Feedback Guide Table of Contents

Feedback

When creating your article(s) you can choose to receive feedback from your readers. The feedback can be posted to the article for the public to read.
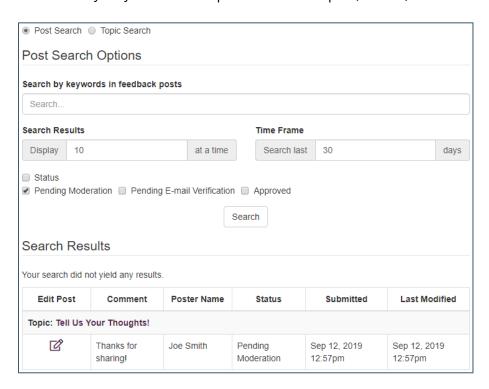
Feedback can be sent directly to the Author of the article for review and to a set of individuals with Feedback access or to just the set of individuals.

You will receive an e-mail when feedback is submitted, and you can moderate it through the email or through the feedback option.

If you are an author, select the **Feedback** option from the **Articles Menu** to review only your article feedback.
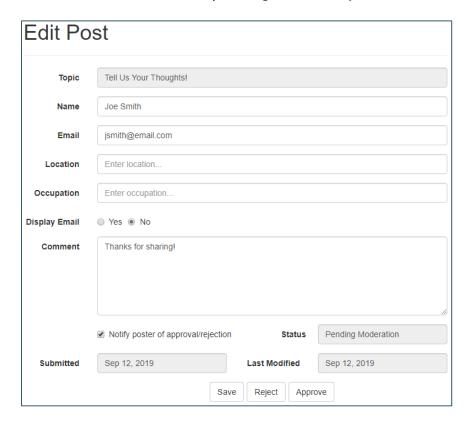
If you are monitoring **all** article feedback, select **Admin, Feedback** from the SOCS Toolbar.

- Select **Search** to see pending feedback.

    o Search by keywords in feedback posts.

    o **Or**

    o Search by keywords in Topic Name or Topic (article) ID.

SOCS – Feedback

- Select the **Edit Post** icon for the pending comment you want to view.

Edit Post

Topic	Tell Us Your Thoughts!
Name	Joe Smith
Email	jsmith@email.com
Location	Enter location...
Occupation	Enter occupation...
Display Email	○ Yes ◉ No
Comment	Thanks for sharing!

☑ Notify poster of approval/rejection   **Status** Pending Moderation

Submitted Sep 12, 2019   **Last Modified** Sep 12, 2019

Save   Reject   Approve

- Make any changes.

- Check or uncheck **Notify poster of approval/rejection**.

- Choose **Save, Reject**, or **Approve**.

Rejecting a Previously Approved Post

Choose either Post Search or Topic Search to search for feedback.

- You can enter the Article Name, Topic Name (keyword) or Topic ID.

- Choose **Approved** status.

- Select **Search**.

- **Edit Post** to view the feedback.

- Select **Reject** to delete post..