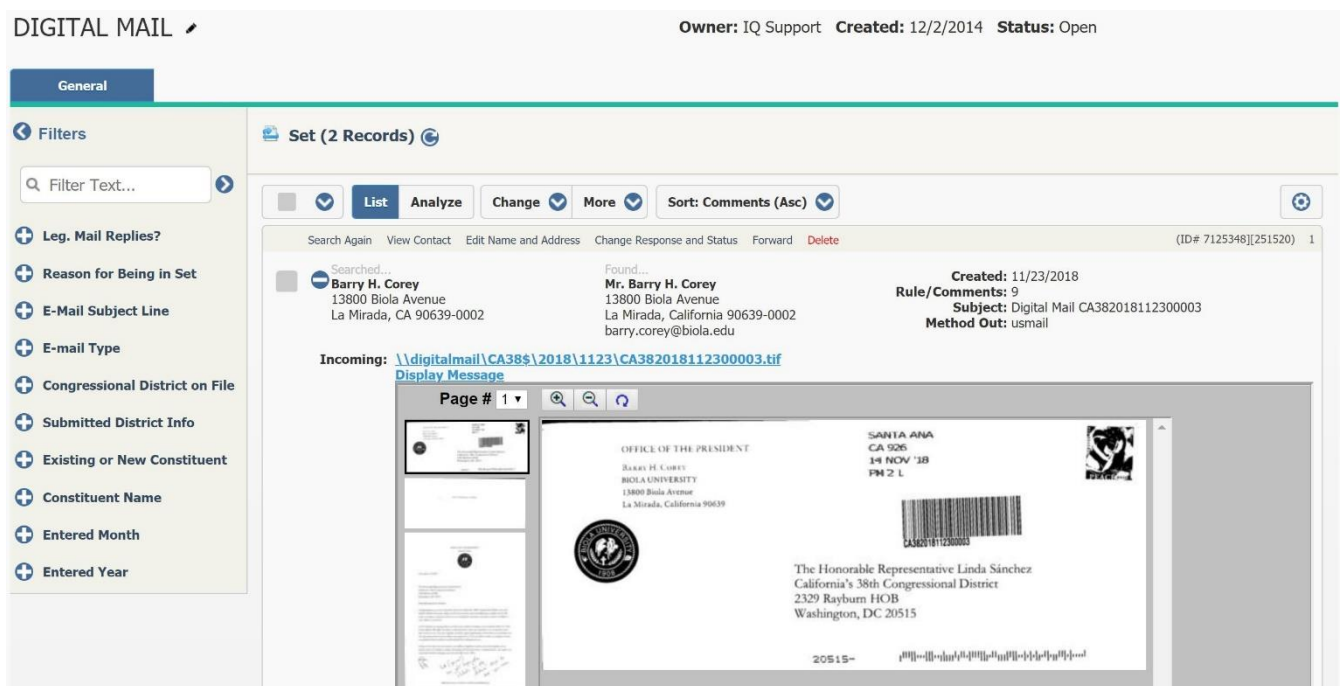# How to Process Digital Mail

How to Find Digital Mail:

1. In the **Messages** Big Menu, select **All Message Sets** in the **Utilities** column.
2. Scroll and click on the **DIGITAL MAIL** link.
3. To process all of the mail from your constituents, expand the **Cong. District** filter and select the appropriate check box.
4. To view the contents of the digital mail, expand the row by clicking the **Plus** icon or click the .tif file link to open the scanned attachment

1. To process a single Set record, select the **Change Response and Status** in-row action.
2. Enter the appropriate *Issue Code*, *Assigned To*, *Comments*, *Form Letter*, etc.
3. Once all of the response information is correct, in the **Status** field, select **Post without a batch**, **Post to an existing batch**, or **Post to a new batch**.
4. Click the **Save** button.

How to Find Similar Subject or Issues in the Digital Mail Set:

1. In the **Messages** Big Menu, select **All Message Sets** in the **Utilities** column.
2. Scroll and click on the **DIGITAL MAIL** link.
3. In the **Filter Text…** field, type the issue or subject (e.g. TPP, Wildlife Refuge, Budget, etc.) and press Enter.

4. To view only the digital mail from your constituents, expand the **Cong. District** filter and select the appropriate check box.
5. To view the contents of a digital mail, expand the row by clicking the **Plus** icon or click the .tif file link to open the scanned attachment. (You may also expand all of the digital mail records by clicking the **Gear** icon and selecting **Expand All Rows**.)
6. Select all of the Messages with the same incoming subject or issue that you will be responding with the same Form Letter.
7. Open the **Change** drop-down menu and select **Response and Status**.
8. Enter the appropriate *Issue Code*, *Assigned To*, *Comments*, *Form Letter*, etc.
9. Once all of the response information is correct, in the **Status** field, select **Posted with Batch**, **Posted in Background with Batch**, **Posted without Batch** or **Posted in Background without Batch.**
10. Click the **Save** button.

How Delete Spam Email:

1. In the **Messages** Big Menu, select **All Message Sets** in the **Utilities** column.
2. Scroll and click on the **DIGITAL MAIL** link.
3. Use the **Filters** to select any emails that are out of district, or have the same Incoming Subject.
4. Select all of the filtered records in the Set by clicking the check box at the top of the results list.
5. Open the **Change** drop-down menu and select **Delete**.
6. In the **Set Record Deletion** dialog, select **Delete**, **Delete Rest** or **Delete Rest in Background**.