CUSTOMER SERVICE
MODIFY WORK TASKS: UPDATE RESPONSIBLE ORGANIZATION

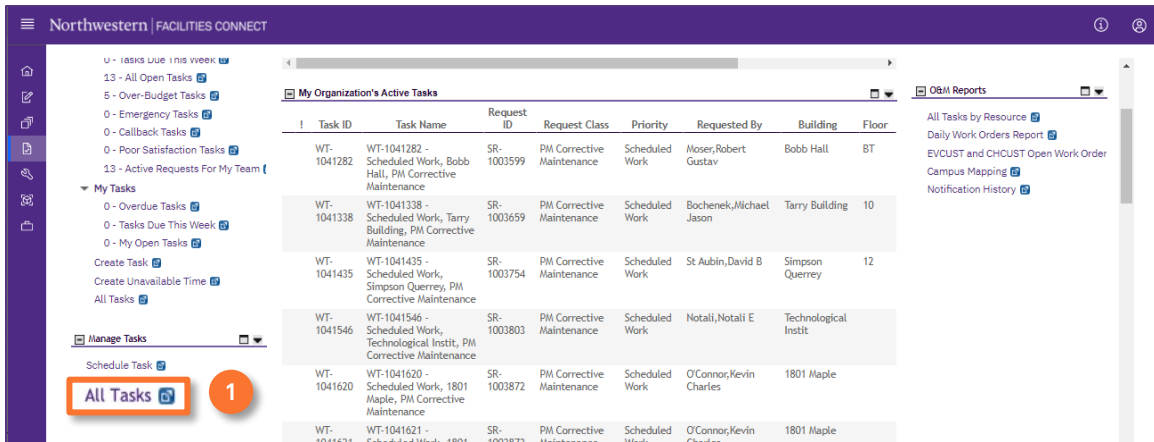Provides guidance for updating the responsible organization on a Facilities Connect Work Task.

▼ 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: Tasks Tab** job guide.
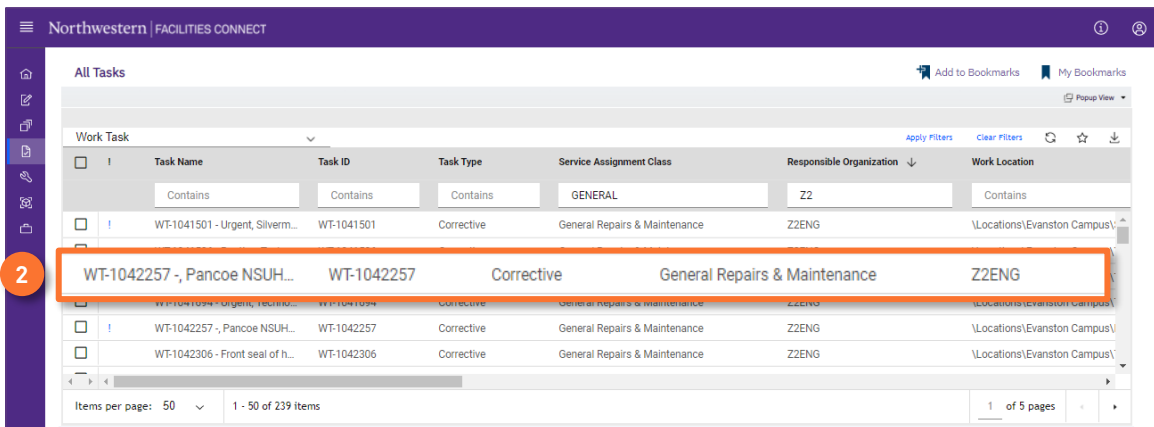
DIRECTIONS:

1 From the **Tasks** tab, scroll down to locate the **Manage Tasks** section:

① Click **All Tasks**.

2 Upon clicking, the **All Tasks** screen will open:

② Locate and click the Work Task you wish to view.

▼ TIP & TRICKS

Utilize the column filters and search function to locate the Work Task you wish to view. Layering your filters will make it easier to locate the Work Task.

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DIRECTIONS:

3 To update **Responsible Organization**, locate the **Responsible Organization** section on the **General** tab:

3a From the Responsible Organization section, click on the **Find** button.

The **Find Organizations** pop-up window will appear:

3b Use the drop down menu and select **Work Groups**.

3c Mark the radio button of the **Work Group** you wish to assign.

3d Then, click on the **Ok** button to assign.

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DIRECTIONS:

3 *Continued.*

3e Click on the **Save** button to confirm the **Responsible Organization**.