

# Job Aid | Manage Workday Inbox



**Purpose:** This job aid provides step-by-step instructions for managers to manage their Workday Inbox. It is important to note, your Workday Inbox is separate from your Northeastern email inbox.

## Steps to manage Workday inbox:

### View Inbox:

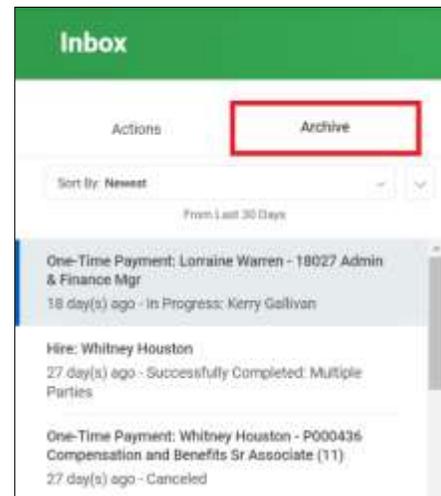
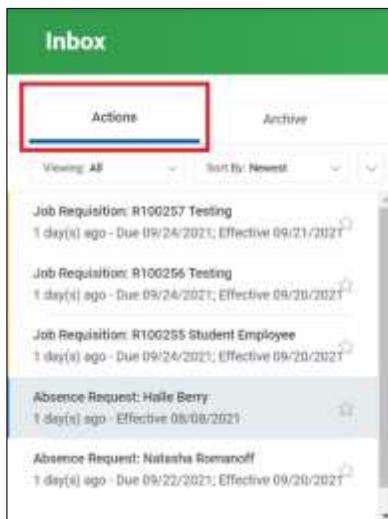
1. From the Workday homepage, Click the **Tray** icon  on the top right corner to navigate to your **Inbox**.



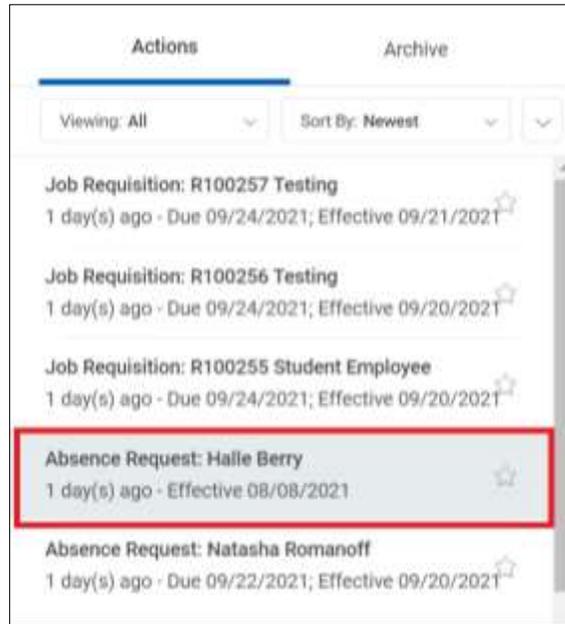
2. The **Inbox** screen appears. There are 2 tabs – **Actions** and **Archive**.

The **Actions** tab contains your business process tasks, approvals, and to-do's. Actions can be filtered using the **Viewing** filter. The **Viewing** filter has **All** as the default and further allows filtering based on **Favorites** and **Overdue**.

The **Archive** tab displays the history of transactions within Workday and the status of any business process you may have been involved in.



3. Click the relevant inbox task from the **Actions** tab to open it. In this example, click **Absence Request: Halle Berry**.



4. You can perform any of the following actions on the request:
- **Approve:** An action performed in Workday to approve a task or event. When you approve a task or event, it certifies that the task or event has been reviewed, verified and is accurate.
  - **Send Back:** An action performed in Workday to send a task or event back to the initiator for corrections. When you send back a task or event, ensure that you enter a comment explaining the error/ missing information so the initiator can make the changes and resubmit.
  - **Deny:** An action performed in Workday to deny a task or event. **Note:** it is recommended that managers use strong discretion when selecting the 'Deny' option as this ends the business process completely.

**Review** Absence Request: Halle Berry ⋮

1 day(s) ago - Effective 08/08/2021

For Halle Berry

Overall Process Absence Request: Halle Berry

Overall Status In Progress

**Details to Review**

Last Day of Work 08/06/2021

First Day of Absence ★ 08/08/2021

Estimated Last Day of Absence ★ 08/28/2021

Type ★ University > Personal Leave

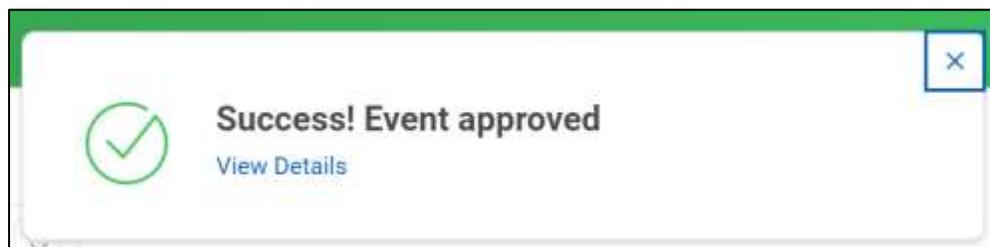
∨ **Leave Impact**

Payroll Effect

Absence Annual Effect

**Approve** Send Back Deny Cancel

5. Once you approve, send back, or deny the request, the system displays a status message. Here is an example of the message displayed on screen when you approve a request.



**Result:**

You have now completed the steps to view and take action on items in your Workday inbox. Once action is taken, the business process will follow the workflow configured as part of the respective business process.