

# Reply to an Email Object Submitter

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## Overview

The Two-way Email feature allows users in Resolver to reply to Object Submitters through email.

## Required Information/Setup

Refer to the Enable Two-way Email article to the Set up Two-way Email.

- [Enable Two-way Email](#)

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

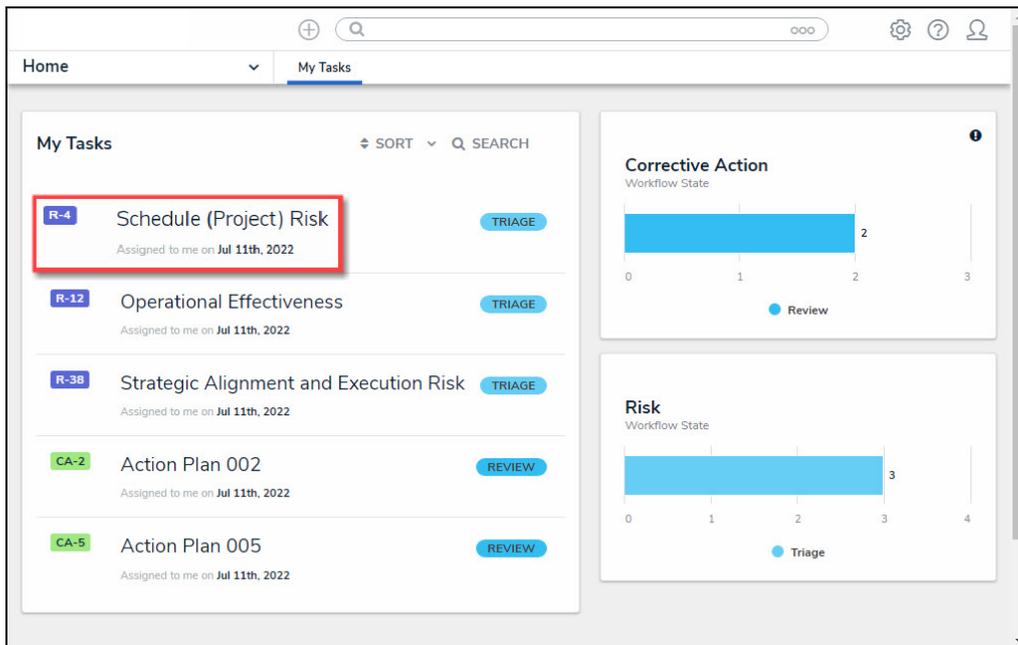
- [Create an Email Setting](#)

For more information on how to Enable the Confidential Submitter Property, please refer to the Enable the Confidential Submitter Property article.

- [Enable the Confidential Submitter Property](#)

## Navigation

1. From the **Home** screen, select a **Task** from the **My Tasks** list.

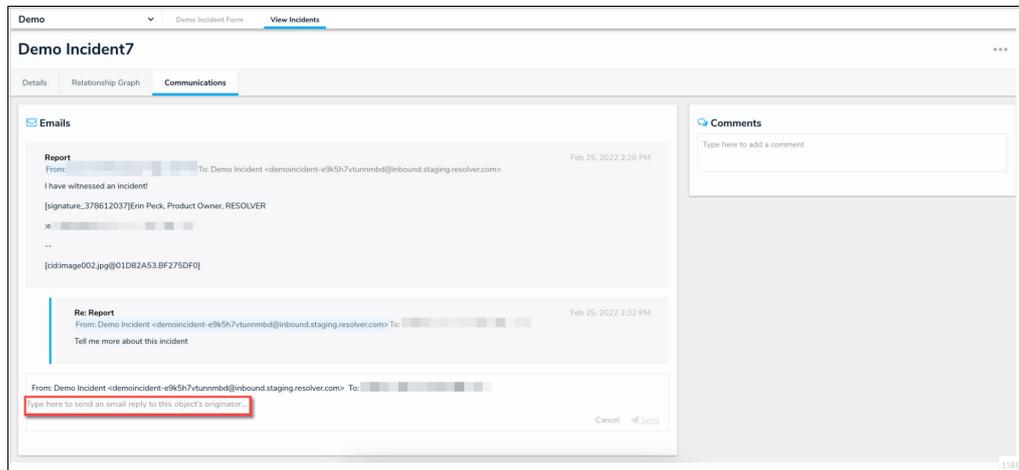


*My Tasks List*

2. From the **Form** screen, click the **Communications** tab.

## Reply to an Email Object Submitter

1. Enter your message response in the message text box indicated by the statement **Type here to send an email reply to the Object's originator.**



*Message Text Box*



**Note:**

*The **Send** button will remain greyed out until you have entered your message in the message text box.*

2. Click the **Send** button at the bottom of the message text box.
  - Both the Resolver user and Submitter will receive the reply message thread. If the Submitter chooses to remain Confidential, their Personal Identifiable Information (PII) will remain hidden.
3. (Optional) Internal Users can add comments to the **Comments** section if Comments are selected from the **Form Features** section on the **Edit Header Section** pop-up on the Form, keeping both Comments and Emails in one place.

The screenshot displays the Resolver web application interface. At the top, the header includes the Resolver logo and navigation options like 'Demo Incident Form' and 'View Incidents'. The main content area is titled 'Demo Incident7' and features a 'Communications' tab. On the left, an 'Emails' section shows two messages: a 'Report' from Erin Peck and a 'Re: Report' from the Demo Incident. On the right, a 'Comments' section is highlighted with a red border, containing a text input field with the placeholder 'Type here to add a comment'.

*Comments Section*