

O&M TECHNICIANS & SUPERVISORS

WORK TASKS: VIEW MY OVERDUE TASKS

Provides guidance for users in locating Overdue Work Tasks in FC Mobile (OTG)

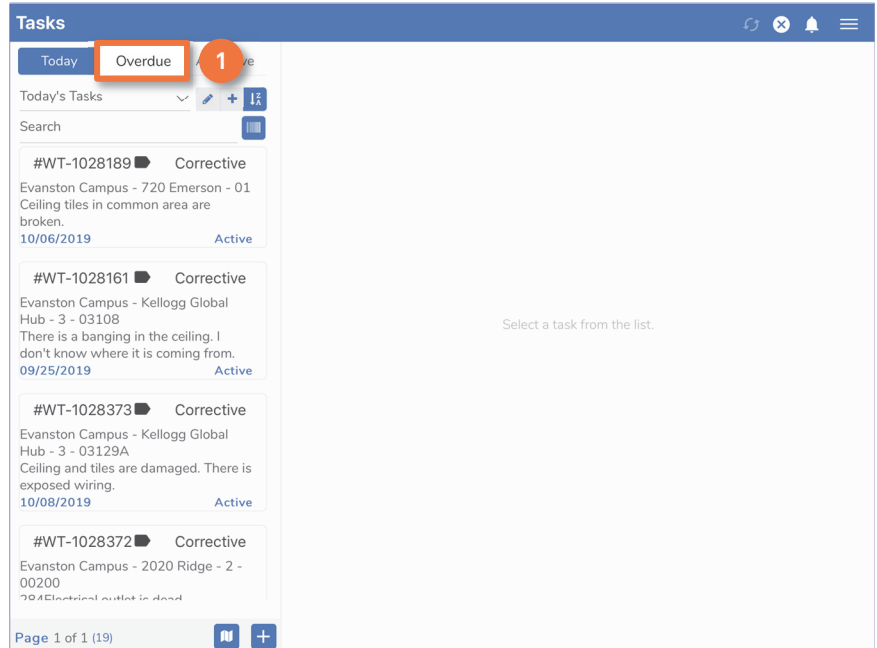
▼ GETTING STARTED

This guide begins from the **Tasks** screen. For more information on accessing **Tasks** refer to the **View and Search My Tasks** job aid.

DIRECTIONS:

1 From the **Tasks** screen:

- 1** Tap on the **Overdue** filter button to view Overdue Work Tasks only in your **Task Queue**

**▼ INFORMATION**

Overdue Work Tasks are **Work Tasks** which have not been completed within the allotted time.

As such, **Overdue Work Tasks** will have a higher priority in Facilities Connect and should be completed as soon as possible. The **Overdue** filter will show all **Overdue Work Tasks** with the most overdue task sorted to the top of the list.

2 Scroll through the **Task Queue** to view all Overdue Work Tasks.

- 2** Tap on an **Overdue Work Task** to view additional details

