Replying to Emails in IQ5

Market: House, Senate

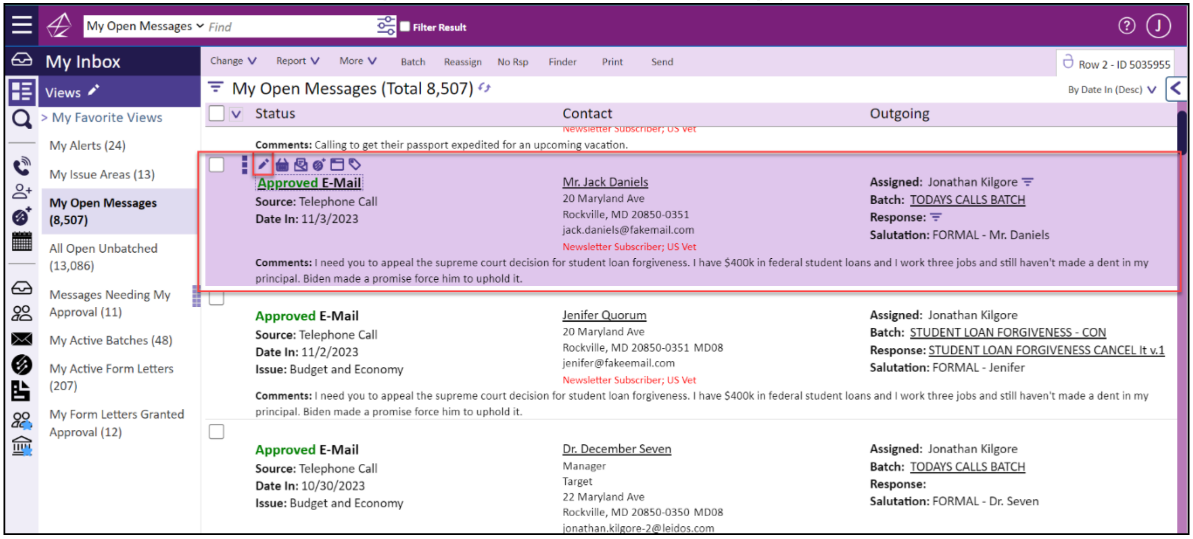
Description: These instructions teach users how to **reply to individual emails** one at a time as well as how to send all their ready to send emails out at once. Note that the best practice is to send letters out in mass from Batches. To learn more, see the Message Processing article.

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.


My Open Messages
Find
Filter Result
My Inbox
Views
> My Favorite Views
My Alerts (24)
My Issue Areas (13)
My Open Messages (8,507)
All Open Unbatched (13,086)
Messages Needing My Approval (11)
My Active Batches (48)
My Active Form Letters (207)
My Form Letters Granted Approval (12)
Change
Report
More
Batch
Reassign
No Rsp
Finder
Print
Send
Row 2 - ID 5035955
My Open Messages (Total 8,507)
By Date In (Desc)
Status
Contact
Outgoing

Newsletter Subscriber; US Vet
Comments: Calling to get their passport expedited for an upcoming vacation.

Approved E-Mail
Source: Telephone Call
Date In: 11/3/2023

Mr. Jack Daniels
20 Maryland Ave
Rockville, MD 20850-0351
jack.daniels@fakemail.com
Newsletter Subscriber; US Vet

Assigned: Jonathan Kilgore
Batch: TODAYS CALLS BATCH
Response:
Salutation: FORMAL - Mr. Daniels

Comments: I need you to appeal the supreme court decision for student loan forgiveness. I have $400k in federal student loans and I work three jobs and still haven't made a dent in my principal. Biden made a promise force him to uphold it.

Approved E-Mail
Source: Telephone Call
Date In: 11/2/2023
Issue: Budget and Economy

Jenifer Quorum
20 Maryland Ave
Rockville, MD 20850-0351 MD08
jenifer@fakeemail.com
Newsletter Subscriber; US Vet

Assigned: Jonathan Kilgore
Batch: STUDENT LOAN FORGIVENESS - CON
Response: STUDENT LOAN FORGIVENESS CANCEL lt v.1
Salutation: FORMAL - Jenifer

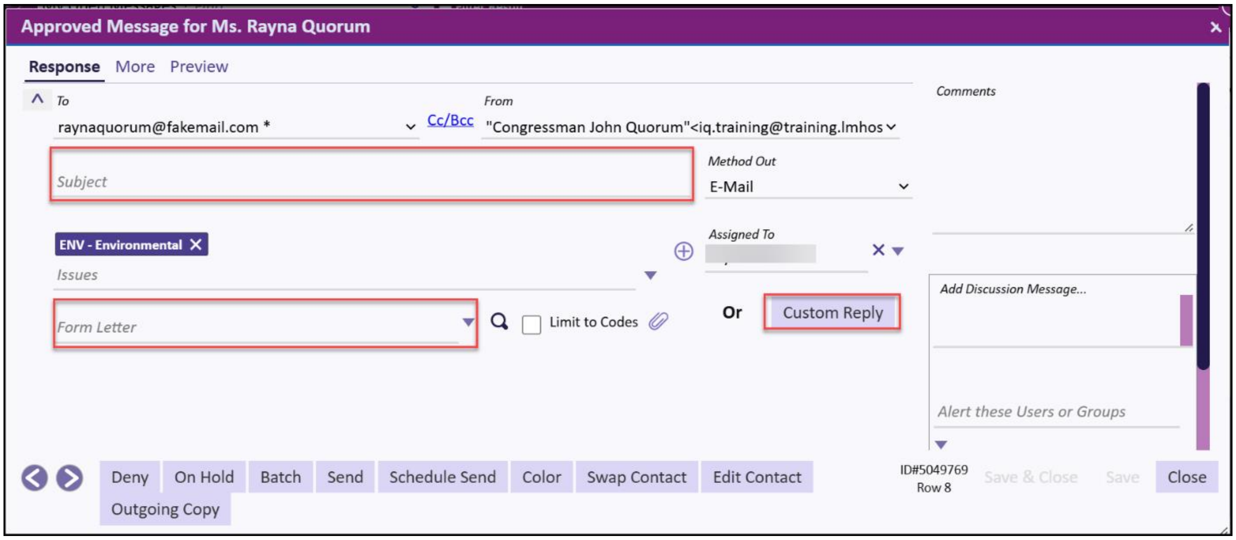
Comments: I need you to appeal the supreme court decision for student loan forgiveness. I have $400k in federal student loans and I work three jobs and still haven't made a dent in my principal. Biden made a promise force him to uphold it.

Approved E-Mail
Source: Telephone Call
Date In: 10/30/2023
Issue: Budget and Economy

Dr. December Seven
Manager
Target
22 Maryland Ave
Rockville, MD 20850-0350 MD08
jonathan.kilgore-2@leidos.com

Assigned: Jonathan Kilgore
Batch: TODAYS CALLS BATCH
Response:
Salutation: FORMAL - Dr. Seven

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 out a unique custom letter.



Approved Message for Ms. Rayna Quorum

Response More Preview

To: raynaquorum@fakemail.com *

Cc/Bcc

From: "Congressman John Quorum"<iq.training@training.lmhos

Subject

Method Out: E-Mail

ENV - Environmental

Issues

Assigned To

Form Letter

☐ Limit to Codes

Or Custom Reply

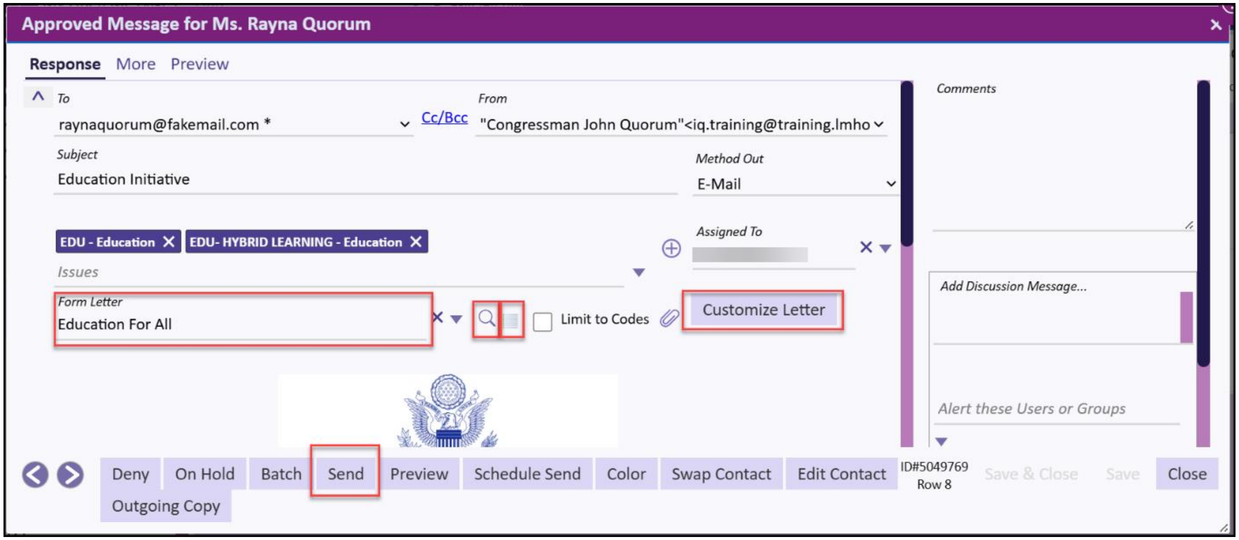
Comments

Add Discussion Message...

Alert these Users or Groups

Deny
On Hold
Batch
Send
Schedule Send
Color
Swap Contact
Edit Contact
Outgoing Copy
ID#5049769
Row 8
Save & Close
Save
Close

8. Click **Send.**
   a. ***Note:** You can click on the **Customize Letter** option to customize the Form Letter you selected if necessary.



Approved Message for Ms. Rayna Quorum

Response More Preview

To: raynaquorum@fakemail.com *

Cc/Bcc

From: "Congressman John Quorum"<iq.training@training.lmho

Subject: Education Initiative

Method Out: E-Mail

EDU - Education
EDU- HYBRID LEARNING - Education

Issues

Assigned To

Form Letter: Education For All

☐ Limit to Codes

Customize Letter

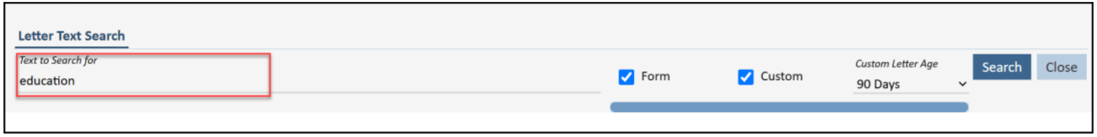
Comments

Add Discussion Message...

Alert these Users or Groups

Deny
On Hold
Batch
Send
Preview
Schedule Send
Color
Swap Contact
Edit Contact
Outgoing Copy
ID#5049769
Row 8
Save & Close
Save
Close

      i. You can click on the 🔍 to search for text in other letters to copy and paste into this letter. Enter text to search for and complete the remaining options and click search. You can search through the results for the content you want to copy and paste.



Letter Text Search

Text to Search for: education

☑ Form ☑ Custom

Custom Letter Age: 90 Days

Search
Close

      ii. You can also click on the ▤ icon to open a new tab and view/edit the Form Letter itself.

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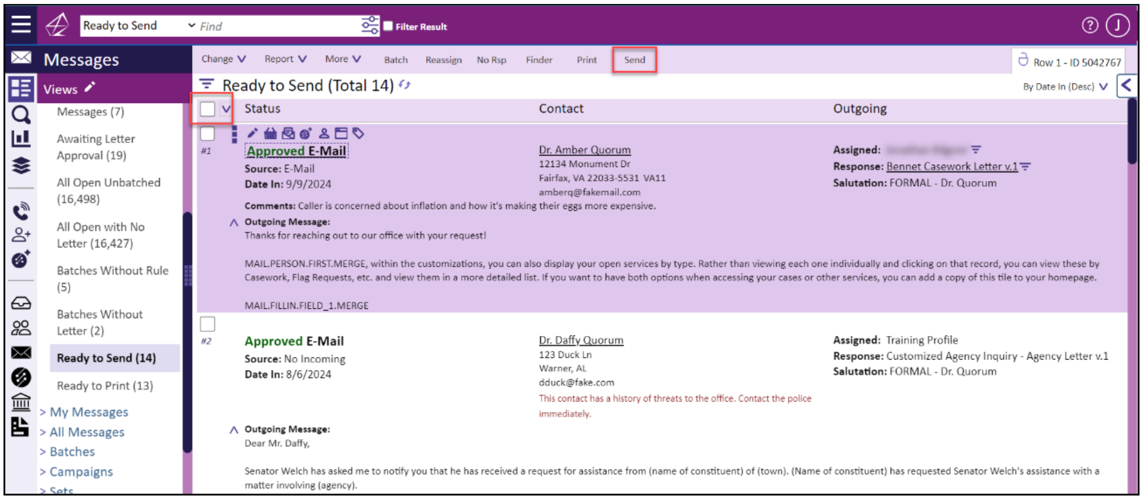
Sending Emails from Ready to Send Tile/View

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.**


Ready to Send
Find
Filter Result
Messages
Views
Messages (7)
Awaiting Letter Approval (19)
All Open Unbatched (16,498)
All Open with No Letter (16,427)
Batches Without Rule (5)
Batches Without Letter (2)
Ready to Send (14)
Ready to Print (13)
> My Messages
> All Messages
> Batches
> Campaigns
> Sets
Change
Report
More
Batch
Reassign
No Rsp
Finder
Print
Send
Row 1 - ID 5042767
By Date In (Desc)
Ready to Send (Total 14)
Status
Contact
Outgoing

#1
Approved E-Mail
Source: E-Mail
Date In: 9/9/2024

Dr. Amber Quorum
12134 Monument Dr
Fairfax, VA 22033-5531 VA11
amberq@fakemail.com

Assigned: [redacted]
Response: Bennet Casework Letter v.1
Salutation: FORMAL - Dr. Quorum

Comments: Caller is concerned about inflation and how it's making their eggs more expensive.

Outgoing Message:
Thanks for reaching out to our office with your request!

MAIL.PERSON.FIRST.MERGE, within the customizations, you can also display your open services by type. Rather than viewing each one individually and clicking on that record, you can view these by Casework, Flag Requests, etc. and view them in a more detailed list. If you want to have both options when accessing your cases or other services, you can add a copy of this tile to your homepage.

MAIL.FILLIN.FIELD_1.MERGE

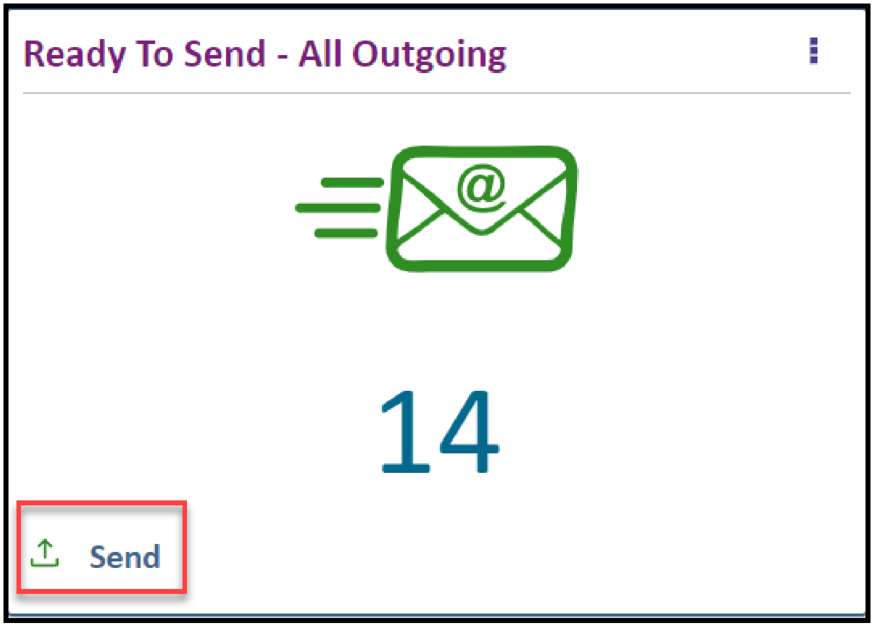
#2
Approved E-Mail
Source: No Incoming
Date In: 8/6/2024

Dr. Daffy Quorum
123 Duck Ln
Warner, AL
dduck@fake.com
This contact has a history of threats to the office. Contact the police immediately.

Assigned: Training Profile
Response: Customized Agency Inquiry - Agency Letter v.1
Salutation: FORMAL - Dr. Quorum

Outgoing Message:
Dear Mr. Daffy,

Senator Welch has asked me to notify you that he has received a request for assistance from (name of constituent) of (town). (Name of constituent) has requested Senator Welch's assistance with a matter involving (agency).


Ready To Send - All Outgoing
14
Send

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