

COMPLETE ACTIVE TASKS

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 HOW TO COMPLETE AN ACTIVE TASK
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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.

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Ø	Dashboard	Task Management		١	Actions 🗸			
E.	Task Management						(
ē	Visit Management	My Work My Outstanding Work	My Team's Work My Orga	nization's Work	My Organization's Outstar	nding Work Hi	story	
	Subject Management	My Work						
ጼ	Org Management	Search My Work						
۵	Order Form Library					<u>Table S</u>	<u>ettings</u>	<u>e View</u> ~
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		22068SAWY1648089	Tier 2	Sawyer	Received	148	5/8/22	
000	Reports	22068RABB1647592	Tier 5 Reinvestigation	Rabbit	Received	148	5/8/22	
(i)	Error Management	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.

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		22068SAWY1648	089	Tier 2		Sawyer		Received	148		5/8/22	
oOU	Reports	22068RABB1647	92	Tier 5 Reinvestigatio	on	Rabbit		Received	148		5/8/22	
(j)	Error Management	22109SWIF11010	55	Incident Report		Swift		Received	108		6/18/22	
		22109BUFF12284	56	Tier 5		Buffet		Received	107		6/18/22	
		22109YELL15382	35	Incident Report		Yellow		Received	107		6/18/22	
		22146JETS104725	8			Jetson		Awaiting Subject Submission	71		7/25/22	

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 Inv	estigation Services						Search Subject by SSN	a 🖉 🔊
② Dashboard	Task Management						Notifications	\boxtimes
	My Work My Outstanding Work N My Work Search My Work Q		22108DOEJ1401249 has received a no Topic: Respond to Request for Informa Message: Please upload the response 20 hours are Open Case ID 22108DOEJ1401249 22108DOEJ1401249 has received a no Topic: Respond to Request for Informa	tification. ation to the RFI. tification. ation				
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🕼 Reports	21356JOEB1211040		Awaiting Subject Submission	27		1/6/22	22108DOEJ1401249 has received a no	tification.
Error Management	22017GREE1115249		Awaiting Subject Submission	1		1/17/22	submit the Acknowledgement of Rec the attached (Request for Informatio	age: Please eipt (AOR) for n RFI).
	MI-DOD-DSM1-6		Processing	1		1/17/22	20 hours ago Open Case ID 22108DOEJ1401249	
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							22108DOEJ1401249 has received a no Topic: Request for Information Messa submit the Acknowledgement of Rece the attached (Request for Information 20 hours ago <u>Open Case ID 22108DOEJ1401249</u>	tification. ge: Please lpt (AOR) for RFI). • 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.

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🥝 Da	ashboard	🖉 Munoz, Steven	45-4347	Program Tags:			Actions ~
Р Та	ask Management	Citizenship: United States	Place of Birth:	Queens, New Jersey	Date of Birth:	Aliases: N/A	Contact Info: View
📅 Vis	sit Management	Tier 3	Phase: ADJUDICATION 03/14/2	022 Status: AM	VAITING RFI AOR 03/14/2022		> Collapse
🗋 Su	ıbject Management	Case ID: 22073MUNO1216304	Case Owner:	Assigned To:		Assigned On: 04/20/2022	
ሌ or	rg Management						
© Sy	rstern Settings	Profile Attachments Notes	Guidelines Active Task				Î
₀]] Re	ports	Active Task				Case Actions	
() En	ror Management	Task Name Request for Information Status: APPROVID Instructions	at of Decelet (ADD) for the attrached (Decelet for Jo	formation DFI)		Choose an Action Select Action V	Continue
		Presse summe the Acanowieugeneer Start Date 03/14/2022 Note No additional notes provided	it of Receipt (provide the addational frequest for in End Date 04/27/2022	Days Remaining 7		Add Notes Title Enter Title Notes Enter Notes	
							Add

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

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۲	Dashboard	🖉 Munoz, Steven	5-4347	Program Tags:			\frown Actions \sim
	Task Management	Citizenship: United States	Place of Birth	Queens, New Jersey	Date of Birth: 01/01/1979	Aliases: N/A	Contact Info: <u>View</u>
	Visit Management Subject Management	Tier 3	Phase: ADJUDICATION 03/14/	2022 Status: PEND	ING UPLOAD OF RFI AOR 05/10/2022		> Collapse
ጽ	Org Management	Case ID: 22073MUNO1216304	Assigned To:	Assigned On:			*
D	Order Form Library	Profile Attachments Notes	Active Task				
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ıll ()	Reports Error Management	Task Name Request for Information Instructions Please submit the Acknowledgement of	Receipt (AOR) for the attached (Request for i	nformation RFI).		Choose an Action Submit RFI AOR V Select Action Extension Request	Continue
		Start Date 05/10/2022 Note fyi	End Date 06/09/2022	Days Remaining 30		Subma RFI AGR AUG INDUES Title Enter Title Notes Enter Notes	
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- 6. Complete the required fields for the actions.
- 7. Select Submit.

😡 National Background Investigation Services									
Ø Dashboard		Program Tags:			Actions ~				
Task Management	Citizenship: United States	Place of Birth: Queens, New Jersey	Date of Birth: 01/01/1979	Aliases: N/A	Contact Info: <u>View</u>				
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Subject Management	Tier 3	Submit RFI AOR			/ <u>Conapse</u>				
人 Org Management	Case ID: 22073MUNO1216304	Attachments Name*							
Order Form Library	Profile	Select Attachment		~					
System Settings	Active Case History Vetting History	Add Another Addationent	on or related to your attachments		and the second second				
₀l] Reports	Active	Note	on, or related to your attachments.		Continue				
Error Management	Filter By			_					
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	Cases								
	Case ID Phase								
	21357MUN00922066 Adjudica			Submit					
	Case ID Phase 22042MUNO1712158 Adjudicati	case Type on Tier 5	Start Date 02/11/2022		Add				
			See more						

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.

