O&M TECHNICIANS & SUPERVISORS
WORK TASKS: VIEW AND ADD RESOLUTION(S)

Provides guidance on viewing and adding Resolutions to a Work Task on 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. To view existing Resolution(s) for the Work Task:
   1a. Navigate to the Resolutions tab.
   1b. Review Resolution details.
   1c. Use toggle arrows to view any additional Resolutions on the work task.

2. To add a new Resolution for the Work Task:
   2. Tap on the Green (+) button to begin a new Resolution.
O&M TECHNICIANS & SUPERVISORS
WORK TASKS: VIEW AND ADD RESOLUTION(S)

DIRECTIONS:

3. Upon tapping, a new Resolution Form will open:

   3a. Enter a Name for the Resolution.

   3b. Select a Problem from the dropdown menu.

   3c. Select a Failure from the dropdown menu.

   3d. Select a Cause from the dropdown menu.

   3e. Select a Remedy from the dropdown menu.

4. Next, select the Problem, Failure, Cause, and Remedy for the Resolution:

   4a. Select a Problem from the dropdown menu.

   4b. Select a Failure from the dropdown menu.

   4c. Specific details should be added in the Description field.

INFORMATION

Choose the best option of each of the Problem, Failure, Cause, and Remedy. Specific details should be added in the Description field.
O&M TECHNICIANS & SUPERVISORS

WORK TASKS: VIEW AND ADD RESOLUTION(S)

DIRECTIONS:

4 Continued.

4c Select a **Cause** from the dropdown menu.

4d Select a **Failure** from the dropdown menu.

**INFORMATION**

Choose the best option of each of the **Problem**, **Failure**, **Cause**, and **Remedy**. Specific details should be added in the **Description** field.
DIRECTIONS:

5 Add specific details regarding the issue and complete the Resolution:

5a Add a Description for the Resolution; be as specific as possible regarding the nature of any failure / breakdown encountered.

5b Tap on the Save Resolution button to complete.