Adults Quick Guide

Completing or Returning Requests

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

Requests 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 requests. Please refer to the **Acknowledging Notifications** user guide for details on how to deal with notifications.

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.

To Complete or Return a Request:

From within your **Incoming requests** folder:

- Click on the request **Title** hyperlink

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

- Click **Resume** in the sidebar menu

The workflow step will open in a separate window

The **Requests** icon will be highlighted in red to show that there is a request to complete

- Click the **Requests** icon

The outstanding request(s) will display in red text

- Click on the **red text box** (with your name against it) to open the outstanding request

Any note recorded when the request was sent will display

- Select the **Returned** radio button and add a note to record the reason why, if you are returning (rejecting) the request

Or

- Select the **Completed** radio button if you are completing the request. 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

Workflow steps cannot be finished until all sent requests have been completed.

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

However after completing certain requests, namely authorisation requests, the manager completing the request will be responsible for 'Finishing' the workflow step so will click the **Finish** icon rather than the **Close Cross** icon