

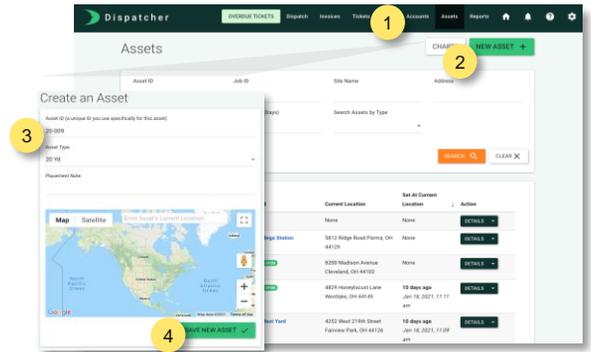
Quick Start Guide for Administrators and Dispatchers

Becoming familiar with a new system takes time, but our aim is to make the transition as smooth as possible. We will work with you to get your Asset Types, Site Types, and Ticket Types set up in your account. Once completed, follow the steps below to quickly start getting the most out of your Dispatcher account.

1 Add Your Assets

An asset is an individual rentable item that your company owns. The location of assets will update as drivers assign them to tickets so adding a location or placement note here is not necessary.

1. Navigate to the **Assets** tab and click **New Asset**.
2. Enter a unique **Asset ID**. (If your physical assets are numbered, then it's recommended you use that as the ID).
3. Select the appropriate **Asset Type**.
4. Click **Save New Asset**.

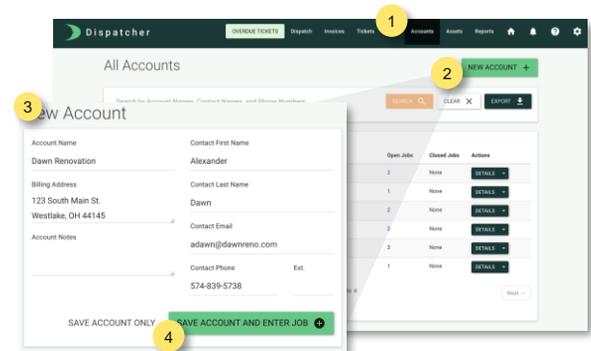


2 Create Your Accounts, Jobs and Tickets

First add your customers as accounts. Then add in their job locations. Lastly, create your tickets (or actions) that need to be completed.

1. Navigate to the **Accounts** tab.
2. Click **New Account** and fill out the appropriate fields.
3. Click **Save Account and Enter Job** and fill out the job address, contacts and details.
4. Click **Create Job and Enter Ticket** and fill out the appropriate ticket details.

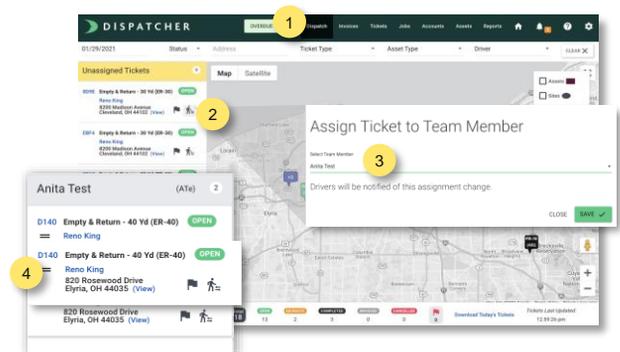
To create additional tickets for an existing job (e.g. adding a Pickup ticket), open the job from the Jobs tab and click **Create New Ticket**.



3 Assign Your Tickets to Drivers

The Dispatch page provides an overview of all your unassigned tickets.

1. Navigate to the **Dispatch** tab.
2. On the ticket you want to assign, click the **driver icon**.
3. Select the **Team Member** and click **Save**.
**This will add the ticket to the driver's ticket list in the mobile app.*
4. To reorder the tickets for a driver, click the **two bars** on the left and drag the tickets in the appropriate order.



Next Steps

Download our [Driver Quick Start Guide](#) and login to navigate the app yourself.

Tip: We suggest creating a test account and test tickets to become familiar with the process prior to onboarding your drivers.

Once you're confident, add your team members in the **Company Team** page (in the **Settings** dropdown) and download the app on each of their devices.

Need help or have feedback? Email support@dispatcher.com or call (855)757-6400.