

Dispatch Console Guide



1. Introduction & Purpose

The Dispatch Console is the central command hub for managing active incidents, monitoring unit status, and coordinating communication across the agency.

Maintaining situational awareness is critical for ensuring rapid and effective responses. This guide outlines the procedures for operating the Dispatch Console within the **Code 3 Rescue Platform**, including advanced communication and personnel management tools.

Access & Setup Policies

- **Portal Access:** Log into the customer portal at <https://portal.c3rescue.com> using your credentials.
- **Launch:** Click the “Launch Dispatch” button located in the upper right-hand corner of the Customer Portal.
- **Display Controls:** Use the maximize and volume icons in the title bar to toggle full-screen mode and manage incoming alert audio.

2. Initializing & Managing Operations

Before managing incidents, the console must be properly initialized and configured for the current operational period.

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Enable Public Reporting: Click “Public Reporting” to activate incident ingestion.

Risk Notice: Unmanned Reporting

Enabling public reporting without Staff Members checked in may leave your agency at risk of missing reports. A red warning bar is displayed at the top of the screen until a staff member successfully checks in on the mobile app.

- 2 Disable Public Reporting:** At the end of an operational period, or if the system needs to be taken offline, simply click the "Public Reporting" toggle again to disable incoming reports. Make sure all active incidents are cleared or properly handed over before disabling.
- 3 Configure Dashboard Views:** The default view is "Live Dashboard" showing "All incidents." Toggle the Tactical Map to view live overlays of Units, Incidents, POIs, and Weather conditions.
- 4 Apply Filters:** Use the Incident filter to sort by status (All, New, Active) and category (medical, security, fire, missing persons, safety hazards, etc.) to prioritize your main display.

3. Advanced Console Features

The console offers comprehensive tools for communication, resource management, and intelligence gathering.

Communication & Intelligence

- 5 Omni-Channel Chat:** Leverage the omni-channel interface to communicate seamlessly across multiple chat channels (Team, Individual or General) from a single unified window.
- 6 General Chat:** Utilize the General Chat feature to broadcast updates to all active personnel or facilitate team-wide situational updates.
- 7 AI Assist:** Activate the AI Assist tool to quickly analyze incoming incident data, draft situational summaries, or query standard operating procedures during high-stress events.

Resource Management

- 8 Unit Status Tracking:** Monitor real-time statuses. Dispatchers can manually update a unit's status (e.g., En Route, On Scene) directly from the console to ensure accurate tracking if a unit cannot update via the app.

- 9 **Changing Teams:** Dynamically reassign users to different teams or zones on the fly to reallocate resources based on evolving incident demands.
- 10 **Signing Users Out:** Manage shift transitions and accountability by forcing a sign-out for users who have left their shift but forgot to log off their mobile application.

Operational Readiness

By mastering these advanced features, dispatchers ensure rapid response times, accurate resource deployment, and seamless agency-wide communication.