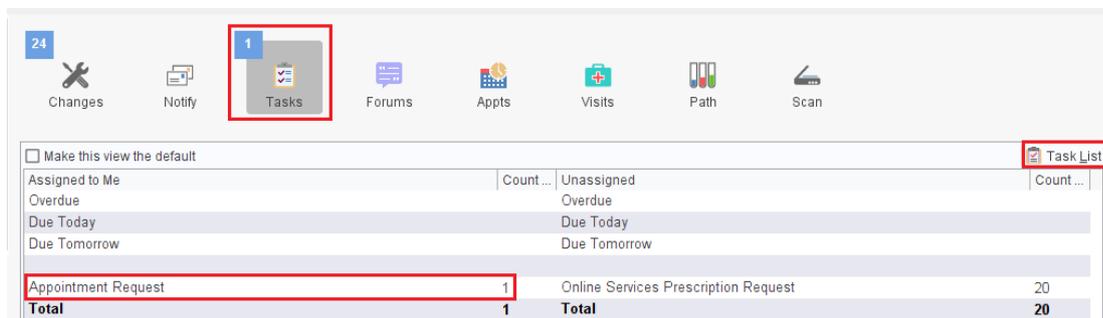


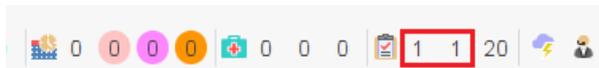
## NECS Clinical Systems Specialist Team SystemOne – Updating a Task

### Updating a Task

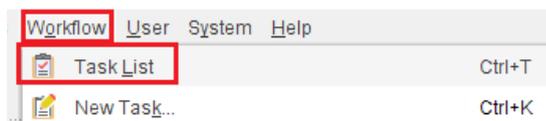
1. Tasks can be accessed in several areas of SystemOne, use one of the following options:
  - a. Click **Tasks** from your **active work space**, double click on an appropriate task type to view the task details. Alternatively you can also click **Task List** from this window



- b. Click **Tasks** from your status bar



- c. Click **Workflow** menu and select **Task List**



2. From the Task List screen you can use the filters folder from the left pane to view tasks for you and as part of a group, for only you, by due date etc
3. Right click on the task you are dealing with and select **Update**



4. The update task dialogue box will display

5. Leave the recipient set to **Me** if you want to write an update but keep the task in your inbox
6. Type your update message i.e. 'tried to call, left message' or 'Appointment made' and click **Ok**

Update Appointment Request Task for Miss Dawn Ridley

OK Cancel

For: NECS GP

Settings  Include past organisations

Click or Drag Files Here to Attach Delete

File Name

0 Attachments

Task: Appointment Request

Unassigned  
 User group  
 Staff member  
 Me  
 Sender  
 Multiple staff

Tried to ring but no answer, will try again later.

7. Select the appropriate status from the options i.e. **Started**. If you have finished with the task changing the status to **Completed** will remove the task from the inbox. Click **OK** when done

## Replying or Forwarding a Task

1. Right click the task from the Task List and select **Assign** to forward the task to another recipient. This will move the task to their inbox, but it will not allow you to write a message
2. Right click on the task and select **Update** to reply or forward the task:
  - a. To reply to the task, in the recipient section select **Sender**

Sender (JOHNS, Nikki (Mrs))

- b. To forward the task, select the required **Staff member** or **User group**

Unassigned  
 User group  
 Staff member  
 Me

3. Type a message to the recipient and click **OK** when done

## Actioning a Task

1. You may need to **Action** certain tasks – these tend to be automated tasks sent from outside of your unit. If you right click a task you will see a new option at the top of the task menu to **Action**

The message in the task will tell you what actioning the task will do

Mr Leslie M. ...

Mr Rec

 Action