



CUSTOMER SERVICE

SEARCH ALL WORK TASKS

Provides guidance for locating and searching All Work Tasks in Facilities Connect.

▼ GETTING STARTED

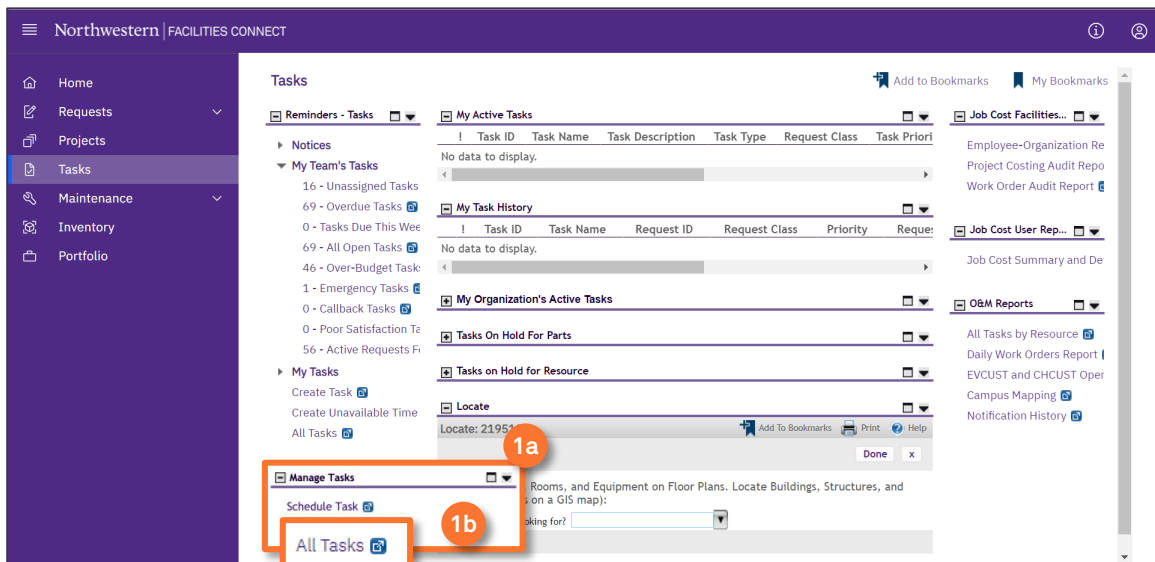
This job aid begins on the **Tasks** screen. For more information on navigating to the **Tasks** screen, please refer to the **Customer Service: Task Screen** job aid.

DIRECTIONS:

1 From the **Tasks** screen:

1a Locate the **Manage Tasks** section on the left-hand side of the screen.

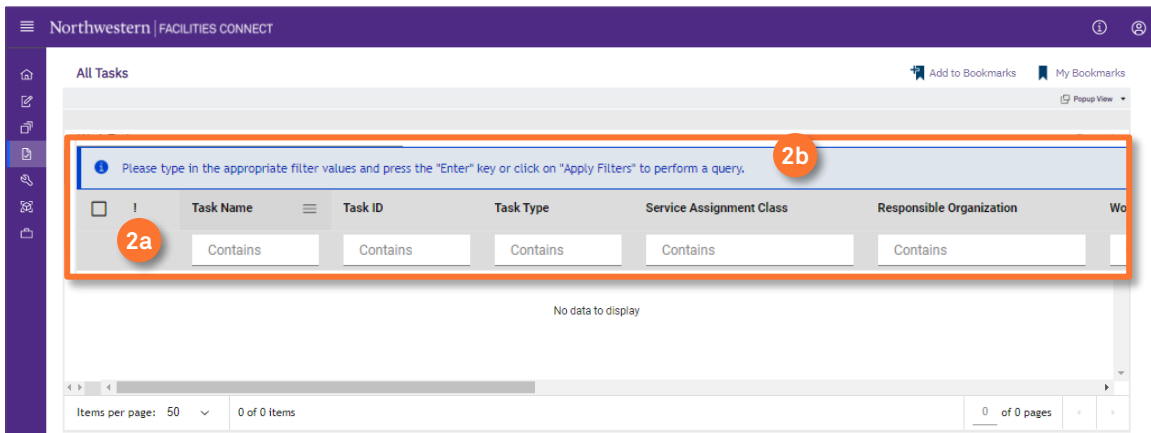
1b Tap on the **All Tasks** option at the bottom of the list.



2 Upon tapping, the **All Tasks** screen will open. Because of the size of the report, the default view will be blank.

2a Enter criteria in any of the search fields beneath each of the column headers.

2b Initiate the search by pressing the **Enter** key.



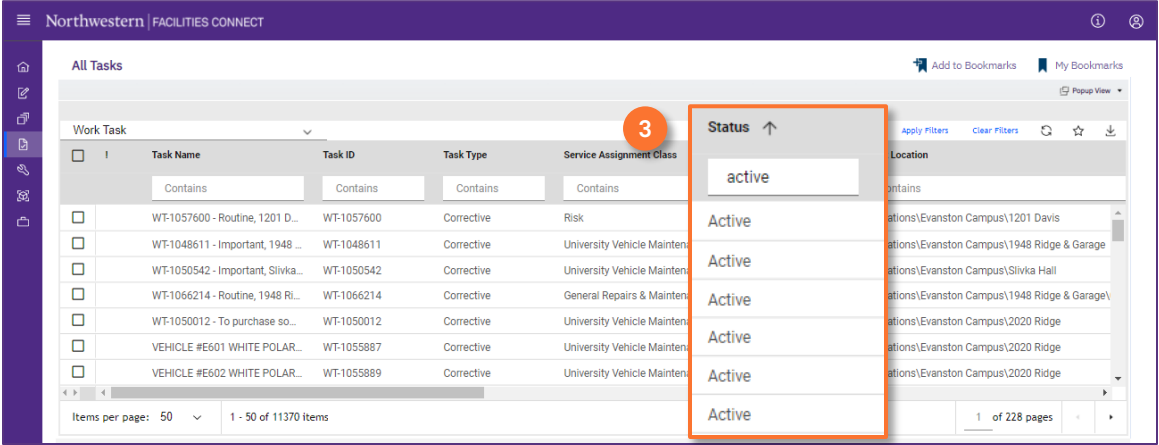


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DIRECTIONS:

3 Click on any **column header** to change the way the lists are sorted.

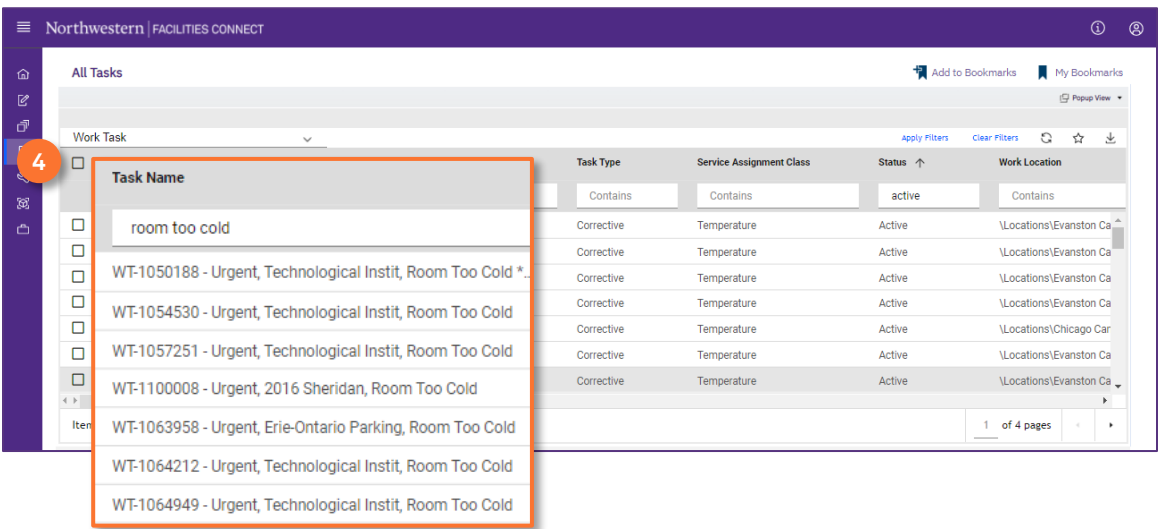
3 Click on **Status** to sort all **Active Work Tasks** to the top.



▼ INFORMATION

The list's default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking the **column header** a second time returns to the default setting.

4 Type in **keywords** to narrow your search further:



▼ TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.