

Work through your queue

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Your queue holds the documents waiting for you to decide on. Each one shows the signature on the document beside the ones you have on file, so you can record what happens next.

1 Start from Home

Home tells you how much is waiting on you. Press **Start with the oldest** to go straight to it, or **Open my queue** under **Waiting on you** to see the lot.

2 Pick the view you want

On the left you'll find **My queue**, **Everyone's**, **Not assigned**, **Unmatched**, **Waiting on customer**, **Escalated** and **Closed**, each with a count. Use **Came in by** to show only uploads or only email.

3 Look at the document

Choose a document from the list. You'll see the signature on the document next to a saved one for that person, with the result and the reasons behind it, and **Open in full** if you want the whole page.

4 Choose what happens next

Under **What happens next**, pick an outcome such as **Accept** or **Ask for a new signature**, and add a **Note** if it needs one. Then press the button below it, which says what it will do, such as **Accept and close**.

5 Take it on or move on

Press **Assign to me** to make a document yours. If a check didn't run, press **Retry the check**.

Working faster with the keyboard

Press J and K to move down and up the list, a number key to pick the outcome with that number, and Enter to record it. A assigns the document to you and O opens it in full.

For what each result means, see [Read a result](#).

If something goes wrong

Desk says a note is needed.

Some outcomes always need a note, and **Accept** needs one when a check needs a look. Write a line in **Note** and press the button again.

Desk says someone else changed the document.

A colleague got to it first, and nothing you did was saved. Reload the page to see where it stands now.