Transitioning and Viewing Exception Requests

Questionnaire responders can view exceptions requested by other users. Only the workflow stage stakeholders can modify the settings and transition the exception to another stage.

To view an exception:

1. Open the questionnaire by clicking the questionnaire in the My Assessments or by navigating to **Home** > **Questionnaires** and then selecting Work on from the action menu in the questionnaire's row.

2. Go to the subcontrol.

   In the Questionnaire navigation pane, select the control, if there is more than one subcontrol, a table displays, select the subcontrol title to open the question.

   The question displays.

3. Go to **Exception** tab and click the **here** link.

   The **Exception Request** details displays and if you are a stakeholder of the stage, the **Edit** button displays in the upper right corner.

4. Click **Workflow**. The stage details displays.

5. Click a stage action to transition the exception request.

6. To change either general or recurrence settings, click **Information** and then click **Edit**.

7. To modify attachments, click **Attachments** and change as follows:

   - Click **New Document** to attach a file that supports the exception request.

   - Click **New Web Link** and enter a complete URL including the protocol HTTP or HTTPS.

   - Select an attachment and click **Delete** to remove.

The modifications affect all entity-subcontrol pairs in reports and assessments.