

CUSTOMER SERVICE

SEARCH ALL WORK TASKS

Provides guidance for locating and searching All Work Tasks in Facilities Connect.

▼ GETTING STARTED

This job aid begins on the **Tasks** screen. For more information on navigating to the **Tasks** screen, please refer to the **Customer Service: Task Screen** job aid.

DIRECTIONS:

From the **Tasks** screen:

Locate the Manage Tasks section on the left-hand side of the screen.



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Tap on the All Tasks option at the bottom of the list.

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–	Portfolio	69 - All Open Tasks 🖗 46 - Over-Budget Tasks 1 - Emergency Tasks 🤅 0 - Callback Tasks S 0 - Poor Satisfaction Ta 56 - Active Requests Fi • My Tasks Create Task S Create Unavailable Time All Tasks S Create Unavailable Time All Tasks S	No data to display.	Job Cost Summary and De ORM Reports All Tasks by Resource 6 Daily Work Orders Report 1 EVCUST and CHCUST Oper Campus Mapping 6 Notification History 7

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Upon tapping, the **All Tasks** screen will open. Because of the size of the report, the default view will be blank.

Enter criteria in any of the search fields beneath each of the column headers.

Initiate the search by pressing the **Enter** key.

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Please type in the appropriate filter values and press the "Enter" key or click on "Apply Filters" to perform a query.															
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CUSTOMER SERVICE SEARCH ALL WORK TASKS

DIRECTIONS:

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Click on any column header to change the way the lists are sorted.

Click on Status to sort all Active Work Tasks to the top.

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11	□ '	Task Name	Task ID	Task Type	Service Assignment Class		Location
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		WT-1050542 - Important, Slivka	WT-1050542	Corrective	University Vehicle Mainten	Active	ations\Evanston Campus\Slivka Hall
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		WT-1050012 - To purchase so	WT-1050012	Corrective	University Vehicle Mainten		ations\Evanston Campus\2020 Ridge
		VEHICLE #E601 WHITE POLAR	WT-1055887	Corrective	University Vehicle Mainten	Active	ations\Evanston Campus\2020 Ridge
		VEHICLE #E602 WHITE POLAR	WT-1055889	Corrective	University Vehicle Mainten	Active	ations\Evanston Campus\2020 Ridge

▼ INFORMATION

The list's default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking the **column header** a second time returns to the default setting.

Type in **keywords** to narrow your search further:

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	WT-1054530 - Urgent, Technological Instit, Room Too Cold	Corrective	Temperature	Active	\Locations\Evanston Ca		
		Corrective	Temperature	Active	\Locations\Chicago Car		
	WT-1057251 - Urgent, Technological Instit, Room Too Cold	Corrective	Temperature	Active	\Locations\Evanston Ca		
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lten	WT-1063958 - Urgent, Erie-Ontario Parking, Room Too Cold				1 of 4 pages		

TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.