



O&M TECHNICIANS & SUPERVISORS

WORK TASKS: VIEW ON HOLD WORK TASKS

Provides guidance on how to locate Work Tasks that have been placed On Hold on FC Mobile (OTG)

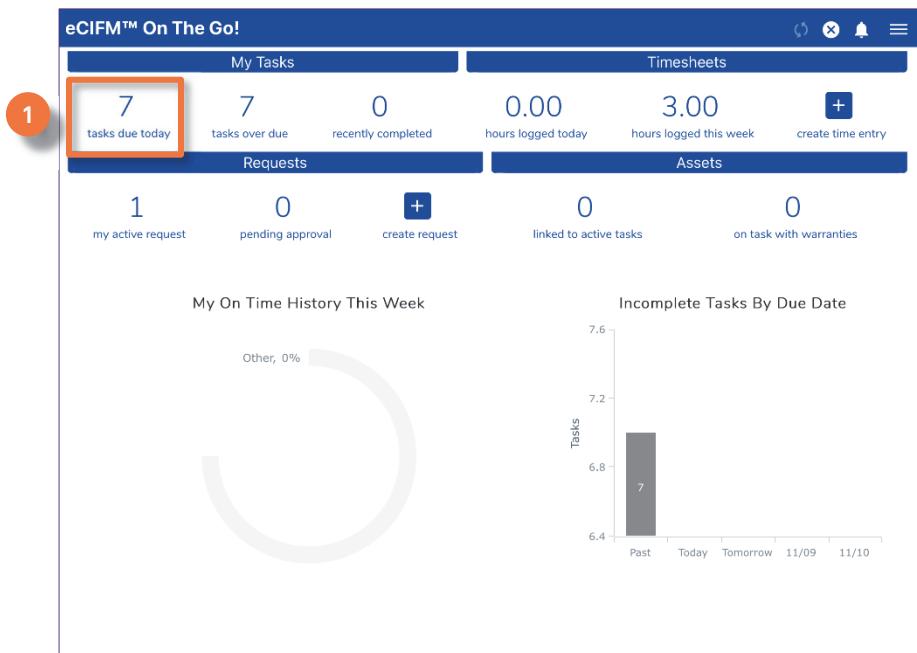
▼ GETTING STARTED

This guide begins from the **My Dashboard** screen. For more information on logging into FC Mobile (OTG) refer to the **Access + Navigation: FC Mobile (OTG)** job aid.

DIRECTIONS:

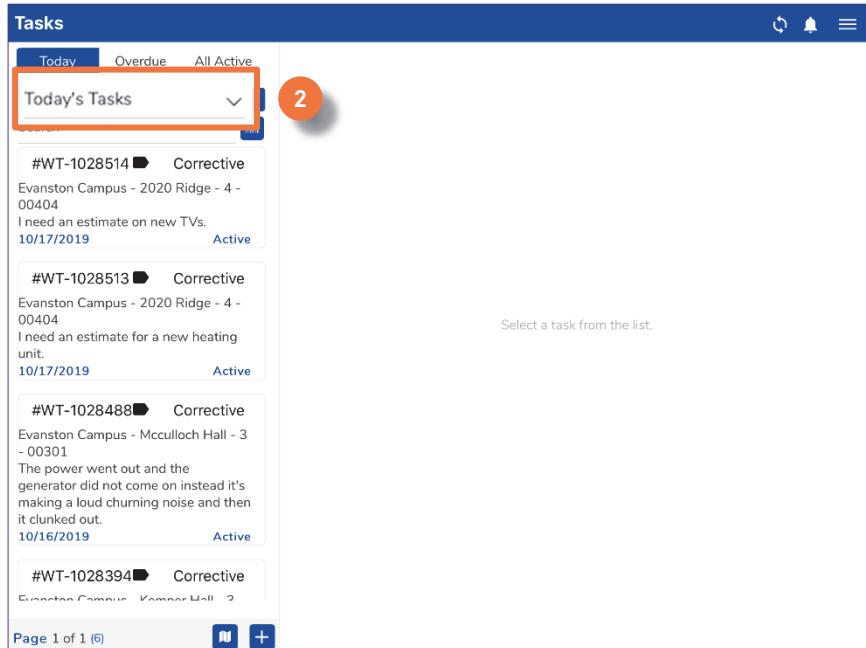
1 From My Dashboard:

- 1a Tap on Tasks Due Today



2 Upon tapping, the Tasks screen will appear. On the left side of the screen will be the Task Queue. It will default to Today's Tasks.

- 2 Tap on the Task Filter drop down menu





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DIRECTIONS:

- 3** Scroll through the available **Work Task Filter** options:

- 3** Select the **Hold Tasks** option.

The screenshot shows a 'Filter Tasks' dialog box overlaid on a 'Tasks' interface. The dialog has a 'Cancel' button and a 'Filter Tasks' button. A red circle highlights the 'Hold Tasks' option in the list, which is also highlighted with a red box. Below the list are buttons for 'All Tasks' and 'Select a task from the list.' At the bottom of the dialog is a 'Page 1 of 0 (0)' indicator.

- 4** Upon selecting the filter, the **Hold Tasks Queue** will appear on the left side of the screen:

- 4** Tap on the desired **Hold Task** to view the **Work Task Detail**

The screenshot shows the 'Tasks' interface with a specific task selected. The task details are as follows:

Task Name	Description
#WT-1028247 - Corrective Evanston Campus - 2020 Ridge - 4 - 00438B Wire cubicle for power. 02/07/2020 Hold per Requester	WT-1028247 - Important, 2020 Ridge, Electrical & Lighting Other
#WT-1028246 - Corrective Evanston Campus - 2020 Ridge - 4 - 00413 Repair base of office desk. 02/13/2020 Hold for Parts	02/03/2020 Respond By 02/03/2020 15:57:14
#WT-1027976 - Corrective Evanston Campus - 2020 Ridge Please hang a new TV Contact Center 01/17/2020 Hold for Parts	02/07/2020 Due On 15:57:14

On the right, there is a map showing the location of the task. Below the map are sections for 'Full Name / Type' (Ridge, Matthew, Person), 'Phone Number' (N/A), and various action buttons like Detail, Time, Procedures, Comments, Resolution, Parts, Asset, Documents, and Requests.