PERSPECTIVE.
powered by Resolver

# Perspective Web Portal Guide

## Version 1.3

July 2019

Perspective by Resolver™
Web Portal Version 1.3
Distributed July 2019

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# Introduction

Welcome to Perspective Web Portal. Perspective not only records and tracks incident data, but also assesses and analyzes it to chart trends and report statistics. Web Portal complements Perspective with remote electronic reporting capabilities.

Remote electronic reporting saves data entry time, accelerates the investigative process, and gives every user the opportunity to quickly and efficiently report incidents. Web Portal widens the scope and effectiveness of Perspective without bringing on additional users and unnecessary expense.
It enables any user, on site, or in a distant location, to report an incident as soon as it occurs or request the assistance of an officer through the Web Portal webpage. Once an incident has been entered and submitted from Web Portal, it lands in the Perspective Gateway.

Please refer to the Perspective User's Guide for further information on the assessment and review of reports submitted through Web Portal into the Gateway.

Finally, Web Portal provides users with a central place to view information, such as things and people to be on the lookout for (BOLOs), announcements, and links.

The screenshots in this guide were taken using Google Chrome 52.0.2743.116. If you're using a different browser, your version of the Web Portal may differ slightly than the screenshots shown.

## Request an Officer (Dispatch Log or Dispatch)

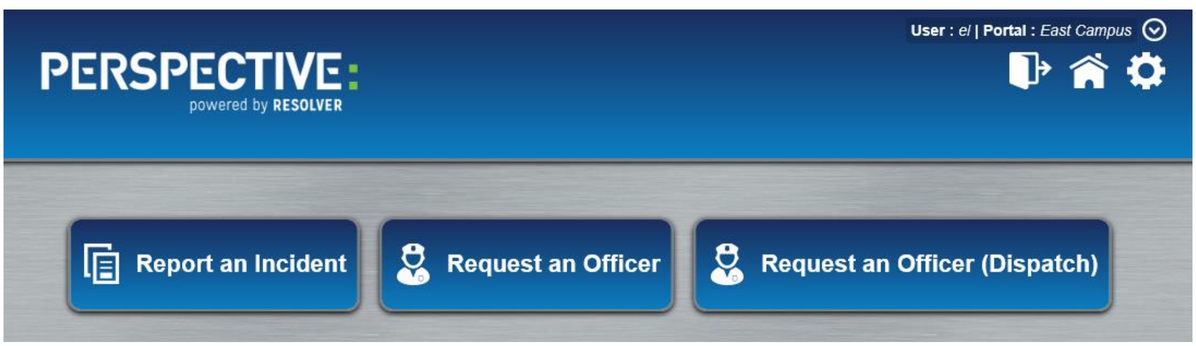
If your organization has a Perspective edition with Dispatch Log or Dispatch, a Web Portal administrator can enable the **Request an Officer** feature. This feature allows users with access to the portal to request the assistance of an officer.

It's important to note that Dispatch Log and Dispatch are not the same. Dispatch Log is the dispatching component built into Perspective. When a user submits a request through **Request an Officer**, it will create a record in Dispatch Log.

If a user submits a request through **Request an Officer (Dispatch)**, the request will create a record in Dispatch, a dispatching tool that retains the core functionality of Dispatch Log, but in a separate application.

It's **strongly recommended** that the Web Portal administrator disable (hide) the request feature for the dispatching tool not being used by your organization to control where the requests will be submitted. For example, if your organization uses Dispatch Log for its requests, you would disable the **Request an Officer (Dispatch)** feature so that it would no longer appear on the portal and vice versa.

For more information on requesting an officer, see Request an Officer (Dispatch Log) or Request an Officer (Dispatch). For more information on configuring the settings for this feature, see Manage.




*The Web Portal homepage showing the **Request an Officer** and **Request an Officer (Dispatch)** buttons. Your Web Portal administrator may have hidden one or both of these buttons.*

# Before You Begin

## Who Should Use This Guide

The **Web Portal Guide** is for users who will be reporting incidents and requesting officers, as well as administrators who will be configuring the Web Portal settings.

If your portal will be using the **Request an Officer** feature (for DispatchLog), see the **DispatchLog User's Guide**, the **Perspective User's Guide**, and the **Perspective Administrator's Guide**.

If your portal will be using the **Request an Officer (Dispatch)** feature, see the **Dispatch User's Guide** and **Dispatch Administrator's Guide**.

The above-referenced guides can be viewed on the Resolver Support site.

## Notes, Tips & Warnings

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

| | |
|---|---|
|  | Indicates a **NOTE**. |
|  | Indicates a **TIP**. |
|  | Indicates a **WARNING**. |

# Access the Web Portal

You can access the portal by clicking the **Portal** icon from the Perspective launch page. Your Perspective administrator can provide you with the URL for the launch page.

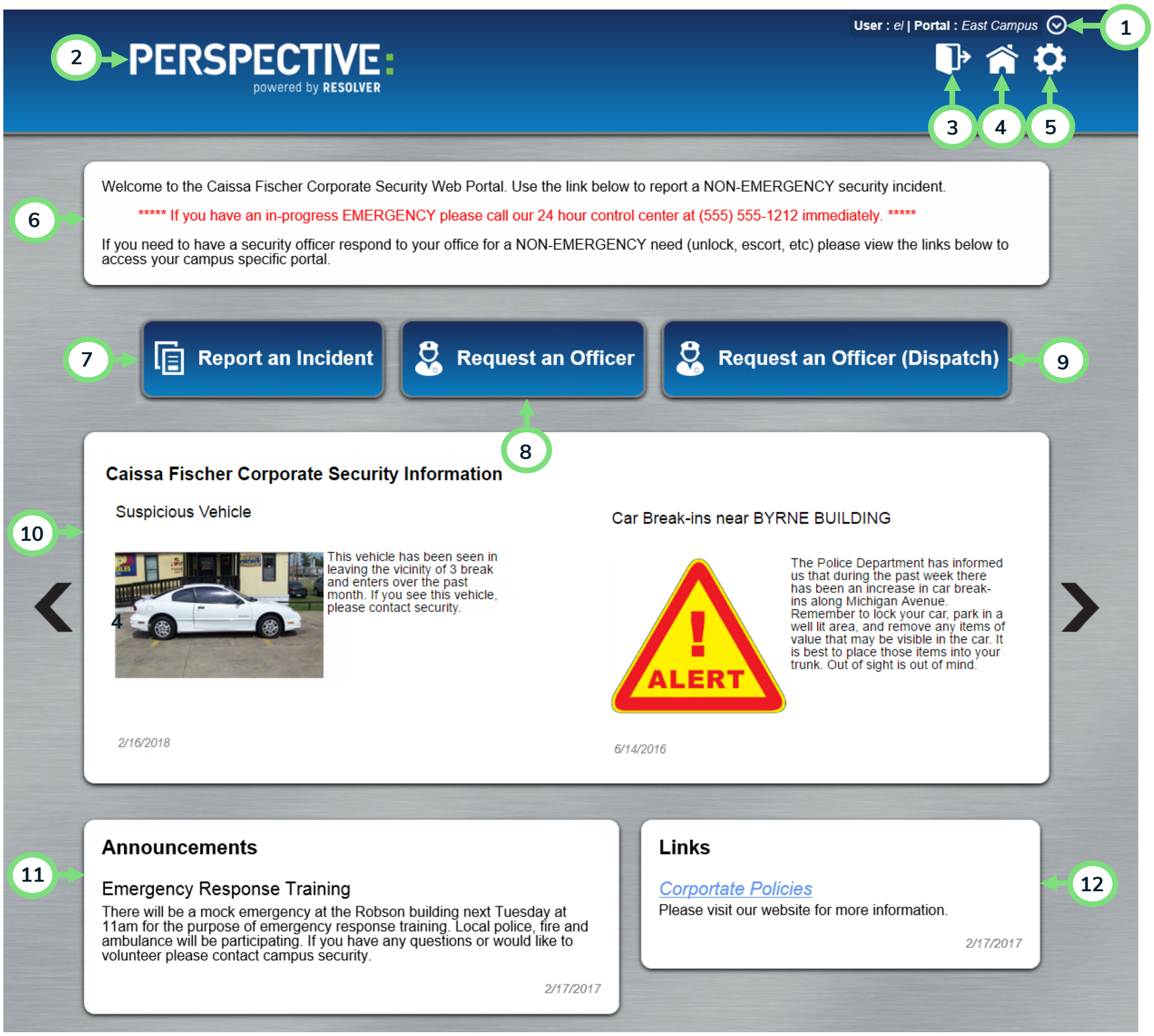
Alternatively, you can access the portal using the **Primary URL**. Web Portal administrators can obtain this URL from the Primary Settings**.**

From the Web Portal homepage, you can do the following:

- Navigate to the Report an Incident page.
- Navigate to the Request an Officer page.
- View pertinent information. This information is organized into three different areas: BOLOs (Be on the Lookout), Announcements, and Links.


*The Perspective launch page.*

# User Interface




*The Web Portal homepage.*

1. **Current Web Portal:** The Web Portal you're currently viewing. To view a list of all the public Web Portals you have access to, click the drop-down button .

2. **Logo:** A logo uploaded by your Web Portal administrator. If no logo has been uploaded, the Perspective logo will show by default.

3. **Login/Logout**: Web Portal administrators and supervisors can log into the portal to make changes to the settings.

4. **Home**: Returns you to the portal homepage.

5. **Manage:** Where administrators can change the portal settings.0.

6. **Default Message**: A general message that explains what the portal is and/or what it can do. This message can be hidden or configured by a Web Portal administrator.

7. **Report an Incident**: To report an incident or suspicious activity, click this button. On the Report an Incident page, you will be prompted to enter report details.

8. **Request an Officer**: Allows users to request an officer which will then create a new dispatch in Dispatch Log (the built-in dispatching component of Perspective). This feature can be hidden and is generally only visible when **Request an Officer (Dispatch)** is hidden.

9. **Request an Officer (Dispatch)**: Allows users to request an officer, which will then create a new dispatch in Dispatch (the separate dispatching application that works with Perspective). This feature can be hidden and is generally only visible when **Request an Officer** is hidden.

10. **BOLOs**: Stands for **Be on the Lookout** and displays information about thefts, stolen items, vandalized vehicles, etc.

11. **Announcements**: Important news, events, or announcements from your organization.

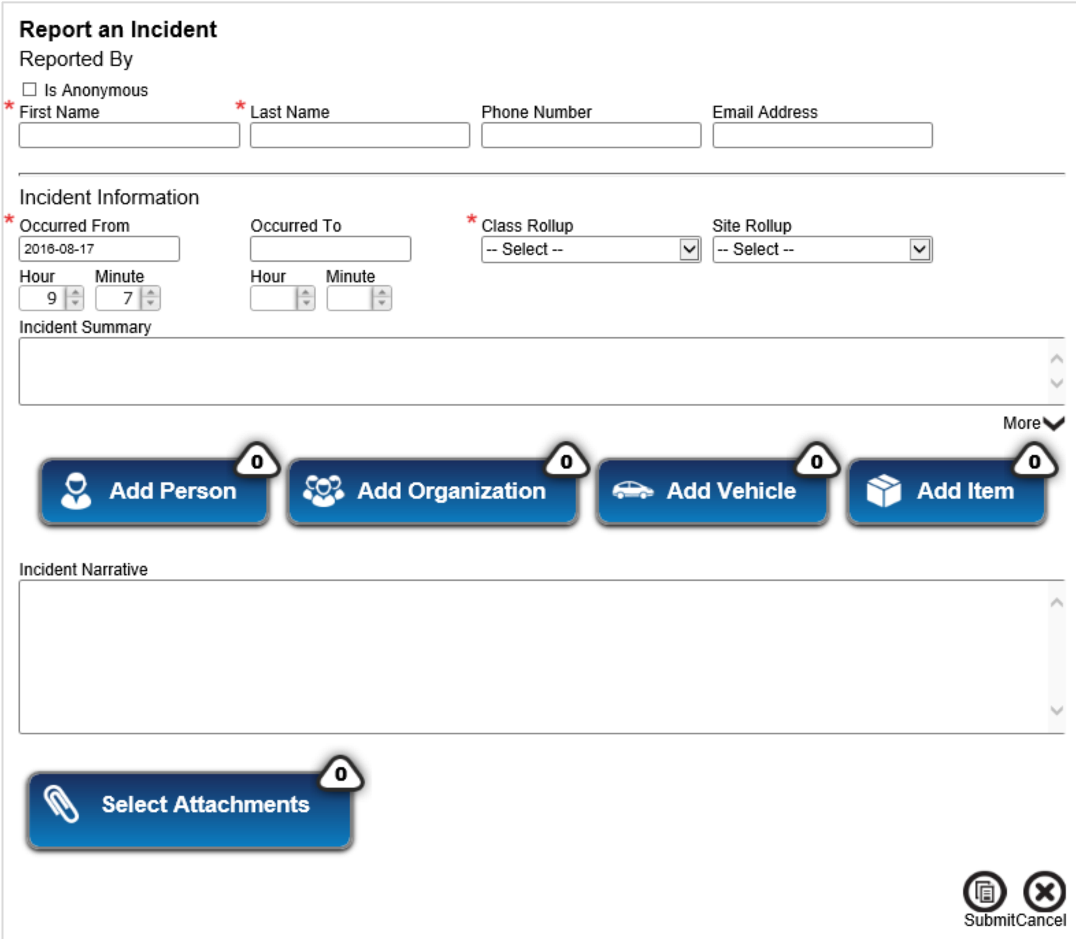
12. **Links**: Generally used for internal websites, such as your company's website, events, and/or contact lists.

# Report an Incident

When an incident occurs in your workplace or on company property, use the Web Portal to immediately notify the appropriate personnel within your organization, so that the situation can be resolved as soon as possible.

Required fields display with red asterisks * beside them. These fields must be filled out before the incident can be submitted. Failure to fill out required fields will result in an error message.

Your version of the **Report an Incident** form may look different if your Perspective administrator has renamed any of the fields or if your Web Portal administrator has hidden or marked certain fields as Required.




*The **Report an Incident** form.*

## To report an incident:

1. Click **Home.**

2. Click the **Report an Incident** button.

3. Enter your name in the **First Name** and **Last Name** fields.

4. Enter your phone number and/or email address in the **Phone Number** and **Email Address** fields.

To report an incident anonymously, select the **Is Anonymous** checkbox and skip steps 3-4.

5. Depending on your browser, select the **Occurred From** and the **Occurred To** dates:

   a. **If you're using Internet Explorer** or **Firefox:** Click the text field and select the date from the pop-up calendar.

   b. **If you're using Chrome:**

      - Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;
      - Click the **down** arrow ▼ and select the date from the pop-up calendar; or
      - Type the date in the text field.

6. Enter when the incident started and ended in the **Hour** and **Minute** fields under **Occurred From** and **Occurred To** or use the arrows to select the time.

7. Identify the incident's **Class** (the type of incident, e.g. Property Incident) from the dropdown menu. Depending on the class you choose, more dropdown menus will appear, allowing you to narrow it down as necessary. These fields are hierarchical, meaning the option selected in the first field determines the options that are available in the second field, and so on. The options that appear in these lists have been customized by your organization.

8. Identify the incident's **Site Rollup** (where the incident is occurred) from the dropdown menu. Depending on the site rollup you choose, more drop-down menus will appear, allowing you to narrow it down as necessary. These fields are hierarchical, meaning that the option selected in the first field determines the options that are available in the second field, and so on. The options that appear in these lists have been customized by your organization.

9. Type a short summary in the **Incident Summary** field.

10. Click **More** to show more fields.


*More fields revealed after clicking **More**.*

11. If the incident has been reported to a supervisor, select the **Reported To Supervisor** checkbox, then enter the supervisor's name in the **Supervisor Name** field.

12. If the incident has been reported to police, select the **Reported To Police** checkbox, then enter a police reference or file number in the **Police File Number** field.

13. If the incident has been reported to a division (or department, e.g. Human Resources), select the **Reported to Division** checkbox then select the division from the **Division Name** dropdown menu.

14. Select the status of the incident (e.g. Under Investigation, On Hold, Waiting for Approval, etc.) from the **Disposition Name** dropdown menu.

15. Select business unit (e.g. department, area within your organization, etc.) from the **Business Units** dropdown menu.

16. Enter a file or reference number in the **File Number** field.

17. Click the **Add Person**, **Add Organization**, **Add Vehicle**, and/or **Add Item** button to add involvements.

18. Type a detailed narrative in the **Incident Narrative** field.

19. Click the **Select Attachments** button to add an attachment to the incident. You can add multiple attachments. The Web Portal supports .jpg, .png, .doc, .docx, .pdf, .txt, .xls, .mp4, and .mp3 file types.

20. Click **Submit** .

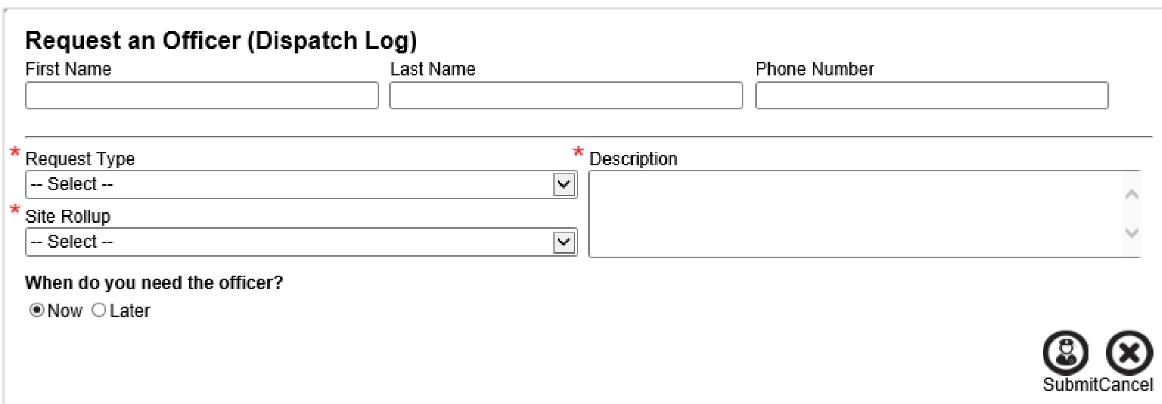
> To cancel the incident report and erase any data entered into the form, click .

Once the incident has been submitted, you'll see the confirmation page and incident number. From here, you may click  to create a new incident or  to return to the homepage.

# Request an Officer (Dispatch Log)

Required fields display with red asterisks * beside them. These fields must be filled out before the request can be submitted. Failure to fill out required fields will result in an error message.

Your version of the form below may look different if your Perspective administrator has renamed any of the fields or if your Web Portal administrator has hidden or marked certain fields as Required.




*The **Request an Officer (Dispatch Log)** form.*

If your form is titled Request an Officer (Dispatch), skip this section and see Request an Officer (Dispatch).

## To request an officer through Dispatch Log:

1. Click **Request an Officer** from the homepage.

2. Enter your name in the **First Name** and **Last Name** fields.

3. Enter your phone number in the **Phone Number** field.

4. Select the reason you're requesting an officer from the **Request Type** dropdown menu.

5. Select the location you need the officer from the **Site Rollup** dropdown menu. Depending on the site rollup you choose, more dropdown menus will appear, allowing you to narrow it down as necessary. These fields are hierarchical, meaning that the option selected in the first field determines the options that are available in the second field, and so on. The options that appear in these lists have been customized by your organization.

6. Enter any details about the request in the **Description** field.

7. Click **Now** if you need the officer right now.

8. Click **Later** if you'll need the officer at a later time:

    a. Select the date you'll need the officer under the **Request Date** field:

    - **If you're using Internet Explorer or Firefox:** Click the text field and select the date from the pop-up calendar.

    - **If you're using Chrome:**

        - Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;

        - Click the **down** arrow ▼ and select the date from the pop-up calendar; or

        - Type the date in the text field.

    b. Select the exact time you'll need the officer by typing a time or using the arrows in the **Hour** and **Minute** fields.

9. Click the **Submit** button.

To cancel the request and erase any data entered into the form, click ⊗.

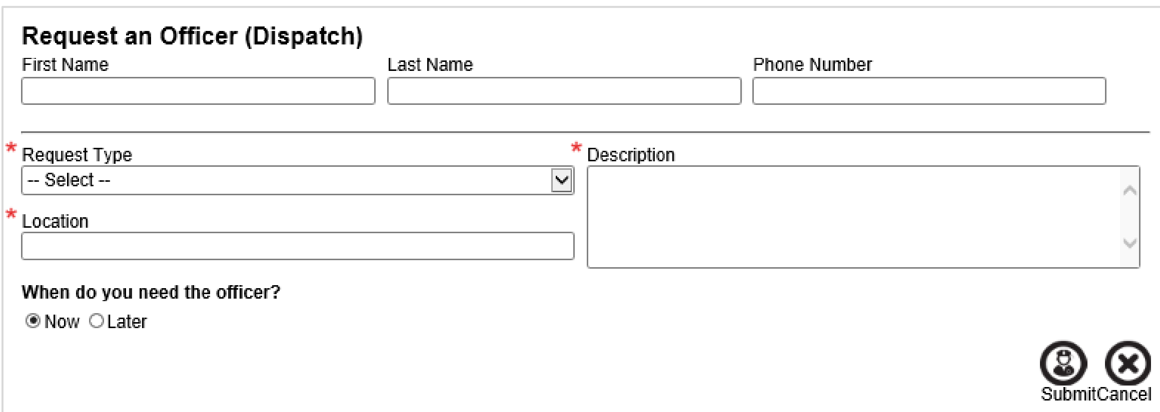
Once the request has been submitted, you'll see the confirmation page and request number. From here, you may click ⊕ to create a new request or ⌂ to return to the homepage.

# Request an Officer (Dispatch)

Required fields display with red asterisks * beside them. These fields must be filled out before the request can be submitted. Failure to fill out required fields will result in an error message.

> Your version of the form below may look different if your Perspective administrator has renamed any of the fields or if your Web Portal administrator has hidden or marked certain fields as Required.




*The **Request an Officer (Dispatch)** form.*

> If your form is titled Request an Officer (Dispatch Log), skip this section and see Request an Officer (Dispatch Log).

## To request an officer through Dispatch:

1. Click **Request an Officer (Dispatch)** from the homepage.

2. Enter your name in the **First Name** and **Last Name** fields.

3. Enter your phone number in the **Phone Number** field.

4. Select the reason you're requesting an officer from the **Request Type** dropdown menu.

5. Select where you'll need the officer from the **Location** dropdown menu. Depending on the location you choose, more options will appear, allowing you to narrow the location down as necessary. These fields are hierarchical, meaning that the option selected in the first field determines the options that are available in the second field, and so on. The options that appear in these lists have been customized by your organization.

6. Enter any details about the request in the **Description** field.

7. Click **Now** if you need the officer right now.

8. Click **Later** if you'll need the officer at a later time:

   a. Select the date you'll need the officer under the **Request Date** field:

      - **If you're using Internet Explorer or Firefox:** Click the text field and select the date from the pop-up calendar.

      - **If you're using Chrome:**

        - Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;

        - Click the **down** arrow and select the date from the pop-up calendar; or

        - Type the date in the text field.

   b. Select the exact time you'll need the officer by typing a time or using the arrows in the **Hour** and **Minute** fields.

9. Click **Submit** .

To cancel the request and erase any data entered into the form, click ⊗.

Once the request has been submitted, you'll see the confirmation page and request number. From here, you may click ⊕ to create a new request or  to return to the homepage.

# Log in as an Administrator

Administrators install and set up Web Portal so that other users are able to access the webpage and report incidents and/or request officers. Once the administrator has set up the company's various workgroups, designated users can log in to their Web Portal.

Users cannot access Web Portal until an administrator has installed the service and set up workgroups.

## To log in as an administrator:

1. 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*

2. Click the **Portal** icon from the Perspective launch screen.


*The Perspective launch screen.*

3. Enter the business ID in the **Business ID** field. Once this field has been validated, the remainder of the fields will appear.

4. Select a database from the **Database** dropdown menu.


*The Web Portal login page with both SSO and Perspective authentication enabled.*

If you're an On Premise customer, your business ID will be **default** and, if using your primary database, your database name will be **default**. If you're using a secondary database, your database name is the name of the database connection ID. For example, if you had a training database, the database name would be training.

5. Enter your login credentials:

   a. If you're logging in using single sign-on (SSO) authentication (available on the Enterprise edition of Perspective only):

      i. Click **Login with [your SSO service provider]**.

      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. Additionally, if you switch to another browser after logging in, you will need to re-enter your credentials.

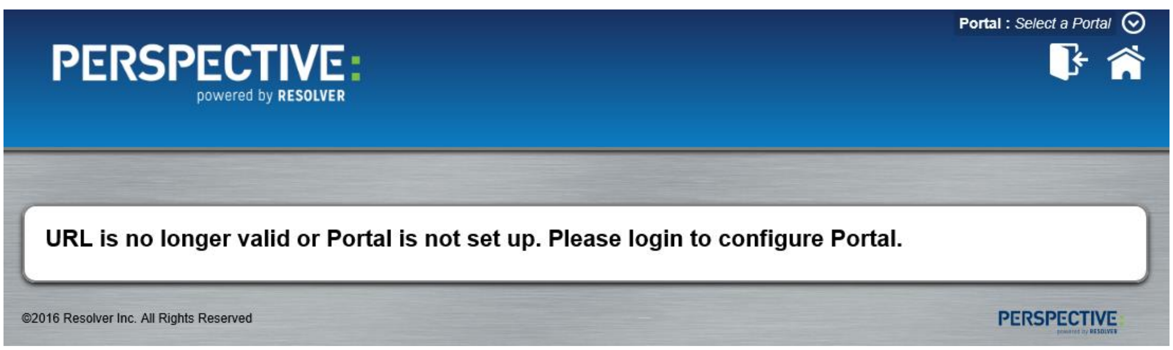
If both SSO and Perspective authentication are enabled on your system and you want to log in using your Perspective credentials, click **Login with Perspective Username and Password**, then enter your user name and password. If this option isn't appearing on the login screen, your Perspective administrator hasn't enabled both Perspective and SSO authentication.

b. If you're **not** logging in using single sign-in authentication (SSO):

i. Enter your Perspective user name and password.

ii. Click the icon to log in.

Once you've successfully logged in, you'll see an error message. This message will no longer appear after you've configured the portal settings. See Manage for more information.




*The error message displayed upon initial login.*

# Manage

The Web Portal administrator is responsible for setting up the portals for each workgroup.

1. Log in as an administrator.

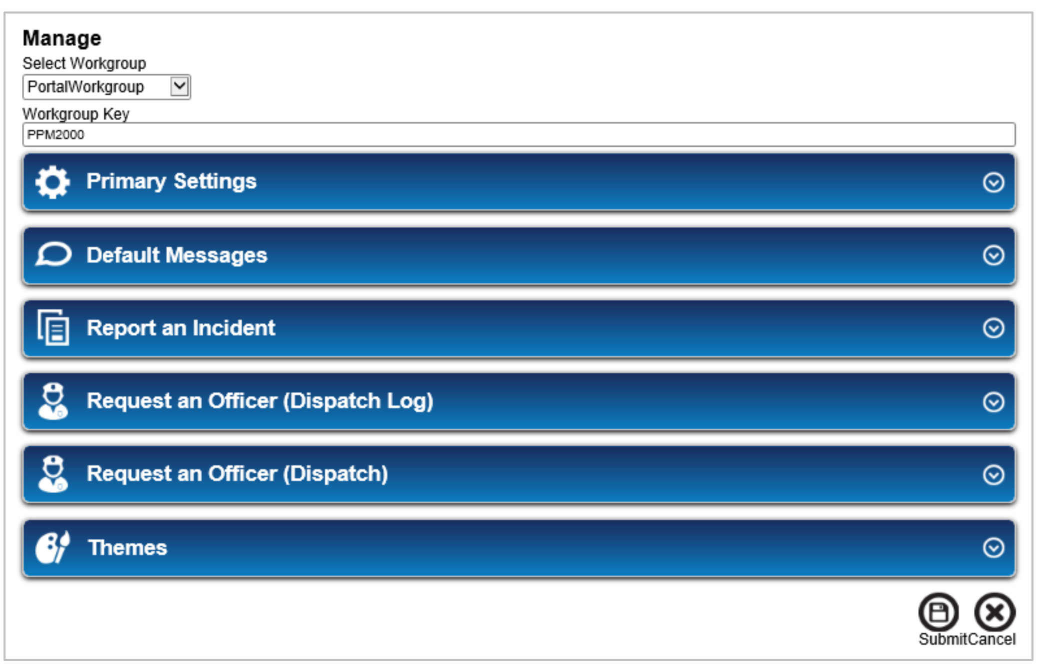
2. Click **Manage.**

3. Select the workgroup you want to configure from the dropdown menu.

4. Enter the workgroup key in the **Workgroup Key** field.

> The workgroup key is configured by a Perspective administrator. Contact your administrator to obtain the key or see the Perspective Administrator's Guide for more information.

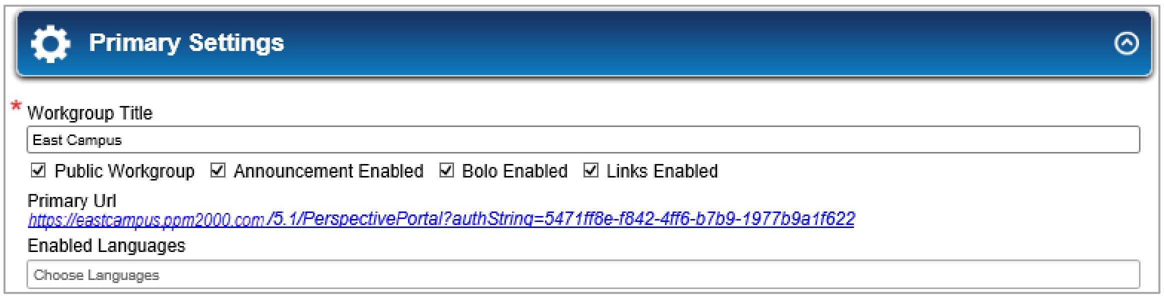
5. Click the **Validate Key** button to display the settings.




*The Web Portal settings.*

# Primary Settings

The **Primary Settings** allow you to select a workgroup (portal) title, open the portal to the public, enable or disable announcements, BOLOs, and links, or display the portal in another language. If you're configuring the Primary Settings for the first time, the checkboxes referenced below will be selected by default and their fields may have been renamed by a Perspective administrator.




*The **Primary Settings**.*

## To change the Primary Settings:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Enter a title for the workgroup in the **Workgroup Title** field.

4. Select or deselect the **Public Workgroup** checkbox to show or hide the portal from the dropdown menu in the top right of the portal site. If the checkbox is deselected, an administrator must provide users with the **Primary URL** so they can access the portal directly.

5. Select or deselect the **Announcement Enabled**, **Bolo Enabled**, or **Links Enabled** checkboxes to show or hide these features from the portal.

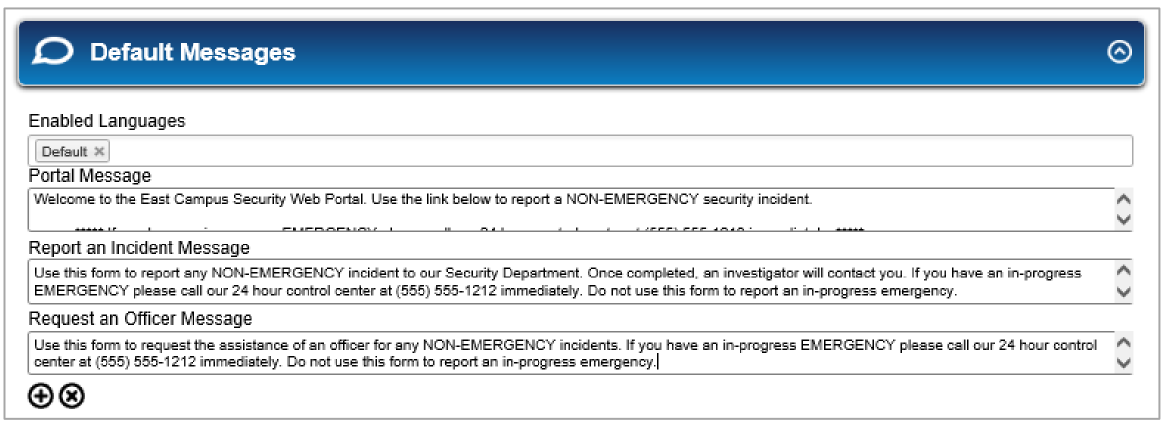
6. Select a language from the **Enabled Languages** dropdown menu to change the language of the field labels.

7. Click **Submit** to save your changes.

> The **Primary URL** is the unique link provided to each workgroup to provide portal access. If languages have been enabled, additional URLs will appear that will display the field labels in the selected languages.

# Default Messages

Default messages are the optional messages that appear when a user views the portal homepage, **Report an Incident** form, and/or the **Request an Officer** form(s).




*The **Default Messages** settings.*

## To configure the Default Messages:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Click **Default Messages.**

4. Click the **Enabled Languages** field and select a language to enable it or skip this step to leave it as **Default.**

5. Enter a message in the **Web Portal Message** field to display a message at the top of the homepage that can instruct users on how to use the Web Portal.

6. Enter a message in the **Report an Incident Message** field to display a message at the top of the Report an Incident page that can remind users to fill out required fields, provide more information or instruction, list an emergency contact number, etc.

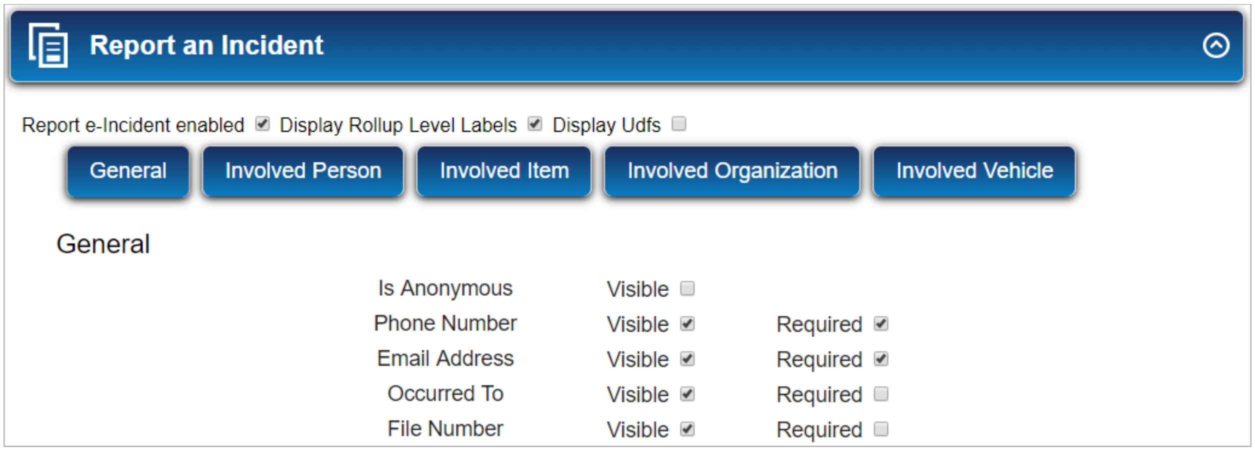
7. Enter a message in the **Request an Officer Message** field to display a message at the top of the Request an Officer page that can be used to remind users to fill out the required fields, provide more information or instruction, list an emergency contact number, etc.

> The message entered here will appear on both the Request an Officer (Dispatch Log) and the Request an Officer (Dispatch) pages.

8. Click the **Submit** to save your changes.

## Report an Incident

The **Report an Incident** settings will allow you to enable or disable the incident reporting feature as well as hide or display certain fields or mark them as required.




*The **Report an Incident** settings.*

## To configure the Report an Incident settings:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Click **Report an Incident**.

4. Select or deselect the **Report e-Incident enabled** checkbox to disable or enable the **Report an Incident** feature. This box is selected by default.

5. Select or deselect the **Display Rollup Level Labels** checkbox to show or hide labels for each level of the Class, Site, and Business Unit rollup menus on the **Report an Incident** form.

6. Select or deselect the **Display Udfs** checkbox to show or hide or any user defined fields from Perspective into the Web Portal.

> Systems with several hundred UDFs displayed may cause the Web Portal to operate at a slower speed than normal.

7. Select or deselect the **Visible** checkboxes next to the fields you want to show or hide on the form. These checkboxes are selected by default.

8. Select or deselect the **Required** checkboxes next to the visible fields you want to make optional or required on the form. These checkboxes are selected by default.

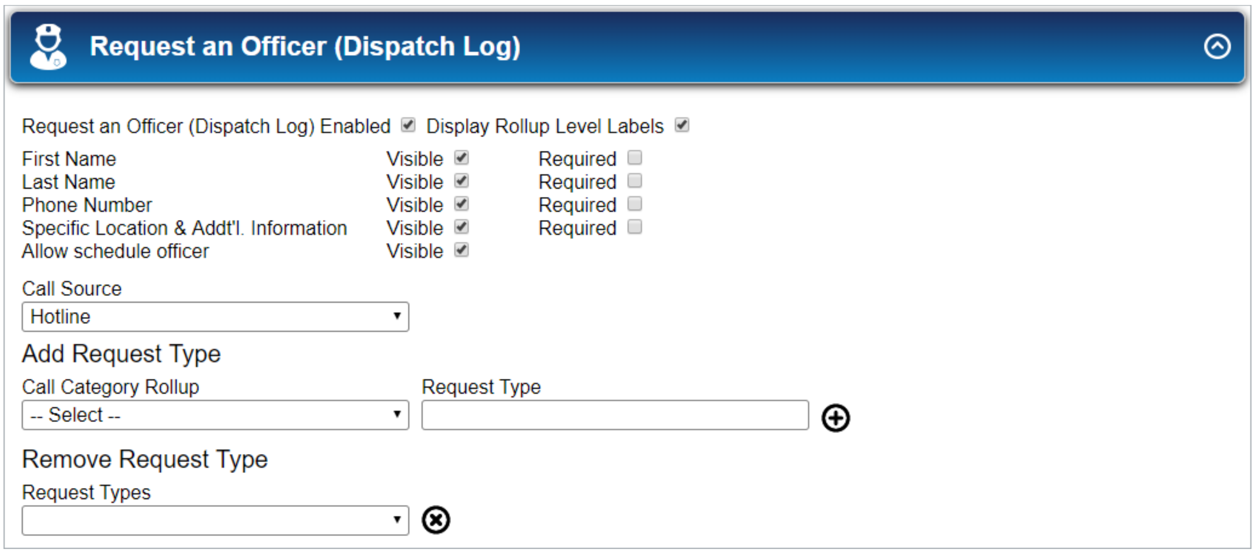
9. Repeat steps 7 and 8 for the **Involved Person**, **Involved Item**, **Involved Organization**, and **Involved Vehicle** sections.

10. Click the **Submit** to save your changes.

# Request an Officer (Dispatch Log)

The **Request an Officer (Dispatch Log)** settings allows you to enable or disable the request feature, make fields invisible or required, as well as create and delete request types.

> The **Request an Officer (Dispatch Log)** form is for organizations using Dispatch Log as their dispatching tool. If you're using Dispatch or your version of Perspective doesn't have a dispatching component, it's **strongly recommended** that you disable this feature.




*The **Request an Officer (Dispatch Log)** settings.*

## To configure the Request an Officer (Dispatch Log) settings:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Click **Request an Officer (Dispatch Log)**.

4. Select or deselect the **Request an Officer (Dispatch Log) Enabled** checkbox to show or hide the **Request an Officer (Dispatch Log)** feature. This box is selected by default.

> If enabling the **Request an Officer (Dispatch Log)** feature, it's strongly recommended that you disable the **Request an Officer (Dispatch)** feature to ensure requests are sent to the correct dispatching tool.

5. Select or deselect the **Display Rollup Level Labels** checkbox to show or hide labels for each level of the Site Rollup dropdown menu on the **Request an Officer (Dispatch Log)** form.

6. Select or deselect the **Visible** checkboxes next to the fields you want to show or hide on the form. These checkboxes are selected by default.

7. Select or deselect the **Required** checkboxes next to the visible fields you want to make optional or required on the form. These checkboxes are selected by default.

8. Select a call source from the **Call Source** dropdown menu.

> Select a call source that clearly identifies the request has come from the portal to help keep your dispatchers organized. Your Perspective administrator can create and configure the call sources.

9. Select a call category (the type of request, e.g. Alarm, Property, Dangerous Condition, etc.) from the **Call Category Rollup** dropdown menu.

> Only the call categories with a priority saved to their record in Perspective will appear as an option in the **Call Category Rollup** dropdown menu.

10. Enter a name for the request in the **Request Type** field. The request type name will appear as an option to users when selecting a request type on the **Request an Officer (Dispatch Log)** form.

11. Click then repeat steps 7-10 to create additional request types as needed.

12. Click the **Submit** to save your changes.

To delete a request type, select it from the **Request Types** dropdown menu then click .

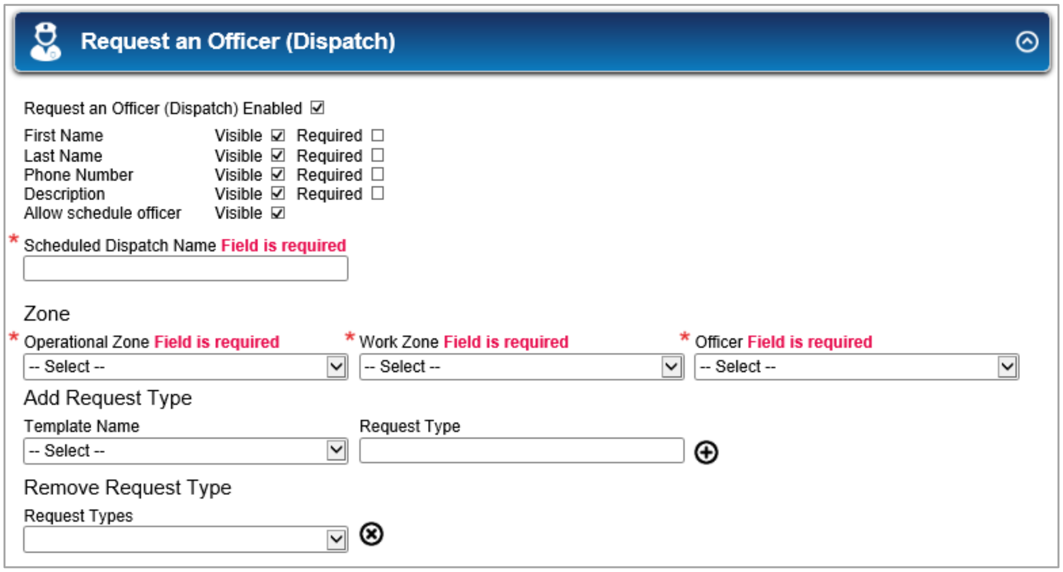
## Request an Officer (Dispatch)

The **Request an Officer (Dispatch)** settings allow you to enable or disable the request feature, make fields invisible or required, as create and delete request types.

You should work closely with a Dispatch administrator to determine which operational zones, work zones, officers, and templates should be selected when creating new request types.

The **Request an Officer (Dispatch)** form is for organizations using Dispatch (the separate dispatching application) as their dispatching tool. If you're using Dispatch Log or your version of Perspective doesn't have a dispatching component, it's **strongly recommended** that you disable this feature.




*The **Request an Officer (Dispatch)** settings.*

## To configure the Request an Officer (Dispatch) settings:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Click **Request an Officer (Dispatch)**.

4. Select or deselect the **Request an Officer (Dispatch) Enabled** checkbox to show or hide the **Request an Officer (Dispatch)** feature. This box is selected by default.

> If enabling the **Request an Officer (Dispatch)** feature, it's strongly recommended that you disable the **Request an Officer (Dispatch Log)** feature to ensure requests are sent to the correct dispatching tool.

5. Select or deselect the **Visible** checkboxes next to the fields you want to show or hide on the **Request an Officer (Dispatch)** form. These checkboxes are selected by default.

6. Select or deselect the **Required** checkboxes next to the visible fields you want to make optional or required on the form. These checkboxes are selected by default.

7. Enter a name for the dispatch in the **Scheduled Dispatch Name.** This field is required for scheduled dispatches created by users who select **Later** in the **When do you need the officer?** section on the form.

8. Select the operational zone the dispatch should be created in from the **Operational Zone** dropdown menu. Operational zones in Dispatch are large areas within your organization (e.g. the East Campus of a university).

9. Select the work zone the dispatch should be created in from the **Work Zone** dropdown menu. Work zones are smaller areas within the selected operational zone that help organize where teams of officers will be working (e.g. Cafeteria, Library, Residence).

10. Select a Dispatch user from the **Officer** dropdown menu. The user selected here will appear in the **Call Entered By** field in the new dispatch.

11. Select the template you wish to use to create the new dispatch when the request has been created.

> It's recommended that your Dispatch administrator create a template that clearly identifies Web Portal requests (e.g. in the **Description** or **Initial Note**) to be assigned to **Request Types** to help keep the dispatchers organized.

12. Enter a name for the request in the **Request Type** field. The request type name will appear as an option to users when selecting a request type on the **Request an Officer (Dispatch)** form.

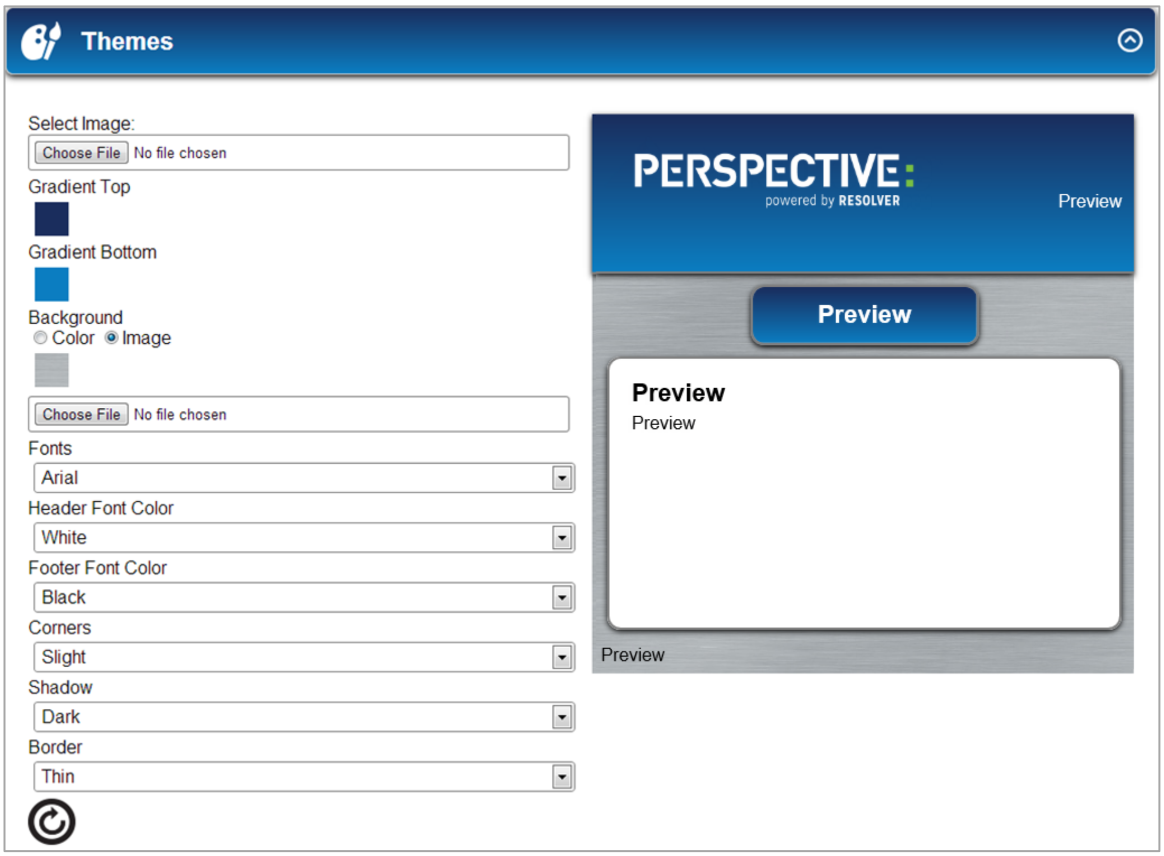
13. Click ⊕ then repeat steps 5-12 to create additional request types as needed.

14. Click the **Submit** to save your changes.

To delete a request type, select it from the **Request Types** dropdown menu then click .

# Themes

Changing the settings in **Themes** lets you customize the look of the Web Portal.




*The **Themes** settings.*

## To configure the Web Portal theme:

1. Click **Manage.**

2. Select the workgroup you want to configure from the **Select Workgroup** dropdown menu.

3. Click **Themes**.
4. To change the logo that appears at the top of the Web Portal screen:
    a. Click **Browse** under **Selected Image**.
    b. Locate and select the image you want to upload.
    c. Click **Open**.
5. Click the color boxes under **Gradient Top** and **Gradient Bottom** to select the gradient colors.
6. To change the portal background image:
    a. Click the **Image** radio button.
    b. Click the portal image box or click **Browse** to locate and select a new background image.
    c. Click **Open** to upload.
7. To change the portal background color:
    a. Click the **Color** radio button.
    b. Click the color box to select a new color.
8. Select a font type from the **Fonts** dropdown menu.
9. Select a header and footer font color from the **Header Font Color** and **Footer Font Color** dropdown menus.
10. Select corner, shadow, and border styles from the **Corners**, **Shadow**, and **Border** dropdown menus.

11. Click the **Submit** to save your changes.

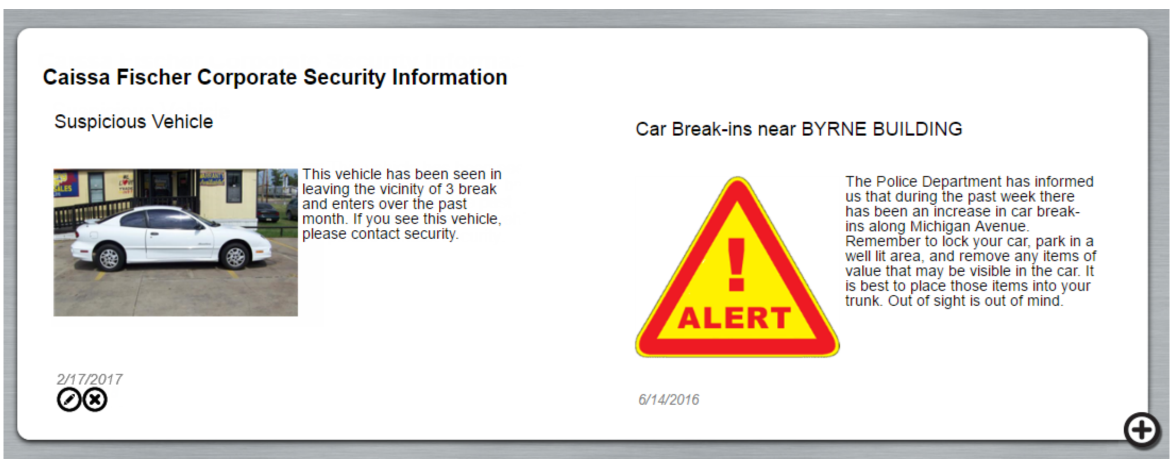
# BOLOs, Announcements & Links

Only users with Administrator rights can add, edit, or delete **BOLOs**, **Announcements**, and **Links**.

## Add BOLOs

**BOLOs** (Be on the Lookout) is an area on the portal main page where information on thefts, stolen items, vandalized vehicles, etc. appear to provide visitors with important updates.

Required fields display with red asterisks * next to them. Once your BOLO has been submitted, you will be taken to a new page that gives you the option to either add another BOLO ⊕, or to go to the home screen .



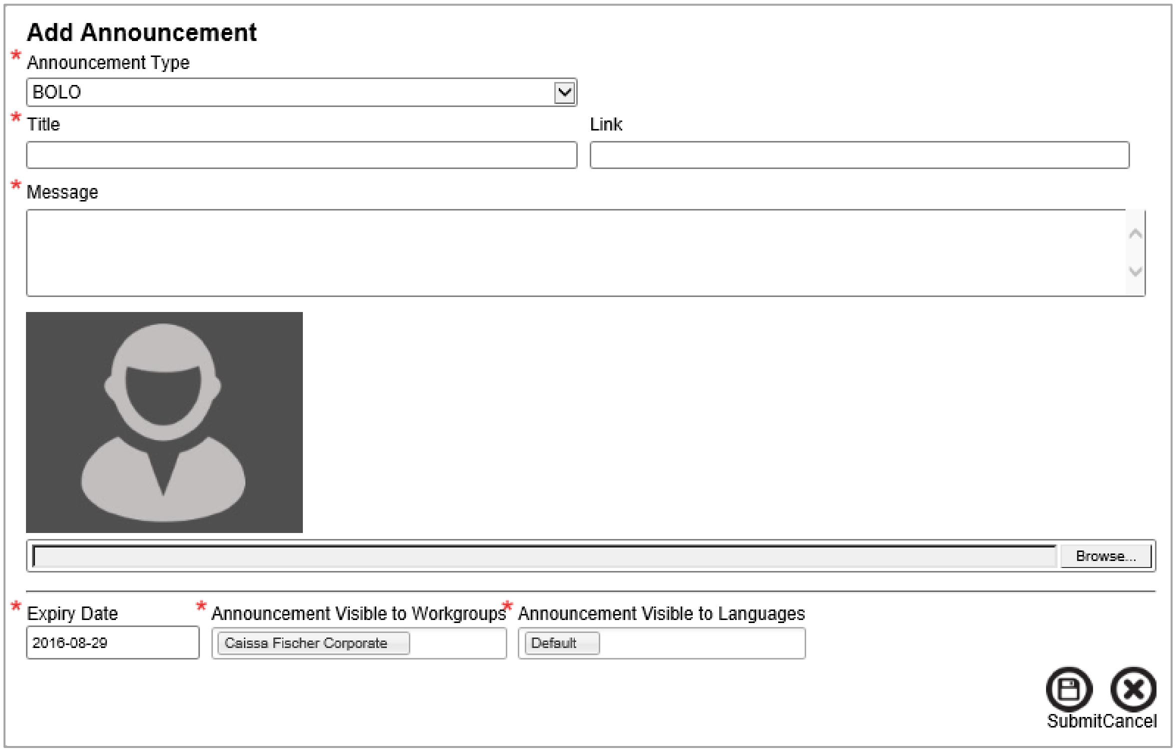

*The **BOLO** section on the portal homepage with administrative options displayed.*

### To add a BOLO:

1. Click **Home** .

2. Click the ⊕ icon on the bottom right of the **Bolos** section.

3. Ensure **BOLO** is selected in the **Announcement Type** dropdown menu.




*The **Add Announcement** screen.*

4. Enter a title for the BOLO in the **Title** field (e.g. Suspicious vehicle).

5. **Optional:** Enter a link to a relevant website in the **Link** field. URLs must begin with **http://** or **https://**

6. Enter the BOLO message in the **Message** field.

7. **Optional:** Upload an image to be displayed with the BOLO announcement.

8. Depending on your browser, you may select the **Expiry Date** (the date you no longer want the BOLO to be displayed) in one of the following ways:

   a. **If you're using Internet Explorer or Firefox:** Click the text field and select the date from the pop-up calendar.

b. **If you're using Chrome:**

- Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;
- Click the **down** arrow ▼ and select the date from the pop-up calendar; or
- Type the date in the text field.

9. Select the workgroups you want the announcement to be visible to by clicking the **Announcement Visible to Workgroups** field and selecting the workgroups from the drop-down menu.

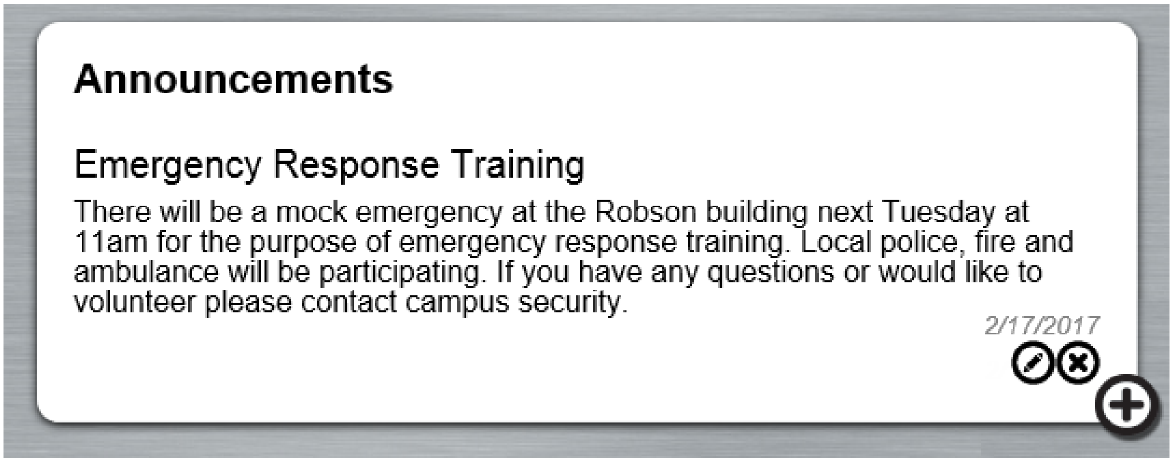
10. Select the languages you want the announcement to be available in by clicking the **Announcement Visible to Languages** field and selecting the languages from the dropdown menu.

11. Click the **Submit** to save your changes.

# Add Announcements

**Announcements** is an area on the portal main page is where news, details on upcoming events, or other important information can be posted.

Required fields display with red asterisks * next to them. Once your BOLO has been submitted, you will be taken to a new page that gives you the option to either add another BOLO , or to go to the home screen .




*The **Announcements** section of the portal homepage with administrative options displayed.*

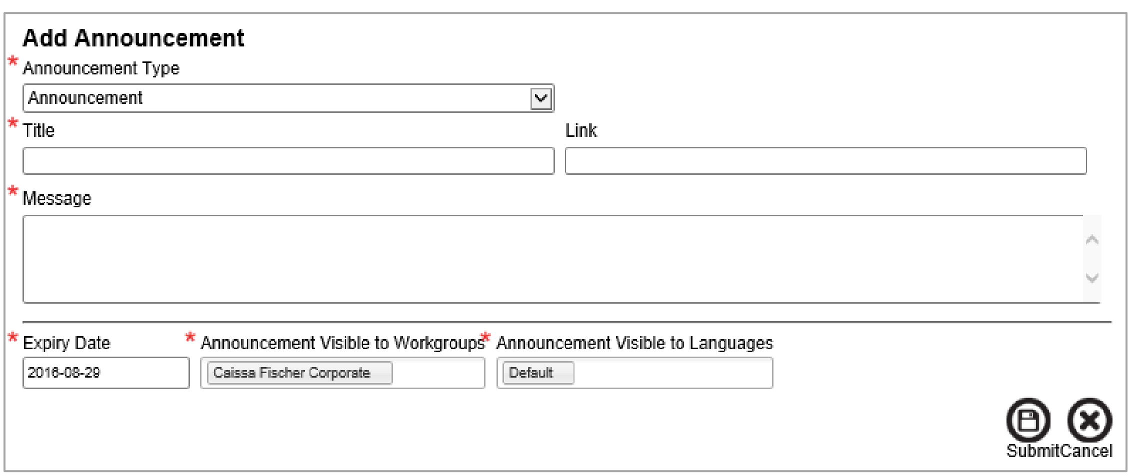
## To add an announcement:

1. Log into the portal as an administrator.

2. Click **Home**.

3. Click the icon on the bottom right of the **Announcements** section.

4. Ensure **Announcement** is selected in the **Announcement Type** dropdown menu.




*The **Add Announcement** screen.*

5. Enter a title for the announcement in the **Title** field.

6. **Optional:** Enter a link to a relevant website in the **Link** field. URLs must begin with **http://** or **https://**

7. Enter the announcement message in the **Message** field.

8. Depending on your browser, you may select the **Expiry Date** (the date you no longer want the Announcement to be displayed) in one of the following ways:

    a. **If you're using Internet Explorer or Firefox:** Click the text field and select the date from the pop-up calendar.

    b. **If you're using Chrome:**

        - Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;
        - Click the **down** arrow ▼ then select the date from the pop-up calendar; or
        - Type the date in the text field.

9. Select the workgroups you want the announcement to be visible to by clicking the **Announcement Visible to Workgroups** field and selecting the workgroups from the drop-down menu.

10. Select the languages you want the announcement to be available in by clicking the **Announcement Visible to Languages** field and selecting the languages from the dropdown menu.

11. Click the **Submit** at the bottom of the page to save your changes.

# Add Links

**Links** is an area on the portal main page where you can post relevant links, such as your company's website, event webpages, and/or contact lists.

Required fields display with red asterisks * next to them. Once your BOLO has been submitted, you will be taken to a new page that gives you the option to either add another BOLO ⊕, or to go to the home screen.


*The **Links** section on the portal homepage with administrative options displayed.*

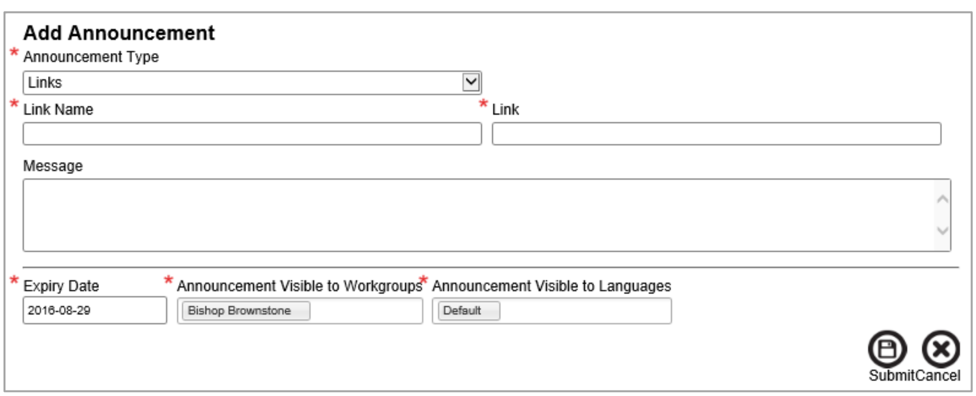
## To add a link:

1. Log into the portal as an administrator.

2. Click **Home**.

3. Click the ⊕ icon on the bottom right of the **Links** section.

4. Ensure **Announcement** is selected in the **Announcement Type** dropdown menu.




*The **Add Announcement** screen.*

5. Enter a title for the link in the **Title** field.

6. Enter the link URL in the **Link** field. URLs must begin with **http://** or **https://**

7. **Optional:** Enter a message to accompany the link the **Message** field.

8. Depending on your browser, you may select the **Expiry Date** (the date you no longer want the Announcement to be displayed) in one of the following ways:

    c. **If you're using Internet Explorer or Firefox:** Click the text field and select the date from the pop-up calendar.

    d. **If you're using Chrome:**

        - Click on the month, day, and year fields, and change them by clicking the corresponding **up** and **down** arrows ;

        - Click the **down** arrow ▼ then select the date from the pop-up calendar; or

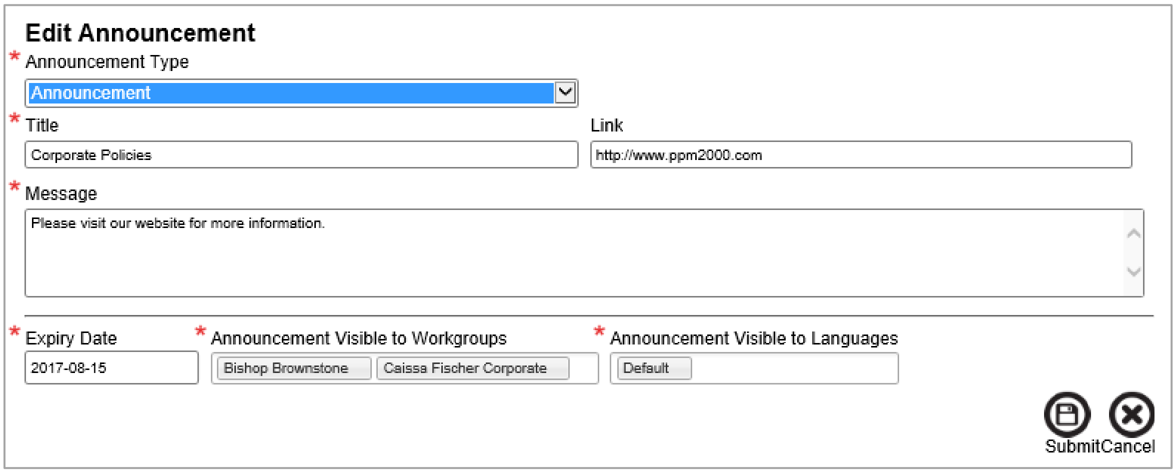
        - Type the date in the text field.

12. Select the workgroups you want the announcement to be visible to by clicking the **Announcement Visible to Workgroups** field and selecting the workgroups from the drop-down menu.

13. Select the languages you want the announcement to be available in by clicking the **Announcement Visible to Languages** field and selecting the languages from the dropdown menu.

14. Click the **Submit** to save your changes.

# Edit BOLOs, Announcements, or Links




*The **Edit Announcement** screen.*

1. Log into the portal as an administrator.

2. Click **Home**.

3. Click the **Edit** icon at the bottom right of the announcement, BOLO, or link you want to edit.

4. Make edits to the fields as needed.

5. Click the **Submit** to save your changes.

# Delete BOLOs, Announcements, or Links

1. Log into the portal as an administrator.

2. Click **Home**.

3. Click the **Delete** icon at the bottom right of the announcement, BOLO, or link you want to delete.

Clicking the ⊗ **Delete** icon will delete the announcement, BOLO, or link without a prompt or warning. Once an announcement, BOLO, or link is deleted, it cannot be recovered.

# Glossary

| TERM | DEFINITION |
| --- | --- |
| **Administrator** | An Administrator sets up Perspective Web Portal, changes settings, and assigns security protocols to users. Administrators have the highest level of access to all records, forms, and fields; they have no visibility or access restrictions within the program. |
| **Announcements** | The Announcements area of Web Portal is where any upcoming events or changes will be posted. It appears on the homepage of Web Portal. |
| **BOLOs** | The BOLOs (Be on the Lookout) area of Web Portal is where thefts, stolen items, vandalized vehicles, etc. appear, so that those using Web Portal know what to be aware of. It appears on the homepage of Web Portal. |
| **Dispatch** | Not to be confused with Dispatch Log (the dispatching component built into Perspective), Dispatch is a desktop application that works closely with Perspective that lets dispatchers create new activities and tasks, dispatch officers and organizations, add involvements, and more. If your organization has Dispatch, an administrator can allow users with Web Portal access to create new activities in Dispatch through the **Request an Officer (Dispatch)** feature. |
| **Dispatch Log** | Not to be confused with Dispatch (the separate desktop dispatching application), Dispatch Log is a dispatching tool built into Perspective that lets dispatchers create new activities, dispatch officers, and more. If your organization has Dispatch Log, an administrator can allow users with Web Portal access to create new activities in Dispatch Log through the **Request an Officer (Dispatch Log)** feature. |

| TERM | DEFINITION |
|---|---|
| **Incident** | An incident is an unusual action or situation affecting persons or property, either accidental or purposeful, which requires notice or follow-up by a security or human resources department. |
| **Links** | The Links area of Web Portal is used for internal websites, such as your company's website, events, and/or contact lists. It appears on the homepage of Web Portal. |
| **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. |
| **Single Sign-On (SSO)** | Login authentication that, if configured by a Perspective administrator, allows you to enter one set of credentials to access multiple Resolver desktop applications (Dispatch, Perspective, and/or Dashboard) without re-entering those credentials, as long as your session token (a temporary file that stores your credentials) remains active. When SSO is used for the Web Portal, you don't have to re-enter your credentials as long as your session token is active. This feature is available on the Enterprise edition of Perspective only. |
| **Workgroup** | A workgroup, in Perspective, segregates users by department, division, corporate level, region, or any other criteria an organization wants to use, and allows an organization to limit users' access to data. Administrators set up workgroups in Web Portal. |

| *TERM* | *DEFINITION* |
|---|---|
| **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. |

# Contact Information

## Technical Support


| | |
|---|---|
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| **Phone:** | (780) 448-0616 |
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## Resolver Inc.


| | |
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