

Tracking an Inquirer

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Here is how you can track an Inquirer:

1. Go to your messages and locate the Inquirer you are looking for in your list of messages. Click on the "message subject" of the Inquirer. A message will appear, scroll to the bottom of the original message and you will see a NUMBER at the very bottom on the right hand side.
2. This is the ID# of the Inquirer that you can use to search the profile of the Inquirer in Manage Users
3. On the left hand side you will see the conversation history, of all the messages you sent and received including the date and time.
4. Use the ID# to search in "Manage Users" tab on the left, at the bottom, click on "Search Users." Be sure to put the ID in the top box, then "Select Level," for an Inquirer, click on the "Any Level" option, and a small box will appear, click OK.
5. Click on the "Status" option box and click on "Any Level." Click on "Search"
6. Something we will have to add, and it is not available **automatically** right now, is Country and City to the reply email. I am working on that. The only time you see the Country and City the Inquirer is from is when you click on "More Information" in the Inquirer Queue list. If you want to have a record of where the Inquirer is from add a sentence to your reply:

Your response to me shows that you are from (Nairobi, Kenya.) Change location accordingly You will see this in your messages, when you click on them.