





# Setting Up Escalation

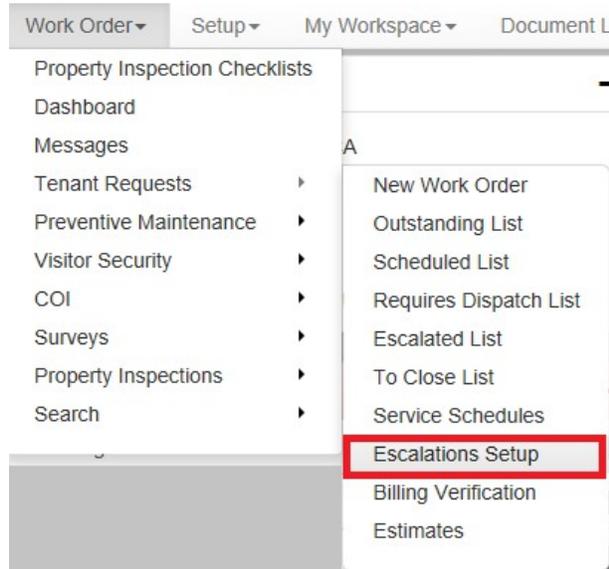
[Control Panel](#) > [Work Order](#) > [Tenant Requests](#) > [Escalations Setup](#)

## Setting Up Escalation:

### Note:

- Employees must be subscribed to escalations in order to receive escalation notices. For additional details, see [Non-Tenant User Subscriptions](#) and associated topics.

1. Go to **Control Panel > Work Order > Tenant Requests > Escalations Setup**.



2. In the **Filter** section, click on the **Property** field and select the desired property.
3. In the **Escalation Settings** section, for each desired request type, enter the times for each desired level of escalation. Escalation time accumulates only during the property's coverage hours. Escalation times are re-calculated whenever the work order is updated.

The screenshot shows the 'Escalation Settings' form for the property 'Hillview Towers'. The table below shows the settings for different request types:

Request Type	Level 1: Interval Before Work Started (hh:mm)	Level 2: Interval Before Work Started (hh:mm)	Level 3: Interval Before Work Completed (hh:mm)
Electrical	2 : 00	3 : 00	5 : 00
Elevator	1 : 30	1 : 00	4 : 00
Fax Machines	1 : 15	1 : 30	1 : 00

4. When you are finished, click on **Update** at the bottom of the **Escalation Settings** page.