O&M TECHNICIANS & SUPERVISORS

WORK TASKS: ACCESS AND ADD WORK TASK COMMENTS

Provides guidance for accessing and adding comments to a Work Task in 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 Once you have selected a Work Task from your Task Queue, locate the Comments tab at the bottom of your screen.

   1. Tap on the Comments tab to view work task comments

2 Upon tapping, the screen will change, and you will be able to view all Comments associated with the selected Work Task.

   2a. View Comments posted to the work task; each comment will appear as a separate record, including the author’s Name and Date associated with the post.

   2b. Tap on a Comment Record to view more detail or attached photo (if present)

   2c. To add a New Comment, tap on the Add button. See next page for more details.

▼ INFORMATION

Preferred Access Time and If the Customer Needs to be Present will appear on this screen, as well as Comments added by resources assigned to the work task.
DIRECTIONS:

3 Upon tapping, the New Comment Form will appear as a pop-up window.

4 Use available options in the New Comment Form to complete and add your comment.
   
   4a Tap on the Comment Type dropdown list to select comment type (e.g. Conversation, Notes, Email, Special Instructions, etc.)
   
   4b Tap on the Comment field to launch the iPad keyboard and type your comment
   
   4c Tap on the Camera button to take and attach a new photo
   
   4d Tap on the Photos button to add a photo from you Photo Library
   
   4e When ready, tap on the Add Comment button to post your new comment to the work task