

# Tracking Alarms

Last Modified on 10/31/2023 6:09 pm EDT

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.

## Important Information

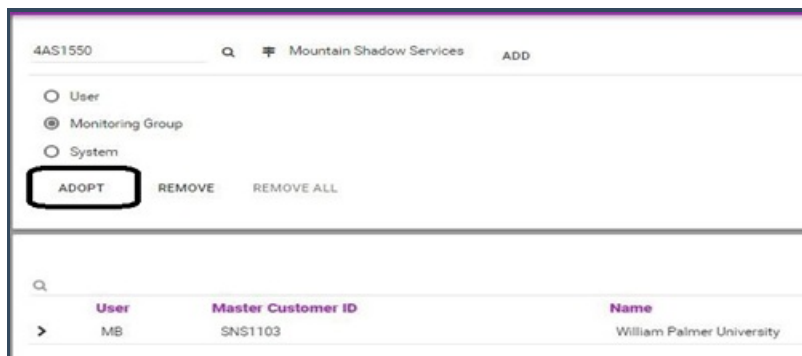
- Depending on your system configuration, you may have to be an alarm handler to enable the alarm tracking features.
- Some configurations require that to be an alarm handler you must have the alarm handling form active. Opening the Alarm Queue does not make you an alarm Handler.

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



## Remove tracking:

1. Launch the Alarm Tracking form.
2. Select the line of tracking to remove.
3. Click Remove, or Remove All to remove all tracking entries.

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User  
 Monitoring Group  
 System

ADOPT REMOVE REMOVE ALL

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