



COMPLETE ACTIVE TASKS

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Purpose: To illustrate how to complete an Active Task.

Active Tasks are requests from a service (e.g., Continuous Vetting, Adjudications) for the Security, Suitability, and Credentialing (SSC) office to take action on an open case.

COMPLETE ACTIVE TASKS

How to Complete an Active Task

1. From the Left Navigation Menu, select **Task Management**. By default, the user lands on the My Work tab.

The screenshot shows the NBIS Task Management interface. The left navigation menu includes: Dashboard, Task Management (highlighted), Visit Management, Subject Management, Org Management, Order Form Library, System Settings, Reports, and Error Management. The main content area is titled 'Task Management' and has an 'Actions' dropdown. Below the title are tabs for 'My Work', 'My Outstanding Work', 'My Team's Work', 'My Organization's Work', 'My Organization's Outstanding Work', and 'History'. The 'My Work' tab is selected, showing a search bar 'Search My Work' and a table of tasks. The table has columns for Case ID, Case Type, Last Name, Status, Task Age (Days), and Assigned on. There are also 'Table Settings' and 'Table View' options.

Case ID	Case Type	Last Name	Status	Task Age (Days)	Assigned on
22068SAWY1648089	Tier 2	Sawyer	Received	148	5/8/22
22068RABB1647592	Tier 5 Reinvestigation	Rabbit	Received	148	5/8/22
22109SWIF1101055	Incident Report	Swift	Received	108	6/18/22
22109BUFF1228456	Tier 5	Buffet	Received	107	6/18/22
22109YELL1538285	Incident Report	Yellow	Received	107	6/18/22
22146JETS1047258	---	Jetson	Awaiting Subject Submission	71	7/25/22

2. From the Task ID column, select the **Case ID** hyperlink.

National Background Investigation Services

Search Subject by SSN

Dashboard

Task Management

Visit Management

Subject Management

Org Management

Order Form Library

System Settings

Reports

Error Management

Task Management

My Work | My Outstanding Work | My Team's Work | My Organization's Work | My Organization's Outstanding Work | History

My Work

Search My Work

Table Settings | Table View

Case ID	Case Type	Last Name	Status	Task Age (Days)	Assigned on
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Note: For an alternative method, users can also select the **Open Case ID** hyperlink in the Notifications bell located in the top right of the screen.

National Background Investigation Services

Search Subject by SSN

Dashboard

Task Management

Visit Management

Subject Management

Org Management

Order Form Library

System Settings

Reports

Error Management

Task Management

My Work | My Outstanding Work | My Team's Work | My Organization's Work | My Organization's Outstanding Work | History

My Work

Search My Work

Task ID	Case Type	Status	Task Age (days)	Urgency	Task Assignment Date
ML4DCSA-74	---	Validating	27	---	12/22/21
21356JQEB1211040	---	Awaiting Subject Submission	27	---	1/6/22
22017GRE1115249	---	Awaiting Subject Submission	1	---	1/17/22
MLDQD-D5M1-6	---	Processing	1	---	1/17/22

Notifications

22108DOEJ1401249 has received a notification. Topic: Respond to Request for Information Message: Please upload the response to the RFI. 20 hours ago
[Open Case ID 22108DOEJ1401249](#)

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[Open Case ID 22108DOEJ1401249](#)

22108DOEJ1401249 has received a notification. Topic: Request for Information Message: Please submit the Acknowledgement of Receipt (AOR) for the attached (Request for Information RFI). 20 hours ago
[Open Case ID 22108DOEJ1401249](#)

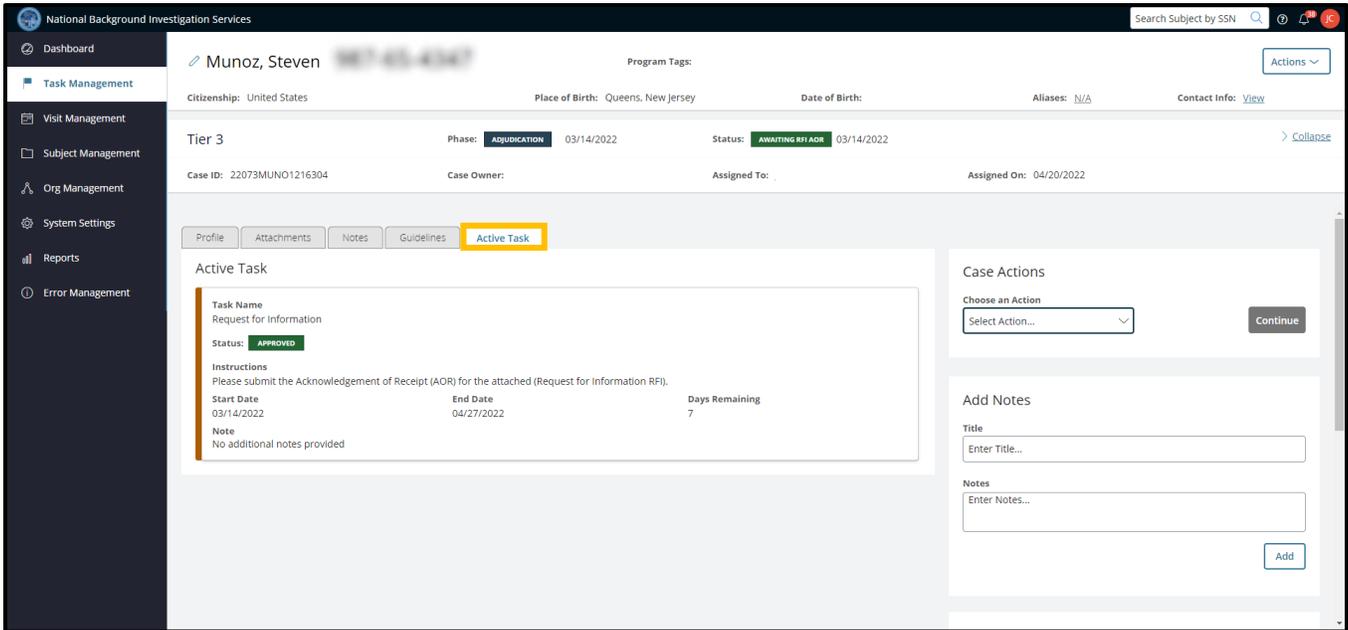
22108DOEJ1401249 has received a notification. Topic: Request for Information Message: Please submit the Acknowledgement of Receipt (AOR) for the attached (Request for Information RFI). 20 hours ago
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Show More

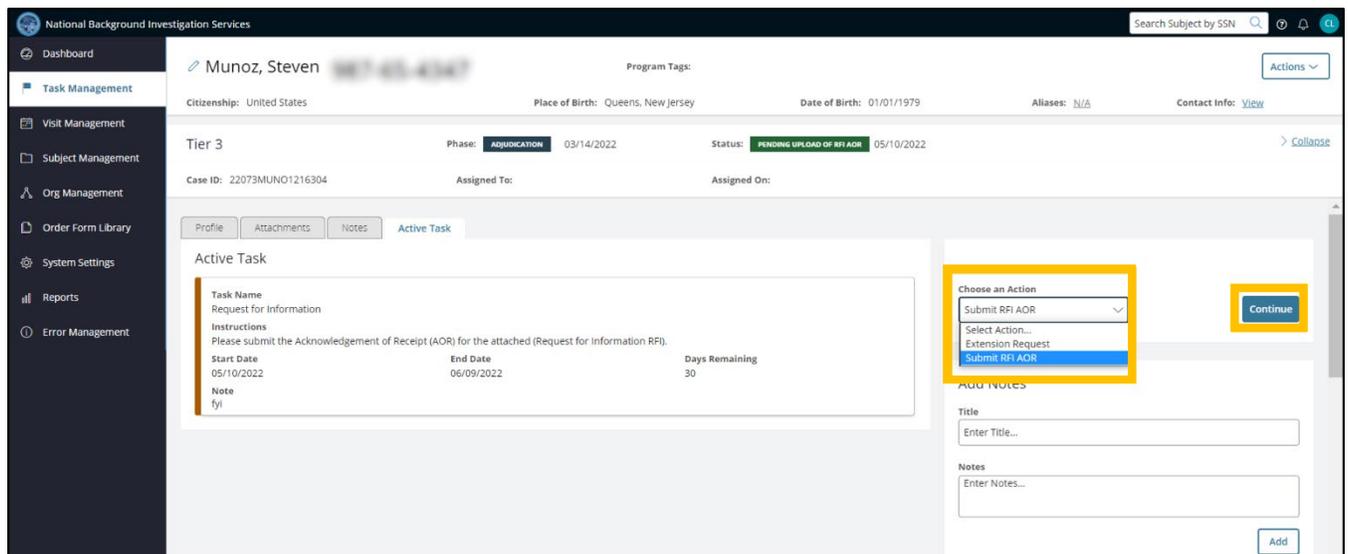
3. Select the **Active Task** tab to view the detail of the request.

Note: The Active Task tab indicates a task was sent to the user's organization from a servicing organization and that action is required.

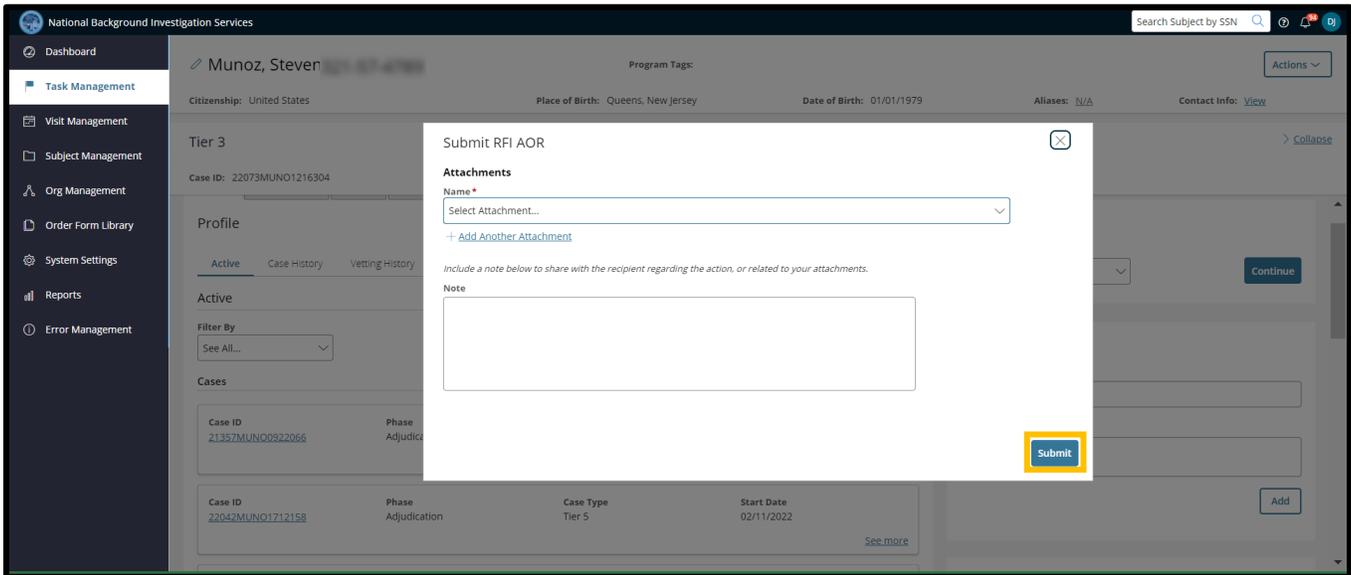


4. Select an action from the **Case Actions** drop-down.

5. Select **Continue**.



6. Complete the required fields for the actions.
7. Select **Submit**.



Note: If an attachment is required, it must be uploaded to the subject's case prior to completing the Submit RFI AOR modal. A red asterisk (*) indicates a required field must be completed. Case actions available to the user will depend on the servicing organization's configurations.

