

What is it?

Questions will arise in the process of record retrieval where Lexitas will request client input to proceed with a request. Responding to questions daily will aid in efficient record retrieval.

For any questions or feedback regarding ROS, managing questions, or the Client Dashboard please contact your account manager.

Questions are managed within the Client Dashboard. To access and manage questions-

1. Login to ROS and click on the **Questions** tab from the client Dashboard.
2. **Sort** by question date, follow up date, **or filter** to locate Question/s.
3. **Review the question** in the table along with the question status
4. **Select a question** to respond to by clicking the selection icon in the far left of the table.
5. With the Request # Question highlighted, click the orange **Answer Question** button above the filter area.
6. Review the answer question windowpane to and **enter a response** to the question message into the **Reply** text box.
7. **Review and/or upload documents** into the Documents section of the Answer Question window, if relevant.
8. Click the **Answer** button to submit your response. Clicking **Cancel** closes the window and does not save any modifications.