

Why Is My Task Blocked?

GS-04 · Version 1.1

A “Blocked” status isn't an error — it means the task depends on something else that hasn't been done yet. This guide shows how to find the dependency and clear it.

OPEN TO START <https://app.easyaml.com/tasks>

- 1 Open **Tasks** in the left sidebar and head to the task showing the **Blocked** status.

The screenshot displays the easyAML interface. On the left, a table lists tasks with columns for 'Entity/Transaction' and 'Assigned to'. The task 'TX-1782194419530' is highlighted, showing it is 'Unassigned'. Below the table, a pagination bar shows '1' of 1 items. On the right, a detailed view of the task 'TX-1782194419530' is shown. It includes fields for 'Type' (Transaction sign-off tasks), 'Entity' (TX-1782194419530), 'Activity', 'Work notes' (No work notes yet), 'Add work note', 'Information requests' (No information requests yet), 'Subtasks' (Add at least one individual or legal entity to the transaction), and 'Complete KYC Verification' (Pending). The 'Subtasks' section shows a 'Completed' status for 'TX-1782194419530' assigned to 'Jasmin Test'. The 'Complete KYC Verification' section shows a 'Pending' status for 'Jasmin Barram' and 'Jasmin Test'. Buttons for 'Open task' and 'Open task' are visible next to the subtasks.

Entity/Transaction	Assigned to
Easy Lights Holdings Limited	Unassigned
Jasmin Test	Compliance Officers
TX-1782194419530	Unassigned
Jasmin Barram	Jasmin Test
Submission 426e87c3-7926-497a-b12f-25f2fad7fbf7	Jasmin Test
Easy Lights Holdings Limited	Unassigned
Easy SMSF	Unassigned
Easy Trustee Pty Ltd	Unassigned
Easy Property ATF Unit Trust	Unassigned

Complete the transaction subtasks

Type Transaction sign-off tasks

Entity TX-1782194419530

Activity

Work notes

No work notes yet

Add work note

Add note

Information requests

No information requests yet

Subtasks

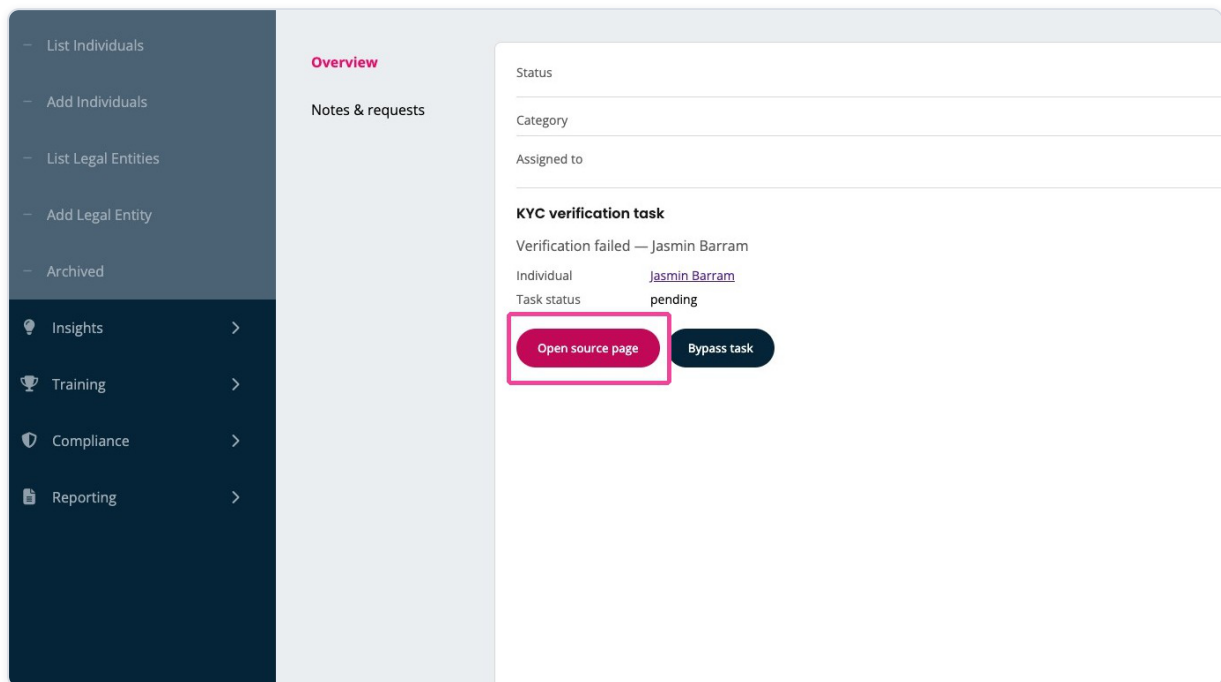
Add at least one individual or legal entity to the transaction

Completed TX-1782194419530 Jasmin Test

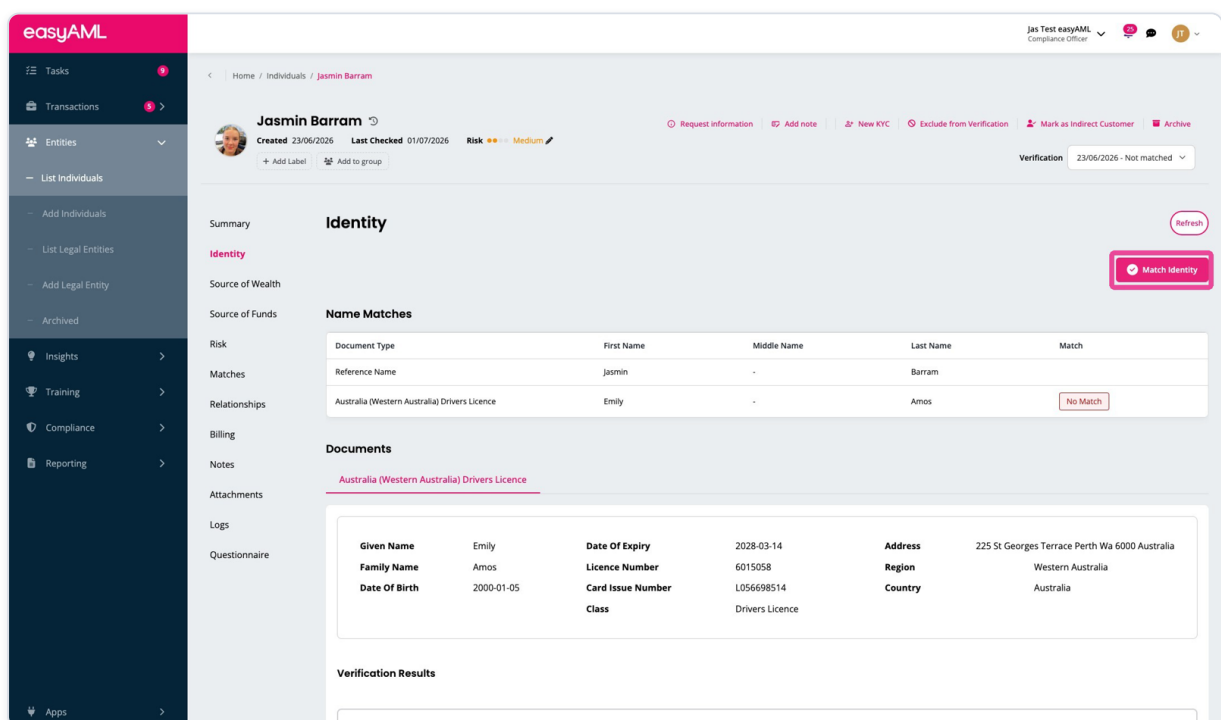
Complete KYC Verification

Pending Jasmin Barram Jasmin Test

- 2 Some tasks are made up of a **parent task and one or more subtasks**. The parent can't be completed until all its subtasks are done — this keeps you fully compliant and makes sure nothing is missed.



- 3 Click **Open Source Page** to go directly to the item that needs completing — for example, a KYC match awaiting review.



- 4 Once all subtasks are complete, return to the transaction (Transactions → List) — its status should now show **Pending**. You can also check the task status indicator in the top right; “Ready” means nothing is outstanding, otherwise it guides you to what's left.

The screenshot shows the easyAML interface for a Compliance Officer named Jas Test. The top right corner displays a status indicator '25' and a user profile 'JT'. The main area shows a transaction status of 'Ready' with a checkmark icon. Below this, there is an 'Export PDF' button. On the left, there is an 'Edit details' link. The transaction details are as follows:

Reference	Not specified
Value	5,974.00 AUD
Source	Business income (established company with financials)

At the bottom, there is a navigation bar with buttons: 'Change Lead Entity', 'Edit Details', 'Report to AUSTRAC', 'Log Unusual Activity', and 'Sign off' (which is highlighted with a red border).

More ways to get help

- **In-platform:** the “Want Help?” button on each page opens the relevant walkthrough.
- **Knowledge Base:** <https://knowledge.easyaml.com/why-is-my-task-blocked>
- **Video walkthrough:**
https://scribehov.com/o/PKpOki2kThyzGwDRLEXASw/viewer/Why_is_my_task_blocked__35d84e63