



## WA 442 UNABLE TO COMPLETE TASK

When workers attempt to Complete or Void a task they may see the following issues depending on where in KEES they are trying to take the action.

From:

**Task Inventory:** Check the box next to the task and click the Complete button – the page will refresh, however the task does not complete.

**Task Details:** Click the Complete button – the Task Details pop-up window blanks out, however the task does not complete.

**Task Portlet:** Check the box next to the task and click the Complete button – no response from KEES and the task does not complete.

**Task Management:** Click the Complete button – a Java Error is displayed, and the task does not complete.

**NOTE:** If a Java Error, blank page, or An Error Occurred page is displayed log out of KEES and log back in to ensure the pages function correctly.

Once the worker determines that the task cannot be completed and the case is completely worked they will need to reassign the task to Debbie Pence. Please follow the steps below to reassign the task.

- STEP 1:** Navigate to **Task Inventory** and select the check box next to the task that cannot be completed.
- STEP 2:** Click the **Reassign** button.
- STEP 3:** On the **Reassign Tasks** page click the task name in the **Worker** section of the page. The Task will now be highlighted blue.
- STEP 4:** Click the Change Worker to: **Select** button.
- STEP 5:** The **Select Worker** page displays. Enter **KC0105A3A3** into the Worker ID: field and click the **Search** button.
- STEP 6:** The **Select Worker** page displays with **Debbie Pence** already selected. Click the **Select** button.
- STEP 7:** This returns to the **Reassign Tasks** page. Click the **Save and Continue** button.
- STEP 8:** Upon clicking the **Save and Continue** button An Error occurred page will display. The task should reassign even though an error displayed.
- STEP 9:** Logout of KEES and log back in.

- STEP 10:** Navigate back to the task in question and confirm it reassigned to Debbie Pence. If it did reassign successfully, then no further action is needed; if it did not reassign then proceed to Step 11.
- STEP 11:** The task will need to be reported to the KEES Help Desk following your normal procedure. You **MUST** include the Task Name and Unique ID number as well as the Case Number (if the task is associated to a Case Number). Please title the issue as 'Unable to Complete or Void Task'.