Adults Quick Guide

Returned Requests

If a request is rejected and returned to you, the workflow step it was sent from will display in your **Current work>Incomplete work** folder with a red border and the **work** icon will change to indicate a request has been returned.

This is visible from both the **Full** and **Narrow workviews**.

It is mandatory for the worker returning the request to record a note to explain why the request has been rejected.

This note will be visible when viewing the Workflow Step Summary screen for the step the note was sent from.

To update the workflow step following a returned request:

From **Current work>Incomplete work** folder (in Full/Narrow workview), there are two ways to open an incomplete workflow step when a request has been returned:

- Click on the **work** icon

- Click **Resume** in the mini menu

Or

- Click on the **workflow step title** hyperlink

The Workflow Step Summary screen will open and the note sent when the request was returned will display in the Requests section

- Click **Resume** in the sidebar menu

Regardless of the method used to open the workflow step, the step will open to allow for amends:

- Make any necessary amends

Once the workflow step has been updated, the request should be re-sent:

- Click the **Requests** toolbar icon

- Click the sent request – this will display the note sent when the request was returned

- Click the **Send again** button

Note you can amend the recipient 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