

Create a Task

Last Modified on 10/01/2019 3:04 pm EDT

When creating a new task, you can assign an officer at the time of creation, which is discussed in the sections below, or you can assign an officer after the task is created. See [Assign an Officer to a Task](#) for more information.



Ensure all information is correct before creating a task. Once a task is created, it can only be cleared from the dispatch. It cannot be edited or deleted.

Method 1 - Create Panel

To create a task from the Create Panel:

1. Click  **Create** in the ribbon.
2. Fill in the necessary fields to [create a dispatch](#).
3. Click  **Add Officer Tasks**.
4. Enter a description in the **Task Description** field.

The screenshot shows the 'Dispatch Tasks' section of the 'Create Dispatch' window. It includes a 'Task Description' text field, an 'Assign Tasks To' dropdown menu with a search bar, and a 'Task Location' section with a search bar and a map icon. There are also 'Add Officer Tasks' and 'Add Task' buttons.

The Dispatch Tasks section of the Create Dispatch window. This section appears after clicking Add Officer Tasks.

5. **Optional:** Enter search criteria in the **Assign Tasks To** field to search for the officer you wish to assign the task to.



You can assign an officer to a task after it's created. See [Assign an Officer to a Task](#) for more information.

6. Select a location using one of the following methods (if you want to select an indoor location point, see step 7):
 - Enter search criteria in the **Search locations** field, then select the location from the [search results](#);
 - Click the  icon, then click a location pin on the map; or
 - Create a new temporary location by clicking a global address from the search results (if enabled) or the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the

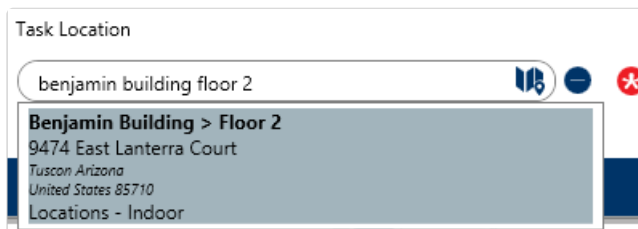
Search locations field). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.



Before creating a new location, see [Quick Add Temporary Locations](#) for important information.

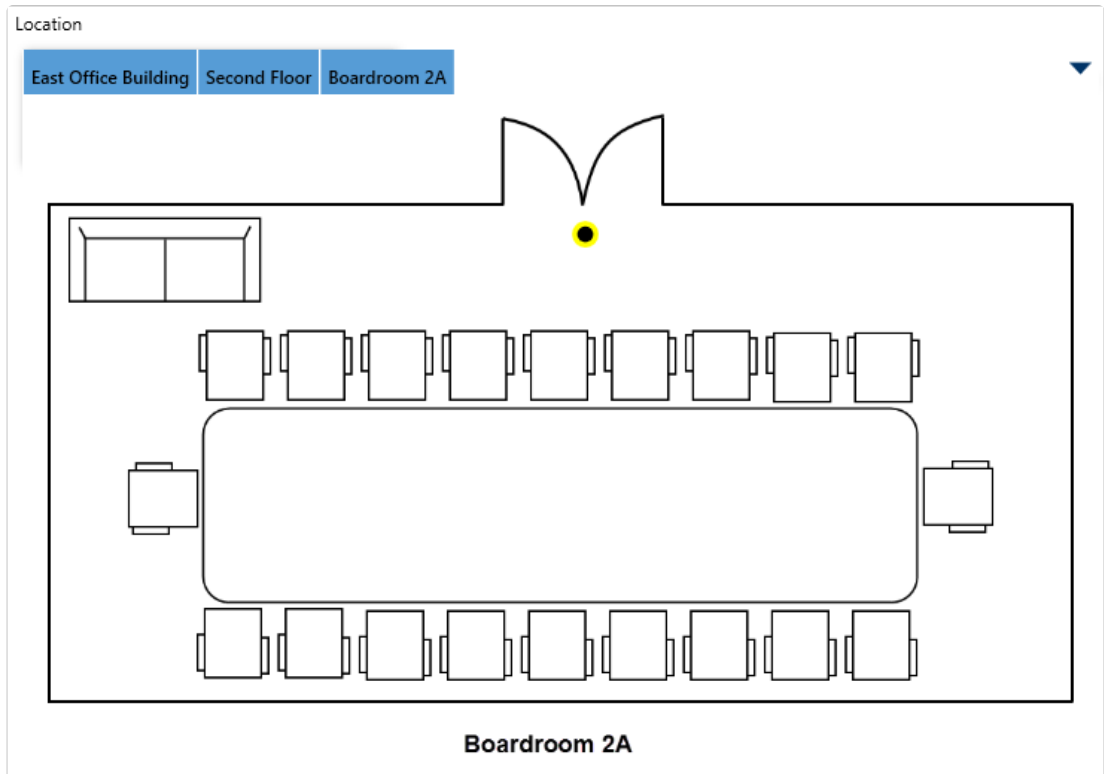
7. To select an [indoor location point](#), choose one of the following methods:

- Enter search criteria in the **Search locations** field, then select the indoor location from the [search results](#); or



Enter search terms in the Search locations field to select an indoor location point.

- Click the  icon in the **Search locations** field, click a pin on the map or enter search terms to select a location with indoor location points, then click **Indoor Location Points** at the bottom right of the map. Click the  pin(s) to open an indoor location. If needed, double-click the image to place a temporary  pin to indicate the exact location of the dispatch, which will appear as the  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.



Return to previous location points by clicking the blue tabs at the top-right or the  icon at the top left to return to the map.

8. Repeat steps 3-7 to create more officer tasks as needed.

Method 2 - Create Task Panel

To create a task from the Create Task panel:

1. Click a dispatch in the **Dispatches** panel to select it.
2. Click  **Create Task** in the ribbon.
3. Enter a description of the task in the **Task Description** field.

The Create Tasks (Officer Tasks) panel. The dispatch number of the selected dispatch is displayed in the top-left corner and the location of the dispatch is automatically populated in the Task Location field.

4. **Optional:** Enter search criteria to locate the record of an officer in the **Assign Task To** field.



You can assign an officer to a task after it's created. See [Assign an Officer to a Task](#) for more information.

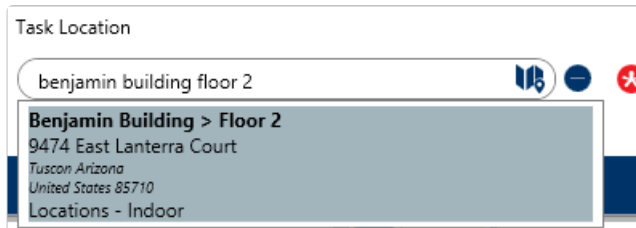
5. **Optional:** If the task is not at the same location as the dispatch, use one of the following methods to select a location (if you want to select an indoor location point, see step 6):
 - Enter search criteria to select a location in the **Task Location/Search locations** field, then select the location from the [search results](#);
 - Click the  icon in the **Task Location/Search locations** field to open the map, then click a pin on the map to select that location; or
 - Create a new temporary location by clicking a global address from the search results (if enabled) or the  icon in the **Search locations** field, clicking a location on the map to place a pin, then entering a name in the **Location name** field (formerly the **Search locations** field). You will not be able to create temporary locations unless you have the appropriate permissions in your profile.



Before creating a new location, see [Quick Add Locations](#) for important information.

6. To select an [indoor location point](#), choose one of the following methods:

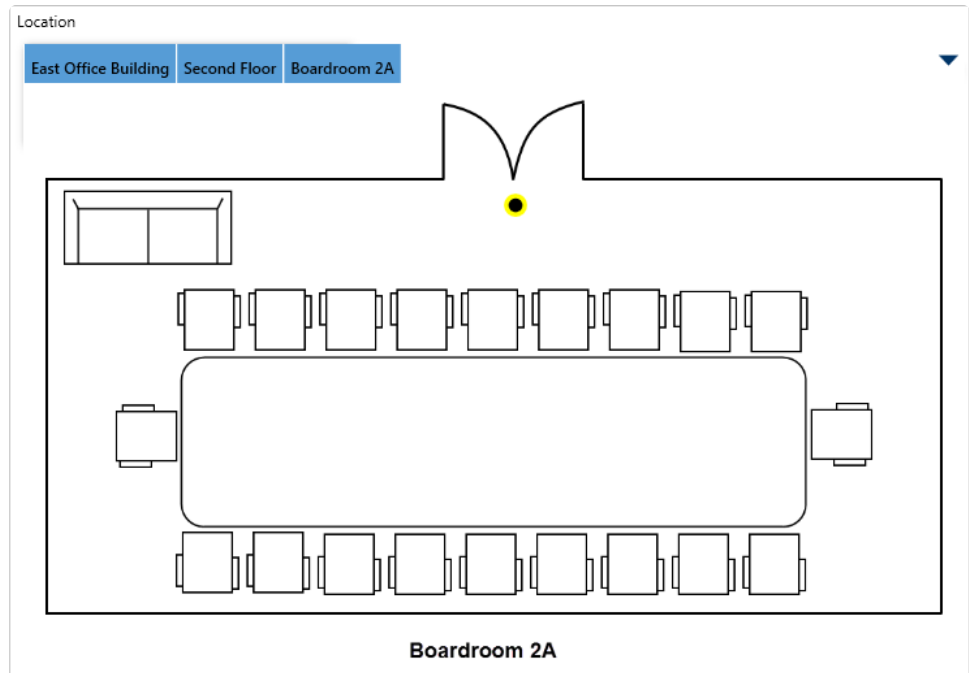
- Enter search criteria in the **Task Location/Search locations** field, then select the location from the [search results](#);



Enter search terms in the Search locations field to select an indoor location point.

- Click the  icon in the **Search locations** field then:
 - a. Open a location with indoor location points.
 - b. Click **Indoor Location Points** at the bottom right of the map.
 - c. Click the  pin(s) to open an indoor location, then double-click the image to place a temporary pin () to select the indoor location and indicate the exact location of the dispatch.

Temporary pins appear as a  icon for dispatchers when viewing the indoor location through the **Map** panel (the color of the icon is determined by the dispatch's priority color, if any).



A temporary pin placed on an indoor location point image.



Return to previous location points by clicking the blue tabs at the top-right or the  icon at the top left to return to the map.

7. **Optional:** Click  **Add Officer Tasks** and repeat steps 3-6 to add more tasks as needed.
8. Click  **Create Tasks** when finished.

