# Activities in Agent Gateway

In Agent Gateway. activities are created by TFPA Underwriting to request information or ask questions on a transaction. This job aid demonstrates the process of locating, responding, and completing activities in Agent Gateway.

**Activities are found in two places in Agent Gateway.**

First, you can see a full list of all Activities for your agency when the Activities tab is selected.
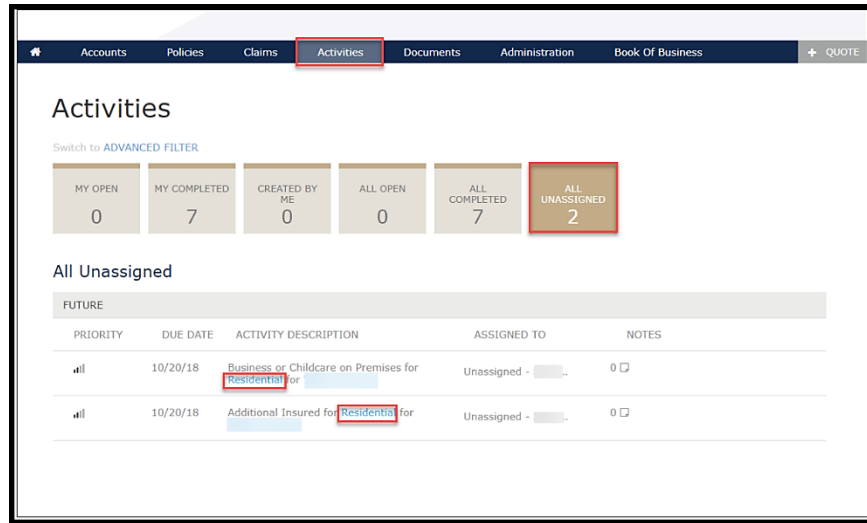
Each tab shows activities based on status and assignment.

Tab Title	Tab Meaning
MY OPEN	Assigned to you and open/pending
MY COMPLETED	Assigned to you and completed
CREATED BY ME	Not an active tab
ALL OPEN	Assigned to Agency and open/pending
ALL COMPLETED	Assigned to Agency and completed
ALL UNASSIGNED	All Unassigned Agency Activities

Second, you can see activities related to a specific policy/transaction.
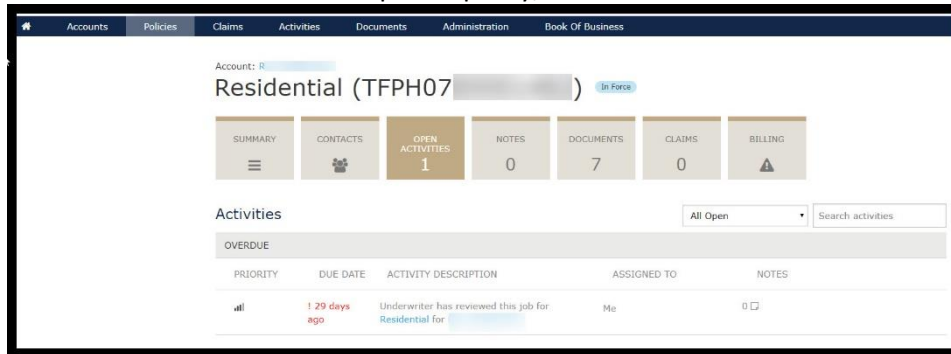
Click on the Activity from either the Activities Tab or the Policy to open it.

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Once the activity is open, follow the steps below to respond and complete the activity.

#1-Assign it to yourself by selecting "Me" in dropdown menu, then click check box.

#2-Once the Activity is assigned to you, use the "+Note" box to add notes to this activity as needed. These notes can be seen by TFPA Underwriting once the Activity is completed.

#3-If there are documents need to be included to complete this activity, select the type of document you are adding from the dropdown menu, and then click the "+Upload Documents" button to locate the document on your computer and add it to the activity.

Once you have added notes and documents important to responding to this activity, click the "Complete" button to complete the Activity and send it to TFPA Underwriting for review.

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