

# AIRS - Unable to find or approve the Task in the approvers queue

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**Author:** {'link':

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'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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AIRS – Unable to find or approve the Task in the approvers queue

Purpose: Follow this procedure when a user reports Unable to find or approve the Task in the approvers queue. These are all potential access/security issues. Their access needs to be checked.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Name of person who entered the request What is the RITM #? What is the Task #? What is the date of the request? Which approvers queue (Business Line) are you viewing? Has the user been able to view/approve previous tasks? Is the user provisioned as an approver of this queue? Was the task already marked with “Final Approval”? Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Below is an example of when someone’s access is not correct. The Business Review Task Status is greyed out where there should be a dropdown for selection. NOTE: once a task is marked with Final Approval, that task # will close out and will be moved to the next queue with a new task number.
5. Follow the resolution process.
6. If additional assistance is needed, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Uncategorized Software / Application

Service

ServiceNow North America

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

ServiceNow Support Team

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