

Frequently Asked Questions About: Managing Your NED Inbox

Last updated: 9/4/2009

[Which tasks can I safely delete from my NED Inbox?](#)

[How do I delete a task from my NED Inbox?](#)

[Why is it that when I use **Update** and just look at someone's record I end up with an **Awaiting Update** task in my Inbox?](#)

[How do I avoid creating an **Awaiting Update** task in my Inbox when I use **Update** to just look at someone's record?](#)

[Why is it that when I use **Modify** and just look at someone's record I end up with an **Awaiting Service Update** task in my Inbox?](#)

[How do I avoid creating an **Awaiting Service Update** task in my Inbox when I use **Modify** to just look at someone's record?](#)

[I'm seeing tasks for SAC codes that I don't manage. How do I make them go away? Should I delete them?](#)

Which tasks can I safely delete from my NED Inbox?

You can delete the following types of tasks:

- Awaiting Update
- Awaiting Service Update
- Awaiting Transfer
- Awaiting Registration
- Awaiting Deactivation

Other types of tasks cannot be deleted.

If the "Owned By" column shows your name on the task, then you're the only person who sees that task and you're the only one who can delete it. You can safely delete the task if you know it's no longer needed (e.g., it's old or redundant).

If the "Owned By" column shows <none> (which indicates that no one has run the task or taken ownership of it yet) it is visible in the inbox of everyone who has that SAC code listed under **Primary SACs** in their NED Preferences. (See [I'm seeing tasks for SAC codes that I don't manage. How do I make them go away? Should I delete them?](#) for information about NED Preferences.)

If you delete one of these tasks, it will disappear from the inbox of everyone who has that SAC code selected as a **Primary SAC**. This isn't a problem if the task needs to go away. Simply check with your colleagues before you delete a task where the "Owned By" column shows <none>.

How do I delete a task from my NED Inbox?

Follow these steps to delete a task:

1. Click on the green arrow () to run the task.
 - If the “Owned By” column shows your login ID then you already own the task and the task will open immediately.
 - If the “Owned By” column shows <none> for the task:
 - You’ll see a prompt that says “This will assign ownership of the task to you. Are you sure?”
 - Click on the **OK** button to open the task.
2. Depending on the status of the task you’ll see either a **Terminate Task** button or a **Cancel** button at the bottom of the screen.
 - If you see a **Terminate Task** button, click on it to delete the task.
 - You’ll see a prompt to confirm that you want to terminate the task.
 - Click on the **Yes** button to kill it.
 - If you see only a **Cancel** button, click on it to delete the task.
 - You will not be prompted for confirmation.

See [Which tasks can I safely delete from my NED Inbox?](#) for a list of the types of tasks you can delete.

Why is it that when I use Update and just look at someone’s record I end up with an Awaiting Update task in my Inbox?

When you click on **Update** and find and select a person’s record, you actually start a new update task. You should either:

1. Complete the task (make and submit the updates you intend to make)
or
2. Click on the **Terminate Task** or **Cancel** button at the bottom of the screen to delete the task from the system.

If you don’t complete or **Terminate/Cancel** the task, the system thinks you’re not done yet and puts an **Awaiting Update** task in your NED Inbox. You’ll see your name in the “Owned By” column because you’re the person who started the task. In some ways this is a good thing because it helps safeguard your work from power failures or system crashes. However, it can also be annoying if you don’t know where the task came from or how to get rid of it.

Here are some common mistakes (things NOT to do) that will cause an orphaned **Awaiting Update** task to appear in your Inbox. **DO NOT:**

- Close your browser in the middle of an **Update** task
- Click on another item in the NED menu (e.g., click on the Inbox to display your list of tasks)

To get rid of one of these orphaned **Awaiting Update** tasks (owned by you, of course) from your inbox, follow the steps above under [How do I delete a task from my NED Inbox?](#)

Tip: Use the **Find Person** menu option if all you want to do is look at a record.

How do I avoid creating an Awaiting Update task in my Inbox when I use Update to just look at someone's record?

Here are some common mistakes (things NOT to do) that cause an orphaned **Awaiting Update** task to appear in your Inbox. **DO NOT:**

- Close your browser in the middle of an Update task
- Click on another item in the NED menu (e.g., you click on the Inbox to display your list of tasks)

Instead, complete and submit the update, or click on the **Terminate Task** or **Cancel** button to delete the update task.

Tip: Use the **Find Person** menu option if all you want to do is look at a record.

Why is it that when I use Modify and just look at someone's record I end up with an Awaiting Service Update task in my Inbox?

When you click on **Modify** and find and select a person's record, you actually start a new modify task. You should either:

1. Complete the task (make and submit the service updates you intend to make)
or
2. Click on the **Terminate Task** or **Cancel** button at the bottom of the screen to delete the task from the system.

If you don't complete or **Terminate/Cancel** the task, the system thinks you're not done yet and puts an **Awaiting Service Update** task in your NED Inbox. (You'll see your name in the "Owned By" column because you're the person who started the task.) In some ways this is a good thing because it helps safeguard your work from power failures or system crashes. However, it can also be annoying if you don't know where the task came from or how to get rid of it.

Here are some common mistakes (things NOT to do) that will cause an orphaned **Awaiting Service Update** task to appear in your Inbox. **DO NOT:**

- Close your browser in the middle of an **Modify** task
- Click on another item in the NED menu (e.g., click on the Inbox to display your list of tasks)

To get rid of one of these orphaned **Awaiting Service Update** tasks (owned by you, of course) from your inbox, follow the steps above under [How do I delete a task from my NED Inbox?](#)

Tip: Use the **Find Person** menu option if all you want to do is look at a record.

How do I avoid creating an Awaiting Service Update task in my Inbox when I use Modify to just look at someone's record?

Here are some common mistakes (things NOT to do) that cause an orphaned **Awaiting Service Update** task to appear in your Inbox. **DO NOT:**

- Close your browser in the middle of a **Modify** task
- Click on another item in the NED menu (e.g., you click on the Inbox to display your list of tasks)

Instead, complete and submit the service update, or click on the **Terminate Task** or **Cancel** button to terminate the modify services task.

Tip: Use the **Find Person** menu option if all you want to do is look at a record.

I'm seeing tasks for SAC codes that I don't manage. How do I make them go away? Should I delete them?

You probably shouldn't delete tasks in your inbox if they're in a SAC that you don't manage, especially if the "Owned By" column shows <none> for the task. This would remove it from the inbox of the person who is responsible for that SAC code, too.

For SAC codes that you do manage, you **should** delete tasks that you know are old or redundant even if the "Owned By" column says <none>.

Here's what to do if you see tasks in your inbox for SAC codes that you don't manage:

1. Click on the **Preferences** link in the upper right corner of the NED screen.
2. In the **Primary SACs** window (on the right), highlight the SAC codes for which you do NOT want to see tasks.
3. Click on the arrow << button to move the highlighted SAC code to the **Available SACs** window (on the left).
4. Click on the **Save Changes** button.

The next time you open your NED Inbox, the only tasks you'll see will be for SAC codes that remained in your **Primary SACs** window.