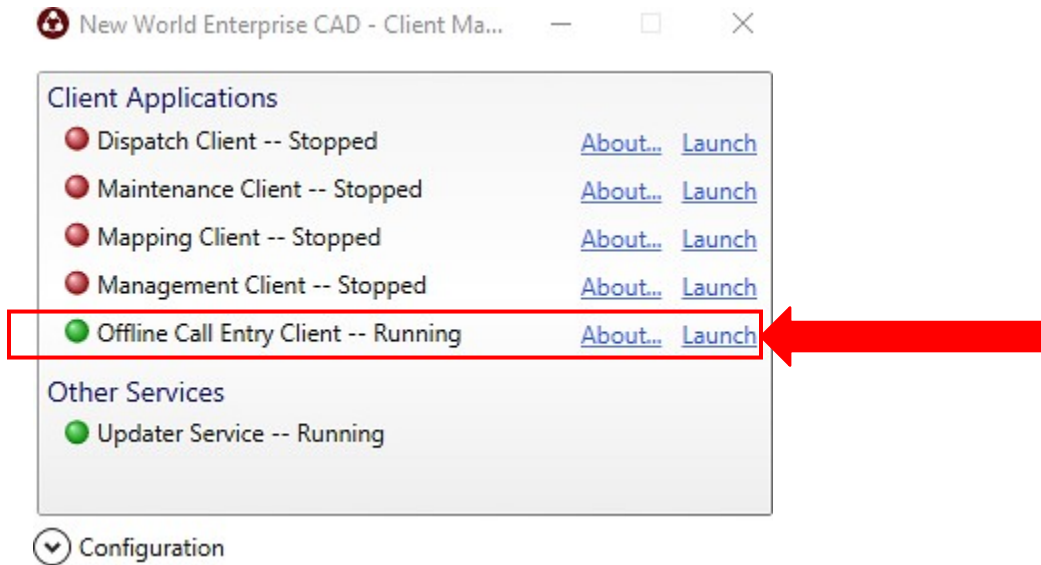# CAD
Computer Aided Dispatch
Offline Call Entry

In the event of an EMERGENCY and ALL SYSTEMS ARE INACTIVE.

Please log into CAD and SELECT

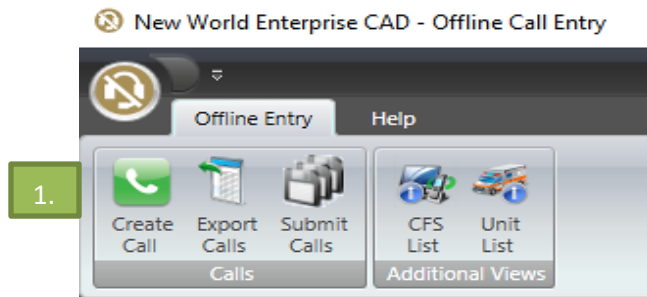Enter YOUR LOGIN: Jackson*******
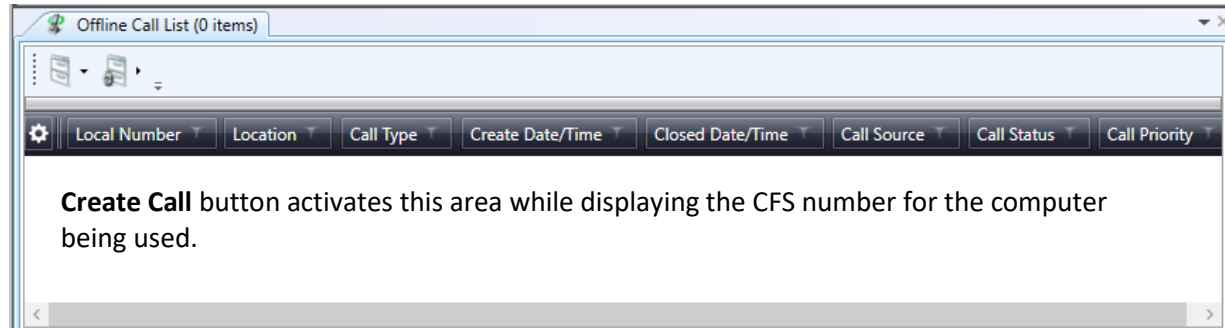
Select – **Set User**

Offline Call Entry

The *New World Enterprise CAD Offline Call Entry Client* application allows dispatchers to log Calls for Service (CFS) while the main *Dispatch Client* application is offline due to system /network maintenance or inactive Internet. The *Offline Call Entry Client* has been created to look similar to the *Dispatch Client* so that the workflow is as familiar as possible for dispatchers.

<u>NOTE:</u> **Call Takers are Dispatchers during use of Offline Call Entry. No other user of Offline Call Entry can see the users calls created on their computer.**

When using the *Offline Call Entry Client*, dispatchers have access to as much information as has been cached on their system. This makes a lot of data available even though the application is being used in an offline state. This can include the *Offline Unit List*, validation set controls such as **Call Type** and **Call Source**, and any validated addresses that have been stored on the dispatcher's machine from previous **Call Location** entries.

Offline Call List

Create Call button activates this area while displaying the CFS number for the computer being used.
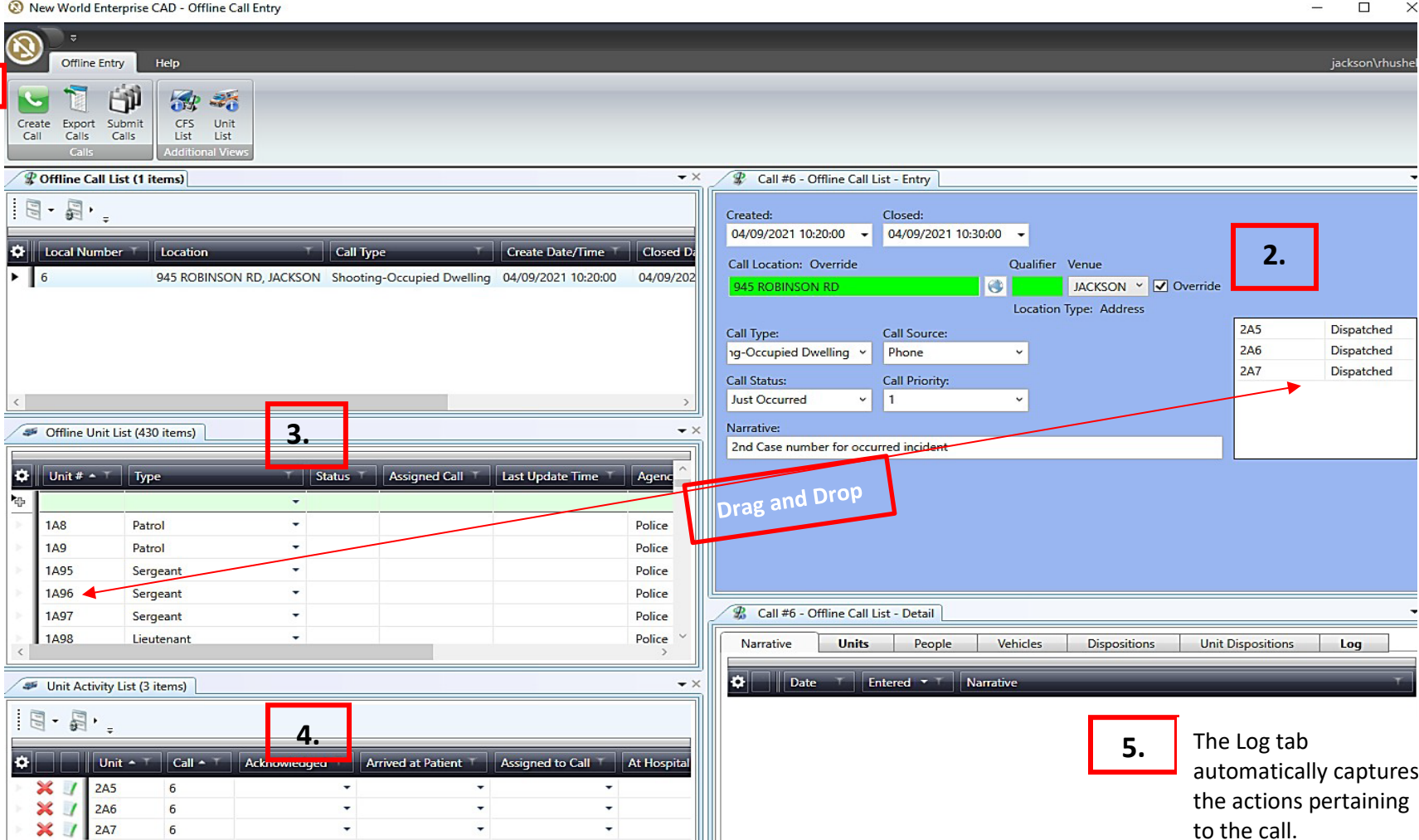
Offline Call List – Entry Box

ALL TABS and FIELDS are <u>**MANDATORY**</u> to complete. Failure to complete each one will result in the CFS' not receiving a Case number upon submission in the Dispatch Client when going Live.

Offline Call List – Detail Box

Proceed to the bottom of the screen and complete all tabs related to the call in the section. Click the named tab and complete the information as it relates to the call. Utilize the tab button on computer keyboard to increase input across the screen.

REMINDER – **CLOSE THE CALL** in the Offline Call List Entry box.

1. Create Call
2. Complete Entry section   **NOTE**: Candidate Section is active for addresses.
3. Dispatch a Unit(s) – **drag and drop** to box in Entry section or **RIGHT CLICK** - select Dispatch - select the location.
4. Dispatched Units appear at the bottom.   **Red X** = Delete a Unit from the CFS.
5. Complete the tabs accordingly.   **Green Trim** = Edit Units activity for additional changes in the CFS.

BEFORE returning to Dispatch - CAD - Prod
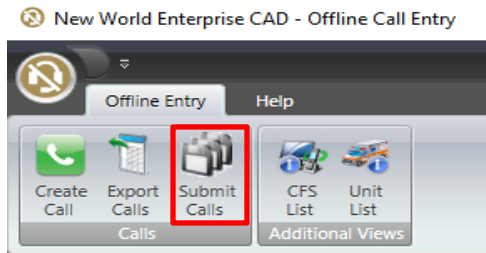
Submit – Calls – **This step is MANDATORY before logging into Dispatch when the systems becomes active.**
This action send the calls created on the client into Dispatch to receive Primary Incident/Case Numbers.
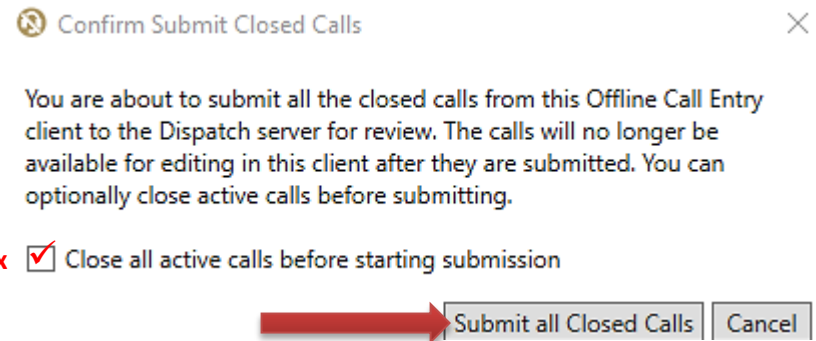Complete the login screen that appears as if you are logging into Dispatch

The log in screen appears for Offline Call Entry submission fof calls

jackson**** and your normal password.**
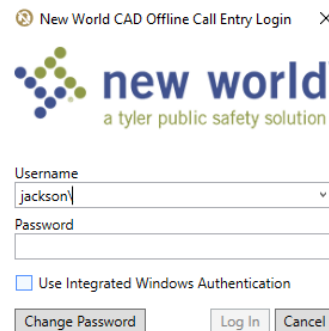
The **Confirm Submit Closed Calls** box appears
This is to confirm all calls from Offline Call Entry submission into CAD Dispatch.

Check this box

The steps to complete the receipt of actual Primary Incident/Case numbers requires completion by the Supervisors.
Upon approval and submission by the Supervisor, Primary Incident/Case numbers created from use of the Offline Call Entry screen list in the **Cleared Call Search** in Dispatch.