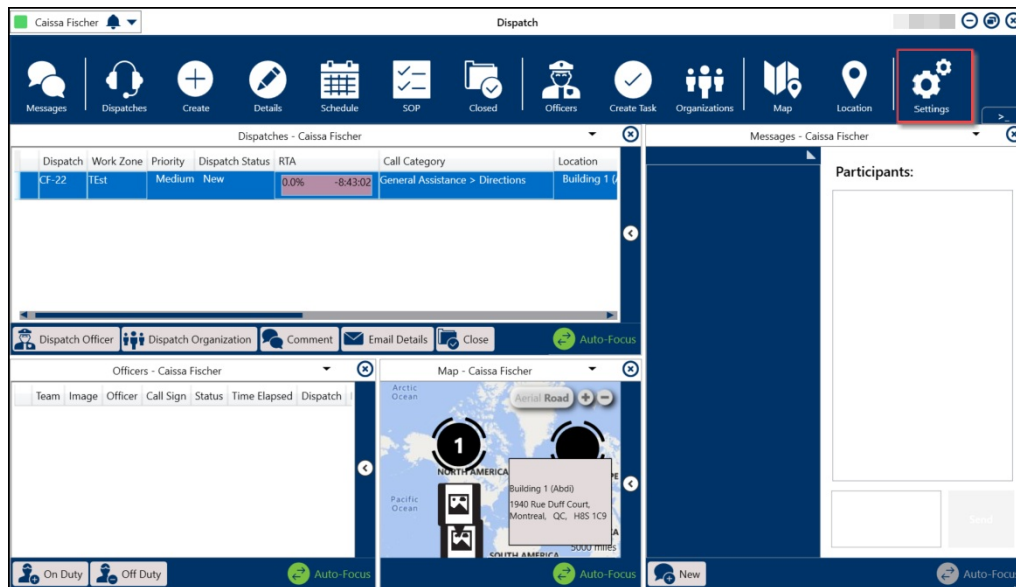


Configure a New Dispatch User

Last Modified on 09/30/2024 10:21 am EDT

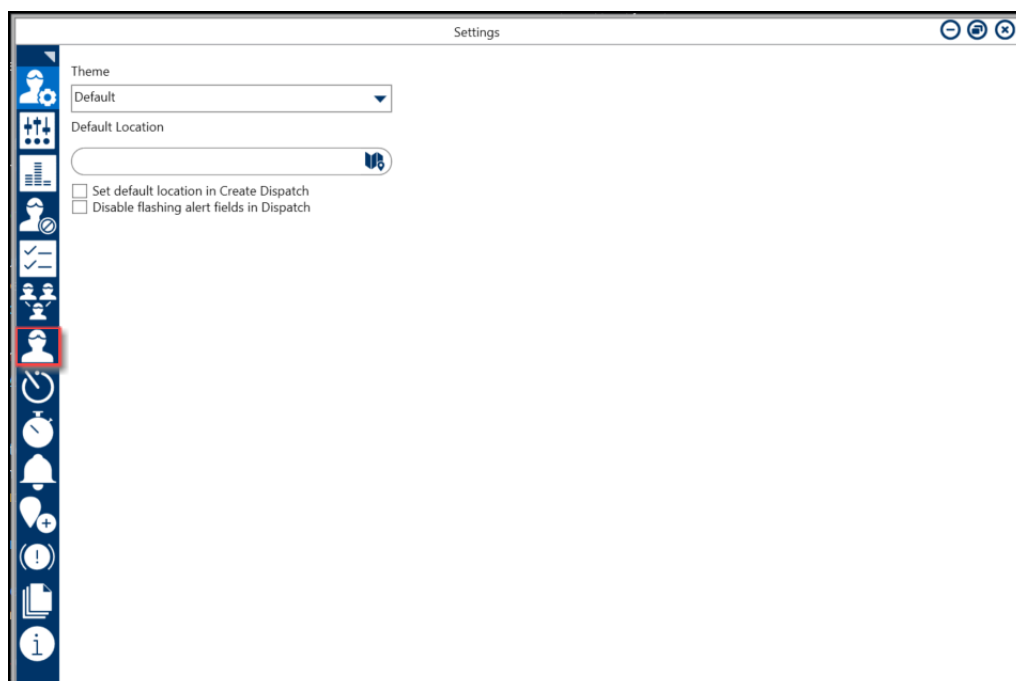
Dispatch users are created in the Command Center app. See the [Create a New Dispatch User](#) Article in the **Command Center Administrator's Guide** for more information.

1. Navigate and [log into Resolver® Dispatch](#).
2. From the **Dispatch Home** screen, click the **Settings** icon on the **Main Menu Bar**.



Dispatch Home Screen

3. From the **Settings** screen, click on the **Users** icon  on the **Navigation Bar** on the left side of the screen.



User Icon - Settings Screen

- From the **Users** screen, enter the name of the user/officer you are searching for in the **Search** field and click the **Enter** key or use the side scrollbar in the center of the screen to navigate to the user/officer.



Note:

Contact your Customer Administrator if the user does not appear in the **Users** screen.

- Click on the **User/Office** Tile to open the **User/Office Profile** screen.

User/Officer Profile

- Click the **Active** toggle switch to activate the user's account. By default, all new user accounts are inactive.



Note:

Inactive officers cannot be assigned as a Record Owner because the user Search function filters inactive user accounts from incident report follow ups.

- (Optional)** Enter the following User/Officer information in the following fields:
 - Mobile Phone:** Enter the user's primary phone number.
 - Default Officer Notes:** This field is a free-form field that allows you to enter any

user information that does not currently have a field.

The screenshot displays the 'Settings' window for a user in the Resolver application. The sidebar on the left lists several users: 'Harding, -RESOLVER_S Administrator', 'Officer, Oliver (Oliver.O) Main Zone', 'Security Lead, Steve (st Administrator Main Zone)', and 'Service, Scheduled (Sch Administrator'. The main area shows the settings for 'Officer, Oliver (Oliver.O)'. It includes a profile picture placeholder, a list of roles (Administrator, Reviewer, Connect Access, Allow add Locations on the Fly), and a section for 'Accessible Operational Zones' with a checkbox for 'Main Zone'. Below this are 'Defaults' for Language, Base Language, Operational Zone, Work Zone, CorpSec, and Team. The 'Mobile Phone' field is highlighted with a red box, indicating it is a required field for user information.

User/Officer Information Fields

8. The **User Access** section allows you to control user security access to different areas and functions:

- **Administrator:** Grants the user administrative privileges.
- **Reviewer:** Allows the user to view the dispatches' details in their assigned operational zone and send and receive messages (but they can't perform any other actions in **Resolver Dispatch**).
- **Connect Access:** The user can log into and configure **Resolver Connect** settings using their **Resolver Dispatch** username and password. Depending on any additional selected options, they may log in as a dispatcher, administrator, or reviewer.
- **Allow add Locations on the Fly:** This option lets the user create temporary locations. For more information, see the [Quick Add Locations](#) article.

The screenshot shows the 'Settings' window for a user named 'Officer, Oliver (Oliver.O)'. The left sidebar lists other users: 'Harding, -RESOLVER.S Administrator', 'Security Lead, Steve (st Administrator)', and 'Service, Scheduled (Sch Administrator)'. The main content area is divided into sections: 'User Access' (highlighted with a red box), 'Accessible Operational Zones', and 'Defaults'. The 'User Access' section contains four checkboxes: 'Administrator', 'Reviewer', 'Connect Access', and 'Allow add Locations on the Fly'. The 'Accessible Operational Zones' section has a checkbox for 'Main Zone' which is checked. The 'Defaults' section includes dropdown menus for 'Base Language', 'Operational Zone' (set to 'Main Zone'), 'Work Zone', 'CorpSec', and 'Team'. At the bottom, there is an 'Officer History' button.

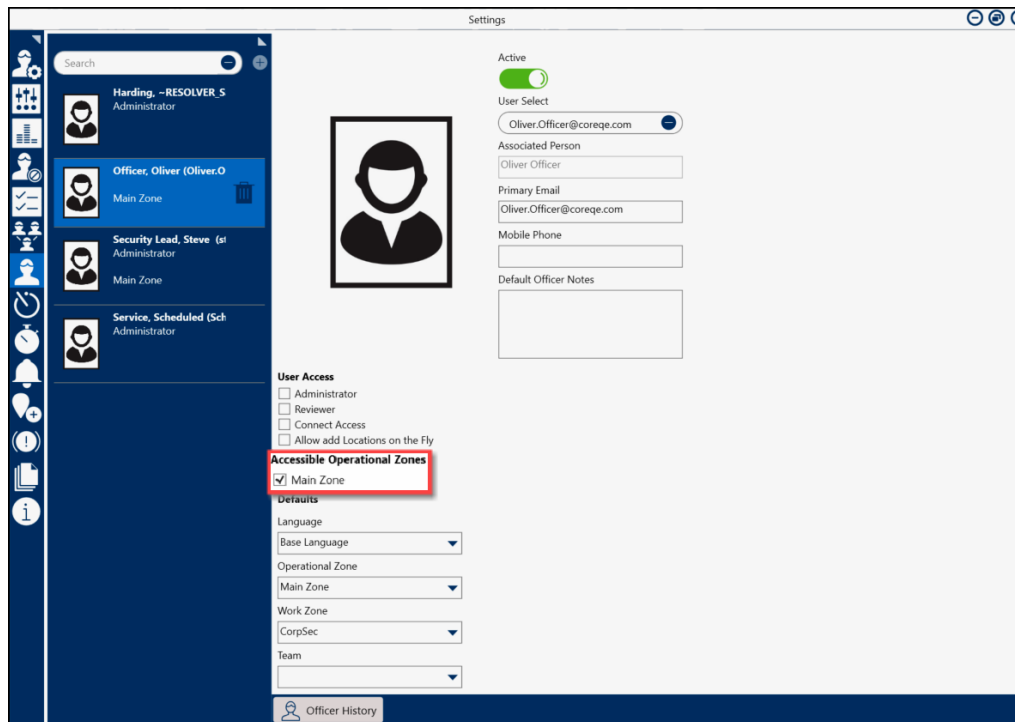
User Access Section



Note:

*By default, all users will have a standard dispatcher/officer account unless otherwise specified in the **User Access** section.*

9. Under the **Accessible Operational Zones** section, select an **operational zone(s)** checkbox indicating the user's zone of operation:
 - **Dispatchers:** The **Operational Zone** checkbox will determine the operational zones where the Dispatcher can manage dispatches, tasks, and users/officers. If a dispatcher has access to multiple operational zones, they can switch between zones while logged in.
 - **Users/Officers:** The **Operational Zones** checkbox(es) will determine the user's zone of operation (the environment they work in) and the **Team** that they are assigned.



Accessible Operational Zones

10. **(Optional)** Under the **Defaults** section, select a default for the following fields based on your user permissions outlined below:

- **Dispatchers:**

- **Language:** The **Language** field defaults to the base language but can be changed by picking a new language from the drop-down list.
- **Operational Zone:** An **Operational Zone** is a way to organize your users into groups based on locations (e.g., Country, Region, Campus, etc.). The **Operational Zone** will automatically default based on the user's login information.
- **Work Zone:** A **Work Zone** is a way to break down **Operational Zones** creating areas within **Operational Zones** where users work (e.g., sites, campuses, building on campus, etc.).
- **Default Template:** This option allows you to select a default template associated with the user's work zone. The template can be overwritten when an officer is brought on duty.

- **Users/Officers:**

- **Language:** This option allows you to select a language setting if more than one language is configured. The field is locked to the single language selection if only one language is configured.
- **Work Zones:** A **Work Zone** is a way to breakdown Operational Zones creating areas within Operational Zones where users work (e.g., cafeteria, library, etc.).

- **Team:** This option groups officers into teams based on specific buildings or shifts (e.g., cafeteria, day, night, etc.).
- **Call Sign:** The user's/officer's assigned call sign used when communicating or identifying within **Resolver® Dispatch**.
- **Default Template:** This option allows you to select a default template associated with the user's work zone. The template can be overwritten when an officer is brought on duty.
 - These fields will automatically appear when bringing an officer on duty.

The screenshot displays the 'Settings' window for a user. On the left, a sidebar lists users: 'Officer, Oliver (Oliver.O)', 'Security Lead, Steve (st Administrator)', and 'Service, Scheduled (Sch Administrator)'. The main area shows the 'Officer, Oliver (Oliver.O)' profile with a placeholder image. To the right of the profile are fields for 'Active' (toggle), 'User Select' (dropdown), 'Associated Person' (text), 'Primary Email' (text), 'Mobile Phone' (text), and 'Default Officer Notes' (text area). Below these are 'User Access' checkboxes for Administrator, Reviewer, Connect Access, and Allow add Locations on the Fly. Under 'Accessible Operational Zones', a 'Defaults' section is highlighted with a red box, containing dropdown menus for Language, Base Language, Operational Zone, Main Zone, Work Zone, CorpSec, Team, Call Sign, and Default Template. A 'Users' button is visible at the bottom right of the main area.

Default Field Settings