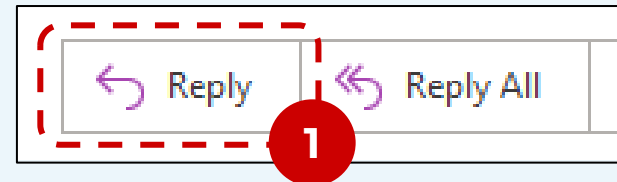


APPLICABLE TO:

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

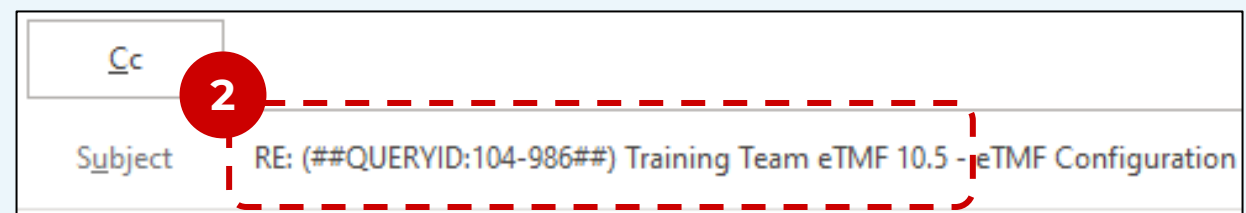
Replying via email

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

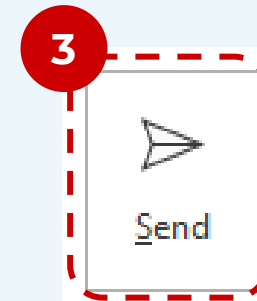


We recommend checking your Spam/Junk filters if you're expecting to potentially receive any queries.

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



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

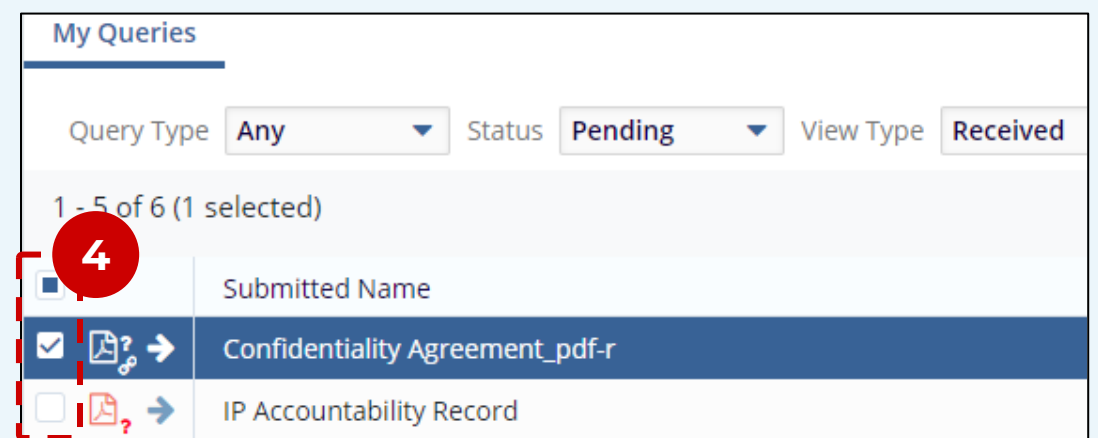


Replying via My Queries dashlet

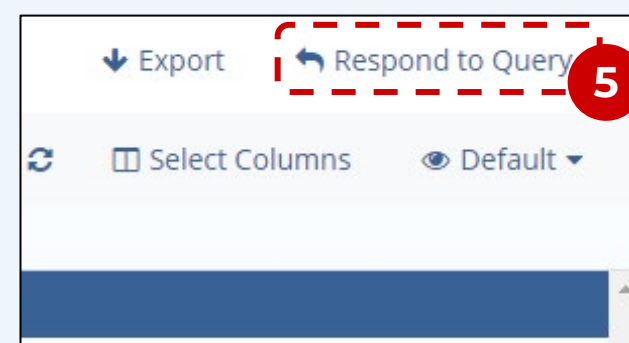
4 Select the query you wish to reply to.



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

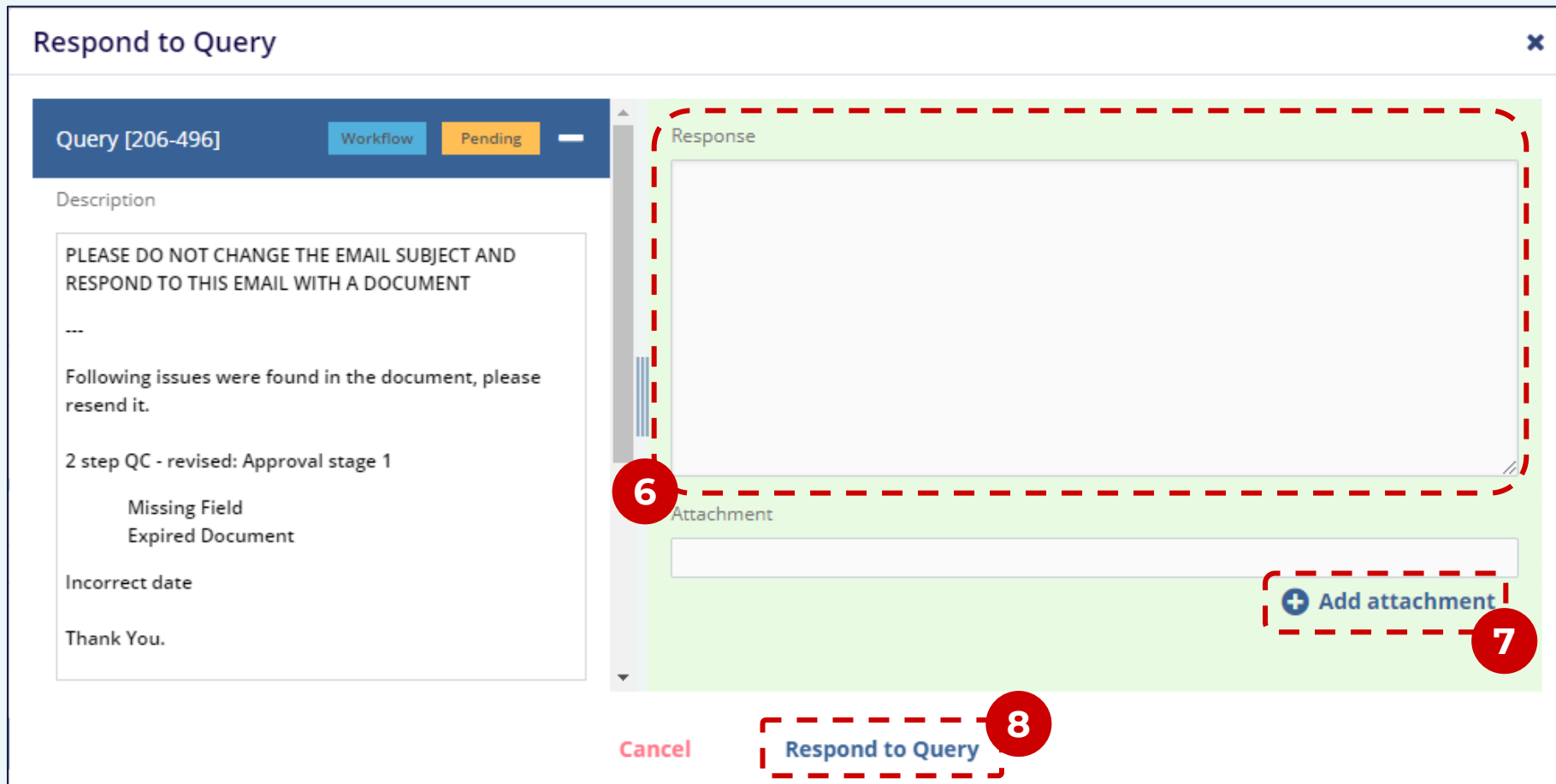


5 On the opposite side, click on **Respond to Query**.



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.

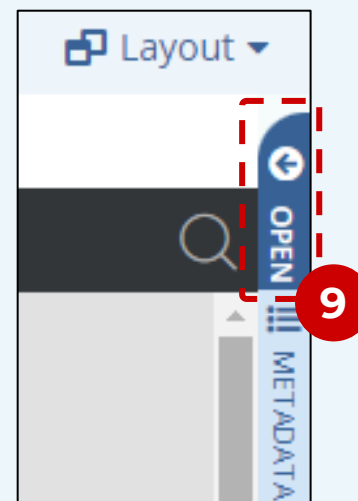


8 Click on **Respond to Query** to issue your response.

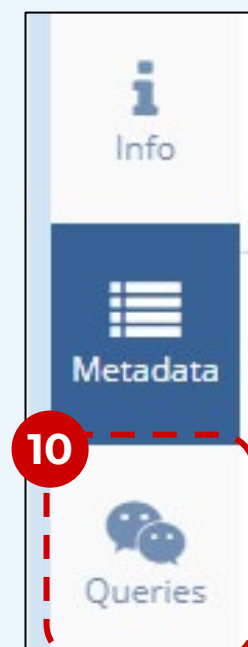
Replying via the metadata panel

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

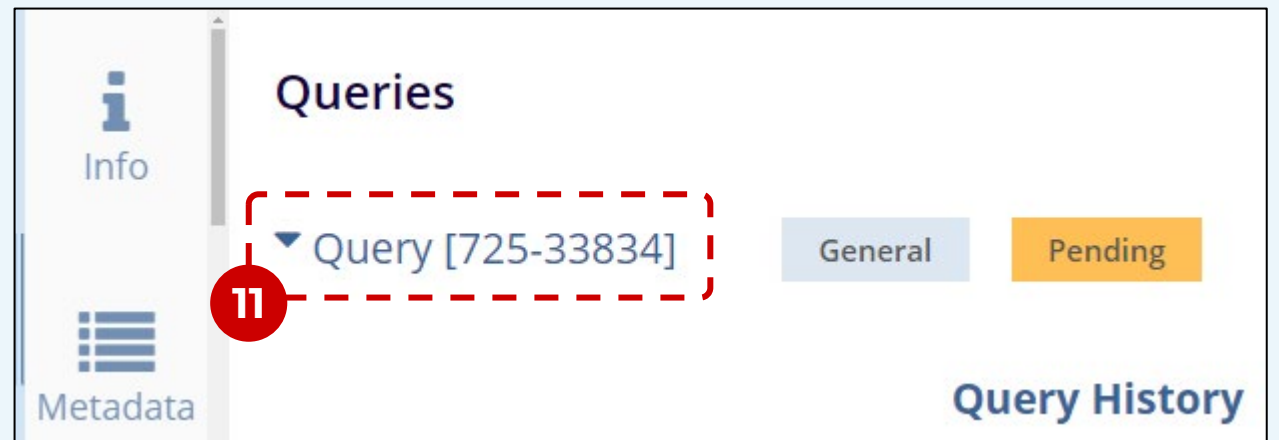
 We recommend doing this in the *Queries* application.



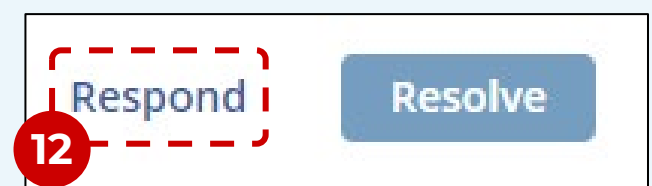
10 Select the **Queries** subpanel.



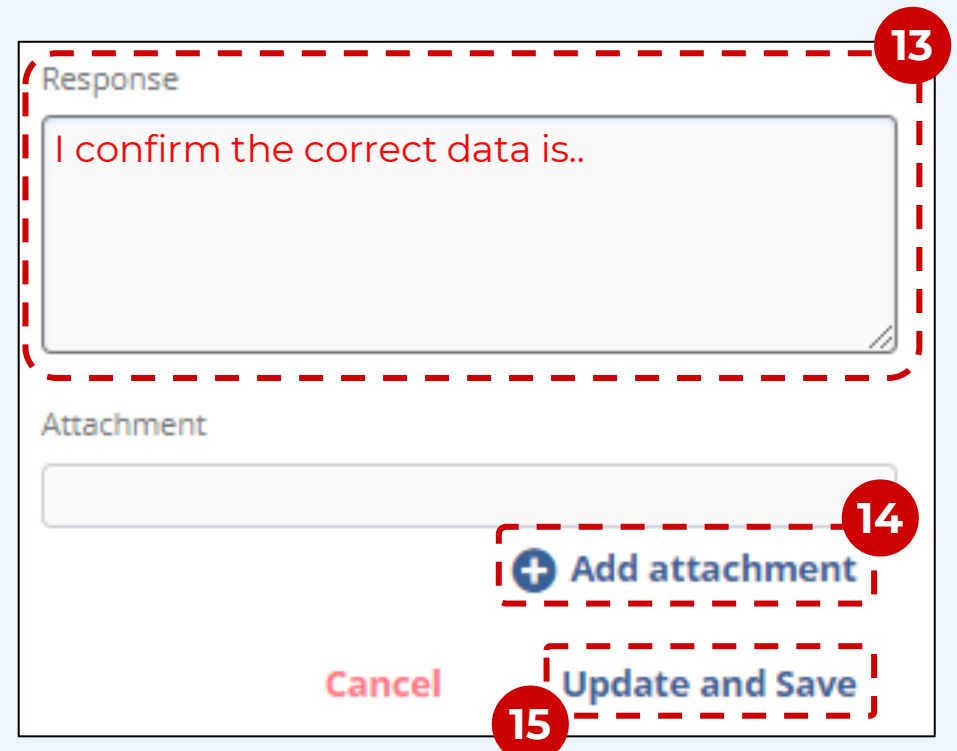
11 Expand the Query entry.



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 confirming each and all query-related activity.