

SOPs Overview

Last Modified on 10/01/2019 3:00 pm EDT

SOPs are standardized procedures for dispatchers and officers to follow during specific types of dispatches. SOPs can include a list of steps to complete, email notifications, file attachments, and/or URLs to relevant links.

When creating SOPs, admins must create a **rule** that includes at least one call category and optional location. When a dispatch matching an SOP's rule is created, the SOP is triggered and can be accessed by dispatchers, along with any files, notifications, or links, by clicking the **SOP** icon in the **Dispatches** panel. For more information on viewing a triggered SOP or sending mass notifications, see the [Dispatch User's Guide](#).

Duress Alarm
Duress Alarm Activation Proced...

Escort Procedures
Procedure for escort of non-staf...

Fire Alarm
Fire Alarm Activation Procedures

Medical Slip/Fall
Medical Slip/Fall Procedures

Plumbing Issue
Procedure for plumbing-related...

Suspicious Item/Package
Suspicious Item or Package Proc...

Name

Procedure Description

Rules

| Call Category | Location | |
|--|----------|---|
| Security Request > Escort > Visitor | | - |
| Security Request > Escort > Contractor | | - |

+ Add New Rule

Notifications

| Recipients | Type | Subject |
|------------|-------|---------|
| | Email | |

+ Add New Notification

Attachments

| Title | Type | File Extension | File Size |
|-------|------|----------------|-----------|
| | | | |

+ Add New Attachment

Links

| Title | Path |
|-------|------|
| | |

+ Add New Link

- ✓ Issue temporary pass
- ✓ Notify responsible party
- ✓ Visitors - document the nature and expected duration of visit.
- ✓ Verify visitor identity - government ID only.
- ✓ Contractors - document the nature and expected duration of the work
- ✓ Verify visitor log for appointment time.
- ✓ Dispatch officer to escort visitor to meeting point.

+ Add New Check List Item

The SOPs settings.