

Putting an Account On Test

This document details how to place a customer record On Test within Manitou.

1. Log into Operator Workstation
2. Select the Operations menu at the top of the form and then select On Test (F6)
3. Enter the Customer ID or search for the account
 - a. When the pop up form appears, verify a password (operator, customer, dealer, etc)
 - b. Select Add just under the customer name at the top of the form
 - c. Enter a reason for putting the customer On Test
 - d. Enter a time limit for the On Test
 - e. If putting the whole customer account On Test:
 - i. Select the Whole Customer option
 - ii. Select Save
 - f. If putting only a selected component(s) of the customer account On Test:
 - i. Select the Selected Components option
 - ii. Select the correct System
 - iii. Select a zone, area, event code or transmitter
 - iv. You may select multiples or combinations of any of these components
 - v. Select Save
4. To bring a customer account back to full service before the time has expired:
 - a. Go back to the On Test form (F6)
 - b. Enter the Customer ID
 - c. Verify the password
 - d. Select Remove or Remove all (if there are multiple On Test sessions)
 - e. Enter a comment as to why you are bringing the account back to full service early
 - f. Select OK



Additional notes:

- Manitou automatically brings the account back to full service when the test time expires.