

Replying to Emails in IQ5

Market: House, Senate

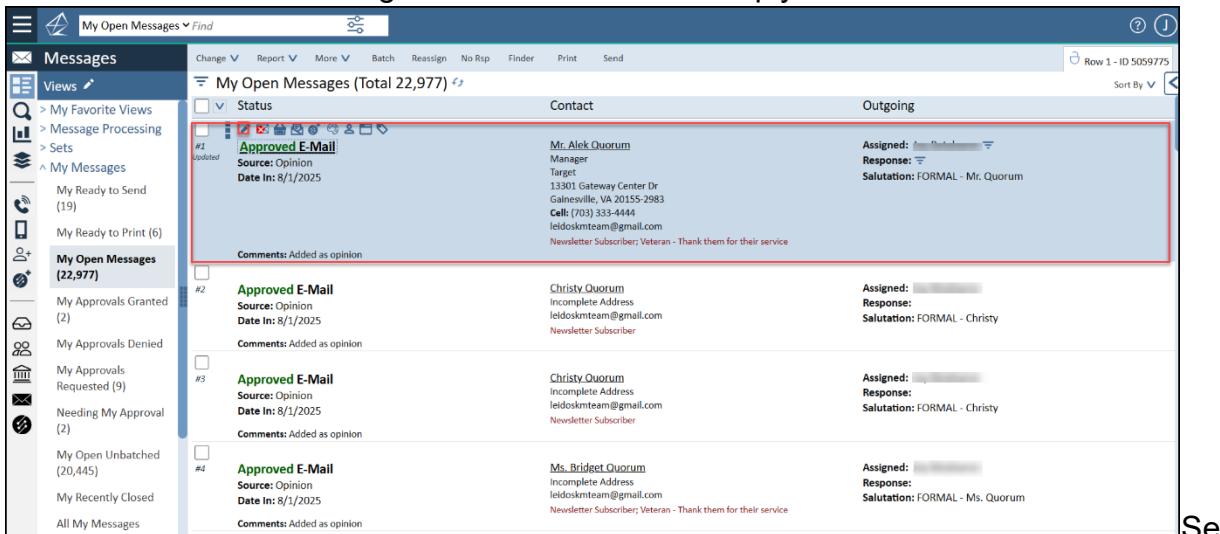
Description: These instructions teach users how to **reply to individual emails** one at a time as well as how to send all their ready to send emails out at once. Note that the best practice is to send letters out in mass from Batches. To learn more, see the Message Processing article.

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.



Method Out to Email.

4. Type in a **Subject**.
5. Choose your **From** email address.
6. 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 Nozima Karimova

Response More Preview

To: [REDACTED] From: [REDACTED]

Subject: Responding to your message

Issues: Form Letter

Method Out: E-Mail

Assigned To: Jonathan Kilgore

Comments: Add Discussion Message... Alert these Users or Groups Post

Bill: --

LOC Topic: Health

Constituent: Scientists warn that greenhouse gas accumulation is accelerating and approaching key threshold. A team of 60 international scientists report that by early 2028 society will have emitted enough greenhouse gases that Earth will hit the internationally agreed upon preferred limit for global warming. The threshold is when the world will be committed to 1.5 degrees Celsius of long-term warming since pre-industrial times. Nozima Karimova 4863 Muddler Way Fairfax, VA 22030-6651

Organization: No organization statement.

Delivery Agent: The Soft Edge

Deny On Hold Batch Color Swap Contact Edit Contact Outgoing Copy Schedule Send Send

ID#5061526 Row 3 Save & Close Save Close

7. Click Send.

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

Approved Message for Nozima Karimova

Response More Preview

To: leidoskmteam@gmail.com * From: [REDACTED]

Subject: Responding to your message

Issues: Form Letter Response to Agriculture - v.2

Method Out: E-Mail

Assigned To: Jonathan Kilgore

Comments: Add Discussion Message... Alert these Users or Groups Post

Customize Letter Include History

Deny On Hold Batch Preview Color Swap Contact Edit Contact Outgoing Copy Schedule Send **Send**

ID#5061526 Row 3 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

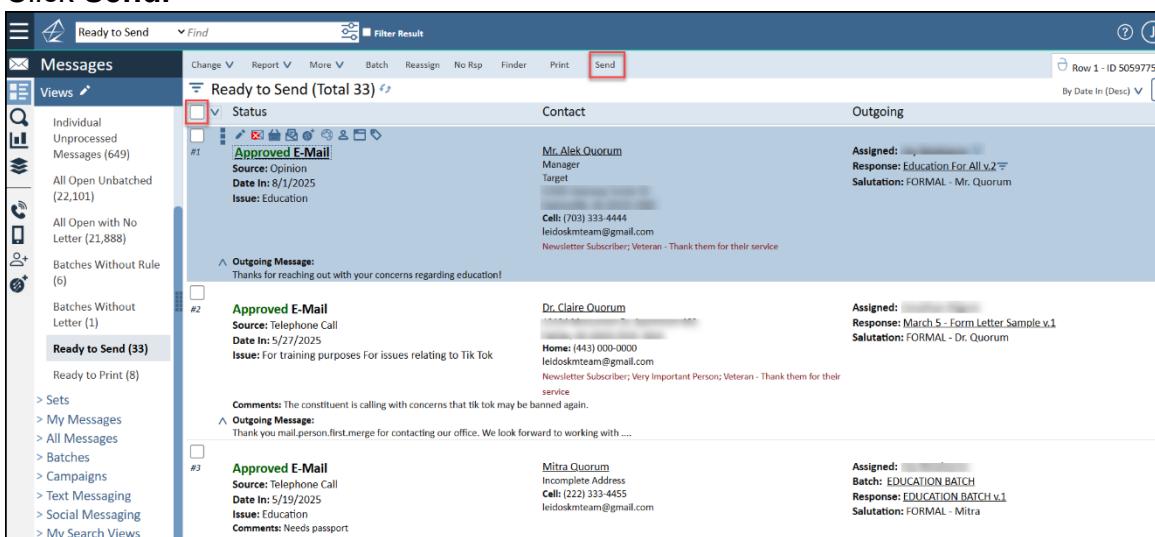
ii. You can also click on the  icon to open a new tab and view/edit the Form Letter itself.

[Top of Page](#)

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**.



The screenshot shows the 'Ready to Send' tile view. The left sidebar lists various message categories, with 'Ready to Send (33)' selected. The main area displays three messages, each with a checkbox and a status indicator (Approved E-Mail). The messages are:

- #1 Approved E-Mail: Mr. Alek Quorum, Manager, Target. Assigned: [redacted], Response: Education For All v.2, Salutation: FORMAL - Mr. Quorum. Outgoing message: Thanks for reaching out with your concerns regarding education!
- #2 Approved E-Mail: Dr. Claire Quorum, Home: (443) 000-0000, leidoskmtteam@gmail.com. Assigned: [redacted], Response: March 5 - Form Letter Sample v.1, Salutation: FORMAL - Dr. Quorum. Outgoing message: Thank you for contacting our office. We look forward to working with you.
- #3 Approved E-Mail: Mitra Quorum, Incomplete Address, Cell: (222) 333-4455, leidoskmtteam@gmail.com. Assigned: [redacted], Response: EDUCATION BATCH v.1, Salutation: FORMAL - Mitra. Outgoing message: Needs passport.

Ready To Send - All Outgoing



33

 **Send**

[Top of Page](#)