

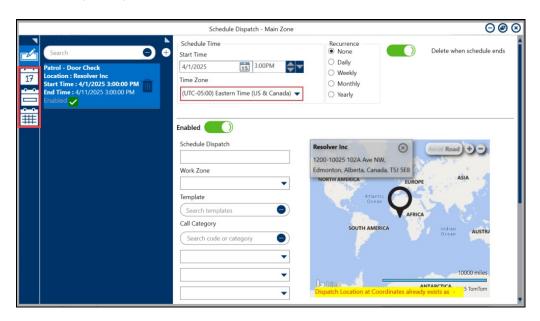
Create a Scheduled Dispatch

Last Modified on 04/08/2025 1:55 pm EDT

Overview

Scheduled Dispatches allows user to create a schedule for a Dispatch that needs to occur on a regular basis (e.g., Daily Patrols, Door Lock Checks, etc.).

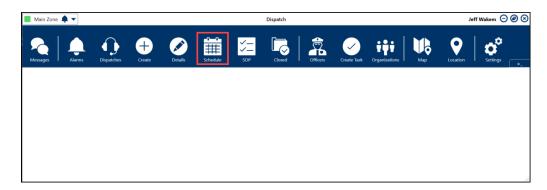
Scheduled Dispatches can be viewed within the Daily, Weekly, and Monthly screen found within the Scheduled Dispatch panel.



Daily, Weekly, Monthly Icons

Navigation

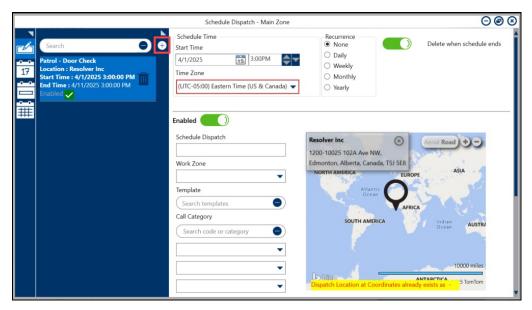
1. From the *Home* screen, click on the **Schedule** Icon.



Schedule Icon

2. From the **Schedule Dispatch** panel, click the **Create** icon next to the **Search** field.

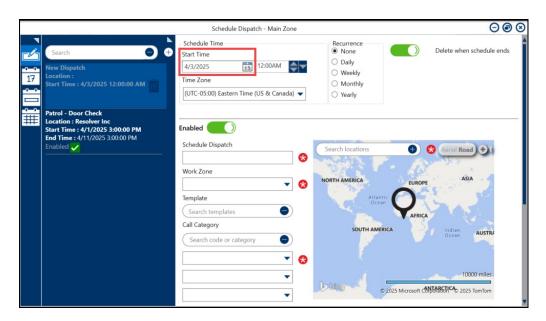




Create Icon

Creating a Scheduled Dispatch

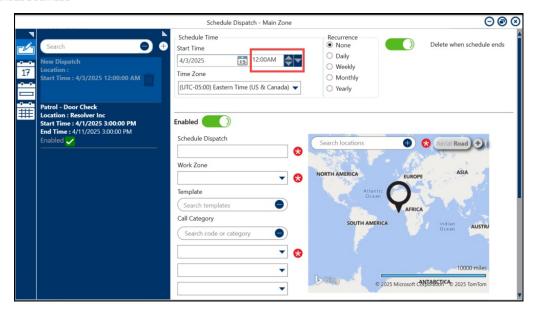
1. From the **Scheduled Dispatch** screen, enter a start date in the **Start Time** field or click the **Calendar** icon and select a **Date** from the **Calendar** pop-up.



Start Time Field

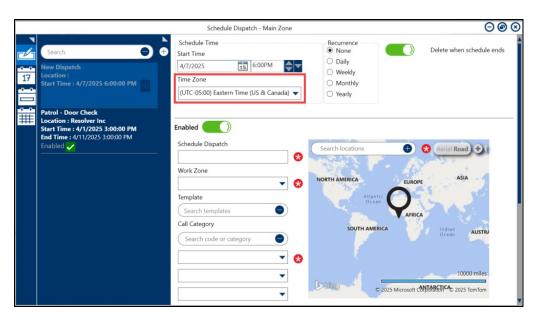
2. Enter a start time in the **Start Time** field or use the **Increase, Decrease, or Select** buttons to select a start time.





Start Time Field

3. Click the **Time Zone** field and select a time zone from the dropdown menu.



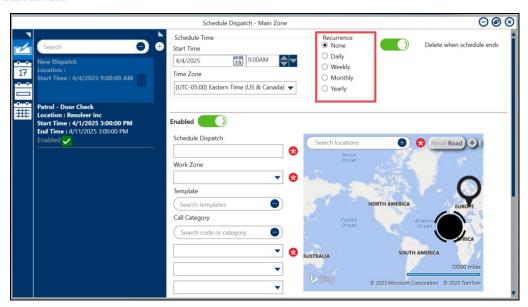
Time Zone Field

Note:

If the Dispatch occurs in another time zone, you must select that time zone from the Time Zone field or adjust the Start Time field to reflect the desired time zone.

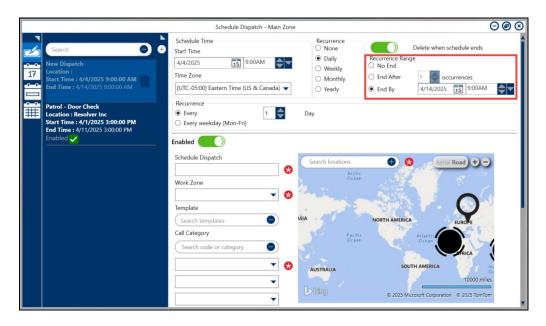
- 4. Select an option from the Recurrence field by clicking on the corresponding radio button:
 - None: The Dispatch will not reoccur.
 - **Daily:** The Dispatch is scheduled to reoccur daily.
 - Weekly: The Dispatch is scheduled to reoccur weekly.
 - **Monthly:** The Dispatch is scheduled to reoccur monthly.
 - Yearly: The Dispatch is scheduled to reoccur yearly.





Recurrence Field

- 5. If you selected Daily, Weekly, Monthly, or Yearly from the **Recurrence** field the Recurrence Range and Recurrence sections will appear with the following fields:
 - Recurrence Range:
 - **No End:** The Dispatch will continue to reoccur indefinitely.
 - End After: The Dispatch will reoccur a specific number of times. Enter the number of reoccurrences in the Occurrences field or use the Increase and Decrease buttons to set the number of occurrences.
 - End By: The Dispatch will reoccur until it reaches a specific date and time.
 Enter a date of select it from the *Calendar* pop-up. Enter a time or use the Increase, Decrease, or Select buttons to select a time.

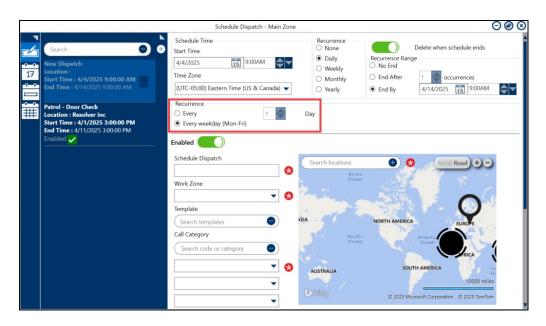


Recurrence Range Field



• Recurrence (Daily):

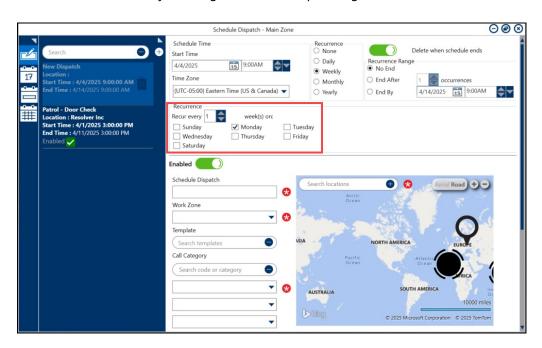
- Every: Using the Increase and Decrease buttons, select the number of days the Dispatch will reoccur.
- Every weekday (Mon Fri): The Dispatch will reoccur every day of the week.



Recurrence (Daily)

• Recurrence (Weekly):

 Recur every: Using the Increase and Decrease buttons, select the number of weeks the Dispatch will reoccur and select which days of the week the Dispatch will reoccur by clicking on the corresponding checkbox.

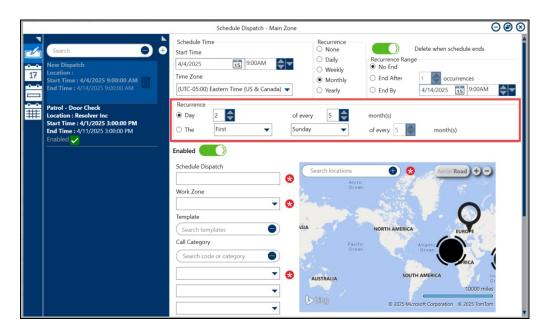


Recurrence (Weekly)



• Recurrence (Monthly):

- Day Statement: Click the radio button and use the Increase and Decrease buttons to select the number of days the Dispatch will occur and the number of months the Dispatch will reoccur.
- **The Statement:** Click the radio button and create a Statement by selecting options from the dropdown menus (e.g., The First Monday of every 2 months).

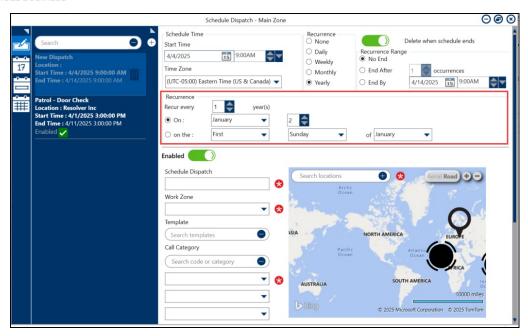


Recurrence (Monthly)

Recurrence (Yearly):

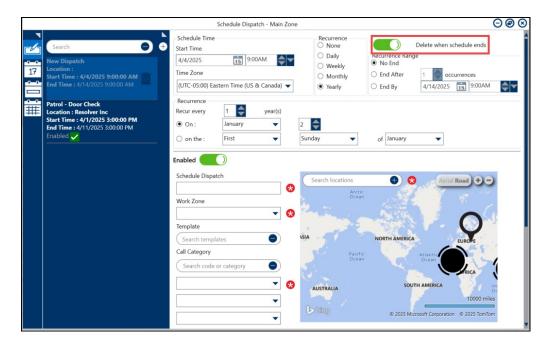
- Recur Every: Using the Increase and Decrease buttons selected the number of years the Dispatch should reoccur.
- On Statement: Click the radio button and select the Month (from the dropdown menu) and Day (using the Increase and Decrease buttons) that the Dispatch is scheduled to reoccur.
- On The Statement: Click the radio button and create a Statement by selecting options from the dropdown menus (e.g., On the First Monday of January).





Recurrence (Yearly)

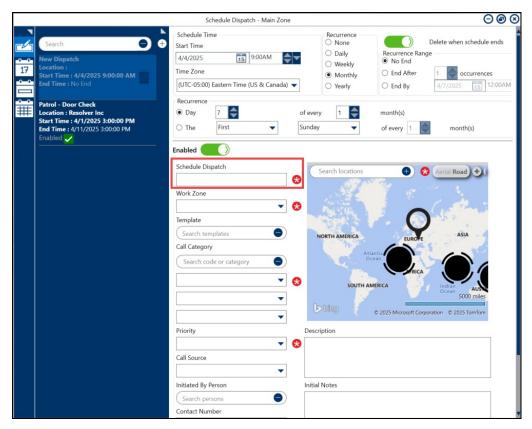
6. Click the **Delete when schedule ends** toggle switch to automatically delete the Dispatch schedule when the schedule reaches the last recurrence. By default, the **Delete when schedule ends** toggle switch is active.



Delete when schedule ends Toggle Switch

7. Enter a Schedule Dispatch Name in the **Schedule Dispatch** field. The Schedule Dispatch Name is used to identify the Dispatch throughout the system.

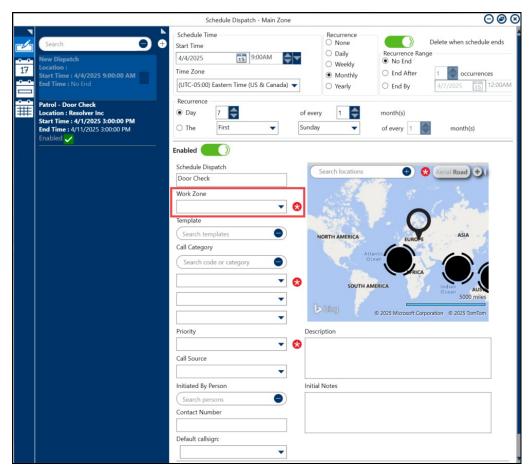




Schedule Dispatch Field

8. Click the **Work Zone** field and select a Work Zone from the dropdown menu. The Work Zone is the location the Dispatch is taking place (e.g., Cafeteria).

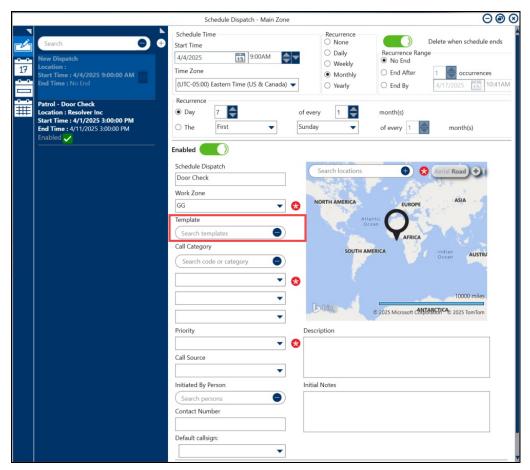




Work Zone Field

9. **(Optional)** Enter a Template Name in the **Template** field and select a Template from the dropdown menu. Templates can be used to automatically fill out the Call Category, Priority, and Call Source Fields if previously setup by an Administrator.

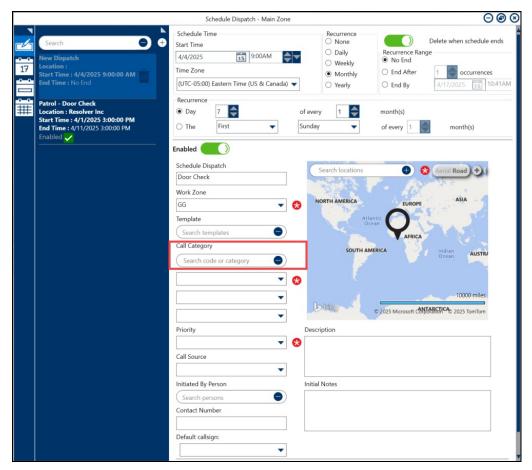




Template Field

10. Enter a Call Category Name or Code in the Call Category field and select a Call Category from the dropdown menu. The Call Category can automatically fill out the Call Subcategory and Priority fields, depending how it is setup.

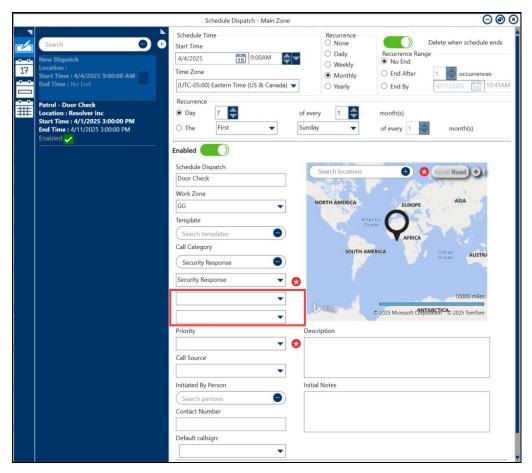




Call Category Field

11. **(Optional)** If the two **Call Subcategory** fields are not automatically populated when selecting a Call Category, select a Call Subcategory from the dropdown menus. The Call Category will change according to the last Call Subcategory selected.

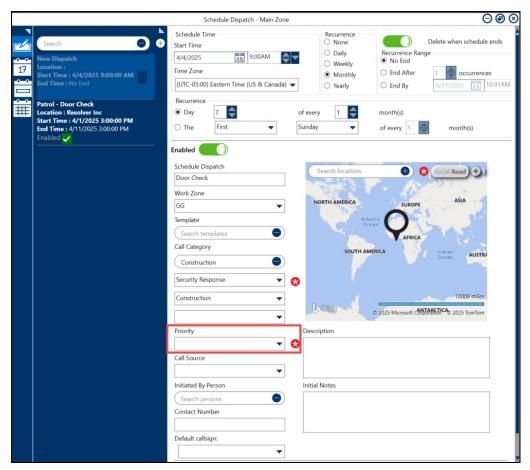




Call Subcategory Dropdown Menus

12. Select a Dispatch priority from the **Priority** dropdown menu (High, Low, Medium). The Priority field may already be filled out if you are using a Template or after selecting a Call Category.

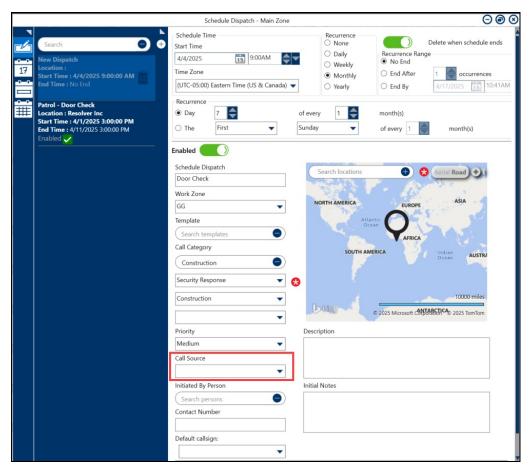




Priority Dropdown Menu

13. **(Optional)** Select a Call Source from the **Call Source** dropdown menu (e.g., Alarm, Phone Call, etc.). The Call Source is the original source for the Dispatch call.

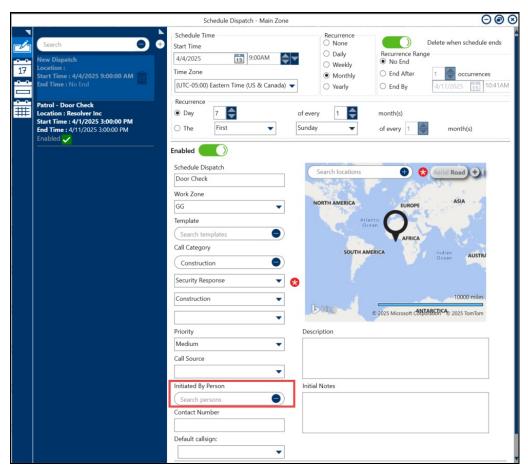




Call Source Dropdown Menu

14. **(Optional)** Enter a Username in the **Initiated by Person** and select a user from the dropdown menu. The Initiated by Person is the person who provided the initial Dispatch information.

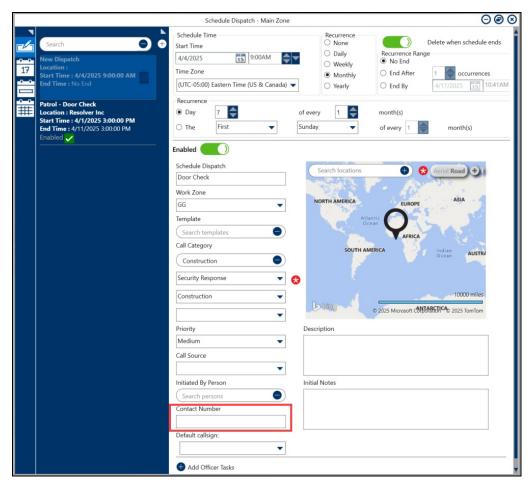




Initiated by Person Field

15. **(Optional)** Enter the phone number of the person who initially provided the Dispatch information in the **Contact Number** field.

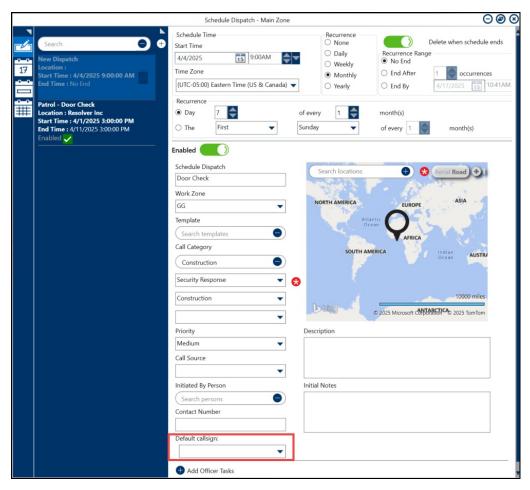




Contact Number Field

16. Select a callsign from the **Default Callsign** dropdown menu. A Call Sign is a unique identifier for an Officer and brings the selected Officer on duty.

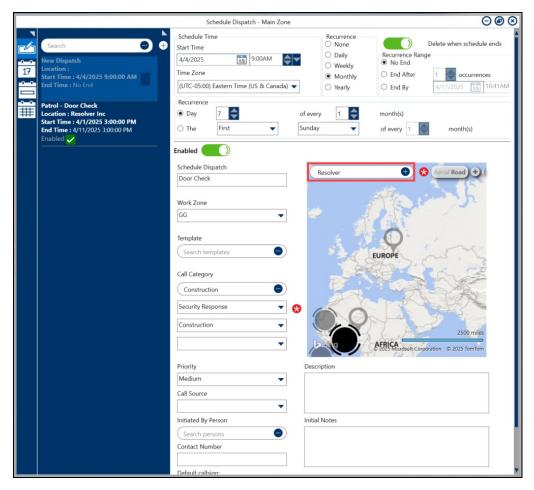




Default Callsign Dropdown Menu

17. Enter a Location Name in the **Search Location** field and select the location from the dropdown menu. Users can also click on a Pin on the Map to select that specific location.

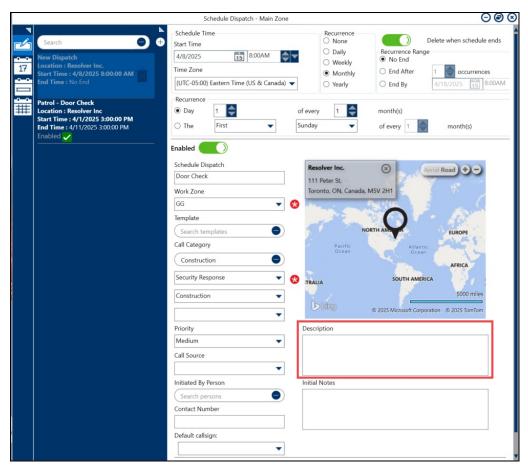




Search Location Field

- 18. (Optional) To add a new location please see the Adding a New Location section.
- 19. **(Optional)** To select an Indoor location please see the Selecting an Indoor Location section.
- 20. **(Optional)** Enter a description outlining the details of the Dispatch in the **Description** field.

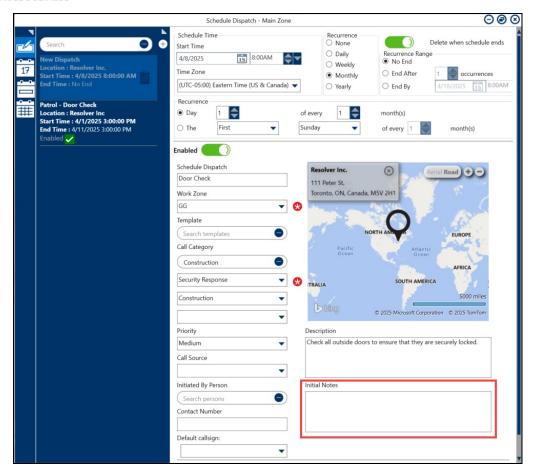




Description Field

21. **(Optional)** Enter any notes about the Dispatch in the **Initial Notes** field. Information entered in this field will generate an initial message in the dispatch conversation.

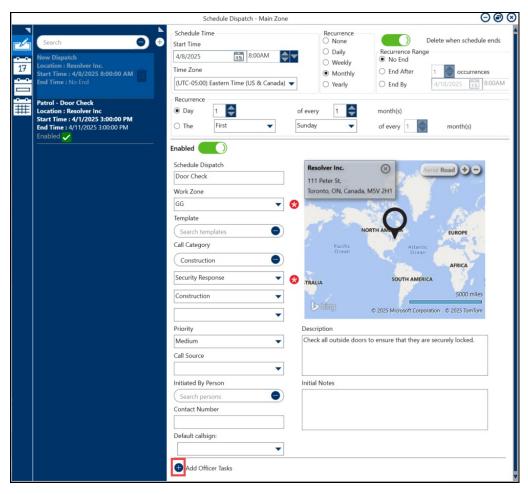




Initial Notes Field

22. Click the Add icon next to Add Officer Tasks.

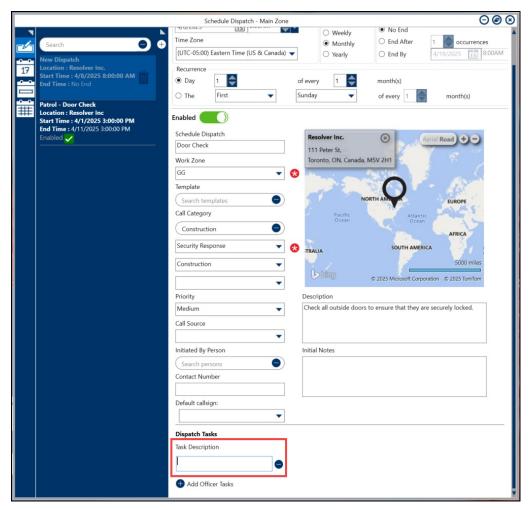




Add Icon

23. Enter an officer task description in The **Task Description** field.





Task Description Field

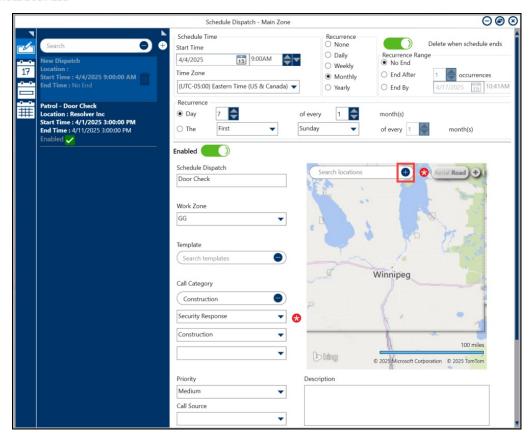
24. Once all the required fields have been entered, the scheduled dispatch will be automatically saved by the application.

Adding a New Location

You will not be able to create temporary locations unless you have the appropriate permissions in your profile.

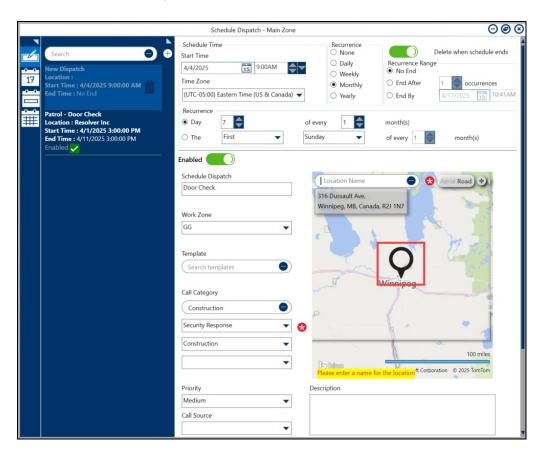
1. Clicking the Add Icon in the Search Location field.





Add Icon

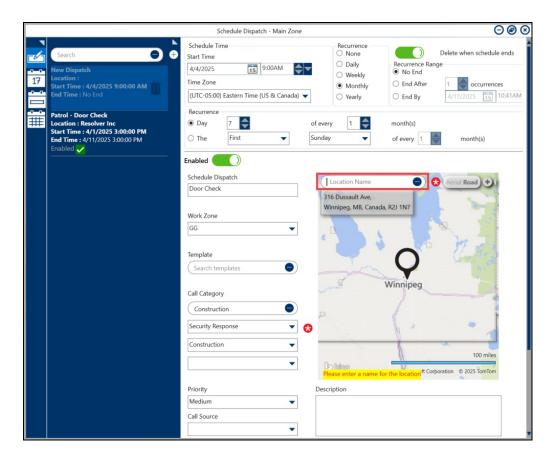
2. Click a location on the Map.





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3. Enter the location name in the **Location Name** field.



Location Name Field

Note:

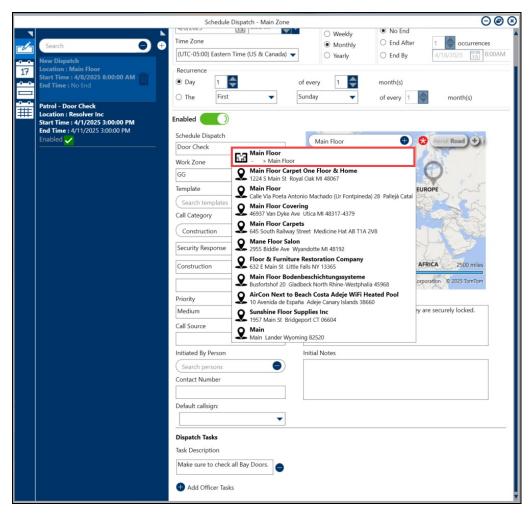
Before creating a new location, see the Quick Add Temporary Locations for important information.

Selecting an Indoor Location

From the Search Location Field:

• Enter search criteria in the **Search Locations** field, then select the indoor location from the search results.



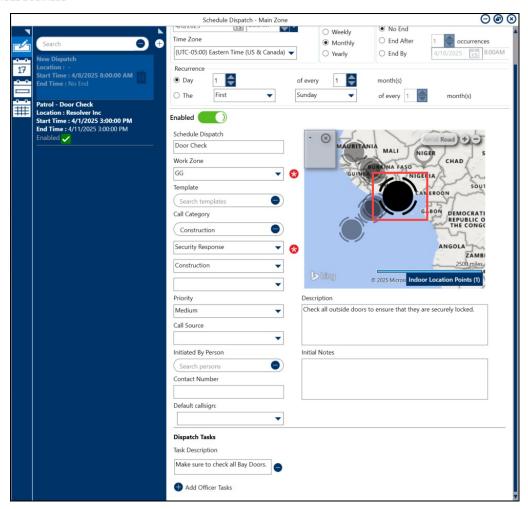


Search Locations Field

From the Map:

1. Click on a ${\bf Pin}$ on the ${\bf Map}$ that has an Indoor location.

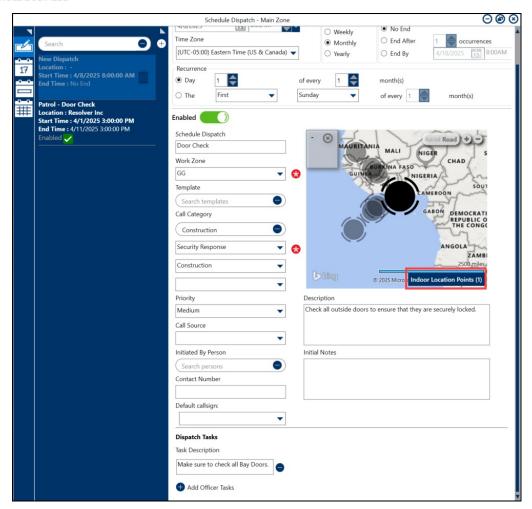




Pin Location

2. Click the **Indoor Location Point** link at the bottom of the **Map**.

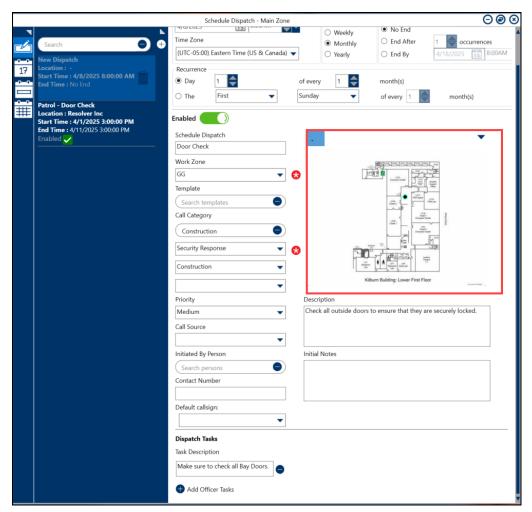




Indoor Location Point Link

3. An image of the Indoor Location will appear over the Map.





Indoor Location

4. Click the Teal pin to open an indoor location.



Teal Pin

4. Double-click the image to place a temporary pin to select the indoor location and indicate the exact location of the dispatch.



Temporary Pin

4. Temporary pins appear as a Red pin 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).





Red Pin