KNOWLEDGE BASE ARTICLE

Why Are My Tasks Missing or Not Loading?

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Overview

My Tasks collects the tasks of the signed-in user from several sources and shows them in one list. If a task is not there, the reason is almost always one of a few: a data source is switched off, the task does not meet the conditions of the source, a filter hides it, or the permissions have not been approved. This guide is organized by symptom: find what you see, check the causes in the order given and apply the fix.

If a source cannot be loaded, the web part **silently skips it** and shows the tasks of the other sources. This is why a single missing source is a common symptom: there is no error message.

Quick checks

Start with these checks. They solve most cases.

1 Click **Refresh** in the command bar. The list may be a few minutes old (see **Data is outdated**).
2 Look at the **Filter** icon and the **Due Date** menu. If the icon is filled or the menu does not say **All dates**, a filter is hiding tasks (see **Filters hide tasks**).
3 Open the property pane and check that the needed toggles in the **Data Source** group are on.
4 Open the same task in its own application (Planner, To Do, Outlook, SharePoint, Azure DevOps) and check that it is assigned to **you** and is not completed.
5 Ask an administrator whether the API permissions have been approved (see KB10303. My Tasks: Required Permissions, Privacy and Security).

The list is completely empty

Possible cause	What to do
No data source is turned on.	In the property pane, in the **Data Source** group, turn on at least one source. With all toggles off the list is empty.
You have no tasks assigned to you.	My Tasks shows only tasks assigned to the signed-in user. Check in the source application.
Excluded Statuses (comma separated) hides the tasks.	In the **Miscellaneous** group, check the list. A status such as `Active` or `In Progress` entered by mistake hides all such tasks for all users. See KB10298. My

Possible cause	What to do
	Tasks: Excluding Statuses and Limiting the Task List.
A filter or the **Due Date** quick filter is active.	See **Filters hide tasks**.
The permissions have not been approved.	A tenant administrator approves them in the SharePoint admin center, **Advanced > API access**.
All sources failed to load.	Open the browser console (see **Collecting information for support**).

One source is missing

First check that its toggle is on in the **Data Source** group, and that the setting is not hidden by a filter: open **Filter** and look at the **Source** group; only the sources that have tasks in the loaded list are offered there. If the source has tasks in its own application but none in My Tasks, find it below.

Planner, To Do or Outlook tasks are missing

- **Permissions.** These three sources use Microsoft Graph with the permission **Tasks.ReadWrite**. If it was not approved, they do not load. The web part only reads tasks; it never creates or changes them.
- **Planner** shows tasks that are **assigned to you** and not yet 100% complete. Being a member of a plan is not enough. The **Project Name** column shows the plan title; it is empty if the plan is not accessible to you.
- **To Do** shows tasks from all your lists except **Flagged email**; completed tasks are not shown.
- **Outlook** shows flagged e-mails, which are kept in the To Do list **Flagged email**; completed ones are not shown. Your mailbox must be an Exchange Online mailbox with To Do available; shared mailboxes are not included.
- The **Author** column is empty for To Do and Outlook tasks. This is normal.

SharePoint or Project tasks are missing

- A task is found only in a **Task** list (content type Task) and only if **you** are in its **Assigned To** column.
- The tasks are found with SharePoint Search, so a task that was created a few minutes ago may appear only after the next crawl.

- A site or a list that is excluded from search results ("Allow items from this site to appear in search results" is set to No) is not searched.
- Search shows only what you are permitted to see.
- Project Online and Project Server tasks are shown by the **Project** source. They are not duplicated in **SharePoint**.
- Up to 100 tasks are loaded from SharePoint and up to 100 from Project.

Azure DevOps tasks are missing or show an error

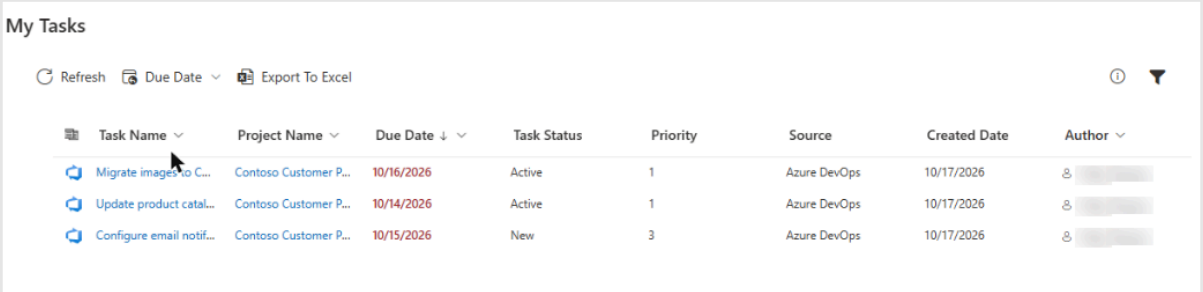
- In the field **Organization**, enter the organization name exactly as it is in the address `dev.azure.com/<organization>`, for example `contoso`.
- The permission **user_impersonation** for Azure DevOps must be approved by a tenant administrator.
- You must be a member of the organization and of the project, and the organization must be connected to the same Microsoft Entra ID tenant as Microsoft 365 (**Organization settings > Microsoft Entra** in Azure DevOps).
- Only work items assigned to you are shown. The status is the state of the work item.
- The **Azure DevOps Query Viewer** web part shows an error panel **Oops! something went wrong.** with a description and the **Refresh** button. Read the description: it comes from Azure DevOps. If the **Organization** drop-down in its settings is empty, the organization is not connected to your tenant. See KB10304. Azure DevOps Query Viewer: Setup and Connecting a Query.

Data is outdated

The last loaded list is kept in the browser tab for up to **15 minutes** and is shown at once the next time the page opens; then it is refreshed silently in the background. Click **Refresh** to reload now. An administrator can turn on **Auto refresh**: the list is then reloaded every 60 seconds. SharePoint and Project tasks also depend on the search crawl.

Filters hide tasks

Your sorting, your **Filter** selections and your **Due Date** quick filter are remembered for each web part in your browser. After you return to the page, the tasks that do not match are still hidden. The **Filter** icon is filled when a filter is applied.



A filter is applied: the Filter icon is filled

To see everything, choose **All dates** in the **Due Date** menu and clear the checkboxes in the **Edit Filter Criteria** panel. See KB10293. My Tasks: Filtering, Sorting and Personal View Settings.

Your settings are not remembered

Personal settings are stored in the browser (localStorage), separately for each web part, browser and device. They are lost if the site data is cleared, and may not be kept in a private (InPrivate/Incognito) window. They are not synchronized between your computer and your phone.

The trial has expired

When the trial period has ended, the web part shows a panel with the text **We hope you enjoyed your free trial. Buy it now to keep it working.** instead of the tasks. The status of the license is shown in the **About** group of the property pane (Trial version, Active, Expired, Suspended or Canceled). To restore the web part, activate a license; see KB10206. Vitextra Licensing and Account: How to Buy and Activate a License. In edit mode, a message that a new version is available means that an update can be installed; see KB10050. How to Update a Vitextra SPFx Solution in SharePoint Online.

A column is missing

If a column is not shown, an administrator turns it on in the **Columns** group of the property pane. **Source** (as text) and **Tags** are off by default.

Export does not work

- The **Export To Excel** button is unavailable while the list is loading or when there are no tasks.
- The file contains the tasks that are visible after your filters, so a filtered list gives a short file. It contains all pages.
- The file is a CSV, not an .xlsx file. If Excel puts everything in one column, use **Data > From Text/CSV** and choose the comma as the delimiter.

- If the browser blocks the download, allow downloads from your SharePoint site.

See KB10296. How to Export My Tasks to Excel.

Collecting information for support

If you cannot find the cause, send the following to Vitextra support:

1 **Version and license.** In edit mode, open the property pane and copy the values of **Status**, **Tenant** and **Version** from the **About** group. If you do not know your tenant ID, see KB10034. How to Find Your Microsoft 365 Tenant ID for Vitextra Licensing.
2 **Which sources are on** and which one is missing, with an example of a task that should be shown.
3 **Console messages.** Open the page, press **F12**, go to the **Console** tab, click **Refresh** in the web part and copy the red messages. The **Network** tab shows failed requests (status 401, 403 or 404, or CORS errors).
4 **A screenshot** of the web part with the filter state visible and the browser you use.

Warning

Before you send a screenshot or console text, remove confidential data such as task titles, names and tokens. Never send passwords or access tokens.

Note

My Tasks does not store your tasks on Vitextra servers: it loads them in your browser with your own permissions. If a task is not visible to you in the source application, My Tasks cannot show it.

Tip

The answers to the most frequent questions are in KB10308. My Tasks: Frequently Asked Questions. For the list of sources and their conditions, see KB10290. My Tasks Data Sources: Planner, To Do, Outlook, SharePoint, Project Online and Azure DevOps.