How to Process Mail in IQ

You will have two types of messages in IQ: **Individual Messages** & **Campaign Emails**. These will show up on your Home Page as clickable tiles:

Individual Messages (40,986)   Campaign Emails (781)

Clicking on the "**Campaign Emails**" Tile will take you to the current list of Active Campaigns within the IQ Campaign Finder. These are messages sent in bulk from Advocacy Groups (E.g., Countable, Blackbaud and others):

Inside of the Campaign Finder, you will be taken to the list of current Active Campaigns with the **highest message count Campaigns shown towards the top**.

You can click on the in-row-action labeled "**Change Data**"; this will take you to a dialog where you can modify the current universe of messages inside of a Campaign. Alternatively, you can click on the in- row action labeled "**Assign Response**" to bring up the Assign Campaign Response dialogue. This will be where you can assign any **current and future mail** from this Campaign to a batch and add a letter automatically. Remember, this will override any data that you have previously assigned to open messages and apply these settings to all open and future messages that come in that are part of this campaign:

Hitting "**Save**" will activate this response rule:

Now you can go straight to the batch, select all messages, and send them out; they already have a letter assigned. This can be done *daily or even weekly* since IQ is doing most of the work automatically for you. As an example, several congressional offices have this setup on several Campaigns, and simply go to the respective batches every Friday and hit **Send**.

Clicking on the "**Individual Messages**" Tile will take you to the current open pool of Non-Campaign messages that were sent in by means of the Member's website (I.e., I went to member.house.gov and chose "Contact Me" and sent a message in) along with any other Individual Messages:

You are then taken to the list of messages **that are not in Campaigns**. You can also use the "Assigned To" filter to only focus on messages that are assigned to you:

You are now ready to start working through the Individual Messages. You can use the "E-Mail Subject Line" filter that will let you start differentiating the actual messages.