

## HOW TO VIEW YOUR SUBMITTED REQUESTS & OTHER MESSAGES

**Want to make sure your form was submitted or see where it is now?**

**Log into WFM, then select Employee Self Service. From your home page select Quick Links from the navigation tabs above the schedule, and then from the list, select View My Recent Requests**

You can open *View My Recent Request* to review your submitted *Leave Requests, as well as Shift Trades and Post/Take Shift Requests*. In addition, you can access your *deleted messages*.

### Steps to Open View My Recent Requests – the Forms tab of your WFM Inbox

1. From the home page select Quick Links from the navigation tabs above the calendar
2. Select View My Recent Requests from the list
3. Display your recent requests, listed with most recent at the top:
  - a. Name of requests; Leave Requests, Shift Trade, Claim Billboard Shift, and others
  - b. Status listed as; Accepted, Cancelled, Exception, Pending, or Rejected
  - c. Elapsed Period (Days) is the number of days that have passed since you submitted the request
  - d. Currently Location in Flow
    - Pending, listed is the employee that needs to act on the requests
    - Flow completed indicates the requests was processed
    - Process Terminated indicates the request could not be processed by the system-select view and scroll to the bottom of the page to view comment as to why terminated
  - e. Available Options with a **VIEW** option which allows you to view the request or billboard shift claimed. For leave requests in a pending status you will see a **Cancel** option.
    - To cancel the pending leave requests, select Cancel and then Ok.
    - If you select Cancel, but do not want to cancel the requests select Cancel instead of Ok.

### Folders in your WFM Inbox – There are three tabs at the top: Inbox, Folders, & Forms

Forms is selected when you go to View My Recent Requests however in addition to Forms, you can view the Inbox or Folders from this page - **Select Folders** and your current folders display

- Inbox, Draft, Deleted, & Sent
- Each folder has the number of current read/opened messages, then in parenthesis is the number of (Unread) message—you will not have anything in Draft & Sent
- Below the messages is a Create New Folder button- select to create new folders
- Select any folder name to display items

**Inbox – viewing from View My Recent Requests** – Select Inbox from the folder name or from the Inbox tab at the top – the same information will display

- These are the same messages that you can view and delete from the Messages navigation tab  
This view of the inbox lists up to 50 messages on one page and can be deleted in groups  
The message tab from the navigation tab displays up to seven messages per page and can be deleted one message at a time

- Messages are in reverse chronological order (date order with the most recent at the top). To view older messages first, select the word Date from the gray header bar.
- There are three types of messages – Alerts, Mail & Interaction Reply
  - Alerts:** Reminders that you have Unit Compliance items expiring in 90 days, the current month, or have expired; Self Schedulers receive an alert that your scheduling window is opening or closing soon
  - Mail:** If a requests is rejected by the system, the type of message will be mail
  - Interactions:** Response to requests you submitted, or a requests from an employee that needs your response
- Unread requests will display with a red, closed envelope & read messages will display with a blue, open envelope
- When you select a message the details of the message display
- **Interactions** – display the form you submitted and has Return, Show History, & Print tabs at the top
- **Alerts and Mail** display four blue navigation tabs <Prev Next> Delete & Close
- Selecting **Prev** and the previous message displays
- Selecting **Next** and the next message displays
- Selecting **Delete** the message is deleted from the Inbox and moves to the Deleted folder
- Selecting **Close** and you are returned to the inbox & the message you closed now displays with a blue open envelope

### Quick way to clean up your inbox

Delete a group of messages that you have read and no longer need in your inbox. Each page can list 50 messages. You can delete the message by page. Remember, you can have the oldest messages on the first page by selecting Date from the gray header bar so that the oldest messages are on page one.

**Note:** The month and date and time are listed on each message, but not the year.

### Step for Deleting multiple messages:

1. From the gray header bar select the blue ALL tab – all messages display with a checkmark in the delete column. You can de-select the checkbox for any message you do not want to delete
2. Select the DEL blue button from the header bar
3. Select OK to acknowledge you want to delete all checked items, if not select cancel
4. Repeat steps until all messages no longer needed have been deleted