

# Form Comments Overview - Communication Tab

Last Modified on 07/12/2024 11:29 am EDT

## 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.

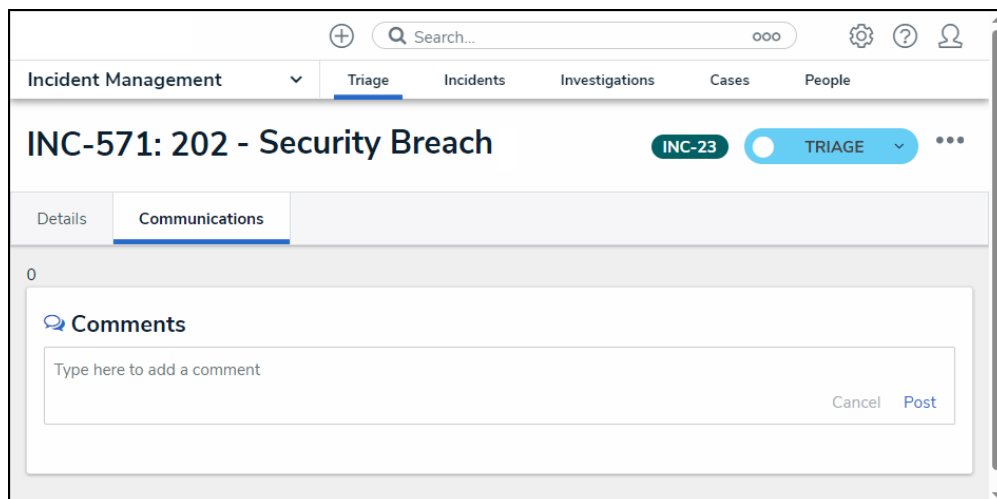
## Related Information/Setup

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

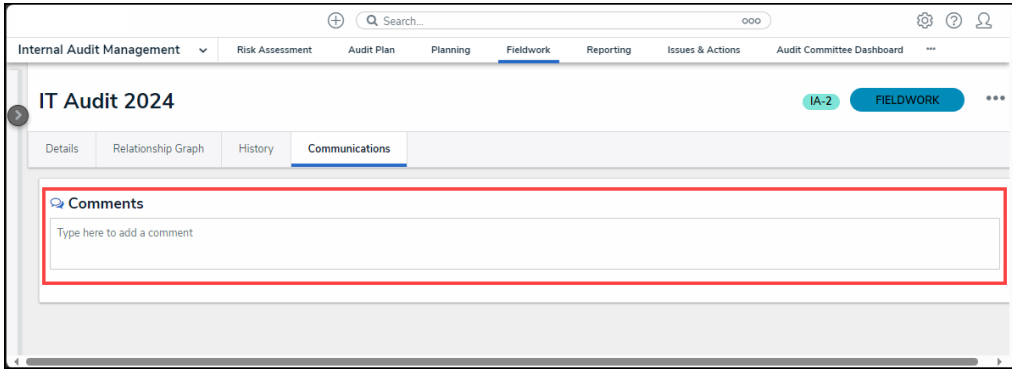
The **Comments** screen is located under the **Communications** tab on a standard form.



*Communications Screen*

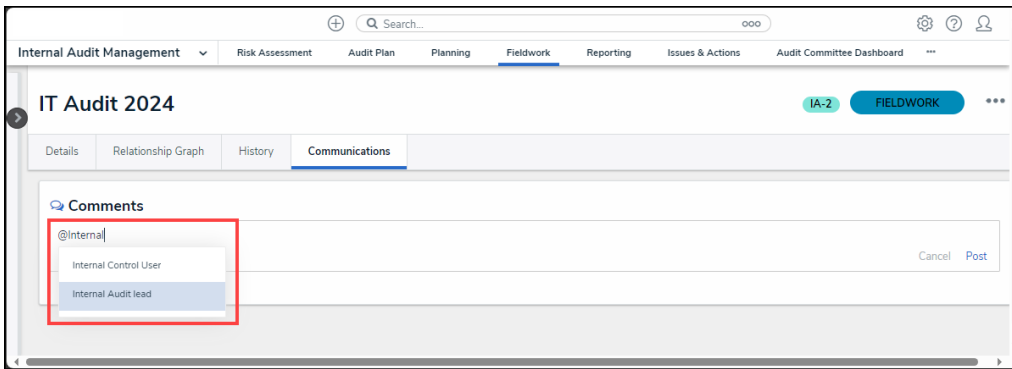
## Communications Tab

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



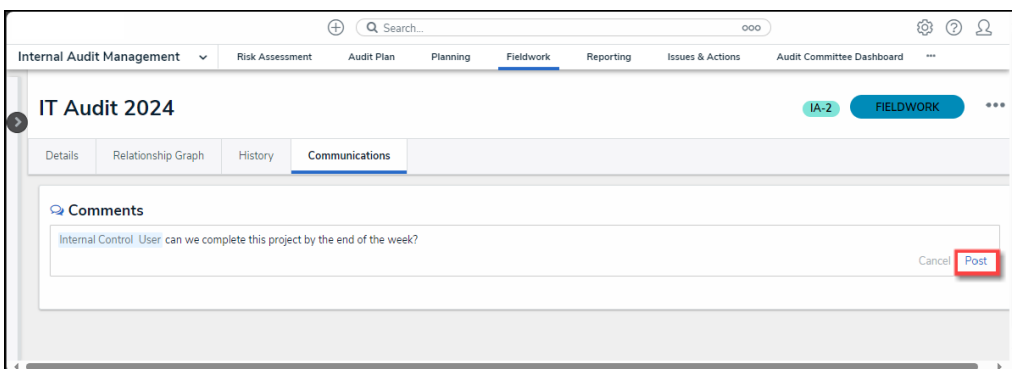
*Comments Field*

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.



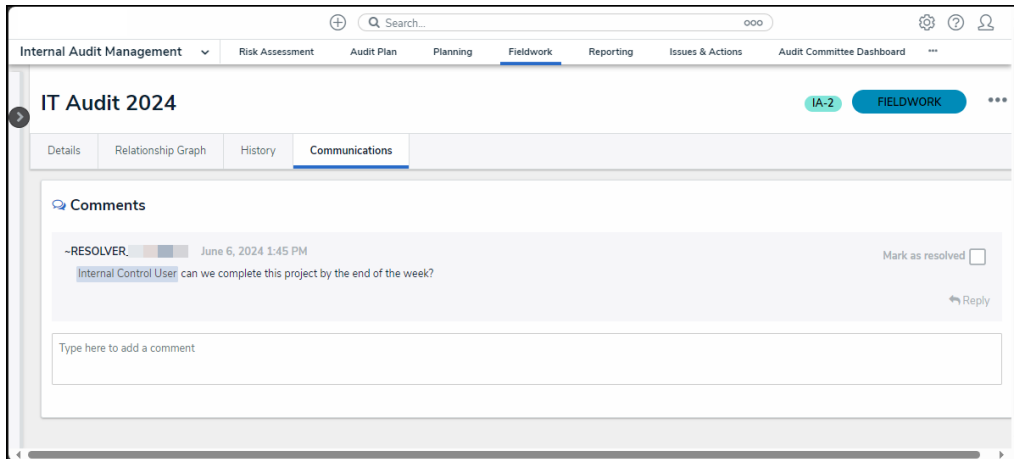
*Users Pop-up*

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



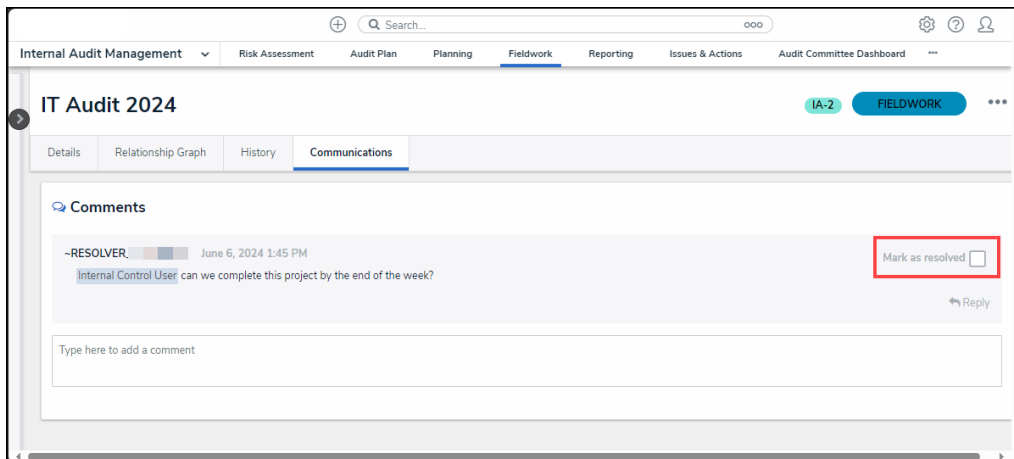
*Post Link*

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.