

# Form Comments Overview -Communication Tab

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# **Overview**

Users can add and reply to comments on incidents and related objects.

### **User Account Requirements**

The user account you use to log into Resolver must have permission to reply to comments within their user group or account permissions.

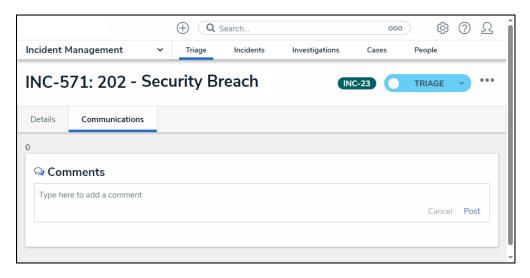
#### **Related Information/Setup**

Please refer to the User Groups article for further information on configuring user group permissions.

Please refer to the Configure a Standard Form Header article for further information on adding the *Communications* tab to a form.

### Navigation

The *Comments* screen is located under the *Communications* tab on a standard form.



Communications Screen

## **Additional Information**

• Clicking the **Reply** button will create a new comment thread.



- Users can be tagged in comments and replies using the @ symbol, typing the user's name, and then clicking to select the user.
- Tagged users will receive an email notification with a link to the incident where the comment is posted. Users who do not have permission to view the object will not be able to comment on it.
- Deleted user's comments are not deleted from the system.
- Resolved comments cannot be edited.
- Turning off the *Communications* tab on a form does not delete the comments. All comments will reappear on the form once **Communications** is re-enabled on a form.
- Inactive users cannot be tagged in comments or replies; any tags saved before the user was deactivated will be displayed. An inactive user must be deleted to edit an inactive user's unresolved comment.