

Resolved: Known Issue - KI9.2-146_Workflow – Users Unable to Insert Adhoc Approvers with a Different Primary Permission List

UPDATED: June 14, 2021

STATUS: Resolved

RESOLUTION: ITS applied a fix so that a user can insert any Ad Hoc approver, regardless of that user's Primary Permission List. A user can now search for any ad hoc approver by entering the ad hoc approver's name or User ID.

NAVIGATION: There are various navigations to access the transaction approval page. This known issue affects any navigation that you take to approve a transaction.

Primary navigation is: Navigator > Worklist > Worklist

ISSUE: When users attempt to insert an Ad-Hoc approver, all approvers are not returned in the search results as expected. Instead, the search results only return approvers with the same Primary Permission List as the user who is attempting to insert the ad-hoc approver.

For example, a user with a primary permission list of BOR_BU_43000 can only insert ad-hoc approvers with a BOR_BU_43000 permission list. Approvers with a primary permission list of BOR_BU_4300B would not be returned in the search results in this example.

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MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).

