

## Field Manager Quick Start – Resolve Issues

You are a Field manager responsible for resolving Issues. You’ve logged into Operate for the first time. You want to see if any Issues that have been assigned to you for resolution. What do you do? Here’s how to get started.

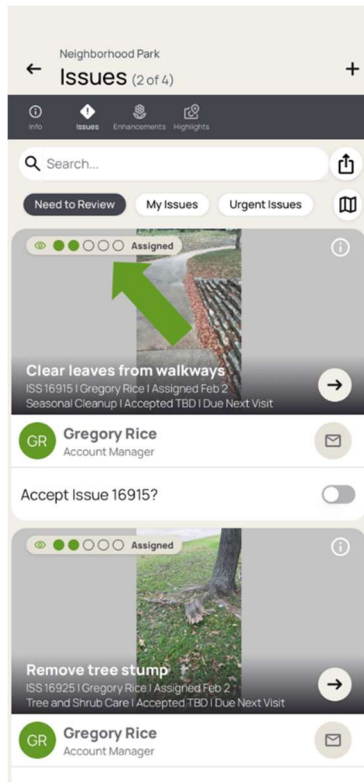
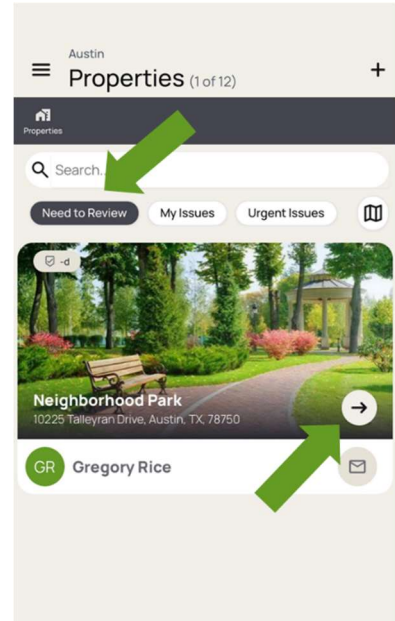
### 1. Find Properties where You Have Issues to Review

You start out in the *Properties* view. The default when you first log in is to see a list view of the *Properties* where you have Issues that have been assigned to you by an Account Manager and that you need to review.

You can also switch to a map view where properties where you have Issues will be highlighted.

This property list is defined by the selection of the quick filter “*Need to Review*”. Quick filters can be toggled on and off and used in combination to control what you see anywhere there are lists.

To see the Assigned issues, select the *right arrow* for the property.



### 2. Review and Accept or Reject Assigned Issues

Once you are in the Property, the “*Need to Review*” quick filter will present you with a list of Issues assigned to you.

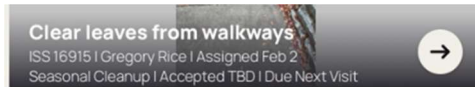
You can open the issue with the right arrow to see details.

You can use the toggle on this screen to quickly accept and Issue.

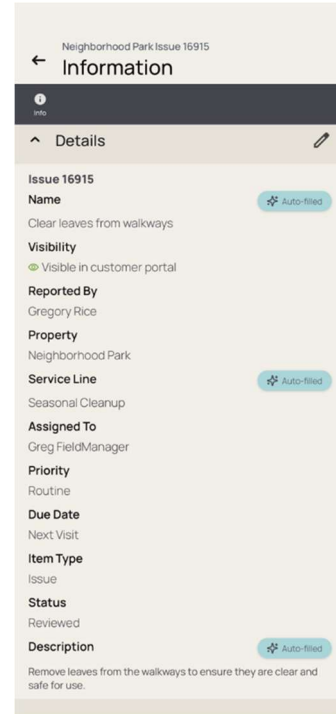
Once you accept the Issue it will disappear from this list when the “*Need to Review*” filter is on.

If you are not the correct person to resolve this Issue you can assign it to the Account Manager so that they will see that it requires updating, or assign it to the correct person.

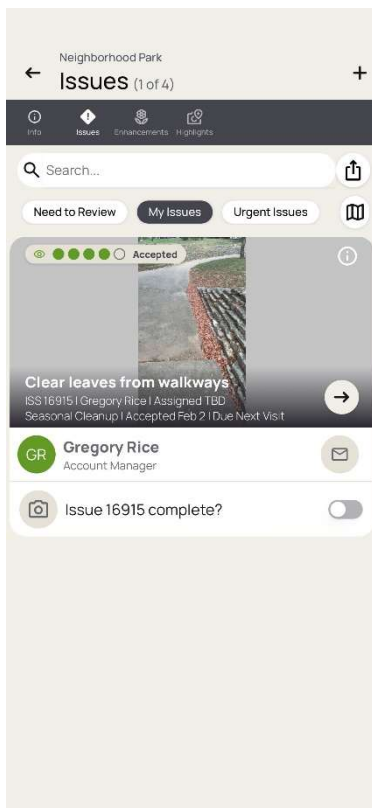
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In the *Details* view you can see the description, when the Issue needs to be resolved and the level of urgency.



### 3. Mark an Issue Complete



Once an Issue has been resolved, you can add a picture of the resolved Issue, then select the toggle to mark it complete.

Once an Issue is marked complete it will no longer show in your “My Issues” filter. The status will be updated and the Account Manager will be able to see that it has been done