

# Disclaimer

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# Setup shifts and assign an operator to it

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experience — not included in the PDF

Configured shifts define an operator's schedule for reporting and administration. They do not start the operator's live shift and do not assign or route sites. Operators must click **Start Shift** in the Alarm Center to become active. Site assignment is handled separately in the Alarm Center and is available only for operators who have started their shift.

## Before you begin

- You must have the Super Admin role.
- Create your shifts before inviting operators — operators can only be assigned to shifts that already exist.

## Create a shift

A default shift already exists in **Configure shifts**. You can edit it by clicking the three-dot menu on its row and selecting **Edit Shift**. The default shift cannot be deleted.

1. Open **Users & Shifts Management** from the left sidebar.
2. Click the **Configure shifts** button in the top-right.
3. Set the **Time zone** using the dropdown before adding a shift — each shift stores its own time zone, shown as **TIME ZONE** in the **Shift information** panel of **Manage shift operators**. Shifts created at different times can therefore sit in different zones.

4. Under Add a shift , fill in the fields Shift name (required) — a short label, e.g. *A, Morning, Night*. Start time (required) — the shift start time in AM/PM format. End time (required) — the shift end time in AM/PM format. Description (optional) — any notes about this shift. Use as default toggle — turn this on if you want new operators to be pre-assigned to this shift unless you choose otherwise.
5. Click Add shift . The shift appears in the Configured shifts list below, showing its name, start time, end time, and the number of users assigned to it.

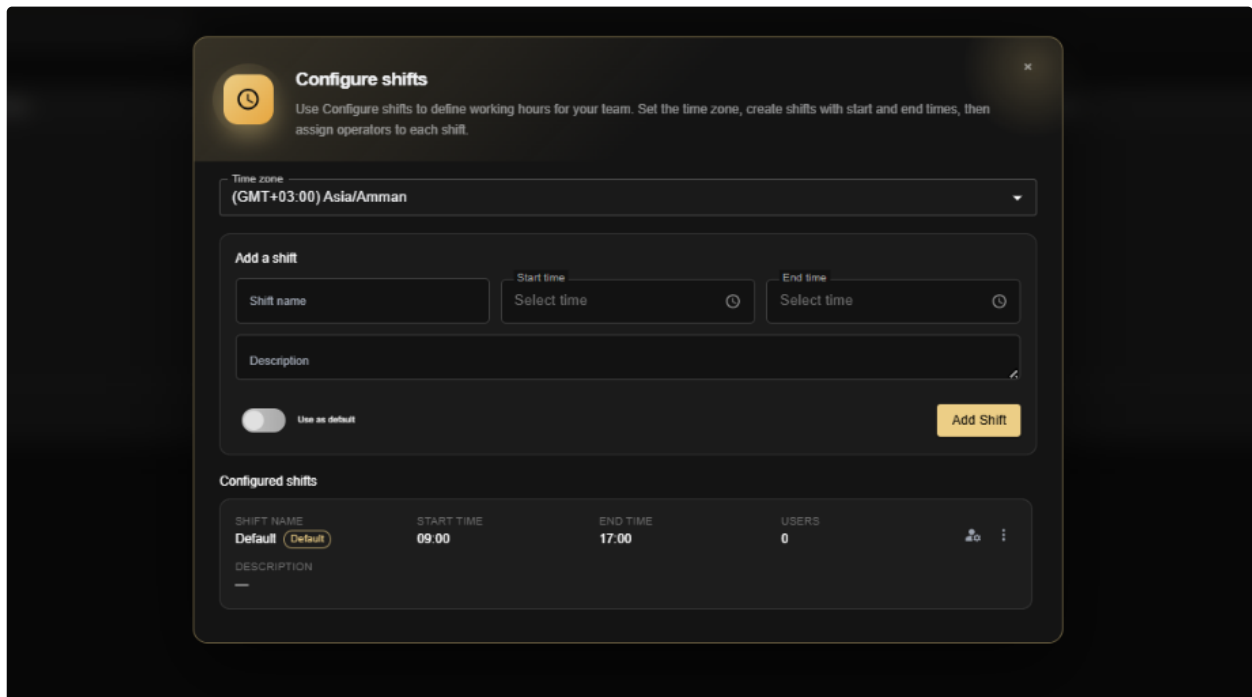
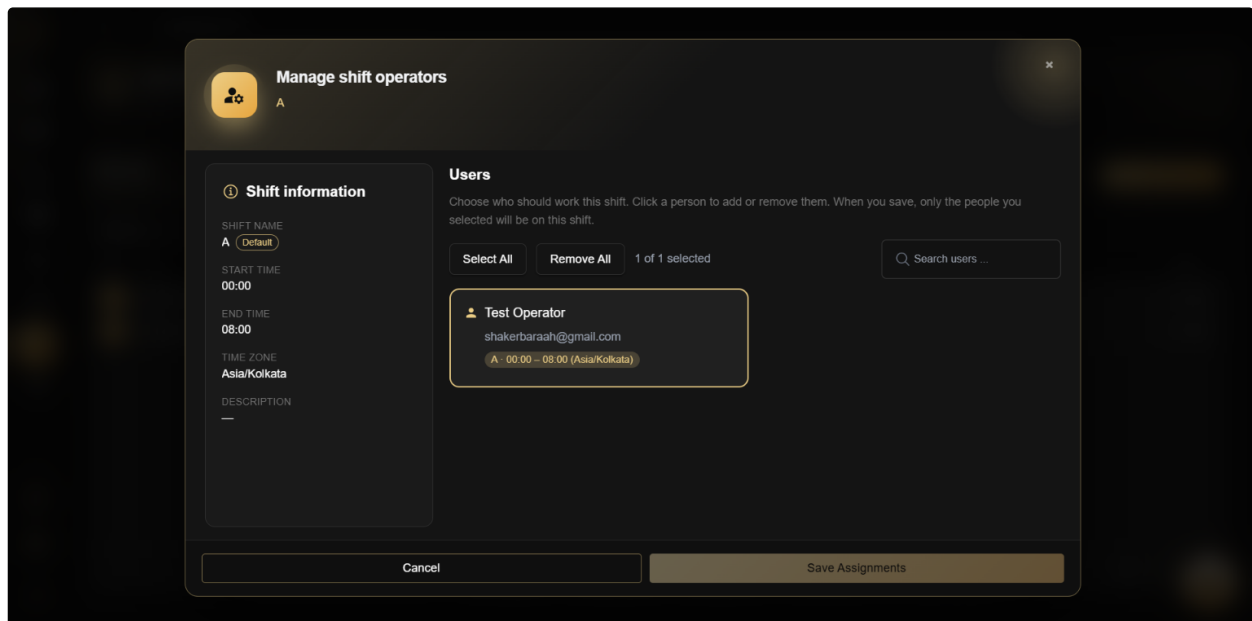


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To assign operators to this shift, see [Invite an Operator](#) — shift assignment happens during the invitation step.

## Managing existing shifts

In the Configured shifts list, each shift row shows its name, default badge (if applicable), start time, end time, and user count.



Click the three-dot menu on a shift row to edit or delete it. Deleting a shift does not remove the operators assigned to it — they remain active users but lose their shift assignment.

