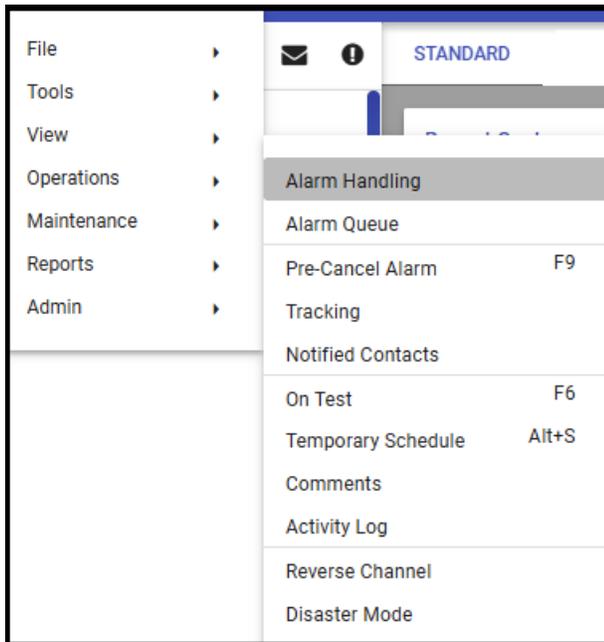# Operations Menu

The Operations menu contains direct access to Operations related items. This allows company to provide specific access to operational items without having to enable all access to all data. If alarm operators do not have full access to Customer Records, there are a number of items still accessible for view and timely updates.

- **Alarm Handling -** Opens the Alarm Handling form and allows receipt of any pending items.
- **Alarm Queue** - Opens the Alarm Queue.
- **Pre-Cancel Alarm -** Allows the verification, validation, and alarm cancelation by call-in persons.
- **Tracking** - Ensures alarms track directly to a user.
- **Notified Contacts** - Formerly "paged contacts" loads a listing of the records and persons contacted in alarm handling via SMS, email, page, or a call that resolved in "Left Message."
- **On Test** - Allows users to place accounts On Test.
- **Temporary Schedule** - Allows users to update the Open/Close schedule without loading the entire customer record.
- **Comments** - Allows users to create Temporary Comments and review the comments on a customer without loading the customer record.
- **Activity Log** - Users may review customer's activity log details quickly without loading the customer record.
- **Reverse Channel** - Requires an active customer record, with available Reverse commands, to be loaded in alarm to access.
- **Disaster Mode** - Allows users, with permission, to place areas of the monitored locations in Disaster Mode when emergencies arise.