# 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. I received an email notice instructing me to sign a TEV in the E-Forms System. But I have no idea how to do that. Help!

A. Follow the steps outlined in the simple *Step-By-Step TEV Guide*. A link to the guide is on the WSU E-Forms web page at: http://public.wsu.edu/~forms/eforms.html.

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Q. The TEV **Per Diem Rates Query** window is giving me an error message or not letting me add any locations.

A. Clear out the browser cache (history and cookies) and be sure pop-ups are enabled.

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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.

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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.

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Q. I submitted an e-form to workflow for another user's signature. That user told me he or she 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 his or her **My Draft Forms** folder.

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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.

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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 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.

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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. How to enable pop-ups in: Internet Explorer, Chrome, Firefox.

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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. On the **Client Home** page, open the **Search Records** window. Search on claimant's name or other unique keyword to find *all* the copies.

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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.

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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.

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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 his or her WSU network account, an E-Forms System administrator may take the e-form and send it back to the originator.

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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.

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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.

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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.

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Q. I check the box for additional signatures on the second page, but it does not activate and I am unable to sign the second page.

A. Check the "additional signatures needed" box and save the e-form. Reopen the e-form (from your My Draft Forms folder) in edit mode and the box will be checked. If another user needs to sign the second page, check the box and send the e-form in Workflow. The recipient will then be able to sign the second page.

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