What is the “Worklist” tab which appears on the BUworks Central portal?

Every BUworks user will see the Worklist tab on their BUworks Central portal homepage. Comparable to your email inbox, you select Worklist to see all of the work items requiring your approval. These work items can be shopping cart approvals, financial transactions and HCM approvals including leave of absence, hiring or other personnel actions.

My “Worklist” is empty, is something wrong?

If you do not have any approval authority, your Worklist will remain empty.

Will my “Worklist” include a reminder to submit my timesheet?

No, payroll notifications are not included in your Worklist. If you do not release your timesheet, you will receive a system notification via email.

How often should I check my “Worklist”?

Your Worklist will contain items which require some action, or approval from you. As a best practice, keep the Worklist open throughout the day, as you do with your email, to see what new tasks require action. The Worklist is set to refresh every minute, though you can also refresh it manually at any time by clicking the “Refresh” button on the right hand side of the screen. There is no need to wait until the due date to complete an action. We recommend you process work items daily.

I share responsibility for approvals with my manager and / or co-workers. Will work items appear in their worklists, or do I need to forward?

You will find instances where your Worklist presents “shared” tasks for approving an item with your colleagues. In such cases, the approval task appears in the Worklist for all of the users sharing this same task. However, keep in mind once you click on a task and open it, that task disappears from the Worklist of the other users until you approve or return a task to shared status.

I am going to be out of the office, can I re-assign my approval rights to other employees during my absence.

Yes. A worklist provides the ability to easily setup other users as your nominees/substitutes, meaning they will be able to permanently, or temporarily, approve items and tasks on your behalf. You can designate a substitute for a limited period such as an upcoming vacation period via “Receive My Tasks” or a permanent substitute to fill in for unexpected absences via "Fills in for me" option.
Can I customize my Worklist?

Yes, you can easily change the display of information on your screen. By default, the Worklist displays your new and in-progress tasks. You can choose to view other tasks by making a new selection via the “Show” drop down menu, including tasks which have been forwarded to others. You can sort the tasks by any of the columns displayed on your Worklist by clicking on any of the column headers, such as “Due date” or “Status”.

Where do I review the completed Worklist items?

The Request Tracking screen on Manager Self-Service (MSS) provides the query ability to review your history on all approved items in the worklist.

How do I access training, guides, and work instructions?

To access training, go to HCM Training page located at http://bu.edu/tech/support/buworks/help/hcm