Configure a New Dispatch User

Dispatch users are created in the Command Center app. See the Create a New Dispatch User Article in the **Command Center Administrator's Guide** for more information.

1. Navigate and log into Resolver® Dispatch.

2. From the **_Dispatch Home_** screen, click the **Settings** icon on the **Main Menu Bar.**
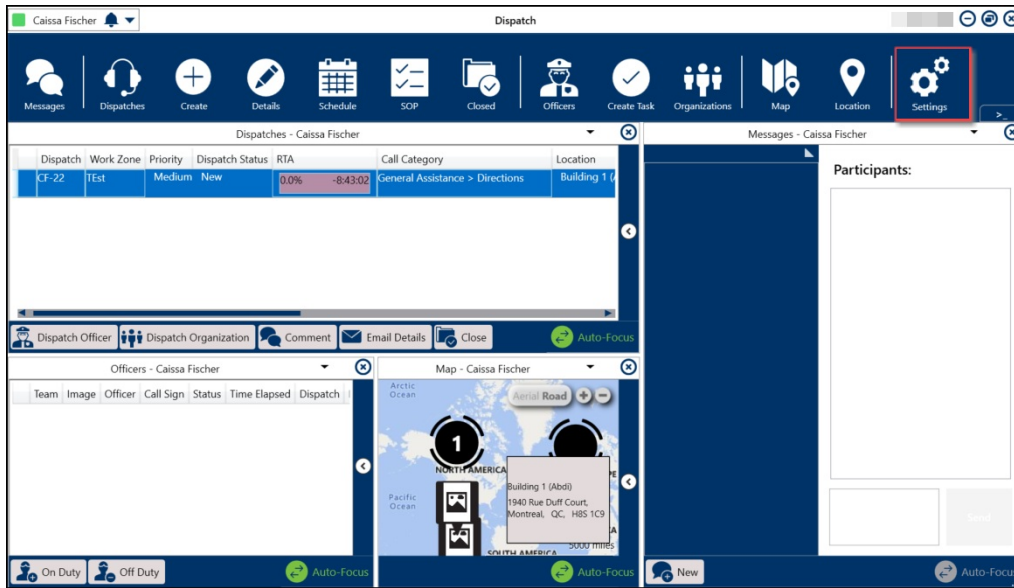
Dispatch Home Screen

3. From the **_Settings_** screen, click on the **Users** icon on the **Navigation Bar** on the left side of the screen.
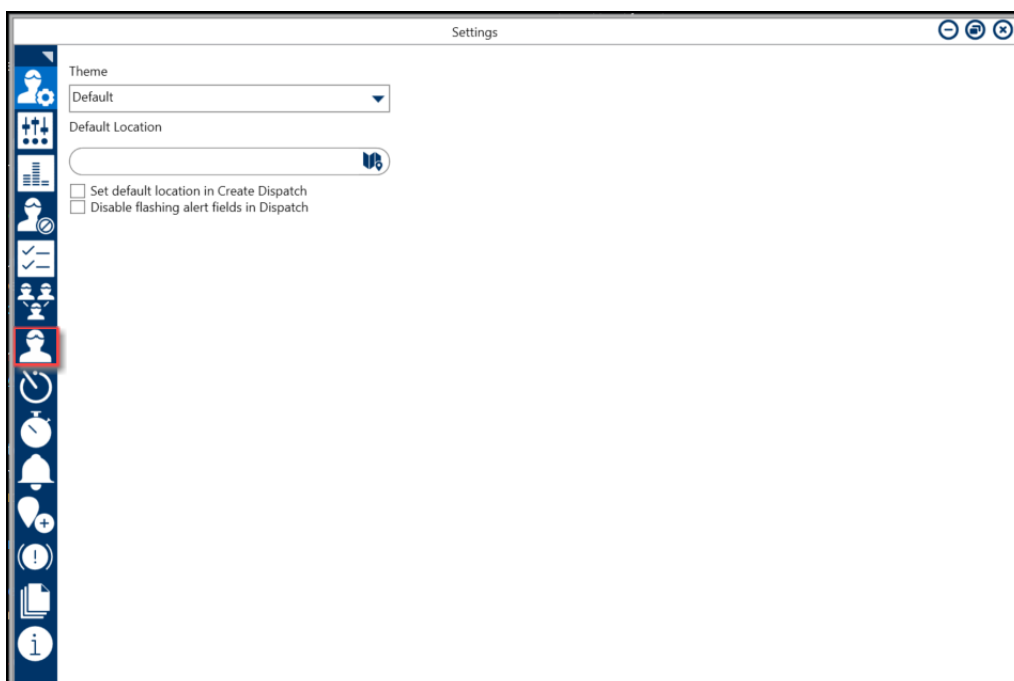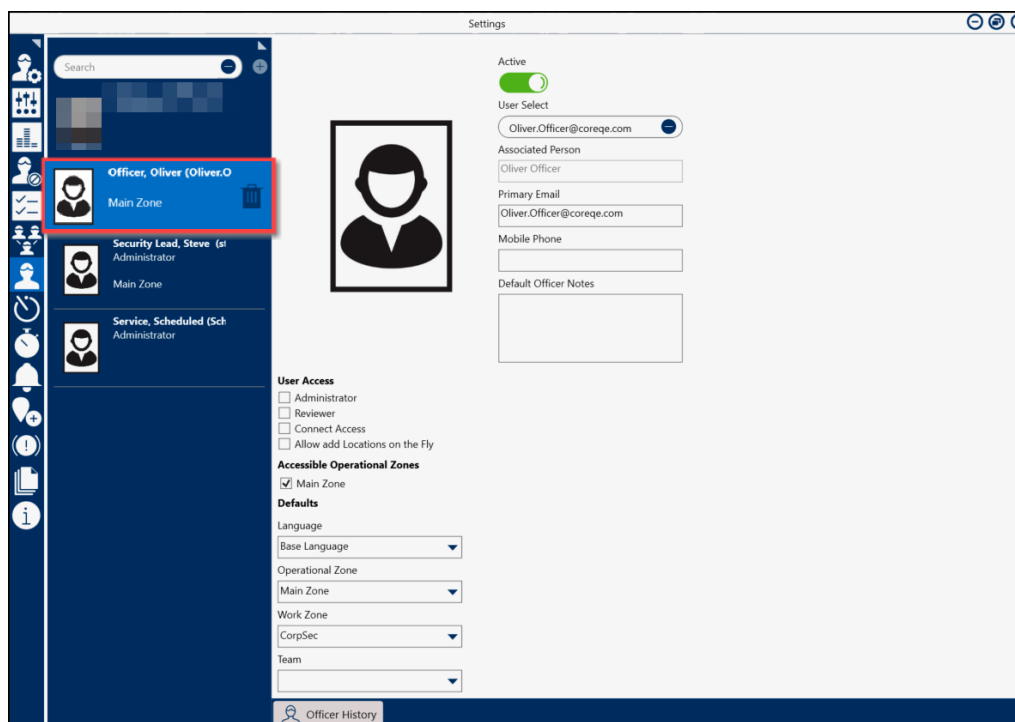
4. From the ***Users*** screen, enter the name of the user/officer you are searching for in the **Search** field and click the **Enter** key or use the side scrollbar in the center of the screen to navigate to the user/officer.

> **Note:**
> *Contact your Customer Administrator if the user does not appear in the **Users** screen.*

5. Click on the **User/Office** Tile to open the ***User/Office Profile*** screen.

User/Officer Profile

6. Click the **Active** ⬤ toggle switch to activate the user's account. By default, all new user accounts are inactive.

> **Note:**
> *Inactive officers cannot be assigned as a Record Owner because the user Search function filters inactive user accounts from incident report follow ups.*

7. **(Optional)** Enter the following User/Officer information in the following fields:
   - **Mobile Phone:** Enter the user's primary phone number.
   - **Default Officer Notes:** This field is a free-form field that allows you to enter any

user information that does not currently have a field.
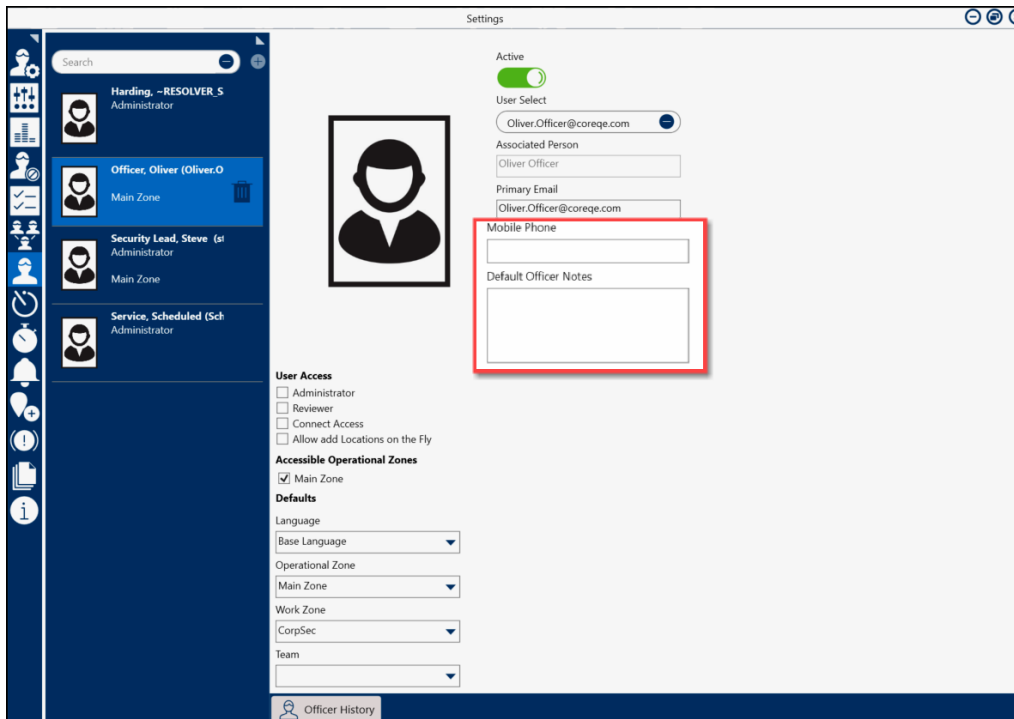
User/Officer Information Fields

8. The **User Access** section allows you to control user security access to different areas and functions:

   - **Administrator:** Grants the user administrative privileges.
   - **Reviewer:** Allows the user to view the dispatches' details in their assigned operational zone and send and receive messages (but they can't perform any other actions in **Resolver Dispatch**).
   - **Connect Access:** The user can log into and configure **Resolver Connect** settings using their **Resolver Dispatch** username and password. Depending on any additional selected options, they may log in as a dispatcher, administrator, or reviewer.
   - **Allow add Locations on the Fly:** This option lets the user create temporary locations. For more information, see the Quick Add Locations article.
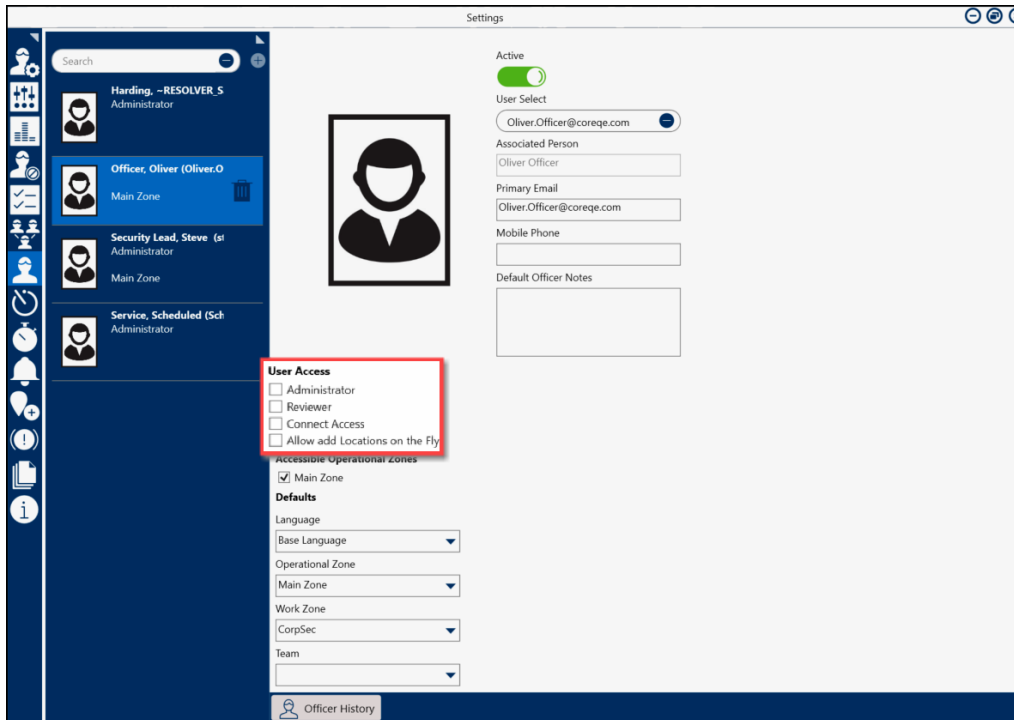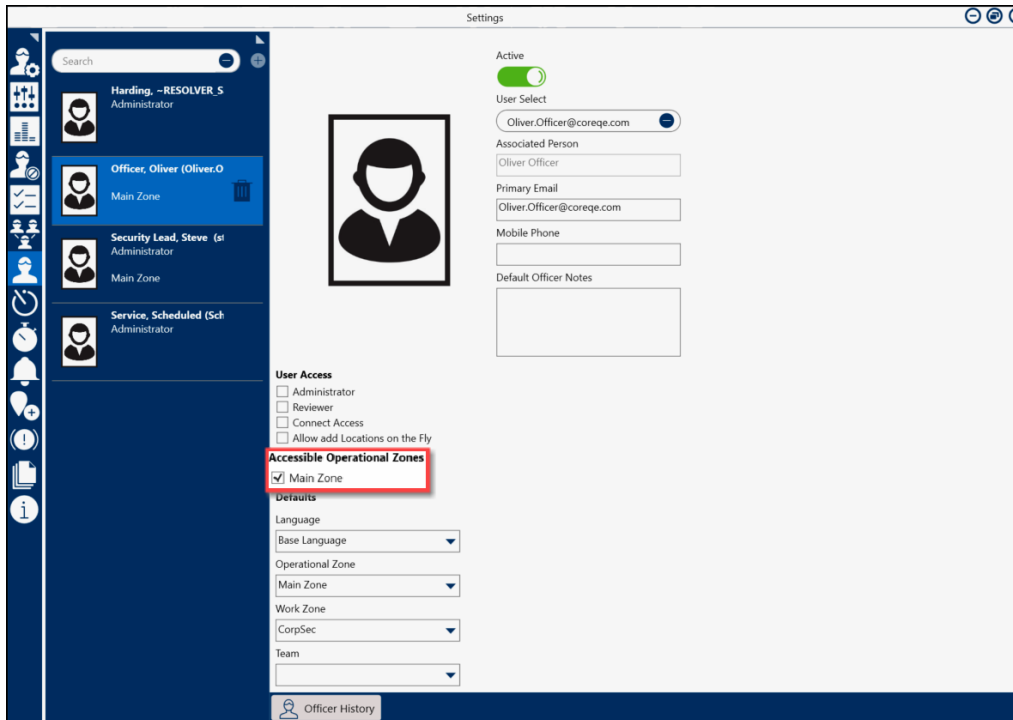
User Access Section

> **Note:**
> By default, all users will have a standard dispatcher/officer account unless otherwise specified in the **User Access** section.

9. Under the **Accessible Operational Zones** section, select an operational zone(s) checkbox indicating the user's zone of operation:
    - **Dispatchers:** The **Operational Zone** checkbox will determine the operational zones where the Dispatcher can manage dispatches, tasks, and users/officers. If a dispatcher has access to multiple operational zones, they can switch between zones while logged in.
    - **Users/Officers:** The **Operational Zones** checkbox(es) will determine the user's zone of operation (the environment they work in) and the **Team** that they are assigned.

Accessible Operational Zones

10. **(Optional)** Under the **Defaults** section, select a default for the following fields based on your user permissions outlined below:
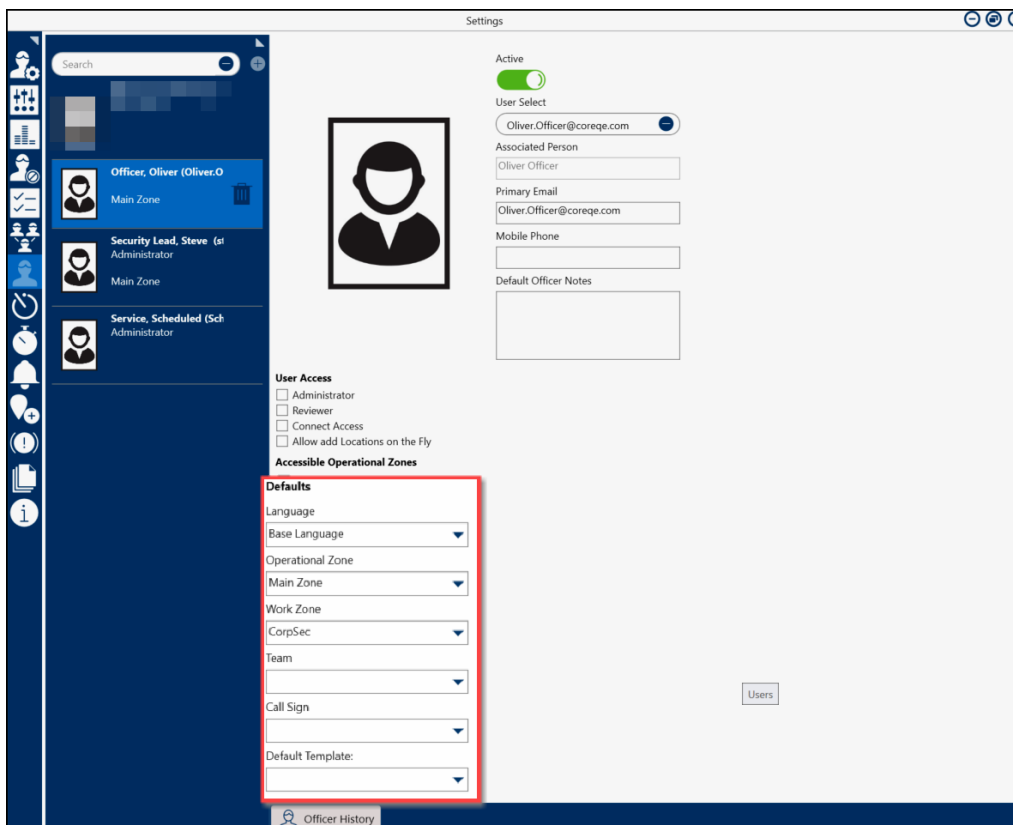
- **Dispatchers:**
  - **Language:** The **Language** field defaults to the base language but can be changed by picking a new language from the drop-down list.
  - **Operational Zone:** An **Operational Zone** is a way to organize your users into groups based on locations (e.g., Country, Region, Campus, etc.). The **Operational Zone** will automatically default based on the user's login information.
  - **Work Zone:** A **Work Zone** is a way to break down **Operational Zones** creating areas within **Operational Zones** where users work (e.g., sites, campuses, building on campus, etc.).
  - **Default Template:** This option allows you to select a default template associated with the user's work zone. The template can be overwritten when an officer is brought on duty.

- **Users/Officers:**
  - **Language:** This option allows you to select a language setting if more than one language is configured. The field is locked to the single language selection if only one language is configured.
  - **Work Zones:** A **Work Zone** is a way to breakdown Operational Zones creating areas within Operational Zones where users work (e.g., cafeteria, library, etc.).

- **Team:** This option groups officers into teams based on specific buildings or shifts (e.g., cafeteria, day, night, etc.).
- **Call Sign:** The user's/officer's assigned call sign used when communicating or identifying within **Resolver® Dispatch**.
- **Default Template:** This option allows you to select a default template associated with the user's work zone. The template can be overwritten when an officer is brought on duty.
  - These fields will automatically appear when bringing an officer on duty.

Default Field Settings