SUPERVISOR
ADD AND EDIT A WORK TASK RESOLUTION

Provides guidance for creating and editing a Work Task Resolution in Facilities Connect Desktop.


▼ GETTING STARTED

New enhancements with **Facilities Connect** now allow Supervisors to add and edit **Resolutions** on from **Facilities Connect Desktop**. This Job Aid begins on the **Facilities Connect Task** screen. For more information on navigating to the **Tasks** screen, please refer to the **Supervisor: Tasks Screen** job guide.
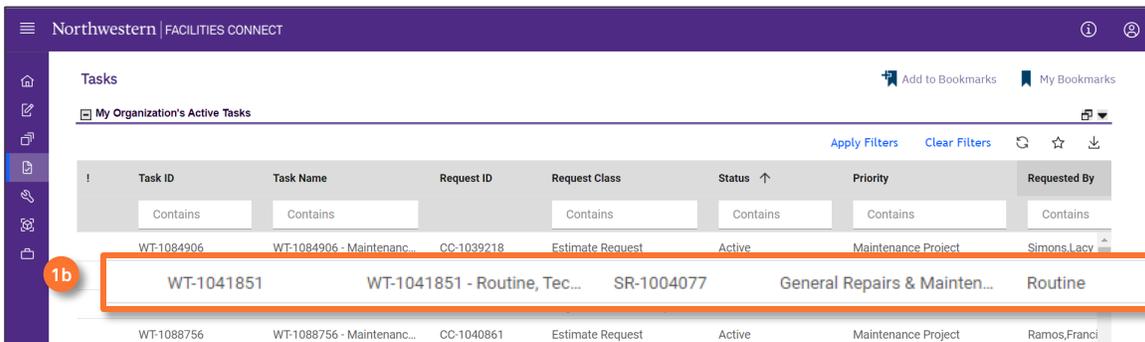
DIRECTIONS:

1 From the **Task** screen, in the **My Organization's Active Tasks** section:

1a Click on the **Maximize** button.
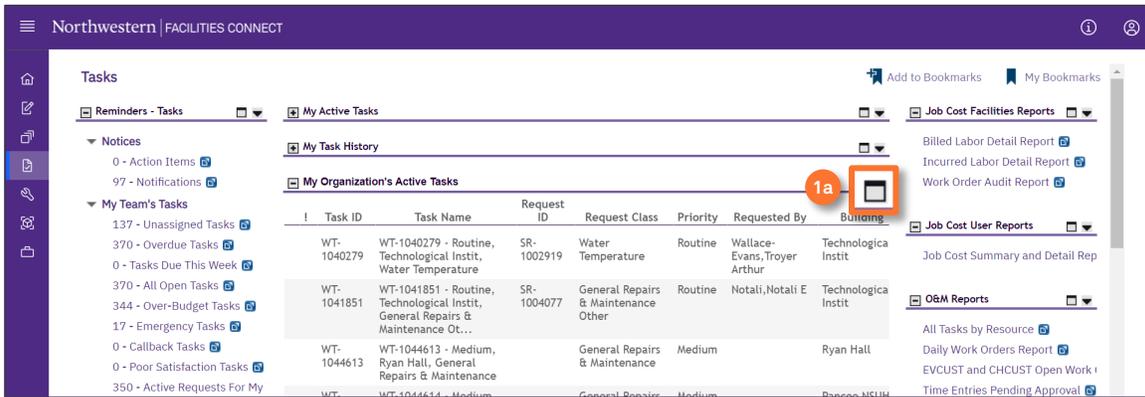
To open the **Work Task Record:**

1b Click on the **Work Task Record** link.

▼ TIP & TRICKS

Use the search bars in each column to search by keyword. Entering keywords in multiple columns layers the filters and will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.
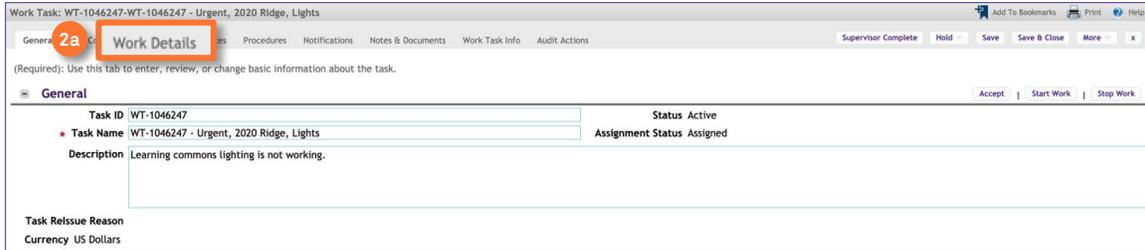

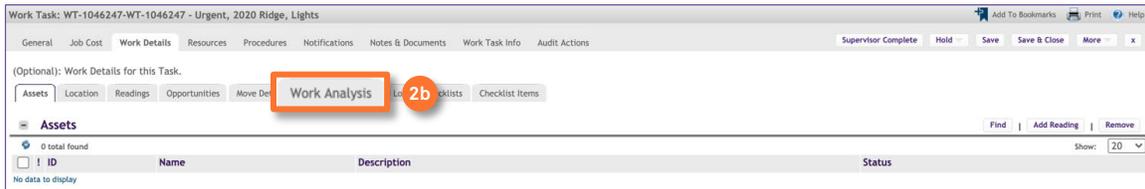
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DIRECTIONS:

2 Upon clicking, the selected **Work Task** will open:
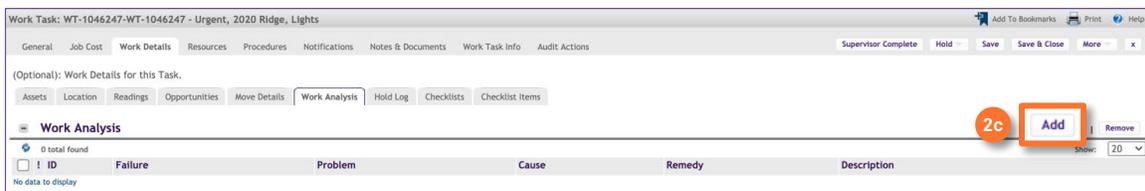
2a Click on the **Work Details** tab.

2b Click on the **Work Analysis** sub-tab.

2c Click on the **Add** button.

▼ INFORMATION

Work Analyses (Resolutions) added via **Facilities Connect Desktop** will be viewable on **FC Mobile (OTG)** and vice versa.

▼ IMPORTANT

It is important to note that the **Resolution Comment** on the **Work Task Info** tab is not the same as **Work Analysis (Resolution)**. Comments entered there will not be visible on **FC Mobile (OTG)**.
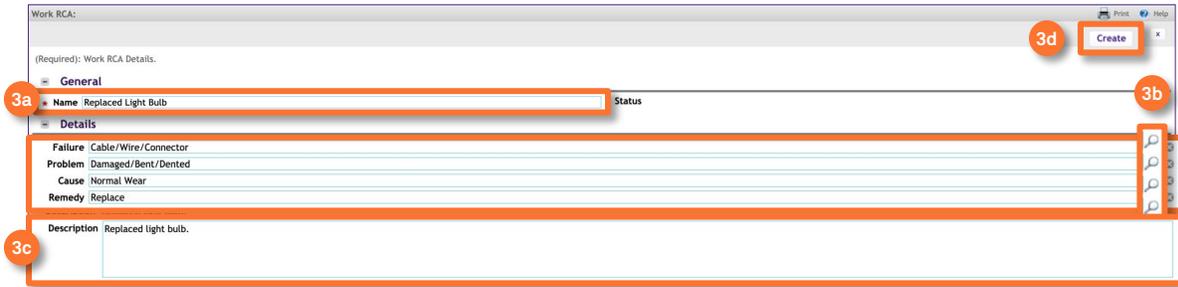
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DIRECTIONS:

3 Upon clicking, the **Work Analysis (Resolution)** pop-up will appear:

3a Enter a name for the **Work Analysis (Resolution)**.

3b Click on the **Find** button for each of the categories and select the most relevant option.

3c Enter a description of the work that was done.

3d Click on the **Create** button.

▼ INFORMATION

The **Failure**, **Problem**, **Cause**, and **Remedy** categories have several options to choose from, select the options that closest matches the work you completed to address the problem. If you cannot find an options that fits, simply choose the '**Other**' option and use the **Description** field to provide further details.

4 Upon clicking, you will be returned to the **Work Task**. The newly added **Work Analysis (Resolution)** will appear in the **Work Analysis** section. To edit an existing **Work Analysis (Resolution)**:

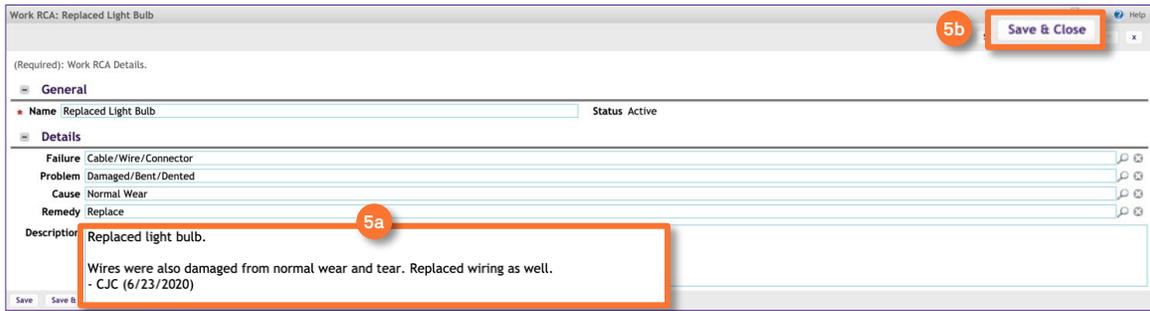**4** Click on the **Work Analysis (Resolution)**.
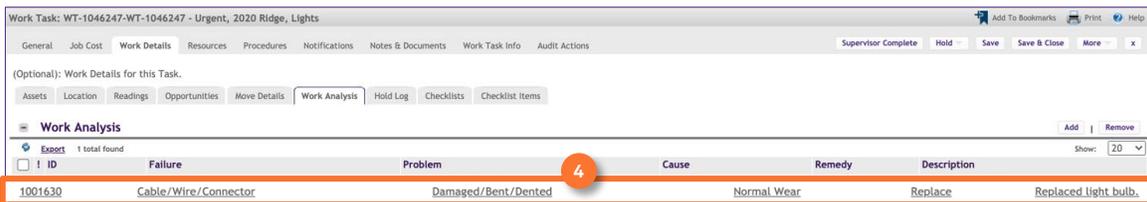
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DIRECTIONS:

5   Upon clicking, the **Work Analysis (Resolution)** pop-up will appear:

   5a   Make any necessary edits.

   5b   Click on the **Save & Close** button.

▼ IMPORTANT

When making edits to a **Work Analysis (Resolution)** there are no indicators for changes that have been made and by whom. When adding information to the **Description** section: add the new text to a separate line, add your name or initials, and the date. Doing this allows users to see who made edits to the **Work Analysis (Resolution)** and when.

Upon clicking, you will be returned to the **Work Task**. To save the changes made to the **Work Task**:

   5c   Click on the **Save & Close** button.