

## Previewing and Printing Messages in IQ

**Market:** Federal/State/Local, House, Senate

**Description:** These instructions teach the users how to preview and/or print messages in IQ.

### Previewing an Individual Email

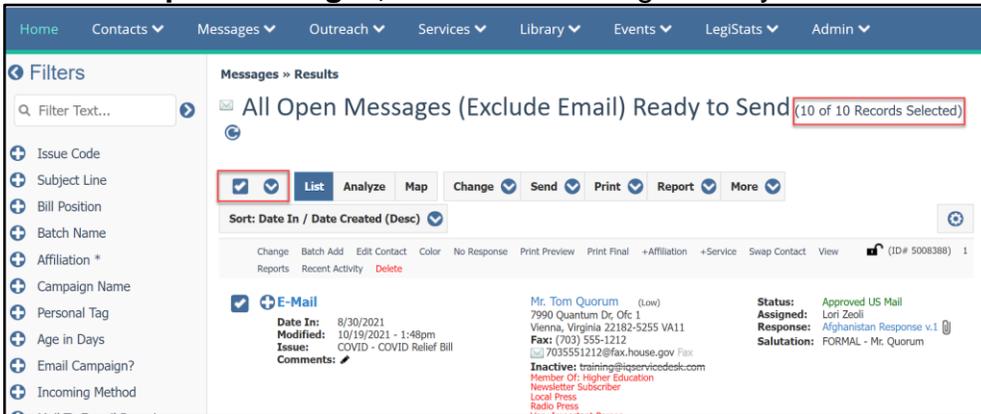
1. Inside the Message record, set the Outgoing Method to **Email**.
2. Click the **Actions** button in the upper right corner of the page.
3. Click **Preview Email**. Enter the email addresses to receive the email for testing. Enter one email address per line. A best practice is to view the mail via various email accounts (e.g., Outlook, Hotmail, Gmail, Yahoo, etc.) to confirm that the email is formatted correctly.

The screenshot displays the 'Message' record for 'Mr. Edward Quorum'. The 'Outgoing' method is set to 'E-Mail'. The 'Status' is 'Approved'. The 'From' field is 'Congressman John Quorum' and the 'To' field is 'edward@fakeemail.com'. The 'Actions' menu is open, showing options like 'Add to Service', 'Add/Remove Affiliation', 'Forward Incoming Email', 'Forward Outgoing Email', 'Preview Email', 'Print Email', 'Print Email with Heading', 'Reports', 'Swap Contact', and 'Delete'. The 'Preview Email' option is highlighted. A dialog box titled 'Send Preview E-Mail to the following email Addresses:' is shown, with a text area containing the following email addresses: youremail@hotmail.com, youremail@gmail.com, youremail@yahoo.com, and youremail@comcast.com. Below the text area is the instruction '(Enter one e-mail address per line)' and 'Continue' and 'Cancel' buttons.

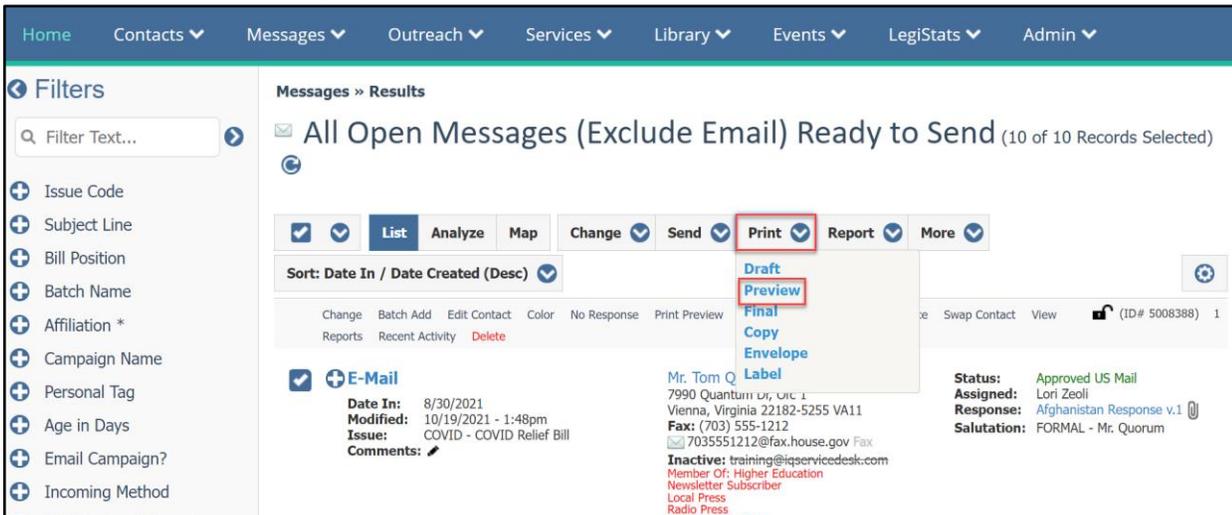
4. Click **Continue**.
5. Check all email accounts to preview the email.

## Previewing Multiple Emails

1. In the **Open Messages**, select the messages that you would like to print.



2. Click on **Print > Preview**.



3. The **Print Letters** window will appear. The default location should be **Microsoft Word via Download**. Use the **Print** option to open Microsoft Word and view the letter as it will be printed.

**Note:** The modal will display errors associated with the messages you wish to print. Correct these errors prior to printing.

**Print Letters**

PREVIEW 7 of 10 letters may be printed.

ID	Name	Error
5007967	Bryana Spann	Mail record cannot be printed because the domestic zip code is empty.
5008160	Ovp Staff 5.	Mail record cannot be printed because the domestic zip code is empty.
5008320	Lori Zeoli	Mail record cannot be printed because the domestic zip code is empty.

Allow incomplete addresses to be printed

Sort: Name

Location: Microsoft Word via Download  as zip

Bin Control

Do not prompt for printer again

**Print** Cancel

4. Close Microsoft Word when you are finished.

### Printing Emails

1. Inside the Message record, set the Outgoing Method to **Email**.
2. Click the **Actions** button in the upper right corner of the page.
3. Click **Print Email**.
4. The Print option configured on your workstation opens and you can print a copy of the Email.

Messages » Results » Message ID# 5008171

**Approved** Message for [Mr. Edward Quorum](#)

1234567890 (H)  
Newsletter Subscriber

General Log (6)

Message

Outgoing: E-Mail Status: Approved

From: "Congressman John Quorum" <iq.training@training.lmhostediq...>

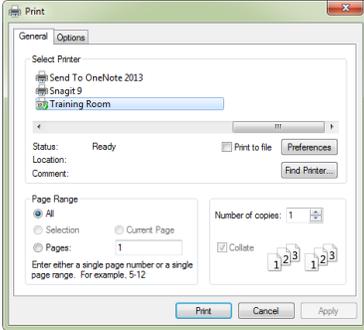
To: edward@fakeemail.com \* [Less](#)

Actions  
 Add to Service  
 Add/Remove Affiliation  
 Forward Incoming Email  
 Forward Outgoing Email  
 Preview Email  
Print Email  
 Print Email with Heading  
 Reports  
 Swap Contact  
 Delete  
 Save as template

Send  
 Date In: 8/2/2021  
 Incoming: E-Mail  
 Created By:



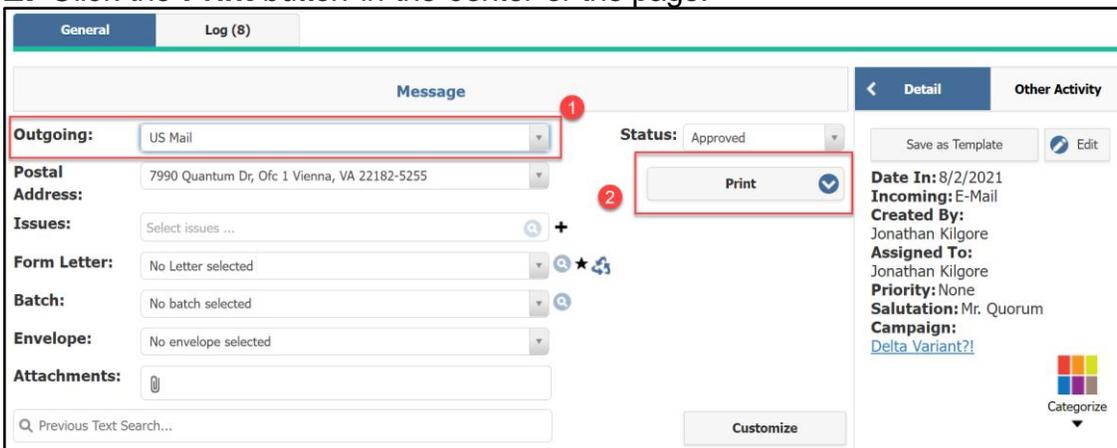
As an educator and business leader in our district, I would be very interested in your views on education. I am holding a Town Hall meeting on June 2, at 10 AM and would like to be able to introduce you and the very important program you are heading. Megan Johnson in my office is handling all arrangements for this Town Hall meeting. Please contact Megan at 202-555-1234 at your convenience for more information. We will be sure to take your opinions into consideration when addressing this very important issue. If you have any further questions, please feel free to contact us again.



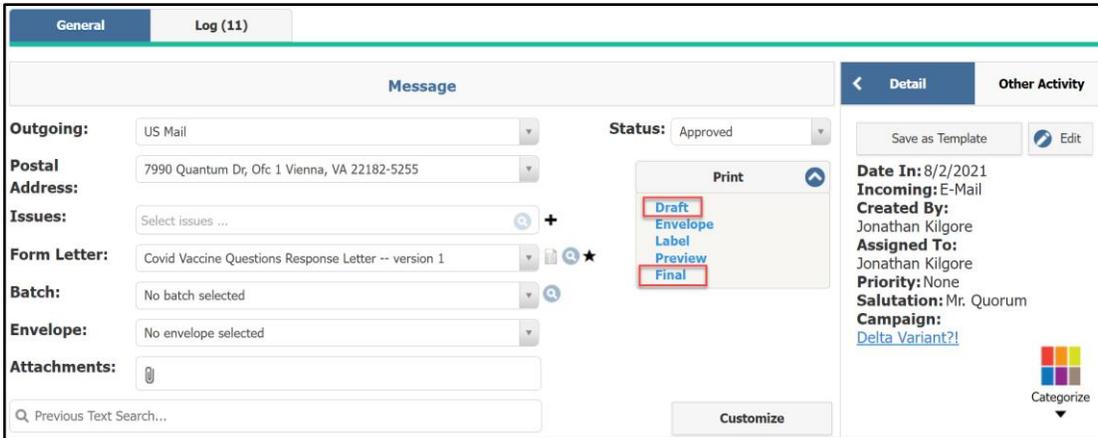
**\*Note:** Click **Print Email with Heading** to include the **from: / Sent Date: / To: /** and **Subject:** fields (as well as any attachments) before the context of the email.

### Printing a Message for US Mail

1. Inside the Message record, set the Outgoing Method to US Mail.
2. Click the **Print** button in the center of the page.



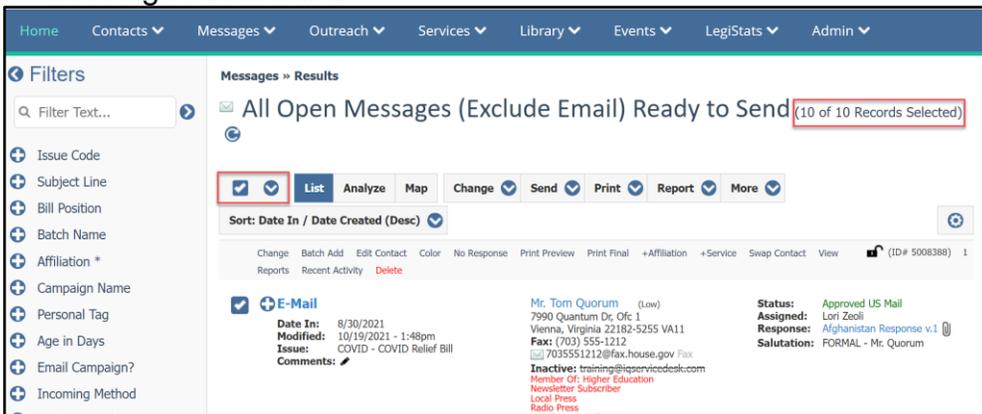
3. Select **Draft** if you'd like to send a test to the printer to ensure the letter will print correctly. When ready to close out the message, select **Final**.



4. The **Print Final and Close Letters** modal appears. The default location should be **Microsoft Word via Download**. Use the **Print** option to open Microsoft Word and view the letter as it will be printed.

### Printing Multiple Messages for US Mail

1. Find the Open Messages that you would like to Print out your response to and select the messages in that list.



2. Click on **Print > Draft** if you want to ensure your letters will print correctly. Click on **Print > Final** when ready to close out the messages and send the final draft of the letters to the printer. The **Print Letters** Modal will appear. The default location should be **Microsoft Word via Download**. Use the **Print** option to open Microsoft Word and view the letter as it will be printed.

a. **Note:** The modal will include any errors with the messages you wish to print.

Home Contacts Messages Outreach Services Library Events LegiStats Admin

Filters

Filter Text...

- Issue Code
- Subject Line
- Bill Position
- Batch Name
- Affiliation \*
- Campaign Name
- Personal Tag
- Age in Days
- Email Campaign?
- Incoming Method

Messages » Results

All Open Messages (Exclude Email) Ready to Send (10 of 10 Records Selected)

List Analyze Map Change Send **Print** Report More

Sort: Date In / Date Created (Desc)

Draft  Preview  Final  Copy  Envelope  Label

E-Mail
 **Date In:** 8/30/2021  
**Modified:** 10/19/2021 - 1:48pm  
**Issue:** COVID - COVID Relief Bill  
**Comments:**

**Mr. Tom Q**  
 7990 Quantum Ln, Unit 1  
 Vienna, Virginia 22182-5255 VA11  
**Fax:** (703) 555-1212  
 7035551212@fax.house.gov Fax  
**Inactive:** training@iquestservice.com  
 Member Of: Higher Education  
 Newsletter Subscriber  
 Local Press  
 Radio Press

**Status:** Approved US Mail  
**Assigned:** Lori Zeoli  
**Response:** Afghanistan Response v.1  
**Salutation:** FORMAL - Mr. Quorum

Print Letters

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**Sort** Name

**Location** Microsoft Word via Download  as zip

**Bin Control**

Do not prompt for printer again