Reply to an RFI

Objective

To send a response in reply to an RFI to which you've been assigned.

Background

If you are listed as an 'Assignee' of an RFI, it means that your response has been requested. It's strongly recommended that you enter a response as soon as possible to ensure that the RFI can be resolved in a timely manner. Remember, an RFI may require the response from multiple persons before it can be sufficiently resolved. The RFI will remain assigned to you, which means you're listed as the Ball In Court person until you submit a response. To view a common workflow of the RFI process, view the Interactive Workflow Diagram.

Things to Consider

• Required User Permissions:
  ◦ To reply to an RFI via email or in Procore:
    ▪ ‘Standard’ level permissions on the project's RFIs tool AND be an Assignee or a Distribution List member on the RFI.
      OR
    ▪ ‘Read Only’ level permissions on the project's RFIs tool with the ‘Act as RFI Manager’ granular permission enabled on your permissions template AND be the RFI's RFI Manager.
      OR
    ▪ ‘Standard’ level permissions on the project's RFIs tool with the ‘Act as RFI Manager’ granular permission enabled on your permissions template AND be the RFI's creator, RFI Manager, an Assignee, or a Distribution List member.
      OR
    ▪ ‘Admin’ level permissions on the project's RFIs tool.
Video content may not accurately reflect the current state of the system, and/or it may be out of date.

Steps

When you are designated as the ‘Assignee’ on an RFI, you have different options for submitting a reply. Each option logs your reply in the appropriate project’s RFIs tool:

- Reply to the RFI by Email
- Reply to the RFI in Procore
- Reply to the RFI on Your Mobile Device

Note: In addition to adding a reply, you can also add other assignees to the RFI from the Procore web application. For details, see [Add Assignees to an RFI as an Assignee on an RFI](https://support.procore.com/products/online/user-guide/project-level/rfi/tutorials/add-assignee-to-an-rfi).

After you submit your response to the RFI, the system automatically shifts the Ball In Court responsibility to the RFI Manager and email notifications are sent according to the project’s settings. See [When does the RFIs tool send email notifications?](https://support.procore.com/products/online/user-guide/project-level/rfi/tutorials/reply-to-an-rfi)

Reply to the RFI by Email

1. Open the New RFI message in your email client. A message resembling the one below appears.
2. Click **Reply** in your email client.  
The system reveals a reply form and the reply to email address.  
3. In the body of the email message, enter the message for your reply.  

**Notes:**  
◦ Do NOT modify the email address in the To field. This email is required in order to send your reply to the RFIs tool in the related project.  
◦ You can also add any attachments to the email as desired.  
◦ If your email client has a customized format, it will NOT maintain its custom format in Procore.

4. Click **Send**.  
The system posts your email (along with any attachments you added) as your response to the RFI's Activity section in Procore and sends email notifications according to the project's settings. See [When does the RFIs tool send email notifications?](https://support.procore.com/products/online/user-guide/project-level/rfi/tutorials/reply-to-an-rfi)
Reply to the RFI in Procore

1. Open the New RFI message in your email client.

2. Next to More Details, click View Online.  
   Notes:
   ◦ If you are currently logged in to Procore, the link directs you to the RFI's page.
   ◦ If you are NOT logged in to Procore, the system will prompt you to log in and then direct you to the RFI's page.


4. In the Activity area, do the following:
   a. Enter your response in the text box.
   b. Add files as attachments using one of these options:
      • Click Attach File(s).
      OR
      • Use a drag-and-drop operation to move files from your computer to the Drag and Drop Files area.
   c. Click Post Response.

Your response is added to the RFI's Activity section and the system sends email notifications according to the project's settings. See When does the RFIs tool send email notifications?

Reply to the RFI on Your Mobile Device

The steps you use depend upon your device:

• Reply to an RFI (Android)
• Reply to an RFI (iOS)
Next Steps

The next steps are typically completed by an RFI Manager (see What is the RFI Manager role?) or a user with 'Admin' level permission to the RFIs tool:

- If you want to obtain more information from another user, follow the steps in Edit an RFI and designate the other user as the Assignee on the RFI.
- If the RFI received only one (1) reply and that response satisfies the information requirements, follow the steps in Close an RFI.
- If the RFI received multiple replies, you can review the replies and designate the one that satisfies all the information requirements as the 'official response'. See Choose an "Official Response" for an RFI.

See Also

- Create an RFI

If you would like to learn more about Procore's RFI software and how it can help your business, please visit our request for information (RFI) construction software product page.