# Active Dispatch Logs (BETA)

When do we use this?

Dispatch Logs allows administrators/dispatchers to record and track all inquiries that come into the office through alerts or another system. These dispatch logs can be linked to incidents for further tracking if the alert that triggered the dispatch log did not already have a valid incident attached. The Dispatch Log also provides administrators with a summary of all open dispatch entries. Some systems such as Cisco Prime or ITS-NetworkingAlerts can push the incident number with an alert that creates a dispatch log with the associated incident assuming it exists.

Reviewing Dispatch Logs:

Hover over the **Incidents** icon, **Dispatch**, and select **Active Dispatch Logs**.
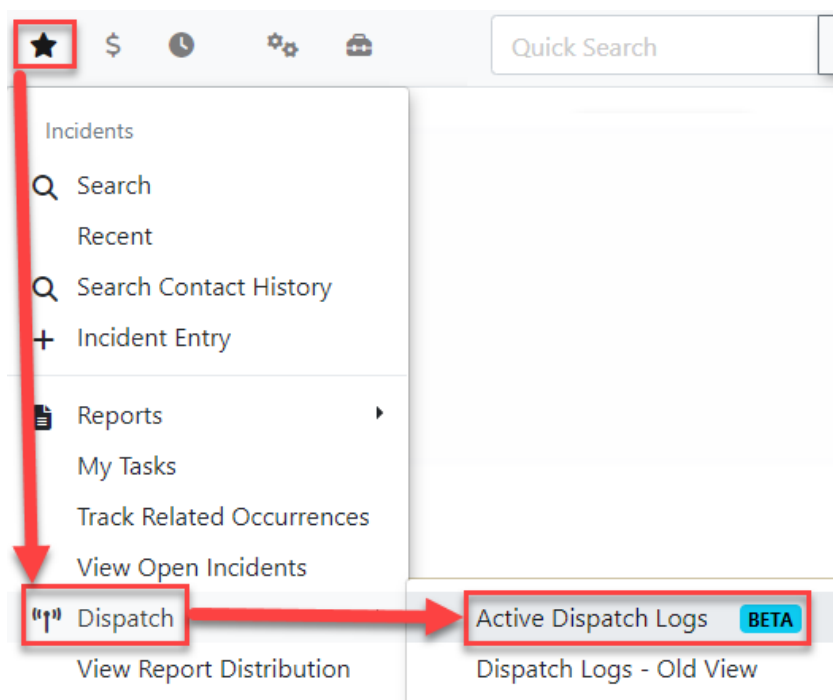
This will bring up the **View/Edit Dispatch Logs** page. Here administrators/dispatchers can view all open logs that still need to be followed-up on.

Creating new Dispatch Log Record:

To create a new log record click the "Add Log" button in the top right of your screen:

This will bring up the **Add New Log Record** screen:

Select the appropriate **Source** and **Category** from the drop-down menus and type in any details that need to go with the log in the *Note section.* Depending on whether or not you want the dispatch log to be closed, click **Save Log** or **Save Log & Close.** If **Save Log** is clicked the information will be saved and 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, click the blue plus icon under actions:
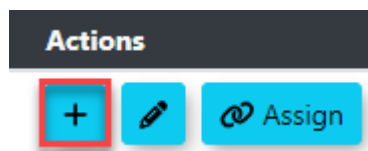
This will bring up an **Add New Log Note** screen where dispatchers can include the **Source** of the information, the **Category** and any notes that need to be included:

 To save the log click the **Save Log** button. **OR** To save the log and to also close the log, if it is completed, click **Save Log & Close** button at the bottom:

Add New Log Note

Source	Patrol Handheld
Category	Escorts - SafeWalk

H3 **Paragraph** B *I* S

Escort completed.

Save Log ◄──► Save Log & Close   Cancel

Viewing Additional Notes / Rolled-Up Alerts

The dispatcher can view all of the available log records associated with the dispatch log on the **View/Edit Dispatch Logs** page by clicking a log that has additional notes/alerts associated to it. This is indicated by a blue number (the number being how many notes are linked to the log in question):

125	2	justin.gendron.tomahawk	2024-10-16 16:52	Text2Dispatch	Suspicious Activity	Broken window at science building entrance.	+ ✏ 🔗 Assign	⊗
124		justin.gendron.tomahawk	2024-10-16 16:49	Phone	Complaints	Complaint from residence, room 34 of loud music.	+ ✏ 🔗 Assign	⊗
122			2024-10-16 15:50	System Alerts	Plate Alerts	**PLATE ALARM:** handheld_user:mustafa123 MASH WV - 3 unpaid of 16	+ ✏ 🔗 Assign	⊗
119	4		2024-10-15 17:57	System Alerts	Plate Alerts	**PLATE ALARM:** handheld_user:Robin.tomahawk LUKEW1 ON - 5 unpaid of 5	+ ✏ 🔗 Assign	⊗

Assigning a log to an incident report:

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** button under actions:

Actions
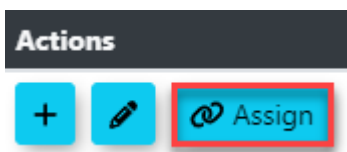
+ ✏ 🔗 **Assign**

The **Assign an Incident Report** window will open. The dispatcher can either assign the log to **A new incident** or **An existing incident:**

IF **A new incident** is selected and assigned to an admin user a new incident will be created.

IF **An existing incident** is selected a new Incident Number field will appear. The dispatcher can either search incidents already assigned to an admin user OR enter in an incident number:

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 if the admin account viewing the dispatch page has permissions to view and/or edit incidents:

Close Dispatch Logs:

To close a log once it has been dealt with, click the red X icon under actions:
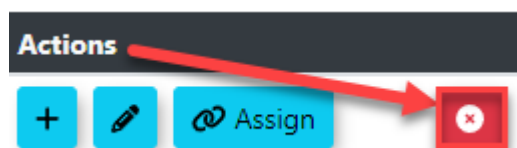
The **Confirm Closing Log** window will open with a **Confirm** button that can be clicked.

Confirm Closing Log

Please confirm that you wish to close the log record.

[Confirm] [Cancel]

Search Contacts:

Depending on the width of the admin/dispatch users **View/Edit Dispatch Logs** page the **Search Contacts** area will either be located on the right side of the screen (for wide monitors/windows):

OR along the bottom of the **View/Edit Dispatch Logs** page:

When Search Contacts Button is clicked the Search Contact History window will appear:

Search Contact History

			First Name	Justin
			Last Name	Smith
	?		Student/Employee #	113351212
			Incident/OPS #	
			Licence plate	

Search Contacts

Name *Aliases*				Employee # Student #	Incidents	Violations
Justin G	👤	🪪	⚠	2451		User: 0 of 2 unpaid
Justin Thomas	👤	🪪	⚠	org 123	1 user	User: 1 of 5 unpaid

Miscellaneous buttons:

Refresh   48   🔵 Limit To Recent   View Classic Logs

Refresh: The dispatch page will automatically refresh every minute by default. The Refresh number indicates how long until the page will automatically refresh. Some actions will stop the page refresh from occurring such as adding notes or assigning an incident.

Limit To Recent: Limit Dispatch logs to recent logs only. Toggle this setting to view older dispatch logs in addition to recent ones.

View Classic Logs: This will redirect the admin/dispatcher to the old dispatch logs view, this is a temporary feature that exists until the old dispatch log view is completely removed.