

SOPs Overview

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

SOPs are standardized procedures for dispatchers and officers to follow during specific types of dispatches. SOPs can include a list of steps to complete, email notifications, file attachments, and/or URLs to relevant links.

When creating SOPs, admins must create a **rule** that includes at least one call category and optional location. When a dispatch matching an SOP's rule is created, the SOP is triggered and can be accessed by dispatchers, along with any files, notifications, or links, by clicking the **SOP** icon in the **Dispatches** panel. For more information on viewing a triggered SOP or sending mass notifications, see the [Dispatch User's Guide](#).

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Duress Alarm

Duress Alarm Activation Proced...

Escort Procedures

Procedure for escort of non-staf...

Fire Alarm

Fire Alarm Activation Procedures

Medical Slip/Fall

Medical Slip/Fall Procedures

Plumbing Issue

Procedure for plumbing-related...

Suspicious Item/Package

Suspicious Item or Package Proc...

Name

Escort Procedures

Procedure Description

Procedure for escort of non-staff visitors and contractors.

Rules

Call Category	Location
Security Request > Escort > Visitor	
Security Request > Escort > Contractor	

Add New Rule

Notifications

Recipients	Type	Subject
	Email	

Add New Notification

Attachments

Title	Type	File Extension	File Size
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Add New Attachment

Links

Title	Path
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Add New Link

Issue temporary pass

Notify responsible party

Visitors - document the nature and expected duration of visit.

Verify visitor identity - government ID only.

Contractors - document the nature and expected duration of the work

Verify visitor log for appointment time.

Dispatch officer to escort visitor to meeting point.

Add New Check List Item

The SOPs settings.