

Chasing Responses for Fols

Go onto Information Access Request System – on Intranet

Check if there are any “job comments” for that number (enter number into request box at top right of screen and press ‘go’)

“Job comments” are under the number of the request (appears in blue when go into the job)

Search the email account

“Advanced find” is a small icon in the top left corner of the screen

At ‘Look for’ drop down box select “any type of outlook item”

Click on ‘Browse’, untick self and tick Fol, then click ‘OK’

Under ‘search for the words’ type the Fol number

Then click on ‘Find now’

Open the request to contacts email

Reply to all (take out Fol!) and add “Chase” to the subject line

Insert “Chase” signature – checking date in this

Send and then move the email from ‘Sent’ to ‘Chase / Sign off’

Where the request had been sent to more than one Service only chase who has not responded

Put a note in “Job comments”

Add ‘Chased / Date’ and then file in the red folder