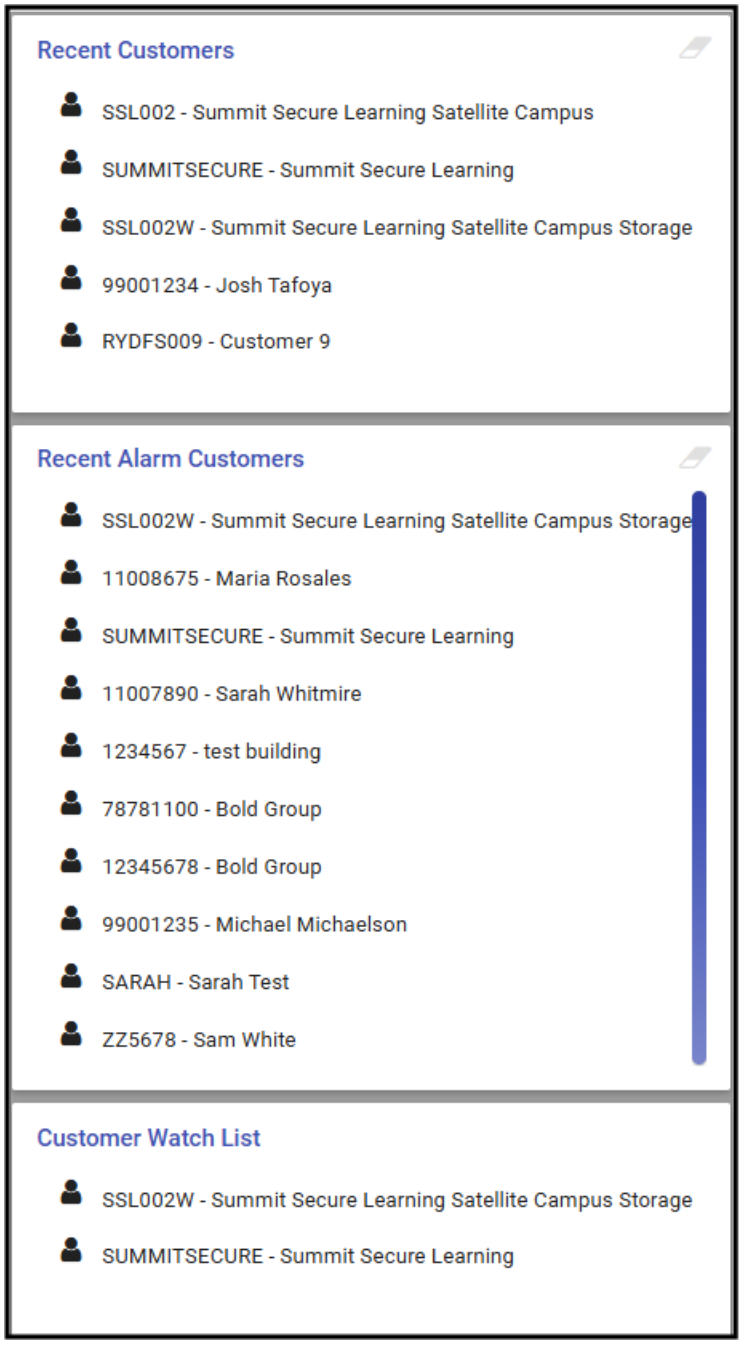
Locate a Customer Record

Customer records are found in a number ways within Manitou.

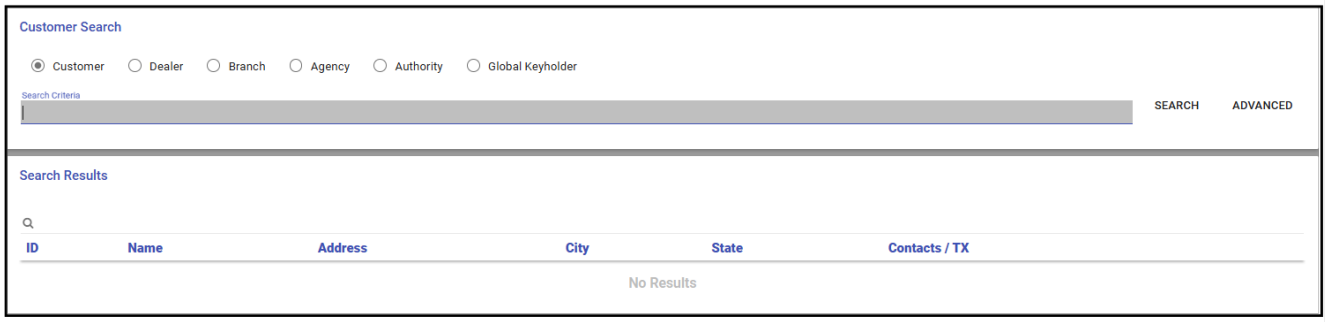
Dashboard

The Default Dashboard upon arrival into Manitou displays the last 10 recent customers and alarm customers. When available, the Watch List Customers also show. A single click on any customer in these lists loads the customer record.



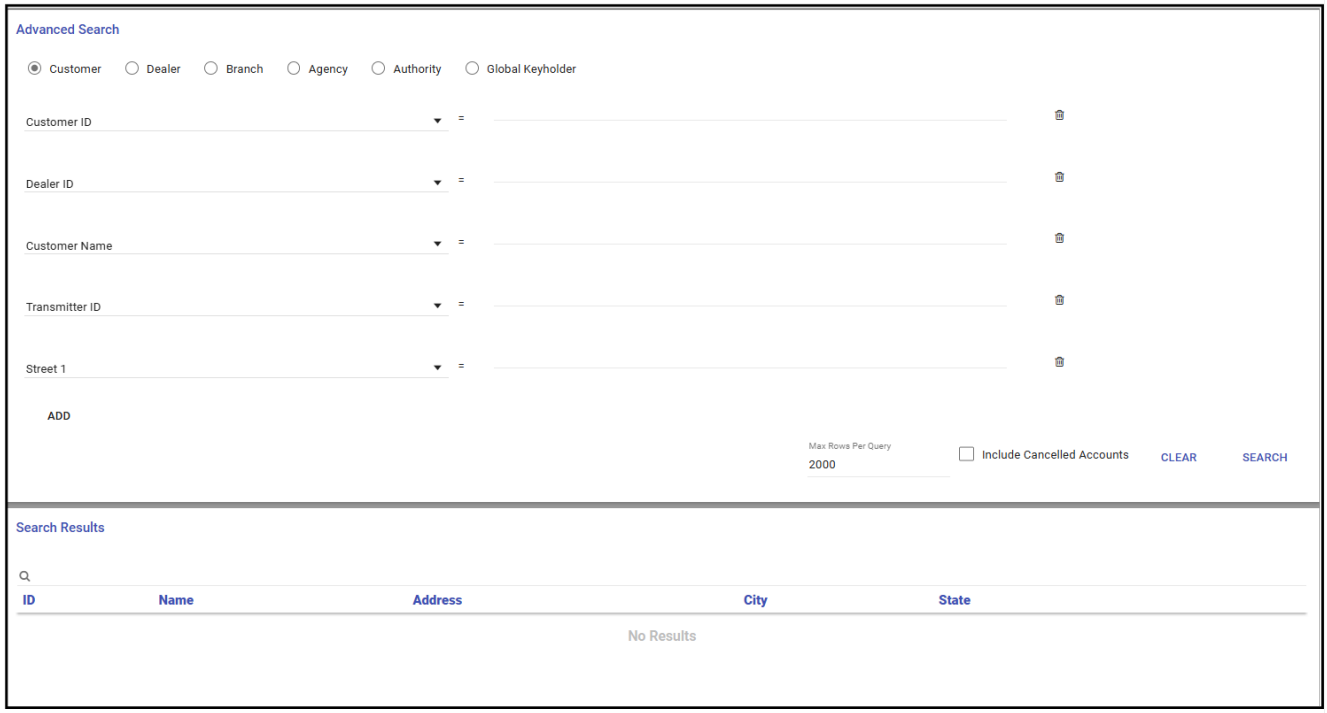
Search Icons

The Manitou Web client header has a spyglass (🔍) icon which loads the **Entity quick search**.



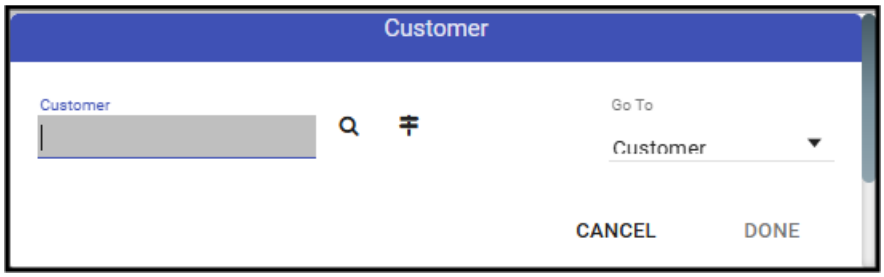
Users may select which entity type they want to find, then type in any values that may exist on the record to quickly load the records that match what the user types.

The spyglass with the plus sign launches the **Advanced Entity Search**.



CTRL + L

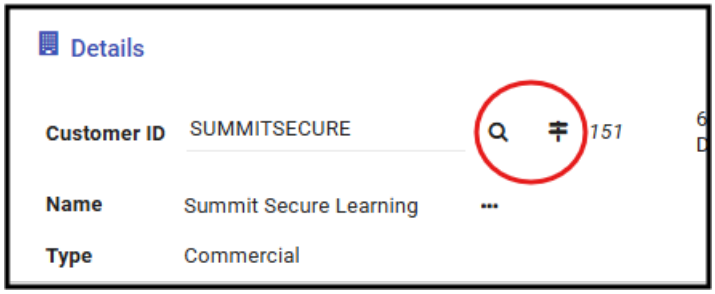
Allows users to type in Customer IDs or other information to find and load the customer record.



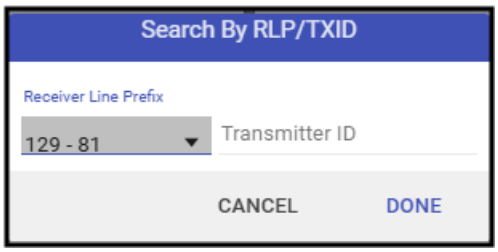
Once loaded, users may choose where to navigate to automatically.

Within Customer Records

Once the user loads a customer record, the customer record contains the search icon and the ability to search by Receiver Line Prefix and Transmitter ID.



The spyglass search launches the Customer Advanced Search.

Users may set their default search options by adding rows and selecting the common search items. These may be used individually or in combination.

The **Tower icon** opens the Transmitter ID search that requires both the **Receiver Line Prefix and Transmitter ID**.