

Managing Your Portal Tasks

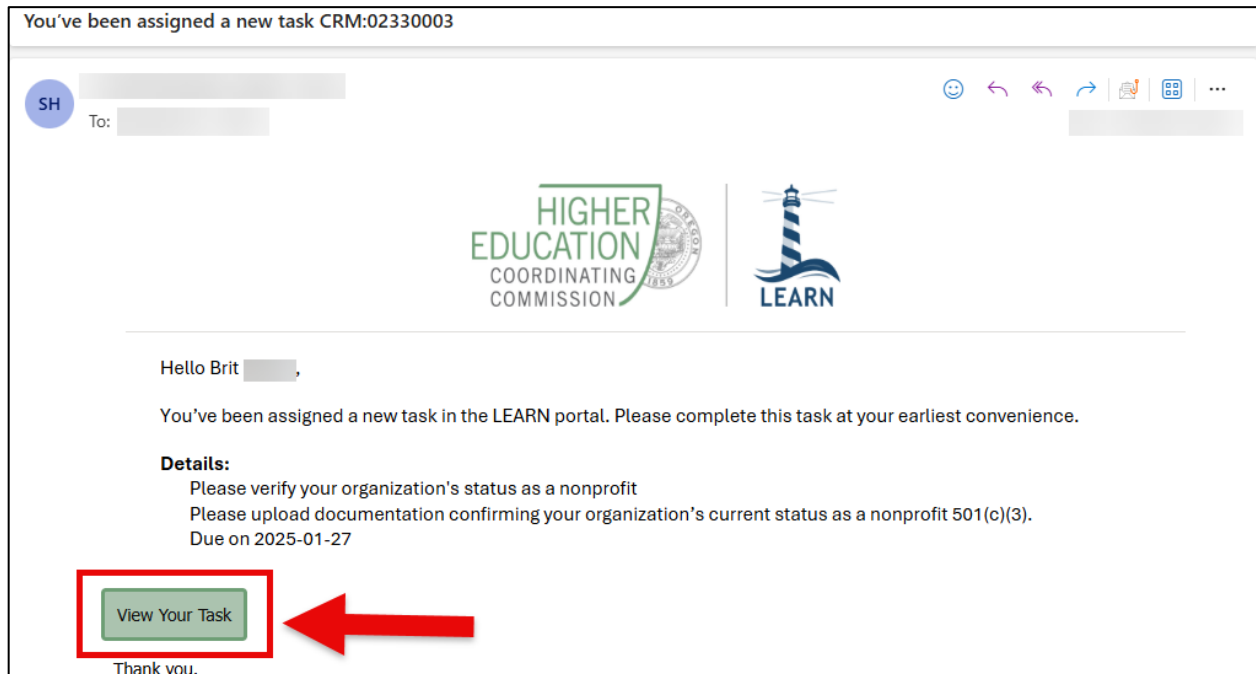
Portal Tasks are created by HECC Staff and assigned to external Portal users to request that specific action be taken. This document will outline how to locate and manage any tasks you may be assigned. This document follows steps on LEARN, an online information portal for the State of Oregon, Higher Education Coordinating Commission (HECC).

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Locating Tasks

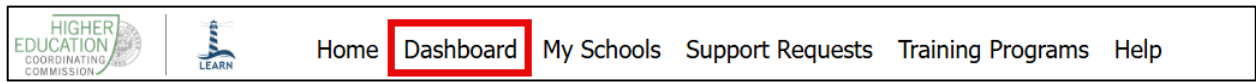
If a HECC staff member assigns you a Portal Task you will receive an email notification that includes the task details and due date, as well as a link to view the task within the LEARN Portal (example below).



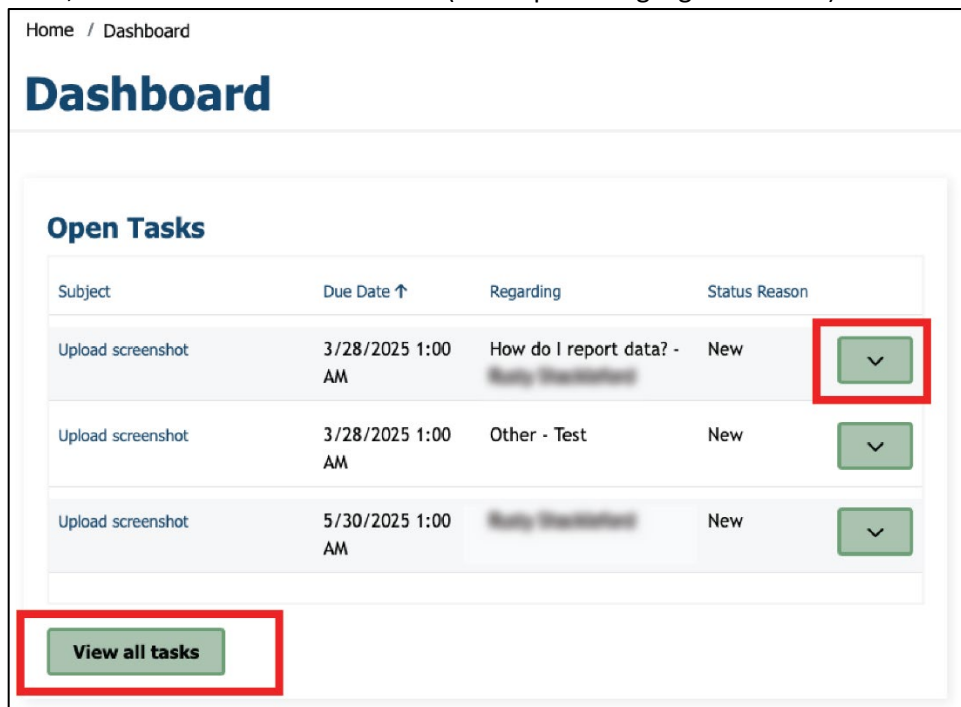
Click the provided link to navigate directly to the Task Details page. **NOTE:** If you are not logged into your LEARN Portal account the link will direct you to a login page first.

To access your tasks directly while logged into your LEARN Portal account, follow these steps:

1. Select **Dashboard** from the upper navigation menu.

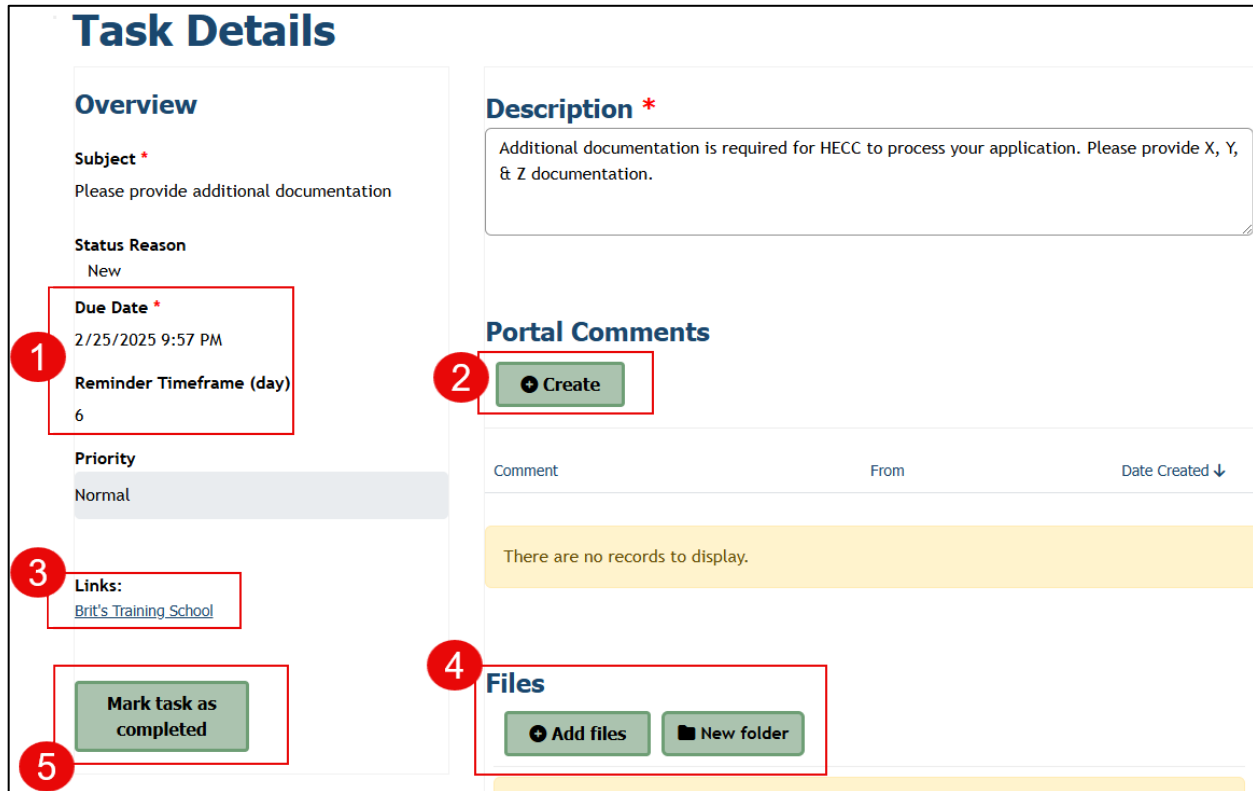


2. Under Open Tasks, you will see a consolidated list of some of your open tasks. Click the **dropdown** in the row of the task you want to view and select view more details. To view all your tasks, click the **View all tasks** button (both options highlighted below).



Managing Tasks

Opening a specific task will take you to its Task Details page. Here, you will find a description of the action HECC Staff is requesting along with additional information and actions you can take. Key elements of the Task Details page are numbered in the screenshot below with corresponding descriptions:



Task Details

Overview

Subject *
Please provide additional documentation

Status Reason
New

Due Date *
2/25/2025 9:57 PM

Reminder Timeframe (day)
6

Priority
Normal

Links:
[Brit's Training School](#)

Mark task as completed

Description *
Additional documentation is required for HECC to process your application. Please provide X, Y, & Z documentation.

Portal Comments

Create

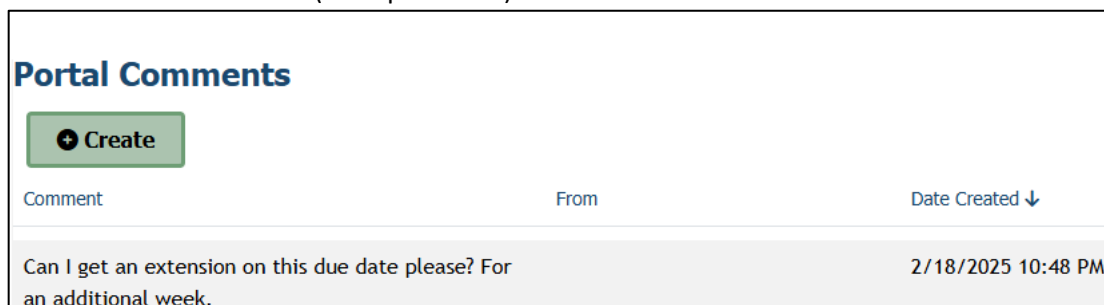
Comment	From	Date Created ↓
There are no records to display.		

Files

Add files **New folder**

1. Due Date
2. Create
3. Links
4. Files
5. Mark task as completed

- The Due Date for your task can be found in the Overview section. This section may also contain a "Reminder Timeframe," which indicates that you will receive a reminder email X number of days before the designated due date (with X being the number provided).
 - For the example above, the reminder would be sent on 2/19/2025 (6 days before the task is due).
- If you have any questions about the assigned task or require assistance, you can communicate directly with HECC Staff by adding a Portal Comment. Click the **Create** button, type your message into the popup window, and click **Submit**. Your comment will now appear under the Portal Comments section (example below).



Portal Comments

Create

Comment	From	Date Created ↓
Can I get an extension on this due date please? For an additional week.		2/18/2025 10:48 PM

- If the task is associated to a specific record, such as an application, it will be linked in the **Links** section.

Links:

[Brit's Training School](#)

- Upload documents to the task under the Files section by clicking the **Add Files** button. A popup window will prompt you to choose files from your device. Once selected, click **Add files**, and the uploaded document(s) will appear within the task.

Add files

Choose files Choose Files No file chosen

☒ Overwrite existing files

Add files Cancel

- TIP:** Consider removing spaces within the name of any files you upload. If you upload a file with a name that includes spaces, if that file is later downloaded all spaces will contain "%20" (example below, with original name on top and downloaded name on the bottom).

< > Downloads

Name

Screenshot 2025-03-03 at 10.56.31 AM.png

Screenshot%202025-03-03%20at%2010.56.31%E2%80%AFAM.png

-
- When you are finished with the requested action(s) click the **Mark task completed** button on the bottom left. Once completed, a task will no longer appear under Open Tasks on your Dashboard but can be viewed by clicking "View all tasks," which includes those that have been closed.

HECC Staff will review the task and reach out if any additional information or action is needed.

Related Training Materials

- Creating a Portal Account (for more information on signing into your Portal Account).