



## 10-8 Unit Management Instructions

1. Navigating to Unit Management
  - a. Login to your account using a web browser. We recommend Firefox or Chrome.
  - b. If on the home page with the dashboard on the left-hand side, click "Dispatch"
    - i. If not on the home page then click "Home" at the top then "Dispatch" on the left-hand side Dashboard menu.
  - c. Click on "Unit Management"
    - i. If you do not have either of the two above name menu options then you need to request access or have your superior request the same by opening a ticket in the customer portal.
2. Adding a Unit
  - a. Click "+New Unit" in the top right-hand corner.
  - b. Fill out the following fields:
    - i. UNIT NUMBER
      1. Use your company assigned PREFIX
      2. Use up to 4 numbers
        - a. No leading Zeros are allowed. I.e. ABC023 SHOULD BE ABC23
    - ii. DEPARTMENT
      1. Your company name is your department.
        - a. If you choose the wrong department then you will not have access to the profile anymore.
    - iii. TYPE
  - c. Do not fill out the following fields:
    - i. Alt ID
    - ii. Home/Default Post
    - iii. Posting Plan
    - iv. Notes
  - d. CLICK SUBMIT
  - e. Enter the Officer/Guard/Users name.
    - i. First Name then Last Name. Nothing else.
  - f. Add notes such as their email and anything else you feel is needed.



3. Adding Pagers
  - a. Navigate to the appropriate unit.
    - i. Locate the "Pagers" section below the Officer/Guard/User info.
  - b. Enter a Name/Nickname in the "Name" section i.e. John Smith cell
  - c. Choose a format
    - i. You may need to test both of these formats with each of your officers. Different phones, providers, and settings can affect how these notifications are received.
  - d. ENTER THE PHONE NUMBER WITH THE COUNTRY CODE, NO +1 OR 1, AND WITHOUT A SPACE CLICK ON THE PROVIDER.**
  - e. Click "Add".

**USERS WITH PAGER ONLY WILL RECIEVCE INITIAL BASIC INFO ONLY AND WILL NOT REVICE UPDATES LIKE PERSONNEL WITH CAD ACCESS.**

## **IMPORTANT READ BELOW**

### **MANAGEMENT PAGER FUNCTION**

All companies have a Unit in the Unit Management with their call sign prefix and "MGT".

This is for the sole purpose of notifying management, upper level, or even all employee at smaller agencies. Use the same "adding pagers" instructions for this unit as above by adding all personnel you want notified.

If your agency does not have any units available/10-8/ in-service then this unit will be assigned to send out the mass notification then the call will be closed. We will also be sending this out for sentinel events such as officer involved incidents like accidents, shooting, stabbing, or other high-level actions.

We will no longer be calling multiple people to notify them of the call.