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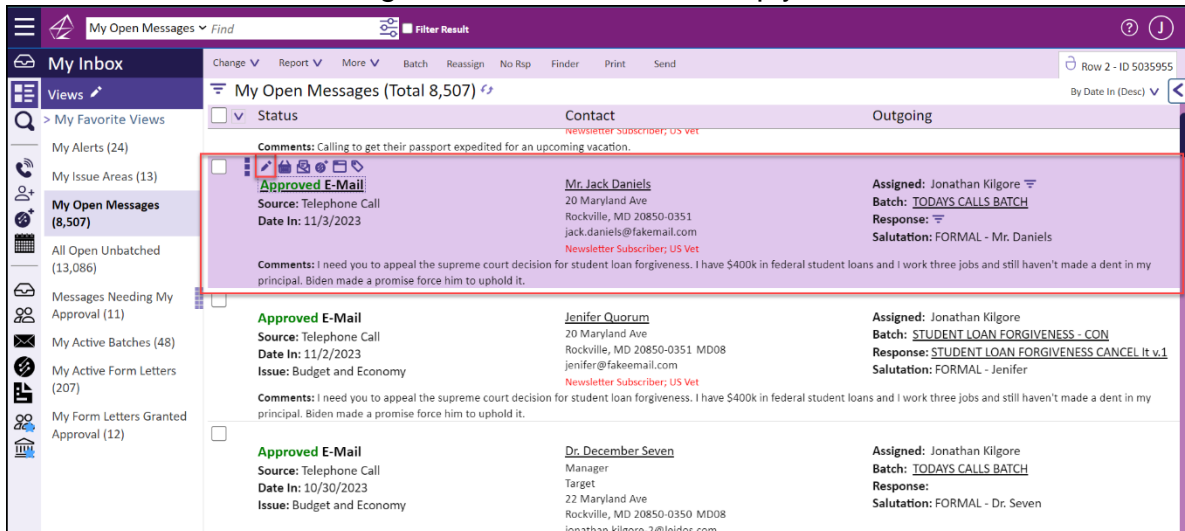
4. Set **Method Out** to **Email.**
5. Type in a **Subject**.
6. Choose your **From** email address.
7. Click in the **Form Letter** field to choose a letter to print **OR** click on **Custom Reply** to type our a unique custom letter.
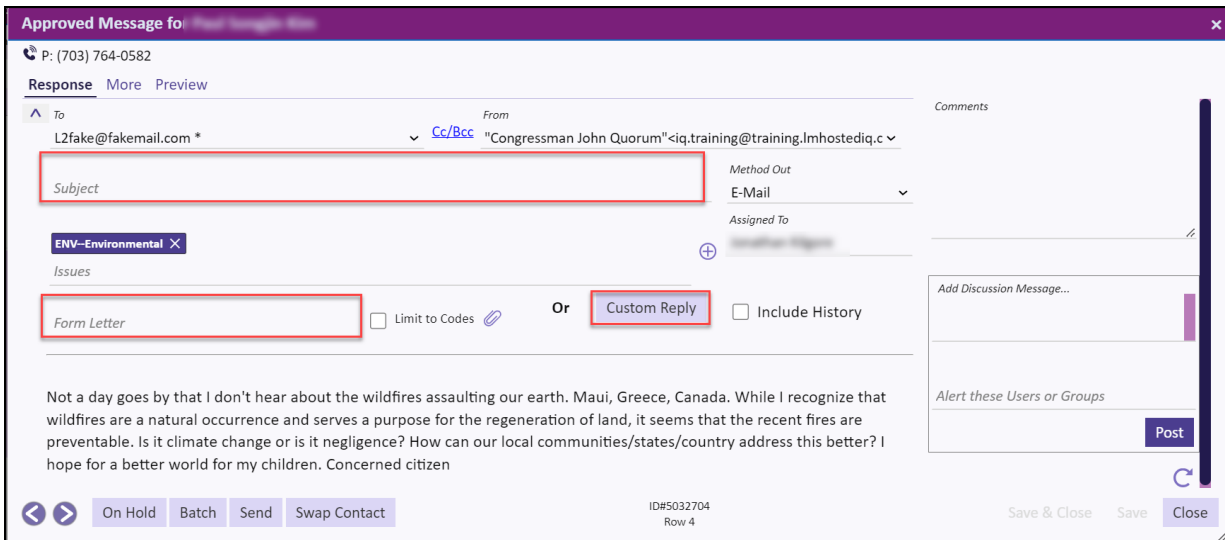
8. Click **Send.**

    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.
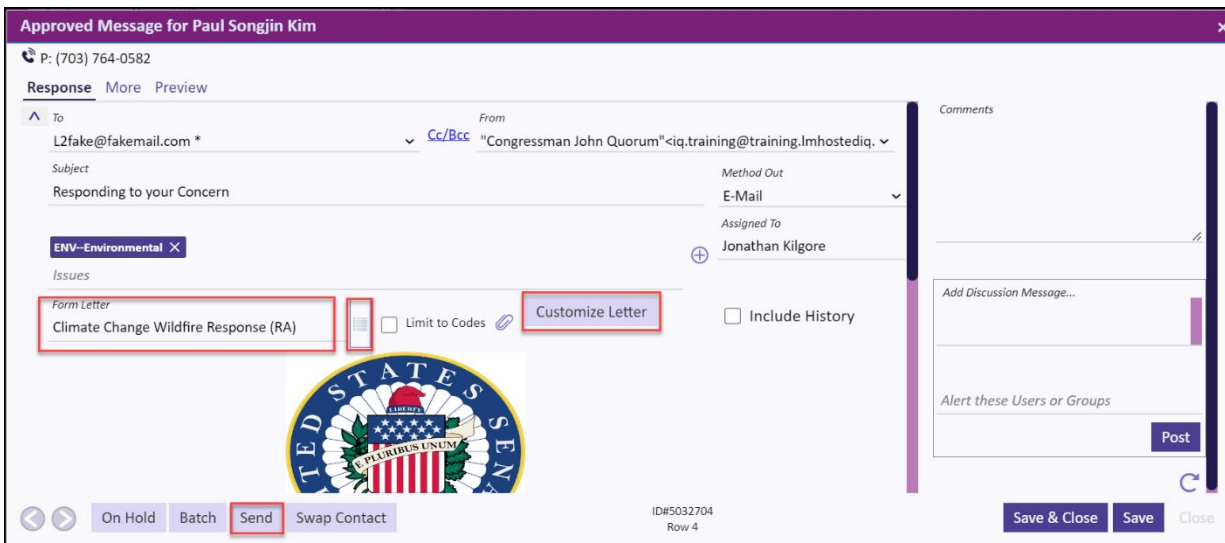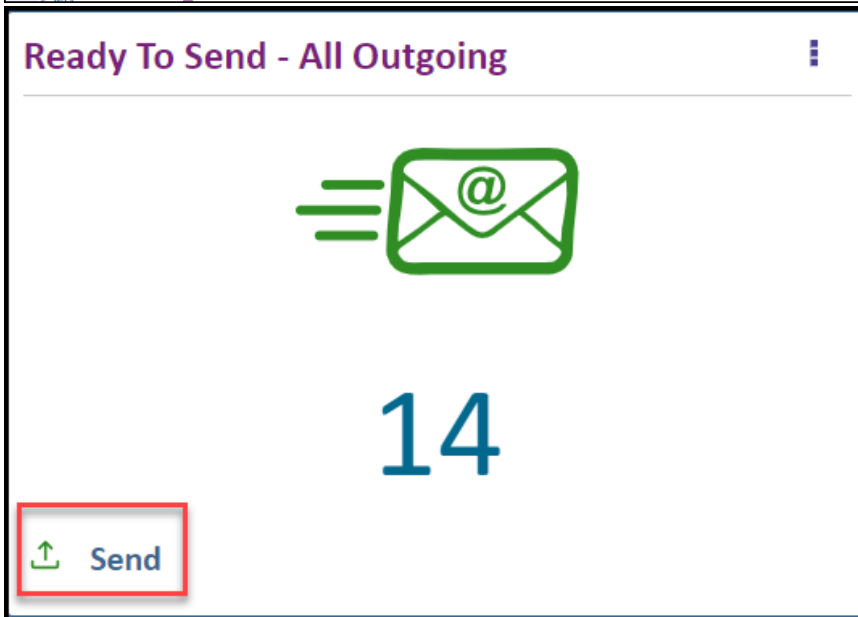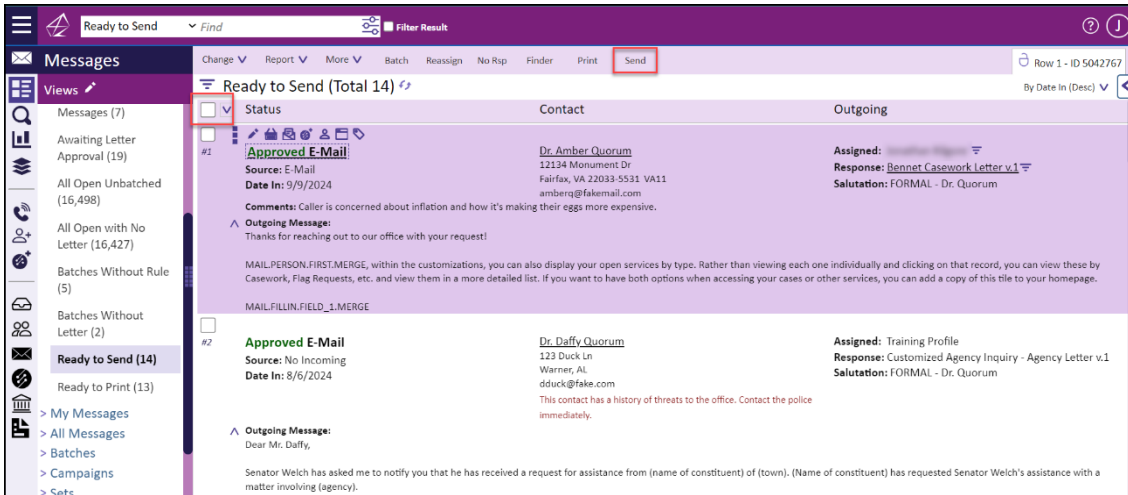

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Sending Emails from Ready to Send Tile/View

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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