Out of Contact

Assign an In Basket Delegate While You Are Away to Cover Your Messages

This Tips and Tricks handout addresses how to create an Out of Contact occasion for when you will be away. This is a useful tool to ensure that your In Basket messages are covered by a delegate who can make sure that urgent messages do not go unattended. With this feature, a message will alert anyone who tries to send you a message that you are away and that your work has been delegated to another user. The delegate can respond to your urgent messages, such as abnormal results, and leave the other messages for when you return. It is recommended that you discuss a plan with your delegate so your expectations for message coverage are met.

Create an Out of Contact Occassion

Open your In Basket. On the In Basket toolbar, click Out.

This opens the Out of Contact screen. To create an Out of Contact Occassion, click New.
The Out of Contact window opens.
1. Click the radio button to indicate the **Reason** you will be out.
2. Enter a **Comment** if appropriate.
3. Enter the **Beginning Date** and **Ending Date**.
4. Enter the name(s) of the person who will review your messages in the **Delegates** field.

When finished, click **Accept**.

A summary of your Out of Contact Occasion appears.
Alerts to Other Providers

If you have created an Out of Contact Occasion, another provider will see the following message if they try to send you an In Basket message while you are away:

Delegate Receives Your In Basket Messages

On the day you have indicated you will be away, your delegate will automatically receive your In Basket messages. Your delegate will need to access his or her Attached In Baskets to see your messages.