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Assign an operator

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A Super Admin can assign an active operator to a site from the Alarm Center. Operators can also take an available site themselves after starting their shift.

Before you begin

- The operator must have an active account.
- The operator must click **Start Shift** in the Alarm Center. A configured schedule does not make the operator active.
- The site must appear in **Sites Unassigned to Operators**, meaning it has open alarms and no operator currently assigned.

Assign from the Alarm Center

1. Open **Alarm Center**.
2. Find the site in **Sites Unassigned to Operators**.
3. In **Assigned to**, select an operator who has started their shift.
4. The site moves to **Sites with Assigned Operators** with status **Queued**.
5. The operator selects **Assign to me** to begin processing the site in ZenMode.

If no operator can be selected, ask the operator to click **Start Shift**. Inactive operators cannot be assigned.

To release a site, use the **unassign** action in **Sites with Assigned Operators**.

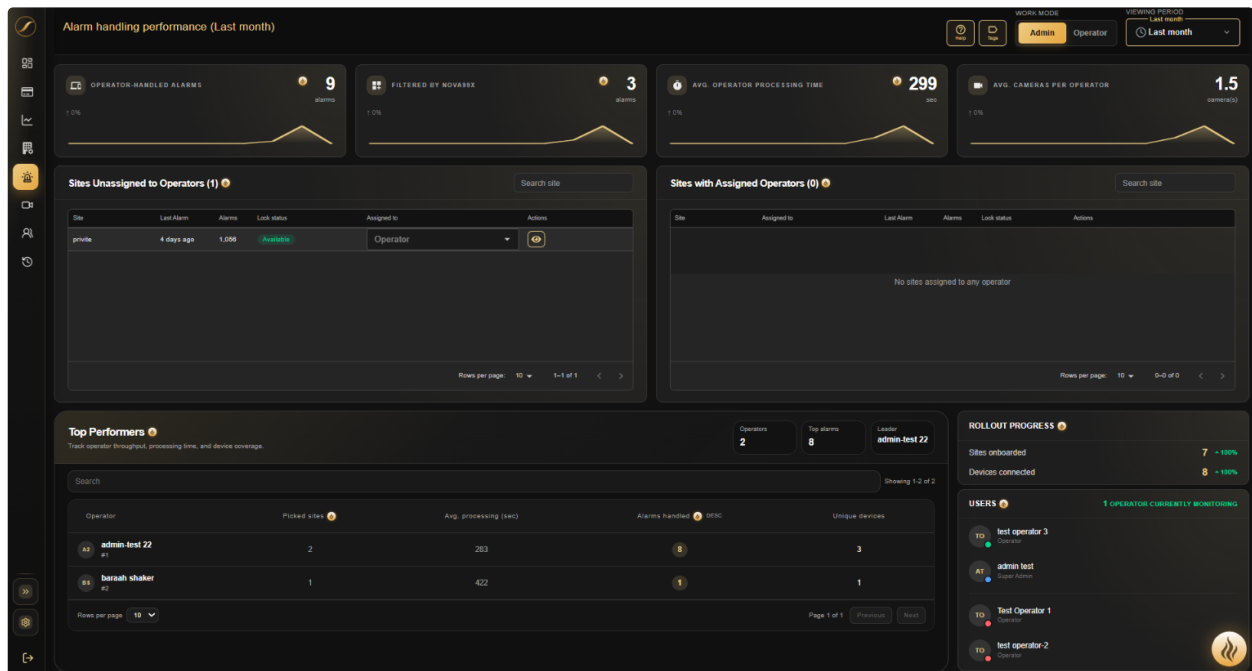


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Self-assign as an Operator

1. Click Start Shift in Alarm Center.
2. Find an Available site in Sites Unassigned to Operators .
3. Click Assign to me to claim the site and enter ZenMode. The eye icon opens a view-only preview without claiming the site.
4. The site becomes In Progress while you process its alarms.
5. Use Unassign to return it to Sites Unassigned to Operators .

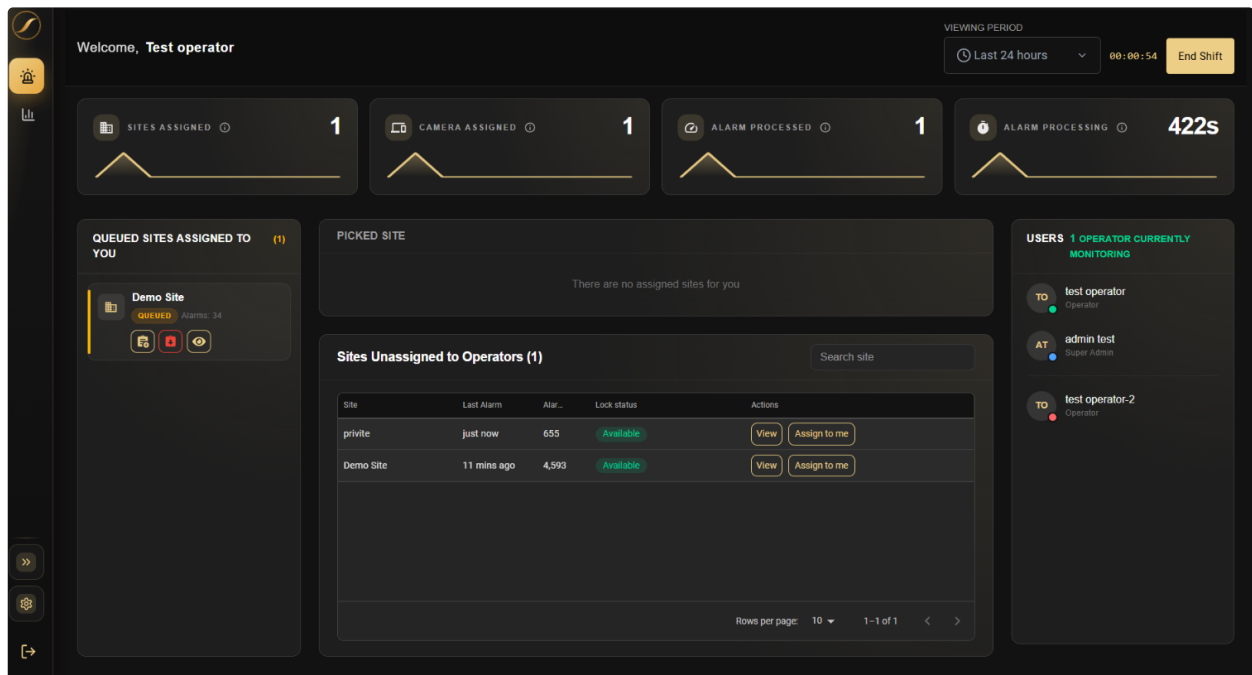


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Configured schedules and active shifts

Assigning an operator to a configured shift records their schedule for administration and reporting. It does not start their live shift and does not assign or route sites. Start Shift and site assignment are separate actions performed in the Alarm Center.