How to Find a Missing Transfer Request
Approving Official

Scenario: A Transferring Official has told you he/she can't find a Transfer Request on their dashboard.

** If the Transfer Request does not appear on your dashboard check to see if the Transfer Request is listed under the following headings:

- ☐ **My Tasks**

- ☐ **My Team's Tasks**

- ☐ **Unassigned Tasks** (pending requests for your team should appear here)

Note: The different areas default to sort by Status Date. You might need to sort by another category, e.g., Transfer Request Number.

Still no luck?

Search by Request Number

Try searching for the Transfer Request by its *ID* (aka *Transfer Number*).

1. Locate the **Search Schedule & Transfer** search bar.
2. Click the *Transfer Request* tab.
3. Select *Transfer Request Number*.
4. Enter the *Transfer Request Number enclosed by quotation marks* ("TR-0064-2023-0001").
5. Press *Enter* or click the *magnifying glass icon* on the **Search Bar**.
6. View form in the **search results**.

If you found the request and you want to know its status or if it has been assigned to the wrong person, access the Reassign menu.

From the Reassign Menu

Complete the following steps after locating the request.

1. Click the *vertical ellipses* next to the Transfer Request Number.

2. Click *Reassign*. The Transfer Request must be in Draft, Submitted for Agency Approval or Returned status.

3. Click the *name of the user* in the drop-down menu.

At this point you can click *Cancel* if you only need to know who has the Transfer Request or select the user and click *Confirm* to reassign the Transfer Request.

If all else fails…

CONTACT the ERA 2.0 Help Desk at erahelp@nara.gov

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