

Canceling Escalation

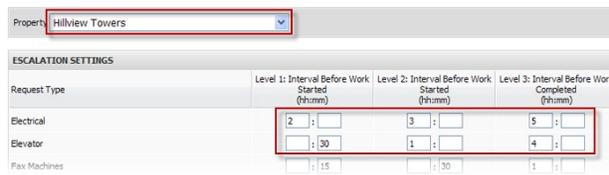
[Control Panel](#) > [Work Order](#) > [Tenant Requests](#) > [Escalations Setup](#)

Canceling Escalation:

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

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2. In the **Filter** section, click on the **Property** field and select the desired property.
3. Delete the times under each escalation level for the affected request types.



| Request Type | Level 1: Interval Before Work Started (Hours) | Level 2: Interval Before Work Started (Hours) | Level 3: Interval Before Work Completed (Hours) |
|--------------|---|---|---|
| Electrical | 2 | 3 | 5 |
| Elevator | 30 | 1 | 4 |
| Fax Machines | 15 | 30 | 1 |

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