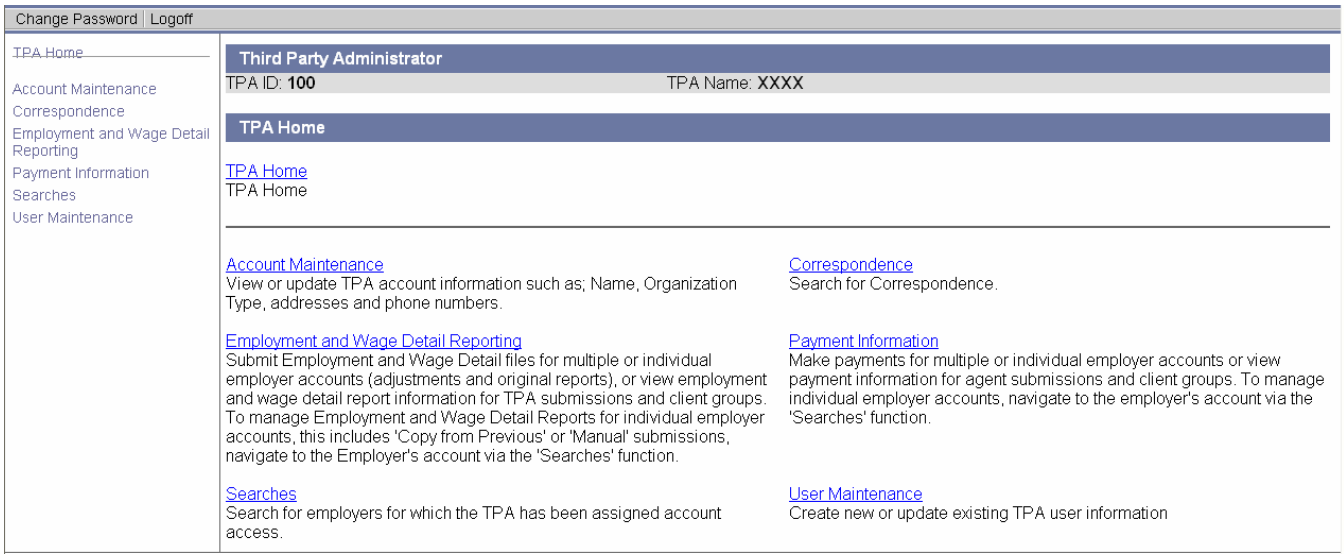
CORRESPONDENCE

Introduction	This section of the document will show how an authorized user can view a correspondence sent from DUA to the TPA account on the QUEST system. All correspondences will be sent to your QUEST account except for ad-hoc and registration correspondences. You will be notified via email when a correspondence is sent to your account. You must login to the QUEST system to view the correspondence. You can set up your preferred email address to receive notifications using the instructions provided in the 'Address Information' section of this user guide. NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at *www.adobe.com*

Step-by-Step Instructions:

1. Navigate to the TPA home page. The home page will appear as shown below. Click on the link 'Correspondence'.



2. The correspondence home page will appear as shown below.

3. Enter the date range for which you wish to search correspondence for. Click on 'Search'.

4. The search results will appear as shown below. Click on the correspondence number to view a correspondence.

5. The selected correspondence will appear in a new window in pdf format.