If a sign-off request has been sent to one person but that person is not available, follow the instructions below to cancel the first request and to send a sign-off request to an alternative person.

1. Cancel the initial sign-off request

   A. Select the application
   B. Click on the **Signatures** tab
   C. Click on **Cancel** beside the original signature request

   The original signatory will receive an email saying that the request has been cancelled.

   D. The **Status** updates to **Recalled**.
   E. A **Response Date** appears which is when the request was cancelled.

2. Send a new sign-off request

   F. Click on the **Navigation** tab
   G. Click on **Approvals sign-off** section link
   H. Click on the appropriate **Request Signature** button

   I. Start typing the name of the person you are requesting a signature from and select from the list
   J. Type in any message
   K. Click on the **Request** button

**NB** Once signatures are requested the form will be locked and no further updates can be made prior to submission.