

O&M TECHNICIANS & SUPERVISORS

WORK TASKS: RESUME AN ON HOLD WORK TASK

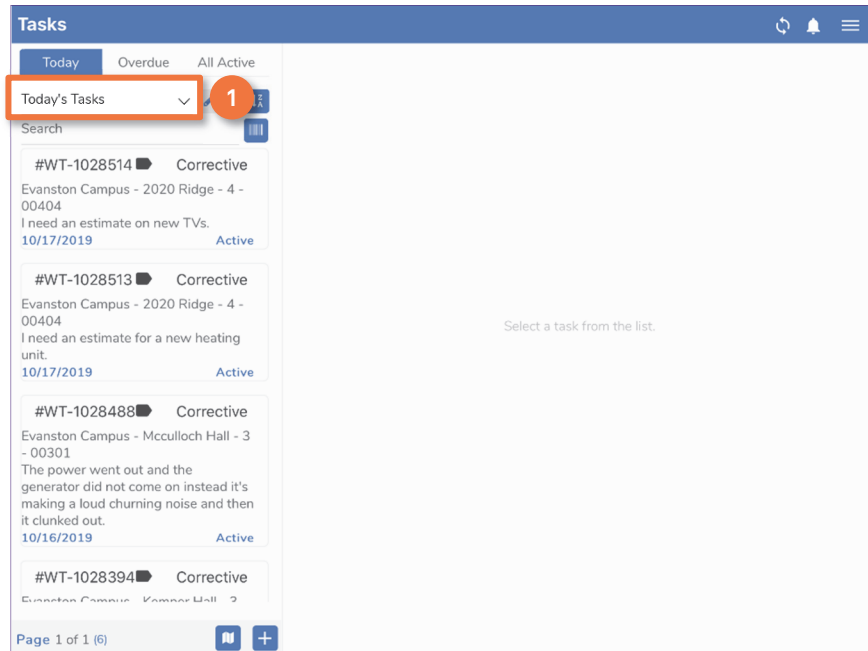
Provides guidance on resuming a work task which has been placed On Hold in FC Mobile (OTG)

▼ GETTING STARTED

This guide begins from the **Tasks** screen. For more information on navigating to **Tasks** refer to **Search My Tasks (p.9)**.

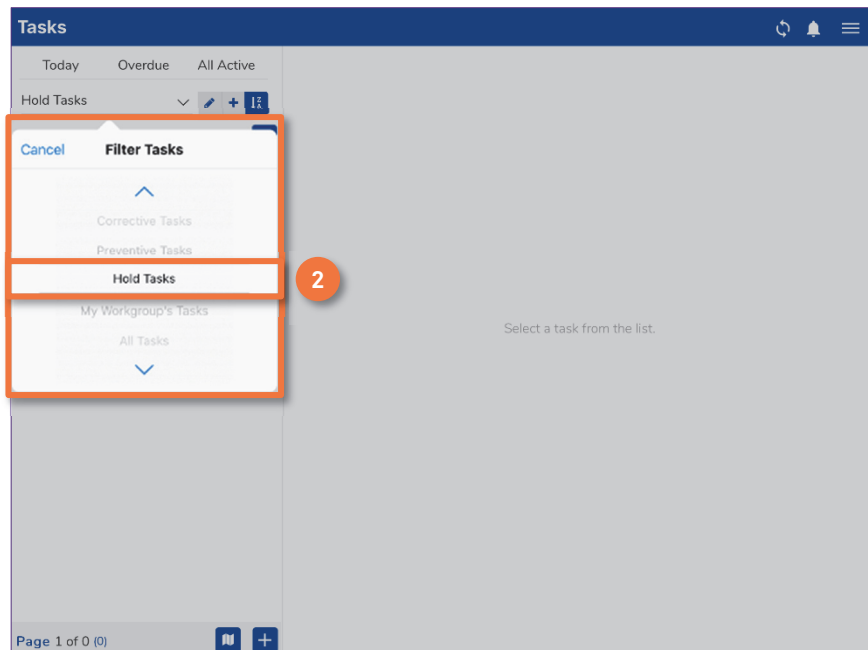
DIRECTIONS:**1 From My Tasks:**

1 Tap on the filter dropdown menu.



2 Upon tapping, the **Filter Tasks** dropdown menu will appear.

2 Tap on the **Hold Tasks** option.



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DIRECTIONS:

3 Upon tapping, the **Task Queue** will populate with **Work Tasks** placed **On Hold**:

3a Select a **Work Task**.

3b Tap on the **Actions** dropdown menu.

3c Tap on the **Resume Task** option.

The screenshot shows the 'Tasks' app interface. On the left, a list of tasks is displayed. The task '#WT-1028247' is highlighted with a red box and labeled '3a'. The task details for this task are shown on the right, including its status ('Hold per Requester'), priority ('Important'), location ('Evanston Campus - 2020 Ridge - 4 - 00438B'), and description ('Wire cubicle for power.'). The 'Actions' dropdown menu is open, showing options like 'Reload' and 'Resume Task'. The 'Resume Task' option is highlighted with a red box and labeled '3c'. Other labels '3b' and '3c' point to the 'Actions' menu and the 'Resume Task' option respectively.

4 Upon tapping, the **Work Task** status will update to **Active**:

4 View **Work Task** status changed to **Active**.

The screenshot shows the 'Tasks' app interface after the task has been resumed. The task '#WT-1028247' is now shown with a status of 'Active' and a priority of 'Routine'. The status 'Active' is highlighted with a red box and labeled '4'. The task details on the right are updated to reflect the new status, including the location ('Evanston Campus - Ryan Field - 02') and description ('Widespread cold throughout Ryan Field. Presumed there's trouble with the Steam Boiler located in Room E165.').