

Form Comments Overview -Communication Tab

Last Modified on 02/21/2025 3:53 pm 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.

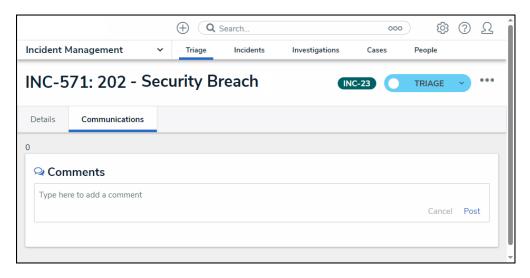
Related Information/Setup

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.



			⊕ Q Search	l			000		\$ \$	Ω
Internal Au	ıdit Management 🗸 🗸	Risk Assessment	t Audit Plan	Planning	Fieldwork	Reporting	Issues & Actions	Audit Committee Das	hboard ***	
	udit 2024							IA-2	FIELDWORK	
Details	Relationship Graph	History	Communications							
	omments here to add a comment									

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.

			Q Search				000		\$ <u>0</u>	2
ternal Aud	t Management 🗸	Risk Assessme	nt Audit Plan	Planning	Fieldwork	Reporting	Issues & Actions	Audit Committee Dashbo	ard ***	
IT Au	dit 2024							IA-2 FIE	LDWORK	
Details	Relationship Graph	History	Communications							
Q Con	nments	1								
@Interr									Cance	el Pos
@Interr	al								Cance	el Pos
@Interr	ial nal Control User								Canc	el Pos

Users Pop-up

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

Details Relationship Graph History Communications Comments Internal Control User can we complete this project by the end of the week?	?	(1) (13)		9	00				⊕ Q Searc			
Details Relationship Graph History Communications Comments Internal Control User can we complete this project by the end of the week?		oard ***	nmittee Dashboard	Audit Commit	Issues & Actions	Reporting	Fieldwork	Planning	Audit Plan	Risk Assessment	t Management 🗸 🗸	ternal Audi
Comments Internal Control User can we complete this project by the end of the week?	ĸ	IELDWORK	-2 FIELD	IA-2							dit 2024	IT Au
Internal Control User can we complete this project by the end of the week?									mmunications	History C	Relationship Graph	Details
Internal Control User can we complete this project by the end of the week?												
											nments	🔉 Cor
	ncel Po	Cance						k?	he end of the week	plete this project by	Control User can we con	Interna
		Curree										

Post Link

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



			(Q Searc	:h			\$ \$	2		
Int	ernal Audit Management	 Risk Assessr 	nent Audit Plan	Planning	Fieldwork	Reporting	Issues & Actions	Audit Committee [Dashboard ***	
	IT Audit 2024							IA-2	FIELDWORK	
	Details Relationship Grap	n History	Communications							
	Comments -RESOLVER Internal Control User can	lune 6, 2024 1:45 F we complete this pr		reek?					Mark as resolved [
	Type here to add a comment									
	·									

Message

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

			(
Int	ernal Audit	t Management 🗸 🗸	Risk Assessment	Audit Plan	Planning	Fieldwork	Reporting	Issues & Actions	Audit Committee I	Dashboard ***		
•	IT Aud	dit 2024							IA-2	FIELDWORK		
	Details	Relationship Graph	History Com	munications								
	Com ~RESO		6, 2024 1:45 PM omplete this project by	the end of the w	eek?					Mark as rest	olved (
	Type her	re to add a comment										



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.