

Configuring the Dynamic Two-way Email Pop-up

Last Modified on 02/03/2023 4:54 pm EST

Overview

The **Two-way Email** pop-up appears when a **Submitter** submits an Incident Submission Form. A **Submitter** can bypass the **Two-way Email** pop-up depending on your configuration settings.

User Account Requirements

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

Required Information/Setup

Before Configuring the Two-way Email pop-up, you must add a Submitter property to a Form. For more information on adding a Submitter property to a Form, please refer to the [Enable the Confidential Submitter Property](#) article.

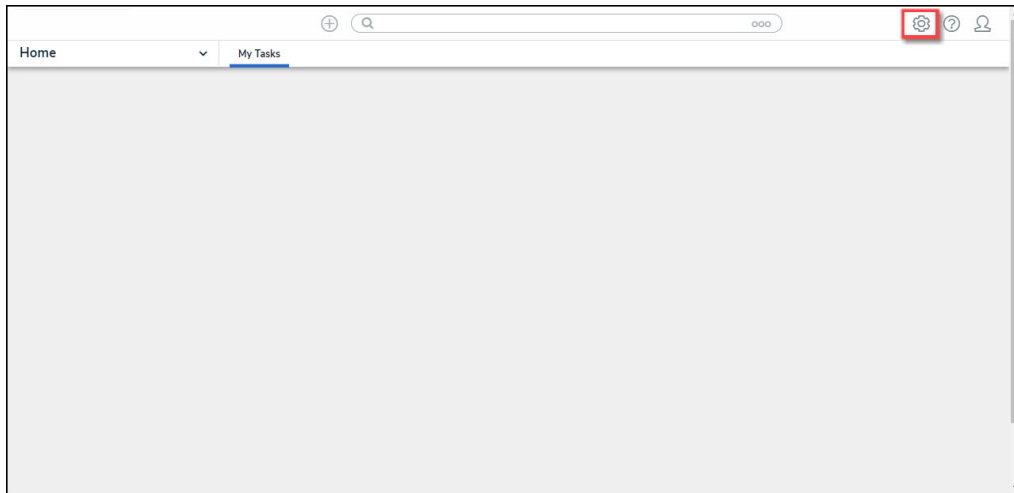
- [Enable the Confidential Submitter Property](#)

If you would like to utilize Two-Way Email with the Submitter property, you must set up email settings. For more information, see the following articles.

- [Email Settings Overview](#)
 - [Create an Email Setting](#)
 - [Enable Two-way Email](#)
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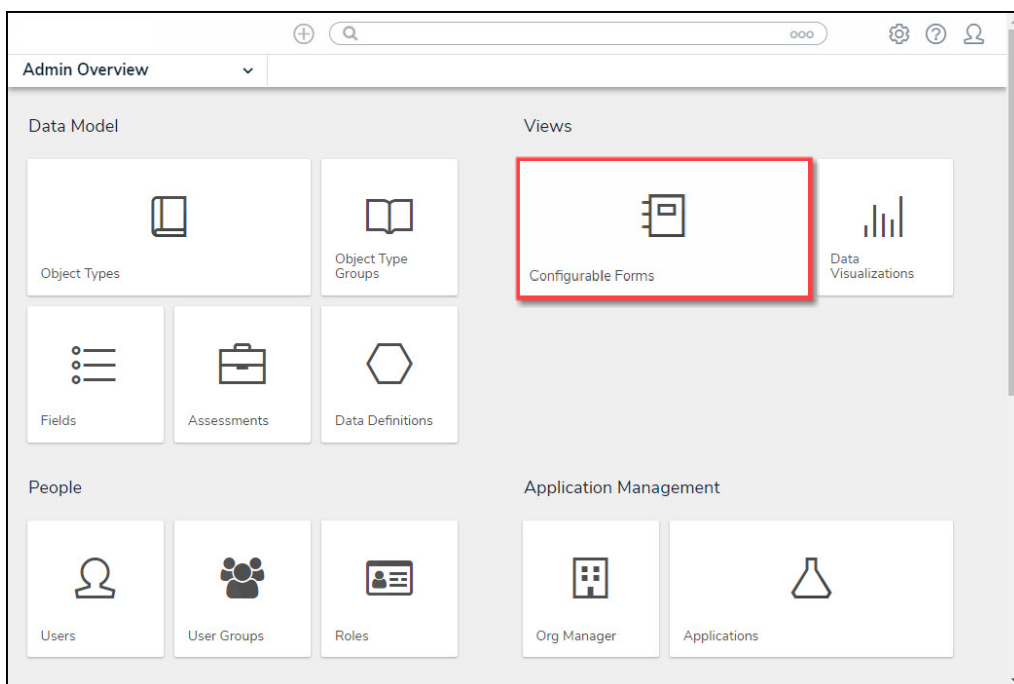
Navigation

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



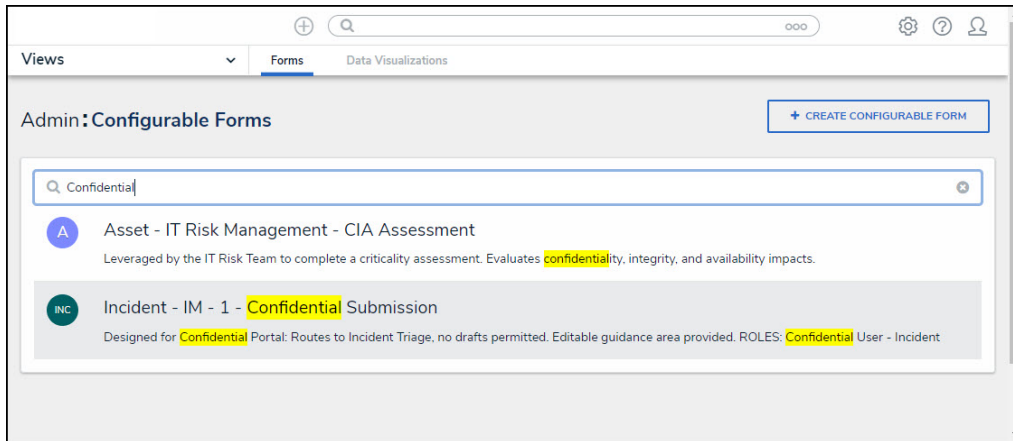
System Icon

- From the **Admin Overview** screen, click on the **Configurable Forms** tile under the **Applications Management** section.



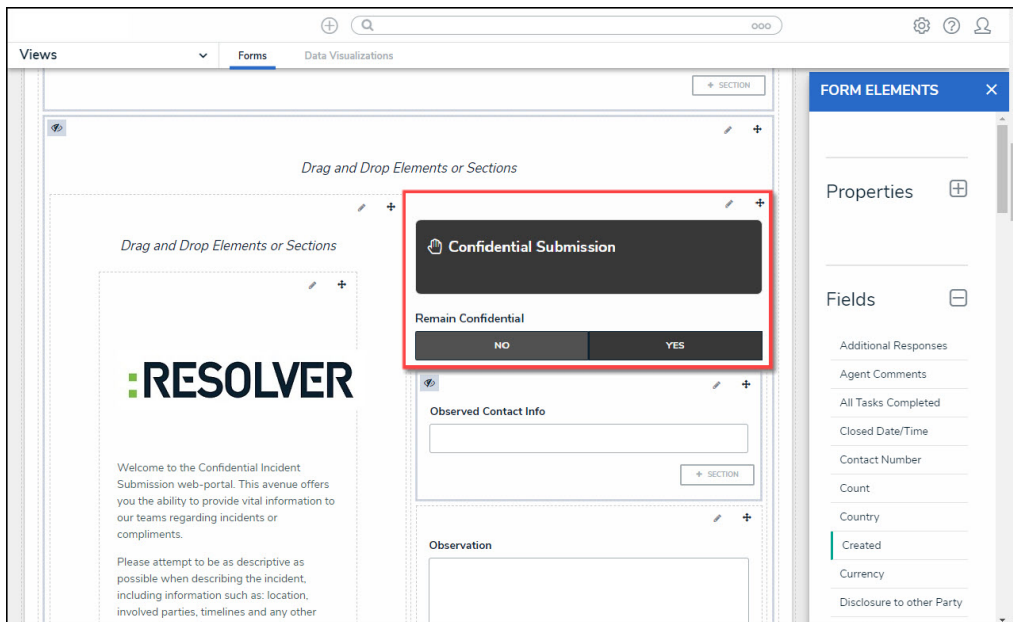
Configurable Forms Tile

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



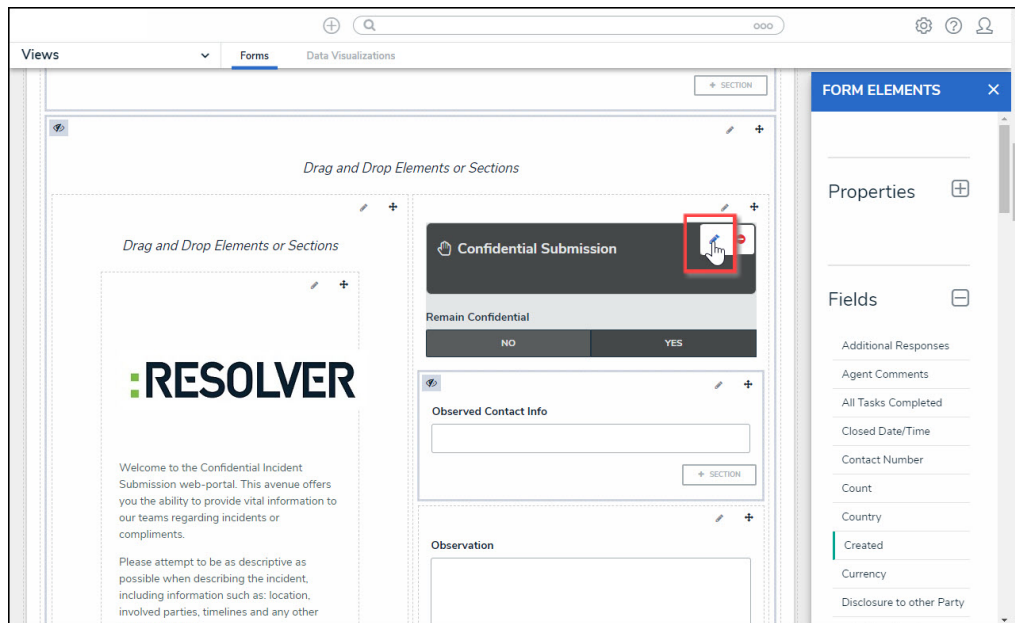
Form Name

- From the **Edit Configurable Forms** screen, scroll and find the **Submitter** property on the **Form**.



Submitter Property

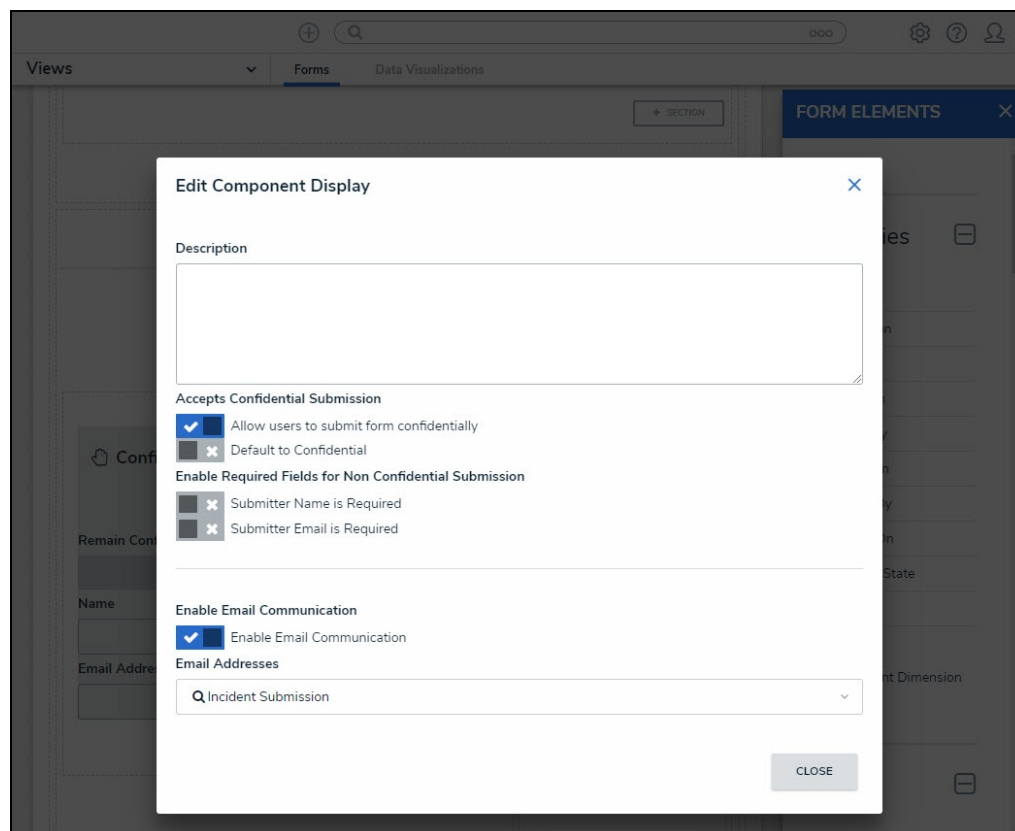
- Hover your cursor over the **Submitter** property and click the **Edit** icon that appears.



Edit Icon

Configuring the Dynamic Two-way Email Pop-up

1. The **Edit Component Display** pop-up will appear.

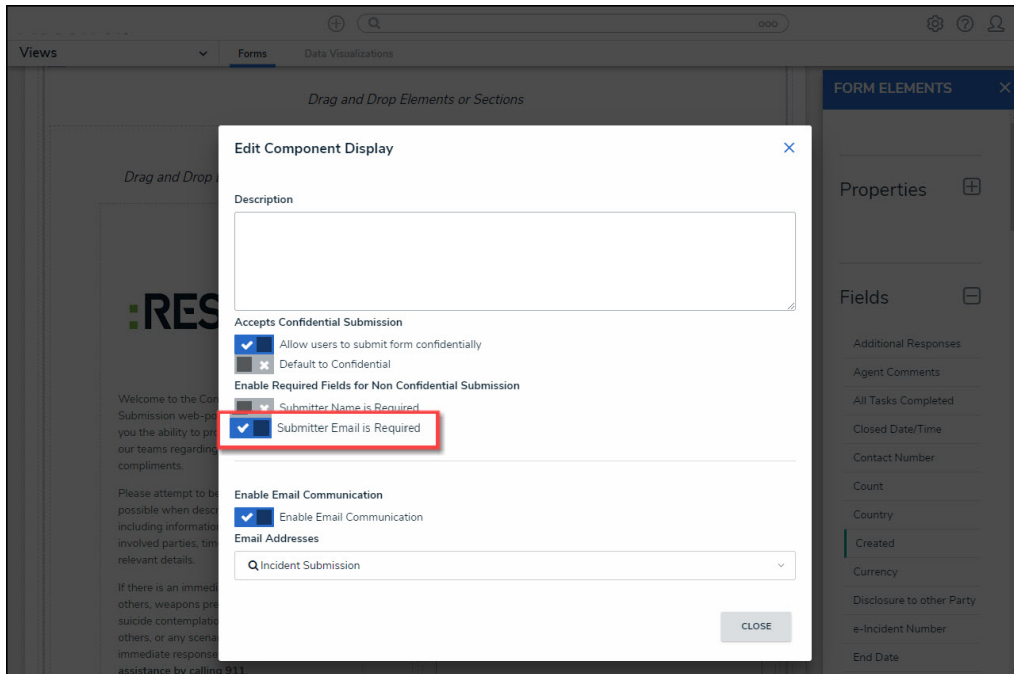


Edit Component Display Pop-up

2. There are two ways to bypass the **Two-way Email** pop-up:

- **Email is Required:**

- Enable the **Submitter Email is Required** toggle switch and Two-way Email. Users will automatically be enrolled in the Two-way email feature if the **Submit Email is Required** toggle switch is enabled.



Submitter Email is Required Toggle Switch

- The **Submitter** is required to enter their email address on the Confidential Submissions Form.

Email Address Field

- After submitting the Form, the **Two-way Email** pop-up will be bypassed.

- **Email is not Required w/ Email:**
 - Disable, the **Submitter Email is Required** toggle switch.

Edit Component Display

Description

Accepts Confidential Submission

- ☒ Allow users to submit form confidentially
- ☒ Default to Confidential

Enable Required Fields for Non Confidential Submission

- ☒ Submitter Name is Required
- ☒ **Submitter Email is Required**

Enable Email Communication

- ☒ Enable Email Communication

Email Addresses

Incident Submission

CLOSE

Submitter Email is Required Toggle Switch

- Enable the **Two-way Email** feature.
- The **Submitter** selects the **No** toggle switch on the **Remain Confidential** section on the Form.

Submit an Observation

Confidential Submission

RESOLVER

Welcome to the Confidential Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response **seek immediate assistance by calling 911.**

Remain Confidential

☒ NO ☐ YES

Name

Email Address

Observed Contact Info

Observation

Remain Confidential Section

- The **Submitter** enters their email address in the **Email Address** field on the Form.

The screenshot shows a web application interface for submitting an observation. The top navigation bar includes a dropdown menu labeled 'Applications' and a user profile icon. The main content area is titled 'Submit an Observation'. On the left, there is a large 'RESOLVER' logo and a welcome message. On the right, there is a 'Confidential Submission' section. This section includes a 'Remain Confidential' toggle switch set to 'NO', a 'Name' field, an 'Email Address' field (highlighted with a red border and containing 'user@sample.com'), an 'Observed Contact Info' field, and an 'Observation' text area with a yellow border.

Email Address Field

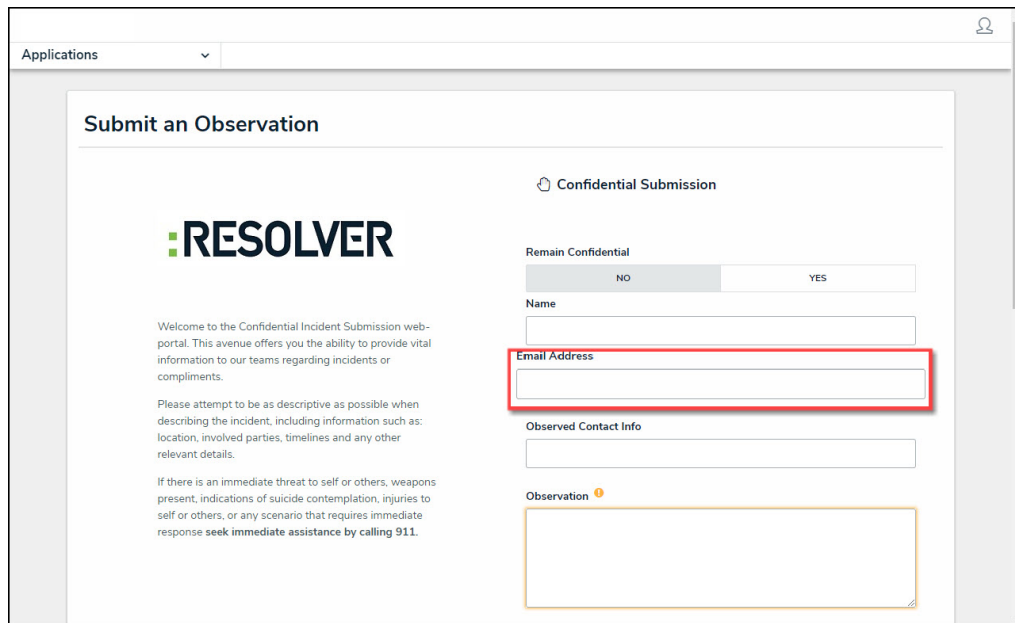
- After submitting the Form, the **Two-way Email** pop-up will be bypassed.
3. There are two ways to display the **Two-way Email** pop-up:
- **Email is not Required w/o Email:**
 - Disable, the **Submitter Email is Required** toggle switch.

Submitter Email is Required Toggle Switch

- The **Submitter** selects the **No** toggle switch on the **Remain Confidential** section on the form.

Remain Confidential Section

- The **Submitter** leaves the **Email Address** field on the Form blank.



Applications

Submit an Observation

RESOLVER

Welcome to the Confidential Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response **seek immediate assistance by calling 911.**

Confidential Submission

Remain Confidential

NO YES

Name

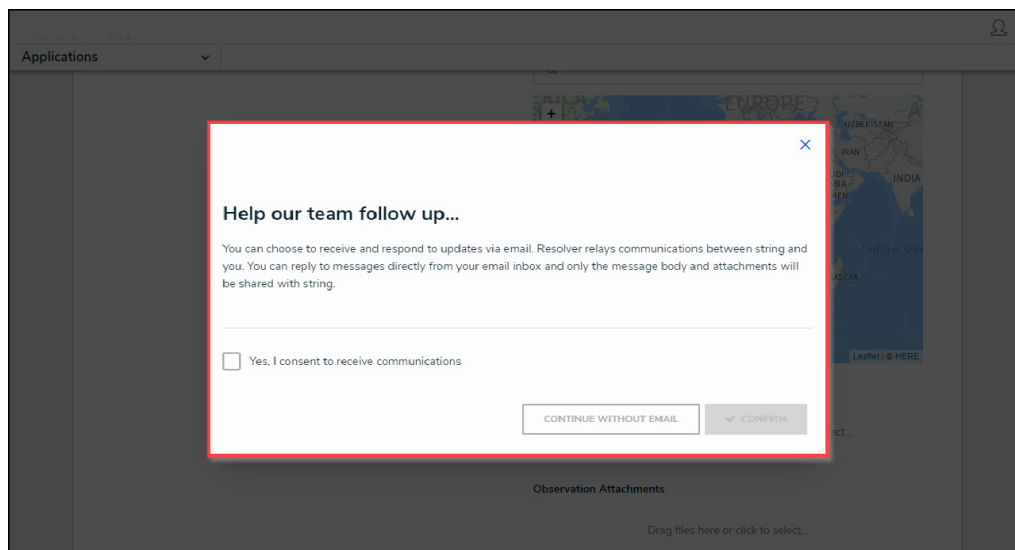
Email Address

Observed Contact Info

Observation

Email Address Field

- After submitting the Form, the **Two-way Email** pop-up will appear with alternate title text (e.g., the word Confidential is removed).



Applications

Help our team follow up...

You can choose to receive and respond to updates via email. Resolver relays communications between string and you. You can reply to messages directly from your email inbox and only the message body and attachments will be shared with string.

☐ Yes, I consent to receive communications

CONTINUE WITHOUT EMAIL CONFIRM

Observation Attachments

Drag files here or click to select...

Two-way Email Pop-up

- **Confidential Submitter:**

- The **Submitter** selects **Yes** on the **Remain Confidential** section on the Form.

Applications

Submit an Observation

RESOLVER

Welcome to the Confidential Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response **seek immediate assistance by calling 911.**

Confidential Submission

Remain Confidential

NO YES

Observation

Observed Date/Time

Observation Type

Remain Confidential Section

- After submitting the Form, the **Two-way Email** pop-up will be displayed.

Applications

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response **seek immediate assistance by calling 911.**

Help our team follow up... Confidentially

You can choose to receive and respond to updates via email and still maintain the confidentiality of your email address. Resolver relays communications between string and you. Resolver replaces your email address with the text "Confidential Submitter". You can reply to messages directly from your email inbox and only the message body and attachments will be shared with string.

☐ Yes, I consent to receive communications

CONTINUE WITHOUT EMAIL CONFIRM

Two-way Email Pop-up