E-Forms System Frequently Asked Questions

Please Note: This list is a compilation of some of the most common questions we receive from WSU E-Forms System users. The brief answers we provide are intended to help frequent users quickly solve issues. For further questions or more detailed information, please contact the Procedures, Records, and Forms Office; email prf.forms@wsu.edu; or telephone 509-335-2005.

Q. Can faculty members on a nine month/academic year appointment log into the E-Forms System during the summer months?

A. No. The active employee code in which the E-Forms System uses for employee access is not attached to faculty members network I.D. during the months that they are not on appointment.

Q. I am not able to view an e-form attachment.

A. The attachment may have become corrupt. The originator should remove the corrupt file and rescan and upload the attachment again. Ensure the attachment filename contains no spaces or special characters.

Q. I uploaded only one file attachment, but the e-form now shows numerous copies of it.

A. The attachment filename probably has spaces and/or special characters in it. Remove all the attachment copies. (For assistance with removing very large quantities of attachments, contact the Procedures, Records, and Forms office.)

Rename the attachment file using only alphanumeric characters and no spaces and reattach it to the e-form. If the attachment file is correctly named, and the system still creates numerous copies, the e-form is likely corrupted and a new one should be created.

Q. I submitted an e-form to workflow for another user's signature. That user told me they signed the e-form and sent it back to me, but I can't find it in my Workflow Personal Inbox.

A. One of two things likely happened. If the user sent it back to you using the **Return to Sender** option, the e-form was moved back one step in the workflow process. Therefore, the e-form is in your My Draft Forms folder and the system recognizes it as an unrouted draft.

The other possibility is the user did not click on the **Submit to Workflow** button after adding your network user I.D. to the Selections box on the Inbox Workflow page. In this case, the e-form is in their My Draft Forms folder.

Q. The buttons at the bottom of the e-form are not showing. How can I send the e-form to workflow?

A. The E-Form System browser window is split into two "frames," and the buttons reside in the bottom frame. Be sure the browser window is not in full screen mode, then drag the bottom of the screen up a bit by moving the cursor over the bottom frame dividing line and dragging the line up. The bottom frame that contains the buttons will appear. You may need to scroll the bottom frame up or down a little to view the buttons.

Q. I am not able to access the E-Forms System and am getting a message that it is "locked."

A. Logout and close the browser, then wait *two* hours for the system to unlock the form. Clear the browser cache (history and cookies) before logging back in to the system. To help avoid this issue, use the E-Forms System navigation buttons, rather that the browser back button to move to a different page in the system.

Q. An error message saying "Form window is blocked!" appears when I try to open an e-form from the List Saved E-Forms page.

A. Enable pop-ups in the browser settings. Perform a Google search on "how to enable pop-ups in *browser name*" for instructions.

Q. Why do I see an unfinished e-form in the My Draft Forms folder that I know should be complete.

A. You may have inadvertently created one or more copies of the e-form. Search on claimant's name or other unique keyword to find *all* the copies. (Refer to List Saved E-Forms Page in the E-Forms User Guide.)

Q. I am not able to add a Group to the Selections box on the Inbox Workflow page.

A. Remove any individual users from the Selections box in the Personal Inbox area of the page. The system does not allow e-forms to be sent to individuals and groups simultaneously.

Q. How do I remove the individual(s) or group selection that automatically appear in the Selections box on the Inbox Workflow page?

A. Remove the individual(s) or group from the Selections box by using the **Remove** button. Then click on the **Save** button at the bottom of the window. To avoid this issue, do not save workflow selections unless you always send e-forms to the same individual or group.

Q. I sent an e-form to a user who no longer works for WSU. How do I get the e-form back from their E-Forms System repository?

A. Contact the Procedures, Records, and Forms office. In the rare case where a user no longer has access to their WSU network account, an E-Forms System administrator may take the e-form and send it back to the originator.

Q. May I ask an E-Forms System administrator to take an e-form from a user's repository if the user is temporarily unable to access the E-Forms System?

A. No, with the following *two exceptions*:
1) The recipient is on Family Medical Leave.
2) The recipient is an overtime eligible employee that is out of the office for more than one week.

Q. How do I delete unwanted e-forms from My Draft Forms folder?

A. Open the list of e-forms on the List Saved Forms page. If the **Form Status** of the unwanted e-form is Draft, click the **Delete Form** button on the right. If the **Form Status** of the unwanted e-form is Draft2, it cannot be deleted, however, it can be repurposed.

Q. How do I *repurpose* an e-form?

A. The originator deletes all the content out of the e-form and saves it as a new draft in his or her My Draft Forms folder for future use.
