# Employer Access Request for Information Procedure

## Summary

The *Request for Information* procedure describes how to respond directly from the Employer Access to a Request for Information (RFI) from IMRF. Types of requests are:

- General Information
- Incomplete document
- Wrongly completed document
- Missing document
- Non-complying document
- Expected document

## Procedure

1. Perform one of the following actions to access the Requests for Information screen:
   – In the **Requests for Information** widget on the Dashboard, click **View All**.
   – From the Tool Bar, click the **Message Center Administration** (envelope) icon, and then select **Requests for Information**.
2. View as either **Open** (default view) or **Closed**.
3. Click the specific request type to view the details and expected information on the right side.
4. To view expected information, highlight and click the appropriate type.
   A. **Nothing:** Open the attachment (View Communication) to review the request. The request will be to complete a certain Data Collection, which has already been created in the **Member Events** screen. After the Member Event is submitted, this Request for Information will drop off from your list. You can also provide a response to this request in the "Your Response" box and click **Save**. This will save your response and will allow for better record-keeping.
   B. **Incomplete documents:** Uploading a file is mandatory, but the **Add note** is optional.
   C. **Missing documents:** Uploading a file is mandatory, but the **Add note** is optional.
   D. **Expected Document:** Uploading a file is mandatory, but the **Add note** is optional.
5. Click the **Save** button.
   – A message appears confirming that the expected information has been saved.
     ♦ Select one of the following buttons:
       - **Back to Request:** Click this button to return to the Requests for Information screen.
       - **Next expected information:** Click this button to view the next expected information without having to return to the Requests for Information screen.
6. Click the **Submit** button on the Requests for Information screen when all expected information has been addressed.
   – A window appears confirming the submission of information and providing a summary of the request for information submitted.
     ♦ Click either the **Cancel** or the **Confirmation** button.

7. If more than one document was requested and only a partial response is submitted, a window appears confirming that the submission is a partial response. Select one of the following buttons:

   – **Cancel:** To answer the remaining expected information.
   – **Continue with submission:** To close the RFI. If a document is still needed, a new RFI will need to be created.
     - ♦ Click either the **Cancel** or the **Confirmation** button.

**This procedure is complete.**