

How to revert the status of a task marked as “Completed” in a Work Order?

help.fracttal.com/hc/en-us/articles/41454489174925-How-to-revert-the-status-of-a-task-marked-as-Completed-in-a-Work-Order

In some cases, during the execution of a Work Order (WO) in Fracttal One, a task may have been marked as “**Completed**” by mistake or prematurely. If you need to return it to its previous status, such as “**Not started**”, you can easily do so from the same WO.

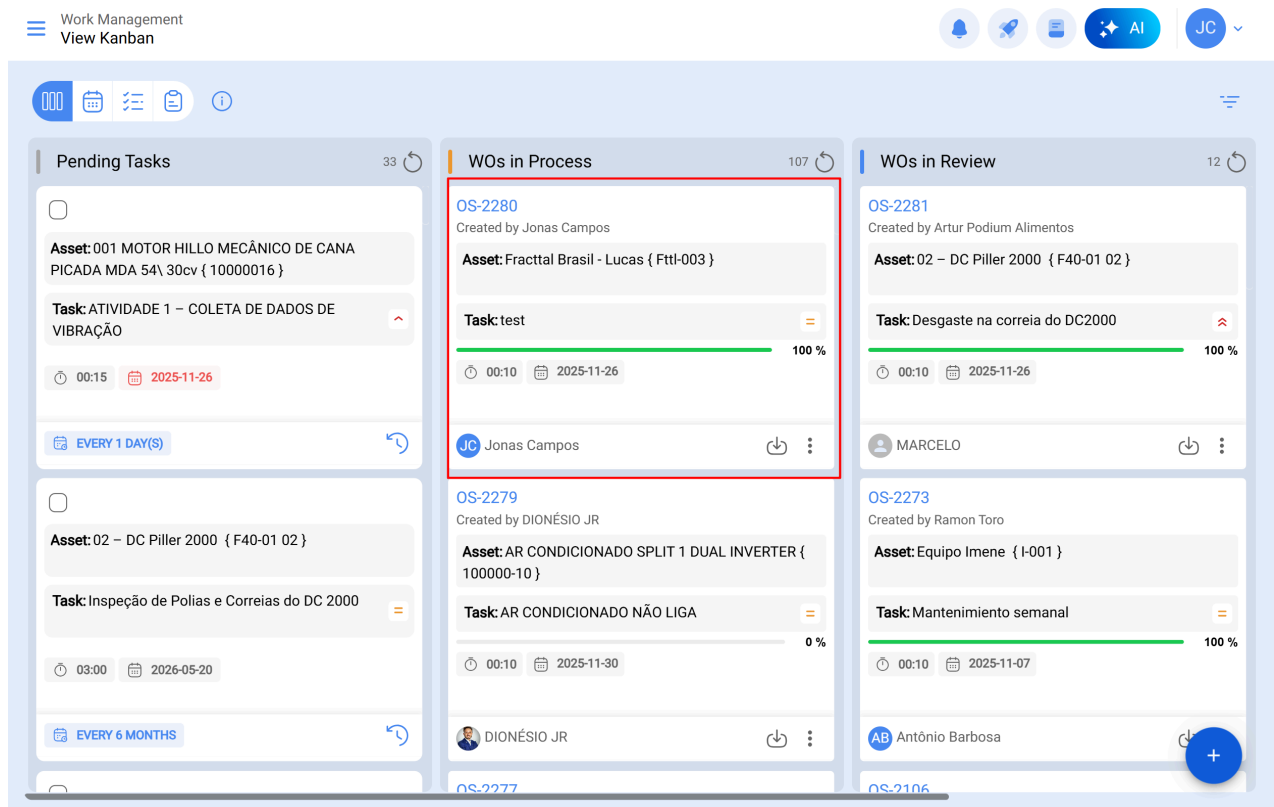
Steps to revert the task status

1. Access the Work Orders module.

Log in to Fracttal One and navigate to *Tasks> Work Orders*.

2. Locate the corresponding WO.

Use the search or filters to find the order where the task you want to modify is located.



3. Identify the task within the WO.

Open the WO and locate the task whose status appears as “**Completed**”.

← Work Order

AI Save

Jonas Campos

OS-2280

2025-11-26 00:10

00:01

Total cost: R\$ BRL 0,00

Note

Work Management

Total: 1

Fracttal Brasil - Lucas { Fttl-003 }

//

>

test

Priority: Medium

Task type: MANTENIMIENTO PREVENTIVO

Group 1:

Group 2:

Work Request Num...

Actual Schedule Dat... 2025-11-26

Estimated Duration: 00:10:00

>

RESOURCES 0 | ATTACHMENTS 0

COMPLETED

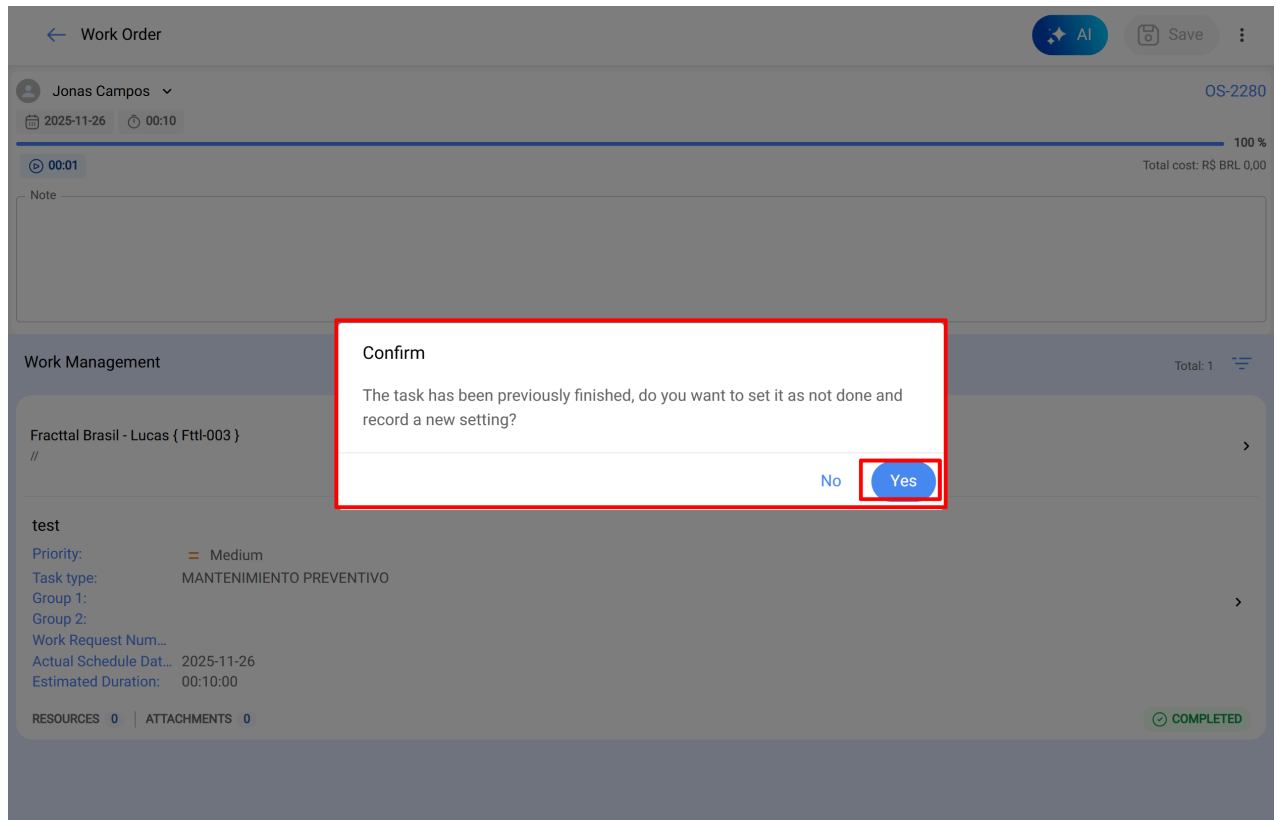
4. Click on the “Completed” button.

By selecting it, the system will display the following confirmation message: **“The task has been previously finished, do you want to set it as not done and register a new adjustment?”**

The screenshot displays the 'Work Order' interface. At the top, there is a navigation bar with a back arrow, the text 'Work Order', and buttons for 'AI' and 'Save'. Below this, a header section shows the user 'Jonas Campos', the date '2025-11-26', and the time '00:10'. A progress bar indicates 100% completion, and the total cost is listed as 'R\$ BRL 0,00'. The main content area is titled 'Work Management' and shows a task entry for 'Fractal Brasil - Lucas (Ftl-003)'. The task details include a priority of 'Medium', a task type of 'MANTENIMIENTO PREVENTIVO', and an estimated duration of '00:10:00'. At the bottom right, a red arrow points to a green button labeled 'COMPLETED'.

5. Select the option to revert the status.

An option will appear that allows you to return the task to its previous status (for example, **“Not started”**).



6. Confirm the action.

Once confirmed, the task will be shown again with the corresponding status, allowing you to continue its execution normally.

[←](#) Work Order AI Save ⋮

Jonas Campos

2025-11-26 00:10

OS-2280

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Work Request Num...

Actual Schedule Dat... 2025-11-26

Estimated Duration: 00:10:00

RESOURCES 0 | ATTACHMENTS 0

NOT STARTED

✓ Action Done