



Adults Quick Guide

Acknowledging Notifications

A notification is sent from the **Requests** icon  within a workflow step.

Notifications you receive display within the **Incoming requests** folder in your **Current work** (Full or Narrow workview).

The **Incoming requests** folder contains both requests  and notifications  - this guide will only explain how to deal with notifications. Please refer to the **Completing or Returning Requests** user guide for details on how to deal with requests.

Within your **Incoming requests** folder, the **Title** column displays the name of the request or notification, followed by the name of the workflow step it has been sent from.

Notifications are completed or acknowledged depending on whether or not the workflow step they were sent from has been finished or not.

To Acknowledge (Complete) a Notification

From within your **Incoming requests** folder:

- Click the notification **Title** hyperlink

The **Workflow Step Summary** screen (for the step the notification was sent from) will open; notifications display within **Requests** on this screen (bottom of right column).

If the workflow step has been finished – status will show as 'complete'

- Click the **Acknowledge** hyperlink within **Requests**

A note can be added if required.

- Click the **OK** button

If the workflow step has not been finished – status will show as 'incomplete'

If the workflow step has not been finished you will not see an 'Acknowledge' option, instead:

- Click **Resume** in the sidebar menu

The workflow step will open in a separate window

- Click the **Requests** icon 



The outstanding notification(s) will display with your name against it

- Click on the **notification text** to open the notification

Any note recorded when the notification was sent will display

- Select the **Completed** radio button.

A note can be added if needed

- Click the **OK** button
- Click the **Save** icon 
- Close the workflow step using the **Close Cross** icon  - you can say 'yes' to the save changes message

Finishing the step is usually the responsibility of the worker who the workflow step is assigned to.