

RE-Activate Task (RE-Activate when task is not active...not orange color)

1) Collect all PTD's and Upload into the Sage Portal

2) If you see the below you don't need to create a task. Just hit **RESOLVE**



This alerts our team your PTD's are ready for review

3) If there is no **RESOLVE**, then complete the below steps – **AND ONLY THE STEPS BELOW!!!!**

- Click on re-activate



Then Click OK

A screenshot of the 'Re-activate Task 9NKGJFJ' form. The form contains the following fields and information:

- Subject: SUBMIT FOR UW REVIEW
- Assigned to: Jamie Hobbs
- Status: Resolved -> Active
- Due Date: 9/29/2020
- Follow-up Date: [empty]
- Comments: [empty text area]
- Borrower: Charles J McGraw, Jr.
- Loan Number: WC20081406
- Task Owner: Jamie Hobbs (with 'take ownership' link)
- Task Permission: General (with 'change' link)
- Buttons: CANCEL, OK

THEN CLICK

A screenshot of the 'Task 9NKGJFJ' details page. The page shows the following information:

- Subject: SUBMIT FOR UW REVIEW
- Assigned to: Howard Antle
- Status: Active
- Due Date: 9/29/2020
- Borrower: Charles J McGraw, Jr.
- Loan Number: WC20081406
- Task Owner: Jamie Hobbs
- Task Permission: General
- Buttons: Edit, Assign, E-mail, Resolve, X

The 'Resolve' button is circled in red. Below the main information is a 'History' section with the following entries:

- Reactivated and assigned to Howard Antle by Howard Antle 9/29/2020 4:08 PM PT
Due Date changed from 8/26/2020 to 9/29/2020
- Resolved by Jamie Hobbs 8/26/2020 3:38 PM PT
- Opened and assigned to Jamie Hobbs by Jamie Hobbs 8/26/2020 3:36 PM PT

The task will be re-activated and then you can press the

RESOLVE