**175499: 713348 Add rejection reason to email notification**



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Test Data: Unassigned

Description: 713348 Add rejection reason to email notification

# Summary

**Categories**

Function: Unassigned

Test Phase: Integration Test

# Formal Review

General Comments

**Manual Steps**

**Step 1**

**Execution Step**

Description\*

**SLA**

Open a Dashboard session. Scroll to My

Requests in Progress Find a request where

the PA test login is the assigned PA, the Assigned SL is Administrative, and

is in either Assigned or Rejected state. (used Rejected)

Open the Request. Add a Patient Contact Visit Activity.

Add a Resolution Activity, description = 713348 Add rejection reason to email notification

Click Resolve Request. Verify status goes to Resolved. Note the Request ID.

Expected Results

Request is Resolved.

Comments

Validates Attachments

**Step 2**

**Execution Step**

Description\*

**PA**

Open a Dashboard session. Scroll to My

Requests Due for PA.

Find the request that was just resolved. Open by double-clicking.

Add a Reject Resolution Activity, description: "Story 713348 Add rejection reason to

email notification"

Click the REJECT RESOLUTION button from the session tab toolbar. Click OK to reject the resolution.

Verify the request is now in a Rejected state.

Expected Results

Request is Rejected.

Comments

Validates

Attachments

**Step 3**

**Execution Step**

Description\*

**SLA**

Verify that an email was sent to the SLA

advising that the request was rejected, and the rejection reason was provided.

Expected Results

Notification email sent; and the reason matches the details of the rejection activity.

Comments

Validates

Attachments

**Associated E-Signatures**

**Signed Action Signer Comment Additional Information**