

View/Download an Officer's History

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Overview

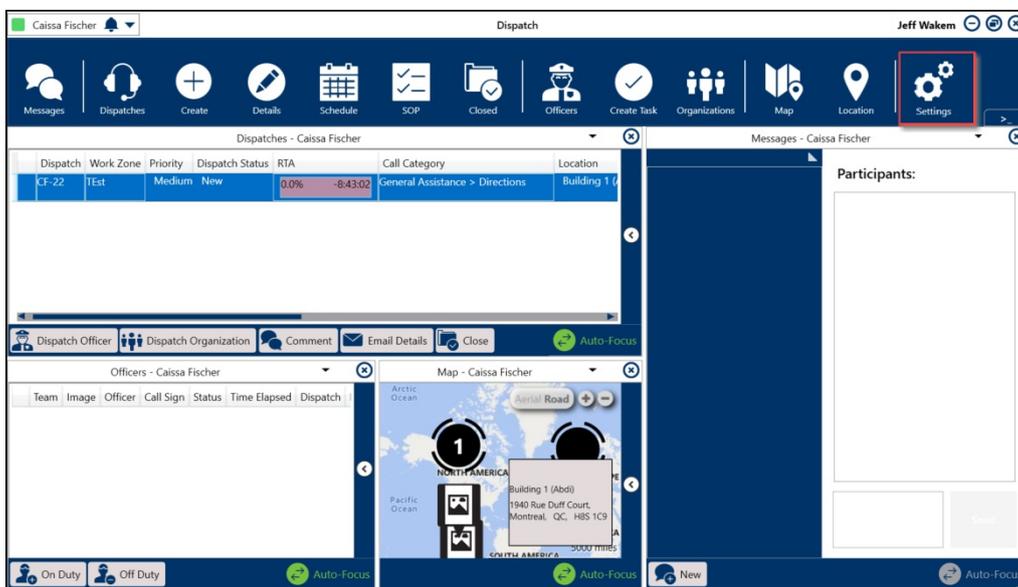
The **Officer History** panel provides a summary of an officer's activities, including:

- Assigned call signs and teams
- On and off-duty times
- Dispatch information, including assigned tasks, dispatch numbers, statuses, and locations
- Last known locations.

Officer histories are grouped by shifts, which begin when an officer is brought on duty and end when they are off duty. The amount of time these records are retained is determined by the **Officer History** settings. Once these records are purged, they cannot be recovered. See the [System Settings](#) chapter for more information.

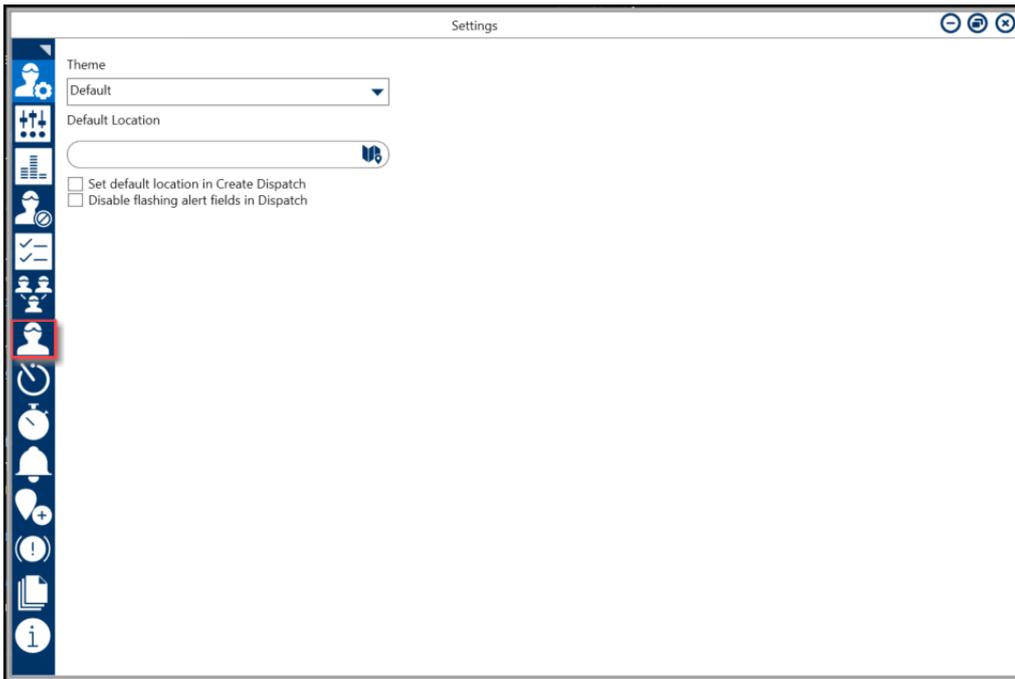
Viewing an Officer's History

1. Navigate and [log into Resolver® Dispatch](#).
2. From the **Dispatch Home** screen, click the **Settings** icon on the **Main Menu Bar**.



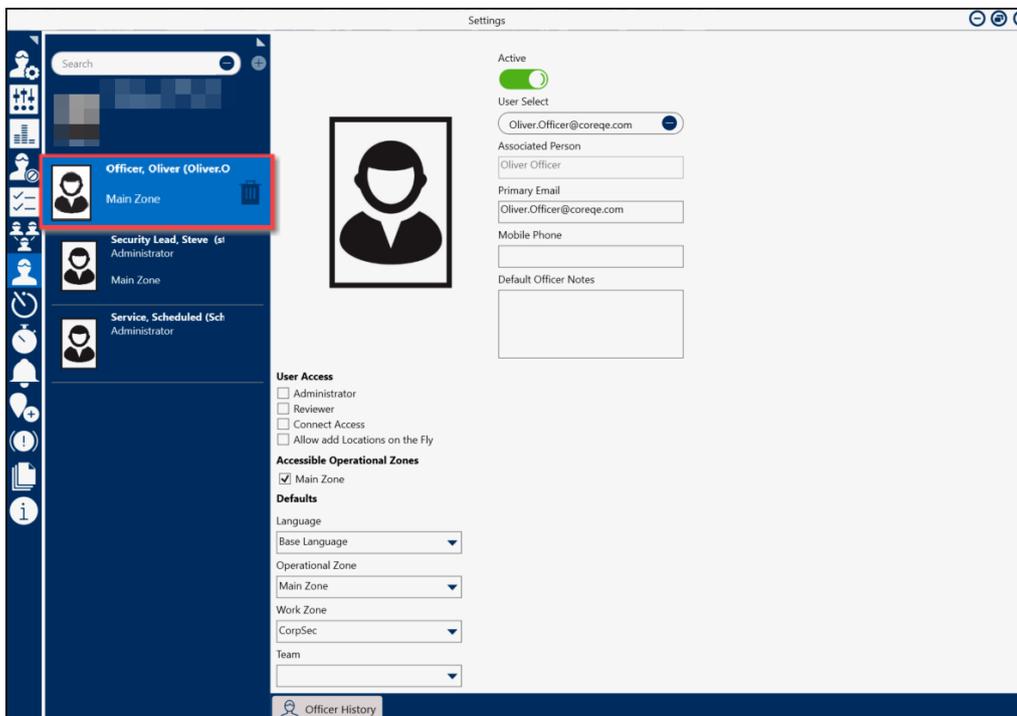
Dispatch Home Screen

3. From the **Settings** screen, click on the **Users** icon  on the **Navigation Bar** on the left side of the screen.



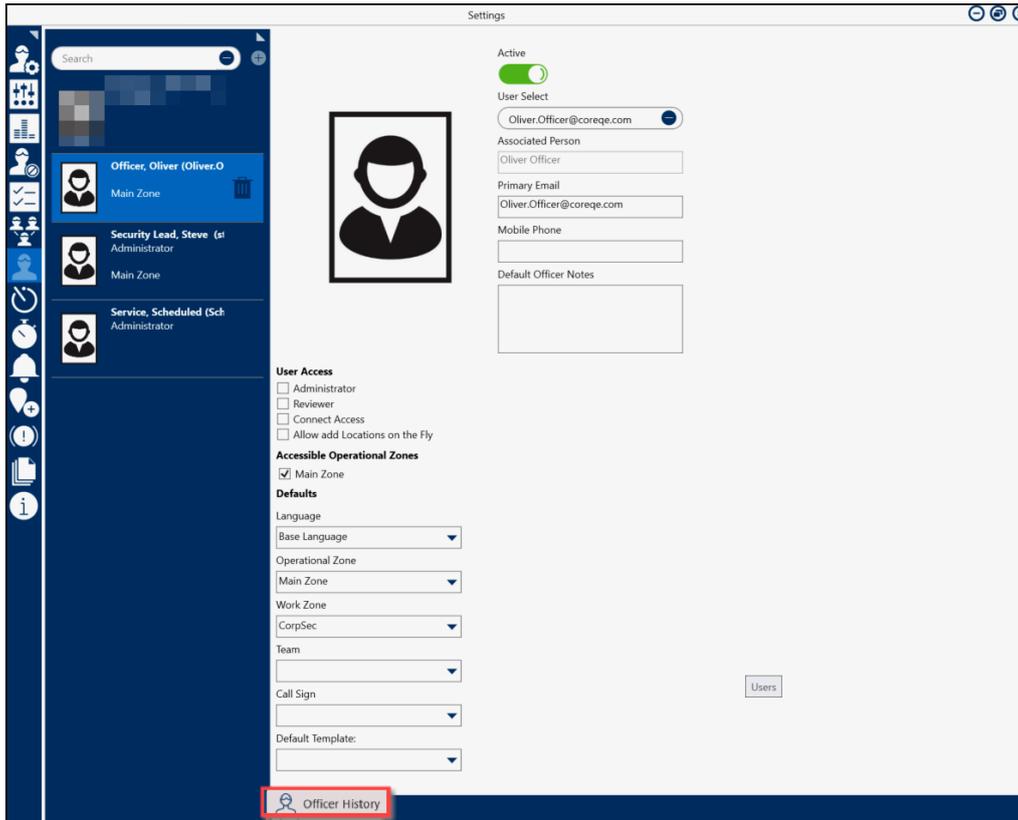
User Icon - Settings Screen

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



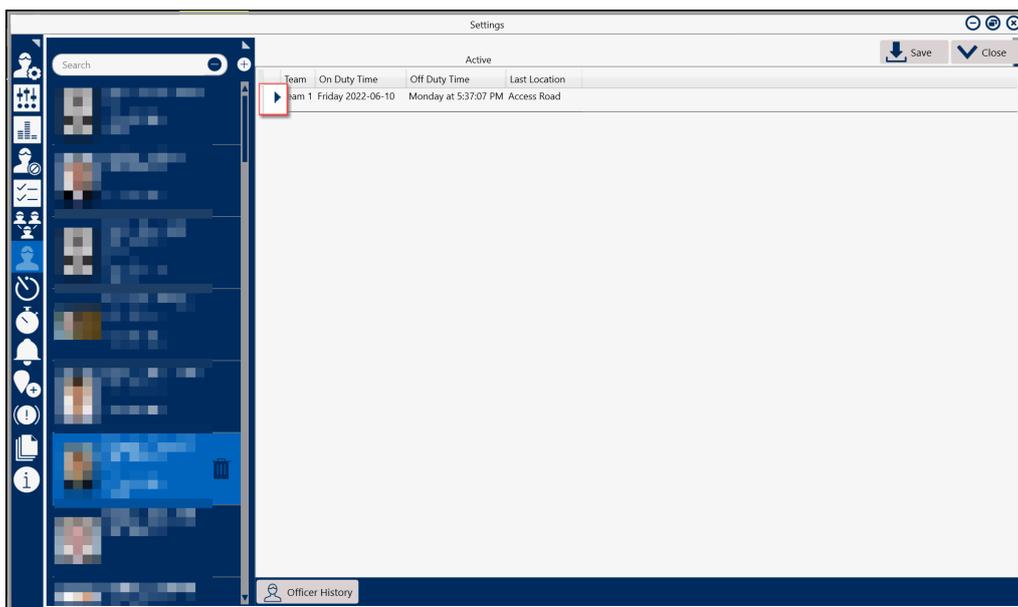
User/Officer Profile

6. Click the **Officer History** button at the bottom left of the **User/Officer Profile** screen.



Officer History button

- Click the **Expand** icon (the first column in the history table) to display the details of an officer's shift.



Officer History Screen

- The following fields and function will appear on the **Officer History** screen:
 - Team:** This option groups officers to work in selected **Work Zones** (e.g., cafeteria)

team would be assigned to the cafeteria work zone).

- **On Duty Time:** The Officer's scheduled start time.
- **Off Duty Time:** The Officer's scheduled end time.
- **Last Location:** The Officer's last known location in the **Officers** panel.
 - **Start Time:** The Officer's scheduled start time.
 - **Dispatch:** The dispatch's number. This number is automatically assigned to a dispatch once the record has been created.
 - **Task Description:** A brief description of the dispatch task.
 - **Status:** The officer's current state (e.g., Available, Assigned, On Route, etc.). There is also a custom "Busy" state for giving more context (e.g., they're taking lunch, writing a report, or on-duty elsewhere).
 - **Location:** The dispatch task's location or activity location.
 - **Call Sign:** The user's/officer's assigned call sign used when communicating or identifying within **Resolver® Dispatch**.

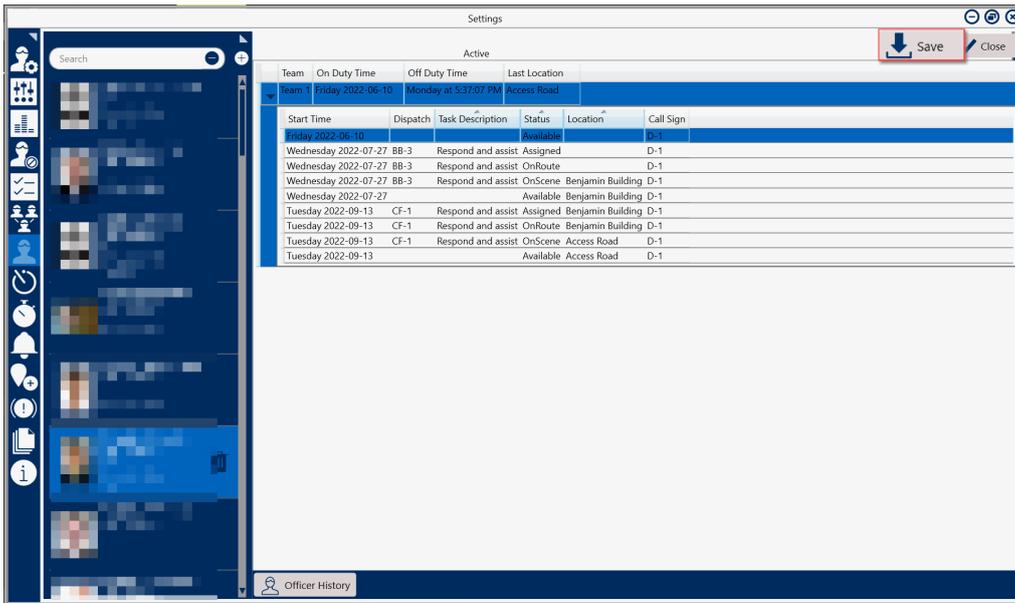
Start Time	Dispatch	Task Description	Status	Location	Call Sign
Friday 2022-06-10			Available		D-1
Wednesday 2022-07-27	BB-3	Respond and assist	Assigned		D-1
Wednesday 2022-07-27	BB-3	Respond and assist	OnRoute		D-1
Wednesday 2022-07-27	BB-3	Respond and assist	OnScene	Benjamin Building	D-1
Wednesday 2022-07-27			Available	Benjamin Building	D-1
Tuesday 2022-09-13	CF-1	Respond and assist	Assigned	Benjamin Building	D-1
Tuesday 2022-09-13	CF-1	Respond and assist	OnRoute	Benjamin Building	D-1
Tuesday 2022-09-13	CF-1	Respond and assist	OnScene	Access Road	D-1
Tuesday 2022-09-13			Available	Access Road	D-1

Officer History Screen Expanded Information

Downloading an Officer's History

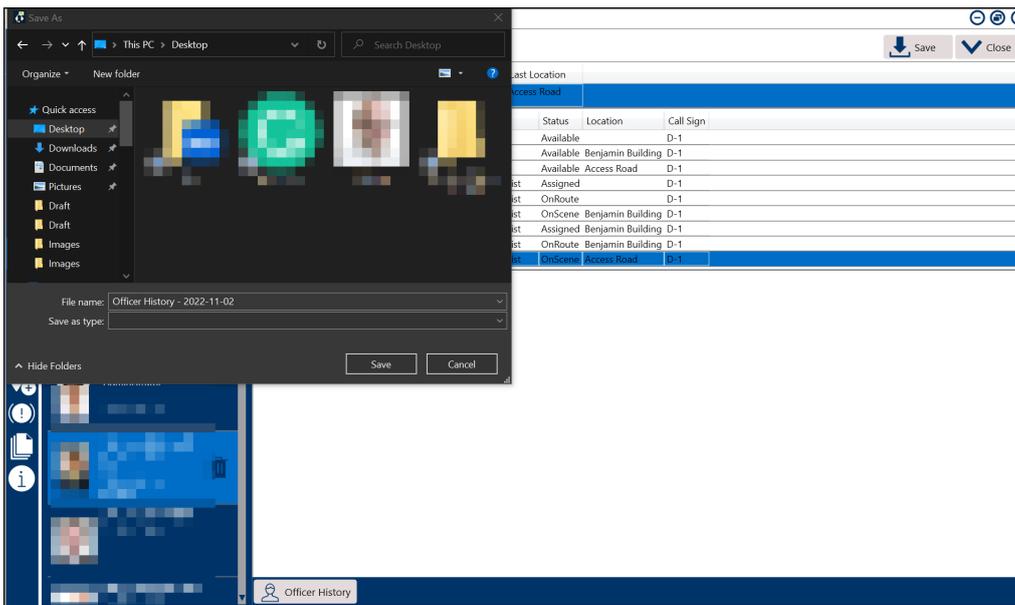
You can export an Officer's history to a .csv (comma separated values) file by following the steps below.

1. From the **Officer History** screen, click **Save** in the upper-right corner.



Save Button - Officer History Screen

2. The **Save As** pop-up will appear, select a download location and enter a file name.



Select file location and Enter a File name

2. Click **Save** to begin the download. The officer's history is exported into a .csv file, which can be viewed in Microsoft Excel or similar spreadsheet applications.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Team	On Duty	Off Duty	Start Time	Dispatch	Task	Status	Location	Call Sign				
2	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-06-10 12:01:51 PM			Available		D-1				
3	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-07-27 9:28:31 PM	BB-3	Respond and assist	Assigned		D-1				
4	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-07-27 9:29:04 PM	BB-3	Respond and assist	OnRoute		D-1				
5	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-07-27 9:29:08 PM	BB-3	Respond and assist	OnScene	Benjamin Building	D-1				
6	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-07-27 9:29:12 PM			Available	Benjamin Building	D-1				
7	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-09-13 5:24:36 PM	CF-1	Respond and assist	Assigned	Benjamin Building	D-1				
8	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-09-13 5:24:44 PM	CF-1	Respond and assist	OnRoute	Benjamin Building	D-1				
9	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-09-13 5:24:45 PM	CF-1	Respond and assist	OnScene	Access Road	D-1				
10	Team 1	2022-06-10 12:01:51 PM	2022-10-24 5:37:07 PM	2022-09-13 5:24:46 PM			Available	Access Road	D-1				
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Downloaded Officer History Data