

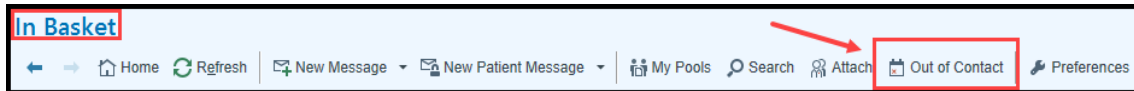


In Basket Out of Contact

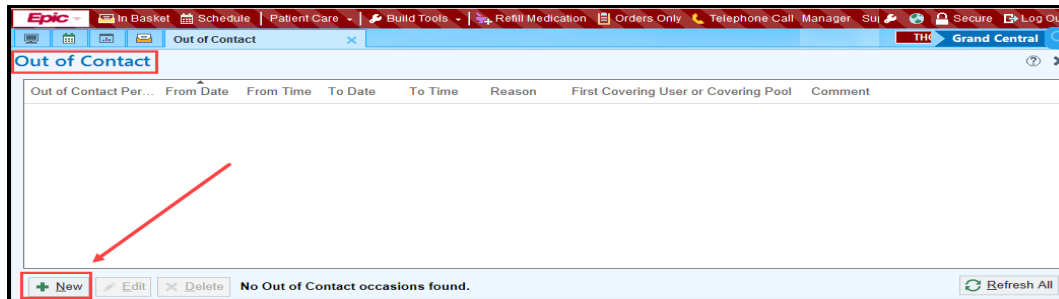
Out of Contact occasions can be created to give users access to review and work others' In Basket messages when they are out of the office or unavailable. This document outlines the steps to create an "Out of Contact Occasion" and how to work/review In Basket messages that you have been given access to.

Creating Out of Contact

1. From your **In Basket**, click the **Out of Contact** button on the main toolbar.

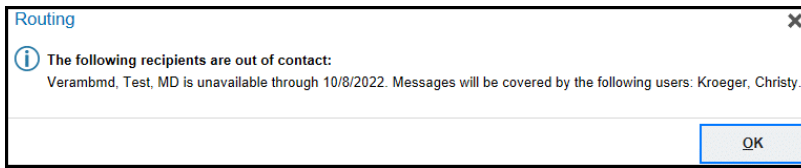


2. Once the **Out of Contact** window opens, click **New** on the bottom left.

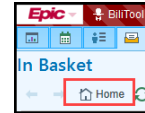


3. Complete the fields below and click **Accept** to create.
 - a. **Person**- user name will populate
 - b. **Reason**- indicate if out of office, unavailable, or other
 - c. **Comment**- optional, does not display to users receiving messages
 - d. **Start Date and End Date** – indicate the dates for coverage
 - e. **Covering Users or Covering Pools** - enter covering providers/pools in this section.
 - f. **Accept**

Anyone sending a message during your out of contact will see the following pop up box.

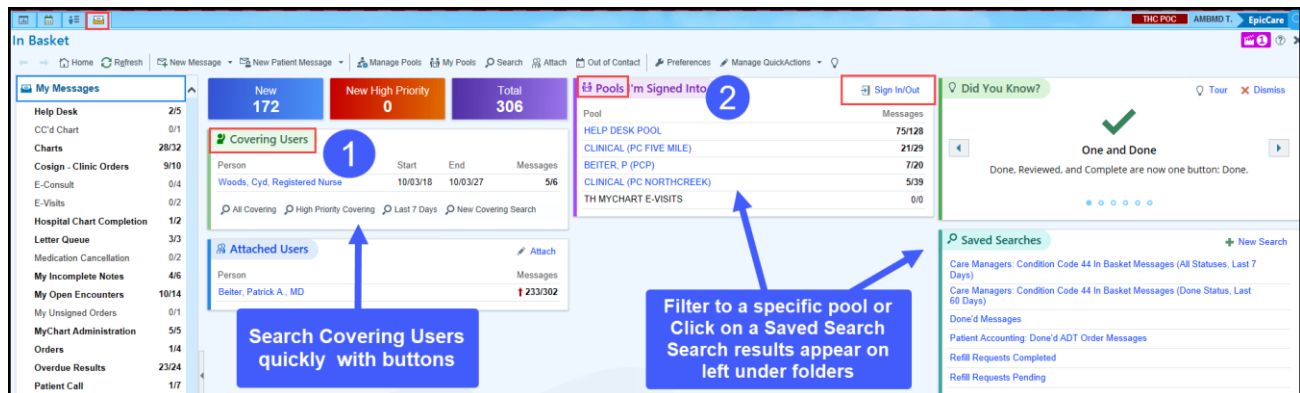


To review and/or work messages for someone you are covering, use the **Home** page:

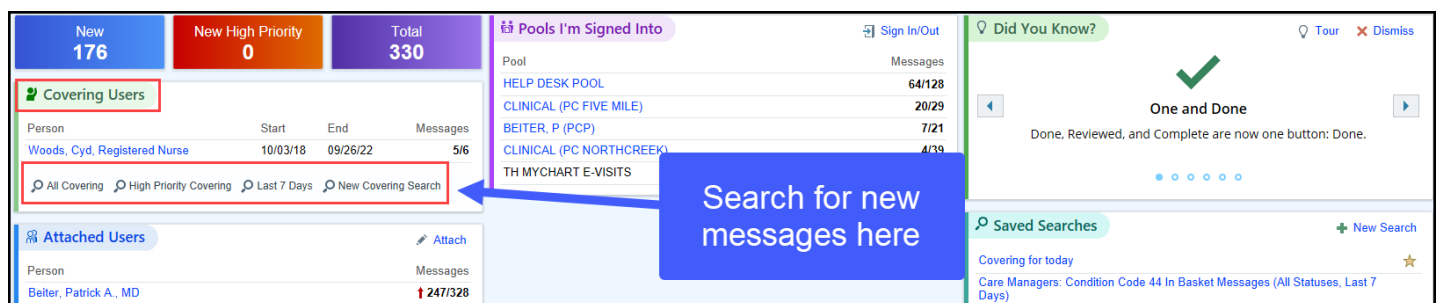


To narrow your view of the tasks you are covering, use the filters on the home page of your In Basket.

- 1) **Covering Users** – people you are covering for
- 2) **Pools** you're signed into. **IF** a pool is used to cover for an **Out of Contact** person, you will need to sign into the covering pool.

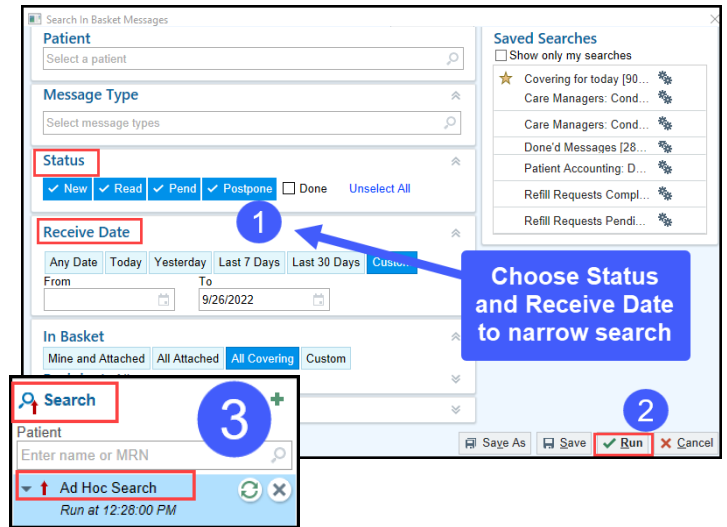


When covering for a colleague, use the filters under **Covering Users** to search for new messages. If you click on **New Covering Search**, you will be prompted for further information.



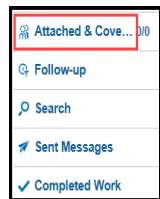
To use the New Covering Search:

- 1) Choose **Status** and **Receive Date** to narrow the search
- 2) **Run** the Search
- 3) **Search** results appear on the **left** under folders



If you have navigated away from the **Home** screen and need to see your attached **In Baskets**:

- Click **Attached & Covering** tab in the lower left corner of your screen.



- You can now view and act on **In Basket** messages for the Out of Contact person.

