

Dispatch an Officer to Complete a Task

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Dispatching an officer means you've directed an officer to complete a task that he or she has been **assigned** to. Officers cannot be dispatched unless they've been assigned to a task, however, you can create a non-specific task at the time of dispatch by using the **Dispatch Officer** function. Officers can be assigned to an automatically created task with a general **Respond and assist** description. For information on creating specific officer tasks, see [Create a Task](#).

When the officer is on his or her way to the scene, clicking **Start** on a task will change the status of the task to **On Route**. Once the officer has arrived, clicking **Arrive** will change the status to **On Scene**.

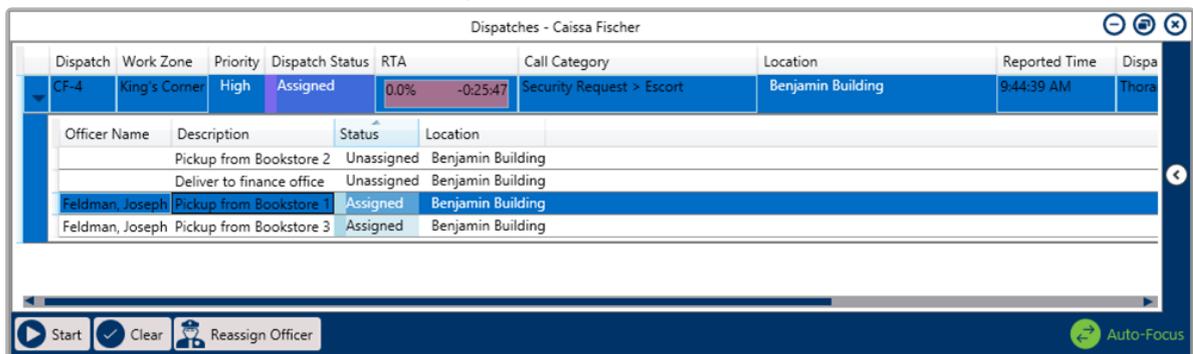


Once the task is successfully completed, it can be **cleared**. If the task couldn't be completed, it can be **suspended**.

Method 1 - Dispatches Panel

To dispatch an officer to complete a specific task:

1. In the **Dispatches** panel, click the  icon next to the dispatch to reveal assigned tasks.

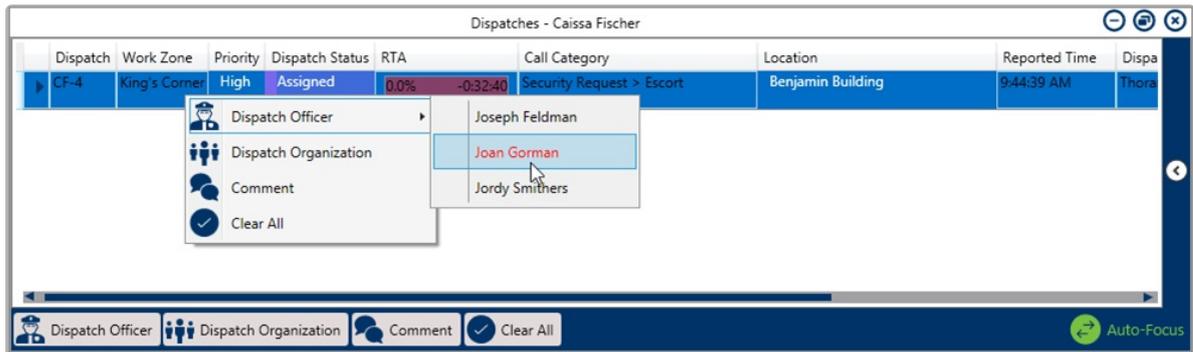


An assigned task shown in the Dispatches panel after clicking the right arrow icon.

2. Click the **Assigned** task to select it.
3. Click  or right-click the task then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  or right-click the task then click **Arrive** to change the task status to **On Scene**.

To dispatch an officer to complete a non-specific task:

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  to search for an officer or right-click the task, hover your cursor over **Dispatch Officer**, then click the officer's name to assign that officer.



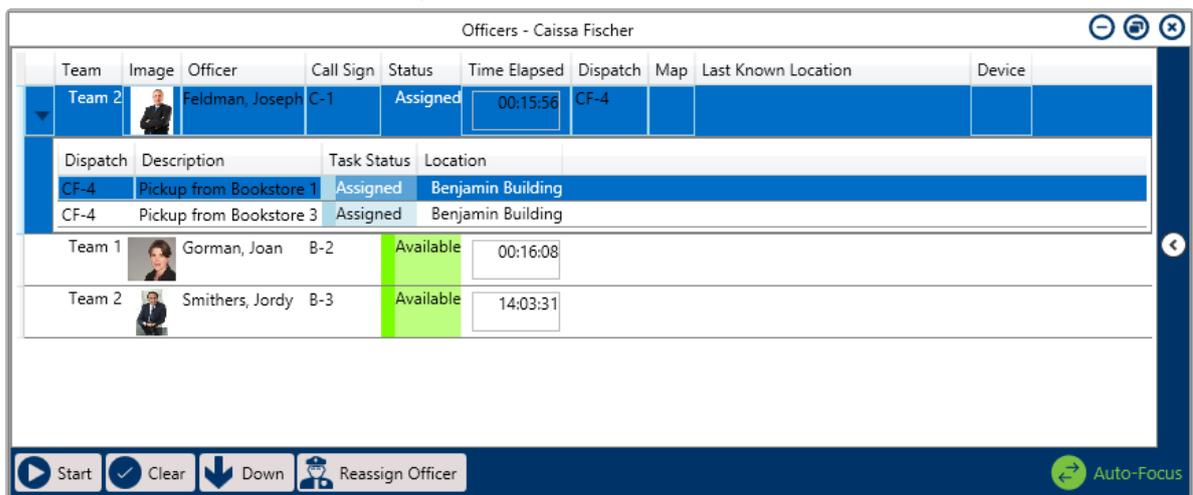
Dispatching an officer from the Dispatches panel by right-clicking the dispatch.

3. Click  **Start** or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  **Arrive** or right-click the task then click **Arrive** to change the task status to **On Scene**.

Method 2 - Officers Panel

To dispatch an officer to complete a specific task:

1. In the **Officers** panel, click the  icon next to the officer's name to reveal assigned tasks.



An assigned task shown in the Officers panel after clicking the right arrow icon.

2. Click the **Assigned** task to select it.
3. Click  **Start** or right-click the task then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  **Arrive** or right-click the task then click **Arrive** to change the task status to **On Scene**.

To dispatch an officer to complete a non-specific task:

1. Click an officer's name in the **Officers** panel to select it.
2. Drag the officer's name to the dispatch in the **Dispatches** panel then release.

3. Click  **Start** in the **Officers** panel or right-click the task, then click **Start** to change the task status to **On Route**.
4. Once the officer has arrived on scene, click  **Arrive** in the **Officers** or right-click the task, then click **Arrive** to change the task status to **On Scene**.