KNOWLEDGE BASE ARTICLE

How to Set the Fallback Approver

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Table of contents

Overview 4

How the approver is chosen 4

Set the fallback approver 4

Whom to choose 5

What employees and approvers see 5

Troubleshooting 6

Terms 7

Overview

In Vitextra Absence & Coverage the approver of an absence request is the employee's **manager** as it is entered in **Microsoft Entra ID**. Not every employee has one: the owner of the company, a new hire whose profile is not complete yet, or a guest account may have no manager in the directory. For these people the request cannot be routed anywhere - unless you define a **fallback approver**.

The fallback approver is a single e-mail address stored in the `Settings` **list** under the key `FallbackApprover`. It is used only when the employee has no manager, and it applies to every absence type that requires approval.

Warning

Without a manager in Microsoft Entra ID **and** without a fallback approver, an employee cannot submit a request for any absence type that requires approval. The panel shows an error and nothing is saved. Types that do not require approval, such as Sick leave and Remote work in the default configuration, are not affected.

How the approver is chosen

When an employee selects **Submit request**, the **web part** works through these steps in order:

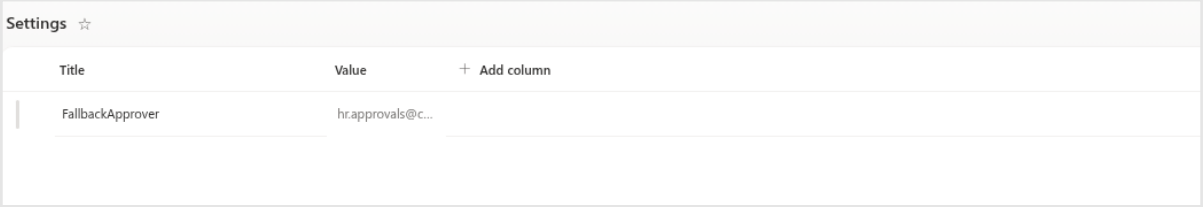
1 If the absence type does not require approval, the request is approved immediately and no approver is needed.
2 Otherwise the manager from Microsoft Entra ID becomes the approver.
3 If there is no manager, the address in `FallbackApprover` becomes the approver.
4 If that is empty too, the request is not saved and the panel shows the error **No approver was found: you have no manager in the directory and no fallback approver is configured. Please contact HR.**

If the chosen approver is the employee, the request is approved at once. For example, this happens when the fallback approver has no manager and submits their own request.

Set the fallback approver

1 Open the product **site** - the site selected in the web parts - and open the `Settings` list from **Site contents**.

2 Select **New** and fill in the item:
3 Save the item and reload the page with the web parts.



The FallbackApprover row in the Settings list

Spaces before and after the address are removed. To change the fallback approver later, edit the `Value` of the same item; to switch the **feature** off, clear the `Value`.

Whom to choose

The address must belong to a user of your **Microsoft 365 tenant**. Use the primary e-mail address of the person - the same one that appears in their profile. When the first request is routed to this person, they are added to the user list of the product site automatically.

The fallback approver works with the **Approvals** tab of My Absences, so they need the same access as every other employee: **Member (edit)** access to the product site. The tab appears for a user as soon as at least one request is waiting for their decision.

Typical choices are an HR manager, the head of the company's office or a deputy managing director. Only a single address is possible: there is no approval delegation and no list of approvers in this version.

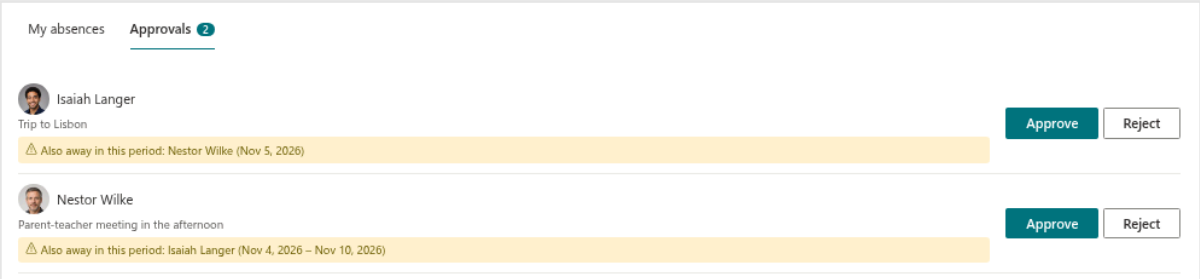
Note

The setting names a **person**, not a mailbox group. Choose a real user, and agree in advance who takes over when this person is on leave - the product does not forward requests automatically.

What employees and approvers see

Nothing in the employee's workflow changes. Unless the request is approved automatically as described above, it is created with status **Pending approval**, and the row in **My requests** shows **Approver:** with the display name of the fallback approver. The fallback approver finds the request in the **Approvals** tab and decides it as

described in KB10334. How to Approve or Reject an Absence Request.



A request waiting for the fallback approver on the Approvals tab

Two rules are worth remembering:

- **The approver is fixed at submission.** The name is saved with the request. If you later change `FallbackApprover`, or the employee gets a manager in Microsoft Entra ID, requests that are already pending stay with the original approver.
- **The setting is read on every page load.** After you save the item, ask users to refresh the page.

Troubleshooting

Symptom	Cause	Solution
The panel shows the "No approver was found" error	The employee has no manager and `FallbackApprover` is empty or missing	Add the manager in Microsoft Entra ID or create the `FallbackApprover` row
A general error appears when submitting for an employee without a manager	The address in `Value` cannot be resolved to a user of the tenant	Check the spelling and use the primary e-mail address
The approver does not see the request	The address differs from the one the person signs in with, or the person has no access to the site	Use the primary address and grant **Member** access

Terms

Feature
A feature is a set of SharePoint elements (artifacts), such as site columns, content types, web parts, application pages, custom actions, list templates, list instances, and others.

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Entra ID
Microsoft Entra ID (formerly Azure Active Directory) is a cloud-based identity and access management service offered by Microsoft. It allows organizations to efficiently manage and secure their users' identities and access to a variety of resources, both internal and external. These resources include Microsoft 365, the Azure platform, and thousands of other software-as-a-service (SaaS) applications.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Terms

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.