

Enable Two-Way Email

Last Modified on 02/10/2023 2:27 pm EST

Overview

The Two-way email feature will allow external stakeholders (Submitters) without platform access to submit Objects to Triage through email or Objects created in the portal.

An Administrator must first configure email settings (system-generated email address) and assign the system-generated email address to a Form connected to the Object Type referenced on the ***Emails Settings*** screen before an Administrator can enable the Two-way email feature.

User Account Requirements

The user account you use to log into Resolver must have Administrator permissions.

Required Information/Setup

You must set up email settings to enable the Submitter property on a Form. Please refer to the [Create an Email Setting](#) article.

- [Create an Email Setting](#)

For more information on Confidential Portal Submissions, please refer to the [Confidential Portal Submissions](#) article.

- [Confidential Portal Submissions](#)

To enable emails to appear on the ***Commutations*** tab of a Form, please refer to the [Configure a Standard Form](#) article.

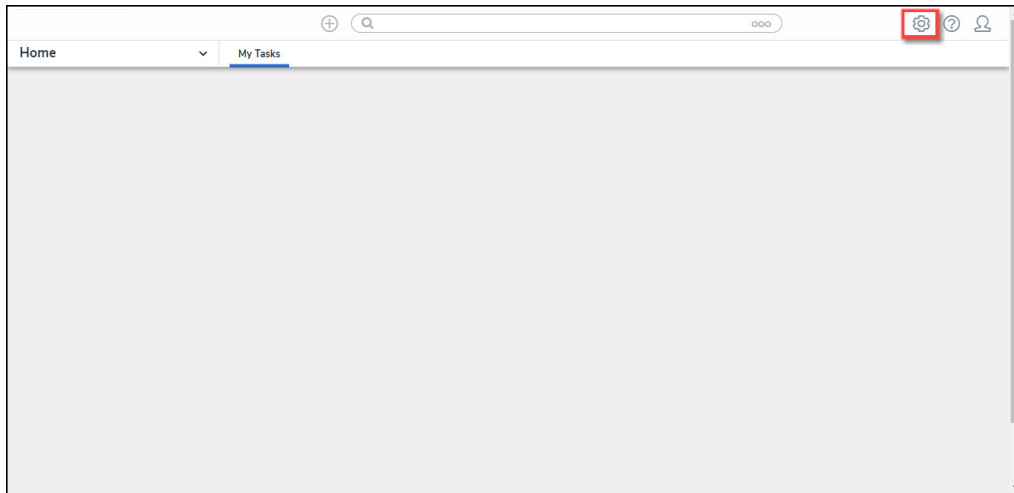
- [Configure a Standard Form](#)

The ***Two-way Email*** pop-up can now be by-passed. For further information please refer to the [Configuring the Dynamic Two-way Email Pop-up](#) article.

- [Configuring the Dynamic Two-way Email Pop-up](#)
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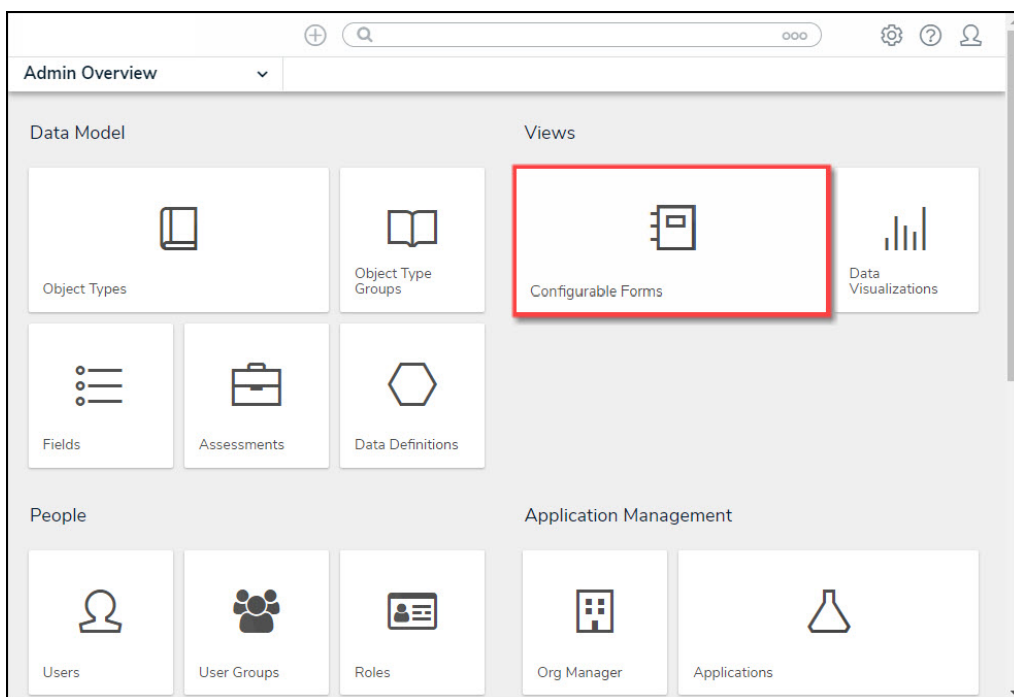
Navigation

1. From the ***Home*** screen, click on the ***System*** icon.



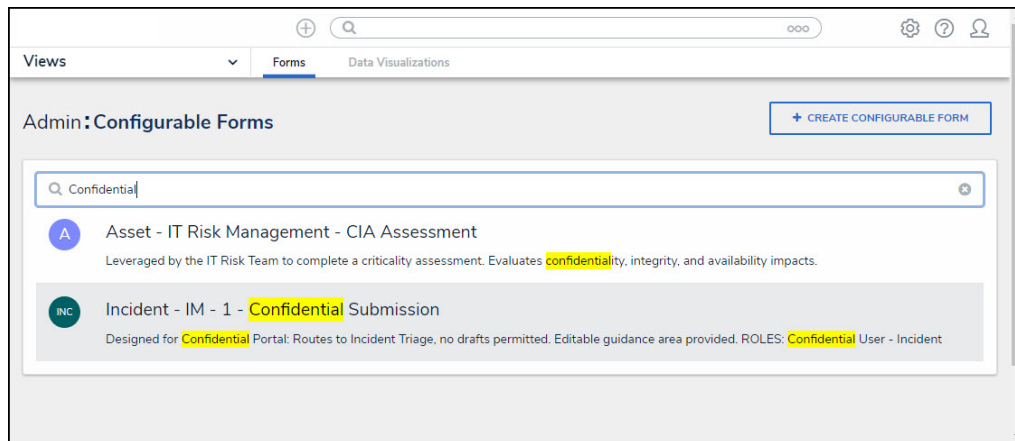
System Icon

2. From the **Admin Overview** screen, click the **Configurable Forms** tile on the **Views** section.



Object Types Tile

3. From the **Admin Configurable Forms** screen, enter a keyword in the **Search** field to narrow the Forms list and select a **Form Name**.

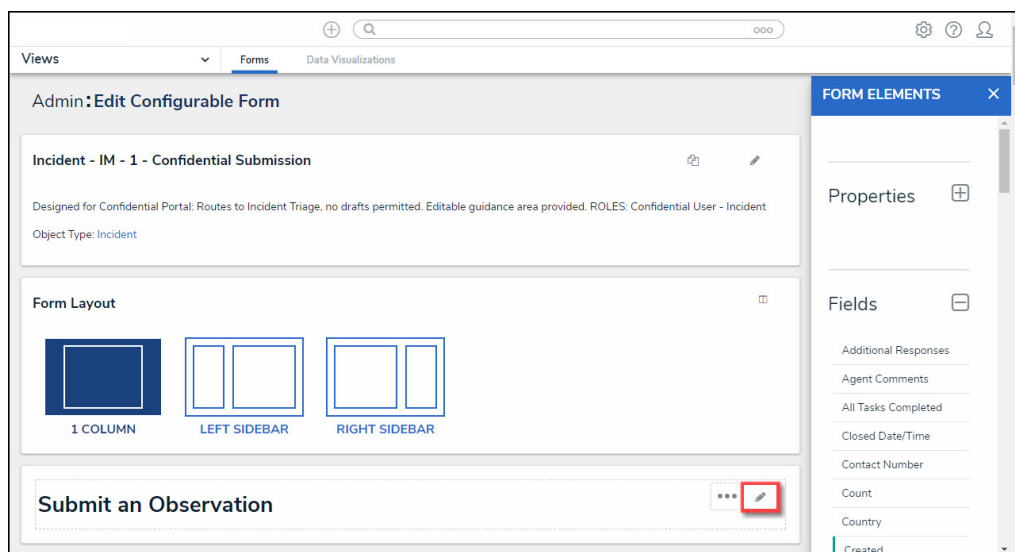


Admin Configurable Forms screen

Enable the Two-way Email Feature

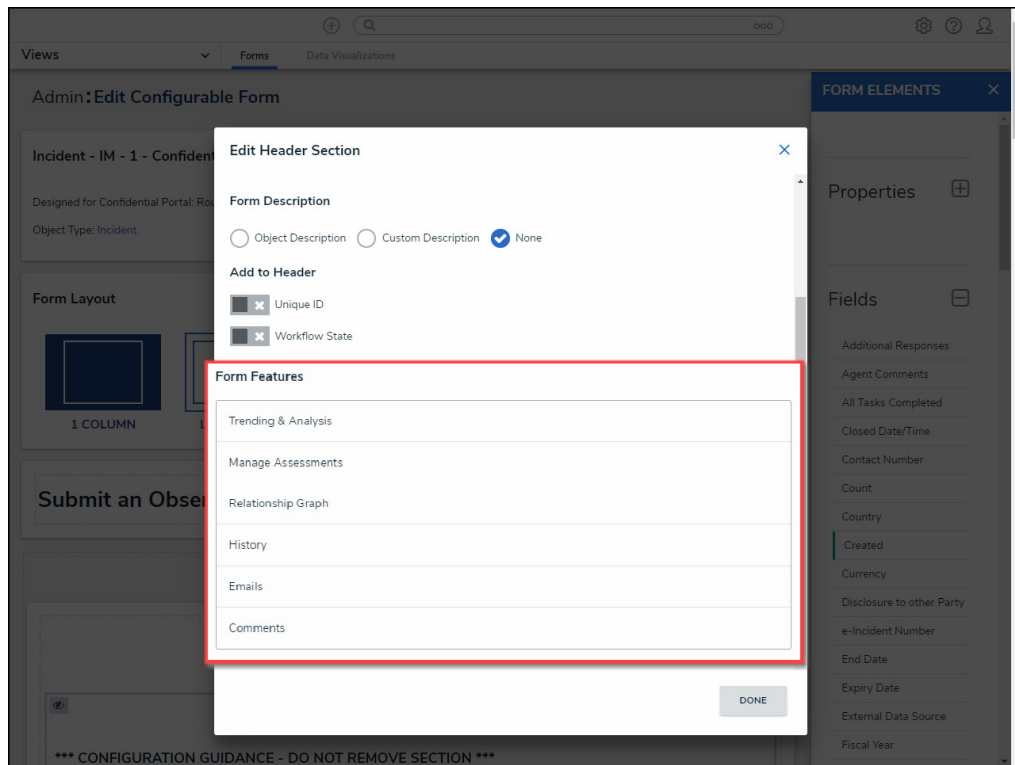
For emails to appear in the **Communication** tab of a Form, an Administrator must select **Emails** from the **Form Features** list on the **Edit Header Section** pop-up on the Form.

1. From the **Edit Configurable Forms** screen, click on the **Edit** icon in the **Form Header** section.



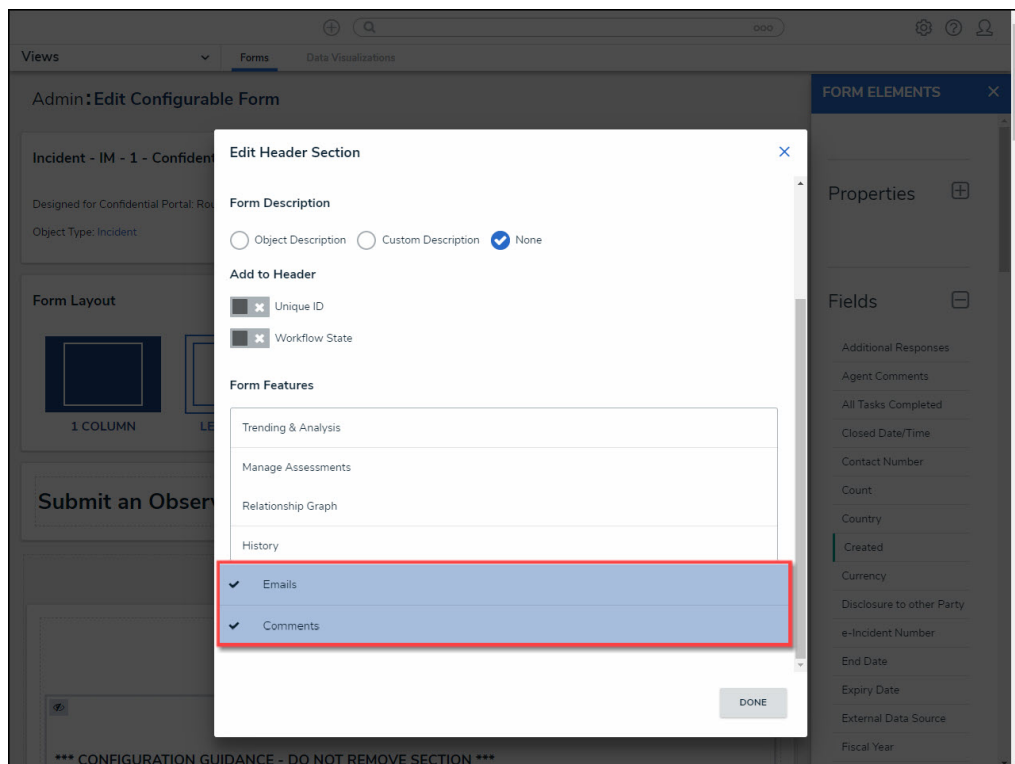
Edit Icon

2. From the **Edit Header Section** pop-up, scroll to the **Form Features** section.



Form Features Section

3. Select **Emails** and/or **Comments** from the list.



Emails and Comments

4. Click the **DONE** button to save your changes.