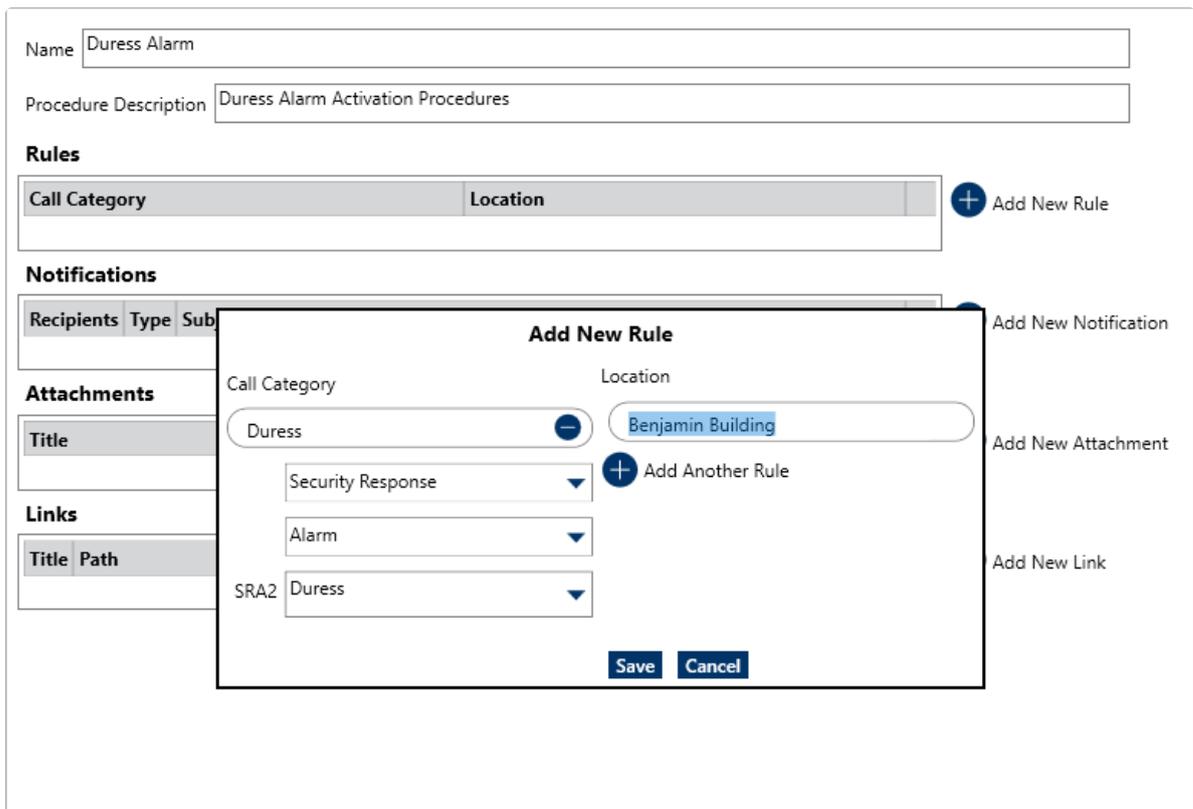


Create an SOP

Last Modified on 10/01/2019 3:00 pm EDT

To create an SOP:

1. Click **Settings** >  **SOPs**.
2. Click  **Create** in the pane to the left.
3. Enter a name for the procedure in the **Name** field.
4. Enter a description of the procedure in the **Procedure Description** field.
5. Click  **Add New Rule**.
6. Begin typing in the **Call Category** textbox then select the appropriate call category **OR** select a call category from the first of three dropdown menus. To include additional call category criteria, make a selection from the second and third dropdown menus as needed.
7. **Optional:** Begin typing keywords to view a list of available locations in the **Location** field, then select a location.



The screenshot displays the SOP creation interface. At the top, there are two text input fields: 'Name' containing 'Duress Alarm' and 'Procedure Description' containing 'Duress Alarm Activation Procedures'. Below these is a 'Rules' section with a table header 'Call Category' and 'Location'. To the right of the table is a '+ Add New Rule' button. Below the 'Rules' section are three sections: 'Notifications', 'Attachments', and 'Links', each with a table header and a '+ Add New [Section]' button. A modal dialog box titled 'Add New Rule' is open in the foreground. It contains two text input fields: 'Call Category' with 'Duress' and a dropdown arrow, and 'Location' with 'Benjamin Building' and a dropdown arrow. Below these are three dropdown menus: 'Security Response', 'Alarm', and 'SRA2 Duress'. A '+ Add Another Rule' button is positioned between the 'Call Category' and 'Location' fields. At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Adding a new rule to an SOP.

8. **Optional:** Click  **Add Another Rule** to save the current rule and clear the fields, then add another rule as needed.

9. Click **Save** to close the **Add New Rule** window. Click **Cancel** to close the window without saving your changes.

10. **Optional:** To create an email that dispatchers can send to selected recipients once the SOP is triggered:
 - a. Click the **+** **Add New Notification**.
 - b. Enter the recipients' email address in the **To** field, separating multiple emails by semi-colons.
 - c. **Optional:** Enter one or more email addresses in the **Cc** field to include recipients who should receive a carbon copy of the email, separating multiple email addresses by semi-colons.
 - d. Enter a subject line in the **Subject** field.
 - e. Enter the message in the textbox.

Add New Notification

To... example1@example.com;example2@example.com;example3@example.com

Cc... example4@example.com

Subject Alarm activation

A Fire Alarm Activation has occurred. Please be prepared to conduct ERT activities.

Everbridge Notification

Select an Everbridge Template:

Save Cancel

The Add New Notification window.

- f. Click **Save** to close the **Add New Notification** window or click **Cancel** to close the window without saving your changes.

11. **Optional:** To add a file or image attachment to the SOP:
 - a. Click **+** **Add New Attachments**.

- b. Click **Browse** or drag a file to the **Add New Attachment** window.
- c. **Optional:** Select the attachment type from the **Type** dropdown menu.

The Add New Attachment window.

- d. **Optional:** Click **+ Add Another Attachment** to save the current file and clear the fields, then add another attachment as needed.
- e. Click **Save** to close the **Add New Attachment** window or click **Cancel** to close the window without saving your changes.

12. **Optional:** To add a URL to the SOP:

- a. Click **+ Add New Link**.
- b. Enter the name of the URL in the **Title** field.
- c. Click **Browse** to upload an HTML file saved on your computer or type or paste the link in the **Browse** field.

The Add New Link window.

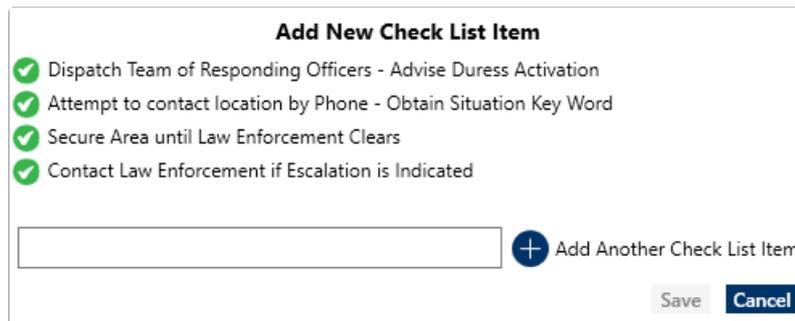
 URLs typed or pasted into the **Browse** field must include the **http://** or **https://** prefix.

- d. **Optional:** Click **+ Add Another Link** to save the current URL and clear the fields, then add another link as needed.

- e. Click **Save** to close the **Add New Link** window or click **Cancel** to close the window without saving your changes.

13. **Optional:** To add a list of steps for the dispatcher/officer to complete:

- a. Click  **Add New Check List Item**.
- b. Type a description of the step (e.g. "Secure the area until law enforcement arrives.") in the text box.
- c. Click  **Add Another Check List Item** to save the current item and clear the text box, then add other checklist items as needed.
- d. Click **Save** to close the **Add New Check List Item** window or click **Cancel** to close the window without saving your changes.



Add New Check List Item

- Dispatch Team of Responding Officers - Advise Duress Activation
- Attempt to contact location by Phone - Obtain Situation Key Word
- Secure Area until Law Enforcement Clears
- Contact Law Enforcement if Escalation is Indicated

 Add Another Check List Item

Save Cancel

The Add New Check List Item window.