

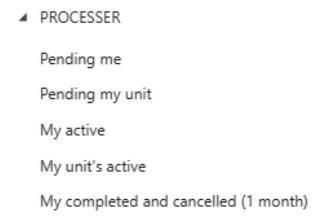
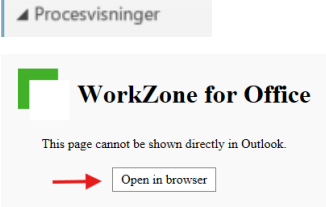
# Process overview

This guide explains how to use the Process overview in Workzone. The Process overview is available in both Outlook and Workzone web client.






You must document your processes by completing them, so that no active processes remain on the case when it has been fully processed. The Process overview is your tool and overview to ensure that the processes are completed correctly.

For SmartPost users, there are two scenarios in particular that you should be aware of:

1. SmartPost cannot connect to e-Boks. In this case, you will receive a SmartTask (email) asking you to complete the process by clicking OK. If you do not do this, the process will remain incomplete.
2. When you send a document/letter for a case where you are not the case handler, SmartPost will send a SmartTask to the case handler of the document. You can avoid this by clearing the **Approval** field. Otherwise, the sending will only be completed once the document's case handler has approved it.


Instructions	Explanation	Navigation
<p><b>Find process lists in Workzone</b></p>	<p>Open <a href="https://workzone.uni.au.dk/app/client/">https://workzone.uni.au.dk/app/client/</a></p> <p>Under <b>PROCESSER</b> in the left-hand menu, you will find five lists:</p> <ul style="list-style-type: none"> <li>• <b>Pending me</b> – Active processes where you are the process owner.</li> <li>• <b>Pending my unit</b> – Processes awaiting actions from you or your colleagues in your unit.</li> <li>• <b>My active</b> – Active processes where you are the process owner</li> <li>• <b>My unit's active</b> – Active processes with process owners from your unit.</li> <li>• <b>My completed and cancelled (1 month)</b> – Shows your completed and cancelled processes</li> </ul>	
<p><b>Find process lists in Outlook</b></p>	<p>Open Outlook</p> <p>Click Procesvisninger in the left-hand menu. Either a browser will open, or you will need to click the <b>Open in browser</b> button. In the browser all process views are displayed.</p>	

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<p><b>Deadline</b></p>	<p>The process deadline is indicated by a colored icon:</p> <p><b>Green:</b> The process is in progress</p> <p><b>Yellow:</b> There is only one day left before the process deadline is exceeded</p> <p><b>Red:</b> The process deadline has been exceeded</p>	
<p><b>Preview</b></p>	<p>Select a process and click <b>Preview</b> to open it in the preview pane. In the preview pane, you can check the status of the tasks in the selected processes.</p> <p>Click a task in the preview pane to open it and, if necessary, respond to it.</p>	
<p><b>Edit</b></p>	<p>Select a process and click <b>Edit</b> process. You can edit the following: title, deadline, description, and priority.</p> <p>Click <b>Save</b> to save your changes.</p>	
<p><b>Cancel</b></p>	<p>Select a process and click <b>Cancel</b>.</p> <p>The process is no longer active and can be viewed in the list <b>My completed and cancelled (1 month)</b>.</p>	
<p><b>Restart</b></p>	<p>Select a process and click <b>Restart</b>.</p> <p>You can restart a process, for example if a process was cancelled or if it failed due to a system error and you now want to start it again after the issue has been resolved.</p> <p>After the restarting, the process will again be visible in the various active process lists.</p>	

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<p><b>Take over process ownership</b></p>	<p>Select a process and click <b>Take ownership</b>.</p> <p>If the previous owner is an active user, they will receive an email notification that you have taken ownership of the process. The email contains a link to the process.</p>	
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