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Assign your operator to a shift

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Summary

Assign one or more Operators to a configured shift from User Management. Shift assignments define the Operator's working schedule for administration and reporting; the Operator must still click Start Shift in Alarm Center to begin live work.

Before you begin

- You must have the Super Admin role.
- The Operator must already exist with the Operator role.
- The shift must already exist, or you can create it during this process.

Assign an Operator to a shift

1. In the left sidebar, click Users & Shifts Management to open User Management .
2. Click Configure shifts in the top-right of the User List.

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1. In Configure shifts , select the correct Time zone . The shift you add next stores this zone; existing shifts keep the zone they were created with.
2. To create a shift, enter its name, start time, end time, and optional description. Turn on Use as default if appropriate, then click Add shift . If the shift already exists, skip this step.

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1. In Configured shifts , click the Manage shift operators icon (person with a gear) on the required shift.
2. In Manage shift operators , click each Operator who should work this shift. Use Select All or Remove All when needed.
3. Click Save assignments .

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If no Operators are listed

If the dialog shows No operators found for this tenant , return to User Management and click + Invite New User . Create the user with the Operator role, then reopen Manage shift operators and assign them.

What happens next

The selected Operators are assigned to the shift and the Users count on the shift row updates. This does not start an Operator's live shift or assign sites; those actions happen separately in Alarm Center.