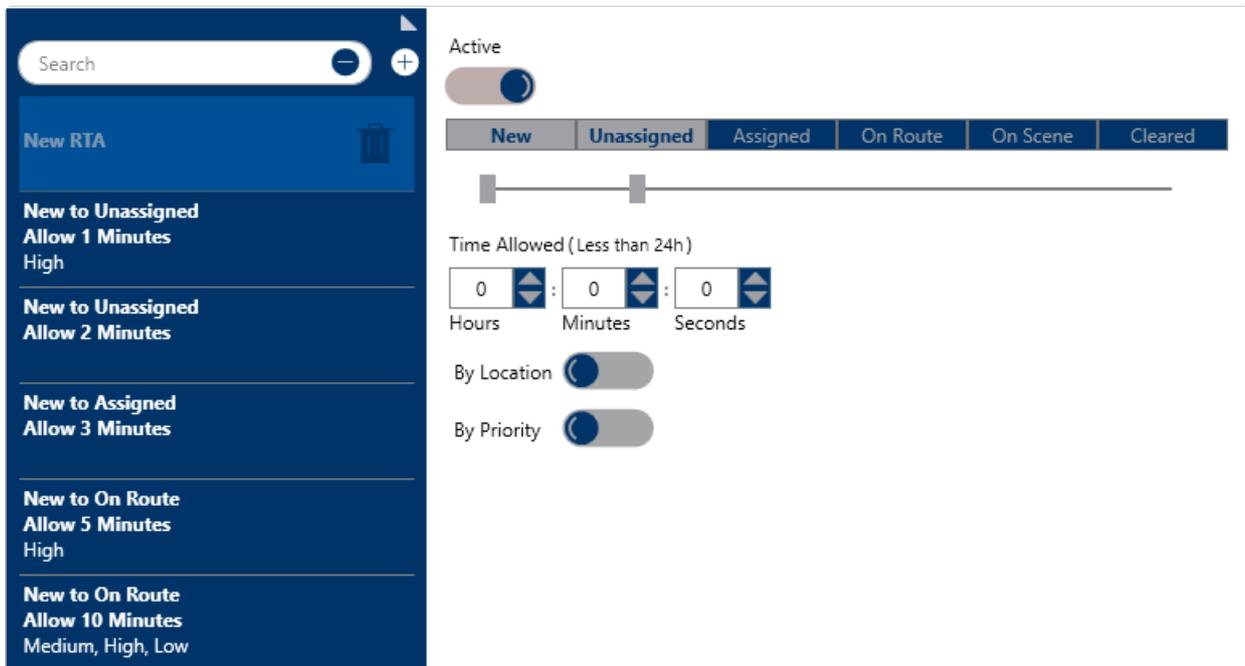


# Create a New RTA

Last Modified on 10/01/2019 3:04 pm EDT



A new RTA.

## To create an RTA:

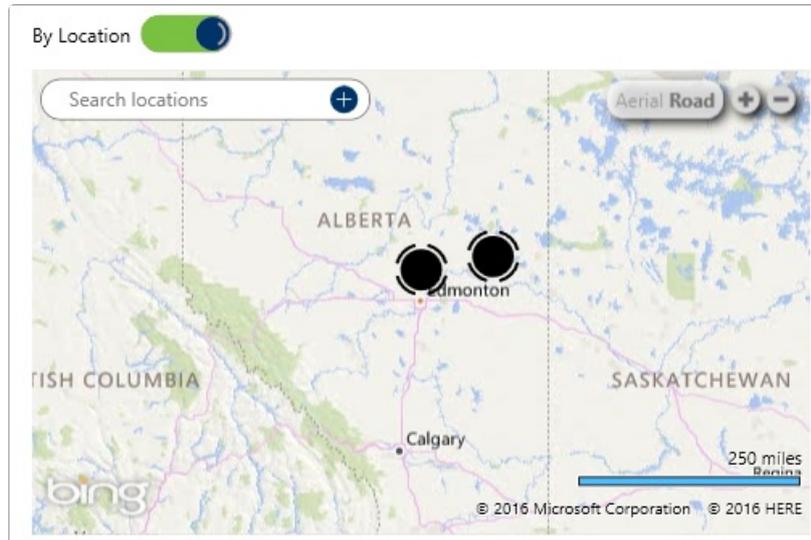
1. Click **Settings** >  **RTA**.
2. Click the  **Create** icon in the pane to the left.
3. If this RTA should be inactive, click the  icon under **Active**. Inactive RTAs will appear with the  icon.
4. Click and drag the first notch in the slider to identify the status that will trigger the RTA.
5. Click and drag the second notch in the slider to identify the dispatch status the dispatcher should achieve within the RTA.



The sliders in the RTA settings that specify a dispatcher has a set amount of time to change a dispatch status from New to On Route.

6. Under **Time Allowed**, type or use the  arrows in the **Hours**, **Minutes**, and/or **Seconds** fields to specify the amount of time the dispatcher has to modify the dispatch status.
7. To create an RTA for a specific location:
  - a. Click the  icon next to **By Location**.

- b. Enter the name of a previously saved location or indoor location in the **Search locations** field or click a pin on the map to select a location or indoor location. To create a new location, click the  icon, click an area on the map, then enter the location name in the **Location Name** field.



*The By Location section. The map is revealed after clicking the By Location icon.*

8. To create an RTA for a specific priority or priorities:

- a. Click the  icon next to **By Priority**.
- b. Select the checkboxes next to the priority or priorities you want to create the RTA for (e.g. High, Medium, Low).