

# Managing your Workflow Notifications

A notification within ESR is a system-delivered message that either has options for a supervisor to action, or is for information purposes. Notifications can be accessed from Supervisor Self Service.

You should check your Notifications “inbox” on a regular basis to review and action any notifications you have received.

Use these instructions to:

- View a notification
- Approve a notification
- Reject a notification
- Request additional information regarding a notification request

NHS ESR

N > Supervisor Self Service > Manage Your Notifications > Notifications

How to Process a Notification

1. Click the **Notifications** link in the **Manage Your Notifications** area.



The screenshot displays the NHS TRD2 Workflow Notifications interface. At the top, there is a navigation bar with 'NHS TRD2' and 'Workflow' labels, along with 'Navigator', 'Favorites', 'Home', 'Logout', 'Preferences', and 'Help' links. Below this, the user's name 'Lees, Vivian' is shown. The main content area is titled 'Worklist' and contains a 'View' dropdown menu set to 'Open Notifications' with a 'Go' button. Below the menu are buttons for 'Select Notifications', 'Open', 'Reassign', and 'Close'. A 'Select All' link is also present. The main part of the interface is a table with the following columns: 'Select Subject', 'Sent', 'Due - Fn Level', 'From', and 'Type'. The table contains five rows of notifications, each with a checkbox in the 'Select' column. The first row is selected. Below the table, there are two tips: 'TIP Vacation Rules - Redirect or auto-respond to notifications.' and 'TIP Worklist Access - Specify which users can view and act upon your notifications.'

Select Subject	Sent	Due - Fn Level	From	Type
<input checked="" type="checkbox"/> Jimenes, Miss Monica has been enrolled onto 507 Catheter Care - All You Need To Know with a status of Confirmed	15-Aug-2014			HR
<input type="checkbox"/> NHS Employee Personal Information Process for Jimenes, Monica	11-Sep-2014	19-Sep-2014	Jimenes, Monica	HR
<input type="checkbox"/> Jenkins, Mr. Edward has been enrolled onto 507 61Fire Safety Course with a status of Confirmed	18-Aug-2014			HR
<input type="checkbox"/> Williams, Mrs. Judith has been enrolled onto 507 Fire Safety Course with a status of Confirmed	18-Aug-2014			HR
<input type="checkbox"/> Jimenes, Miss Monica has been enrolled onto 507 Continence Care - All You Need To Know with a status of Confirmed	15-Aug-2014			HR

ESR displays a list of notifications requiring attention.

You can review all notifications requiring approval by selecting the appropriate type from the list of values in the View field.

2. Click the first notification that requires attention.

**Summary**

Employee Name: Jimenes, Miss Monica      Employee Number: 20095826

Indicate Changed Items.

**Basic Details**

Current	Proposed
Effective Date: 01-Jun-2006	30-Aug-2014
Title: Miss	Mrs.
Full Name: Jimenes, Miss Monica	Rodriguez, Mrs. Monica
First Name: Monica	Monica
Last Name: Jimenes	Rodriguez
Employee Number: 20095826	20095826
NI Number: JC123432A	JC123432A
Date of Birth: 01-Jan-1974	01-Jan-1974
Marital Status: Single	Married
Date of Birth Verified: 01-Jun-2006	01-Jun-2006
CSD 3 Months: 01-Jun-2006	01-Jun-2006
CSD 12 Months: 01-Jun-2006	01-Jun-2006
NHS Entry Date: 01-Jun-2006	01-Jun-2006
Maiden Name:	Jimenes
NHS OSP Scheme: NHS OSP SCHEME	NHS OSP SCHEME
Ethnic Origin: C White - Any other White background	C White - Any other White background
Country of Birth: Spain	Spain
Nationality: British	British
Gender: Female	Female

**Action History**

Num	Action Date	Action	From	To	Details
1	11-Sep-2014 14:34:46	Submit	Jimenes, Monica	<a href="#">Lees, Vivian</a>	Viv I have updated my personal information with my new married details. Cheers Monica

**Related Applications**

[Return For Correction](#)

**Response**

Note:

[Return to Worklist](#)

Display next notification after my response

Home Logout Preferences Help

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3. Review the change details to name and marital status.

4. Scroll to the bottom of the page and click in the **Note** field to enter a comment.

5. Click the Approve button to accept the changes.

When you approve a request, the change is accepted and the information updated in the employee's record.

**NHS TRD2** Workflow

Home Logout Preferences Help

Worklist for **Lees, Vivian**

View: Open Notifications

Select Notifications:

Select All | Select None

Select	Subject	Sent	Due - Fn Level	From	Type
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Catheter Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR
<input checked="" type="checkbox"/>	<a href="#">Competency Profile for Rodriguez, Monica</a>	11-Sep-2014	14-Sep-2014	Rodriguez, Monica	HR
<input type="checkbox"/>	<a href="#">Jenkins, Mr. Edward has been enrolled onto 507 01Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">NHS Education and Qualifications for Rodriguez, Monica</a>	11-Sep-2014		Rodriguez, Monica	HR
<input type="checkbox"/>	<a href="#">Williams, Mrs. Judith has been enrolled onto 507 Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Continence Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR

[TIP Vacation Rules](#) - Redirect or auto-respond to notifications.  
 [TIP Worklist Access](#) - Specify which users can view and act upon your notifications.

Home Logout Preferences Help

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The notification you have just actioned has been removed from the list.

6. Click the next notification that requires attention.

**NHS TRD2** Workflow

Home Logout Preferences Help

Worklist > Competency Profile for Rodriguez, Monica

Worklist for **Lees, Vivian**

From: **Rodriguez, Monica** Attachments  
 To: **Lees, Vivian**  
 Sent: **11-Sep-2014 14:53:50**  
 Due: **14-Sep-2014 14:53:50**  
 ID: **312081**

**Summary**

Employee Name: **Rodriguez, Mrs. Monica** Employee Number: **20095826**

**New Competencies**

Details Name	Short Name	Proficiency Level	Status	Start Date	End Date
<a href="#">Show</a> NHS NOS Continence Care CC01		1-Attained	Achieved	11-Sep-2014	

**Action History**

Num	Action Date	Action	From	To	Details
1	11-Sep-2014 14:53:50	Submit	Rodriguez, Monica	<a href="#">Lees, Vivian</a>	Viv, having attended the initial Continence Care training event i have updated my competence profile.

**Related Applications**

[Return For Correction](#)

**Response**

Note: Monica, I have rejected this change as I would like to observe the learning in the workplace prior to agreeing this competence being awarded.  
Viv

[Return to Worklist](#)  
 Display next notification after my response

Home Logout Preferences Help

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7. You review the change and decide to reject it.

8. Click in the **Note** field to add a reason for rejecting the change.

The employee will receive the comments you add in the note as part of the notification.

9. Click the **Reject** button to reject the change.

This action will reject the changes made, and the information will not be updated. The employee will receive a notification informing them of this.

The screenshot displays the NHS TRD2 Workflow interface. At the top, there is a navigation bar with the NHS TRD2 logo, the word 'Workflow', and links for Navigator, Favorites, Home, Logout, Preferences, and Help. Below this, the user's name 'Lees, Vivian' is shown. The main area is titled 'Worklist' and contains a 'View' dropdown set to 'Open Notifications' with a 'Go' button. There are also buttons for 'Select Notifications', 'Open', 'Reassign', and 'Close'. Below these are links for 'Select All' and 'Select None'. A table lists five notifications with columns for Subject, Sent, Due - Fn Level, From, and Type. The notifications are related to course enrollments and a confirmation status. At the bottom, there are two tips: 'TIP Vacation Rules - Redirect or auto-respond to notifications.' and 'TIP Worklist Access - Specify which users can view and act upon your notifications.' The footer contains 'Home Logout Preferences Help' and 'Copyright (c) 2008, Oracle. All rights reserved'.

Select	Subject	Sent	Due - Fn Level	From	Type
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Catheter Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Jenkins, Mr. Edward has been enrolled onto 507 01Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">NHS Education and Qualifications for Rodriguez, Monica</a>	11-Sep-2014		Rodriguez, Monica	HR
<input type="checkbox"/>	<a href="#">Williams, Mrs. Judith has been enrolled onto 507 Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Continence Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR

10. Click the next notification that requires attention.

**NHS TRD2** Workflow Navigator Favorites Home Logout Preferences Help

Worklist for **Lees, Vivian**

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[Approve](#) [Reject](#) [Reassign](#) [Request Information](#)

From **Rodriguez, Monica** Attachments  
To **Lees, Vivian**  
Sent **11-Sep-2014 15:07:08**  
ID **312083**

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**Summary**

Employee Name **Rodriguez, Mrs. Monica** Employee Number **20095826**

Indicates Changed Items.

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**Qualification**

<b>Proposed</b>	
Type	Bachelors Degree Hons
Title	Adult Nursing
Study Start Date	01-Oct-2004
Actual Completion Date	06-Jun-2007
Status	Attained
Grade	2:1

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**School**

<b>Proposed</b>	
School	Bournemouth University
Attendance Start Date	01-Oct-2004
Attendance End Date	06-Jun-2007
Full-Time	No

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**Comments**

<b>Proposed</b>	
Comments	Viv, qualification added to record as requested

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**Action History**

Item	Action Date	Action	From	To	Details
1	11-Sep-2014 15:07:08	Submit	Rodriguez, Monica	<a href="#">Lees, Vivian</a>	

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**Related Applications**

[Return For Correction](#)

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**Response**

Note

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[Return to Worklist](#)  Display next notification after my response

[Approve](#) [Reject](#) [Reassign](#) [Request Information](#)

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11. Click the **Request Information** button to view additional information on the notification.

The screenshot shows the 'Request Information' form for a notification. The header includes 'NHS TRD2 Workflow' and navigation links like 'Home', 'Logout', 'Preferences', and 'Help'. The breadcrumb trail is 'Worklist > Notification Details >'. The notification title is 'Request Information: NHS Education and Qualifications for Rodriguez, Monica'. There are 'Cancel' and 'Submit' buttons. The form includes a section for 'Request More Information From' with radio buttons for 'Workflow Participant' (selected) and 'Any User'. The 'Workflow Participant' dropdown is set to 'Rodriguez, Monica'. The 'Information Requested' field contains the text: 'Monica, could you please provide the certificate from Bournemouth University as evidence to allow me to approve the request? Thanks Viv'. There are 'Return to Worklist', 'Cancel', and 'Submit' buttons at the bottom.

12. Click in the **Information Requested** field to enter additional information needed to approve the request.

13. Click the **Submit** button to apply your changes.

The employee will receive a notification detailing the information requested.

The screenshot shows the 'Worklist' page in the NHS TRD2 Workflow interface. It features a 'View' dropdown set to 'Open Notifications' and a 'Go' button. Below this are 'Select Notifications' buttons: 'Open', 'Reassign', and 'Close'. There are also links for 'Select All' and 'Select None'. A table lists notifications with columns for 'Select', 'Subject', 'Sent', 'Due - Fn Level', 'From', and 'Type'. The table contains four rows of notifications. Below the table are two tips: 'TIP Vacation Rules - Redirect or auto-respond to notifications.' and 'TIP Worklist Access - Specify which users can view and act upon your notifications.' The footer includes 'Home Logout Preferences Help' and 'Copyright (c) 2008, Oracle. All rights reserved.'

Select	Subject	Sent	Due - Fn Level	From	Type
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Catheter Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Jenkins, Mr. Edward has been enrolled onto 507 01Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Williams, Mrs. Judith has been enrolled onto 507 Fire Safety Course with a status of Confirmed</a>	18-Aug-2014			HR
<input type="checkbox"/>	<a href="#">Jimenes, Miss Monica has been enrolled onto 507 Continence Care - All You Need To Know with a status of Confirmed</a>	15-Aug-2014			HR



14. Click the next notification that requires attention.

The screenshot shows the NHS TRD2 Workflow interface. At the top, there is a blue header with the NHS TRD2 logo and the word 'Workflow'. Below the header, there are navigation links: 'Navigator', 'Favorites', 'Home', 'Logout', 'Preferences', and 'Help'. The main content area is titled 'Worklist >' and 'Worklist for Lees, Vivian'. A notification is displayed with the subject 'Williams, Mrs. Judith has been enrolled onto 507 Fire Safety Course with a status of Confirmed'. The notification body contains the following text: 'To Lees, Vivian', 'Sent 18-Aug-2014 10:12:35', 'ID 308088', 'Dear Lees, Vivian,', 'Williams, Mrs. Judith has been enrolled on Class 507 01Fire Safety Instructor-led 22-Sep 2014 beginning on 22-SEP-2014', 'The Enrolment Status is : Confirmed.', 'This is the enrolment confirmation for the class below.', 'Delegate : Williams, Mrs. Judith', 'Class Name : 507 01Fire Safety Instructor-led 22-Sep 2014', 'Enrollment Number : 18050', 'Start Date : 22-SEP-2014', 'Start Time : 09:30', 'End Date : 22-SEP-2014', 'Delivery Mode : Instructor-Led', 'Location :'. There are two sets of buttons: 'OK', 'Reassign', and 'Request Information' on the right side of the notification. At the bottom of the notification, there is a 'Return to Worklist' link and a checkbox labeled 'Display next notification after my response'. The footer of the page contains 'Home Logout Preferences Help' and 'Copyright (c) 2008, Oracle. All rights reserved.'

This notification is for information only and advises that your request for an employee to attend a training event has been confirmed.

15. Click the **OK** button to proceed.

The screenshot shows the NHS TRD2 'Manage your Notifications' page. The header includes the NHS TRD2 logo and the text 'Manage your Notifications'. Navigation links 'Home Logout Preferences Help' are visible in the top right. Below the header, there is a 'Worklist' section with a 'View' dropdown menu set to 'Open Notifications' and a 'Go' button. A table with the following columns is shown: 'Select Subject', 'Sent', 'Due - Fn Level', 'From', and 'Type'. The table contains one row with the text 'There are no notifications in this view.' Below the table, there are two tips: 'TIP Vacation Rules - Redirect or auto-respond to notifications.' and 'TIP Worklist Access - Specify which users can view and act upon your notifications.' The footer of the page contains 'Home Logout Preferences Help' and 'Copyright (c) 2008, Oracle. All rights reserved.'

16. Click the **Home** link to return to the Supervisor Self Service home page.