

## **Replying to Emails in IQ5**

Market: House, Senate

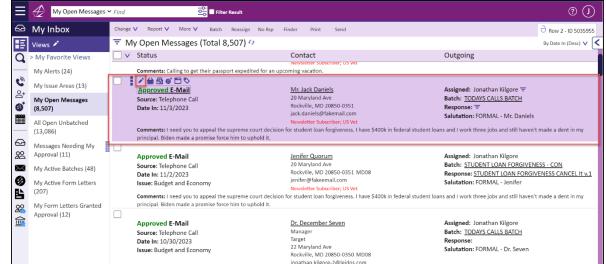
**Description:** These instructions teach users how to **reply to individual emails** one at a time as well as how to send all their ready to send emails out at once. Note that the best practice is to send letters out in mass from Batches. To learn more, see the Message Processing article.

Click the link below to be brought to the following topic:

Sending Emails from Ready to Send Tile/View

## Replying to an Individual Email

- 1. Navigate to the Messages or My Inbox application.
- 2. Click on My Open Messages.
- **3.** Double click on the Message or click on the **1** to reply.



- 4. Set Method Out to Email.
- 5. Type in a Subject.
- 6. Choose your From email address.
- 7. Click in the Form Letter field to choose a letter to print OR click on Custom Reply to type our a unique custom letter.

P: (703) 764-0582		
esponse More Preview		Comments
To From		connents
L2fake@fakemail.com *	nan John Quorum" <iq.training@training.lmhostediq.c td="" 🗸<=""><td></td></iq.training@training.lmhostediq.c>	
	Method Out	
Subject	E-Mail 🗸	
	Assigned To	
ENVEnvironmental $ imes$	<b>(</b> +)	
Issues	0	
	Or Custom Reply	Add Discussion Message
Form Letter 🗌 Limit to Codes 🖉	Or Custom Reply Include History	
		_
Not a day goes by that I don't hear about the wildfires assaulting our eart	h. Maui, Greece, Canada. While I recognize that	Alert these Users or Groups
wildfires are a natural occurrence and serves a purpose for the regenerat		Pos
preventable. Is it climate change or is it negligence? How can our local co	mmunities/states/country address this better? I	100
hope for a better world for my children. Concerned citizen		
	ID#5032704	
On Hold Batch Send Swap Contact	Row 4	Save & Close Save

- 8. Click Send.
  - a. \*Note: You can click on the Customize Letter option to customize the Form Letter

you selected if necessary. You can also click on the icon to open a new tab and view/edit the Form Letter itself.

Approved Message for Paul Songjin Kim		×
<b>C</b> P: (703) 764-0582		
Response More Preview		
To     From     L2fake@fakemail.com *     Cc/Bcc     "Congressman John Quorum" <iq< td=""><td>.training@training.lmhostediq. 🗸</td><td>Comments</td></iq<>	.training@training.lmhostediq. 🗸	Comments
Subject Responding to your Concern	Method Out E-Mail 🗸	
ENV-Environmental X	Assigned To Jonathan Kilgore	#
Issues Form Letter Climate Change Wildfire Response (RA)	Include History	Add Discussion Message
STATES SCALES SC		Alert these Users or Groups Post
On Hold Batch Send Swap Contact		Save & Close Save Close

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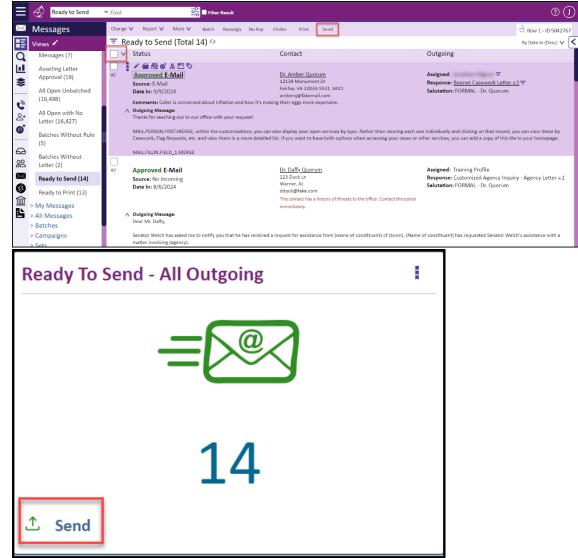
## Sending Emails from Ready to Send Tile/View

This tile/view allows you to manually email Form Letters to constituents for the whole office. A message appears here if the message Status is Approved, the Outgoing method is set to email, and the Form Letter assigned is also Approved. To send the letters:

1. Click on Ready to Send.



- 2. Click the Select All box.
- 3. Click Send.



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