

Replying to and Sending Messages

Market: Federal/State/Local, House, Senate

Description: IQ provides the flexibility to send messages from different sections of the tool. These instructions teach the users how to reply and send IQ messages using Form Letters or customized information.

Click the following links to be brought directly to the subtopic:

Sending a Basic Email Message

Sending Messages from a Contact Record

Sending Messages from a Batch

Sending Messages from a Campaign

Sending Messages from a Bill

Replying to a Message using a Form Letter

Replying to a Message using Custom Letter

Processing Messages Without a Response

Enabling Auto Send for Batches, Campaigns and Bills

Sending a Basic Email Message

- 1. Click on the Messages module, then click New > Email Message.
- 2. The Send Message window appears.

From:	"Congressman John Quorum" <iq.training@training.lmhostediq.com></iq.training@training.lmhostediq.com>	
То:	Search All Contacts	
Cc:	Type an email address or press the space bar	
Subject:		
Attachments:		
Type a Message		

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- Select the **From** email address if you wish to use a different address than the system default.
- Search for the Name, Preferred Address, Primary Home Phone, Email Address, or Contact ID in the **To:** field to locate the Contact record for the recipient of the email.
- Type up to 40 email addresses in the **CC:** field.
- Type a Subject.
- Click the icon to attach documents. The expanded dialog box allows you to drag and drop files or browse files from your workstation. You can also attach files from the IQ Library.

Drag and drop files here, or click for the option to browse for files
IQ Library File
©

- **3.** Type the content of the message.
- 4. Click the Send button when ready to submit.

Sending Messages from a Contact Record

1. Search an existing contact by clicking Contacts > Find Contacts> Find or Add a Contact.

nce Outreach V My Contact Codes	Services V Library V Events V LegiStats V Admin V Q Search All Contacts t Lists
nce My Contact Codes	Q Search All Contacts
nce My Contact Codes	t Lists
t Address Ch Update Mol Update Do Update Tex Verify Emai Manual Mer	Contacts Have Not Viewed Outreach Emails Since hecker biles Not Call / Text kt Opt In il rrge
All Contact Reports	: Only Sets
	Update Mo Update Do Update Ter Verify Ema Manual Me All Contact Reports My Tagged

Page 2 of 15 Leidos proprietary 2025 This information may not be used, reproduced, disclosed, or exported without the written approval of Leidos. 2. Once a contact record has been identified, expand its details be clicking the + sign.

+Message +Default Service	+Service +Attachment +Opinion	+Household +Affiliation Delete	Er.	(ID# 7183107) 1
Dr. Toby Quorum	Me: Out	ssages: (Open: 1 Completed: 0) reach: (Open: 0 Completed: 0)	Newsletter Subscriber US Vet	
Contacts » <u>New</u> » Contact Dr. Toby Quo Newsletter Subscriber,	rum 🔸		Engagement 26 Low	ID# 7183107
General Messages (1) Home Address + *	Outreach (0) Services (3) Business Address +	Events (0) Boards (0) Online Info +	Voter Data Log (11) Phone Numbers +	0
Household Members 🖌 + None	Organization Contacts None	Attachments	Affiliations EMAIL.OPTIN - Newsled Subscriber, VET - Veter AF.VET - Air Force Veter TEACHER - Teachers	Discussion (C

3. Click Actions > New Form Message to respond using an existing Form Letter. Click Actions > New Custom Message to respond using a Custom Message.

Contacts » <u>New</u> » Contact Dr. Toby Quo Newsletter Subscriber,	rum 🔸				Engagement 26 Low	ID# 71 Action New Default Service New Service Attach Existing Event New Form Message	83107
General Messages (1)	Outreach (0)	Services (3)	Events (0)	Boards (0)	Voter Data	New Custom Message New Opinion	
Home Address + *	Business Add	ress +	Online In	fo +	Phone H: (123	Duplicate Check Summary Report by Sect Delete	tion
Household Members 🖌 🕇	Organization	Contacts	Attachme	nts	Affiliat	ions 🖌	Discussion ((
None	None		0		EMAIL. Subscrit AF.VET TEACHE	DPTIN - Newsletter ber, VET - Veteran, - Air Force Veteran, ER - Teachers	

4. The Message window is displayed.

	Message					
Outgoing:	E-Mail		Statu	S: On Hold		•
From:	"Congressman John Quorum" <iq.training@training.lmhostediq.com></iq.training@training.lmhostediq.com>	v				
То:	TobyQ@leidos.com *	v	Cc/Bcc			
Subject:						
Attachments:	0					
Issues:	Select issues	0	+			
Form Letter:	No Letter selected	*	©★ <i>द</i> 3			
Batch:	No batch selected	v	0			
Q Previous Text Sea	arch			C	ustomize	

- In the Message record, select the **Outgoing** method.
- The **From** and **To** fields default from the Outgoing Method and the recipient's Contact record.
- Use the **CC/BCC** link to open options to enter CC and BCC email addresses. You can press the space bar in the CC and BCC field in the Message record and display the primary email address for the recipient's Contact record followed by the list of other email addresses in the database.
- Type a **Subject** if the message will go out by email.
- Add **Attachments** if you would like to include an outgoing file with an email. Attachments are not printed with a Message going out by Postal Mail, but it can be useful to attach the file for historical purposes.
- Enter **Issue Codes**. For non-Service-related Messages, Issue Codes can be critical. Issue Codes can be tracked for analysis. Form Letters can be assigned Issue Codes so that locating a response is much easier.
- Select a Form Letter. You can either begin typing text from the Form Letter name in

the **Form Letter** field or use the ^S icon to open a list of available Form Letters sorted by Issue Code.

• Add the Message to a **Batch**. In most offices, this is the last step when assigning a Form Letter response. If you wish, you can **Send** or **Print** the letter using either the **Send** or **Print** button, however most Messages are reviewed in the Batch and printed or sent once the review is complete.

Sending Messages from a Batch

1. Click Messages > Utilities > All Active Batches to find the appropriate Batch.

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Messages 🔨	Outreach 🗸 Services 🖌 Li	brary 🗸	Events 🗸	LegiStats 🗸
New	Message Center	Utilit	ies	
Email Message	My Active Campaigns	My A	ctive Batches	
	All Active Bill Campaigns	My T	agged Batches	
Form Letter	All Active non-Bill Campaigns	All A	ctive Batches	
File	All Open non-Campaign Messag	jes All B	atches	
Contact	All Active Campaigns			
Batch	All Campaigns	All M	essage Sets	
Set	Advocacy Center	Nond	leliverable Set	
Attachment Uploads	;	Non-	Deliverable Ema	il
Issue Tally		Rece	ntly Disabled En	nail

2. Click the **Change Pending, Change No Letter,** or **Assign Response** button to assign a Form Letter to the messages within the Batch.

Q Filter Text	All Active Batches (32 Results) 🚱
 Status Has Unanswered Messages Remove When Emptied 	Ist Analyze Change Send Print Sort: Created Date (Desc) Image: Comparison of the comparis
 Has Pending Messages Pending Message Count Has IMA Rule 	OHRES.1064.116 SUPPORT Status: Active 202 Approved E-Mail Owner: Jonathan Kilgore 202 total messages Created: 11/23/2021 - 10:37am 202 Open Messages Oldest: 1/19/2021
LockedOwner	Lock Do not remove when emptied Change Name Change Owner Change Pending Change Status Modify Response (ID# 290) 2 Enable Auto-Send Print Letters Send Email
 Oldest Pending Month Oldest Pending Date 	OAFGHANISTAN RESPONSE Status: Active 487 On Hold E-Mail Owner: Jonathan Kilgore 10 On Hold US Mail Created: 9/20/2021 - 11:34am 497 Open. Messages Oldest: 4/16/2021 497 Open. Messages
Created Month Created Date	Lock Do not remove when emptied Change Name Change Owner Change Pending Change No Letter Change Status (ID# 286) 3 Assign Response Print Letters Send Email
 Archived Month Archived Date Personal Tag 	Over Status: Active 18 Approved L-Mail Owner: Jonathan Kilgore 4 Approved US Mail Created: 8/31/2021 - 4:17pm 22 total messages Oldest: 7/29/2021 22 Open Messages

3. Click **Send Email** or **Print Letters** to send your Messages and close out the Open Messages in the Batch.



Q Filter Text	All Active Batches (32 Results))		
Status	List Analyze Change 📀 Send 📀 Print	Sort: Created Date (Desc)	۲
Remove When Emptied	Lock Do not remove when emptied Change Name Change Owner Ch Send Email	ange Pending Change Status Assign Response Prin	t Letters (ID# 303) 1
 Has Pending Messages Pending Message Count 	CHRES.1064.116 SUPPORT Status Owner Create	Active 202 Ap Jonathan Kilgore 202 tot d: 11/23/2021 - 10:37am 202 O	proved E-Mail al messages pen Messages
Has IMA Rule	Oldest	1/19/2021	(ID# 290) 2
Owner	Enable Auto-Send Print Letters Send Email	ange i einange einange einer i neun i neuponze	(
 Oldest Pending Month Oldest Pending Date 	CAFGHANISTAN RESPONSE Status Owner Create	Active 487 On Jonathan Kilgore 10 On I dt 9/20/2021 - 11:34am 497 tot 4/16/2021 497 O	Hold E-Mail told US Mail al messages pen Messages
Created Month Created Date	Lock Do not remove when emptied Change Name Change Owner Ch Assian Response Print Letters Send Email	ange Pending Change No Letter Change Status	(ID# 286) 3
Archived Month	OVAN HOLLEN ENVIRONMENT BATCH Ovare	Active 18 Appr Jonathan Kilgore 4 Appr	roved E-Mail oved US Mail
Archived Date	Create	d: 8/31/2021 - 4:17pm 22 tota 7/29/2021 22 Opt	messages en Messages

Sending Messages from a Campaign

1. Click Messages > Message Center > All Active Campaigns to find the appropriate Campaign.

Messages 🔨	Outreach 🗸	Services	s 🗸 🛛 Library
New	Messa	ge Center	
Email Message	My Act	ive Campaign	IS
	All Act	ive Bill Campa	nigns
Form Letter	All Act	ive non-Bill Ca	ampaigns
File	All Op	en non-Campa	aign Messages
Contact	All Act	ive Campaigns	s
Batch	All Car	npaigns	_
Set	Advoc	acy Center	
Attachment Upload	s		

- 2. Click the Assign Response button to create a placeholder letter to edit and send later or select an existing Form Letter.
 - a. *Note: If there have been campaigns similar to the one you are creating a response for, IQ will **Suggest** a form letter and issue codes based on past use.

Rename	Change Data	Change Status	Manage Joined Campaigns	Assign Response	Analyze Text	Send Email	Print Letters	(ID# 100125)	1
Dear Save our ecor	r Congresspers our economy! community by l nomy! Do the ri	nomy! on, Please suppo Local businesse big corporations ight	ort local businesses and s are being pushed out of and this isn't helping our	505 Open There are 2 me variations.	ssage				

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	Assign Campaign Response	
	505 open messages and all future messages added to this campaign will have these settings applie	d.
Comments		
	Update if empty Remove Existing Add to existing	
Affiliations	Select affiliations	0
Issues	Select issues, all other issues will be removed from the messages	
Related Bill	Position V Select bill	v
Assigned To		History
Suggestions	100% of similar mail received the Messages Training 12_9 v.1 letter and the BUD, ECON issue codes.	
Letter Name	Select a letter	New Letter
Batch Change	○ No Change ○ All Active Unlocked ○ My Active Unlocked	
Batch Name		

3. Click **Send Email** or **Print Letters** to send your Messages and close out the Open Messages in the Campaign.

				· •							
	Rename	Change Data	Change Status	Manage Joined Campaigns	Modify Response	Enable Auto-Send	Analyze Text	Send Email	Print Letters	(ID# 100125)) 1
	Dear Congressperson, Please support local businesses and save our economy! Local businesses are being pushed out of our community by big corporations and this isn't helping our economy! Do the right					Open					
						e are 2 message tions.					

Sending Messages from a Bill

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1. Click Legistats > Bills > Bills with Open Messages to find the Bills you would like to send Messages from.

				Q 🕂	② 🗔 🕐 * Shortcuts
Home Contacts 🛩 Me	essages 🗸 🛛 Outreach 🗸	Services 🗙 Lil	brary 🗙 🛛 Events 🗙	LegiStats 🔨	Admin 🗸
Members, Votes or Actions	Bills	New	Utilities		Q. Search All Legislative Actions
House Votes - Current Session	Our Bills	Legislative Action	Codes		
House Votes - Current Session	Senate Bills		Reports		
Senate Votes - Prior Sessions	Recent Introductions				
Member Vote Comparison	Recent Action				
	Bills with Open Messages				
Legislative Actions	All Bills				
Members - Current Congress Members - Prior Congresses	Demographics				
	State				
	District				
	County				

2. Click **Assign Response** to create a placeholder letter or assign an existing Form Letter to the Open Messages.

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								a 🌵 🤇	🖸 🗔 🕐 ★ 🚸 Shortcuts 🗸 🛛	in all an a
Home Contacts 🗸	M	essages 🗸	Outreach 🗸	Services 🗸	Library 🗸	Even	its 🗙 Le	giStats 💙	Admin 🗸	
9 Filters	0	LegiStats »	Results							
Q. Filter Text	0	■ Bills	(9 Filtered Results	5) ©						
Chamber		nas kesponse	Rules. NO 🐼 Has Mi	essages. Open o						
Congress			List Analyze	Change 🚫 I	Report 📀 So	t: Open Me	essages Count	(Desc) 🛇		0
Bill Type		+LegiSti	ats Action +Letter for b	ill supporters +Lette	r for bill opponents	ssign Respons	se		(ID# 116HRES0	000001064)
 Our Bills cosponsor (1) Sponsor Sponsor State 		of ("E Ju	RES 1064 - Supp Black, indigenous BIPOC") Mental He ly 2020.	oorting the goals , and people of ealth Awareness Bernice [D-TX-	and ideals color Month in	dessages: Campaigns: form etters: Policy Area:	900 (602 oper 3 1 Health) Latest:	Referred to the House Committee on Ov	ersight
 Sponsor Party Cosponsor 		(In Co	troduced 7/23/2020 -sponsored by Rep.	, 116th Congress) Fudge				Major:	and Reform. (7/23/2020) Introduced in House (7/23/2020)	
Policy Area		+LegiSta	ats Action +Letter for b	ill supporters +Lette	r for bill opponents	ssign Respon	se		(ID# 117HR000	000000030)
Caw		OH	30 - Gun Traffi	cking Prohibitior	Act	lessages:	12 (12 open)			
Introduced		Re	p. Rush, Bobby L.	[D-IL-1] (Introd	uced	etters: olicy Area:	Z Crime and La	N		

	602 open messages and all future messages related to this bill will have these settings applied.
stituents Position	✓ Supports the legislation (202 open) ✓ Opposes the legislation (210 open) ✓ Position undetermined (190 open)
Comments	
	Update if empty Remove Existing Add to existing
Affiliations	Select affiliations Q
Issues	Select issues, all other issues will be removed from the messages
Assigned To	History T
Letter Name	Select a letter
Batch Change	○ No Change ○ All Active Unlocked ○ My Active Unlocked ⑧ Add New ○ Remove Current
Batch Name	

- **3.** Click **Send Email** or **Print Letters** from the Batch you created for the Bill or click to send your Messages from the Message list result screen.
 - a. *Note: You can also enable the Auto Send rule from the Bill itself. See below for instructions.

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0	Batch Name	E-Mail	Robert Forrester (Low)	Status: Assigned:	Approved E-Mail Jonathan Kilgore
0	Affiliation *	Date In: 2/9/2021 Modified: 12/10/2021 - 10:57am	Director, Legislative Research and Congressional Cons Social Security Administration	Batch: Subject:	HRES.1064.116 SUPPORT Responding to your messag
0	Campaign Name	Bills: HRES.1064.116 Supporting the goals and i Subject: Support HRES1064	d 6401 Security Blvd Baltimore, Maryland 21235-6401 MD07	Response: Salutation:	HRES.1064.116 support v.1 FORMAL - Robert
0	Personal Tag	Comments:	Business: (202) 358-6030 Fax: (410) 966-5388	Campaign:	Support HRES 1064
0	Age in Days	Tags: Covid Vaccine Covid Testing Centers C	Security Administration		
0	Email Campaign?	Suggestions: 100% of similar mail received the unapprov	ed HRES.1064.116 support v.1 letter and the HEA issue code.		
0	Incoming Method	Incoming	Outgoing		

Replying to a Message using a Form Letter

- **1.** Locate the incoming Email message in a Messages List View.
- 2. Click Reply

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Reply Change Recent Activity D	Batch Add Delete	Edit Contact	Color	No Response	Forward	+Affiliation	+Service	Swap Contac	t Reports	(ID# 5008165	5) 5
Date In: Modified: Issue: Subject: Comments:	8/2/2021 8/4/2021 - COVID19 - Delta Varia	4:44pm Covid19 issue nt?!	25	Ste Assi U.S. Offi 950 Was Bus Fax Ager Dep	phen Boy raining@ic stant Attor Departme ce of Legis Pennsylva hington, D iness: (20 : (202) 51: ccy Contact	(Low servicedesk., ney General int of Justice lative Affairs nia Ave NW, J .C. 20530-00)2) 514-2141 4-4482 for Service Cc Justice) com for Office o Room 1145 09 DC01 de(s): DOJ	f Legisla R S C - U.S.	tatus: ssigned: esponse: alutation: ampaign:	Approved E-Mail Jonathan Kilgore None FORMAL - Stephen Delta Variant?!	

- **3.** Select your outgoing response method.
- **4.** Select your **From** email address.
- 5. Confirm the email in the To: field is correct and add any additional emails to the CC and BCC fields.
- 6. Type in a Subject.

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- **7.** Click the paper click icon in the **Attachments** field to add outgoing attachments to the reply. You can also drag and drop files into the field.
- 8. Type any Issue Codes related to the message into the Issues field.
- 9. Select from the drop down in the Form Letter field the Form Letter you will be replying

with. Note: you can also type ahead the Form Letter title or click the sicon to find the Form Letter.

- **10.** Select a **Batch** in the **Batch** field if necessary.
- **11.** When you are ready to send the email, be sure that the **Status** is **Approved**, and use the **Send** button.
 - a. Note that if you click **Include History** the Incoming Message you are replying to will be included as part of your reply.

	Message					🗙 Detail Oth	ner Activity
Outgoing:	E-Mail	¥	Statu	Approved	w	Save as Template	🔗 Edit
From: 🛛 🕘	"Congressman John Quorum" <iq.training@training.lmhostediq.com></iq.training@training.lmhostediq.com>	٣	11	Send		Date In: 8/2/2021	
īo:	training@iqservicedesk.com *	*	Less	Include History		Created By:	Categorize
Cc: 5	Type an email address or press the space bar					Jonathan Kilgore Assigned To:	•
Bcc:	Type an email address or press the space bar					Jonathan Kilgore Priority: None	
Subject: 6						Salutation: Stephen Campaign: Delta Variant?	<u>9</u>
Attachments:	0		7			Message Comments:	
lssues:	Select issues	0	8			Add comments	
Form Letter: 🧕	No Letter selected	٣	Q ★ 23				/i
Batch: 10	No batch selected		0			Discussion	

Replying to a Message using Custom Letter

- **1.** Locate the incoming Email message in a Messages List View.
- 2. Click Reply.
- **3.** Select your outgoing response method.
- **4.** Select your **From** email address.
- 5. Confirm the email in the To: field is correct and add any additional emails to the CC and BCC fields.
- 6. Type in a Subject.
- **7.** Click the paper click icon in the **Attachments** field to add outgoing attachments to the reply. You can also drag and drop files into the field.
- **8.** Type any Issue Codes related to the message into the **Issues** field.

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- **9.** Click **Customize** to type out a custom response using your default Custom Letter Format. a. Make sure to choose your default Custom Letter Format in your **Preferences** under
 - Messages.

	Preferences	3		
Messages				
Default Incoming Method	No Incoming	For Service	No Incoming	Ŧ
Default Outgoing Method	E-Mail	For Service	E-Mail	Ŧ
Default From Email Address	No Default Selected	For Service	No Default Selected	Ŧ
Default Message Status	Approved (if user security permits)	For Service	Approved (if user security permits)	Ŧ
Default Custom Letter Format	Default Template - 12pt 1in version 1 A			v
Default Quick Email Message Format	Default Template - 12pt 1in version 1 A			v
Favorite Template	Default Template - 12pt 1in version 1 A			Ŧ

- **10.** Select a **Batch** in the **Batch** field if necessary.
- **11.** When you are ready to send the email, be sure that the **Status** is **Approved**, and use the **Send** button.
 - a. Note that if you click **Include History** the Incoming Message you are replying to will be included as part of your reply.

	Message						C Detail	Other Activity
Outgoing: 3	E-Mail	¥	s	tatus:	Approved	¥	Save as Template	🔗 Edit
From: 🛛 🕘	"Congressman John Quorum" <iq.training@training.lmhostediq.com></iq.training@training.lmhostediq.com>			11	Send		Date In: 8/2/2021	
Го:	training@iqservicedesk.com *	Ŧ	Less		Include History		Incoming: E-Mail Created By:	Categorize
Cc: 5	Type an email address or press the space bar						Jonathan Kilgore Assigned To:	•
Bcc:	Type an email address or press the space bar						Jonathan Kilgore Priority: None	
Subject: 6							Salutation: Stephen Campaign: <u>Delta Var</u>	iant?!
Attachments:			7				Message Comment	s:
Issues:	Select issues	0	8				Add comments	
Form Letter:	No Letter selected	Ŧ	Q ★ 23					
Batch: 10	No batch selected	Ŧ	0				Discussi	on

Processing Messages Without a Response

- **1.** Locate the incoming Email message in a Messages List View.
- 2. Click No Response.

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3. The Message is Completed and no response is sent.

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Enabling Auto Send for Batches, Campaigns and Bills

Batches, Campaigns, and Bills all allow for the Auto Send option to be enabled so that IQ will send the Messages for the user in the background on a specific day(s) and time of the users choice. Note: To use Auto Send you must have the Security Permissions to do so. Talk with your IQ Consultant to learn more.

1. Click Enable Auto Send next to Modify Response. This option will appear for Batches, Campaigns, and Bills as shown below.

Lock Do not remove when emptied Change Name Change Enable Auto-Send Print Letters Send Email	Owner Change Pending Chang	e Status Modify Response	(ID# 290) 2
AFGHANISTAN RESPONSE	Status:ActiveOwner:Jonathan KilgoreCreated:9/20/2021 - 11:3Oldest:4/16/2021	487 10 (34am 497 497	On Hold E-Mail)n Hold US Mail total messages <mark>' Open Messages</mark>
Rename Change Data Change Status Manage Joined Campaigns	Modify Response Enable Auto-Send	Analyze Text Send Email P	rint Letters (ID# 100125) 1
Dear Congressperson, Please support local businesses and save economy! Local businesses are being pushed out of our communibig corporations and this isn't helping our economy! Do the right	505 Open our There are 2 message hity by variations.		
+LegiStats Action +Letter for bill supporters +Letter for bill Assign Opposes or Undecided Response Setup Auto-Send	opponents Modify Supports Res	ponse	(ID# 116HRES0000001064) 1
HRES 1064 - Supporting the goals and ideals of Black, indigenous, and people of color ("BIPOC") Mental Health Awareness Month in July 2020.	Messages: 900 (602 op Campaigns: 3 Form 1 Letters: Policy <u>Health</u>	pen)	
<u>Rep. Johnson, Eddie Bernice [D-TX-30]</u> (Introduced 7/23/2020, 116th Congress) Co-sponsored by Rep. Fudge	Area:	Latest: Refer Overs Major: Introd	red to the House Committee on ight and Reform. (7/23/2020) duced in House (7/23/2020)

- **2.** Select which day(s) of the week and time IQ will send the Messages.
- **3.** Select a number of hours old the messages must be to be eligible for Auto Sending (the default is 2 hours).
- **4.** Click the field next to **Stop automatically sending messages on:** to choose a calendar day that the Auto Send rule will stop. Leaving it blank will have IQ run the Auto Send rule indefinitely.

Set Up Batch Auto-Send								
Automatically approve and email all unrestricted open messages in this campaign that have an approved version of the letter Afghanistan Response v.1 Approved								
Send on these days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday Start Sending these messages a 6:00am Messages must be at least 2 hours old before they are elligible for auto-sending. Stop automatically sending messages or Start Auto-Send Exit								

5. With Auto Send enabled, IQ will send the Approved Form Letter based on the rules set on this screen. These rules can be modified at any time.

Lock Do not remove when emptied Change Name Modify Auto-Send Print Letters Send Email	Change Owner Ch	hange Pending	Change Status	Modify Response	(ID# 290)	З
●AFGHANISTAN RESPONSE	Status: Owner: Creater Oldest:	c: Active r: Jonathan cd: 9/20/2021 r: 4/16/2021	Kilgore L - 11:34am L	487 On Hold E-Mail 10 On Hold US Mail 497 total messages 497 Open Messages		



Print Letters			
PREVIEW 7 of 10 letters may be printed.			
		Name	Error
	5007967 Bryana Spann		Mail record cannot be printed because the domestic zip code is 4 empty.
5008160 Ovp Staff 5.		0vp Staff 5.	Mail record cannot be printed because the domestic zip code is empty.
5008320 Lori Zeoli		ori Zeoli	Mail record cannot be printed because the domestic zip code is empty.
ſ	Sort	☐ Allow inco Name	omplete addresses to be printed
L 1	Location	Microsoft Word Via L	Download 🔶 🗋 as zip
Bī	n Control	Do r	The prompt for printer again

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