Tracking Display
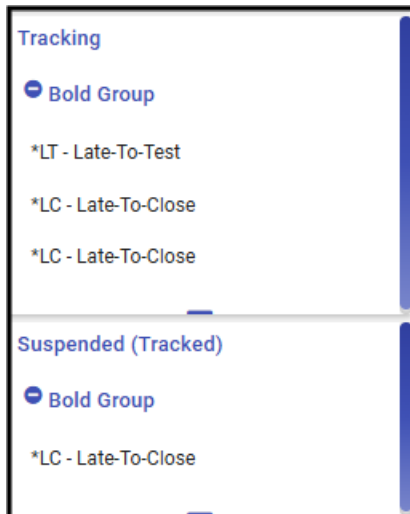
When alarm tracking settings are set to *Automatic* from within the Supervisor Workstation, the alarms presented, or taken from the queue, by operators track to the first operator receiving the alarm.

Tracked accounts display on the left-hand navigator in one of two locations. **Tracking** or **Suspended** (Tracked)

- **Tracked** lists all the active alarms for the customer not currently On Hold.
- **Suspended** (Tracked) lists any alarms active in the alarm queue for the tracked customer and that are On Hold.

Users may select any tracked alarms to open directly from the Alarm Tracking sections.

Depending on the global Tracking Timeout setting and Tracking options, upon completion of the final alarm for the customer, or master customer, the system either prompts the operator for retaining their tracking or automatically cancels, or keeps, the tracking.