




## Responding to Task in CaseTrakker

**Always create a completely new response task when responding to task.** This is done by clicking the  green check mark from the original task and entering all the necessary information for the new task including your reply. Never respond to a task by changing the name in the To: field to the person you are sending it to and adding your response to the original task's Notes section.

Amy Nash demonstrates below the incorrect way to respond to a task:

*Amy sends a response task to April King (GSSC) by adding to April's existing Notes entry and changing the name in the To: field from hers to April's. By doing this, it now appears that April created, sent and completed a task to herself. When in actuality, the task was originally sent to Amy and she just added to the original task and sent it back to April. Amy should have responded by creating a completely new task from the green check mark on the original task.*

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