How to return a Web Questionnaire to the client for editing

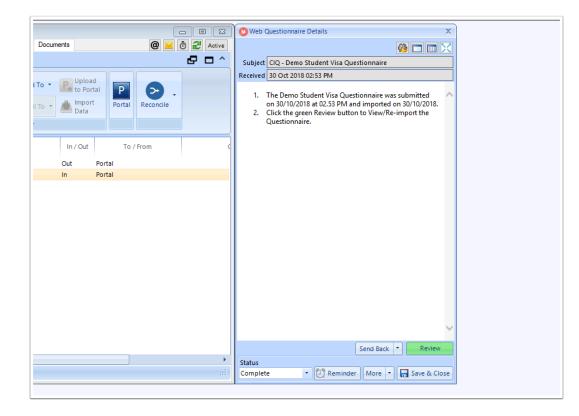
The Web Questionnaire's allow you to collect information for your client that is relevant to their application. Once a client submits their Questionnaire they are prevented from making further changes. However there will be occasions where the client has not answered or completed correctly all of the questions and you will required to return the Questionnaire to them for editing. This article covers how to return a Web Questionnaire to a client.

1. Open the received Web Questionnaire

First you will need to locate the received Web Questionnaire message in either the *Documents* tab of the relevant matter or your Document Inbox (accessed via the **Tasks** button in the main toolbar). Once you have located the Questionnaire message, double click it.

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Online Qu	estionnaire					30/10/2018	2:51:48 PM				Out	Portal			
CIQ - Dem	o Student	Visa Ques	tionnaire			30/10/2018	2:53:53 PM	Comp	lete		In	Portal			

The message window will now open.



2. Click Send Back

Next, click the **Send Back** button.

🔿 Web (Questionnaire Details X
U	
	CIQ - Demo Student Visa Questionnaire
Received	30 Oct 2018 02:53 PM
2.	The Demo Student Visa Questionnaire was submitted on 30/10/2018 at 02.53 PM and imported on 30/10/2018. Click the green Review button to View/Re-import the Questionnaire.
	Ļ
	Send Back Review
Status	
Complet	e 🔹 🖓 Reminder More 👻 🔚 Save & Close

Note that if you want to also send an email notification to the client to check their Portal, click the dropdown arrow and choose **Send Back to Client and Notify Client**.

	Se	nd Back Review
Status Complete Reminder		Send Back to Client Send Back to Client and Notify Client

3. PDF Print a Copy

Before sending the Questionnaire back to your client, you will be given an opportunity to generate PDF record of what has previously been provided. It is recommended that you do generate this PDF as once the Questionnaire is returned to the client they will be editing the original results.

Migration Manager	×
Would you like to save a pdf record of the original submitted dat before returning the questionnaire to your client for editing?	a
Yes No	

4. Edit the Message

Next you will be presented with a Portal Message which will be used to send the Questionnaire back to the client. With in the body of the message you should insert details about what you need your client to do with the returned questionnaire.

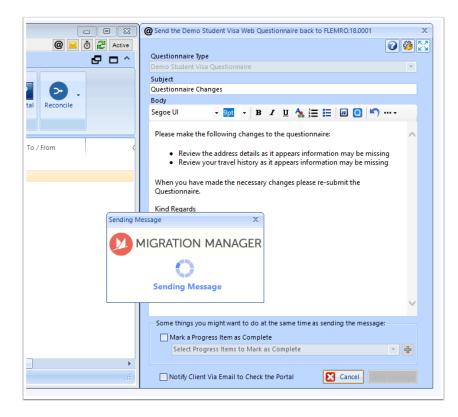
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5. Send the Message

When you have completed the message, click Send Message

Questionnaire Ty	be								
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The message and the attached questionnaire will now be send to the client.



Your client will now proceed to receive a Portal Message with the Questionnaire attached.

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	Inbox Sent Search New Message
Subject	Received
Questionnaire Changes	30 Oct 2018 @ 1
Online Questionnaire	30 Oct 2018 🖉 1

6. Close the original message

Depending on your settings the original message may still be open. Click Save & Close.