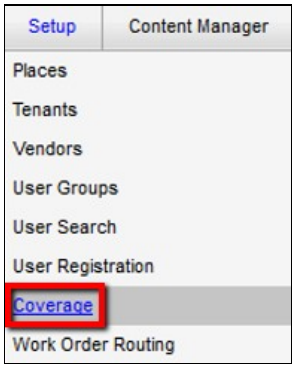
# Setting Up Shifts

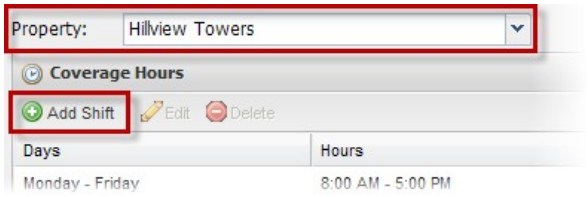
*Control Panel > Setup > Coverage*

***Setting Up Shifts:***

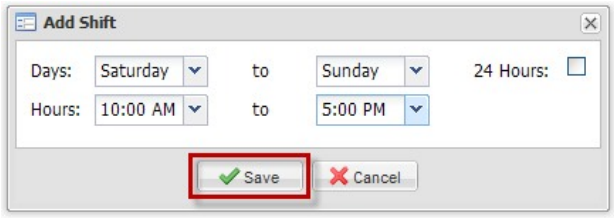
1. Go to **Control Panel** > **Setup** > **Coverage**.




2. Click on the **Property** field and select the desired property from the drop-down menu. The **Shifts** screen is updated to display all shifts associated with the property you have selected; if you have not set up any shifts yet, this list will be empty.
3. Click on the **Add Shift** button.




4. A pop-up window will open, allowing you to configure the new shift.
5. Use the **Days** drop-down lists to select the days that the shift covers.
6. Use the **Hours** drop-down lists to select the start and end time for the specified days. If this is a 24-hour shift, click the **24 Hours** checkbox instead.
7. Click on **Save** to save the shift.

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**Note:**

- Dispatching only occurs during coverage hours.
- Requests dispatched after hours will appear in the Outstanding List unless after hours routing is setup in Work Order Routing.
- Change for statutory holidays.

- Escalation only occurs during coverage hours.
- Hours are determined by shifts.
- Shifts cannot overlap.

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