

# 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.

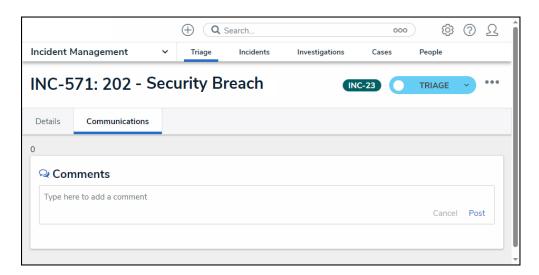
#### **Related Information/Setup**

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.

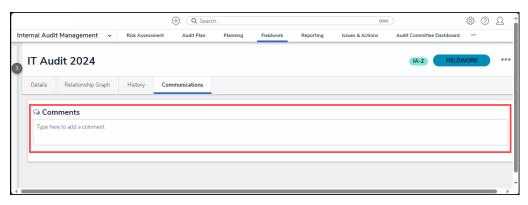


Communications Screen

#### **Communications Tab**

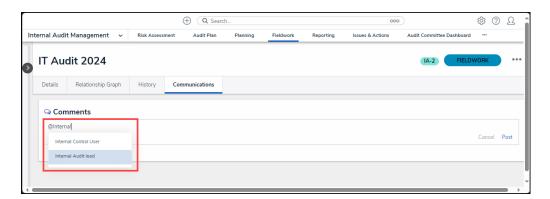
1. From the *Communications* tab, enter a message in the *Comments* field.





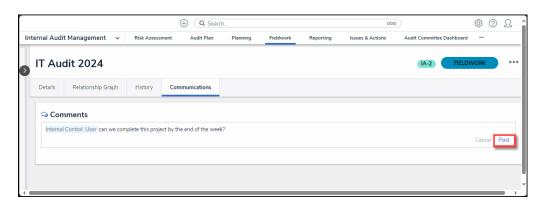
Comments Field

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

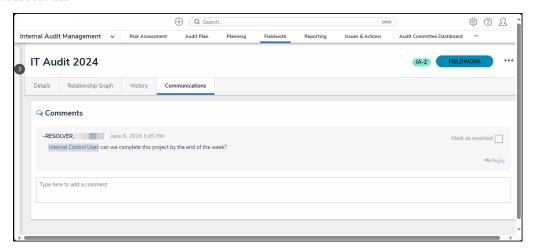
3. Click the **Post** link to post the message.



Post Link

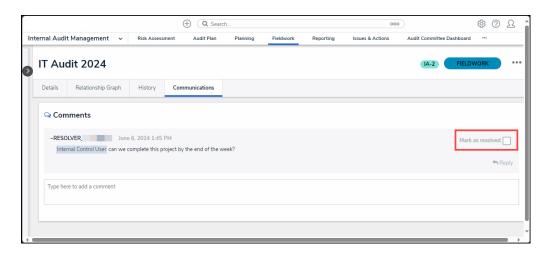
4. The message will be posted, including the ID of the user who created the message, date, and time.





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.