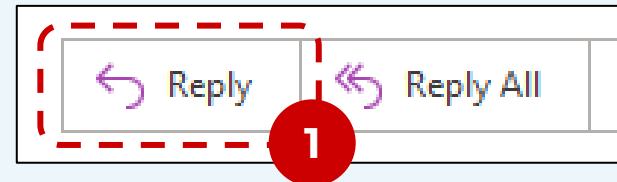


## APPLICABLE TO:

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

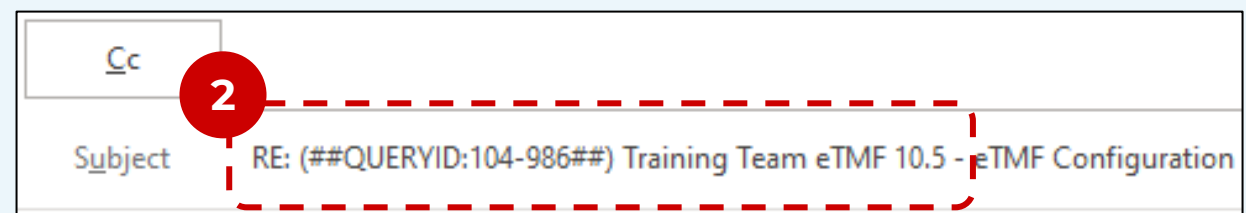
## Replying via email

**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**.

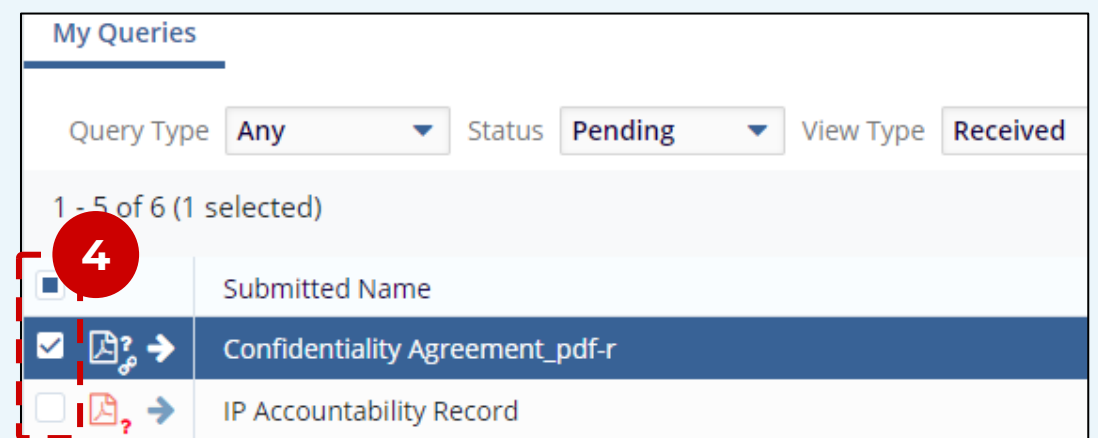


## Replying via My Queries dashlet

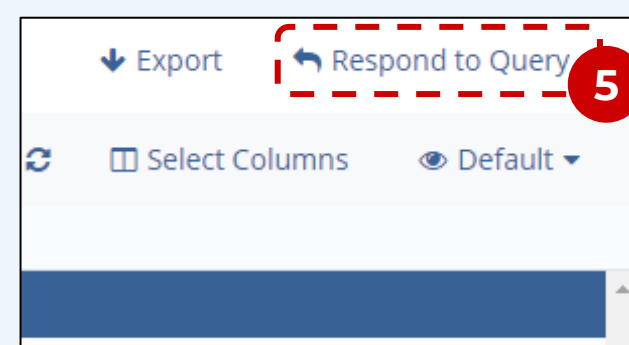
**4** Select the query you wish to reply to.



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

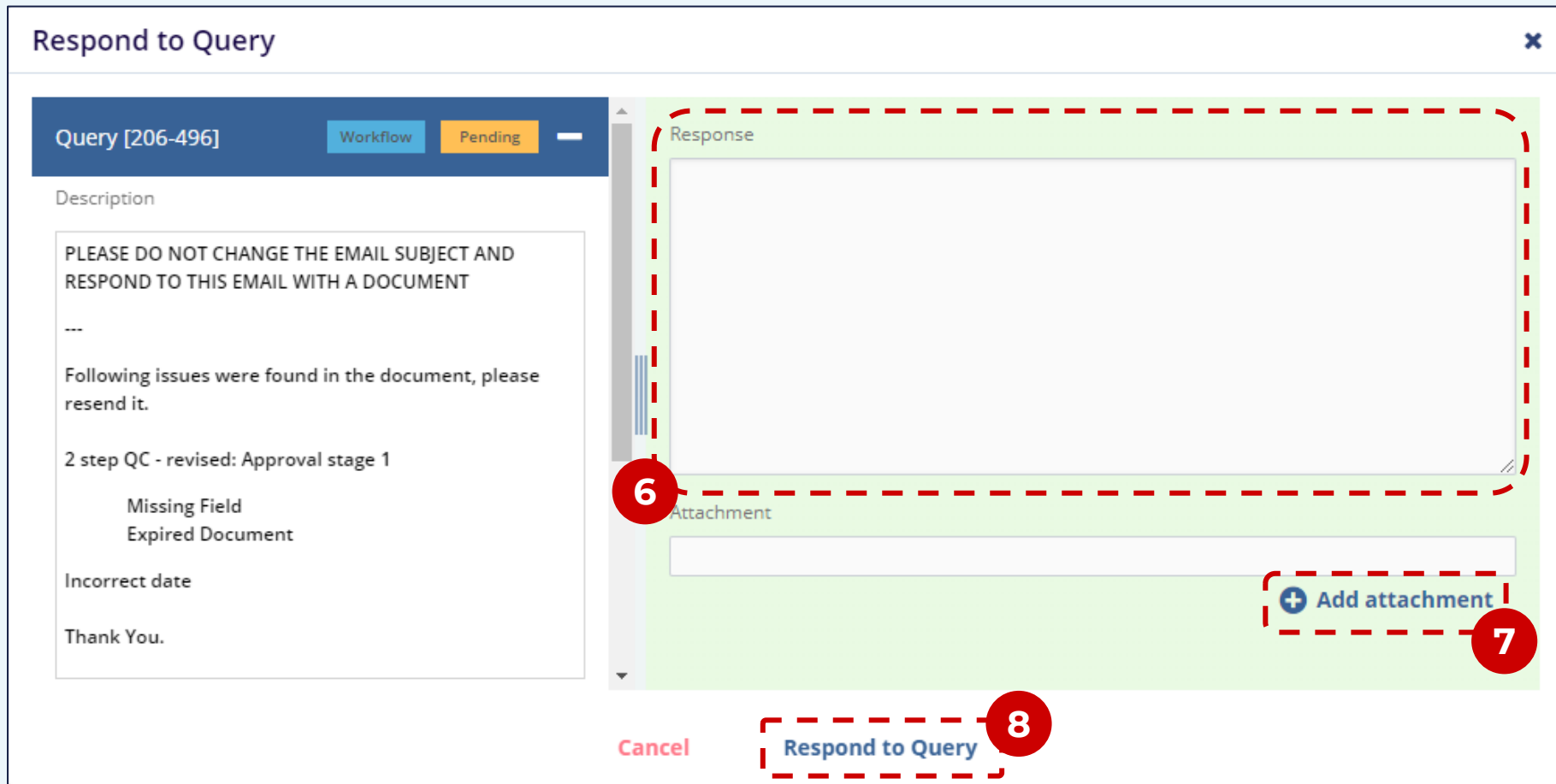


**5** On the opposite side, click on **Respond to Query**.



**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.

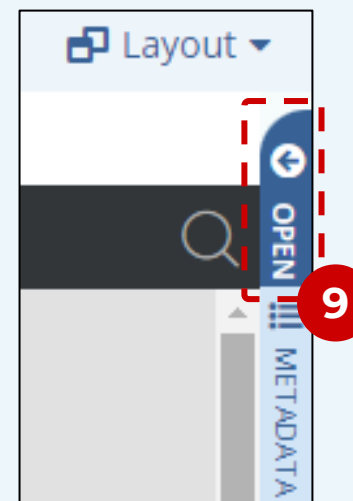


**8** Click on **Respond to Query** to issue your response.

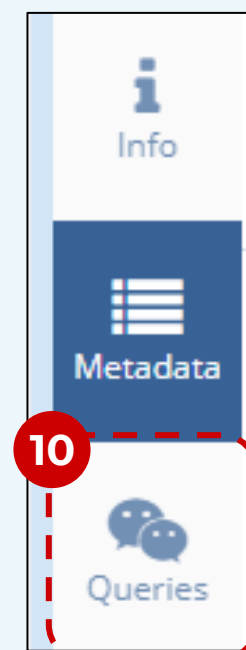
## Replying via the metadata panel

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

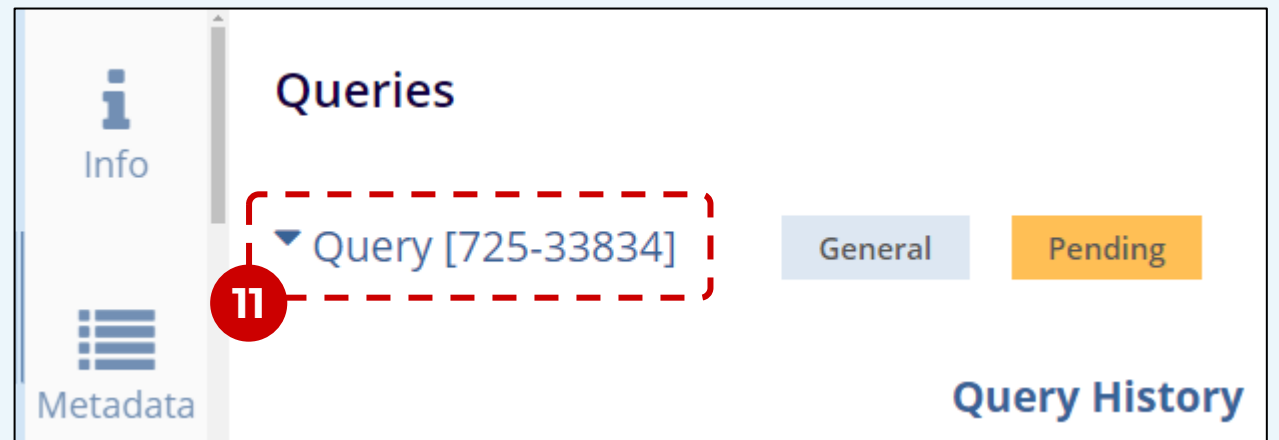
 We recommend doing this in the *Queries* module.



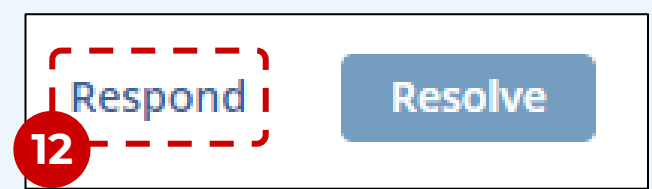
**10** Select the **Queries** subpanel.



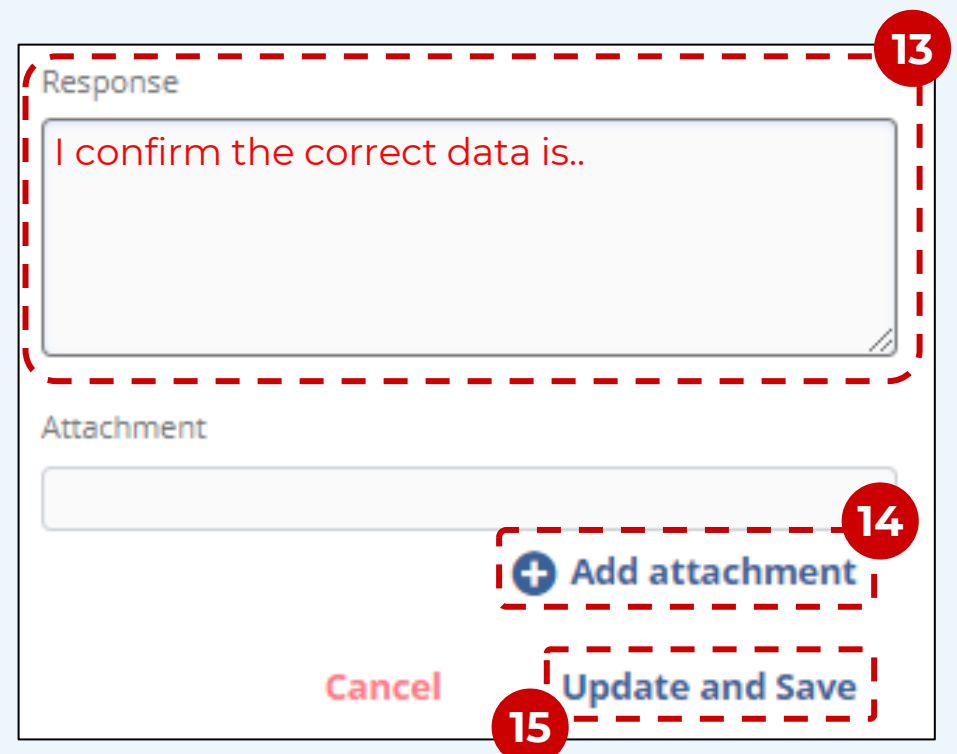
**11** Expand the Query entry.



**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.