
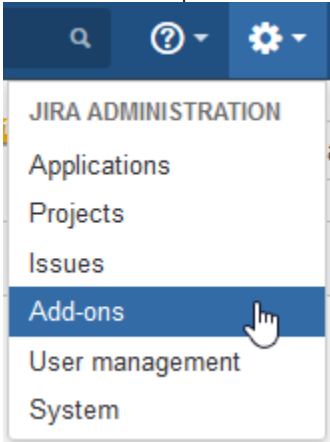


Carriers

 The Carriers page contains configuration elements for all supported sending methods

1. Log in as a user that has the **JIRA System Administrators** global permission
2. Click the **Admin** drop-down and choose **Add-ons**. You may be challenged for credentials again and then the **Add-ons** page will load



3. Locate the **Escalator** section and click **Carriers**

ESCALATOR


Global Settings


Tier Groups

Carriers

4. On the **Carriers** config page please fill out each field with the appropriate information and then click the **Save** button

The screenshot shows the JIRA Administration interface. At the top, there's a navigation bar with 'Dashboards', 'Projects', 'Issues', and a 'Create' button. Below this is the 'Administration' section with a search bar 'Search JIRA admin'. A secondary navigation bar includes 'Applications', 'Projects', 'Issues', 'Add-ons', 'User management', and 'System'. The 'Add-ons' section is active, showing a list of carriers with checkboxes for enabling them: 'Enable Twilio', 'Enable E4', 'Enable Slack', and 'Enable E-Mail'. A 'Save' button is located at the bottom right of the carrier list.

 To enable a particular carrier you must first check the box next to the carrier name and then fill in all necessary information.

 Note that settings are stored for each carrier regardless of whether or not the carrier is enabled allowing you to configure a particular carrier, disable it for a period of time, and then rapidly enable it again in the future

Carrier Specific Configuration Settings

- [E4SIP](#)
- [E-Mail](#)
- [Shared SMS Settings](#)
- [Slack](#)
- [Twilio](#)