



## Using Approval Workflows

An Approval Workflow defines one or more approvers who must give permission for a learner to register or a learning object. When a learner finds a course that requires approval, they will see a Request button. When pressed, an approval request is sent through the chain of approvers. If all the approvals are given, the learner is registered for the training.

One example use case for approval workflows would be when a learning object is available to a large audience, of whom only a small portion should take the training. An approver can confirm that a learner is served by the training before being registered, with automated emails to the requestor explaining that they have been approved or denied.

By default, all users require at least one approval, but many trainings are set as pre-approved to make the registration process easy. Removing pre-approval will force users to wait until the first named approver gives permission to take the training. Higher approval values will move further through the chain of approvers. Conflicting approval values will use the lowest approval value.

## Create an Approval Workflow Template



Before creating a new approval workflow, check with your Cornerstone regional system administrators to ensure an equivalent workflow does not already exist for your agency or work unit.

Creating and using an approval workflow first requires creating a new template. Administrators can then apply this template to specific approval scenarios.

1. From the menu, under Admin, select **Preferences**.
2. Select **Default Approval Workflow Templates** under Learning Preferences.
3. Select the **Create New Approval Template** link on the Approval Workflow Template page.
4. On the Define Approval Template page, give the template a name using the **Approval Template Name** field. Template names should include an agency's or work unit's acronym and some detail about the type of approval workflow itself, such as the number of steps in the workflow (e.g., "DCF 3 Tiered").
5. Use the **Approval Step Number** add button to add a step in the approval workflow.
6. The **Approval Step Number** should be ordered automatically. To redefine the order, change the Approval Step Number values before saving.
7. In the **Approver(s)** field, define the individual user or relationship-based user who should serve as the approver for that step in the workflow. Using the **Select Criteria** dropdown, select an Employee Relationship, a specific Position, or a specific User. Use the selection link to

Approval Step Number	Approver(s)	Remove
1	Manager Select Criteria <a href="#">Create New Group</a>	
2	Approver Select Criteria <a href="#">Create New Group</a>	
3	Cost Center Approver Select Criteria <a href="#">Create New Group</a>	

Save Cancel



# Create Approval Workflows



further specify the approver choice. In the pop-up, enter search terms if needed, use the plus button **+** for each role, or user, then press **Add**.



Selecting an Organizational Unit (OU) as an Approver would mean any end user within that OU would be able to approve that step. It can generate many erroneous emails. Avoid selecting Division, Grade, Cost Center, Location, Self-Registration Group, Employee Type, or Employee Category. Be very wary of selecting Group or a specific Position. You likely want to select Employee Relationship or a specific User.

- Repeat Steps 5-7 for each step in the approval workflow.
- When finished adding steps to the workflow, press **Save**.

## Use an Approval Workflow Template by Default for a Division

After an administrator has created a new approval template, they may use the workflow by default across a whole division. The workflow can be used to approve a user taking a training, or to recognize that they have completed a training. A different workflow can be applied to each training (learning object) type, such that an online class might not require approval but an event would require approval.

**Define Default Approval Requirements**

Object Type	Pre-Approved	Register Upon Approval	Default Approval Workflow	Default Completion Approval Workflow
Online Class	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Event	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Quick Course	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Curriculum	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Library	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Material	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Video	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	DOA Default Approval Route
Online Content	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DOA Default Approval Route	None

**EXTERNAL TRAINING**

Pre-Approved:  Register Upon Approval

Training Approvals:  Place a value in this box greater than 0 to require this number of training approvals to all users who request this type of training. If this box is blank, the system will look at the user record for the required number of training approvals.


Completion Approval:  Place a value in this box greater than 0 to require this number of training completion approvals to all users who complete this training type. Upon completion user's status will be Pending Completion Approval before moving to Completed. If this box is blank, the training will not require completion approval.

Default Approval Workflow:  Default Completion Approval Workflow:

Overwrite custom settings previously saved for child Divisions. (If unchecked, the preferences will still be applied to any child Divisions that are either new or currently inherit the parent settings.)


- From the menu, under Admin, select **Preferences**.
- Select **Define Approval Requirements by Training Type (by Division)** under Learning Preferences.



3. Use the **View More**  buttons to expand the Division hierarchy menu, and select the Division to which the approval workflow should apply.

On the Define Default Approval Requirements page, default approval workflows are organized by Object Type. These objects correspond to training types, or learning objects, available in the system. Administrators can apply a different approval workflow for each object type.

4. For each Object Type, open the **Default Approval Workflow** dropdown and select the predefined approval workflow. If approval is not needed for the object type, select **None**.
5. Administrators can also apply a default completion approval workflow using the **Default Completion Approval Workflow** dropdown, for each relevant training type. If a completion approval template is used, a user's status upon completion of a learning object will be "Pending Completion Approval". Upon approval from all completion approvers, the user's status will move to "Completed". If completion approval is not needed for the Object Type, select **None**.
6. For each Object Type, consider whether users in the Division should be **Pre-Approved** and if their requests should **Register Upon Approval**.
7. When finished making selections, press **Save**.

 External Training includes fields to define the training approval and completion approval values, in case a division requires more approvals for an external training than is required for trainings already in the course catalog.

## *Use an Approval Workflow Template per Learning Object*

An administrator can create an exception to the default approval workflow by substituting it, per training, with another approval workflow template. Default Completion Approval Workflows cannot be affected at this level.

1. From the menu, under Admin, select **Catalog**.
2. Select **Course Catalog** from the Catalog Management page.
3. Search and filter for the desired training, then select the **More Actions ...** button to find and select the **Edit** link.
4. On the General tab, adjust the **Required Training Approvals** and **Required Completion Approvals** to match the desired number of approvals needed to access the training.
5. On the Availability tab, for each listed OU which requires approval, confirm that the **Pre-approved checkbox** is not-checked.



On the Approval Workflow tab, administrators can define the approval workflows used specifically by this learning object.

6. On the Approval Workflow tab, open the **Select Criteria** dropdown and select the Organizational Unit (OU) type by which to filter.
7. Press the **Select** button to open a pop-up where you can search and filter for the exact OU that will be affected by an approval workflow.
  - a. Select the hyperlinks in the first column to build a list.
  - b. Select the trash icon at the end of each list item to remove it.
  - c. Select **Add** to import the list to the Approval Workflow tab.
8. If multiple OUs are added, consider if there are any individual users who belong to both OUs; for example, Jane Doe is in both a Division and a Group, both of which will have a workflow for this learning object. The learning management system will default to the least approvals, which may not be the appropriate way to handle Jane Doe's approval process. Prioritize which approval workflow to use by increasing the OU's approval workflow **Rule Rank** value.
9. Consider if it is appropriate to check the **Include Subordinates** checkbox, which would apply the approval workflow to all child OUs.
10. Use the **MM/DD/YYYY** textbox and **Time** dropdown to limit for how long an approval workflow will be used.
11. Use the last dropdown to select the appropriate, predefined Approval Workflow Template for each named OU.
12. If the OU no longer needs a unique approval workflow, check the **Delete Checkbox**.
13. Press the **Save** button.