1. Introduction

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.

2. 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.

3. 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.