

## Request for Authorization Follow Up Service - Activating

ICQ provides you with the Authorization Follow Up service which is meant to help you follow up on authorization requests that you sent to your ICQ friends to add them to your Contact List.

When you first send a request to add a user to your Contact List, the Request Authorization Follow Up service is checked by default. That means that the request will automatically be sent to the user twice more, every three days. After that period an Authorization Status dialog will pop-up on your screen giving you the options to activate the service to re-send an authorization request every three days for a 9-day period (3 times), send an e-mail reminder to the user or terminate the service altogether.

You also have the option to view the status of the service and see how many authorization requests your sent to the user. No longer will you be left with a neglected authorization request.

**Note:** Once you activate the authorization request service, it will be sent three times every three days, depending on whether you are online. Your entries to ICQ will be counted and the request will be sent after you enter ICQ three times (no more than one entry per day will be counted). In addition, each time you reactivate the service, the counter will begin at nr. 1.

### To view and configure authorization request follow up settings:

1. Click on a user name under the **Awaiting Authorization** heading.
2. Select **Authorization status**.
3. Select a user. You have the following options.
  - Check the **Re-Activate** box to reactivate the follow up service. An authorization request will be sent to the user three times, over a nine-day period, every three days.
  - Check the **Stop Service** button to terminate the service.
  - Check the **Send Email** button to send an email reminder to the user. You may add a personalized message to the preset letter.  
Click on the **View Authorization Request Email** button to view the email message before sending.

**Note:** The authorization request email will be sent to the Primary or default Email address of the selected users.

4. Click on the **OK** button to execute your choices or click on the **Cancel** button to exit the dialog without sending a Request for Authorization Follow Up.

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## ICQ Offline Reminder - Sending

The ICQ Offline Reminder allows you to get a notification of users who have not logged on to ICQ for a set number of entries (determined by you, see [ICQ Offline Users Reminder in the Owner Preferences](#)). You then have the option to send them a reminder to log on to ICQ.

### To send a reminder to a user on your Contact List:

1. Click on the flashing **Reminder**  icon to open the **Incoming ICQ Offline Reminder [No More Events]** dialog. The ICQ number and nickname of the user are already entered, as is the default email address to which the reminder will be sent. You can enter a different email.
2. Enter a personal message in the **Add a personal message to your reminder letter** field.  
You have the following options:
  - Click the **View Reminder Email** to preview the email.
  - Check the **Terminate the ICQ Offline Reminder service for this user** box if you do not want to get anymore reminders that this user hasn't logged on to ICQ for set number of entries (determined by you). Click the **Apply** button to enter this change.
3. Click on the **Send Email** button to send the reminder email or click the **Close** button to exit the dialog without sending a reminder.

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## ICQ Offline Reminder - Configuring Preferences

You may set ICQ to inform you of users who have not connected to ICQ. Choose the number of entries to ICQ after which you will receive the notification. You will then have the option to send the user an email reminder to connect. To configure the option for a specific user, go to that user's [Online Alerts](#) section in the Alert/Accept Modes.

**Note:** This option applies to Advanced Mode only.

### To activate the offline reminder option:

1. Click on the **ICQ** button and select **Preferences**.
2. Click on the **ICQ Offline Reminder** button.
3. Check the **Activate the ICQ Offline Reminder** box.

Choose the number of entries after which you will receive the notification from the arrows in the **Every \_Entries to ICQ** box.

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