

### O&M TECHNICIANS & SUPERVISORS

# WORK TASKS: ACCESS AND ADD WORK TASK COMMENTS

Provides guidance for accessing and adding comments to a Work Task in FC Mobile (OTG)

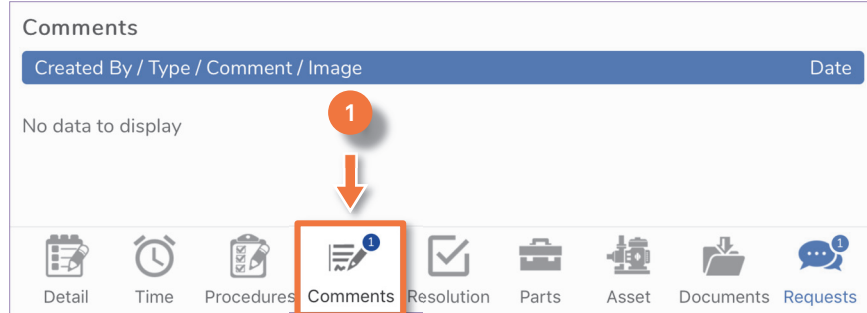
#### ▼ GETTING STARTED

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.

#### DIRECTIONS:

**1** Once you have selected a **Work Task** from your **Task Queue**, locate the **Comments** tab at the bottom of your screen.

**1** Tap on the **Comments** tab to view work task comments

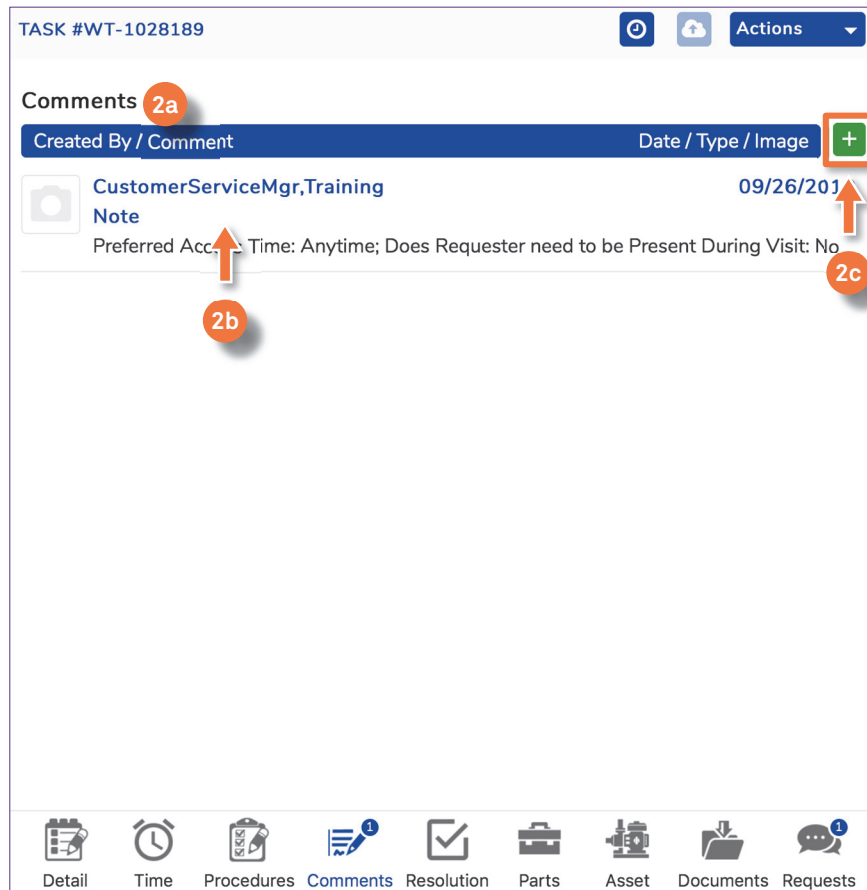


**2** Upon tapping, the screen will change, and you will be able to view all **Comments** associated with the selected **Work Task**.

**2a** View **Comments** posted to the work task; each comment will appear as a separate record, including the author's **Name** and **Date** associated with the post.

**2b** Tap on a **Comment Record** to view more detail or attached photo (if present)

**2c** To add a **New Comment**, tap on the **Add** button. See next page for more details.



#### ▼ INFORMATION

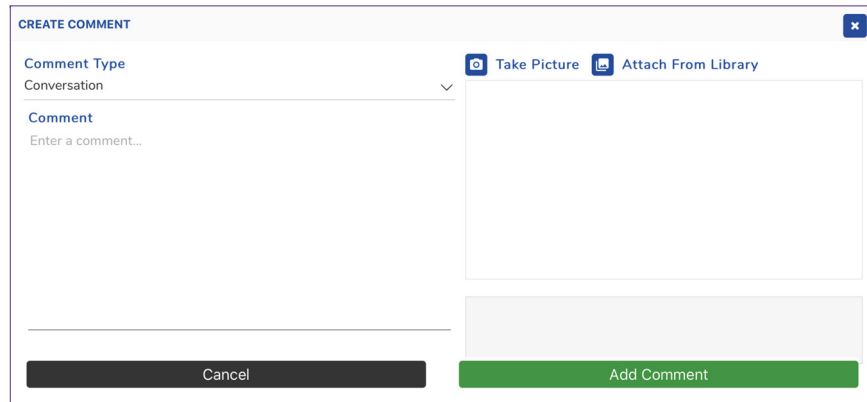
**Preferred Access Time** and **If the Customer Needs to be Present** will appear on this screen, as well as **Comments** added by resources assigned to the work task.

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#### DIRECTIONS:

**3** Upon tapping, the **New Comment Form** will appear as a pop-up window.



**4** Use available options in the **New Comment Form** to complete and add your comment.

- 4a** Tap on the **Comment Type** dropdown list to select comment type (e.g. **Conversation**, **Notes**, **Email**, **Special Instructions**, etc.)
- 4b** Tap on the **Comment** field to launch the iPad keyboard and type your comment
- 4c** Tap on the **Camera** button to take and attach a new photo
- 4d** Tap on the **Photos** button to add a photo from you Photo Library
- 4e** When ready, tap on the **Add Comment** button to post your new comment to the work task

