

Reply to feedback from a user

There are two ways to reply to emailed feedback from a user.

The first is to click on the link supplied in the email:

- Click on the link after **Read and respond to this message at** in the email
- This brings up a mail template for you to reply to.

Or you can do it from the feedback option:

- Click on the **Feedback** menu
- Click the Options icon under **Actions** to display the dropdown list, and then click **Answer**
- This brings up a mail template for you to reply to

Once the email template is open:

- Type your answer in the **Answer** section
- Click **Send**
- You return to the Feedback screen. The answered box is checked.

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