

# HEMS One: Work Order Priorities

To access Work Order Priorities records, click on the hamburger menu in the upper left of the HEMS One window (1), followed by the Information Lists menu (2), then the Work Order Lists submenu (3), then click on Work Order Priorities (4).

A screenshot of the 'Work Order Priorities Add/Edit' form. The form has a blue header with the title 'Work Order Priorities Add/Edit' and window control icons. The form contains several input fields: 'Priority Name' (a large yellow text box), 'Weight' (a text box with '0'), 'Response Time' (a text box with '0'), and 'Close Time' (a text box with '0'). There is a checkbox labeled 'Active' which is checked. At the bottom, there is a 'Notes' section with a large text area and a small toolbar with icons for undo, redo, and list.

- 1. Priority Name:** The name of the Priority.
- 2. Weight:** The numerical weight of the Priority (on a scale of 1-100 where 100 is the most important priority and 1 is the least important).
- 3. Active checkbox:** This box indicates if the Code is active or not.
- 4. Response Time:** The organizational response time policy for the Priority.
- 5. Close Time:** The organizational close time policy for the Priority.
- 6. Notes:** This is an open text field.