

O&M TECHNICIANS & SUPERVISORS

WORK TASKS: COMPLETE A WORK TASK

Provides guidance on the two ways to complete a Work Task on FC Mobile (OTG)

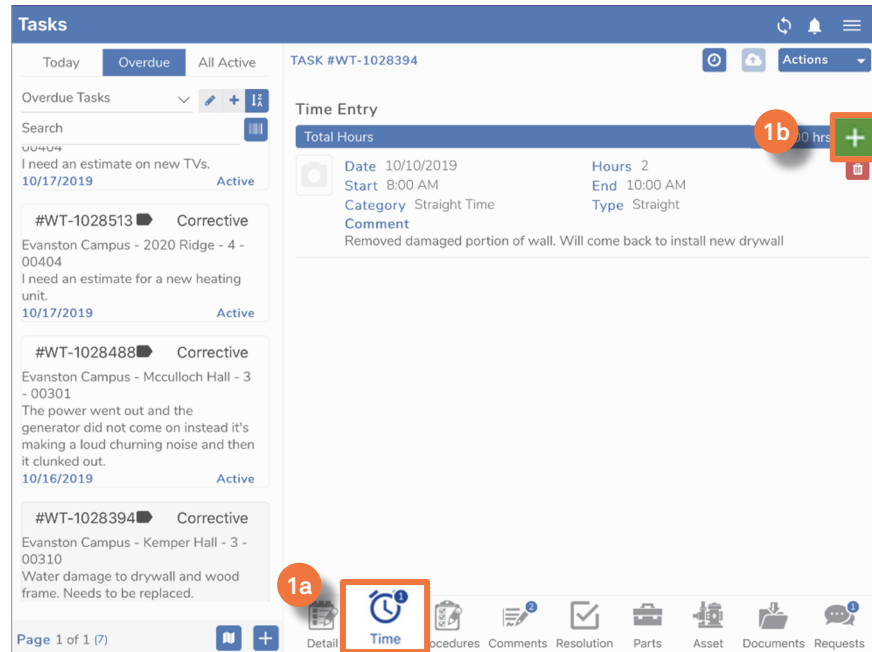
▼ GETTING STARTED

This guide begins in a selected **Work Task**. For more information on navigating to a **Work Task** refer to the **View Work Task Detail** job aid.

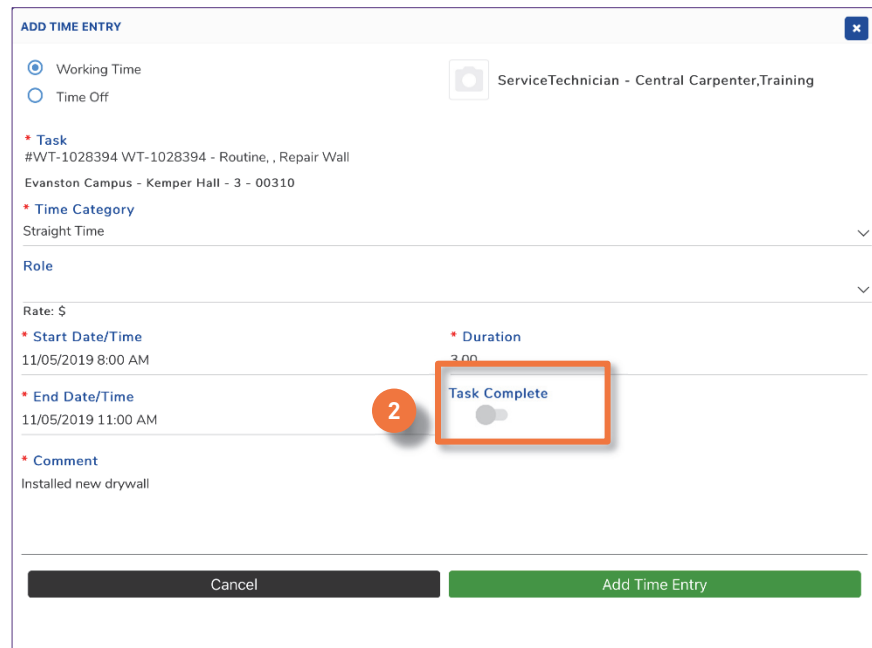
OPTION 1: COMPLETE A WORK TASK FROM A TIME ENTRY

DIRECTIONS:

- 1 Begin by creating a new **Time Entry**:
 - 1a Navigate to the **Time** tab.
 - 1b Tap on the **Green (+)** button to add a new **Time Entry**.



- 2 Once you have filled out each of the required fields in the **Time Entry**:
 - 2 Toggle the **Slider Button** (to the right) to mark your work on this task as fully complete.



▼ INFORMATION

For the step-by-step details on creating a Work Task Time Entry, see the **Work Tasks: Add a Time Entry** job aid.



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DIRECTIONS:

- 3 If no further information is required:
- 3 Tap on **Add Time Entry** to to complete your Time Entry and Save.

IMPORTANT

If a **Resolution** does not exist on the Work Task, will be prompted to enter one after you save the Time Entry.

- 4 After the **Time Entry** has been added, the Resource's work task completed status will be visible on the **Work Task Detail** tab.

- 4 View **Resource Completed Status** and **Date/Time** information.

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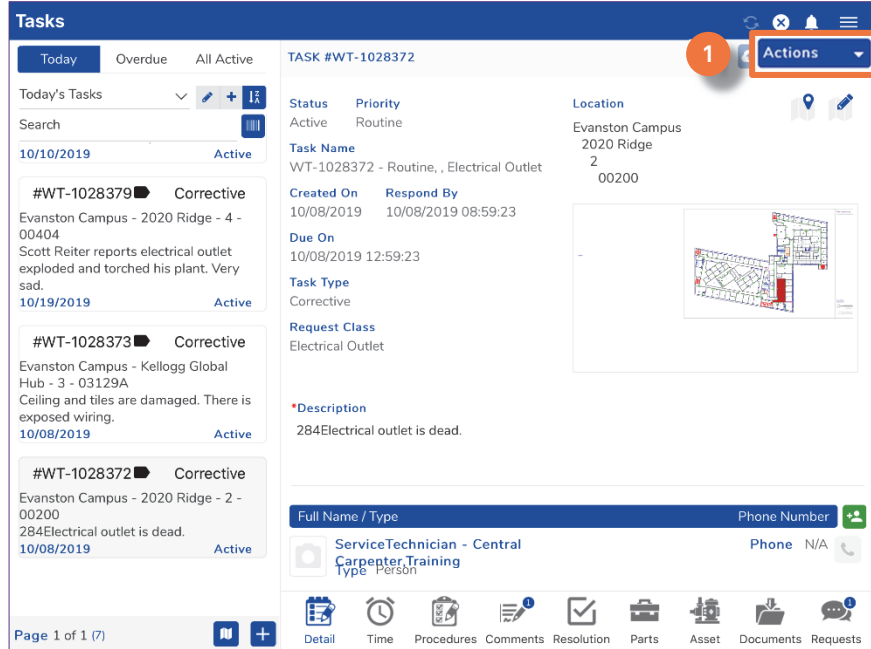
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OPTION 2: COMPLETE A WORK TASK FROM THE ACTIONS MENU

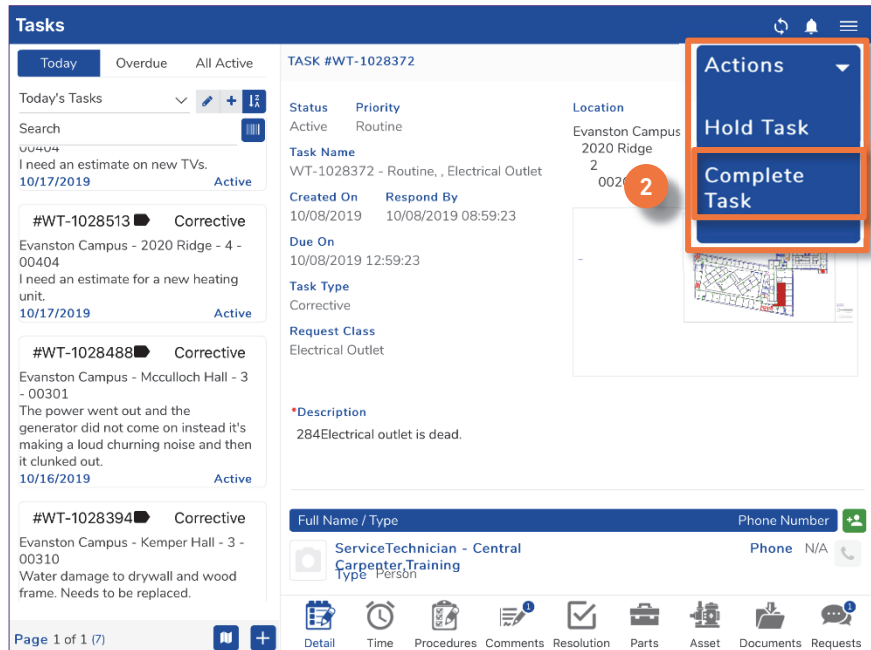
DIRECTIONS:

1 If you have already completed both a **Time Entry** and a **Resolution** on a Work Task, then you can complete the task from the **Work Task Actions Menu**.

1 Tap on the **Actions Menu** at the top right of the Work Task Detail screen.



2 Tap the **Complete Task** option.





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DIRECTIONS:

3 A confirmation box will appear at the bottom of the screen.

Tasks

Today Overdue All Active

TASK #WT-1028372

Status: Completed Priority: Routine Location: Evanston Campus, 2020 Ridge 2, 00200

Task Name: WT-1028372 - Routine, Electrical Outlet

Created On: 10/08/2019 Respond By: 10/08/2019 08:59:23

Due On: 10/08/2019 12:59:23

Completed On: 11/08/2019 14:10:00

Task Type: Corrective

Request Class: Electrical Outlet

*Description: 284Electrical outlet is dead.

Full Name / Type: Service Technician - Central Phone Number: N/A

3 This task has been completed.

4 The Resource's work task completed status will now be visible on the **Work Task Detail** tab.

4 View **Resource Completed Status** and **Date/Time** information.

Tasks

Today Overdue All Active

TASK #WT-1028155

Overdue Tasks

#WT-1027523 Corrective Chicago Campus - Wieboldt Hall - 6 - 00500B room is too cold 11/20/2019 Active

#WT-1027986 Planned Chicago Campus - Rubloff Building - 1 - 00127 Paint the walls 01/07/2020 Active

#WT-1028120 Corrective Chicago Campus - Tarry Building - 7 - 07721 Test UAT 44 01/16/2020 Active

#WT-1027973 Planned Chicago Campus - 105 W. Adams - 16 - 01600G We need to replace flooring 01/07/2020 Active

#WT-1028146 Corrective Chicago Campus - Simpson Querrey -

*Description: Equipment overload.

Full Name / Type: Campos,CJ Type Person Phone Number: N/A

4 Ridge,Matthew Type Person Phone: N/A Mobile Status: Completed Completed Date: 02/03/2020 15:40:49

Detail Time Procedures Comments Resolution Parts Asset Documents Requests