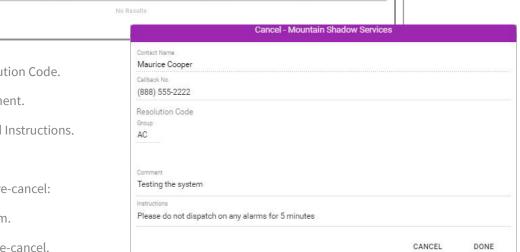## Creating a Pre-cancel Event

From time to time, a customer may call because they tripped their alarm or because they plan on tripping their alarm. This constitutes a Pre-cancel in Manitou 2.x Web client.
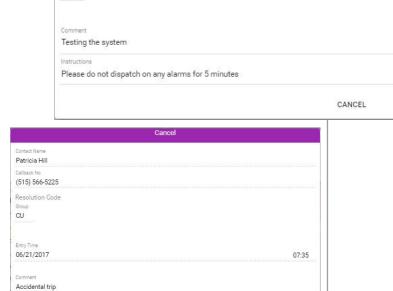
Add a Pre-cancel:

1. Press F9 on your Keyboard, use a customized shortcut on your Manitou 2.x Web client shortcuts, or navigate to Operations then Pre-cancel.

2. Load the appropriate customer by entering the customer ID or by searching for the customer.

3. Validate the customer's password and click Done.

4. Click the Plus sign ➕ , within the Pre-cancel section to add a pre-cancel record.

5. Enter a callback number.

Additional Information:

- Some sites may allow Operator validated Pre-cancel events.

6. Enter a Resolution Code.

7. Enter a Comment.

8. Enter detailed Instructions.

9. Click Done.

Clear an Alarm with a Pre-cancel:

1. Load the alarm.

2. Review the Pre-cancel.

3. Select Cancel Alarm.

All the Pre-cancel details pre-load into the dialog and allow the operator to cancel the alarm based on that authorization.