

How to Reply to a Query

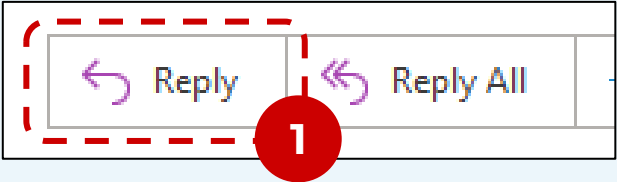
TI version 10.8

APPLICABLE TO:

- Admin
- Manager
- Editor
- Reader
- eTMF/SSU
- Collaborate

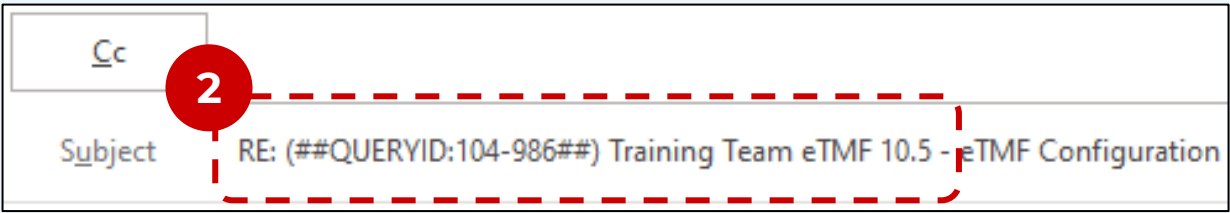
Replying via email

- 1 Open the email item for the query you received, and click **Reply**.



We recommend checking your Spam/Junk filters if you're expecting to potentially receive any queries.

- 2 Do **not** change the subject line whatsoever.



- 3 Write your reply as you would any email, then **Send**.



Replying via My Queries dashlet

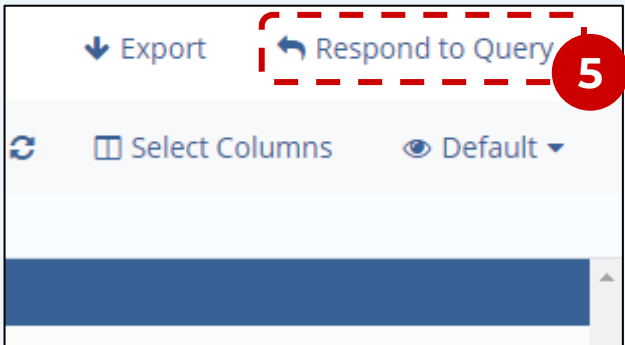
- 4 Select the query you wish to reply to.



You may use the Status:**Pending**, and **Sent/Received** filters to assist you with identifying queries requiring response.

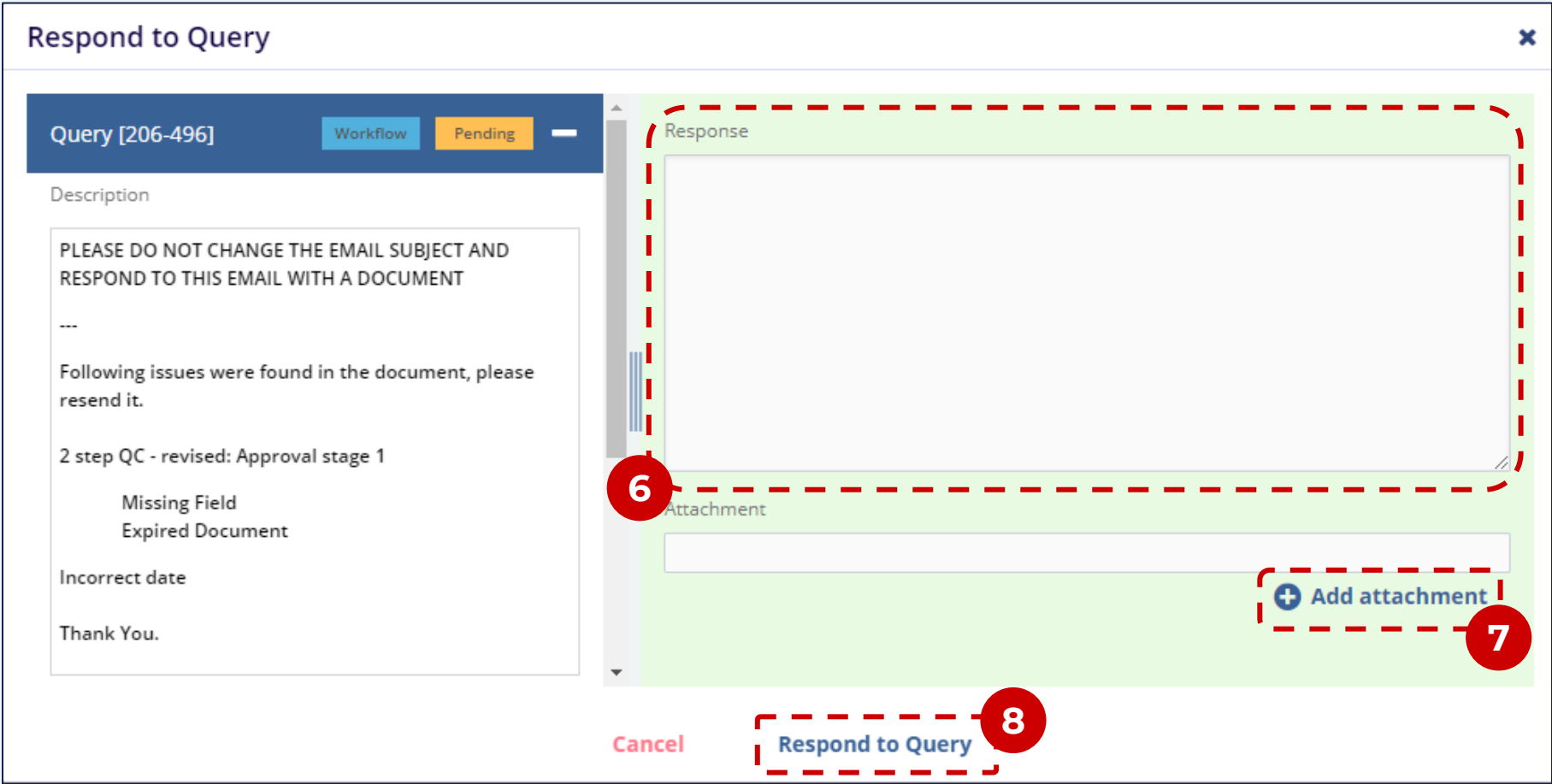


- 5 On the opposite side, click on **Respond to Query**.



6 A new window will open. Address the query matter by writing in the **Response** frame.

7 Use **Add Attachment** (optional) to provide any supporting documentation.



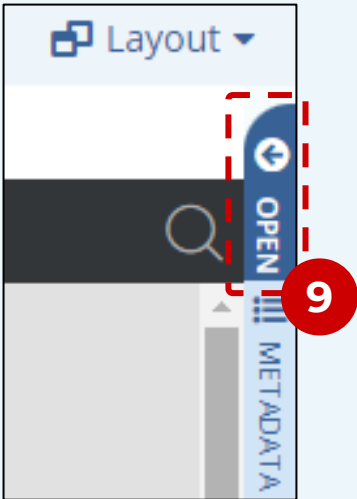
8 Click on **Respond to Query** to issue your response.

Replying via the metadata panel

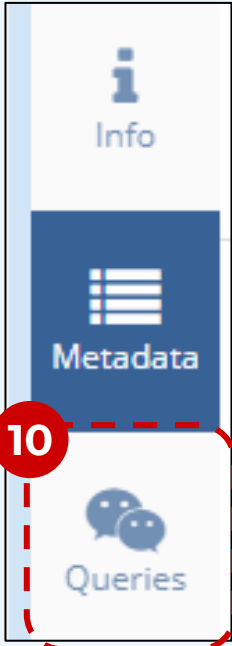
9 Locate a document with query. Expand its *Metadata panel*.



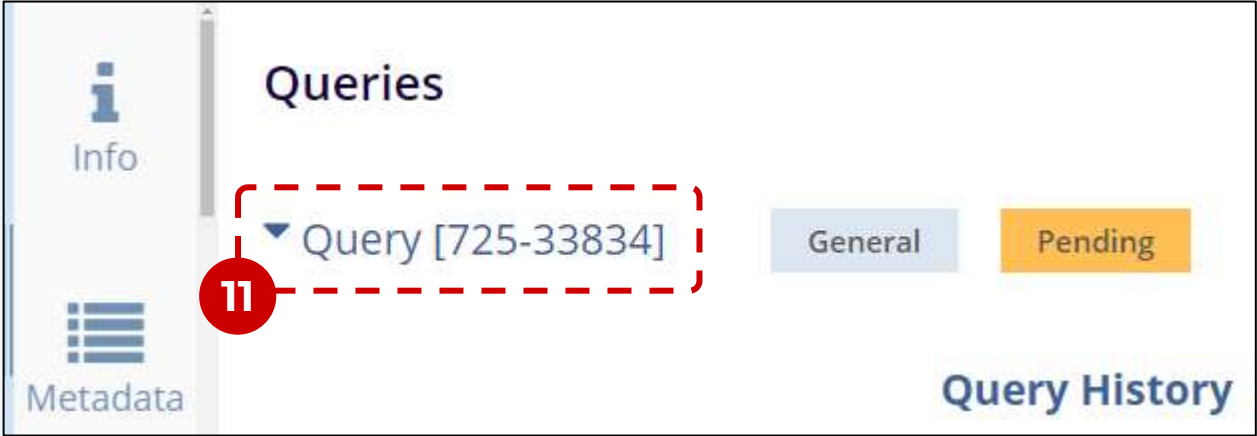
We recommend doing this in the *Queries* module.



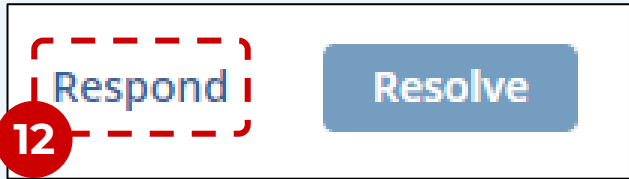
10 Select the **Queries** subpanel.



11 **Expand** the Query entry.



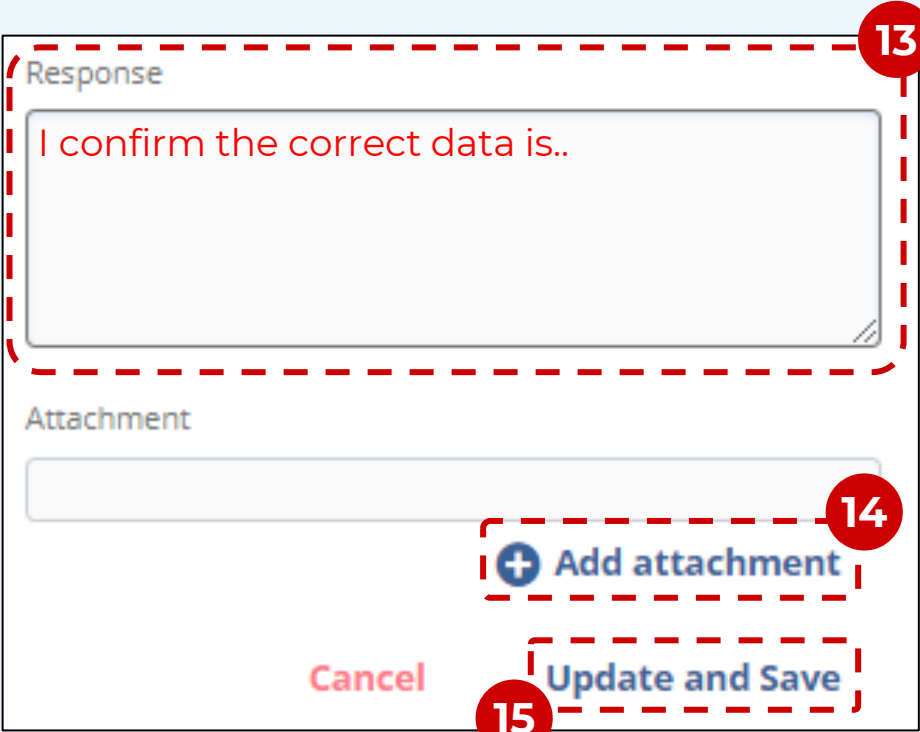
12 Near the bottom of the panel, click on the **Respond** button.



13 Write your message in the **Response** frame.

14 Use **Add Attachment** (optional) to provide any supporting documentation.

15 Click on **Update and Save** to issue your response.



Users will receive email notifications for each response sent to them after the first.