


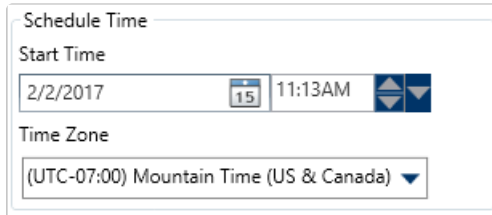


Create a Scheduled Dispatch

Last Modified on 10/29/2021 3:25 pm EDT



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 screenshot shows a 'Schedule Time' section with two main fields. The 'Start Time' field contains the date '2/2/2017' and the time '11:13AM', with a calendar icon to the left of the date and up/down arrows to the right of the time. The 'Time Zone' field is a dropdown menu currently set to '(UTC-07:00) Mountain Time (US & Canada)'.

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.
11. **Optional:** Enter search criteria in the **Template** field. If created by your administrator, templates will pre-populate certain fields in the new dispatch.



If the selected template includes a default call sign, the on-duty officer with that call sign will be automatically assigned to any tasks on the dispatch. For more details, see the [Default Call Sign](#) section.

12. Select all three call categories (e.g., Patrols) using one of these methods:
 - Enter search criteria in the **Call Category** field
 - Enter the call category (activity type) abbreviation in the **Call Category** field
 - Use the dropdown menu to select a call category.
13. 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.

Call Category


Jump Start 

General Assistance ▼

Mechanical ▼

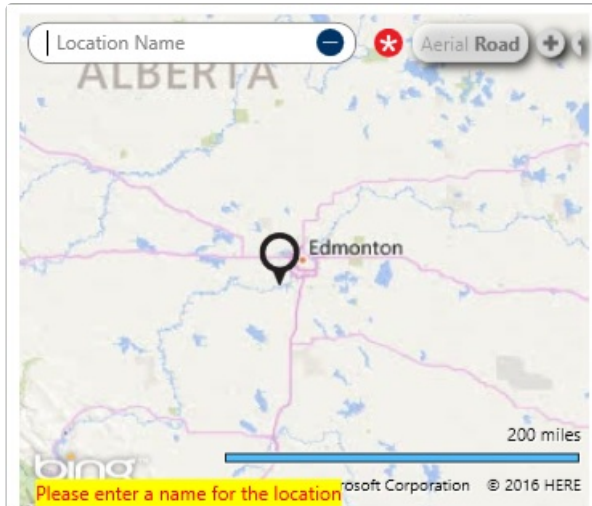
Ast Jump Start ▼

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.) 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. Select a location by choosing one of the following methods (if you need to select an **indoor location point**, see step 19):
 - 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
 - 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 (formerly the **Search locations** field). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.



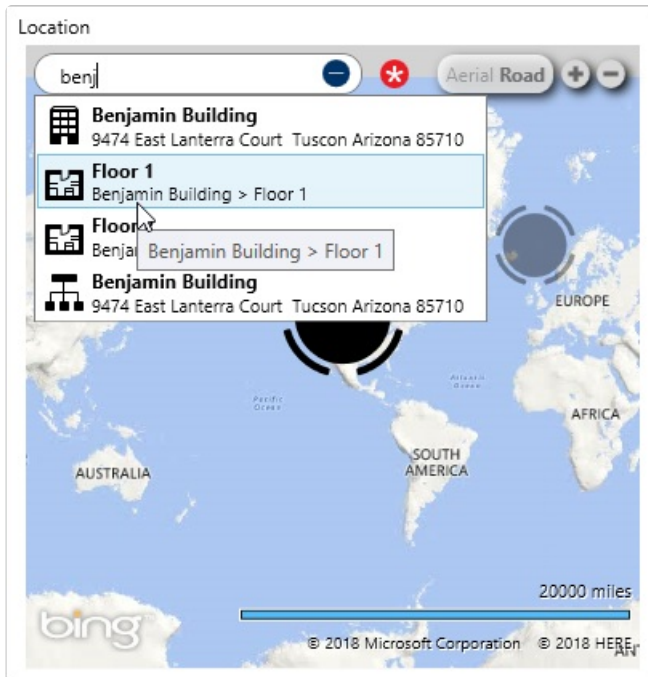
Before creating a new location, see [Quick Add Temporary Locations](#) for important information.





A new location pin added after clicking the + icon in the Search Locations field.


19. To select an [indoor location point](#), choose one of these methods:

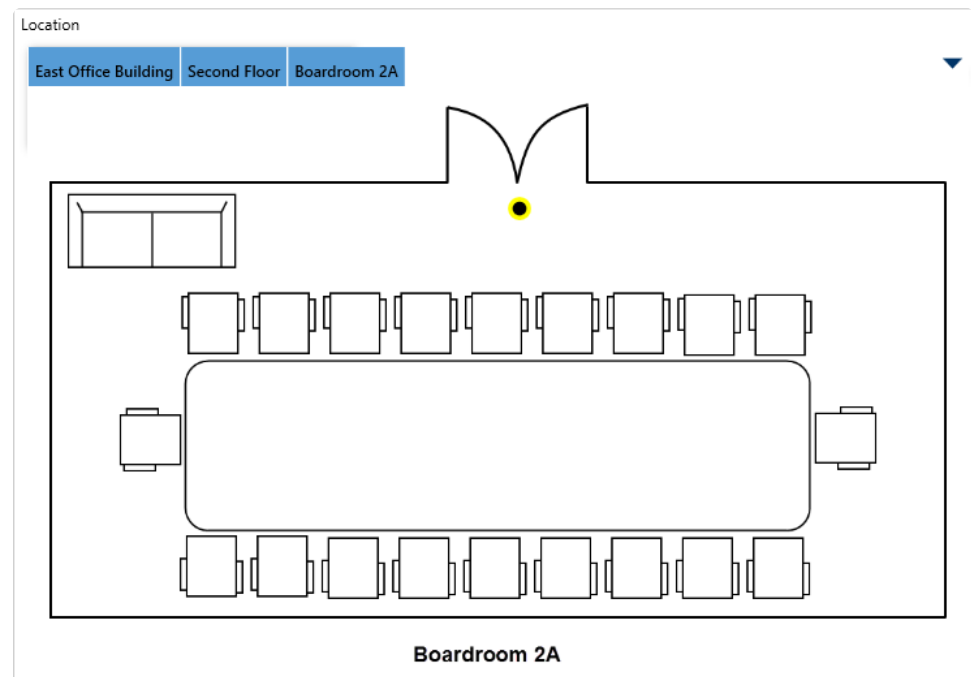
- Enter search criteria in the **Search locations** field, then select the indoor location from the [search results](#)



Enter search terms in the Search locations field to select an indoor location point.


- From the map or using the **Search locations** field:
 - Open a location with indoor location points.
 - Click **Indoor Location Points** at the bottom right of the map.
 - Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.

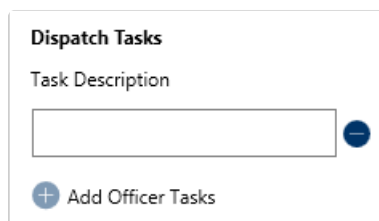
Temporary pins appear as a  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.

20. **Optional:** Enter a description of the dispatch in the **Description** field.
21. **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](#).
22. **Optional:** To add officer tasks:

- a. Click  **Add Officer Tasks**.
- b. Enter a description in the **Task Description** field.



The image shows a form titled 'Dispatch Tasks'. It has a label 'Task Description' above a text input field. To the right of the input field is a blue minus sign icon. Below the input field is a button with a plus sign icon and the text '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.