📖 Monitoring Digital Recalls Across Sites Job Aid

Targeted how-to guide for Digital Recalls Coordinators.

👤 To Track Recalls

1. Locate the recall you wish to track using the Monitor screen. Copy the exception ID.

2. In the **Do** Menu, select **Track**.

3. In the **TraceLink Recall ID** drop-down, enter the Recall ID from the notification, then select it from the drop-down list.

4. In the response table, click the Send Message 💬 icon to send a follow up message to a responding entity.

5. Enter your message text. Specify which responding entities you want to send the follow up message to.

6. Click SEND.