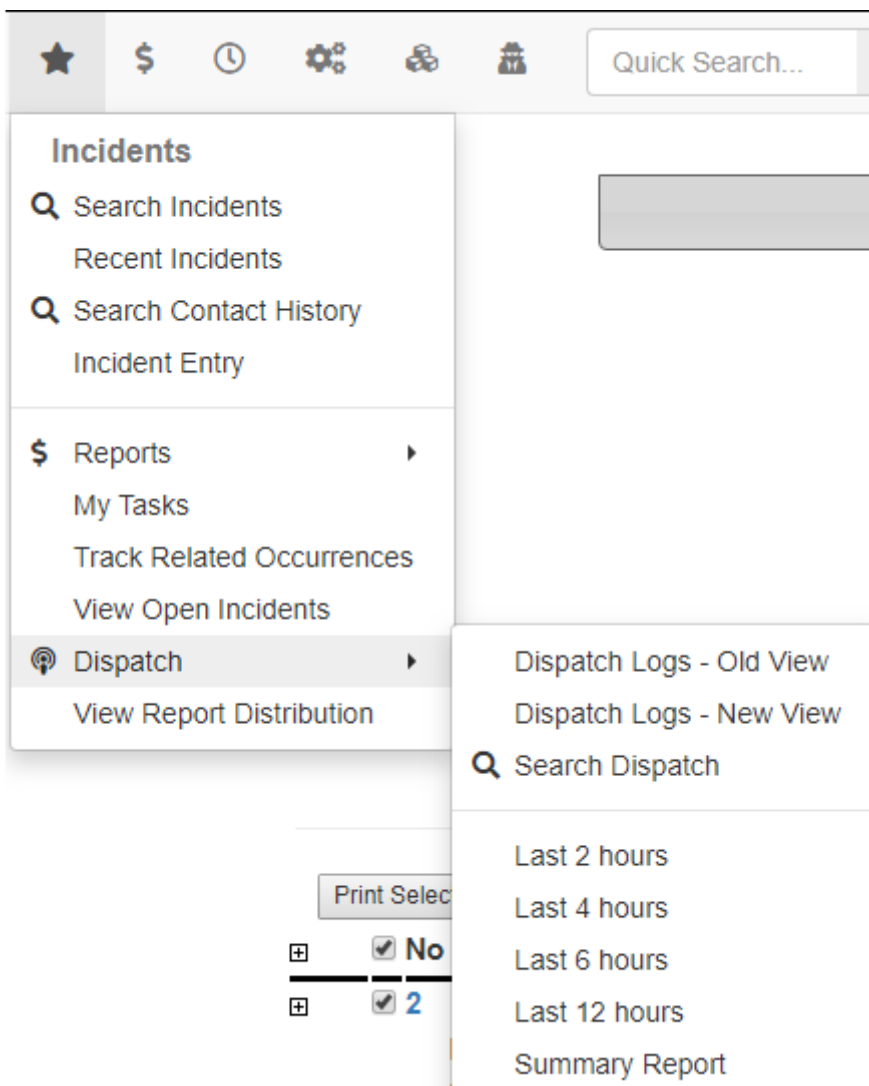


Dispatch Logs

Reviewing Dispatch Logs

Hover over the **Incidents** icon, **Dispatch**, and select **Dispatch Logs**.




This will bring up the **View/Edit Dispatch Log Records** page. Here administrators/dispatchers can view all open logs that still need to be followed-up on.

View/Edit Dispatch Log Record

Create a New Log Record 

Print selected

<input type="checkbox"/>	<input checked="" type="checkbox"/>	No	Admin	Created	Source	Category	Status	Add	Incident
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6	griffiths	Mar 19, 2020 11:53	Phone	Complaints	C	Add	20-0001
Noise complaint from Residence. Room 34									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6	griffiths	Mar 19, 2020 11:52	Walk-In	Information	C	Add	Assign
Officer Bob relayed the message that he has information regarding case number 16-0002									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	paul.tomahawk	Feb 28, 2020 16:27	System Alert	People Alert	C	Add	Assign
PEOPLE ALARM: Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September : Steph Jamieson [sjamieson] 									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	Add	Assign
PLATE ALARM: SJAM ON - 3 unpaid of 3 - Linked to 1 incidents									

Print selected

Close selected

Last Name:	Student/Employee #:	Incident/OPS #:	Licence plate:	Search
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Printing a Dispatch Log

To print the currently selected dispatch logs, select the appropriate source in the list of current dispatch logs followed by **Print Selected** to get a printed list of these logs.

View/Edit Dispatch Log Record

Create a New Log Record 

Print selected

<input type="checkbox"/>	<input checked="" type="checkbox"/>	No	Admin	Created	Source	Category	Status	Add	Incident
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6	griffiths	Mar 19, 2020 11:53	Phone	Complaints	C	Add	20-0001
Noise complaint from Residence. Room 34									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	6	griffiths	Mar 19, 2020 11:52	Walk-In	Information	C	Add	Assign
Officer Bob relayed the message that he has information regarding case number 16-0002									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2	paul.tomahawk	Feb 28, 2020 16:27	System Alert	People Alert	C	Add	Assign
PEOPLE ALARM: Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September : Steph Jamieson [sjamieson] 									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	Add	Assign
PLATE ALARM: SJAM ON - 3 unpaid of 3 - Linked to 1 incidents									

Print selected

Close selected

Last Name:	Student/Employee #:	Incident/OPS #:	Licence plate:	Search
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Creating new Dispatch Log Records

To create a new log record select one of the options from the **Create New Log Record**

View/Edit Dispatch Log Record

Create a New Log Record ?

Select a source

Select a source

Alarm System

Patrol Handheld

Phone

System Alert

Walk-In

Print selected

	No	Admin	Created		Category	Status	Add	Incident
<input checked="" type="checkbox"/>	6	griffins	Mar 19, 2020	Noise complaint from Residence, Room 34	Complaints	C	Add	20-0001
<input checked="" type="checkbox"/>	6	griffins	Mar 19, 2020	Officer Bob relayed the message that he has information	Information	C	Add	Assign
<input checked="" type="checkbox"/>	2	paul.tomahawk	Feb 28, 2020 16:27	System Alert	People Alert	C	Add	Assign
PEOPLE ALARM: Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September : Steph Jamieson [sjamieson]								
<input checked="" type="checkbox"/>	1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	Add	Assign
PLATE ALARM: SJAM ON - 3 unpaid of 3 - Linked to 1 incidents								

Print selected

Close selected

Last Name:	Student/Employee #:	Incident/OPS #:	Licence plate:	Search
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Once the source contact for the new log has been selected, this will bring up the **Add New Log Record** screen.

Add New Log Record

Source	Patrol Handheld
Category	Abduction ▼
Note	<div>B <i>I</i> <></div> <div></div>

Add New

Close Window

Select the appropriate **Category** from the drop-down menu and type in any details that need to go with the log in the **Note section**. Select the **Add New** button at the bottom of the screen to save the information. Once the information has been saved, the log will show at the top of the listing of Dispatch Log Records.

Adding Additional Log Notes

If dispatchers want to add a separate log that is attached to the first log, select the **Add link** in the **Add column**. This will bring up an **Add Log Note** screen where dispatchers can include the source of the information, the category and any notes that need to be included. To save the log select the **Add** button at the bottom. To save the log and to also close the log, if it is completed, select the **Add & Close** button at the bottom.

Add Log Note

Source	System Alert ▼
Category	People Alert ▼

Note

B *I* <>

Add

Add & Close

Close Window

If dispatchers want to assign an admin user to act on the log or if they want to attach an incident report, select the **Assign** link at the far right of the log. When an assignment is made, the incident number will appear in the listing of Dispatch Log Records. This link can be selected to gain access to view/edit the incident report.

Viewing Additional Notes / Rolled-Up Alerts

We can view all of the available log records associated with the dispatch log In the **View/Edit Dispatch Log Records**, by selecting the + symbol to the left of the log.

View/Edit Dispatch Log Record

Create a New Log Record [?](#)

[Print selected](#)

<input type="checkbox"/>	No	Admin	Created	Source	Category	Status	Add	Incident
<input checked="" type="checkbox"/>	6	jgriffiths	Mar 19, 2020 11:53	Phone	Complaints	C	Add	20-0001
Noise complaint from Residence. Room 34								
<div>jgriffiths</div> <div>Mar 23, 2020 11:55</div> <div>Phone</div> <div>Complaints</div> <div>Edit</div>								
This noise complaint was reported by several people. Apon investigation it was clear that this is a recurring issue. Please refer the case to Campus Police.								
<input checked="" type="checkbox"/>	8	jgriffiths	Mar 19, 2020 11:52	Walk-In	Information	C	Add	Assign
Officer Bob relayed the message that he has information regarding case number 16-0002								
<input checked="" type="checkbox"/>	2	paul.tomahawk	Feb 28, 2020 16:27	System Alert	People Alert	C	Add	Assign
PEOPLE ALARM: Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September : Steph Jamieson [sjamieson]								
<input checked="" type="checkbox"/>	1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	Add	Assign
PLATE ALARM: SJAM ON - 3 unpaid of 3 - Linked to 1 incidents								

[Print selected](#) [Close selected](#)

Dispatchers can add additional information to the initial log by selecting the link for the dispatch number. To close a log once it has been dealt with, select the "C" in the Status column to change the status to closed.

Bulk Closing of Dispatch Logs

It is also possible to close multiple Dispatch Logs in bulk. Select the logs you wish to close by selecting the checkbox associated with the log in question. Once you have selected all the log records you wish to close, click on Close Selected.

View/Edit Dispatch Log Record

Create a New Log Record [?](#)

[Print selected](#)

<input type="checkbox"/>	No	Admin	Created	Source	Category	Status	Add	Incident
<input checked="" type="checkbox"/>	6	jgriffiths	Mar 19, 2020 11:53	Phone	Complaints	C	Add	20-0001
Noise complaint from Residence. Room 34								
<input checked="" type="checkbox"/>	8	jgriffiths	Mar 19, 2020 11:52	Walk-In	Information	C	Add	Assign
Officer Bob relayed the message that he has information regarding case number 16-0002								
<input type="checkbox"/>	2	paul.tomahawk	Feb 28, 2020 16:27	System Alert	People Alert	C	Add	Assign
PEOPLE ALARM: Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September : Steph Jamieson [sjamieson]								
<input type="checkbox"/>	1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	Add	Assign
PLATE ALARM: SJAM ON - 3 unpaid of 3 - Linked to 1 incidents								

[Print selected](#) [Close selected](#)

Last Name:	Student/Employee #:	Incident/OPS #:	Licence plate:	Save
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Revision #2

Created 13 May 2024 12:53:26

Updated 11 September 2024 13:40:49