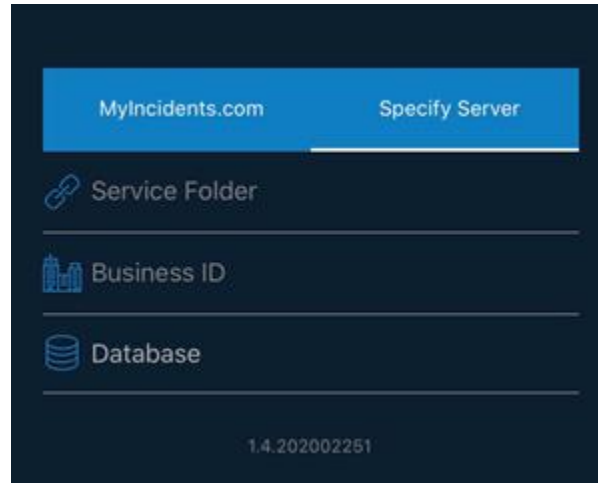
1. [Install](#) the **Officer Mobile** app.
2. Tap the  icon on your phone's home screen.
3. If launching the app for the first time:
 - a. Tap **Login with Perspective**. If needed, you can access this screen again by tapping the  icon, then **Change Login Type**.



The authentication method screen.

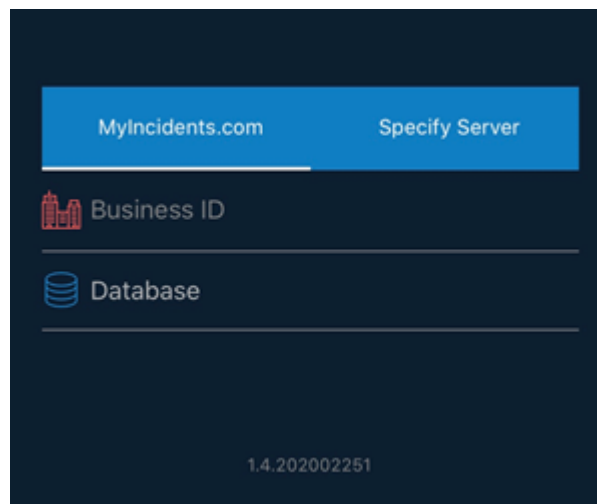
- b. From the login screen, tap the  icon.
 - If your organization runs Dispatch and Perspective on its own servers (**On Premise**):
 - i. Tap the **Specify Server** tab, if it's not already open.
 - ii. Enter the Perspective Services URL (e.g. <servername>/IntegrationServices) in the **Service Folder** field.

- iii. If your business ID is different from **Default**, enter it in the **Business ID** field.
- iv. Select a database from the **Database** field.



The **Specify Server** tab for **On Premise** customers.

- If your organization runs Dispatch and Perspective on Resolver's servers (**Hosted**):
 - i. Tap the **MyIncidents.com** tab.
 - ii. Enter your organization's business ID in the **Business ID** field.
 - iii. Select a database from the **Database** field.




The **MyIncidents.com** tab for **Hosted** customers.

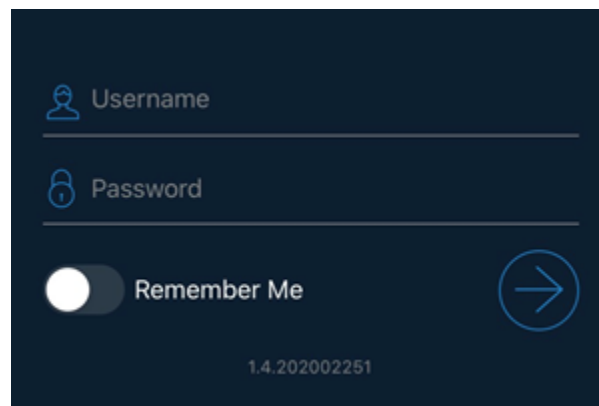


If the information entered in any of the above fields is incorrect (i.e. **Service Folder**, **Business ID**, or **Database**), the icon next to that field will appear in **red**. If the information is correct and validated, the icon next to the field will appear in **blue**.

- c. Tap the  (back arrow) icon to return to the previous screen.

4. Enter your login credentials:

- a. If you're **not** logging in using single sign-on authentication (SSO):
- i. Tap the **Username** field, then enter your Perspective username.
 - ii. Tap the **Password** field, then enter your Perspective password.
 - iii. **Optional:** Tap **Remember Me** to save your username.
 - iv. Tap the  (forward arrow) icon to log in.



The login screen (SSO not enabled).



If you're unable to log in and receive an error message that you need to reset your password and/or your password is invalid, contact your Dispatch/Perspective administrator.

- b. If you're logging in using [single sign-on \(SSO\)](#) authentication:
 - i. Tap **Login**.
 - ii. Enter your username, password, and any other information required by your SSO provider to complete the login process. The SSO settings, including the amount of time your session remains active, are determined by the SSO provider selected by your Perspective administrator.



If both SSO and Perspective authentication are enabled on your system and you want to log in using your Perspective credentials, enter your Perspective username and password in the **Username** and **Password** fields. If these fields aren't appearing on the login screen, your Perspective administrator hasn't enabled both Perspective and SSO authentication.

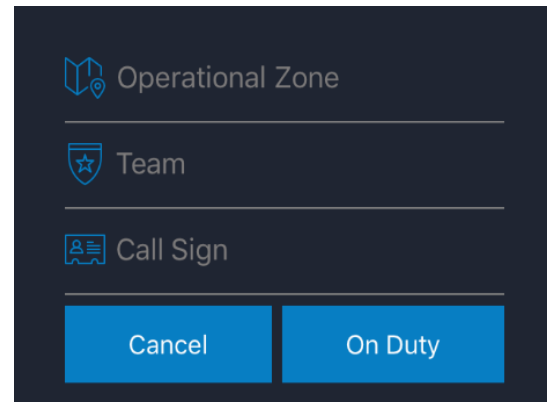
Log Off

You can log off the app through your [Profile](#) settings.

Report for Duty

Before you can be assigned any tasks, you must be brought on duty. If a dispatcher has not already brought you on duty, you'll be prompted to select an [Operational Zone](#) (a large, designated area where officers may be assigned to work, such as a university campus), [Team](#), and [Call Sign](#).

The team you select will determine which [work zones](#) (smaller areas within an operational zone) you'll be able to work in. If you've been assigned a default operational zone, this zone will appear automatically in the **Operational Zone** field. If you've been granted access to more than one operational zone, you'll be able to select one of those zones when reporting for duty.



The **Report for Duty** screen.



If you're not sure which operational zone, team, or call sign you should select when reporting for duty, contact your dispatcher. If your administrator has assigned you a default operational zone, team, and call sign, this information will appear in the fields automatically.

To report for duty:

1. [Login](#).
2. Select an operational zone from the **Operational Zone** field.

3. Select a team from the **Team** field.
4. Select an available call sign from the **Call Sign** field.
5. Tap **On Duty**.



Your dispatcher can bring you on or **off duty** at any time.

Push Notifications

Push notifications (pop-up messages or alerts on your mobile is device) are sent out when:

- You receive a new message;
- You receive a conversation invitation; or
- You've been assigned a task that is of a higher priority than the task you're currently working on.

Your mobile device will receive push notifications for the above circumstances any time you're not actively working in the app, including if you've logged out, the app is running in the background, or if the app is closed (not running in the background). If enabled on your device, an audio alert will be played when a notification is received.

If you're not logged in at the time you receive a push notification, you'll be taken to the login screen before you can view your new message, invitation, or task.

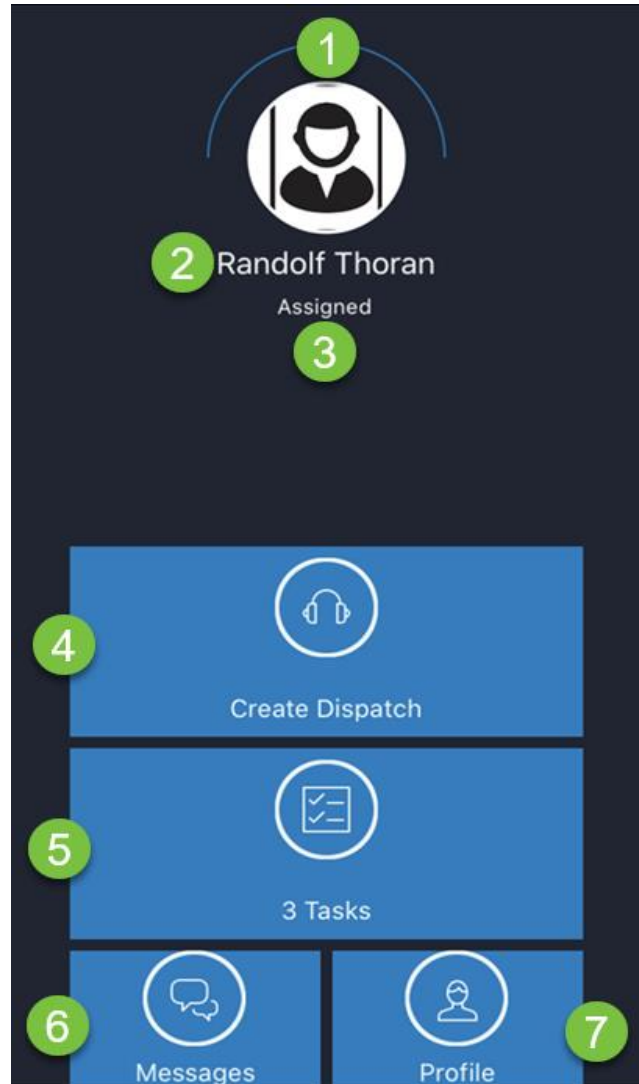


Ensure your Wi-Fi or data signal is strong to avoid alert delays or interruptions.

Dashboard

After [logging in](#) and [reporting for duty](#), the dashboard is displayed.

1. A photograph of the officer, if uploaded in Dispatch, or a default user icon. Tapping here will allow you to change your state (e.g. Available, Busy, Break, etc.).
2. The name of the officer.
3. The current status of the officer.
4. The **Create Dispatch** component, where you can use templates to create new dispatches.
5. The **Tasks** component where you can view details of your current and upcoming tasks.
6. The **Messages** component, which also displays the number of your unread messages (if any). Tapping here will let you send messages, view your unread messages, create new conversations, and invite others to join existing conversations.
7. The **Profile** component where you can view your **Current Location**, **Operational Zone**, **Team**, and **Call Sign**, change your **State**, take yourself off duty, or log off.



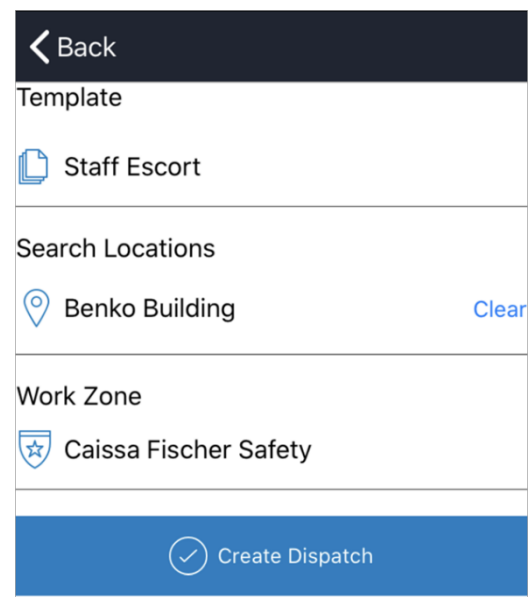
The dashboard.

Create Dispatch

Dispatches can be created from the app using templates. When you create a new dispatch, you're automatically assigned to any tasks added to the template, along with a general **Respond and Assist** task. Dispatchers can view and manage these records through the desktop application.

To create a new dispatch:

1. Tap **Create Dispatch** from the dashboard.
2. Tap the **Template** field, then tap an option to select it.
3. Tap the **Search Locations** field to enter search terms, then tap a result to select it.
4. Tap the **Work Zone** field, then tap an option to select it.
5. Tap **Create Dispatch**.



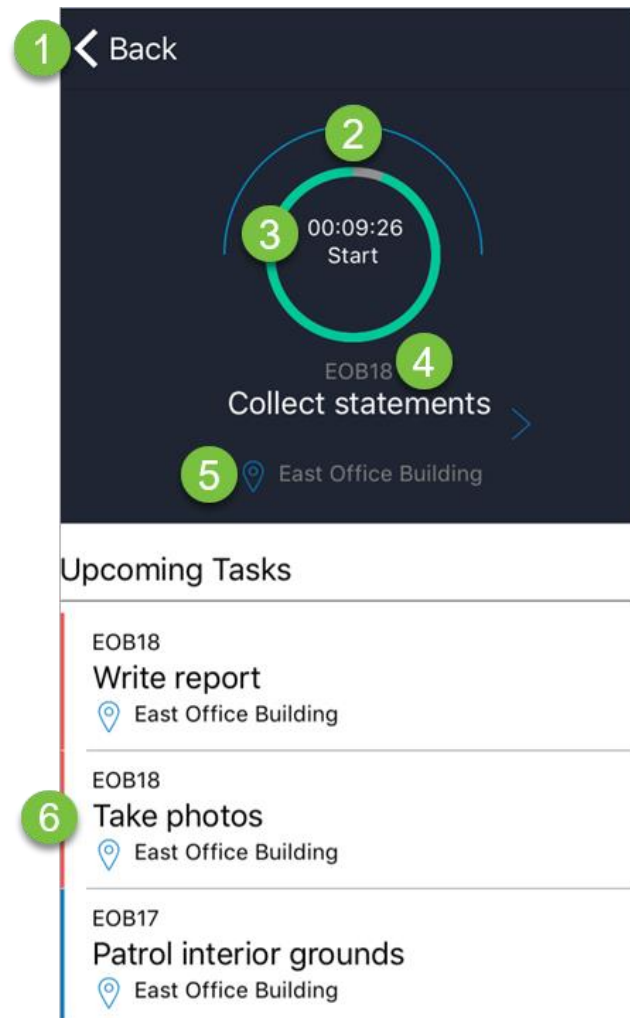
The **Create Dispatch** screen.

Any tasks added to the template, along with a **Respond and Assist** task will appear in the **Tasks** area of the app once the dispatch is successfully created.

Tasks

Tapping **Tasks** from the dashboard will display the details of your current task, along with a list of all your upcoming tasks.

1. Returns you to the previous screen.
2. Indicates the time left in your RTA. A **red** circle means the RTA on this task has expired. A **green** circle means time remains within the RTA but continues to count down. A **yellow** circle means the RTA is at or past the halfway mark. A **grey** circle means this task is cleared or there is no RTA for the task.
3. The RTA timer and status for the current task. If the RTA has expired, the timer will count the time that's passed since expiry. Tapping this area will change your status (i.e. Assigned > Start > Arrive > On Route > On Scene > Cleared).
4. The dispatch number and a brief description of the task. Tapping here will display the task's **Dispatch Details**.
5. The task's location.



The **Tasks** screen.

6. Upcoming tasks which are ordered by newest task first, priority, or how your dispatcher has organized them. Tasks are automatically assigned a color to help identify which tasks are part of the same dispatch. In the screenshot above, the **Write report** and **Take photos** tasks are part of Dispatch #EOB18 and are both assigned the red color, whereas **Patrol interior grounds** is part of Dispatch #EOB17 and has been assigned the blue color. There are 9 colors available to identify different dispatches, however, the colors will be recycled if tasks from more than 9 separate dispatches appear in the app.

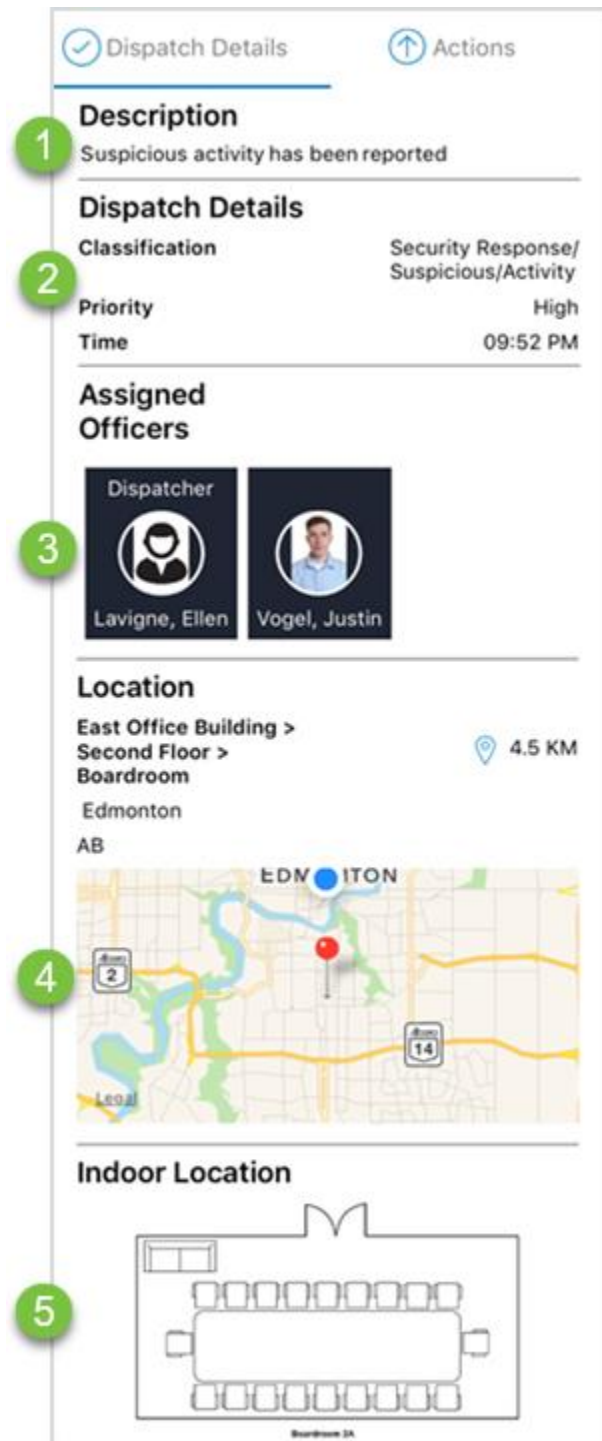


If you're not currently working in the app, you'll receive a push notification when you've been assigned a task **only** if that task is of a higher priority than your current task.

Dispatch Details

The **Dispatch Details** section provides you with more in-depth information about a current or upcoming task and their associated [dispatches](#). To view **Dispatch Details**, tap the task's description on the **Tasks** screen.

1. A description of the dispatch. If no description was entered by the dispatcher, this section will be blank.
2. The details of the dispatch, including the type of activity, priority, and time of creation.
3. Displays the name of the dispatcher, as well as the names of all officers who have been assigned tasks on this dispatch.
4. The location of the dispatch, including the name of the location as it's saved in Dispatch, its location on the map, and its distance from your current location (if location tracking is activated on your phone). Tapping the map will display a larger version of the map. Note the dispatch location may differ from a task's location.
5. If the dispatch is located in an [indoor location point](#), that indoor location's map, blueprint, or floorplan image will be displayed here. If your dispatcher placed a temporary location pin to indicate exactly where the dispatch is occurring within the indoor location, it will appear as a red dot on the image. Tapping the image will display a larger version and swiping left will display images of the previous indoor location point(s), if any, along with the [master location](#).

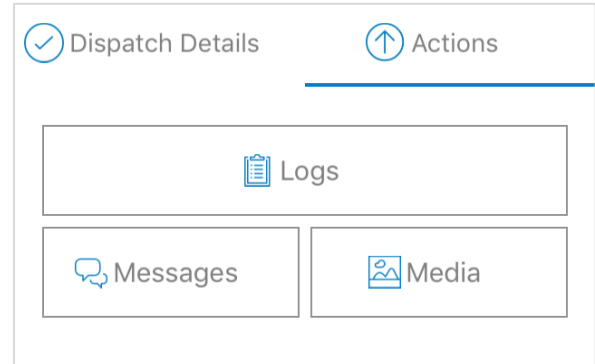


The **Dispatch Details** screen.

Actions

The **Actions** section allows you to perform additional functions related to a current or upcoming task including:

- [Create organization logs.](#)
- [Create person logs.](#)
- [Send and receive](#) dispatch-related messages.
- [Upload images](#) from your phone.



The **Actions** screen.

To go to **Actions**, tap a task's description then tap the **Actions** tab.

Create an Organization Log

An organization log documents an organization's name and how it was involved in an activity. For example, an organization may be a responding agency, such as police or paramedics, or the organization that reported the activity.

Organization logs can be created by officers and dispatchers and, once created, can be viewed on both Officer Mobile and Dispatch, where they are saved to the dispatch record.



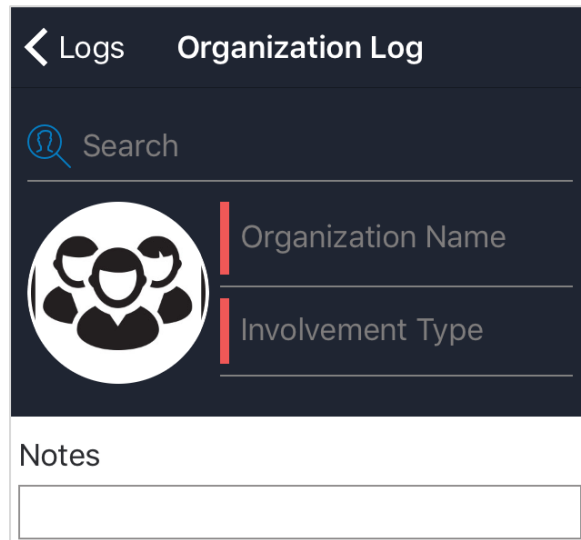
Once an organization log has been created, it cannot be deleted through Officer Mobile. If needed, your dispatcher can delete the log in Dispatch.

To create an organization log:


1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Logs > Add > Organization**.

3. Select an organization:

- Tap the **Search** field to locate and select an existing organization record saved in Perspective/Dispatch; or
- Tap the **Organization Name** field to enter the name of the organization.



The **Organization Log** screen.

4. Tap the **Involvement Type** field to select how the organization is involved in the dispatch.
5. **Optional:** To add a logo or image of the organization:
- a. Tap the  icon.
 - b. Tap **Camera** to take a photo of the organization or tap **Library** to select a previously saved image.
 - c. Tap **Save**.



When uploading images, ensure your mobile device has a good Wi-Fi or data connection as a poor connection will delay or prevent a successful upload.

6. **Optional:** Enter additional information in the **Notes** field.
7. Tap < **Logs** to save your changes and return to the previous screen.

Create a Person Log

A person log documents a person's name and how he or she was involved in an activity. For example, an involved person may be a suspect, witness, or reporting person.

Person logs can be created by officers and dispatchers and, once created, can be viewed on both Officer Mobile and Dispatch, where they are saved to the dispatch record.

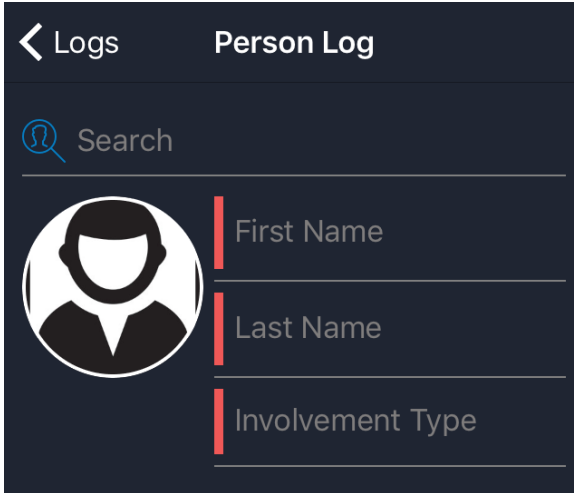


Once a person log has been created, it cannot be deleted through Officer Mobile. If needed, your dispatcher can delete the log in Dispatch.

To create a person log:

1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Logs > Add > Person**.
3. Select a person:
 - Tap the **Search** field to locate and select an existing person record saved in Perspective/Dispatch;


- Tap the **First Name** and **Last Name** fields to enter the name of the person.



The **Person Log** screen.

4. Tap the **Involvement Type** field to select how the person is involved in the dispatch.

5. **Optional:** To add an image of the person:

- a. Tap the  icon.
- b. Tap **Camera** to take a photo of the person or tap **Library** to select a previously saved image from your phone's photo album.



When uploading images, ensure your mobile device has a good Wi-Fi or data connection as a poor connection will delay or prevent a successful upload.

- c. Tap **Save**.
6. **Optional:** Enter additional information in the **Notes** field.
 7. Tap < **Logs** to save your changes and return to the previous screen.

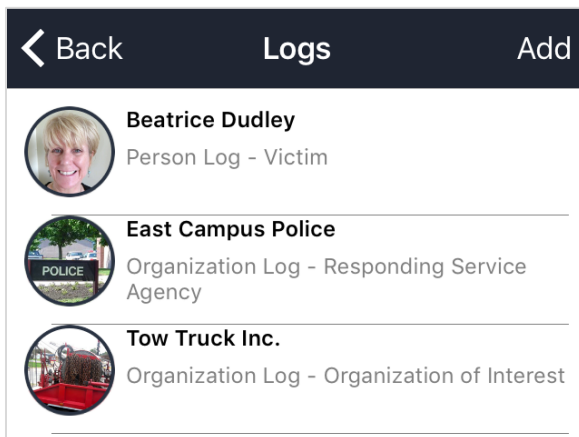
Edit an Organization or Person Log



Once created, logs cannot be deleted through Officer Mobile. If needed, your dispatcher can delete the log in Dispatch.

To edit an existing organization or person log:

1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Logs**.
3. Tap the log you want to edit.



A list of the previously saved logs.

4. Tap the **Name** and/or **Involvement Type** fields to make your changes.
5. Tap the existing image or the image icon to add, change, or remove an image.



When uploading images, ensure your mobile device has a good Wi-Fi or data connection as a poor connection will delay or prevent a successful upload.

6. Tap < **Logs** to save your changes and return to the previous screen.

View or Send a Dispatch-related Message

The **Messages** feature within the **Actions** section of a task lets you communicate with dispatchers and other officers through instant messaging, ensuring you won't miss important information or instructions over the radio. Once you're assigned a task, you and your dispatcher are automatically brought into a dispatch-related conversation, along with other officers who are assigned different tasks on the same dispatch. You may also invite additional officers and dispatchers to the conversation as needed.

Dispatch-related conversation histories are saved to the dispatch record.

If you want to start a conversation that is **not** related to a specific dispatch or you'd like to view a list of all your currently open conversations, see the [Messages](#) section.



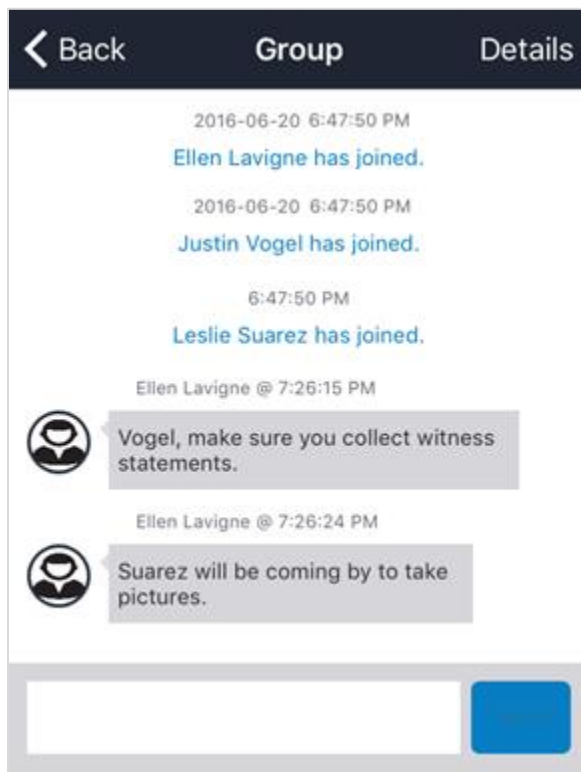
Though you can tap **Leave** from the **Details** section of a dispatch-related conversation, the conversation will remain open and can be accessed through the **Actions** section until the task is cleared.



If you're not currently working in the app, you'll receive push notifications when you receive a new message or invitation.

To view or send a dispatch-related message:

1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Messages** to view the conversation.



A dispatch-related conversation.

3. Tap the text field at the bottom of the screen, type a message, then tap **Send**.

Invite Others to Join a Dispatch-related Conversation

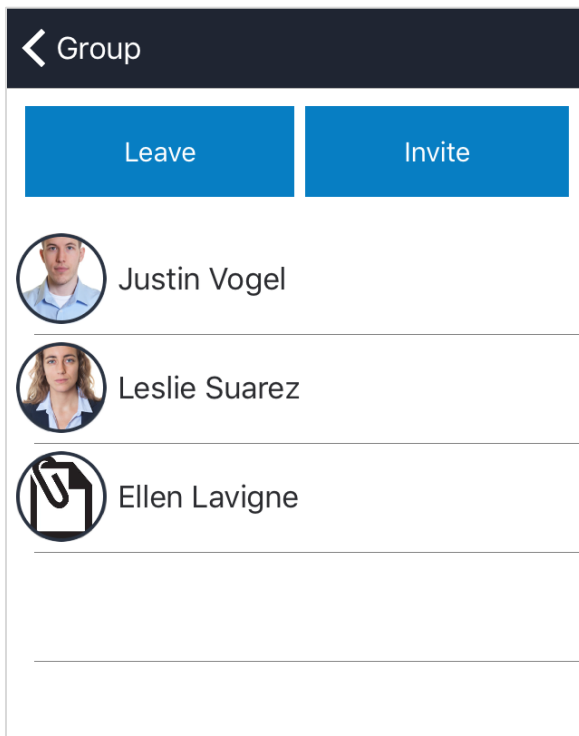
If needed, you can invite other dispatchers or officers to your dispatch-related conversation, however, you will only be able to invite users who are authorized to work in your current [operational zone](#). Additionally, if a user is logged off at the time the invitation is sent, he or she will not receive the invitation until they log onto Dispatch or Officer Mobile. For information on inviting users to conversations that aren't related to a dispatch, see [Messages](#).



If you left a dispatch-related conversation, you will still be able to view the conversation, however, you will not be able to invite other users until you've rejoined. To rejoin the conversation, type a message in the text field of the conversation, then tap **Send**.

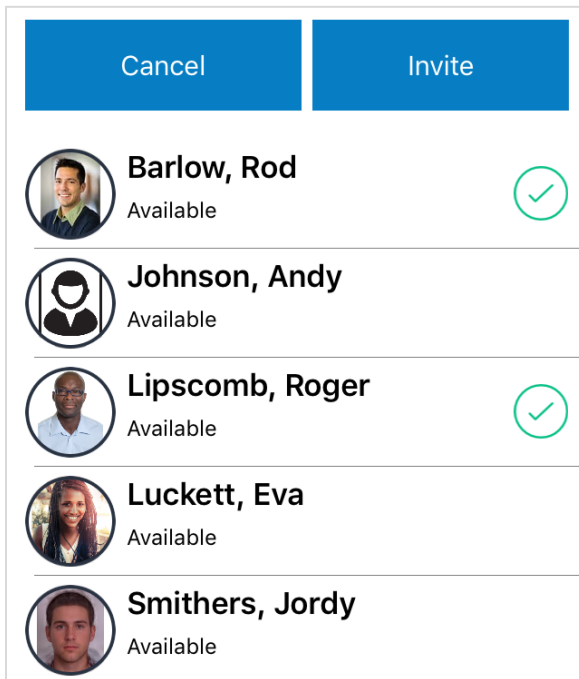
To invite others to join a dispatch-related conversation:

1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Messages > Details** at the top-right of the screen. The **Details** section displays a list of all users who have already joined the conversation.



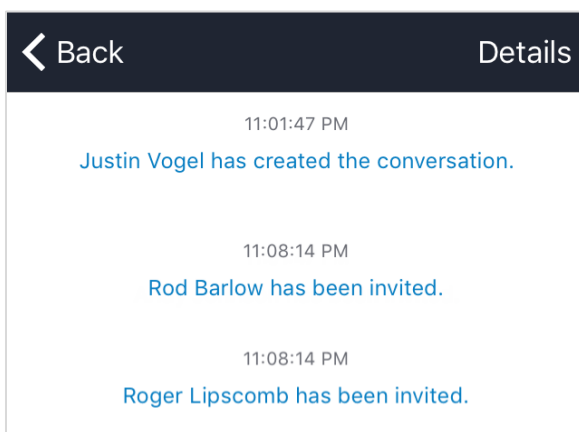
The **Details** screen.

3. Tap **Invite**.
4. Select one or more users to invite to the conversation by tapping their name(s).



Selected users to invite to the conversation.

5. Tap **Invite**.
6. Tap the < icon to return to the messages screen.



A confirmation message will appear when other users have been invited or have joined the conversation.

Attach an Image to a Task

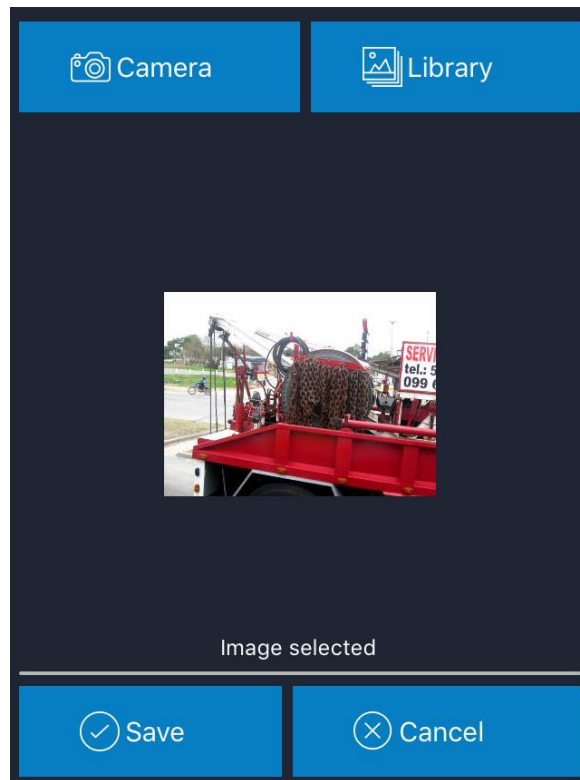
Through the **Media** section of a task, you can attach and save an image to the dispatch by selecting an image from your device's photo album or by taking a photo with your phone.



When uploading images, ensure your mobile device has a good Wi-Fi or data connection as a poor connection will delay or prevent a successful upload.

To attach an image to a task:

1. Tap the task's description to open **Dispatch Details**.
2. Tap **Actions > Media > Add**.
3. To upload an image:
 - Tap **Camera** to take a photo with your phone's camera; or
 - Tap **Library** to select an image from your phone's photo album.



An attached image.



Any photos taken via Officer Mobile will be saved to the dispatch, but the image will **not** be saved in your phone's photo gallery.

4. Tap **Save**.

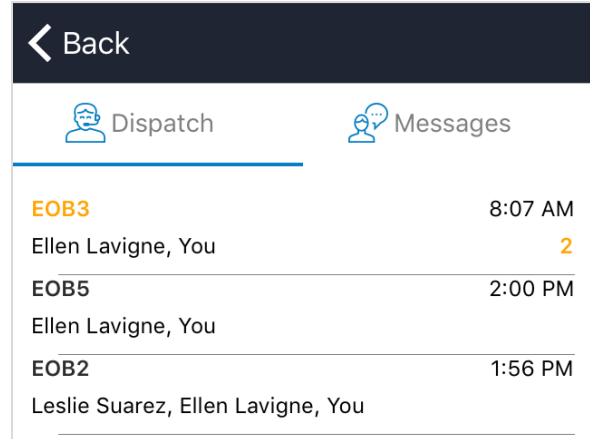


Once an image is uploaded and saved, it can't be modified or deleted through Officer Mobile. If needed, a dispatcher can delete an image in Dispatch.

Messages

The **Messages** component, which can be accessed from the [dashboard](#), lets you communicate with dispatchers and other officers through instant messaging, ensuring you won't miss important information or instructions over the radio. From this section of the app, you can view, create, and continue all of your dispatch-specific or general conversations:

- The **Dispatch** tab displays [dispatch-related conversations](#) between you, the dispatcher, other officers assigned to different tasks on the same dispatch, and any other users invited to the conversation. These conversations are automatically created once you're assigned a task and the conversation history is saved to the dispatch record.
- The **Messages** tab displays conversations that are unrelated to a specific dispatch and were created manually, including conversations you created or were invited to join. These conversations are not saved to a dispatch record.



The **Dispatch** tab in **Messages** displaying a list of all currently open dispatch-related conversations.

From within the **Messages** component, new messages or invitations will appear in **orange**.

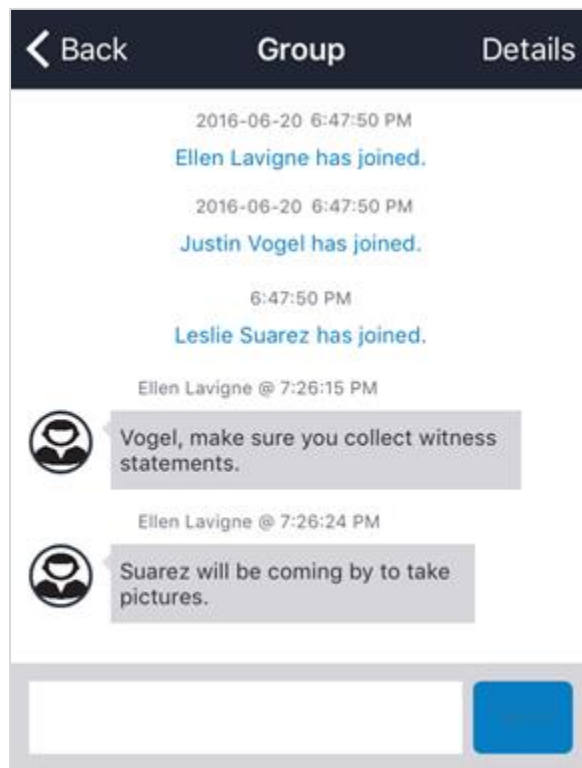


If you're not currently working in the app, you'll receive push notifications when you receive a new message or invitation.

View & Send Messages

To view and send messages:

1. Tap **Messages** from the dashboard.
2. Open a conversation:
 - To select a dispatch-related conversation, tap the **Dispatch** tab, then tap the conversation you want to view; or
 - To select a conversation unrelated to a dispatch, tap the **Messages** tab, then tap the conversation you want to view.



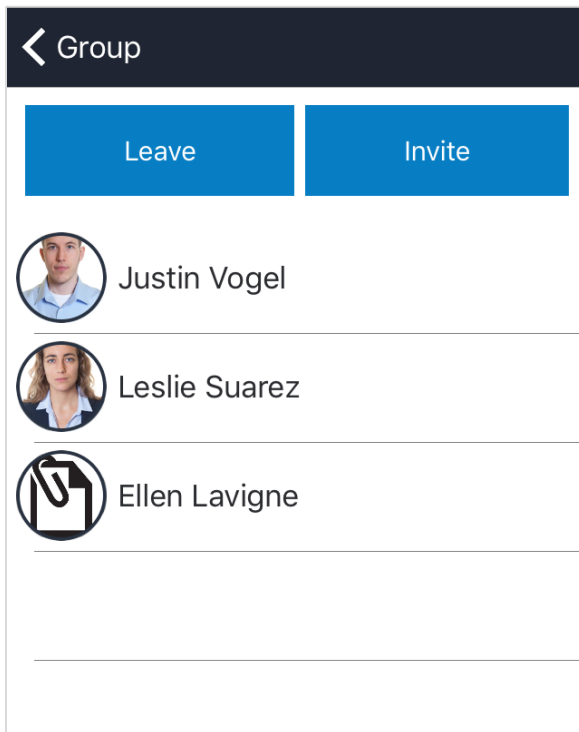
A conversation with multiple participants.

3. Tap the text field at the bottom of the screen, type a message, then tap **Send**.

Invite Others to a Conversation

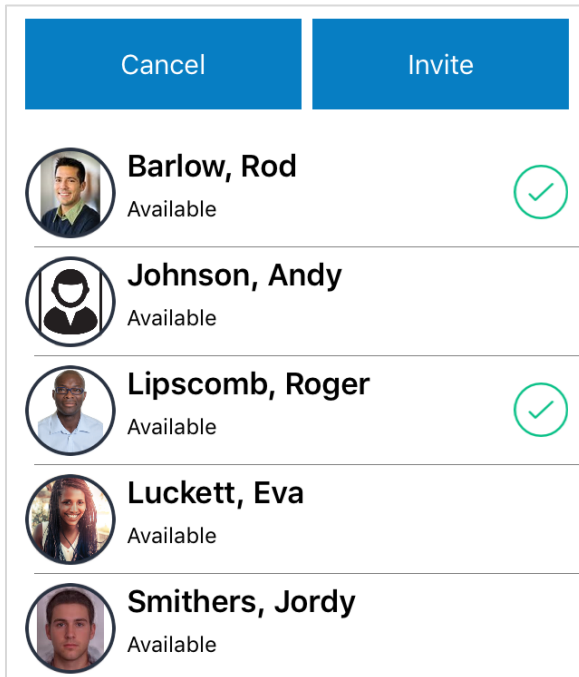
To invite others to join a conversation:

1. Tap **Messages** from the dashboard.
2. Open a conversation:
 - To select a dispatch-related conversation, tap the **Dispatch** tab, then tap the conversation you want to view; or
 - To select a conversation unrelated to a dispatch, tap the **Messages** tab, then tap the conversation you want to view.
3. Tap **Details** to display a list of all users who have already joined the conversation.



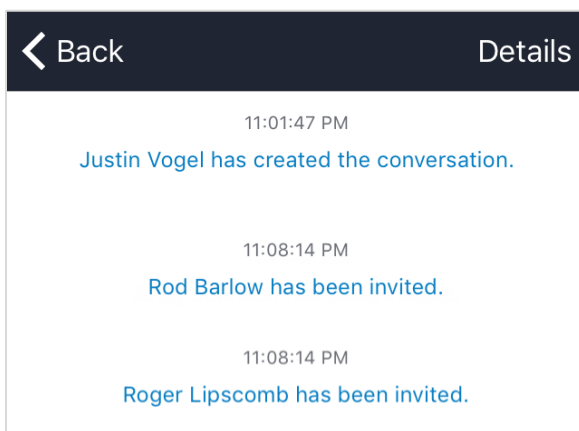
The **Details** screen within a conversation.

4. Tap **Invite**.
5. Select one or more users to invite to the conversation by tapping their name(s).



Selected users to invite to the conversation.

6. Tap **Invite**.
7. Tap **< Back** to return to the messages screen.



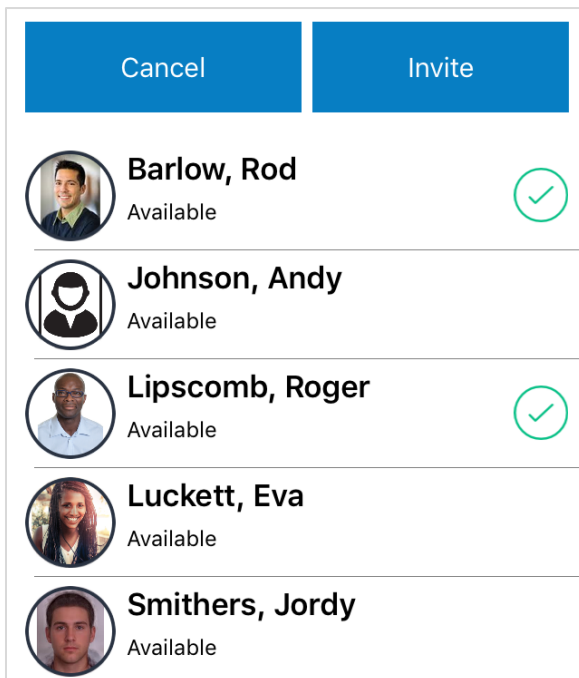
A confirmation message will appear when other users have been invited or have joined or left the conversation.

Create a New Conversation

Conversations manually created by users are not associated with a dispatch are not saved to the dispatch record.

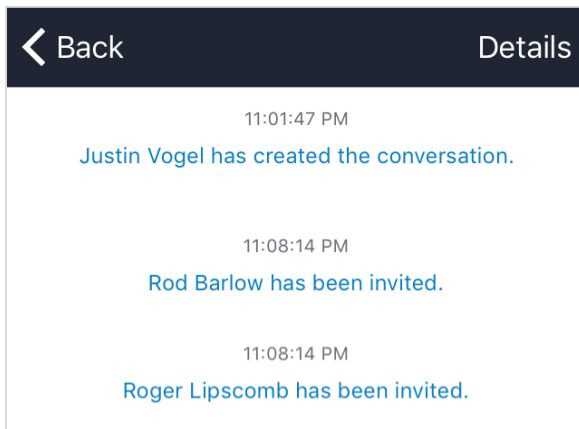
To create a new conversation:

1. Tap **Messages** from the Dashboard.
2. Tap **Messages > Add > Invite**.
3. Select one or more users to invite to the conversation by tapping their name(s).



Selected users to invite to the conversation.

4. Tap **Invite**.



A confirmation message will appear when other users have been invited or have joined or left a conversation.

Leave a Conversation

You can leave a dispatch-related conversation, however, until the task has cleared, the conversation will remain open and can be accessed through the **Actions** section from **Tasks** or from the **Dispatch** tab in **Messages**.

If needed, you can rejoin a conversation by accepting an invitation from a conversation participant.

To leave a conversation:

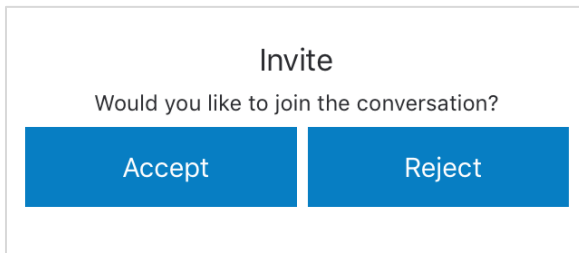
1. Tap **Messages** from the dashboard.
2. Open a conversation:
 - To select a dispatch-related conversation, tap the **Dispatch** tab, then tap the conversation you want to view; or
 - To select a conversation unrelated to a dispatch, tap the **Messages** tab, then tap the conversation you want to view.
3. Tap **Details > Leave**.

Accept or Reject an Invitation

Invitations to new conversations appear in **orange** with a “Conversation Invite” message in the **Messages** section. Note that rejecting an invitation does not prevent additional invitations from being sent.

To accept or reject an invitation to join a conversation:

1. Tap **Messages** from the dashboard.
2. Tap the **Messages** tab.
3. Tap the conversation invitation.
4. Tap **Accept** to join the conversation or **Reject** to reject the invitation.

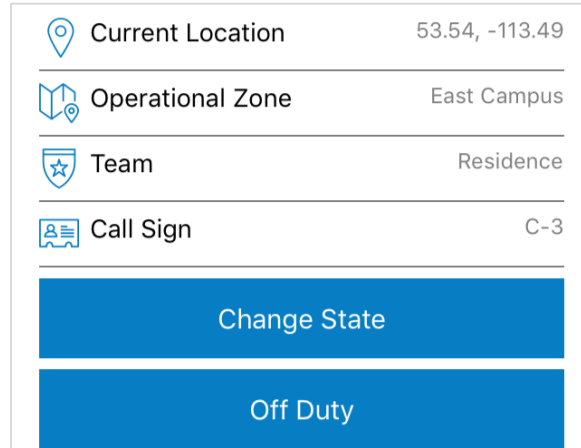


The **Invite** screen.

Profile

Through the **Profile** component of the dashboard, you can view your location's GPS coordinates (if location tracking is activated on your phone) and your **Operational Zone**, **Team**, and **Call Sign**, which were assigned to you when you [reported for duty](#) or were brought on duty by your dispatcher.

You may also [change your state](#) (e.g. Available, Busy, Away, etc.), [take yourself off duty](#), or [log off](#).



The **Profile** screen..

Change Your State

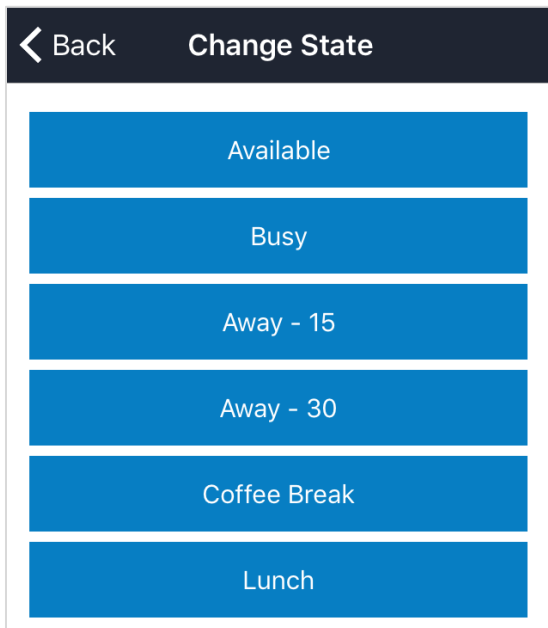
Your state (or status) controls how you will appear in Dispatch and is determined by selections made in this section or by your current state on a task (i.e. Assigned, On Route, or On Scene).



You can also change your state by tapping your profile image or the default officer icon from the dashboard.

To change your state:

1. Tap **Profile** from the dashboard.
2. Tap **Change State**.
3. Tap a state to select it.



The **Change State** screen.

Take Yourself Off Duty

When you remove yourself from duty, you cannot be assigned any tasks and will no longer appear as an available officer in Dispatch. Note that your dispatcher can report you for duty or remove you from duty at any time in Dispatch.

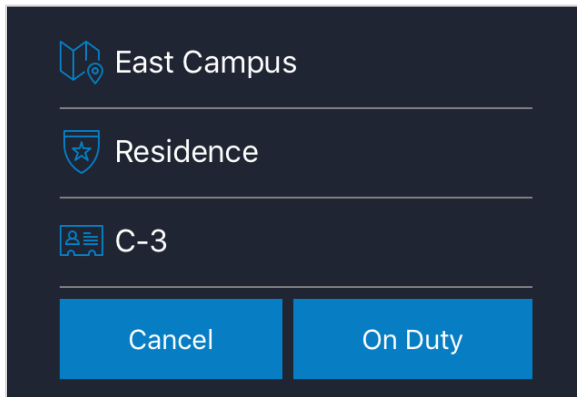


Taking yourself off duty will revert all your tasks back to **Unassigned**. If you removed yourself from duty in error, your dispatcher will need to reassign you to each task.

To take yourself off duty:

1. Tap **Profile** from the dashboard.
2. Tap **Off Duty** to be taken to the **Report for Duty** screen. If needed, you may once again report for duty using the same **operational zone**, **team**, and **call sign** you were previously working under (which is displayed by default) or select a different operational zone, team, and/or call sign.

3. To log off the application, tap **Cancel**.



The **Report for Duty** screen which displays the last operational zone, team, and call sign used.

Log Off

Logging off Officer Mobile does not take you **off duty**. After logging off, you will still appear as an on-duty officer to your dispatcher and may continue to be assigned tasks.

To log off:

1. Tap **Profile** from the dashboard.
2. Tap **Log Off** at the top right corner of the screen.



If you logged in using single sign-on authentication (SSO), closing or navigating away from the app will **not** log you out of Officer Mobile. To end your SSO session, you must tap **Log Off**.



If you logged into the app using single sign-on (SSO) and you're running Android OS 4.4 or earlier, it may take up to 20 seconds to successfully log out.

Glossary

TERM	DEFINITION
Activity	An event or series of events with which security personnel may become involved. When a dispatcher creates a record for an activity, it becomes a dispatch . Once the dispatch is closed, it's moved to Perspective as an activity record.
Call Sign	A pre-configured code to help dispatchers easily identify officers. All officers must be assigned a call sign when they're brought on duty.
Dispatch (activity)	A security-related event that requires the attention of an officer. Once a dispatch is created, a dispatcher will create tasks for an officer to complete as part of that dispatch. When a dispatch has been closed, its record is transferred to Perspective as an activity.
Dispatch (application)	A desktop application designed to work with Officer Mobile and Perspective that helps security departments manage activities and the officers who respond to those activities. Dispatch tracks locations, categories, priorities, officer status and actions, and any other important activity details.
Dispatcher	A user running the Dispatch desktop application who is responsible for taking calls, creating dispatches and tasks, and managing and assigning officers.
Dispatch Administrator	The user who creates and configures user profiles, zones and teams, RTAs, and locations.
Indoor Location Point	A location saved within in a larger location (a master location). For example, an indoor location point could be a meeting room inside an office building, while the office building is the master location. Indoor location points are

TERM	DEFINITION
	created and configured by a Dispatch administrator and, if selected on a dispatch, appear in the Dispatch Details .
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. Master locations are created and configured by a Dispatch administrator.
Officer	A security personnel representative who is dispatched and responds to dispatches and tasks created in Dispatch.
Off Duty	When an officer is no longer working and cannot be assigned tasks. Officers can be taken off duty by a dispatcher or through the Profile component of Officer Mobile.
On Duty	When an officer is working and is available to be assigned tasks. Officers can be brought on duty by a dispatcher or when they log onto Officer Mobile.
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	An organization that was involved in a dispatch, such as a responding agency (e.g. police or paramedics), organization of interest, or a victim or reporting organization. An organization's involvement can be recorded through an Organization Log .
Person	A person who was involved in a dispatch, such as a victim, witness, or reporting person. A person's involvement can be recorded through a Person Log .

TERM	DEFINITION
Perspective	A desktop application that helps organizations manage incidents and investigations. When a dispatch is closed, all data from Dispatch and Officer Mobile is moved to Perspective as a new activity record where it can be further analyzed.
Priority	The level of importance assigned to a dispatch (e.g. High, Medium, or Low).
Push Notification	A pop-up message or alert on your mobile device to indicate you've received a new message or conversation invitation or you've been assigned a task that is of a higher priority than your current task. Push notifications are sent only when you're not actively working in the app (the app is running in the background), you're logged out, or the app is closed (not running in the background).
Regulated Time to Act (RTA)	Known as an RTA for short, a Regulated Time to Act is a pre-set period that defines how much time an officer has to change his or her status on certain tasks. For example, a High Priority task may have an RTA that requires an officer be On Scene within ten minutes after changing his or her status to On Route.
Single Sign-on (SSO)	Login authentication that, if configured by a Perspective administrator, stores your login credentials so you can access multiple Resolver desktop applications (Perspective, Dispatch, and Dashboard) without re-entering your login information, as long as your session token (a temporary file that stores your credentials) remains active. For Officer Mobile and Perspective iOS, you can't share your login credentials across apps, however, you don't have to re-enter your credentials while you have an active session token. Note that closing or navigating away from the app does not end your SSO session. To end your session, you must logout .

TERM	DEFINITION
State	The current status of an officer which can be changed by a dispatcher or by an officer through the Profile component of Officer Mobile.
Team	A group of officers assigned to work in specific work zones .
Work zone	A smaller area within an operational zone (a larger designated area within your organization) that identifies where 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.

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