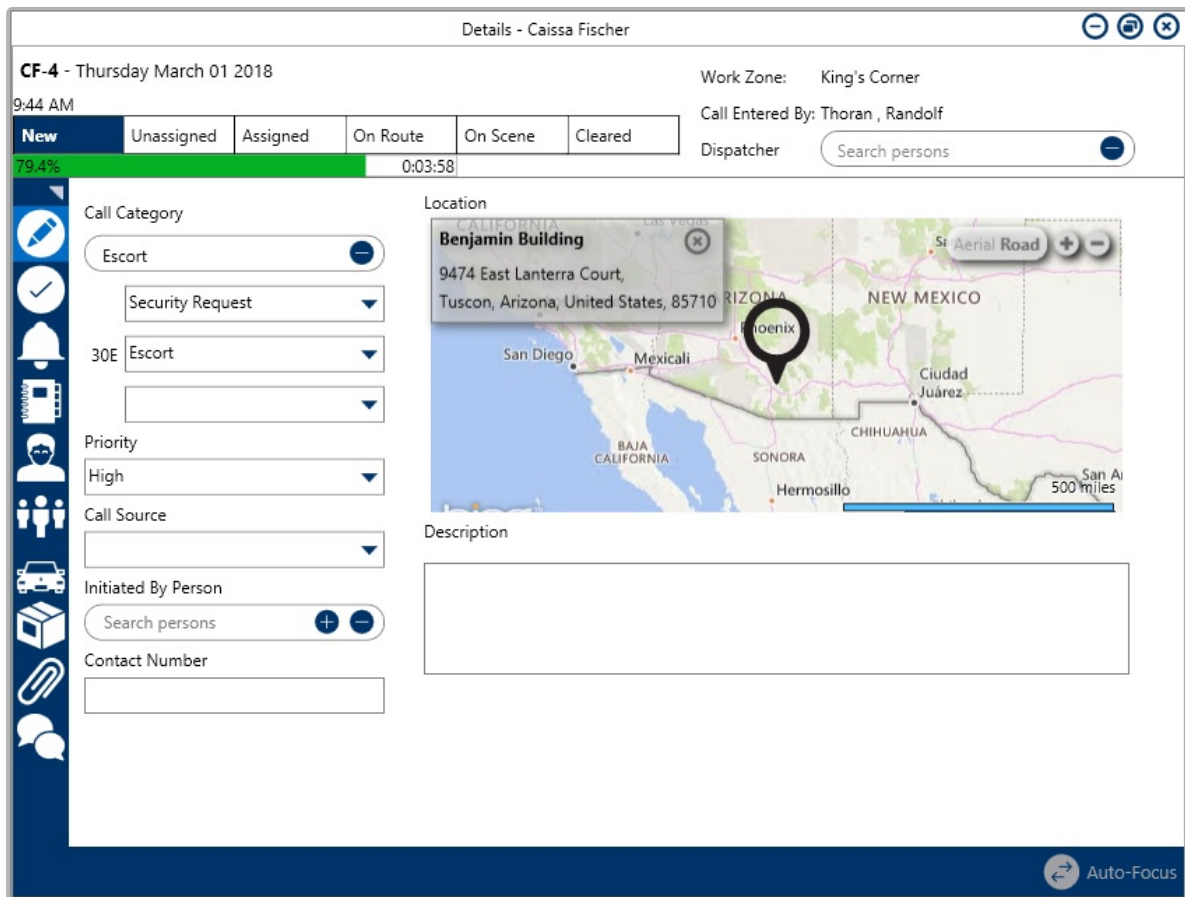


# Edit a Dispatch

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



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.




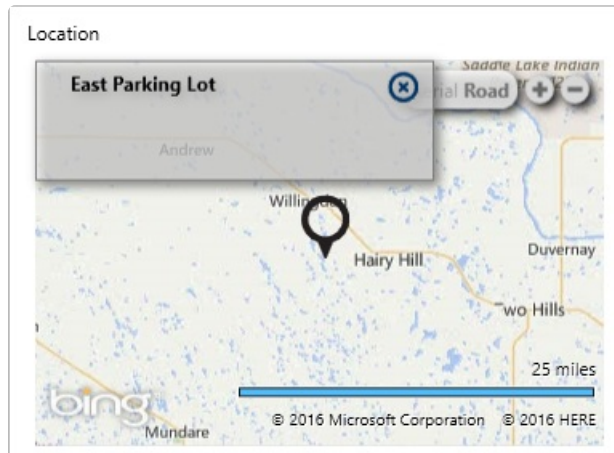
*The Details section of the Details panel showing the general information of an active dispatch.*

## 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 x 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;
- Open an indoor location point, then double-click its image to place a temporary pin and select that indoor location; or
- Create a new temporary location by clicking a global address from the search results (if enabled) or 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 (previously the **Search locations** field). You will not be able to create temporary locations unless you have the appropriate permissions enabled on your profile.



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