


Adults Quick Guide

Adult Admin Output Request Notifications

This guide is intended to support admin workers who receive **Adult Admin output request** notifications.

Adult Admin output request notifications are usually sent to the admin team and therefore appear in the **Team workview** but can sometimes be sent to individual workers.

- Access **Full workview**

If the notification has been sent to your team - click on the **Show team workview** icon  to access the **Team workview**

- If needed, click on the **Team summary** section to close it and click into **Current work**

From within your / the team's **Current work** section:

- Open/access the **Incoming requests** folder
- Click on the title **Adult Admin output request** notification

The **Workflow Step Summary** screen for the step the **Adult Admin output request** notification was sent from will display.

We recommend you change to **Closed workview** for easier viewing (click the **Show closed workview** icon )


Before generating an output you must ensure this screen shows the workflow step has a status of '**completed**'.

If a copy of a form is to be sent before a workflow step is finished the practitioner must give specific instructions to confirm this.

Any notes added when the notification was sent will show in **Requests** in the bottom right of the **Workflow Step Summary** screen. For example, this may request you include certain documents such as a privacy notice, ask you to exclude certain sections of the form, or instruct you where or to whom to send a copy to.

Click the **document title** hyperlink within **Documents** (top right) on the **Workflow Step Summary** screen to open the work.

Note: You can also open workflow steps directly from the **Documents** section in the sidebar menu of a **Person summary** screen. This may be easier if you are being asked to send multiple different documents together.

The workflow step will open in a separate window – use the **Output current form** icon  to generate a PDF version for printing

Remember output options:

- Use either '**Completed sections only**' or specify the '**Sections**' needed - never print the whole document as 'actions taken' should not be included in print outs for the person, their representative or other agencies or providers
- If printing an assessment, plan or review you must select to include '**Verification information**' to ensure the worker's details appear on the print out

- Click the **Output to PDF** button and print. Refer to the **Printing Documents** user guide for further details.

- Close the PDF and close the workflow step using the **Close** icon 

- Acknowledge the notification by clicking the **acknowledge** hyperlink in **Requests** on the **Workflow Step Summary** screen. Refer to the **Acknowledging Notifications** user guide for further details.

If the **acknowledge** hyperlink is not showing on the **Workflow Step Summary** screen this means the work has not yet been finished.

Remember - Outputs should only be generated for finished (completed) workflow steps unless you are instructed otherwise.

- An optional 'Note' box displays – you can add a note here e.g. 'Posted today, as requested'
- Click the **OK** button

You will need to check if the practitioner who has sent the **Adult Admin output request** has completed a letter template to accompany the document(s) or whether they require you to do this on their behalf.

If they have completed one it will be visible within **Documents** and should be generated as a PDF and printed as per the instructions above.

You will also need to repeat this process if multiple documents require printing and sending together – remember you can do this by locating the necessary documents within the **Documents** section, accessed via the sidebar menu.

If they have not completed a letter template you will need to do so using the **Adult Correspondence General** workflow step available from the **Start > New ...** sidebar menu. Please refer to the **Letter Templates** user guide for further details

- Click on **Person summary** in the sidebar menu to return to the **Person summary** screen