

Form Comments Overview - Communication Tab

Last Modified on 12/22/2023 10:17 am EST

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.

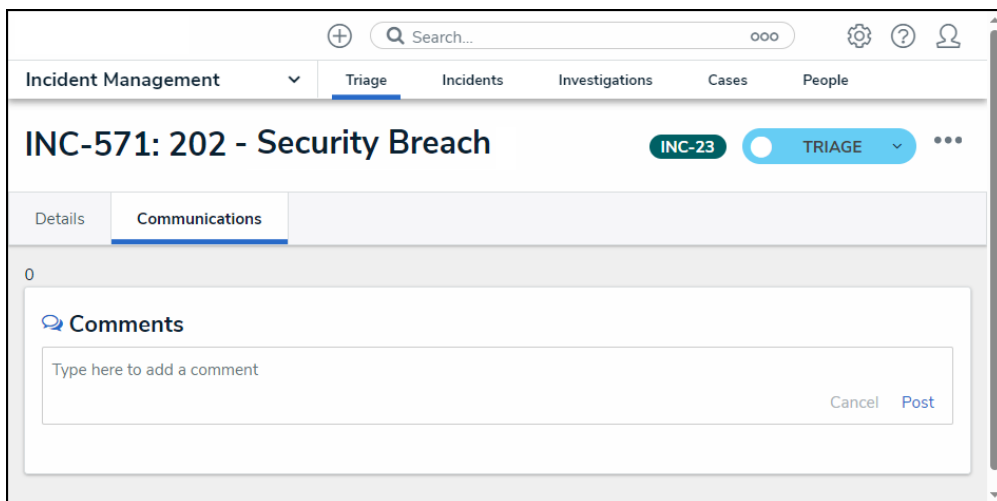
Related Information/Setup

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

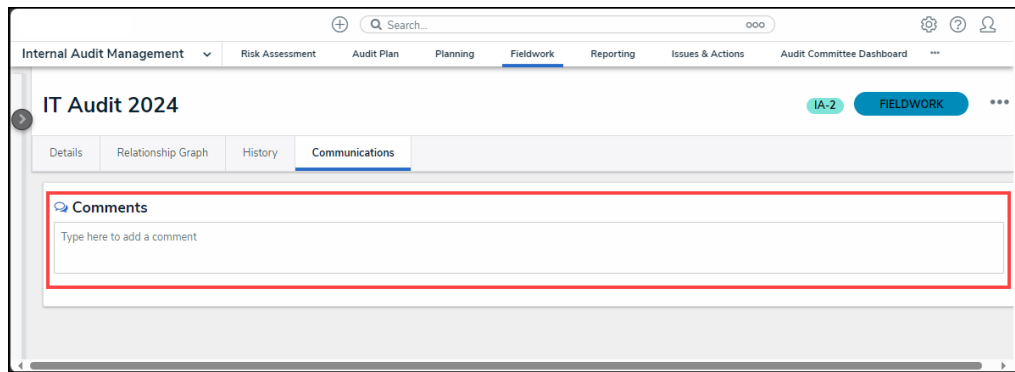
The **Comments** screen is located under the **Communications** tab on a standard form.

The screenshot shows the Resolver web application interface. At the top, there's a navigation bar with a search bar and user profile icon. Below it, a secondary navigation bar contains tabs for 'Incident Management', 'Triage', 'Incidents', 'Investigations', 'Cases', and 'People'. The 'Triage' tab is selected. The main content area displays the incident title 'INC-571: 202 - Security Breach' with a status 'INC-23' and a 'TRIAGE' button. Below the title, there are two sub-tabs: 'Details' and 'Communications'. The 'Communications' tab is active, showing a 'Comments' section. This section includes a text input field with the placeholder 'Type here to add a comment' and two buttons, 'Cancel' and 'Post', at the bottom right.

Communications Screen

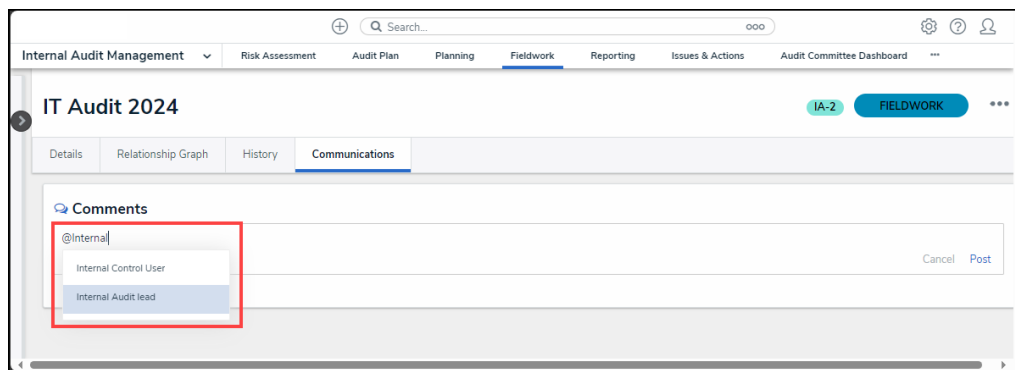
Communications Tab

1. From the **Communications** tab, enter a message in the **Comments** field.



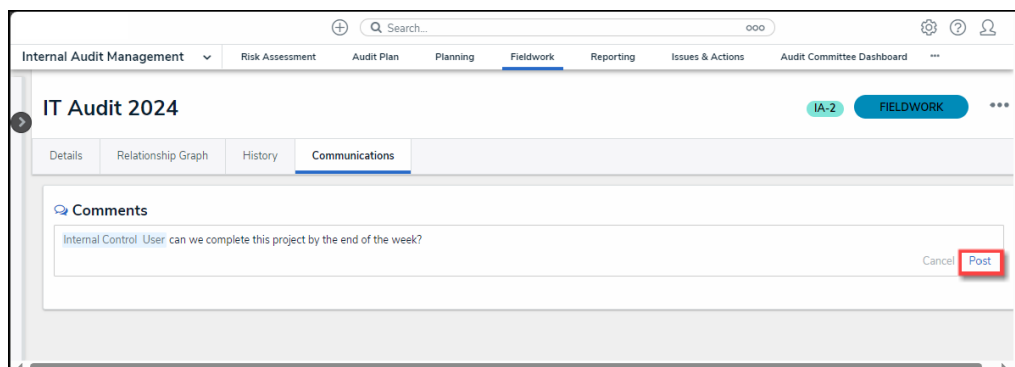
Comments Field

2. Use the @ symbol and start typing a user or user group name to tag a specific user or user group by selecting the user from the **Users** pop-up. 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.



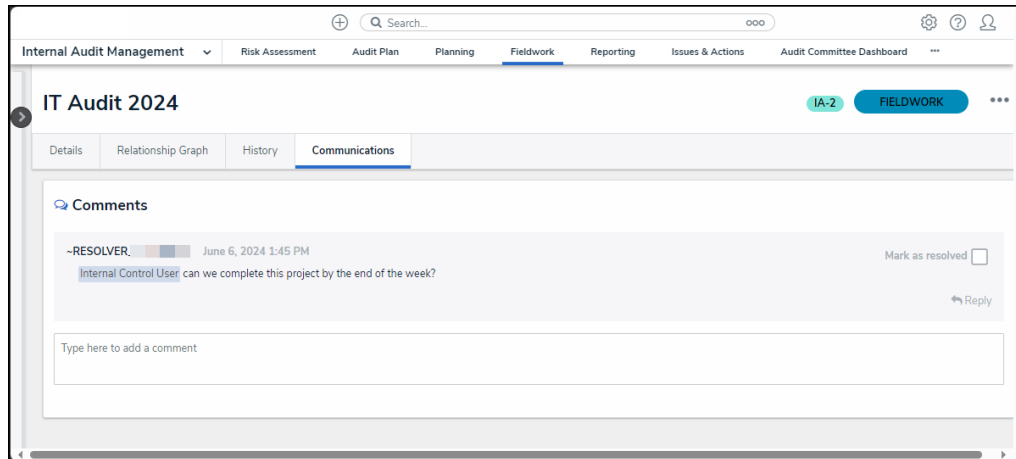
Users Pop-up

3. Click the **Post** link to post the message.



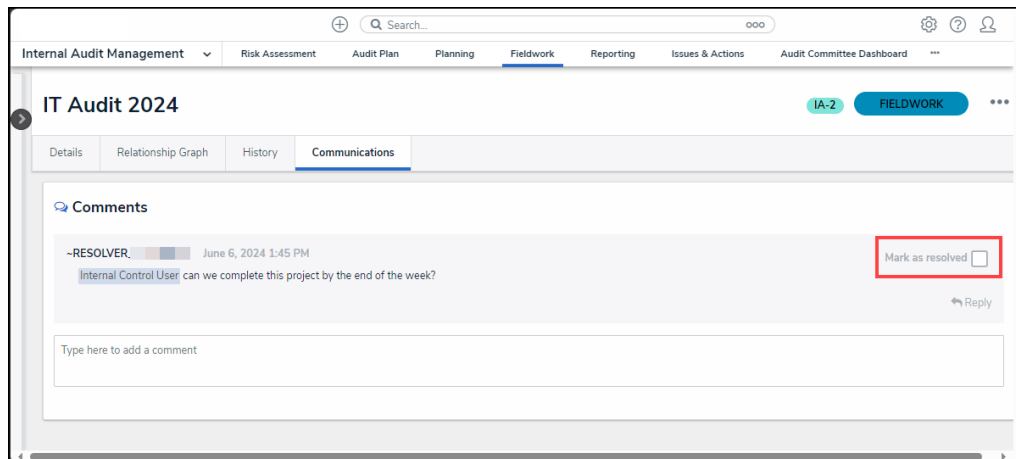
Post Link

4. The message will be posted, including the ID of the user who created the message, date, and time.



Message

5. **(Optional)** Users can mark a message as resolved when the message has been answered by clicking the **Mark as Resolved** checkbox.



Mark as Resolved

Additional Information

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