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Users and Shift Coverage

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experience — not included in the PDF

Summary

The Users panel shows who is signed in, each user's role, and whether Operators are actively covering the current shift.

Status colors

- Green — active in a shift and monitoring.
- Blue — signed in, no shift started yet in this session.
- Orange — signed in, shift ended.
- Red — offline.

The header shows how many Operators are currently monitoring.

Confirm coverage

Before peak hours, verify that enough Operators are green and actively monitoring. Compare the active count with Sites Unassigned to Operators and the current alarm load.

Being signed in is not the same as actively monitoring. An online Operator must start their shift before taking sites.

When to act



Contact online-but-inactive Operators when coverage is short. Reassign sites when an Operator disconnects mid-shift, and use User Management to correct roles or shift assignments.