

Requesting and Granting Approval of Messages

Market: House, Senate

Description: In IQ, customized messages may require additional approval. Approvers are notified via alerts regarding requested approvals and requesters can track the status of their requested message approvals. This guide will show you how to request approval, find messages needing your approval, and approve messages.

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Requesting Approval for an Individual Message

1. Navigate to the **My Inbox** application.
2. Click on the Message record.
3. Click on **Request Approval** and choose your approver.
4. Click **Update**.

The screenshot displays the 'My Open Messages' application interface. The left sidebar shows the 'My Inbox' section with various filters. The main area shows a list of messages, with the first message selected. The message details for 'Mr. Alek Quorum' are visible, including the assigned staff and response template. A 'Request Approval' button is highlighted in the message actions menu. Below the main interface, a 'Message Status Update' dialog box is shown, allowing the user to set the 'New Status' to 'Request Approval' and specify the approver in the 'By' field. The dialog includes 'Update' and 'Cancel' buttons.

Managing Messages that Need Approval

1. Navigate to the **My Inbox** application.
2. Click on the **Messages Needing My Approval** view.
3. Click on the message, review it in the **Summary** tab, then click **Approve** or **Deny**.

The screenshot shows the 'My Inbox' application with a view titled 'Messages Needing My Approval (Total 2)'. The interface is divided into three main sections: a left sidebar with navigation icons, a central message list, and a right-hand summary pane. The central list shows two messages. The first message, '#1', is titled 'Request Approval E-Mail' and is from 'Dr. Gaby Quorum'. It has a source of 'Telephone Call' and a date of '1/6/2025'. The issue is 'Environmental'. The summary pane on the right shows details for this message, including the source, issues, and comments. A context menu is open over the first message, displaying various actions. The 'Approve' button in the bottom right of the message list is highlighted with a red box.

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