

# Manitou 2.x Web client

## Tracking Alarms

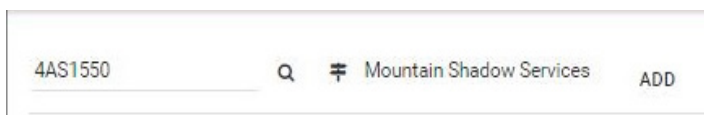
When sending Manual signals, or when working directly with customers or technicians it is important to track alarms, and signals, to you in order to prevent false PSAP notifications.

Track an account to you:

1. Launch the Alarm Tracking form.
2. Load the customer record by entering the ID or by searching for the record.
3. Click Add.

Adopt someone's tracking:

1. Launch the Alarm Tracking form.

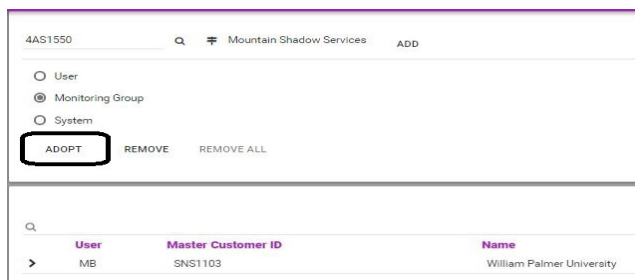


A screenshot of the Alarm Tracking form. At the top, there is a search bar containing '4AS1550', a magnifying glass icon, a dropdown menu showing 'Mountain Shadow Services', and an 'ADD' button. Below this, there are three radio buttons: 'User', 'Monitoring Group' (which is selected), and 'System'. At the bottom, there are three buttons: 'ADOPT' (highlighted with a red box), 'REMOVE', and 'REMOVE ALL'.

2. Select Monitoring Group or System.
3. Single Click the line to adopt.
4. Click Adopt.

Remove tracking:

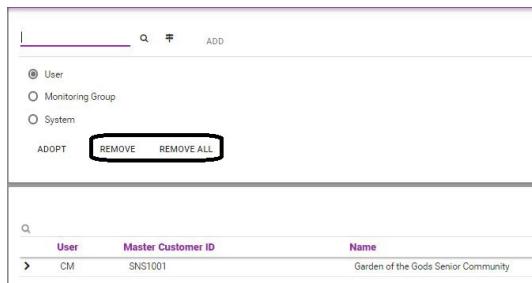
1. Launch the Alarm Tracking form.



A screenshot of the Alarm Tracking form. At the top, there is a search bar containing '4AS1550', a magnifying glass icon, a dropdown menu showing 'Mountain Shadow Services', and an 'ADD' button. Below this, there are three radio buttons: 'User', 'Monitoring Group' (which is selected), and 'System'. At the bottom, there are three buttons: 'ADOPT', 'REMOVE' (highlighted with a red box), and 'REMOVE ALL'. Below the buttons, there is a table with the following data:

User	Master Customer ID	Name
MB	SNS1103	William Palmer University

2. Select the line of tracking to remove.
3. Click Remove, or Remove All to remove all tracking entries.



A screenshot of the Alarm Tracking form. At the top, there is a search bar containing '1', a magnifying glass icon, a dropdown menu showing 'Mountain Shadow Services', and an 'ADD' button. Below this, there are three radio buttons: 'User', 'Monitoring Group' (which is selected), and 'System'. At the bottom, there are three buttons: 'ADOPT', 'REMOVE' (highlighted with a red box), and 'REMOVE ALL'. Below the buttons, there is a table with the following data:

User	Master Customer ID	Name
CM	SNS1001	Garden of the Gods Senior Community



### Important Information

- Depending on your system configuration, you may have to be an alarm handler to enable the alarm tracking features.
- Some configurations require that to be an alarm handler you must have the alarm handling form active. Opening the Alarm Queue does not make you an alarm Handler.