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:
   - Click All Tasks.

Upon clicking, the All Tasks screen will open:
   - 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.
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.
Click on the **Save** button to confirm the **Responsible Organization**.