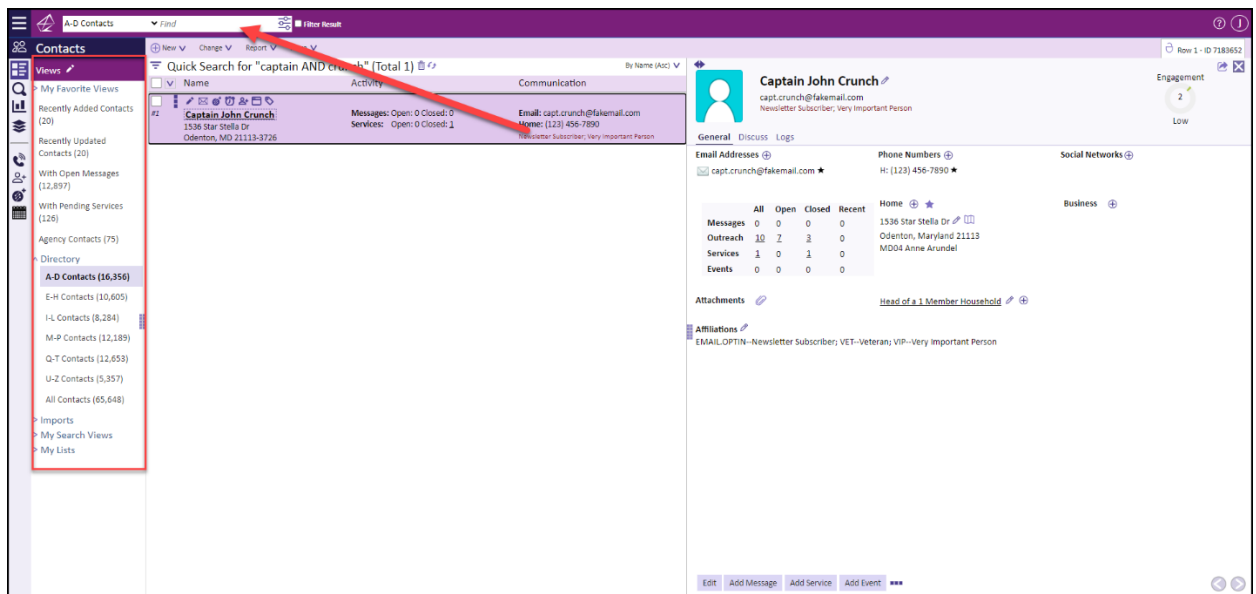


Tagging a Contact in a Discussion

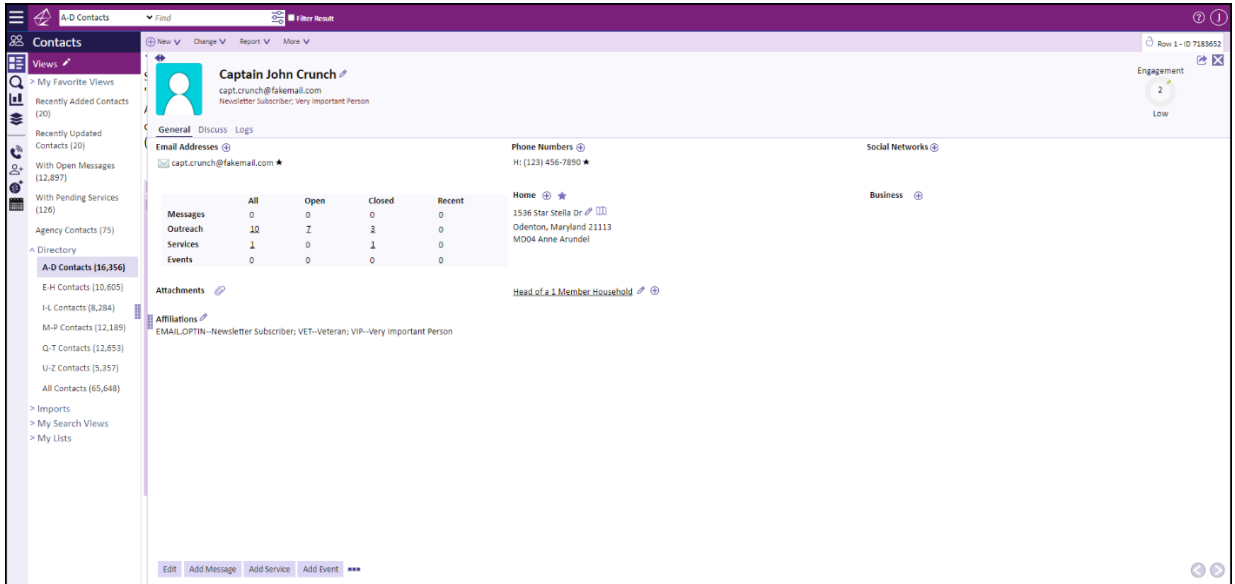
Market: House, Senate

Description: These instructions teach users how to tag other IQ contacts in a discussion. As a result, individuals who are tagged in the discussion will receive an alert notification in IQ and MS Outlook (if configured).

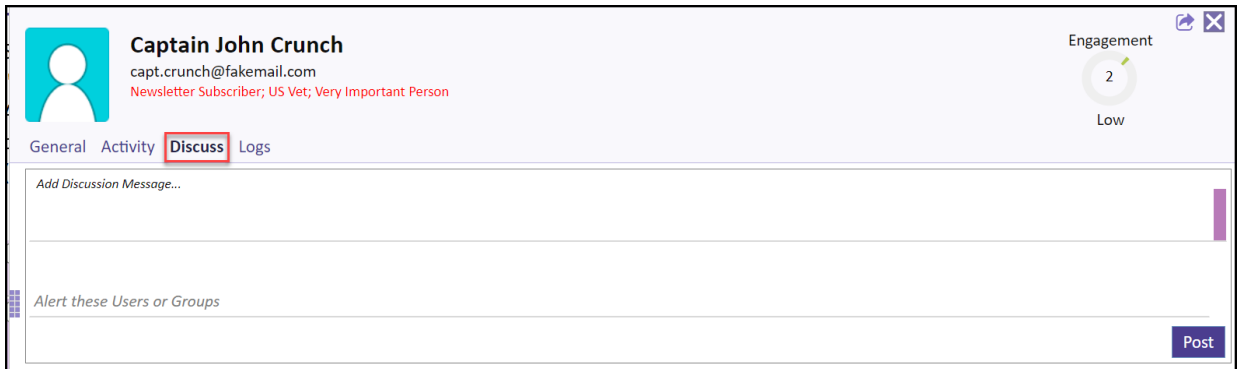
1. Search for the contact using the **Search Bar** at the top of the page to look for the individual across the various **Contact Views**.



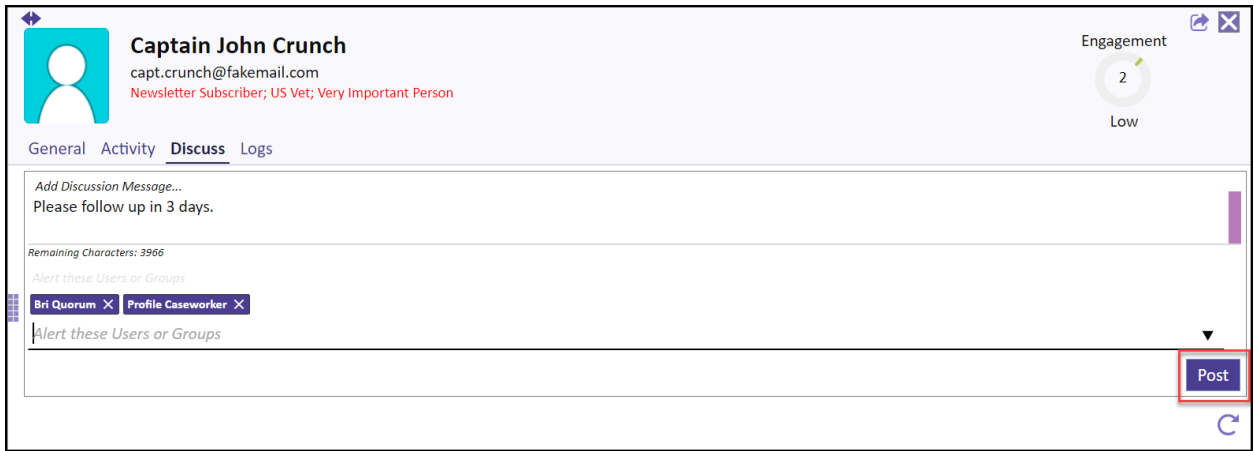
2. Click the name of the contact record if the Reading Pane is not displayed as shown above. The Contact Record will expand to show full details.



3. Click the **Discuss** tab to open the section.

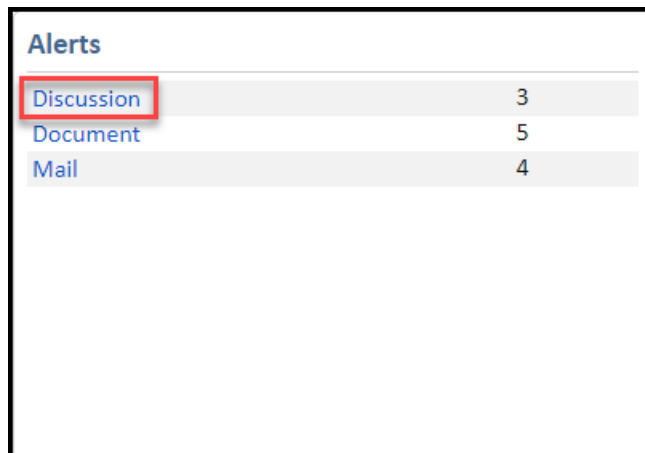


4. In the **Discuss** section, enter the discussion message. Also enter the name of the other user(s) that you want to include in a discussion about the selected contact. Click **Post**.



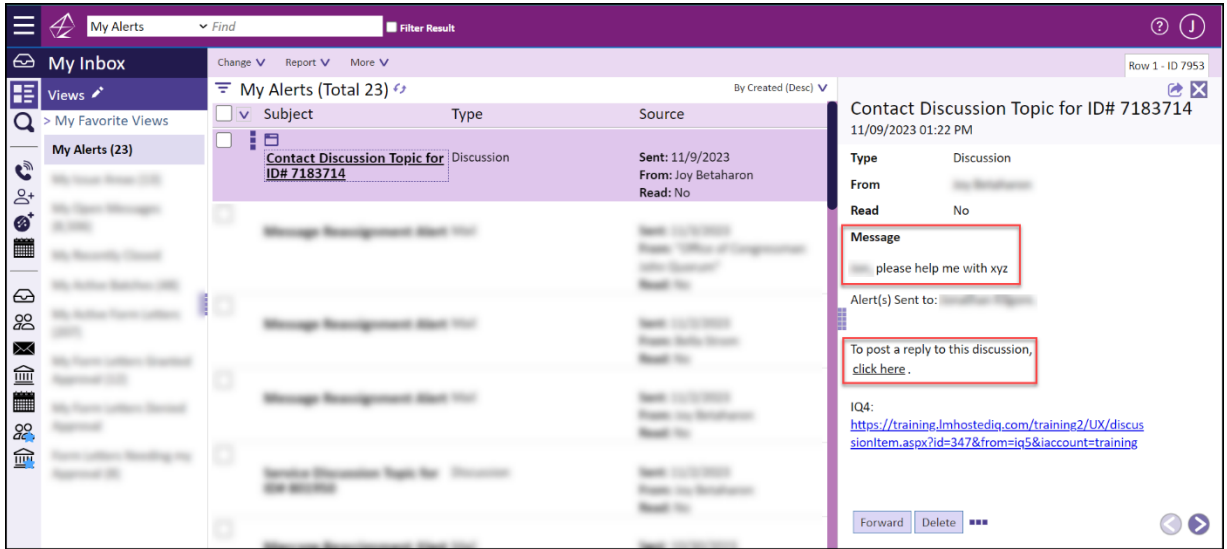
5. The user(s) will receive an alert notification on their homepage tile regarding the discussion in IQ and MS Outlook (if this option is configured in their IQ settings). Alerts can also be found in the **My Inbox** application.

a. Click on the **Discussion** link in the **Alerts** tile. This opens the **My Alerts** view in the **My Inbox** application.



Alerts	
Discussion	3
Document	5
Mail	4

b. Go to **My Inbox** application → **My Alerts**



The screenshot displays the 'My Alerts' interface. At the top, there is a search bar with 'My Alerts' and a 'Filter Result' button. Below this is a navigation pane on the left with 'My Alerts (23)' selected. The main area shows a table of alerts:

Subject	Type	Source
Contact Discussion Topic for ID# 7183714	Discussion	Sent: 11/9/2023 From: Joy Betaharon Read: No
Message Management Alert For		Sent: 11/11/2023 From: Office of Information Technology Read: No
Message Management Alert For		Sent: 11/11/2023 From: Office of Information Technology Read: No
Message Management Alert For		Sent: 11/11/2023 From: Office of Information Technology Read: No
Service Disruption Topic For	Discussion	Sent: 11/11/2023 From: Joy Betaharon Read: No

The right-hand pane shows the details for the selected alert: 'Contact Discussion Topic for ID# 7183714'. It includes the date and time (11/09/2023 01:22 PM), type (Discussion), from (Joy Betaharon), and read status (No). The message content is 'please help me with xyz'. Below the message, it says 'Alert(s) Sent to: [unreadable]'. A link is provided to post a reply: 'To post a reply to this discussion, click here.' At the bottom, there is a link to the discussion item: 'IQ4: <https://training.lmhostedia.com/training2/UX/discussionItem.aspx?id=347&from=ig5&iaccount=training>'. Action buttons for 'Forward' and 'Delete' are visible at the bottom of the pane.